Question Transcript from Webinar
(answers in bold)

Cathleen Royce 14:18

what exactly is the central kitchen strategy? how does it affect us?

_Cathleen Royce_ 14:18

We are helping to direct donated meals to Loaves and Fishes for distribution to clients. Meals will be distributed at Loaves and Fishes meal sites directly to clients.

[https://www.loavesandfishesmn.org/](https://www.loavesandfishesmn.org/)

Laura Strait 14:19

Could we get these announcements in bullet point format emailed so we can pass on to other staff who are unable to be on the call?

_We are sending updates via email and posting on AgencyZone agencies.2harvest.org/recalls. All this information can be shared within your programs._

Cathleen Royce 14:19

any rice?

_We do have rice in stock right now. We are finding it is in high demand and this could affect availability down the road._

Christine Pulver 14:20

Will the empty boxes also be available?

_Christine Pulver_ 14:20

We are looking for a sources for these right now. We cannot guarantee we will find them or be able to cover cost.

And brown bags?

_kaylavang_ 14:20

_At this time no plans to purchase this item._

any toilet paper

_Sarah Anderson_ 14:20

_At this time no plans to purchase this item._

Will Greater Minnesota delivery routes still continue as scheduled? Specifically to southwest Minnesota

_Sue.Hanks_ 14:20

_As of now no changes to our Greater MN delivery schedules other than the previously scheduled move March 30 – April 3._

How soon will they be available to be delivered

_Anna Dolde_ 14:20

_Emergency box supplies will be available on AgencyExpress tomorrow to food shelves only._

Can we get the full list of available items again?
Box components will include pasta, pasta sauce, canned fruits and vegetables, canned chicken, rice, fresh potatoes and fresh onions. The best place to find the most up to date availability is our inventory list. Agency Services is also always available to provide more information about products 651-209-7990 or orders@2harvest.org.

Will programs on the 5th Thursday delivery route be able to place a food order before our next scheduled delivery at the end of April?

Rosanne 14:20

Please reach out to Agency Services ASAP regarding available delivery. orders@2harvest.org or 651-209-7990.

What will be available to WI agencies, besides TEFAP, we have our own

Laura Strait 14:20

Wisconsin agencies should have access to the same items.

Yes, we are also looking for empty to-go boxes and possibly utensils.

Lisa Baker 14:21

As of now we will not be sourcing utensils. See above for response about boxes.

I am wondering what we are doing to create a centralized location for food distribution in case many small food shelves need to close

Shawn Morrison 14:21

This is something we are considering and including in our planning discussions.

will boxes be available for the prepack items if we order the individual items from agency express? If we are able to source boxes, it’s likely they will be available on inventory.

Shawn Morrison 14:21

I work at a university and we are moving towards a temporary pre-order system for our students, utilizing email and e-forms. Students will come by appointment to pick up their bags. For first time users, can they e-fill their forms or do they have to physically sign them?

Yes! We just got word from TEFAP that agencies can fill out TEFAP forms for their clients without requiring them to sign. SHH would still like you to collect the demographic data (counts of children, adults, seniors, households and pounds) but this can be taken verbally rather than have clients fill out themselves. The most important thing is getting food to people who need it and staying safe and healthy. If you have specific questions about your program, please contact your specialist.

desktop 14:21

Toilet paper, Purell, Clorox wipes available?

LErstad-Hicks 14:22

We are not sourcing these items currently.

Delivery of meals? or do folks pick up the meals?

Lisa Baker 14:22
Delivery of meals or packages of food are up to your program to decide if you feel safe and have the ability to do so. Many agencies are using a "pick up" or drive through model to get food out the door.

With your big fundraising promotion of $500,000 being matched by Blue Cross ($1,000,000 total?). How will that trickle to your food shelf partners. Have you thought about waiving and "handling fees" or other agency partners.

We are considering waiting shared maintenance fees. We will have an update by end of day Thursday, March 19.

Is there a way to leverage the restaurant industry and food that they will have available that they will no longer be distributing to restaurants?

We've heard that some restaurants are providing meals for kids out of school. Some have donated locally in their community as well. We will be working with any donors who wish to donate through our MealConnect program.

Is the state offering any financial support?

Allison has been in conversations with the governor and has been relaying information about the need in the network and the feedback you've been sharing. We will update agencies when we know something.

What's the strategy for coordinated messages and responses from us as a sector? With SHH, OEO, Hunger Solutions and The Food Group.

Allison and other leaders have been in conversations and are working to share information and resources with each other.

Our site is not a traditional food shelf but a pop up distribution. If we have to move sites or create food boxes in the parking lot can the trucks be diverted to another site?

With enough notice we can update delivery location. Please be in touch with Agency Services at 651-209-7990 or orders@2harvest.org.

How long are you planning to offer the prepack boxes and associated food items? Will it last as long as needed or is there a limited time this will be available?

We will make them available as long as supply allows.

When will the decision be made to waive shared maintenance and delivery fees? This is a barrier to us at this time to accessing resources from you.

A decision on this will be made by end of day Thursday March 19th.

is food rescue available if we have a system that can distribute it?

Food rescue may be available.

• What is the incoming supply to SHH looking like due to increased consumer demand in stores. IE shall we plan for shortage.
• I think we should anticipate food rescue at Target will stop or decline significantly, does SHH have any insight into partner food rescue supplies
  Sue.Hanks 14:27

• Are there any anticipated shipping delays due to trucking concerns

Right now, we are not hearing about major shortages in the food system. We know that food rescue pounds are done and some are seeing shortages of some items in stores. This is considered a temporary problem. An article today in the Star Tribune talks about the strong food supply chain in MN. [http://www.startribune.com/there-s-plenty-of-food-to-go-around-and-minnesota-stores-are-getting-it-in/568860332/](http://www.startribune.com/there-s-plenty-of-food-to-go-around-and-minnesota-stores-are-getting-it-in/568860332/)

When can we expect to place orders for the pre packed components and boxes
Jean Skomoroh 14:28

Initial quantities will be available tomorrow morning. This will be available to food shelves only for the time being.

Can we give TFAP food to people who have not registered? How do you want our distribution recorded when we get hit with a huge number of clients?
Cathleen Royce 14:29

We just received word from OEO that agencies can fill out TEFAP forms for clients and the do not need to sign.

Do your best to record the demographics during your distribution. Can you take information verbally rather than having clients fill out forms, for example?

If deliveries become unavailable, will food pickups at the warehouse be available?
Crystal Watts 14:31

At this time there are no plans to stop deliveries.

If greater MN routes are stopped will that affect our partnership agreements if we cannot meet minimum order requirements?
Karin Schurrer-Erickson 14:32

At this time there are no plans to stop deliveries anywhere. Also, in a situation like this ordering minimums would not be a concern.

All the planning is appreciated. We will do what we can but are evaluating staff resources daily. Can you take a poll here from the callers now about the name and location of food shelf (or other type) and viability or stressors
Director 14:32

We will share some plans other food shelves and programs have put in place on Agency Zone.

As you are having difficulties with getting volunteers, know that because our agencies are local, we have lots of volunteers. Think about how the local food shelves may be able to help.
Dorothy Johnson 14:33

Thanks for the offer!

Would be helpful to know what led to your decision to cancel volunteers. Are you operating with the recommended 10 or under? That would be good to understand for our own operations and decision-making. Coordinated response. Thanks!
Cathleen Royce 14:34
Please refer to a document from our Volunteer Services Manager regarding our volunteer program on Agency Zone. [http://support.2harvest.org/pdf/YARN/VolProgramBullets.pdf](http://support.2harvest.org/pdf/YARN/VolProgramBullets.pdf)

Who are the "specialists"  
lisa baker 14:34

Specialists: Taylor Day, Roel Ramos, Lisa Boyd, Lena Pransky, Jennifer Sheda, Char Graff  
Please contact Agency Services 651-209-7990 or [orders@2harvest.org](mailto:orders@2harvest.org) if you don't know who your specialist is.

good question -I believe most of us are telling our volunteers not to come in if they don't feel comfortable. Many are staying with us. However, based on what Second Harvest did today - are you recommending that we all cancel volunteer shifts? If we did, we would need to close. Are you hiring more staff to take the place?  
Cathleen Royce 14:34

Make decisions based on what's best for your clients, staff and volunteer's health and as the situation in your community requires. Don't be afraid to think outside the box to continue to provide service while limiting contact and combating the spread of coronavirus.

All TEFAP folks are wondering. Can you give us some direction versus each agency contacting you  
Crystal Watts 14:35

TEFAP information will be sent out soon, but we just heard from OEO that agencies can fill out TEFAP forms for clients.  

Once you move, will the available list of food be more than it is now.  
You 14:37

Yes, we'll have more storage.

Our communications team (well, person!) is wondering about FAQs you have that we could all share and leverage.  
kaylavang 14:38

Please refer to CDC and MN Department of Health. We also have resources on Agency Zone. [https://agencies.2harvest.org/recall](https://agencies.2harvest.org/recall)

Once you move, do you have the ability to get additional kinds of food than is available right now on the shopping list.  
Melissa Brooks 14:40

Yes.

When will the boxes show up on Agency Express?  
lisa baker 14:43

We are still trying to source so cannot say when/if they'll be available.

Are you recommending we all cancel our volunteers too?  
JCalvo 14:43

If we have volunteers that keep the six foot distance it might be ok?  
Karin Schurrer-Erickson 14:43
This is a solid recommendation and good idea.

Please understand we can't function without volunteers either! Joyce Uptown Foodshelf, Minneapolis
Sue.Hanks 14:44

We are aware of that and understand that each program has to make decisions based on what's best for their clients, staff/volunteers and communities.

Support the decision regarding Volunteers at this time. We have also done this, we will reevaluate daily and letting volunteers know, we will need them in time. Please be patient. Thank you!

Lisa Baker 2:43 PM
Are there any plans to create a referral list of food shelves that remain open in case we need to close?

Please check in with your neighbors and keep lines of communication open. Hunger Solutions should be notified as well so they can update their website.
www.hungersolutions.org

Brad Kirk 2:45 PM
Please explain the 65 age rule, we cannot operate without our volunteers and almost all are over 65

Jean Skomoroh 2:46 PM
We will have to close. 60 of our 65 volunteers are over 65

We are aware of that and understand that each program has to make decisions based on what's best for their clients, staff/volunteers and communities.

Melissa Brooks 2:47 PM
I'm planning to bring in small groups to help pack basic bags this week. also urging those at risk to NOT come, but asking younger healthy distanced persons to help. plan to meet people at outside table and hand out bags. not sure about TEFAP forms. suggest reaching out to service groups or churches for younger help?
The United Way manages 211. It would be through the local or regional office for your area.

A recording of the webinar can be found here: https://rbrown-169.my.webex.com/recordingservice/sites/rbrown-169.my/recording/playback/e935f3b2ecbc45b4b0529fe8e4064e05