

Winter COVID Preparedness Webinar Chat Questions and Resources

P-EBT (Pandemic SNAP Benefits) Temporary, additional support to SNAP recipients

Q: Was the PEBT a one time benefit or weekly, month?

A: P-EBT was a one time benefit of \$325 per school-aged child in a household PLUS a one-time state extension of an additional \$100 per school aged child in a household. This benefit was available to families who had children who were receiving free or reduced priced meals during the 2019-2020 school year. If families were already enrolled in SNAP, the P-EBT benefit was directly added to their EBT card. Eligible families who were not enrolled in SNAP were required to apply for the P-EBT benefit. Benefits were issued in late summer through September.

Q: They are extending P-ebt but will there be open enrollment happening soon too?

A: This is still to be determined. Currently there is not a timeline for the process to rollout the next round P-EBT benefits however DHS is conducting surveys with PEBT recipients about the process this summer. We expect to know more in the coming weeks and months about the state's plans for the authorized PEBT extension.

Find SNAP info here: [2harvest.org/SNAP](https://www.2harvest.org/SNAP) <https://www.2harvest.org/who--how-we-help/services-and-programs/programs/snap-outreach.html#.X6Q6b2hKiUk>

COVID Back-up team & COVID Preparedness

Q: Is there a procedure that was or could be shared by the food shelf on our statewide mtg. regarding the Internal back up team

A: Neighborhood House COVID response example shared on last DHS call and other resources: <https://www.hungersolutions.org/2020/03/13/covid-19-information-for-food-shelves/> (Liz Riley, Valley Outreach)

A: SHH's CSFP sample Back-Up Plan. Contact Taylor Day at tday@2harvest.org to talk it through.

Q: What if they don't wear a mask? (Heather, CAER)

From SHH: You do need to provide a pathway to food, but you can make situation safe for yourself and others. If they do not respond to signage or verbal direction about mask requirements, you may ask them to leave the building or stand a safe distance away. Food can be brought curbside or to vehicle. Consider your proxy and behavioral policies to see if they might provide guidance. Reach out to your Specialist for additional support.

Service questions & tips (intake, serving outside, etc.)

SERVICE TIP: we are trying to box indoors (3 different stations to limit people density), and bring assembled boxes outside for loading in cars...(krisl)

Q: Is anyone allowing people to preorder like at a grocery store and do curbside pick-up? What technology are you using to allow them to place their order? (MaryB)

Q: how do they know what to shop for? do you post a list an item? (Annie Wade)

Q: Do clients get overwhelmed by such a large list? (Heather, CAER)

Q: I'm interested in how registration is handled outside now that cold weather has hit. (Jane Hosman)

Answers:

I've viewed Echo's system and they are using google suite to create a vehicle for guests to order on line. They pick an appointment time for pick up.

Hallie Q Brown is doing online ordering and pick up in Saint Paul (Mary McKeown)

I know that The Open Door uses some kind of app (360 Communities)

SACA is taking orders over the phone (Dave Rudolph, SACA)

Valley Outreach in Stillwater is also using an app (Lorne, SHH)

VEAP uses an iPad for outdoor intake and paper food order forms that volunteers complete for the participant. Personal shoppers fill the orders and load their cars at a 2nd door. Home delivery orders are taken over the phone. (Paul Jacobson, VEAP)

DIW St. Paul serves walk ups as well. We have will give them a piece of paper to place their order and make their food bags then. Or we ask them order online via our google doc form that we can share with them. We also have given our unsheltered participants Cub Foods gift cards then they are able to get hot food and hang out to eat their food. (Kelly, Division of Indian Works)

Q: We have lots of people who come to our food shelf on foot. What are others doing with "walk up" participants? (Mary McKeowan)

Answers:

We deliver to anyone without transportation or anyone who is disabled. (Michell Rageth, Friends in Need Food Shelf)

We also have a lot of walkers/bussers. We have a 10x20 tent outside for waiting, use double-bagged grocery bags for easy carrying. (Emily)

Most of our clients do not have cars, the majority walk or take the bus. They bring personal shopping carts or luggage. We give the same allotment to all our clients regardless of vehicle. (Stuart, NorthPoint)

We don't have many walk ups, but we do try to accommodate what they can carry...double bag

SERVICE TIP: *We are diversifying services. We provide a walk up model as we have a number of folks on the bus and homeless. We are doing 9 mobile site visits. We are doing a separate Homeless outreach . We have a Hunger Doesn't wait Food Delivery program. Individuals ate triaged for this program. to determine other options are not available. (Sue, Catholic Charities St Cloud)*

SERVICE TIP: *[Partner told the group that they have recently purchased a ticket taker, i.e. "now serving number X" machine].*

Now serving sign does require electricity, we have it in a window at the moment inside

Q: Is there a language barrier [with new intake practices] (Heather, CAER)

Answers:

we have a lot of language barriers, so our volunteers/staff go thru the list with our clients. We have lots of visuals too (photos and produce that they can point to) (Emily)

We have a graphic of 5 animals and clients can choose 2 meats (goat, chicken, cow, pig, fish). People with language barriers point to the animal. (Stuart, NorthPoint)

Q: Does anyone know if there would be a QR program we could use for registration/attendance? (Jane Hosman)

Note from SHH: No one provided any response, if anyone has any suggestions please follow up with Jane or reach out to SHH

Outdoor Distributions/keeping volunteers warm

I have heard of one food shelf that purchased a heated fishing house for their volunteers to wait in. (Kate Burggraaf, FFEN)

We have a tent canopy and we have been talking about having a kerosene heaters but are worried about safety. (Anne Scheible)

Plexiglass Resources

Q: Does anyone use the plexiglass barriers? is there a good place to order them?

Answers:

We have purchased our plexiglass dividers from Amazon (360 Communities)

We purchased our plexi barriers from Business Essentials (Emily)

Sourcing Boxes

QUESTION: we could use some larger boxes. *Note, SHH is sourcing boxes, but agencies are all using different sizes, so hard to know what to offer. Keep watching inventory for boxes to be added. See below for box ideas from agencies.*

Uline has tons of selections for boxes.(Stuart from NorthPoint)

boxes with handles openings are the best option for us. (Mary McKeowan)

We are using a lot of the banana boxes. We keep collecting thru food rescue (Sue Hanks, Catholic Charities St Cloud)

The banana boxes a great and durable too (Sese Cadmus)

PPE Supplies

FYI, my staff like these face shields for comfort and visibility. https://www.etsy.com/listing/863858385/3-to-100-sets-of-clear-face-shields?ref=yr_purchases (Stuart from NorthPoint)

Volunteer Concerns

A lot of have a lot of volunteers working in the food shelf- how are you keeping volunteers engaged and motivated? A lot of our volunteers are picking up several shifts- does anyone do something specific to avoid burn out? I am worried with my snow birds who will leave us this month and a reduction of volunteers.

CFAP (COVID Food Assistance Program)

USDA's Farmer to Families food program that provides pre-packed boxes of food for distribution by nonprofits. Usually contains dairy, produce and cooked meats.

Q: Are letters from the White House still included in the CFAP boxes?

A: Yes, it's required by USDA for vendors who supply the CFAP boxes to food banks/food shelves to include the letter.

TIP: We open the BOTTOM of the CFAP box to easily pull out those letters

TEFAP Questions

Q: I have a copy of the TEFAP manual dated June 2018 there a more recent version?

Answers:

2018 is most recent copy

You can find up to date TEFAP forms, including agreement, here:

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

Q: Are demographics needed? Do we need to collect addresses?

A: Yes, head of household name and address are also required. Tracking individual counts of kids, adults, and seniors, # of households, and pounds. Remember that participants self-report all of this information. (Courteney Roessler, OEO)

Q: What does TEFAP stand for

A: The Emergency Food Assistance Program

Hygiene Items

Q: Where do people get Personal Care need items from (Deodorant, Tampon's, pads, etc?) (Katherine)

We ask our in-kind donors for personal hygiene supplies. For people wanting to host food drives, we stress the need for hygiene items. We also order those items from our two food banks. (Stuart, NorthPoint)

Katherine- for our personal care items we get donated from faith bases communities, individual donors or purchase them ourselves. We do purchase household items from the food banks or from sams club. (Kelly, Division of Indian Works)

We've also concentrated our donation drives/asks to hygiene or diapers/wipes. (Emily)

CIS generally carries wipes, diapers and other personal care items (body wash, shampoo, conditioner..). We also use Dollar Tree for some items. (Greta Lintelman)

RESOURCES

Winter is Coming: COVID Preparedness Webinar Slides [click here](#).

Neighborhood House COVID preparedness plan (and other resources from 10/22 DHS call) click here:

<https://www.hungersolutions.org/2020/03/13/covid-19-information-for-food-shelves/>

Food Shelf COVID Checklist

<http://support.2harvest.org/pdf/YARN/COVIDFoodShelfChecklist.pdf>

TEFAP Resources (Minnesota) including most up to date forms and agreements.

Click here: <https://www.hungersolutions.org/programs/food-shelf-capacity/tefap/>

SNAP Information <https://www.2harvest.org/who--how-we-help/services-and-programs/programs/snap-outreach.html#.X6Q6b2hKiUk>

Referral form click here: <http://support.2harvest.org/pdf/YARN/SNAPReferralForm.pdf>

Outreach fliers click on links below:

- [English](#)
- [Spanish](#)
- [Somali](#)
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Security Work Group
mailing list for meetings
and follow up materials
after the calls!**