

Agency Online Exchange: Topic Ideas for 2022

TEFAP	Understanding the TEFAP product schedule and when they can except to see product
	Reviewing the intake forms and guidelines pre/post covid
	Q & A with Courteney
	TEFAP – availability. Why is there so little meat? Prices are really high.
	How to handle those who skirt the “rules.” One example – over a dozen households listed the same address on the TEFAP form.
	Q&A with TEFAP about compliance and sourcing
	Compliance updates, TEFAP review
Food Rescue	Summer - tips for managing abundance of produce, storage tips for how to make it last?
	Food Rescue BBD and Storage Guidelines explained
	Food Rescue shortage
Diversity, Equity, & Inclusion	Color Coding shelves using family size
	Good in the Hood, Waite House, Friends in Need, Pipestone Co FS, CES
	Respectfully welcoming non-English speakers
	On-site interpreters
	Bi-lingual Volunteers
	Funding for Interpreters
Fundraising	Industry specific : don't just talk about fundraising for nonprofits, but specifically fundraising for food shelves
	Marketing/best practices for advertising donation opportunities
Staffing	Roles/Job Descriptions
ESNAP & other Federal Program Updates	How to prepare for increased need after programs end
	Food Rescue/TEFAP/SHH/Food Keeper food safety guidelines/inconsistencies
Volunteer Recruitment	Retired population
	Campus recruits
	Volunteers not willing to return after COVID
	Beyond COVID Learnings
	Faith Communities
	Partnering with Corporations
	Snowbirds

	Increased need for delivery services
	Volunteer job descriptions
	Online Volunteer Sign up apps - volunteer match, hands on, or catchafire
Operations	How to manage in cold weather, especially if you want to offer some choice during a drive-up distribution.
	What trends are food shelves seeing in the number of people that they're serving?
	Registration/intake is a challenge for drive throughs
	Food shelf hours and volunteer availability
	Honest discussion about challenge of pre/post covid numbers; how it has affected staff/volunteer retention
	What is your current mode of service (curbside, in person, appt. etc.)
	Staff/Volunteer structure – who does what jobs, how to divide tasks, staff/volunteer job descriptions
	Volunteer retention and stability, esp. with COVID
Community Outreach	What different agencies are doing re: outreach. How are other agency partners reaching folks in their area who may need assistance?
	Finding volunteers/volunteer outreach
Diversity, Equity, & Inclusion	Serving those who don't speak English (esp. if they are illiterate – they speak a language but can't read it)
	On-site interpreters
	Bi-lingual Volunteers
	Funding for Interpreters
Sourcing Food	Sourcing product to fill the gaps when waiting for next SHH delivery
	Challenges faced with fewer deliveries getting access
	Julie? – Bring insight about inbound amounts and explain why we are getting less
	Shortage of food
	Shortage of Drivers
	Food Rescue Shortage
	Other food resources: where to get the food you can't get from SHH (called out kid-friendly food)
	Sourcing Produce in winter
Marketing the Food Shelf	Where to advertise? How?
	Communicating policies
	How do we communicate food shelf policies firmly while still being empathetic to the client?
	Best Practices for Outreach
	Facebook page - updates there?
	Google text? Blog? how else can we share information
	technology innovations

	Winter weather policies, closure policies?
Food Shelf Software	Record keeping (incl. client tracking software)
	On-line Ordering Systems with appointments
Other Ideas	
Super shelf experience	
Capitol fundraising campaigns	
Partnering with schools	
Expanding food shelf space	
Food Dates & Sorting	
Food Safety Guidelines	