FAQ’s for Agency Meeting on 3.26.20

This is a transcript of questions and comments copied from the webinar chat box with answers provided by DHS/OEO, Hunger Solutions, Second Harvest Heartland and The Food Group.

1. How do pop-up food shelves have access to these funds?
   a. TEFAP eligible food shelves will get these funds. If you are not currently a TEFAP eligible please reach out to your food bank.
   b. This is a decision that begins at the food bank and is then sent on to OEO for final approval. Contact your regional food bank to discuss application process.

2. How do we order the TFPAP food boxes and are we limited to how many we can order?
   a. TEFAP emergency boxes will be available from Second Harvest on AgencyExpress in Surplus TEFAP. There is a 136 box limit. Note they will be listed as available.
   b. Regarding the TEFAP Emergency Boxes, we continue to pack more and they will be added to AE as they are assembled.
   c. TEFAP agencies – we encourage you to access the TEFAP boxes so that non-TEFAP food shelves and shelters have better access to the Emergency Boxes.

3. More info regarding the need for certificates, please
   a. The information we’ve gotten has indicated they are not required, but we will supply a template for your use to be safe.
   b. The order’s FAQ’s on the Governor’s website state:
      i. How will this order be enforced?
         All Minnesotans are urged to voluntarily comply with this Executive Order. The state is working with local law enforcement to support the order.
      ii. Will we need documentation or a letter to be outside of our homes?
         You are not required to carry any paperwork when you are traveling to and from your place of employment, or anywhere else. All Minnesotans are urged to voluntarily comply with this Executive Order.

4. Are other food shelf still ordering perishable goods/produce? Is it ok to give produce to the community? Should we be cautious? A lot of people want produce but some food shelf are not ordering produce, your advice to those food shelf?
   a. Yes, please order produce and provide to clients. Currently Second Harvest has a great deal of it in inventory. As a reminder, grocery stores are still providing produce and it is considered safe.
   b. Produce safety is addressed in this resource: http://support.2harvest.org/pdf/YARN/FRCOVIDFAQ.pdf

5. Will the food supply be interrupted? I have noticed a decrease in availability on the both shopping lists.
a. We are finding short-term bottle necks of product availability from suppliers and high demand for some items. We are doing our best to utilize all available channels to keep inventory stocked.

6. The Emergency Boxes are great. Any thoughts re: supplies for the Homeless population which have different needs, that the Emergency boxes don't work for. Or ideas of how others are providing?
   a. **Idea from attendee:** we give out snack paks for homeless folks who ask. We fill a large ziplock bag with juicy juice boxes, chicken/tuna and cracker kits. small flip top canned of ravioli, breakfast bars, fruit cups, nut and fruit snacks. we include a napkin and plastic spoon. We also have smaller bags with hygiene items like toothbrush, small toothpaste, deodorant, small bar soap or body wash. Very well received.
   b. **Idea from attendee:** MEFS, in greater MN, is continuing client choice but limiting the total number of all people on site. We are also working up a shopping list to still honor health & safety and choice at the same time. We are also looking at setting up an appointment based system along side the emergency box option.

7. will we be aware of what is included in each TFAP food boxes
   a. Boxes are being packed with canned fruits and vegetables, canned chicken, pasta, pasta sauce, rice, raisins, soup. Contents may vary based on supply.

8. The TEFAP guidelines have lessened as far as numbers of children, seniors and adults----just getting total numbers in the family. Is that the same for 2nd Harvest?
   a. **Please note that OEO has clarified:** TEFAP does still require # of children, # of adults and # of seniors. Click here for intake updates from OEO: [http://support.2harvest.org/pdf/YARN/NewIntakeOptions.pdf](http://support.2harvest.org/pdf/YARN/NewIntakeOptions.pdf)
   b. Please do your best to collect accurate statistics. These are important for your grants, compliance with federal and state regulations and for accurately telling the story of hunger in your community. Contact your food bank if you need assistance.

9. Can you get us sanitation supplies enough for in house use only?
   a. We don’t normally use masks and our glove supplier is allocating stock. We are very unlikely to make this available on our inventory list.

10. Can college/university food shelves receive these funds from the 9 million dollars allocation to Hunger Solutions?
    a. TEFAP eligible food shelves will get these funds. If you are not currently TEFAP eligible please reach out to your food bank and Hunger Solutions Colleen Moriarty cmoriarty@hungersolutions.org for more information.
    b. This is a decision that begins at the food bank and is then sent on to OEO for final approval. Contact your regional food bank to discuss application process
11. How are other food shelves serving with client choice
   a. Please reach out to your food bank for support or peers in the network. Many food
      shelves are opting for list-based choice. Others are doing pre-packed box options. Other
      are limited # of people in food shelf at once. See #19 for links to a couple videos from
      Hunger Solutions.

12. Back to Colleen - But what if a college or university has a partnership agreement set up already?
   a. Please see #11
   b. This is a decision that begins at the food bank and is then sent on to OEO for final
      approval. Contact your regional food bank to discuss application process.

13. Not seeing the 12,000 prepack boxes on the 2nd Harvest shopping list. When will they be
    available?
    a. Inventory is updated as soon as it’s available. Demand is also high so stock can be
       depleted quickly. We recommend checking often and shopping as much as possible. 
       **Remember to check out before leaving AgencyExpress and check out often during 
       shopping especially when adding in-demand items or limited quantity items to your 
       cart.**

14. Colleges like St. Kate’s are still in session, but courses are being taught fully online. We still have
    students living on campus that have no other place to go. Many of our students live off campus,
    but are still eligible to access our St. Kate’s food shelf.
    a. Please see #11.
    b. This is a decision that begins at the food bank and is then sent on to OEO for final
       approval. Contact your regional food bank to discuss application process.

15. Will recovery centers be impacted? What options are available to us?
   a. Normal inventory items are available to non-emergency programs and as a reminder
      shared maintenance and delivery fees are waived for all partners for deliveries from
      3/23 to 4/17 from Second Harvest.

16. For 2nd Harvest—we have a very small shelf and cannot meet the 500 pound requirement for
    TEFAp orders. Is there any way we can get around this right now? LSS/Metro Homeless Youth
    Services.
    a. Please contact Agency Services 651-209-7990 or orders@2harvest.org or your specialist.
       We will be as flexible as possible with emergency programs like food shelves, but please 
       try to make the most out of your order and take advantage of the waived shared 
       maintenance and delivery fees for deliveries from 3/23 to 4/17.
    b. In terms of the 500 pound limit, this is an option that we want to stress is only for 
       agencies where the 500lb threshold is a limiting factor in their ability to order food at all.
       If this is something you are considering, we’ll need to check in with your ordering history 
       and rationale for ordering a lower amount. We’re experiencing a significant strain on
our transportation capacity as our partners order more to meet increased food demands during this crisis, so we want to find a good balance between supporting smaller agency partners and getting food out to our entire network. Certainly, let us know if you have any other questions about this.

17. Is SHH considering purchasing fresh fruit with emergency funding like bananas and oranges that food shelves can order and add to the emergency box? We're delivering emergency boxes to high rise apartments and are adding potatoes, onions, and apples but would be great to have other fruits too.

   a. We will not be sourcing produce such as bananas because of their high perishability. We always do our best to source produce but are limited due to season and cost as to what can feasibly be brought into the food bank. As a reminder, spring is the hardest time to source produce due to seasonal harvest limits around the country. We are bringing in citrus, pears, watermelon, cantaloupe and a wide variety of available vegetables in the next several weeks.

18. We are using curbside service and allowing clients to "order" for a list of available items but looking for creative solutions to be sure we maintain 6' distance when we distribute and collect the slips

   a. Please check in with your food bank or peers in the network.

   b. Hunger Solutions and Christian Cupboard filmed these videos that may give you some ideas: https://www.youtube.com/watch?v=iWpsSqmArRc&feature=youtu.be and for volunteers: https://www.youtube.com/watch?v=4WcnmjjVZNs&feature=youtu.be

19. The Food Group - any plans for Fare For All coming back online?

   a. We are looking for opportunities to explore pop up Fare For All distributions right now. If this is a need in your community, please contact us. We want to ensure that the vast majority of our divers and trucks are available for agency deliveries. As we have enough capacity and social distancing restrictions ease up, relaunching Fare For All will be a high priority.

20. St. Kate's food shelf does not receive TEFAP, but we do order with SSH and the Food Group. I can email Colleen Moriarty to follow up on funding possibilities.

   a. Please see #11.

   b. This is a decision that begins at the food bank and is then sent on to OEO for final approval. Contact your regional food bank to discuss application process.

21. **Attendee idea:** We just discovered Microsoft Bookings to create an appointment system whereby we can email a link or push out the link on social media on our college campus so we can still serve our students.

22. since the agency I am employed with receives product from the food group/2nd harvest we also operate an emergency shelter as well is our shelter also available to order emergency food boxes?
a. From Second Harvest - Emergency shelters are also eligible for emergency boxes and components. There is a 150 box limit per delivery, per program.

23. Is SHH still suggesting produce drops?
   a. Yes, if you are willing and able to do so safely. Contact your food bank to discuss.

24. **Attendee idea:** We prepack boxes based on family size and ask if they want specific items like fish, pet food diapers etc. We put our fresh rescue food outside our door where a volunteer asks clients what they would like. Well received.

25. **Attendee idea** We are doing curb side service in Marshall & Tracy. We give the families a shopping list along with a list of our fresh fruits, vegetables & bakery items. The families are given a shopping number. The list is put in a plastic sleeve, handed to our volunteers who fill the orders. We have all the food items in a cart, set them outside with their number hanging in the window. When the cart is empty it is brought inside and sanitized. All volunteers and staff wear gloves at all times. Our clients have been very happy with this so far.

26. Given limited access to our clients now-----according to TEFAP we only need the total number of people. I did not get number of adults, children, and seniors, when I talked to clients. We do not have a computer system----it is all paper and pencil. Yesterday I went to each vehicle and staying a safe distance I got their name, how many families in the car, and how many in each family. Some of our clients only speak Spanish. I can communicate enough to get those statistics-----but I don’t know how we can get everything as usual. We can’t take their ID card to look at ------so getting addresses and everything is very difficult. Any suggestions?
   a. See # 9 and please reach out to your food bank for support on this. We can discuss what’s required, what’s not and brainstorm some ideas for your particular situation. Reach out to your specialist or Taylor Day at tday@2harvest.org or 651-443-2312.

27. How many volunteers are folks having onsite for packing/shopping/distribution at any one time? Assuming keeping to under 10 is the goal/expectation?
   a. Yes 10 or less is recommended. Because programs and their needs are so different please consider what is best for your program and what’s feasible in your space, service model, etc. Contact your food bank or peers in the network for support.

28. What are some ways organizations can minimize liability issues using volunteers?
   a. We aren’t sure what you mean by liability. Please reach out to food bank.

29. Response from Jennifer S in the chat - https://agencies.2harvest.org/recall to find up to date resources, including recording of this webinar

30. How often are we allowed to order the food boxes?
   a. As a reminder Emergency Boxes are only available for food shelves and emergency shelters. There is a 150 limit per program, per delivery. In an effort to spread resources across the network, please be considerate and only order what you need.
31. **As a reminder, TEFAP food shelves are still required to collect service stats and confirm eligibility on each household including name, address, and numbers of children, adults, and seniors** Please reference letter and resources from OEO: [https://agencies.2harvest.org/tefap-updates](https://agencies.2harvest.org/tefap-updates)

32. So for clarification, the TFP food boxes and the emergency food boxes are two separate orders or one order?
   
   a. Yes, TEFAP and Emergency Boxes are two different products.

33. Is SHH providing gloves and masks along with the food you’re supplying? We don’t have access to these, but it would be well for volunteers at partner agencies to have them.
   
   a. See #10.

34. Which one of you should those of us in Pierce County WI contact for answers to ??
   
   a. Lisa Boyd [lboyd@2harvest.org](mailto:lboyd@2harvest.org) 612-716-3196

35. Can you provide some guidance about food rescue collections?
   
   a. More info coming Monday for agencies doing food rescue collections with local retailers!

   b. **Also a reminder to let SHH know if you do make any changes to your food rescue collections. Your agency relations and food rescue specialist are available to help**

   c. Please reach out to your agency relations or food rescue specialist for other support.

   d. Find food and health safety resources for donation here: [https://agencies.2harvest.org/recall](https://agencies.2harvest.org/recall)