

# FOOD BANK OF THE SOUTHERN TIER

## EXECUTIVE COMMITTEE

Tuesday, November 19, 2019

8:00 AM – 9:30 AM

### AGENDA

<b>TOPIC</b>	<b>FACILITATOR</b>	<b>ACTION</b>	<b>TIME</b>
1. Welcome and Call to Order	Nancy Miller		2
2. Opening Prayer	Steve Hoyt		2
3. Approval of October 15, 2019 Minutes	Nancy Miller	Approve	1
4. 2020 Budget Update	Tim Currie	Discuss	20
5. BOD Assessment	Natasha Thompson	Review	20
6. Follow-up Items: <ul style="list-style-type: none"><li>• PantryTrak Update</li><li>• Employee Engagement Survey</li><li>• 2020-21 Work Plan</li></ul>	Natasha Thompson	Discuss	15
7. Fund to End Hunger <ul style="list-style-type: none"><li>• Diane Brown, Community Foundation</li></ul>	Natasha Thompson	Discuss	25
8. Executive Session	Nancy Miller	Discuss	5

#### Next Meeting:

**Monday, December 9, 2019**

**9:00AM – 11:00AM**

**Opening Prayer: Joe Thomas**

*If you plan to join the meeting remotely, please inform Lynn Dates*

# Food Bank of the Southern Tier

## Executive Committee Meeting

Tuesday, October 15, 2019

8:00 a.m. – 10:00 a.m.

Board Member	In Attendance	Unable to Attend
Nancy Miller (Chair)	X	
Steve Hoyt	X	
Joe Thomas	X	
Mary Pat Dolan	X	
<i>Ex-Officio</i>		
Laura Opelt	X	
Natasha Thompson	X	
<i>Guests</i>		
Randi Hewitt, Community Foundation of Elmira and the Finger Lakes, Inc.	X	
Jean McMurray, Worcester Food Bank	X (phone)	
<i>Staff</i>		
Lynn Dates	X	

### 1. Welcome & Call to Order

Nancy Miller called the meeting to order 8:09 am and welcomed Laura Opelt, Associate Diocesan Director

### 2. Opening Prayer

Mary Pat Dolan led the opening prayer.

### 3. Approval of the August 20, 2019 Minutes

*Joe Thomas made a motion to approve the September minutes.  
Steve Hoyt seconded. None opposed. Minutes approved.*

### 4. Fund to End Hunger

Natasha introduced Randi Hewitt from the Community Foundation of Elmira-Corning and the Finger Lakes Inc., (CF) and Jean McMurray from the Worcester Food Bank (phone) to learn more about possibly establishing a Fund to End Hunger.

Jean provided background and history of Worcester County Fund to End Hunger, and its impact in the following focus areas: healthy food and economic self-sufficiency. It started as a donor advised fund with \$100K from former board members and is administered by the local Community Foundation's grantmaking process; it now consists of investments that are reviewed yearly.

Randi described the CF service area and pointed out that there are three community foundations in FBST service area. CF manages over 200 funds, each is highly specialized, acting like mini foundations. If FBST creates a fund through CF it can establish boundaries and management

strategies through CF's engagement contract, calling it a field of interest fund, not donor advised fund per NYS. She provided examples of CF management fee structure and described the management and investment of permanently endowed funds and pass-through funds. (Jean disconnected and Randi exited the meeting at 8:56 am.)

The Committee voiced concerns regarding how FBST would work with CF, how to replenish funds each year, FBST's readiness for this kind of shift, staffing to manage the process and how to determine readiness. It was pointed out that once at CF it will no longer be FBST money, and that grant makers want things that are innovative and sustainable. Additionally, this type of funding outreach could help build brand awareness in Tompkins and Broome counties. The sale of the garage could provide a portion of money to try out the concept and bring something to the table to for the group to see. Broome County would be a good first choice to test, and we should remain aware of how this might interact with CHOW. Steve suggested that once the FBST garage is sold, that would be time for further discussion and decisions. Natasha confirmed with the Committee that FBST already runs a "regrant" program with HPNAP and doesn't feel that this would be burdensome or hard. Steve requested that Natasha share information about impact or gaps missed on daily basis that would allow us to fund other types of things: increase access to healthy food – ideas about what exists – different kinds of work being done around us.

## **5. Employee Engagement Survey**

Natasha reviewed survey outcomes, pointing out that it was overall favorable versus last year, and good in relation to recent administrative reorganization. She pointed out that some individuals were taking on more responsibilities while other positions were open. Last year the Development Department was having a tough time/bad timing and that Development has shown the most improvement this year. Community Impact had negative responses, but since this is a new department it's what was expected.

Where there were significant declines that stood out: communication has always been an issue. Joe expressed concern about low scores, saying that those at 50% are ones we don't want at 50%. Nancy said that this could possibly reflect on how reorganization is done at FBST and that we should reflect on how this whole process went, along with the last time a reorganization took place. Natasha said the tool has been used since 2016 so there is good data that will show trends.

## **6. Dashboards**

Natasha reviewed various dashboards with the Committee, pointing how other Food Banks show organizational efficiency, highlight the cost to raise a dollar, and the cost to provide a meal, providing reinforcement, goals and accountability for the entire team. The group said that we still need to find one that will work for Community Impact. Mary Pat said that the dashboards shouldn't be too long, and that she has a list of reportable topics that can demonstrate where we are on any number of programs/projects. Natasha agreed that this can be implemented as something new for 2020, that it is easier to demonstrate Development and Operations metrics, but harder on the impact side. Kathryn Miller is focused on PantryTrak and doing well in gathering new data. Nancy reminded the group that we are behind schedule for PantryTrak and would like to understand where we should be.

## **7. Other Business**

**Sale of Property** – Tim has discussed details of the sale with an attorney.

**2020 Budget** – The deficit is under 100K and while there are no staffing cuts, we are not planning to fill the NRM position. Fundraising also shows a modest and conservative increase. The Mother Cabrini grant is not included and there is no TFAP administrative increase, there are many things at play that could

benefit us that we are not aware of. It was pointed out that there will be another 12% increase in health insurance. Natasha said that she is not averse to increasing caps, and that we budget for the increase.

**PantryTrak** – Natasha reviewed progress to goals with the Committee. She explained that cards are now being used except for senior MFPs, however there are still challenges. Natasha said that Community Impact is now more aligned and connected to agencies where they can identify problems and address issues that were not identified in the past. Natasha is included in Community Impact meetings and reassures them that they are working properly, providing positive feedback and celebrating achievements and accomplishments. Natasha also noted that she doesn't have current information about CHOW and that we still need to understand how CHOW will work with PT; probably as a single site that serves multiple sites.

**8. Other Business**

Reschedule November meeting to Tuesday, November 19, 2019.

**9. Executive Session**

No Executive Session was requested.

<i>Follow Up Items</i>	<i>Person Responsible</i>	<i>Due Date</i>
Share article from Harvard business school re. different types of decision making.	Mary Pat Dolan	
Share list of reportable topics for dashboards.	Mary Pat Dolan	

The meeting was adjourned at 10:20 am

Minutes respectfully submitted by,

Lynn Dates  
Executive Assistant to  
Natasha Thompson, President & CEO

## Food Bank of the Southern Tier 2020 Budget Narrative and Highlights

The current 2020 budget projects a \$55k operating deficit and a \$7k overall deficit. Larger deficits were avoided thru spending cuts, the timing of the HPNAP contract extension, adding TEFAP TM Admin funds for Q1 and a modest increase in Fundraising. As for cuts, we were able to keep Personnel fairly flat by eliminating a position and excluding Senior Management from the 2020 COLA. We also realized some expense savings in our Healthy Harvest, Freight-in and Turkey Drive expense lines.

With HPNAP moving to a July – June contract period and thus providing an eight-month extension to this year's contract, we were able to realize more grant funds for Produce in 2020. Normally we spend all HPNAP Produce funds in the second half of the year but in 2020 we will have access to Produce funds in both halves of the year. This helped us reduce the money we need to allocate to our Healthy Harvest expenditures. The HPNAP Wholesale line also benefitted from rolling in some of the 2019 Shared Maintenance funds and the preference to equally align the semi-annual contract amounts.

Fundraising is projected to increase by 2.75%. It's noteworthy that we did not include a potentially significant grant from the Mother Cabrini Foundation. We did include \$46k of TEFAP TM Admin funds for Q1, reflecting our current allocation of product during that period.

### INCOME

**Agencies:** Agency food revenue shows a large decrease as we are not including any TEFAP Trade Mitigation (TM) product in 2020. We have been allocated a significant amount of TM for Q1 but it has not been officially "purchased" (in 2019, we are receiving approx. 76% of approved product). Of course TEFAP product is revenue neutral but, as is the case of 2019, it can produce savings in other lines. Shared Maintenance is down a bit as we have pooled the HPNAP grant with the MFP's. The Wholesale line shows a healthy increase as we rolled the excess 2019 HPNAP SM grant into the 2020 Wholesale grant. We also reduced some of the 2019 WH grant in order to line up the remaining contract extension with the new contract period (July-June).

**MFP's:** Same story here with TEFAP projections; not including TM product at this point. Shared Maintenance is restored to "normal" levels (2019 SM is coming in much lower as TEFAP has provided an ample substitute). Wholesale food is up as the timing of the HPNAP contract extension affords more of our Produce needs to be covered by HPNAP.

**Youth Programs:** Putting \$25,000 in the Wholesale food line for the Tioga County Summer food program.

**Donated Product:** Showing a modest increase from a TEFAP-induced contraction in 2019.

**HPNAP General Operating:** Up 18% relating to the timing of the contract extension for Operations Support.

**Other Grants/Programs:** Down \$154k as we are only projecting some TEFAP TM Admin funding for Q1.

**Fundraising/Donations:** Up a modest 2.75%.

**Other Income:** Down significantly, mostly related to not including any rental income in 2020.

## EXPENSES

**Personal Expenses:** Up less than 1%. Salaries are up from COLA's, periodic 2019 adjustments and the new Development position registering for the whole year. On the flip side, one position was eliminated and COLA's for Senior Management were omitted. Fringes are down as the number of employees enrolled in the FBST Health Plan decreased and Workers Comp is lower.

**Agency Food:** Down substantially mainly due to TEFAP (see above).

**MFP's:** Down substantially mainly due to TEFAP (see above).

**Youth Programs:** Up a bit relating to the Tioga County Summer food efforts. TEFAP and a solid Fill-the-Bus campaign has helped us keep the BackPack Wholesale costs down.

**Other Food/Program:** Down significantly as the timing of the HPNAP contract extension has allowed us to cut back substantially on our Healthy Harvest spending without affecting overall Produce spending. The Turkey Drive expense also reverted back to traditional levels (spending is based on the previous year's TD fundraising).

**Product Acquisition Freight:** Up from a highly reduced 2019 figure but below levels of the previous couple years (2018 = \$121k).

**Donated Product:** Showing a modest increase from a TEFAP-induced contraction in 2019.

**Warehouse/Distribution:** Relatively flat. Expenses here have been fairly stable over the years.

**General Operations:** Up a bit (2%) mostly due to the upgrade of our Inventory software.

**Development/PR:** Flat. Direct Mail is up 9%. Savings comes from the ending of Construction and some reductions in the PR & Advertising lines.

**Advocacy & Education:** Small decrease.

**Agency Capacity Building:** Up notably from the timing of the HPNAP contract extension.

**Capital Campaign Allocations:** Down significantly. With the receipt of the NYS ESD grant, we will still have Truck Campaign funds for the next couple years.

**Capital Expenses and other Non-Operating Adjustments:** Nothing projected for 2020 at this time.

# Food Bank of the Southern Tier

	2020 Original	2019 Q3 Adjusted	Variance	% Change Q1 vs. Orig.
<b>REVENUE</b>				
<b>FOOD DISTRIBUTION</b>				
<b>AGENCIES</b>				
SHARED MAINTENANCE	\$180,085	\$205,004	(\$24,919)	-12%
WHOLESALE FOOD	\$1,296,796	\$1,209,963	\$86,833	7%
TEFAP FOOD	\$692,707	\$2,130,542	(\$1,437,835)	-67%
<b>TOTAL AGENCY FOOD</b>	<b>\$2,169,588</b>	<b>\$3,545,509</b>	<b>(\$1,375,921)</b>	<b>-39%</b>
<b>MOBILE FOOD PANTRIES</b>				
SHARED MAINTENANCE	\$326,179	\$202,598	\$123,581	61%
WHOLESALE FOOD	\$88,002	\$58,310	\$29,692	51%
TEFAP FOOD	\$476,766	\$1,704,679	(\$1,227,913)	-72%
<b>TOTAL MOBILE FOOD PANTRIES</b>	<b>\$890,947</b>	<b>\$1,965,587</b>	<b>(\$1,074,640)</b>	<b>-55%</b>
<b>YOUTH PROGRAMS</b>				
SHARED MAINTENANCE	\$27,092	\$24,474	\$2,618	11%
WHOLESALE FOOD	\$25,000	\$0	\$25,000	#DIV/0!
TEFAP FOOD	\$67,750	\$67,920	(\$170)	0%
<b>TOTAL YOUTH PROGRAMS</b>	<b>\$119,842</b>	<b>\$92,394</b>	<b>\$27,448</b>	<b>30%</b>
<b>TOTAL FOOD DISTRIBUTION</b>	<b>\$3,180,377</b>	<b>\$5,603,490</b>	<b>(\$2,423,113)</b>	<b>-43%</b>
<b>DONATED PRODUCT</b>				
DONATED PRODUCT	\$5,372,836	\$5,070,301	\$302,535	6%
<b>TOTAL DONATED PRODUCT</b>	<b>\$5,372,836</b>	<b>\$5,070,301</b>	<b>\$302,535</b>	<b>6%</b>
<b>GRANTS / PROGRAMS</b>				
<b>HPNAP GENERAL OPERATING</b>				
OPERATIONS SUPPORT	\$186,115	\$99,796	\$86,319	86%
OPERATIONS SUPPORT SEED GRANT	\$6,402	\$3,696	\$2,706	73%
AGENCY SANITATION SUPPLIES	\$2,200	\$1,466	\$734	50%
TRANSPORTATION GRANT	\$23,875	\$31,198	(\$7,323)	-23%
OPERATING INCOME (HPNAP)	\$231,155	\$231,155	\$0	0%
OPERATING INCOME (HPNAP) COLA	\$0	\$0	\$0	#DIV/0!
OPERATING INCOME (JSY)	\$124,221	\$117,675	\$6,546	6%
<b>TOTAL HPNAP OPERATING</b>	<b>\$573,968</b>	<b>\$484,986</b>	<b>\$88,982</b>	<b>18%</b>
<b>OTHER GRANTS / PROGRAMS</b>				
CHEMUNG COUNTY	\$30,000	\$30,000	\$0	0%
NOEP	\$65,000	\$65,000	\$0	0%
TEFAP ADMIN	\$201,217	\$351,458	(\$150,241)	-43%
VENISON PROGRAM	\$11,307	\$10,900	\$407	4%
BACKPACK REIMBURSEMENT	\$0	\$4,224	(\$4,224)	-100%
<b>TOTAL OTHER GRANTS / PGMS</b>	<b>\$307,524</b>	<b>\$461,582</b>	<b>(\$154,058)</b>	<b>-33%</b>
<b>TOTAL GRANTS / PROGRAMS</b>	<b>\$881,492</b>	<b>\$946,568</b>	<b>(\$65,076)</b>	<b>-7%</b>
<b>FUNDRAISING / DONATIONS</b>				
CAUSE MARKETING	\$438,850	\$424,200	\$14,650	3%
SPECIAL EVENTS	269,300	275,500	(\$6,200)	-2%
DIRECT MAIL	\$920,000	\$696,000	\$224,000	32%
ONLINE GIVING	245,000	\$105,000	\$140,000	133%
PERSONAL SOLICITATION	\$150,800	\$50,800	\$100,000	197%
GENERAL DEVELOPMENT GRANTS	\$266,000	\$283,000	(\$17,000)	-6%
WHITE MAIL	\$600,000	\$1,140,000	(\$540,000)	-47%
ALL OTHER PRIVATE SUPPORT	\$170,000	\$3,500	\$166,500	4757%
<b>TOTAL FUNDRAISING/DONATIONS</b>	<b>\$3,059,950</b>	<b>\$2,978,000</b>	<b>\$81,950</b>	<b>3%</b>

	2020 Original	2019 Q3 Adjusted	Variance	% Change Q1 vs. Orig.
<b>OTHER INCOME</b>				
OTHER INCOME	\$49,647	\$83,342	(\$33,695)	-40%
<b>TOTAL OTHER INCOME</b>	<b>\$49,647</b>	<b>\$83,342</b>	<b>(\$33,695)</b>	<b>-40%</b>
<b>TOTAL REVENUE</b>	<b>\$12,544,302</b>	<b>\$14,681,701</b>	<b>(\$2,137,399)</b>	<b>-15%</b>
<b>EXPENSES</b>				
<b>PERSONNEL EXPENSES</b>				
SALARIES	\$2,148,333	\$2,077,326	\$71,007	3%
FRINGE BENEFITS	\$536,867	\$588,268	(\$51,401)	-9%
OTHER	\$13,750	\$13,600	\$150	1%
<b>TOTAL PERSONNEL EXPENSES</b>	<b>\$2,698,950</b>	<b>\$2,679,194</b>	<b>\$19,756</b>	<b>1%</b>
<b>FOOD EXPENSE</b>				
<b>AGENCIES</b>				
WHOLESALE FOOD	\$1,127,649	\$1,052,142	\$75,507	7%
TEFAP FOOD	\$692,707	\$2,130,542	(\$1,437,835)	-67%
<b>TOTAL AGENCIES</b>	<b>\$1,820,356</b>	<b>\$3,182,684</b>	<b>(\$1,362,328)</b>	<b>-43%</b>
<b>MOBILE FOOD PANTRIES</b>				
MFP SHARED MAINTENANCE	\$96,999	\$48,720	\$48,279	99%
WHOLESALE FOOD	\$103,446	\$80,616	\$22,830	28%
TEFAP FOOD	\$476,766	\$1,704,679	(\$1,227,913)	-72%
<b>TOTAL MOBILE FOOD PANTRIES</b>	<b>\$677,211</b>	<b>\$1,834,015</b>	<b>(\$1,156,804)</b>	<b>-63%</b>
<b>YOUTH PROGRAMS</b>				
SHARED MAINTENANCE	\$27,092	\$24,474	\$2,618	11%
WHOLESALE FOOD	\$188,722	\$175,591	\$13,131	7%
TEFAP FOOD	\$67,750	\$67,920	(\$170)	0%
<b>TOTAL YOUTH PROGRAMS</b>	<b>\$283,564</b>	<b>\$267,985</b>	<b>\$15,579</b>	<b>6%</b>
<b>TOTAL FOOD EXPENSE</b>	<b>\$2,781,131</b>	<b>\$5,284,684</b>	<b>(\$2,503,553)</b>	<b>-47%</b>
<b>OTHER FOOD EXPENSES</b>				
<b>OTHER FOOD/PROGRAM</b>				
OTHER FOOD/PROGRAM	\$131,598	\$197,377	(\$65,779)	-33%
<b>TOTAL OTHER FOOD/PROGRAM</b>	<b>\$131,598</b>	<b>\$197,377</b>	<b>(\$65,779)</b>	<b>-33%</b>
<b>PRODUCT ACQUISITION FREIGHT</b>				
PRODUCT FREIGHT	\$111,018	\$80,000	\$31,018	39%
<b>TOTAL PRODUCT FREIGHT</b>	<b>\$111,018</b>	<b>\$80,000</b>	<b>\$31,018</b>	<b>39%</b>
<b>TOTAL OTHER FOOD EXPENSES</b>	<b>\$242,616</b>	<b>\$277,377</b>	<b>(\$34,761)</b>	<b>-13%</b>
<b>DONATED PRODUCT</b>				
DONATED PRODUCT	\$5,372,836	\$5,070,301	\$302,535	6%
<b>TOTAL DONATED PRODUCT</b>	<b>\$5,372,836</b>	<b>\$5,070,301</b>	<b>\$302,535</b>	<b>6%</b>
<b>WAREHOUSE / DISTRIBUTION</b>				
VEHICLE	\$100,687	\$101,258	(\$571)	-1%
WAREHOUSE	\$33,000	\$32,550	\$450	1%
PRODUCTION ROOM	\$12,000	\$15,500	(\$3,500)	-23%
<b>TOTAL WAREHOUSE / DISTRIBUTION</b>	<b>\$145,687</b>	<b>\$149,308</b>	<b>(\$3,621)</b>	<b>-2%</b>

	2020 Original	2019 Q3 Adjusted	Variance	% Change Q1 vs. Orig.
<b>GENERAL OPERATIONS</b>				
BUILDING	\$165,486	\$161,454	\$4,032	2%
GENERAL OFFICE	\$84,274	\$94,980	(\$10,706)	-11%
TECHNOLOGY/SERVICES	\$101,184	\$80,704	\$20,480	25%
STAFF EXPENSES	\$57,943	\$59,634	(\$1,691)	-3%
CONTRACT SERVICES	\$322,511	\$317,340	\$5,171	2%
<b>TOTAL GENERAL OPERATIONS</b>	<b>\$731,398</b>	<b>\$714,112</b>	<b>\$17,286</b>	<b>2%</b>
<b>DEVELOPMENT/PR</b>				
SPECIAL EVENTS	\$51,050	\$62,630	(\$11,580)	-18%
DIRECT MAIL	\$294,000	\$269,554	\$24,446	9%
GEN. DEVELOPMENT / PR EXPENSE	\$79,596	\$92,400	(\$12,804)	-14%
<b>TOTAL DEVELOPMENT/PR</b>	<b>\$424,646</b>	<b>\$424,584</b>	<b>\$62</b>	<b>0%</b>
<b>ADVOCACY &amp; EDUCATION</b>				
ADVOCACY & EDUCATION	\$7,500	\$9,275	(\$1,775)	-19%
<b>TOTAL ADVOCACY &amp; EDUCATION</b>	<b>\$7,500</b>	<b>\$9,275</b>	<b>(\$1,775)</b>	<b>-19%</b>
<b>AGENCY CAPACITY BUILDING</b>				
OPERATION SUPPORT	\$194,717	\$105,501	\$89,216	85%
<b>TOTAL HPNAP OPERATION SUPPORT</b>	<b>\$194,717</b>	<b>\$105,501</b>	<b>\$89,216</b>	<b>85%</b>
<b>TOTAL EXPENSES</b>	<b>\$12,599,481</b>	<b>\$14,714,336</b>	<b>(\$2,114,855)</b>	<b>-14%</b>
<b>NET BEFORE CAP CAMPAIGN ALLOC</b>	<b>(\$55,179)</b>	<b>(\$32,635)</b>	<b>(\$22,544)</b>	<b>69%</b>
<b>CAPITAL CAMPAIGN ALLOCATIONS</b>				
CAPITAL CAMPAIGN ALLOCATIONS	\$0	\$60,965	(\$60,965)	-100%
TRUCK CAMPAIGN ALLOCATIONS	\$48,431	\$49,277	(\$846)	-2%
<b>TOTAL CAP CAMPAIGN ALLOC</b>	<b>\$48,431</b>	<b>\$110,242</b>	<b>(\$61,811)</b>	<b>-56%</b>
<b>NET BEFORE CAPITAL EXPENSES</b>	<b>(\$6,748)</b>	<b>\$77,607</b>	<b>(\$84,355)</b>	<b>-109%</b>
<b>CAPITAL EXPENSES</b>				
CAPITAL EQUIPMENT	\$0	\$0	\$0	#DIV/0!
EQUIPMENT/FURNITURE PURCHASES	\$0	\$15,250	\$15,250	#DIV/0!
CAPITAL IMPROVEMENTS	\$0	\$67,717	\$67,717	#DIV/0!
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$0</b>	<b>\$82,967</b>	<b>\$82,967</b>	<b>#DIV/0!</b>
<b>NET BEFORE NON-OPERATING</b>	<b>(\$6,748)</b>	<b>(\$5,360)</b>	<b>(\$1,388)</b>	<b>26%</b>
<b>NON-OPERATING ADJUSTMENTS</b>				
ADVERTISING - OTHER	\$0	\$0	\$0	#DIV/0!
<b>TOTAL NON-OPERATING ADJUSTMENTS</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>#DIV/0!</b>
<b>NET SPPLUS/DEFICT</b>	<b>(\$6,748)</b>	<b>(\$5,360)</b>	<b>(\$1,388)</b>	<b>26%</b>

**FOOD BANK OF THE SOUTHERN TIER  
BOARD ASSESSMENT**

**O - Outstanding**  
**V - Very Good**  
**S - Satisfactory**  
**N - Needs Improvement**  
**P – Poor**  
**I – Insufficient Information**

**OVERALL BOARD PERFORMANCE AND STRUCTURE**

1. \_\_\_\_\_ The Board understands the strategic vision for the organization.
2. \_\_\_\_\_ The Board has an adequate amount of Director diversity (race, ethnicity, gender, age, skills and disciplines, community constituencies)
3. \_\_\_\_\_ The Board has sufficient working knowledge of its own policies, procedures and by-laws.
4. \_\_\_\_\_ The Board’s decision making process is consistent and organized.
5. \_\_\_\_\_ Decisions are made at the appropriate level (Board vs. President/CEO and/or Staff levels)
6. \_\_\_\_\_ The process for evaluating the President/CEO is transparent and fair.

**COMMENTS:**

**BOARD MEETINGS**

7. \_\_\_\_\_ The Board receives regular reports from each of the committees.
8. \_\_\_\_\_ Meeting materials are available at least five (5) days in advance of Board meetings.
9. \_\_\_\_\_ Meeting materials are available on the secure FBST Web portal and via an e-mailed word document.
10. \_\_\_\_\_ All Directors have an opportunity to speak at meetings.
11. \_\_\_\_\_ Directors are encouraged to offer opinions based on their personal/professional expertise and experience in order to facilitate discussion and decision making at Board meetings.

**COMMENTS:**

**BOARD MEMBER CONDUCT**

- 12 \_\_\_\_\_ The Board has criteria against which it evaluates and monitors its performance.
13. \_\_\_\_\_ There is open and honest communication among Directors.
14. \_\_\_\_\_ There is open and honest communication between the Board and the President/CEO and Staff.

**COMMENTS:**



## 2019 PantryTrak Goals

### October 2019 Report to FBST Executive BOD

1 <sup>st</sup> Quarter January 1 – March 31	2 <sup>nd</sup> Quarter April 1 – June 30	3 <sup>rd</sup> Quarter July 1 – September 30	4 <sup>th</sup> Quarter October 1 – December 31
<p>1) All Mobile Food Pantry sites (MFPs) using PT have the approved FBST training materials to use as a reference.</p> <ul style="list-style-type: none"> <li>✓ All MFPs trained since September 2018 have been given the approved FBST training materials. The documents are also be available on new website for partners to access.</li> </ul>	<p>1) All Steuben County MFPs are in the roll-out pipeline.</p> <ul style="list-style-type: none"> <li>✓ Tuscarora MFP, the last regular MFP in Steuben, is now using PT.</li> <li>➤ 5 senior MFPs and 1 college MFP remain to be trained in Steuben Co. We are currently holding off on training those 5 senior MFPs because of ongoing discussions about the best way to serve seniors. We are working on getting the college MFP on PT.</li> </ul>	<p>1) All MFPs are using PT.</p> <ul style="list-style-type: none"> <li>➤ Only 5 senior MFPs and 4 college MFPs remain to be trained and on-boarded. <ul style="list-style-type: none"> <li>- Tompkins-Cortland Community College MFP will begin using PT in Feb '20.</li> <li>- The others are TBD.</li> </ul> </li> </ul>	<p>1) PT roll-out to 15 high performing food pantries.</p> <ul style="list-style-type: none"> <li>✓ The following pantries are now using PT. <ol style="list-style-type: none"> <li>1. CC Schuyler Outreach FP</li> </ol> </li> <li>➤ Trainings and launches in 2019 have been scheduled for: <ol style="list-style-type: none"> <li>2. Windsor Human Dev – Nov '19</li> <li>3. Groton FP – Nov '19</li> <li>4. Our Lady of Sorrows FP, Vestal – Nov '19</li> <li>5. Loaves &amp; Fishes Binghamton – Dec '19</li> </ol> </li> <li>➤ The following pantries are in the queue for roll-out: <ol style="list-style-type: none"> <li>6. Pantry of Angels</li> <li>7. Greenwood-Rexville FP</li> <li>8. Catherine's Cupboard</li> <li>9. Most Holy Name of Jesus FP</li> <li>10. Bradford FP</li> <li>11. Buena Vista FP</li> <li>12. Ithaca Kitchen Cupboard</li> <li>13. Caroline FP</li> </ol> </li> </ul> <p><i>It may not be reasonable to have more agencies begin using PT in November and December 2019 because of the</i></p>

			<i>holiday rush they face, so we are starting to book agency trainings for January 2020.</i>
<p>2) All Broome County MFPs are in the roll-out pipeline.  <i>✓ Completed</i></p>	<p>1) Another three to seven Tioga County food pantries are in the PT roll-out pipeline.  <i>➤ One additional food pantry, Waverly CHOW for Children, is now using PantryTrak. Jackie Bogart, VISTA PantryTrak Assistant, helped obtain computers for Tioga Co food pantries, which will help expedite rollout with the remaining pantries.</i></p>	<p>2) All ten Tioga County food pantries are using PT.  <i>➤ It is unlikely that all ten food pantries will be using PT this year. Our hope is to get 7 sites using PT by early 2020, which will give us a critical mass of data to assist with evidence-based decision-making. We are in conversation with TOI – Lounsberry, TOI – Project Neighbor of Newark Valley, and TOI – Berkshire Helping Hands, and looking to train and launch them in January 2020, after the holidays. The 3 remaining sites all have existing databases, so we will require more assistance from the Mid-Ohio Foodbank in order to accomplish the switch to PantryTrak.</i></p>	
<p>3) Three Tioga County food pantries are in the PT roll-out pipeline.  <i>✓ TOI Spencer- Van Etten Food Cupboard (launched 1.31.19)</i>  <i>✓ TOI Bread of Life Food Pantry (launched 2.6.19)</i>  <i>✓ TOI Park Terrace- Apalachin (launched in Spring)</i></p>		<p>3) PT roll-out to 3 – 5 high performing food pantries and to CHOW network.  <i>✓ The following pantries have completed roll-out</i> <ol style="list-style-type: none"> <li>1. <i>Lighthouse FP</i></li> <li>2. <i>Addison FP</i></li> <li>3. <i>North Pres FP</i></li> <li>4. <i>Trumansburg FP</i></li> </ol> <i>➤ We have set up a PT profile for CHOW and have a phone call with their leadership on Friday, Nov 8<sup>th</sup> to discuss the rollout plan.</i></p>	

## Miscellaneous Updates.

- Presented on FBST rollout strategy to audience of 40 members of Feeding America Service Insights Learning Cluster, with two individuals reaching out afterwards for more information on our work

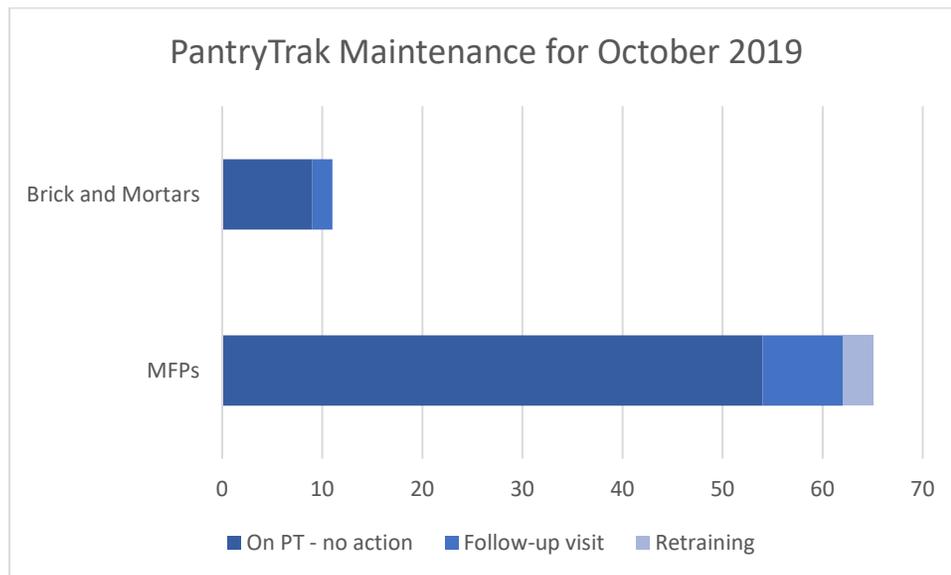
## Existing Site Support.

### Mobile Food Pantries (MFPs)

- Retrained 9 people from 3 sites
- Attended 8 additional sites for troubleshooting/check-ins

### Pantries

- Attended 2 sites for troubleshooting/check-ins



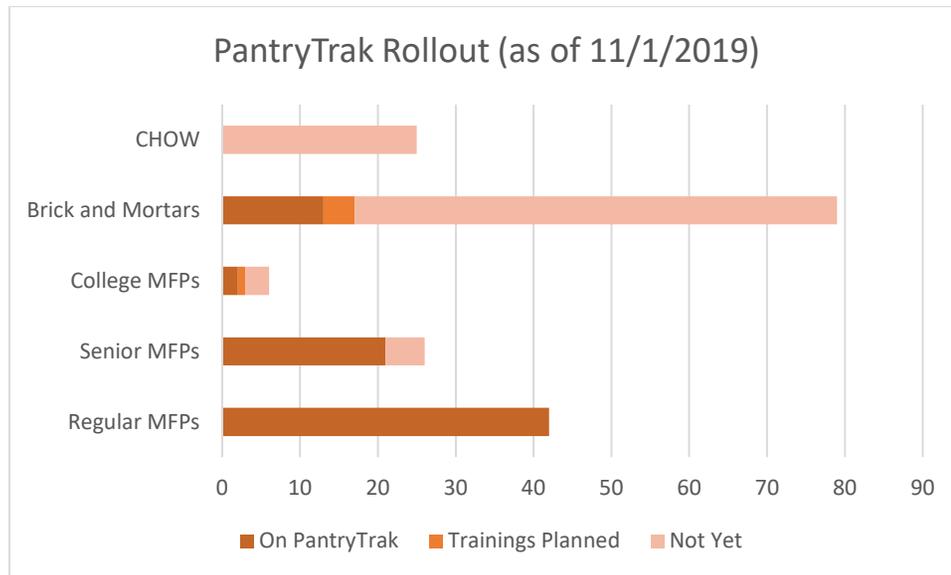
## Rollout to New Sites.

### MFPs

- Launched final regular MFP: Tuscarora

### Pantries

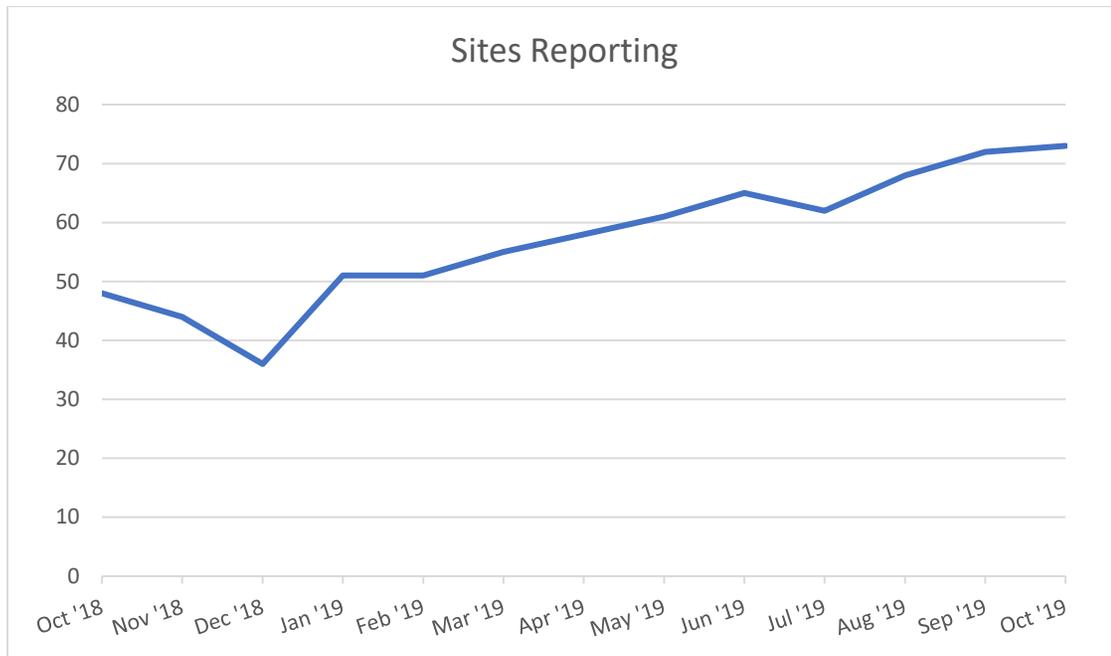
- Trained 31 people from 6 sites
- Launched 2 sites (Schuyler County Outreach and North Presbyterian Food Pantry)
- Launches are scheduled in near future for 4 sites: Groton Food Providers, Our Lady of Sorrows, Loaves and Fishes – Binghamton, and Windsor Human Development



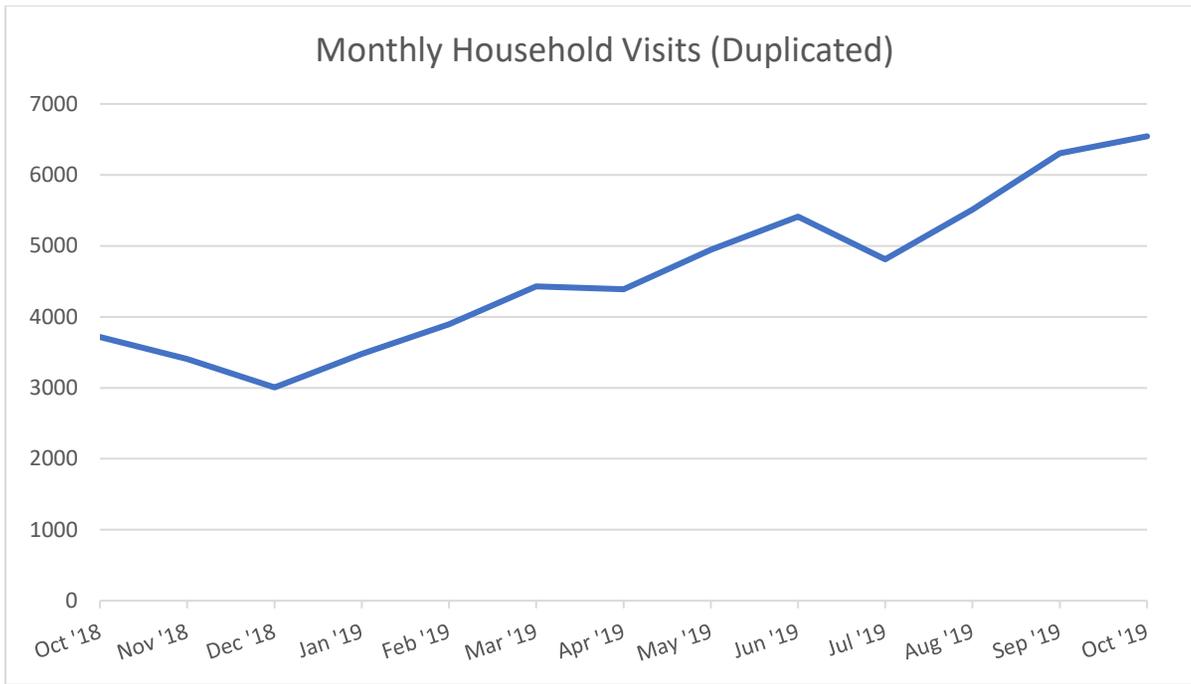
\*not including the 2-3 MFPs which are either brand-new or only held once per year (and have not been trained)

**Stats for October 2019.**

- 4,990 unduplicated households (up from 3,245 in October 2018)
- 11,474 unduplicated people (up from 7,130 in October 2018)



73 sites reported (up from 48 in October 2018)



6,544 service visits (up from 3,717 in October 2018)