

**Agency Online Exchange: Statewide Food Shelf Client Survey  
May 27, 2021**

00:17:17 Katherine- Watonwan Co Food Shelf: Katherine Petty-Watonwan County Food Shelf  
wcfoodshelf@gmail.com

00:17:20 Alana Ziehl: Alana Ziehl-Kandiyohi County Food Shelf  
alana@kandiyohicountyfoodshelf.com

00:17:24 Caitlin Caspi: Caitlin Caspi, UConn, caitlin.caspi@uconn.edu

00:17:33 Georgi Nguyen - Neighborhood House: Georgi Nguyen (she/her), Neighborhood House, gnguyen@neighb.org

00:17:35 Sue Hanks: Sue Hanks Catholic Charities Emergency Services  
sue.hanks@ccstcloud.org

00:17:40 Elizabeth K - Prairie Five CAC: Elizabeth Koehl - Prairie Five CAC,  
Elizabeth.koehl@prairiefive.org

00:17:40 Dave Rudolph: Dave Rudolph, SACA Food Shelf, daver@sacafoodshelf.

00:17:44 Francisco Guzman (he/him) SHH: Francisco Guzman, Second Harvest Heartland,  
Agency Partner Specialist for Hennepin, Wright, and Carver Counties! - fguzman@2harvest.org

00:17:47 Emmanuel C Njoku: Emmanuel C Njoku - Keystone Community Services

00:17:54 Christina Bliss Barsness: Christina Bliss Barsness, Univ of MN

00:18:06 Jayme Revermann- Food Shelf: Jayme Revermann, Meeker Area Food Shelf,  
needfood@hutchtel.net

00:18:26 Margaret.Palan: Margaret Palan

00:18:29 Dave Rudolph: Dave Rudolph, SACA Food Shelf, daver@sacafoodshelf.org

00:18:38 Margaret.Palan: United Community Action Partnership

00:18:50 Margaret.Palan: Margaret.palan@unitedcapmn.org

00:18:54 Susan Schroeder w/ Neighbors Inc.: Susan Schroeder, Neighbors, Inc.  
susan@neighborsmn.org

00:19:13 Tim Boerger - CAER: Tim Boerger, CAER - Elk River

00:19:31 Ian Voels, SHH (he/him): Hi Everyone! Ian Voels, Second Harvest Heartland  
(Agency Compliance Specialist for Greater MN), ivoels@2harvest.org.

00:19:33 Shawn Morrison: Shawn Morrison, Good in the `Hood

00:20:08 Sonja Tosteson | White Bear Area Food Shelf: Sonja Tosteson, White Bear Area Food Shelf, Food Systems Coordinator, sonja@whitebearfoodshelf.org

00:22:08 Jane Hosman Manna Market at Fridley Covenant Church: Jane Hosman, Manna Market at Fridley Covenant Church janeMannaMarket@gmail.com

00:26:03 Lisa Boyd, SHH (she/her): <https://www.supershelfmn.org/>

00:29:19 Lisa Boyd, SHH (she/her): Feel free to put questions in the chat as you think of them. And we'll ask Caitlin and Nora after the presentation.

00:43:01 Stuart Iseminger: It has been my experience that many clients think they MUST be SNAP-enrolled to visit a Food Shelf, other clients think that they CANNOT be SNAP-enrolled to visit a Food Shelf. We go out of our way when we ask about SNAP status to say it has NO effect on Food Shelf eligibility.

00:45:05 Francisco Guzman (he/him) SHH: That's a good point, Stuart.

00:46:16 Thea and Mike - NEAR Food Shelf: NEAR Food Shelf: Thea Bruley - manager.nearfoodshelf@gmail.com; Mike Bourgeois - mike52B@hotmail.com

00:57:38 Jane Hosman Manna Market at Fridley Covenant Church: Excellent presentation. Impressive data that will take time to digest.

00:57:53 Lisa Boyd, SHH (she/her): Jane - I agree!

01:00:31 Jo Williamson: thank you so much for the information and presentation! Very informative and thought provoking.

01:01:01 #1 MannaFood: Approximately a month ago, I called our Social Service Agency & spoke with a SNAP case worker. I asked her if the benefits have to be used within the month it is received & she told me that they can be used up to a year. With this being said, I asked her to pass along the fact that our Food Shelf was really in need of more families, so that we didn't waste any food & I also did ask her to pass this information to other case workers. Since this call, our client count has increased!

01:01:24 Stuart Iseminger: Our Communications Team loved all the open-ended comments and the data!

01:03:16 Katie Ellis: Just jumped on a few minutes ago...will the recording be sent out or posted somewhere? Would love to share with our partner sites.

01:03:43 Sonja Tosteson | White Bear Area Food Shelf: Thank you!

01:03:45 Katie Ellis: Thanks Lisa!

01:04:02 Ian Voels, SHH (he/him): <https://agencies.2harvest.org/agency-online-exchange>

01:04:27 Caitlin Caspi: [https://www.cdc.gov/pcd/issues/2021/20\\_0531.htm](https://www.cdc.gov/pcd/issues/2021/20_0531.htm)

01:04:50 Katherine- Watonwan Co Food Shelf: One thing I learned was that it was very important to share the results of the usage of the food shelf with my Board of Directors. I still had quite a few that were stuck on the fact that the food shelf should be an emergency usage only vs people using it as a regular source of food.

01:05:51 Jo Williamson: for us it was after the first of the year

01:06:05 Paula Pyle The Salvation Army: October 2020

01:06:11 Margaret.Palan: with folks receiving more SNAP benefits/P-EBT.

01:06:11 group 1-mary kocak: January 2021 hastings

01:06:19 Jo Williamson: Delano Mn - sorry, can't find my mute button]

01:06:36 Paula Pyle The Salvation Army: Yes

01:06:42 Bridget McPhillips CCFS: For us it was last summer, so we started offering twice a month service. Centennial Community Food Shelf

01:06:44 Sue Hanks: November /December 2020

01:06:49 Alana Ziehl: We seen a decrease in June 2020 but a drastic decrease in December

01:07:04 Stuart Iseminger: North Minneapolis here. Client numbers went down June - August with many pop-up outdoor food shelves. Numbers went up steadily back to average September to December. Starting January 2021 to now, numbers of clients are way down.

01:07:15 Jane Hosman Manna Market at Fridley Covenant Church: Our numbers have remained high after a dip in the winter, however, we have new guests each week that seems to maintain our numbers..

01:07:39 #1 MannaFood:Manna Food Pantry in Worthington was last fall.

01:07:50 Roger Raschke:Our drop started April, 2020.

01:07:51 Heather Kliewer - CAER Food Shelf: We saw the decrease in May and then in January it seemed to go down even more. We are in Elk River

01:07:59 baker!: We have been down

01:08:28 Katie Ellis: January in Rosemount. Visits are going up again but we have many new families as well.

01:08:32 Paula Pyle The Salvation Army: We distributed Thanksgiving, Christmas, Easter, Post Easter and Pre Memorial Day additional free bags

01:08:43 Georgi Nguyen - Neighborhood House: We saw a lull in the summer of 2021 with lots of resources available in St. Paul. Things picked up in the fall. Then numbers fell again early this year when families were receivin stimulus checks and tax returns were getting issued.

01:08:50 Margaret.Palan: Sr. are dropping NAPS with getting \$234 each month. They are enjoying buying foods that are fitting their medical needs with the extra benefits.

01:08:54 Georgi Nguyen - Neighborhood House: \*Summer of 2020 sorry!

01:09:08 Stuart Iseminger: My concern is what happens for Food Shelves when landlords no longer are prohibited from evicting clients.

01:09:55 #1 MannaFood:I heard just yesterday that the 'extra' SNAP benefits are supposed come to an end by the middle of June... Does anyone else know anything?

01:10:04 Katie Ellis: Agreed, stuart! We also just learned that utility disconnections can resume in August.

01:10:11 Margaret.Palan: My clients were filling guilty coming to our food shelves with having so much extra on their food cards. I tell them "oh come see us, and use you card as a food savings account. "

01:11:38 Annissa Zynda: DHS weekly call if anyone would like:

DHS is holding weekly calls to answer questions for advocates, tribes, agencies, and others who provide direct service assisting Minnesota residents with food, cash, and housing benefits.

- Weekly calls are Tuesdays from 4-4:30 p.m. and will review DHS systems and policy changes with a focus on SNAP, cash programs, housing and resettlement.
- Send general questions before the meeting to [dhs.rpo.outreach@state.mn.us](mailto:dhs.rpo.outreach@state.mn.us). Specific case related questions will need to be handled directly.
- For language accommodation or to request an interpreter, please call 612-400-3491 or email [dhs.rpo.outreach@state.mn.us](mailto:dhs.rpo.outreach@state.mn.us) at least 2 weeks before the call date in order to ensure scheduling availability.

Meeting Information

Tuesdays, weekly from 4-4:30 p.m.

The link is the same every week

Meeting link:

<https://minnesota.webex.com/minnesota/j.php?MTID=mf481fd9987e644a5089faf566612f847>

Meeting number:

146 375 6179

Password:

xF86ibmEA8k

01:12:34 Sue Hanks: Wanting folks to share their mask policies ??

01:12:35 Sonja Tosteson | White Bear Area Food Shelf: It would be great to see how food shelf usage changed statewide through time with key influences such as stimulus checks, lifts in capacity, tax return times, typical food shelf busy times, etc.

01:12:43 Bridget McPhillips CCFS: Centennial Community Food Shelf anticipates this fall

01:12:52 Jo Williamson: Would love to hear more about this. In Delano, we will be moving to customer shopping in July

01:13:10 Patrick Felker: Interfaith Outreach & Community Partners has been reopened since October, more than willing to talk to anyone who has questions or concerns about also doing so! - Patrick ([pfelker@iocp.org](mailto:pfelker@iocp.org) or 763-489-7530)

01:13:19 Katie Ellis: 360 Communities 5 food shelves have plans and will be opening in a hybrid model by July 1.

01:13:19 Alana Ziehl: We opened up last week to people coming in one person at a time from 10am-3pm but also offering curbside. Curbside is still what people are wanting right now.

01:13:22 Paula Pyle The Salvation Army: Decision is still pending in North Minneapolis

01:13:27 Katherine- Watonwan Co Food Shelf: Watonwan County Food Shelf is back to customer shopping. Masks still required for all volunteers and customers.

01:13:30 Matthew Ayres: Joyce Uptown Food shelf here... We have been open for in person shopping since September... Lots of covid protocols

01:13:38 Heather Kliewer - CAER Food Shelf: Plan to open in October, but still not sure what it will look like! WE are in Elk River

01:13:41 Thea and Mike - NEAR Food Shelf: NEAR - we do not have a plan yet and would like to hear how others are proceeding

01:14:07 Jo Williamson: These calls are so useful!

01:14:15 Jane Hosman Manna Market at Fridley Covenant Church: Fridley Manna Market is struggling with a decision because our space is limited and a meal has been a part of our program.

01:14:17 Roger Raschke: We are planning on July first for conversion to client choice shopping

01:14:26 group 1-mary kocak: hastings having conversation internally not sure just yet when our public thrift store will open in July.

01:14:27 Margaret.Palan: 2 of our 4 food shelves have just started to have 1 HH enter the entry way at a time. They still receive the complete shopping list & go back out to their cars to circle items needed. Clients have loved this and have tried a lot of new foods. They like that it only takes 15 min. & they are on their way home with food they have chosen themselves. :)

01:14:28 Sue Hanks: Moving to IN person shopping by appointments starting June 14th. Still struggling with mask policies, CDC guideline for food shelves wear them . We are doing masks for all during distribution times??

01:14:32 Nora Gordon\_SuperShelf: Absolutely! My pleasure!

01:14:37 M Lewis Renville County FS: Renville County does not yet have a reopening plan. We would welcome guidance!

01:15:09 Stuart Iseminger: Still in research phase for Food Shelf.

01:15:18 #1 MannaFood:Worthington is planning on July for one person at a time in the pantry at a time.

01:16:09 baker!: RRFs is hoping for early July but will continue to offer curbside also

01:16:45 Margaret.Palan: thank you all! Staff & volunteers are still all masked up per agency's requirement. Clients are asked to mask if they come into our entry way. Most have no problem and are grateful for the food! :)