

Chat Transcript

NOTES:

- **Resources/links bolded and highlighted**
- **Agency Solutions bolded and highlighted**

00:24:49 Lisa Boyd, SHH (she/her): To rename yourself, hover over your picture and click on the three dots . . . then choose "Rename" at the bottom of the list. Then type in your name and agency.

Agency Online Exchange Resources

00:27:09 Jennifer - SHH: Find the poll results, plus schedule, invitations, upcoming agenda and past meetings here: <https://agencies.2harvest.org/agency-online-exchange>

Vaccine Navigator/Responses to Questions

00:30:45 Jennifer - SHH: State of MN Vaccine Connector registration link <https://mn.gov/covid19/vaccine/connector/index.jsp>

00:37:09 Lisa Boyd, SHH (she/her): Susan writes: Is there a pathway for advocacy that we as food shelf workers and leaders can appeal to the governor to recognize us as essential and in need of rapid vaccination? :)

00:45:13 Jennifer - SHH: Minnesota COVID-19 Vaccine Allocation Advisory Group: Not taking input at this time, but the form will be available again before future advisory group meetings. <https://www.health.state.mn.us/diseases/coronavirus/vaccine/advisory.html?fbclid=IwAR1iVkh5c5T7paWk5S0u0uqXRKuAxngDN9DCUgUt3PVxCdJzekzGBX38Z4w>

Weather Changes/Policies

00:36:51 Char Graff, Second Harvest Heartland: III. Addressing Weather Challenges : How does your program function in bad weather? How do you let the public know if you are closed for bad weather? How does your distribution process change with the weather?

00:37:58 Heather - CAER Food Shelf: But if school is closed for Presidents day?

00:38:28 Sandy: We follow the schools when they close due to weather

00:38:56 Stuart Iseminger: Our clients remain outdoors since the pandemic started. We have 2 patio heaters outside our entrance.

00:39:48 Jean Skomoroh, Annandale Food Shelf: We will never close. Someone can always get there just in case a client is desperate. We would call the retail stores to advise we can't pick up.

00:40:30 Paula Pyle -The Salvation Army Minneapolis Parkview: For The Salvation Army we follow our headquarters in Roseville who follow the Schools closure etc. We place signs on our doors if it is three feet or higher we clear our walkways etc If it is windshield warning we follow our Headquarters as we do have

warming centers With covid our pre lobby does still allow them to come and collect food hampers or a crub side meal

00:40:53 Paula Pyle -The Salvation Army Minneapolis Parkview: We have not closed for covid at all

00:41:08 Paula Pyle -The Salvation Army Minneapolis Parkview: Just our worship meetings went virtual to a point

00:41:21 Sonja Tosteson | White Bear Area Food Shelf: We play it on a case-by-case basis, since we have both evening and day hours and on and offsite programming (so school closures don't always apply). We make the decision the day before (at least) and blast our social media, change our main voicemail, and having physical signs. We also hand out flyers and let folks know toward the beginning of the winter about checking these sources, and let new people know.

00:41:28 Heather - CAER Food Shelf: We do still have staff come in so if there is someone that needs food, we can get them food

00:41:56 Susan Schroeder with Neighbors Inc!: We follow the school closures in our service area. We post on our website and social media. We do close in dangerous weather to keep our clients, volunteers and staff safe. We link information about crisis resources on our website for emergencies.

00:42:01 Paula Pyle -The Salvation Army Minneapolis Parkview: Ours is from 9 am to 11 am and hot meal from 11:30 am to 12:30pm

00:42:09 Paula Pyle -The Salvation Army Minneapolis Parkview: We have phone recordings

First time visits statistics (for food shelves and other grocery programs)

00:49:18 Paula Pyle -The Salvation Army Minneapolis Parkview: For first time

00:49:35 Paula Pyle -The Salvation Army Minneapolis Parkview: do you also eman first time ever coming to the foodshelf in their life?

00:49:46 Paula Pyle -The Salvation Army Minneapolis Parkview: *mean

00:50:04 Paula Pyle -The Salvation Army Minneapolis Parkview: ok

00:51:54 Sue Hanks Catholic Charities Emergency Services: Is there efforts to create reports that are available monthly to us

00:51:59 Paula Pyle -The Salvation Army Minneapolis Parkview: The frequent recalls is a concern

00:54:19 Sue Hanks Catholic Charities Emergency Services: Prefer monthly as I am requested for a lot of numbers often... Old system also allowed me to look back and compare years . For example I could check what a particular month looked like over 3 years.

00:55:01 Jennifer - SHH: SHH can pull statistics reports for you if needed. Email orders@2harvest.org or call 651-209-7990 to put in request.

General ask for questions/comments/suggestions

00:52:12 Char Graff, Second Harvest Heartland: Does anyone have a question or issue that they would like to share with the group? Please unmute or share here.

00:52:16 Heather - CAER Food Shelf: How many are open for shopping now?

00:53:07 Emily: How are other food shelves modifying or adjusting their services due to change/decrease in the extra emergency/covid-funding?

00:53:34 Paula Pyle -The Salvation Army Minneapolis Parkview: Monthly report I am filling it as the previous person left for another job so I want to get up to date until the new person who is off sick comes back ni march

00:54:08 Paula Pyle -The Salvation Army Minneapolis Parkview: *filling in

00:55:35 Paula Pyle -The Salvation Army Minneapolis Parkview: We are doing prepacked boxes by appointment

00:55:43 Paula Pyle -The Salvation Army Minneapolis Parkview: curbside in pre lobby

00:56:02 Francisco Guzman (he/him) SHH: yay IOCP!

00:56:03 Jennifer - SHH: Paula can you say more about the frequent recalls?

00:56:23 Paula Pyle -The Salvation Army Minneapolis Parkview: We operate less days a week but with appointments It works better

00:57:32 Paula Pyle -The Salvation Army Minneapolis Parkview: For the recalls just the number each week and more than we have seen prior to covid

00:59:08 Sue Hanks Catholic Charities Emergency Services: What are those hours again...

01:03:12 Sonja Tosteson | White Bear Area Food Shelf: We have had a lot of feedback that people like the Curbside Pickup better than shopping inside, too, (safety, convenience, possibly less stigma), but a few that want to come back insde. (We do offer quite a bit of choice for our current Curbside model, too.)

01:04:10 Jennifer - SHH: Paula - do you subscribe to SHH's recall list? We do edit it to exclude non-food and/or non relevant items so that might reduce emails if you are subscribed to USDA's, which will include every single recall reported. If the emails are too much regardless, is there someone else that could help out to review them and determine if they affect your program? The sign up for our list is here: <https://agencies.2harvest.org/recall> and email orders@2harvest.org if anyone needs to be removed from our list.

01:04:32 Paula Pyle -The Salvation Army Minneapolis Parkview: Yes we have food choice prepacked hampers too culturally specific

01:05:58 Heather - CAER Food Shelf: We are doing order forms. I wonder if when we re open can we do a hybrid? Can clients decide if they want to do an order form or come in to shop?

01:06:37 Francisco Guzman (he/him) SHH: <https://www.link2feed.com/>

01:07:06 Naomi: ACBC food shelf in Anoka is still doing curbside, but buy appointment through TimeTap. so we are able to meet the same capacity as we did pre-

covid. Timetap allows us to talk with our participants online and therefore when someone makes an appointment they are automatically sent a menu and there they can choose what food, clothing, hygiene, cleaning, etc. We serve between 180-200 families a week. The food menu options is still pre-packed but they get to decide do you want a bag of fruit, veggies, box of shelf stable, etc.

01:09:20 Lisa Boyd, SHH (she/her): <https://www.timetap.com/>

01:09:35 Paula Pyle: sorry I had to switch device

01:10:31 Stuart Iseminger: Our numbers are the same EXCEPT the proportion of seniors has doubled and the number of first-time users (first time at our food shelf ever, not the SHH definition) has doubled.

01:10:41 Jennifer - SHH: Strib has been giving hunger relief good coverage!

01:11:13 Paula Pyle: we have found the Asian community has decreased

01:11:38 Naomi: Our numbers have been maybe a little down, but mostly the same as pre-covid. But we're seeing less of the "regular" participants and more new people than we've ever seen

01:11:44 Jennifer - SHH: Join our private Facebook Group: <https://www.facebook.com/groups/154146792001035> Get info, share info!

01:11:48 Annissa Zynda, SHH: For anyone who may not be on Facebook:

<https://www.startribune.com/rural-minnesota-and-wisconsin-food-shelves-surprisingly-see-dip-in-visitors-but-food-stamp-use-is-in/600025867/>

01:12:03 Annissa Zynda, SHH: But if you are on FB - join the group! :)

01:12:33 Sue Hanks Catholic Charities Emergency Services: Currently doing a targeted outreach to our Hispanic community as we are hearing of the need, but the fear of participating for many reasons.

01:12:59 Susan Schroeder with Neighbors Inc!: @Sonja when did you change your service boundary policy?

01:13:58 Jennifer - SHH: Here's another from MPR about older Minnesotan visit increases: <https://www.mprnews.org/story/2021/02/17/covid19-causes-surge-in-food-shelf-visits-among-older-minnesotans?fbclid=IwAR0qVttMjwqL4LczQgbjf2IK-o7amgqZLkueAih2kKXSmQhm6D7hVvk2iELc>

01:14:29 Heather - CAER Food Shelf: I have had people leave too because of the address

01:14:49 Heather - CAER Food Shelf: Its the address

01:14:59 Heather - CAER Food Shelf: They don't want to give their address

01:15:27 Georgi Nguyen: We are seeing that too. During COVID, because of the decreased information required- any information requested (event DOB) can be seen as intrusive by families.

01:15:34 Adam Hoffman, The Open Door Mobile Pantry: We see this too.

01:15:35 Georgi Nguyen: *even

01:15:43 Sue Hanks Catholic Charities Emergency Services: Hopefully we can see some changes in that area then.

01:15:55 Jennifer - SHH: TEFAP agencies: Are you sharing this feedback with DHS/OEO?

01:16:51 Georgi Nguyen: I am worried about Post COVID how we can revert to full-intakes. I'm worried we will see more push back from families when we return to some sort of normalcy.

01:17:03 Lisa Boyd, SHH (she/her): SHH can certainly mention this to DHS/OEO as well.

01:18:00 Adam Hoffman, The Open Door Mobile Pantry: Wow, for sale at garage sales!

01:18:14 Paula Pyle: could you send us the order form

01:18:49 Susan Schroeder with Neighbors Inc!: We have a yellow bin outside our food shelf that people can "Share back" in case they get a non perishable they don't care for. It works really well.

01:19:01 Paula Pyle: Paula.

01:19:26 Jennifer - SHH: Are others seeing a lot of out of area?

01:19:27 Alana Ziehl: We have a shopping cart outside that says donations that we encourage people to return food they don't want.

01:19:45 Adam Hoffman, The Open Door Mobile Pantry: We see a small amount of CFAP nonperishable food donated back to us.

01:20:02 Emily - CES: We are in Minneapolis, and are seeing some communities from Brooklyn Center/Park and Robbinsdale

01:20:28 Paula Pyle: wow Emily we too

01:21:03 Patrick Felker - Interfaith Outreach: We've got a few families fro BC/BP as well

01:21:10 Emily - CES: We put out a "bonus" table with all of our donations that we aren't using in our pre-packed bags. It goes over well.

01:21:19 Georgi Nguyen: That's a good question. We still order cans. Our families do request no cans if they do not want it. **We did a survey early on in COVID to assess families' perceptions of our food categories and if they think they are getting enough, not enough, or too much. We get mixed feedback on all categories.**

01:21:31 Paula Pyle: yes we have bonus free table too long before COVID

01:21:35 Susan Schroeder with Neighbors Inc!: Thanks everyone!

01:22:14 Heather - CAER Food Shelf: Can we clarify about TEFAP that address is required?

01:22:16 Jennifer - SHH: As a reminder find all things Agency Online Exchange here: <https://agencies.2harvest.org/agency-online-exchange>

01:22:29 Sue Hanks Catholic Charities Emergency Services: Reminder... where we find these notes?

01:22:56 Paula Pyle: So will we get this recording by email

01:23:14 Paula Pyle: yes I just realize what you said

01:23:20 Paula Pyle: 😞

01:23:25 Stuart Iseminger: Future agenda item: If there is any forecasting of specific items, TEFAP, freebies, PPE, coming down the pike, that would be great to know.

01:23:32 Jennifer - SHH: We'll email reminders for upcoming meeting each month, but follow up will be on <https://agencies.2harvest.org/agency-online-exchange> (links to this will be included in reminder email)

01:23:36 Francisco Guzman (he/him) SHH: Thank you!

01:23:37 Paula Pyle: good job

01:23:40 Emily - CES: Thanks!