

**Food Bank of the Southern Tier**  
**Agency Advisory Board**  
**Minutes**  
**October 13, 2017**

Present: Matt Griffin, FBST; Bethany Britton, FBST; Anne Haus, Trumansburg Food Pantry; Nancy Myers, Lansing Food Pantry; Kristine Morseman, Schuyler Outreach; Jack Seman, CHOW; Jodi Mosher, Samaritan Center; Kerm Bossard, Spencer Van Etten Community Food Cupboard; Darlene Bachman, Pennsylvania Ave Food Cupboard

**Meeting called to order at 11:14am**

- **Reflection – Corning Community Food Pantry story from new location opening**
- **Working Agreements Review**
- **Review & approval of August meeting minutes:** Kristine M. motion to approve, Jack S. seconds; all in favor

**Review & Updates**

- Agency Services & Nutrition (Matt)
  - Since Lyndsey is now working in the Advocacy and Education department, the ASN department will be bringing on a new staff member toward the beginning of the year with some of Lyndsey's previous responsibilities and also nutrition responsibilities; in the meantime Matt will be heading the Agency Advisory Board meetings and peer groups; the next set of peer groups are scheduled for February 2018
  - A group of food pantry representatives that have met twice to discuss community food center model are planning a trip to Toronto, Canada soon to see this model in action at two separate sites
  - The CHOW/FBST celebration will be next week, on October 19th, to celebrate five (5) years of partnership between the organizations
  - Vickie – reminder that HPNAP Food Grant has to be spent down by October 23rd (from the extension that agencies received in July); the new HPNAP fiscal year will begin November 1, 2017 through October 31, 2018
- Advocacy & Education (Matt)
  - FBST had two (2) legislative tours during Hunger Action Month (September); the tours were in Broome and Steuben counties; school districts, farms, and pantries were visited
- Warehouse (Matt)
  - Reminder - with the upcoming holidays, delivery schedules will be altered due to holiday closures, please keep aware of changes and/or closures
- County Hunger Coalition reports to AAB
  - No items from August meeting
  - September Coalition Meetings -
    - Tompkins County (Anne H. and Nancy M.)
      - TEFAP schedule, where is it? Matt- Missy will be preparing one for next year and sending a new one out soon, probably with more emphasis on entitled and not bonus product

- Storing boxes that come from FBST - it is more difficult for smaller pantries to store extra boxes due to lack of space; are they still required to store them?; Kris – can just the bigger pantries save them?; Jack-some drivers have been saying that FBST has enough and won't take them back; Matt will confirm with Dave which boxes should be saved and notify agencies
- What is the status of implementing the Just In Time (JIT) delivery model? (changing delivery dates to coincide with some agency distribution dates); Matt – this is still in the works
- Will FBST staff be attending the November 8th meeting? Will someone be able to discuss PantryTrak 2018 roll-out and schedule? Matt – Yes, Bethany will be attending
- Vickie gave all agency representatives in attendance the TEFAP civil rights training
- Schuyler County (Kristine M.)
  - Cancelled, and usually poorly attended anyway; the November meeting will be a trial of having a joint meeting between Schuyler and Chemung Counties at FBST; scheduled for Wednesday, November 1st at 1:00pm
- Chemung County
  - Nothing to report, Jodi M. has not attended due to low staffing
- Tioga County
  - Kerm B. did not attend
  - Vickie gave all agency representatives in attendance the TEFAP civil rights training
- Broome County
  - Jack S. was not able to attend
  - Vickie gave all agency representatives in attendance the TEFAP civil rights training

## Discussion & Decisions

- Agency Calendar and Communication –
  - Matt – How can we as a network do a better job of communicating?
  - Group likes the ASN calendar
  - Anne H. suggested sending emails the beginning of the month of what's going on/important reminders for that month
  - The board suggested using a Google calendar on the FBST website
  - Matt – In instances where there are individuals who have problems with email communications and technology problems (ie. struggling with changes in deadlines, etc.) – please mentor these agencies to help them with the transition
  - Matt – the general consensus is that FBST is hitting the mark with communication
- TEFAP requirements, civil rights training (Matt) –
  - All agencies should print off the PowerPoint training, put it in a binder, and have all staff/volunteers who have direct contact with clients read through the binder and sign off that they read it; this has to be done yearly
  - Anne H. – if your agency doesn't have consistent volunteers, she asks volunteers come in 15 minutes early to read through and sign off before starting to their volunteer shift
  - Nancy M. – made extra copies, has staff come in in groups, and provides food; having everyone there at the same time has worked for her; Groups such as Boy Scouts that may have limited interactions with clients, do they still have to have the training?; Vickie – technically if they have

interactions with clients, then they should receive training, even if they only volunteer once per year

- Matt - Continual/habitual volunteers need to go through training and also need to demonstrate to occasional volunteers on important procedures (non-discrimination, 3 day guideline, civil rights poster, etc); priority should be made to regular volunteers
- The PowerPoint slides are available on FBST website
- Kristine M. – what’s the date where an agency could lose funding if not have had training?  
Vickie – there is no specific date, and Vickie will be providing additional trainings throughout the year
- Kristine M. – her agency uses Relias to keep track of trainings, etc
- Kerm B. suggested a conference call or webinar to conduct trainings
- Matt – Justice for All poster, product log loss form (only track TEFAP products on there); client bill of rights
- Matt –
  - For our state distribution of TEFAP products, technically we should only be providing them to NYS residents; the first step is that FBST needs a better idea of how many PA residents we’re serving, FBST will start a conversation with the Harrisburg Food Bank to develop a plan before making restrictions to PA residents; a clear plan will be forthcoming and there will not be any changes at the moment
  - FBST needs an annual attestation from any clients receiving TEFAP product that they meet certain income guidelines or that they participate in a federally funded program such as food stamps; add the attestation to an intake form, this has to be done annually for every client that is receiving TEFAP product; this is only an attestation so proof of income will not be required (ie pay stubs, etc); Jack S. suggested coming up with a procedure for a situation where clients don’t qualify to receive these products (ex. don’t meet income guidelines); Kerm B. – having to separate TEFAP foods from other products so ineligible clients don’t receive it sounds like discrimination by only allowing eligible clients to receive “all” the food; Matt – FBST will be communicating with other NYS food banks on best practices, FBST will help our agencies to navigate this change when it happens; Kerm B. – we should make this a legislative issue and question why this is happening, get it on the legislative agenda
- Membership policy language from other food banks (Bethany) –
  - FBST is considering adding language to its annual partnership agreements that would specify what action(s) would constitute an agency being placed on probation, suspension, and/or terminating the partnership with FBST; this would also include language to clarify what steps an agency and FBST must make in order to have probation and suspension lifted
- Proposal: Shift from Standing Meetings to Topic-based Meetings
  - Matt – What topics is the Advisory Board interested in discussing at future meetings? Examples could include: agency celebration (around February); Hunger Action Month (around June); agency obligations such as renewals, requirements, and contracts (around October); capacity and innovation such as distribution, advocacy, “new, cool things”, and community food centers in Canada, workshops/trainings for the year (timing, content, method/format); and Coalition Meetings
  - The meetings will focus less on updates and more on discussing topics, getting feedback on mutually helpful topics; potentially send updates via email; potentially move to quarterly meetings
  - The Board feels that the pros outweigh the cons
  - Advisory Board members should inquire at November coalition meetings what workshop themes coalition members would like to see in 2018

- Advisory Board members should each bring a copy of their intake forms and their county by-laws for next meeting
- Jodi M. motions to approve, Anne H. seconds; all in favor of adopting proposal

**Meeting adjourned at 12:57pm**

**Our next meeting is December 8, 2017, 11 am – 1 pm**

**Handouts:** *October Agenda; August Meeting Minutes; Updated Agency Calendar; 2 sample food bank partnership policies (Agency Partnership Agreement Suspension & Termination Language; Non-Compliance Policies)*