

Agency Online Exchange October 27th Chat Transcript

00:14:04 MAX-10: Jayme Revermann, Meeker Area Food Shelf

00:14:32 Lisa Boyd, SHH (she/her): Lisa Boyd, SHH Agency Partner Specialist, Anoka, Dakota, Ramsey, Scott, Washington counties in the east metro & Chisago, Isanti & Pine to the north

00:14:53 Bri O'Brien (she/her), SHH: Bri O'Brien, Second Harvest Heartland, Agency Relations Grants Specialist, she/her. Good to see everyone today!

00:15:00 Tim Boerger - CAER: Tim Boerger, CAER-Elk River

00:15:27 Jam: Jamiela "Jam" Taylor | NorthPoint Health & Wellness

00:15:42 Paige Wheeler (she/they): Paige Wheeler (she/they), Normandale Community College

00:15:50 Georgi Nguyen (she/her): Georgi Nguyen, Keystone Community Services

00:18:48 Lisa Boyd, SHH (she/her): For more information about FFEN, see: <https://ffn.org/>

00:20:14 Char Graff, SHH: Can you go back to the graphs that you generate so we can look more closely at that?

00:20:15 Dan Fielding: Is your ethnicity question self-reported or based on the intake taker's perception?

00:20:37 Mueller: Is the FFEN data available upon request from 2HH? And is it by food shelf site or by agency if there are multiple food shelf sites under an agency?

00:20:42 Greta Lintelman: Do you purchase only from SHH?

00:23:37 Lisa Boyd, SHH (she/her): Some of the raw data that FFEN uses does come from the food banks. The agency partner agrees to allow FFEN to request the data from SHH & The Food Group.

00:28:05 Mueller: is the axis lbs?

00:33:27 Dan Fielding: I noticed that your food shelf usage has increased quite a bit. It looked like from ~800 to about ~1500 households since this time last year. How are you using that information to project into the future or adjust your programming?

00:36:14 Mueller: Do you track average time use the food shelf?

00:36:54 Mueller: No, average time they utilize for food? ex: 18 mos

00:38:14 Jo she/her Delano Helping Hands: We found that visits/year looked different for our senior population vs younger families

00:47:00 Julia McCarthy: Keystone also uses Volgistics

00:52:09 Char Graff, SHH: Watonwan County food shelf is located in southern MN in St. James.

00:52:24 J Cook: We have signs posted in the shopping area with quantities allowed based on size of the family.

00:52:49 J Cook: For example, family size 4 - three cans of vegetables, etc.

00:53:03 Greta Lintelman: Katherine...what is the average poundage per person at your site?

00:53:55 Dan Fielding: We hung signs in each category with large numbers so it is clear for each category how many items someone can take.

00:54:10 Jo she/her Delano Helping Hands: We have signs posted in each category with how much they can take based on family size

00:54:14 Dan Fielding: The signs are color coded by family size.

00:55:18 Mueller: Did you say 20 shoppers per hour? What is your square footage?

00:56:36 Paula - Pipestone County Foodshelf: I don't know our exact square footage, and #/hour depends on the ability of our volunteers, but yes, typically we can take about 20.hour through. We take meat/dairy orders at intake and those boxes are prepackaged to add to the cart at the end of the shopping.

00:57:51 Lisa Boyd, SHH (she/her): Has anyone found it helpful to ask whether families are enrolled in SNAP? Do you find families who don't know or don't think they're eligible for SNAP?

00:58:05 Julia McCarthy: We always have bread available in the lobby - no questions asked

00:59:06 Katrina-WeCAN: has SHH considered eliminating the delivery fee?

01:01:27 Cindy Way of the Lord Food Shelf: does SNAP info come in different languages? e.g. Ukrainian and Russian

01:02:37 Sophia (she/her) SHH: Katrina, I'm not sure if we've considered the delivery free specifically, I do know that our teams are always looking for ways to cut costs for agencies while still being sure we can operate. We'll bring it up, though!

01:03:54 Paula - Pipestone County Foodshelf: Our current square footage is 1,050 - not sure who asked.

01:04:42 Paula - Pipestone County Foodshelf: Great meeting/information. Thank you!

01:04:47 Jo she/her Delano Helping Hands: thank you!

01:04:50 aprigge: Thanks!!