

Agency Online Exchange Chat Transcript 4/22/21

00:27:53 Sandy McClurg:Sandy McClurg Big Lake Community Food Shelf Director I like to Kayak in the spring!

00:27:59 Katherine- Watonwan Co Food Shelf: Katherine Petty- Watonwan County Food Shelf
Favorite spring activity: planting flowers/garden

00:28:06 Francisco Guzman (he/him) SHH: Francisco Guzman - Second Harvest Heartland - Agency Partner Specialist - favorite activity is grilling!

00:28:08 Annissa Zynda, SHH (she/her): Hello folks! I'm Annissa Zynda, Compliance Specialist for SHH West Metro Agencies. I recently got a new pair of ROLLER BLADES!! So that has been my favorite spring activity :)

00:28:09 Lisa Boyd/SHH (she/her): Lisa Boyd, lboyd@2harvest.org. I like to start biking again in the spring.

00:28:16 Tim Boerger - CAER: Tim Boerger - CAER-Elk River, getting excited for golf weather

00:28:16 Paula Pyle Associate Administrator The Salvation Army: Good afternoon Major Paula Pyle Corps Officer/Associate Administrator The Salvation Army Minneapolis Parkview

00:28:23 Greta Lintelman - Heaven's Table Food Shelf: Greta Lintelman- Heaven's table Food Shelf - Martin County - picking flowers again....

00:28:26 Shawn Morrison: Shawn Morrison, Good in the 'Hood. Favorite spring activity is biking

00:28:29 Wendy Erlie - CAER Food Shelf: Wendy Erlie w/ CAER Food Shelf. Walking by the lake!

00:28:32 Elizabeth K - Prairie Five CAC: Elizabeth Koehl, Prairie Five C.A.C. Favorite Spring activity is being outside!

00:28:33 Sonja Tosteson | White Bear Area Food Shelf: Sonja from the White Bear Area Food Shelf. I love watching plants emerge from the soil (especially ferns, blood root, garlic...)

00:28:33 Alana Ziehl: Alana Ziehl- Kandiyohi County Food Shelf. Just being outside.

00:28:36 Dave Rudolph: . Rudolph, SACA Food Shelf - fishing & canoeing

00:28:42 Mary Hernandez She/Her Esperanza CAP Agency: Mary Hernandez - Esperanza-CAP Agency mhernandez@Capagency.org traveling

00:28:44 Ian Voels, SHH: Ian Voels, Second Harvest Heartland. Love going for walks and being outside in the Spring!

00:28:44 Adam The Open Door Mobile Pantry: Adam, The Open Door Mobile Pantry, Mobile Food Program Coordinator. I like to see the Mississippi river in the different flood stages.

00:29:01 Georgi Nguyen: Georgi Nguyen, Food Support Programs Manager at Neighborhood House. Hiking!

00:29:07 Brad Kirk: Brad from New Ulm, camping and grilling

00:29:16 Michelle Rageth: Michelle Rageth, Friends in Need Food Shelf

00:29:21 Kathy Wills Family Pathways: Kathy Wills, Family Pathways Food Shelves; My favorite activity is to get flowers and garden ready!

00:29:27 Sue Hanks: Sue Hanks Catholic Charities Emergency Services. sunshine

00:30:40 Lisa Boyd/SHH (she/her): Please feel free to put any questions in the chat as we go along and we'll have panelists respond at the end of the presentations.

00:31:35 Jennifer - SHH: Hi all, please share any feedback you have about the breakouts last time (or your feelings about Zoom breakouts in general). Thanks!

00:36:07 Lisa Boyd/SHH (she/her): That is a nice looking truck, Brad!

00:36:28 Michelle Rageth: I prefer to keep everyone together. I really had hoped to ask what other food shelves are planning as far as opening up for client shopping again, but because there were specific presentations last time and then a breakout where we were assigned questions, I never got to ask that question.

00:39:46 Jennifer - SHH: Check out the April issue of YARN (emailed yesterday) for more on The Open Door and their partnership with school district 191 for summer meals.

00:39:52 Alana Ziehl: I prefer the large group. It's kind of awkward in the breakout sessions when people don't want to talk or have much to say. I think the best conversations have come out of the big group in my experience.

00:40:46 Thea Bruley - NEAR Food Shelf: Thea Bruley - NEAR Food Shelf in Crystal MN. Food Shelf Manager and Afternoon Volunteer Coordinator.

Favorite spring activity: Sitting on the deck relaxing and enjoying the fresh spring air.

00:49:01 Jennifer - SHH: Thank you Adam for helping move the surplus TEFAP!!!!

00:49:25 Scott: Question for Adam. Do you need to collect tefap forms and follow other regulations when using tefap productions at the distributions?

00:50:39 Sonja Tosteson | White Bear Area Food Shelf: Your mobile programs sound amazing! Thank you, Adam!

00:51:07 Adam The Open Door Mobile Pantry: Thank you!

00:55:27 Sue Hanks: What documentation are you doing?

00:58:19 Adam The Open Door Mobile Pantry: What do you do when it is raining?

00:59:11 Lorrie Sandelin: how are you documenting that 50% of your guests are "low income or in crisis" per SHH's reqs?

00:59:48 Lisa Boyd/SHH (she/her): I'll ask Mary to email a copy to me and we can make it available

01:04:55 Tim Boerger - CAER: We don't see his screen

01:08:35 Katherine- Watonwan Co Food Shelf: Do people get annoyed that they have to clean that off their window? We were concerned if we used those markers people would be annoyed with us.

01:09:18 Michelle Rageth: How do you keep the food dry?

01:10:38 Sandy McClurg: In Big Lake we use post it notes for the number of families served. we put them on the windshield and take them off when we load the food. If it rains we have the client give the volunteers the post-it when it is their turn

01:12:57 Mary Hernandez She/Her Esperanza CAP Agency: We bring tents and freezer blankets

01:13:35 Jennifer - SHH: • Does anyone else have a alternate distribution method that they could share?

- If yes, what worked or what was the challenge?
- What is something that you wanted to try? What would help you get there?
- What are the barriers that keep us from trying new methods of distribution?

01:14:16 Lisa Boyd/SHH (she/her): Is anyone returning to client shopping at their food shelf?

01:14:34 JoMarie Williamson: We are trying to figure out how we will move to client shopping this summer (Delano)

01:14:41 Alana Ziehl: We deliver food to people that don't have transportation or have a barrier in getting to the food shelf.

01:15:12 Mary Hernandez She/Her Esperanza CAP Agency: We wanted to be respectful of vehicles and this is why we use the papers

01:15:59 Brad Kirk: In New Ulm we have not gone back to client choice but are considering it soon.

01:17:08 Greta Lintelman - Heaven's Table Food Shelf: Our local bus service delivers to homes for free supported by the Department of Transportation last year and currently supported by Martin County. Human Services also connects us with COVID families needing support. In that case, the case worker delivers to the door.

01:17:21 Alana Ziehl: We are going to open up at the end of May after our volunteer training for Super Shelf. We are planning on having 1 person every 15 minutes come in. We will keep the curbside option available as the majority of our clients like that option. Masks required.

01:17:40 Sonja Tosteson | White Bear Area Food Shelf: We want to bring folks inside (and keep Curbside and Mobile Programs) but our numbers now are double what they were pre-Covid. We are struggling to think that through in the same physical space we had before.

01:18:44 Scott: We are planning to return to in person client choice in September, but also continue curbside and home delivery.

01:18:57 Sandy McClurg: We are still monitoring the spread of Covid. We hope to reopen in the fall. We also hope to have an online preorder system up and running by then.

01:20:16 Adam The Open Door Mobile Pantry: The Mobile Pantry will be going to a mostly full choice model in May.

01:20:16 Greta Lintelman - Heaven's Table Food Shelf: We're working on an on line order system.

01:20:23 Paula Pyle Associate Administrator The Salvation Army: We are continuing curbside. We prepack and take appointments

01:20:24 Sonja Tosteson | White Bear Area Food Shelf: Same here. We do pre-orders for a large part of our Mobile programs.

01:20:41 Katie Ellis: We are planning to open in June, but with a hybrid model. We are also considering a preorder shopping list.

01:20:55 Adam The Open Door Mobile Pantry: The Open Door in Eagan has gone back to in person appointments. They still have curbside options available.

01:20:58 Kathy Wills Family Pathways: Family Pathways will have clients come in; preorder with curbside available and also home delivery for seniors. Ordering will happen in July whether we open up to clients or not. Watching COVID spread still.

01:20:58 Greta Lintelman - Heaven's Table Food Shelf: We also do phone ordering for delivery as well as pick up.

01:20:59 #1 MannaFood: Would it be possible to see a sample of Mankato's form for their on-line ordering?

01:21:06 Sue Hanks: We were hoping for first of May Was just pushed back. We will eventually do an online shopping along with food distributin, Mobile, and food delivery

01:21:25 Tim Boerger - CAER: What is being used for online ordering? I think Big Lake was using a google docs form...

01:21:31 Sue Hanks: SuperShelf is great! Lots to talk about it :)

01:21:50 Ian Voels, SHH: That's awesome, Katherine!

01:22:01 Karla Bauer: It's scary but totally worth it!

01:22:08 Sonja Tosteson | White Bear Area Food Shelf: Wahoo!

01:23:16 Michelle Rageth: Thank you!!

01:23:24 JoMarie Williamson: So much good info here!

01:24:08 Lisa Boyd/SHH (she/her): <https://agencies.2harvest.org/agency-online-exchange>

01:24:38 Alana Ziehl: Thanks!

01:24:57 Sonja Tosteson | White Bear Area Food Shelf: Thanks everyone!

01:25:23 Mary Hernandez She/Her Esperanza CAP Agency: Thank you all for everything you do!

01:25:28 Lisa Boyd/SHH (she/her): Thanks to all the presenters! That was terrific information!

01:25:49 Adam The Open Door Mobile Pantry: Thank you!

01:25:55 Francisco Guzman (he/him) SHH: Thanks everyone! Let us know if you have any ideas for topics or want to follow up on any questions you had!