

## Agency Online Exchange 03.24.2022

### Topic: TEFAP Presentation by DHS/OEO & Hunger Solutions MN

#### Chat Transcript

12:56:54 From Annissa Zynda to Everyone:

I think Leah mentioned during a Wednesday team meeting - she just wants to remind folks Civil Rights training is due!

12:58:01 From Annissa Zynda to Everyone:

Can do!

13:01:10 From Francisco Guzman (Second Harvest Heartland) to Everyone:

Francisco Guzman - SHH Agency Partner Specialist for Hennepin/Carver/Wright Counties, [fguzman@2harvest.org](mailto:fguzman@2harvest.org)

13:01:32 From Tim Boerger - CAER to Everyone:

Tim Boerger

13:01:43 From Charlene Graff to Everyone:

Char Graff, Second Harvest Heartland

13:01:44 From Heather Kliewer to Everyone:

[Heather.kliewer@caerfoodshelf.org](mailto:Heather.kliewer@caerfoodshelf.org)

13:01:49 From Katie Herrick (Sanneh Foundation) to Everyone:

Katie Herrick - Sanneh Foundation - [katieh@thesannehfoundation.org](mailto:katieh@thesannehfoundation.org)

13:01:49 From Stuart Iseminger, NorthPoint Health & Wellness Center to Everyone:

Stuart Iseminger, NorthPoint Health & Wellness Center, [SIsseminger@NPIMN.org](mailto:SIsseminger@NPIMN.org) Hi, all!

13:01:56 From Annissa Zynda (she/her), SHH to Everyone:

Annissa Zynda (she/her), SHH Compliance Specialist for Carver/Hennepin/Wright counties - [azynda@2harvest.org](mailto:azynda@2harvest.org)

13:01:57 From Michelle Rageth to Everyone:

Michelle Rageth, Friends in Need Food Shelf [Director@finfood.org](mailto:Director@finfood.org) (651)399-2668

13:01:58 From Tim Boerger - CAER to Everyone:

Tim Boerger, CAER-Elk River, [tim.boerger@caerfoodshelf.org](mailto:tim.boerger@caerfoodshelf.org)

13:02:04 From Jeannette Fernandez-Baca to Everyone:

Jeannette Fernandez-Baca - TEFAP Program Manager - HSM - [jfernandezbaca@hungersolutions.org](mailto:jfernandezbaca@hungersolutions.org)

13:02:05 From Sherri Green Sabathani Program Director to Everyone:

Sherri Greem - Director of Programs [Sgreen@sabathani.org](mailto:Sgreen@sabathani.org) Hello

13:02:06 From Brenda Granison to Everyone:

Brenda Granison New Creations Ministries COGIC 612 202 0739

13:02:09 From Kathy Wills Family Pathways to Everyone:

Kathy Wills, Family Pathways, [kathyw@familypathways.org](mailto:kathyw@familypathways.org)

13:02:14 From Jennifer Parent to Everyone:

Jennifer Parent, Executive Director, Centennial Community Food Shelf, [jennp\\_923@yahoo.com](mailto:jennp_923@yahoo.com)  
612-280-8308

13:02:18 From Nora Gordon to Everyone:

Nora Gordon, [nora.gordon@state.mn.us](mailto:nora.gordon@state.mn.us), DHS OEO

13:02:20 From Pat Pearson to Everyone:

Pat Pearson [ppearson@2harvest.org](mailto:ppearson@2harvest.org)

13:02:25 From Sue.Hanks to Everyone:

Sue Hanks Catholic Charities Emergency Services [shanks@ccstcloud.org](mailto:shanks@ccstcloud.org)

13:02:28 From Shawn Morrison to Everyone:

Shawn Morrison, Good in the 'Hood [shawn@goodinthehood.org](mailto:shawn@goodinthehood.org) 612-217-4003

13:02:33 From Caleb Mingus to Everyone:

Caleb Mingus

13:02:38 From Paige Wheeler (she/they) to Everyone:

Paige Wheeler (she/they), Normandale Community College Campus Cupboard,  
[Paige.Wheeler@normandale.edu](mailto:Paige.Wheeler@normandale.edu)

13:02:39 From Sherri Green Sabathani Program Director to Everyone:

Sherri Green - Director of Programs [Sgreen@sabathani.org](mailto:Sgreen@sabathani.org) . Hello

13:02:51 From Steven to Everyone:

Nancy Gregory, YouthWay Ministries Manna Market, [ngregory@youthwayministries.org](mailto:ngregory@youthwayministries.org)

13:03:01 From Open Hands Midway to Everyone:

Kay Kuehn, Executive Director of Open Hands Midway, [kay@openhandsmidway.org](mailto:kay@openhandsmidway.org)

13:05:31 From SHH Agency Relations to Everyone:

MN DHS/OEO = Minnesota Department of Human Services Office of Economic Opportunity.  
Whew!

13:05:44 From Cassie K - NH (she/her) to Everyone:

Cassie Kienbaum, Food Support Program Manager at Neighborhood House  
[ckienbaum@neighb.org](mailto:ckienbaum@neighb.org)

13:07:29 From Amy Doyle to Everyone:

Amy Doyle MN DHS TEFAP [amy.doyle@state.mn.us](mailto:amy.doyle@state.mn.us)

13:07:36 From Karla Rolfzen to Everyone:

Karla Rolfzen, Program Coordinator for The Salvation Army in St. Cloud.  
[karla.rolfzen@usc.salvationarmy.org](mailto:karla.rolfzen@usc.salvationarmy.org)

13:08:41 From Tami to Everyone:

Tami Klucas, Swift Co. Outreach Assistant. [tami.klucas@prairiefive.org](mailto:tami.klucas@prairiefive.org)

13:08:56 From Annissa Zynda (she/her), SHH to Everyone:

clip inception

13:09:31 From Charlene Graff to Everyone:

MFSP = MINNESOTA FOOD SHELF PROGRAM GRANT

13:11:06 From SHH Agency Relations to Everyone:

@Annisa - Just wait until we post this recording online!

13:12:09 From SHH Agency Relations to Everyone:

We will save questions to the end of the presentation, but please go ahead and put your questions in the chat as you think of them.

13:21:38 From Heather Kliewer to Everyone:

Visually Verify, do we have to ask them if they read it and verify? Or just assume since its available they read it?

13:22:00 From Annissa Zynda (she/her), SHH to Everyone:

and are due on the 10th of the following month 😊

13:22:39 From Andie Kukacka (He/Him) St. Peter Food Shelf to Everyone:

My food shelf is still closed for in person shopping and do most of our intake over the phone; is it still acceptable to ask visitors to verbally verify their financial eligibility?

13:26:49 From Charlene Graff to Everyone:

<https://www.hungersolutions.org/food-shelf-resources/tefap/>

13:28:25 From Nora Gordon to Everyone:

<https://www.supershelfmn.org/minnesota-statewide-survey>

13:29:28 From Nora Gordon to Everyone:

If you haven't participated in the statewide survey in past years, we encourage you to do so in 2022! It's a great opportunity to hear direct feedback from your shoppers for continuous improvement and to help influence the entire MN hunger relief sector.

13:29:50 From Shawn-Good in the 'Hood to Everyone:

When completing surveys we are often asked for specific locations and services times. We have over 30 host sites. How can we answer these in a manner that is succinct and not confusing?

13:29:56 From Scott Andrews, Neighbors Inc to Everyone:

Could you say more about the reduced reported stats? When is this change going into effect? So, we only report total households/children/adults/seniors that visited each month?

13:36:15 From Andie Kukacka (He/Him) St. Peter Food Shelf to Everyone:

For the reduction in reporting: we use pantry saver which provides us with first time and multiple time visitor stats. When I report my stats should I completely disregard the multiple visits count, or should I combine those with my total visits count? (i.e we had 50 regular household visits with 5 households having multiple visits... should I report that as 50 households served or 55)?

13:36:46 From Scott Andrews, Neighbors Inc to Everyone:

Thanks!

13:37:56 From SHH Agency Relations to Everyone:

Of course, TEFAP is always free to agency partners

13:40:55 From SHH Agency Relations to Andie Kukacka (He/Him) St. Peter Food Shelf(Direct Message):

Was Leah's answer clear? You should continue to report stats to SHH as you have been doing.

13:46:10 From Andie Kukacka (He/Him) St. Peter Food Shelf to SHH Agency Relations(Direct Message):

Your response I think answers my question. Up through my last reporting period I have been reporting multiple visitors. I'm assuming that given the reduction in reporting that I should just totally disregard the stats that my computer program generates for households with multiple visits and only report the count that it gives me for regular visits?

13:47:55 From SHH Agency Relations to Andie Kukacka (He/Him) St. Peter Food Shelf(Direct Message):

No, there is no reduction in reporting to SHH. We have \*not\* reduced our reporting requirement like the state has. I'd encourage you to reach out to Ian to talk through SHH stats requirements if you still have questions.

13:48:28 From Andie Kukacka (He/Him) St. Peter Food Shelf to SHH Agency Relations(Direct Message):

Ah, ok. Thanks for clarifying.

13:48:52 From SHH Agency Relations to Andie Kukacka (He/Him) St. Peter Food Shelf(Direct Message):

You're welcome!

13:50:10 From Charlene Graff to Everyone:

When Jeannette says the calendar covers the whole state, she means all of the food banks in the state, not just yours.

13:54:24 From Heather Kliewer to Everyone:

I never saw anything about the no signatures either

13:54:31 From Heather Kliewer to Everyone:

But it is exciting!

13:54:55 From Leah Baack-Lohman (Second Harvest Heartland) to Everyone:

We can send out another reminder!

13:55:08 From Leah Baack-Lohman (Second Harvest Heartland) to Everyone:

We, meaning, Second Harvest Heartland!

13:55:27 From Heather Kliewer to Everyone:

Didn't know that either! Great!

13:56:52 From Leah Baack-Lohman (Second Harvest Heartland) to Everyone:

[lbaack-lohman@2harvest.org](mailto:lbaack-lohman@2harvest.org)

13:56:55 From Courtney to Everyone:

We will put a Q & A document for ARPA grant on HSM's webpage. We can also send it out through regional food banks

13:57:36 From Shawn-Good in the 'Hood to Everyone:

Can you send a link to this Zoom recording please so I can share with others who were unable to attend?

13:58:36 From Francisco Guzman (Second Harvest Heartland) to Everyone:

<https://agencies.2harvest.org/agency-online-exchange>

13:58:49 From Open Hands Midway to Everyone:

Will links be available when you switch to Heartland Hub?

13:59:30 From SHH Agency Relations to Everyone:

**Agency Zone** will continue to be an active website even after we switch to Heartland Hub.

<https://agencies.2harvest.org/>