

The logo for Feeding America, featuring the words "FEEDING AMERICA" in a sans-serif font with a stylized wheat stalk icon above the word "AMERICA".

FEEDING
AMERICA

The logo for Shared Harvest, featuring the words "Shared Harvest" in a green, serif font with a stylized orange and green leaf graphic above the text.

Shared Harvest

The logo for Foodbank, featuring the word "FOODBANK" in a white, sans-serif font inside an orange rectangular box.

FOODBANK

An orange rectangular box containing the date "September 29, 2023" in a white, sans-serif font.

September 29, 2023

The main title of the event, "Together, Advancing Solutions to End Hunger", written in a large, white, sans-serif font. A thick orange horizontal line is positioned below the word "Hunger".

Together,
Advancing Solutions
to End Hunger

Group Agreements:

Stay **engaged**

Speak your **truth**
responsibly

Listen to
understand

Be **willing** to do
things
differently and
experience
discomfort

Expect and
accept
non-closure

Confidentiality



**2023-2024
Member Agency Conference
Agenda**

Friday, September 29, 2023

| TIME | TOPICS OF DISCUSSION | SPEAKER |
|-------------------|---|--|
| 8:00am – 9:00am | Registration, Continental Breakfast, Raffle Tickets | |
| 9:00am – 9:20am | Welcome, Opening Remarks, Current and New Initiatives | Terry Perdue |
| 9:20am – 10:00am | Civil Rights & Food Safety | Robert Zohfeld |
| 10:00am – 10:10am | Award Presentation | Terry & Robert |
| 10:10am – 10:30am | Contract Review & Regional Plan | Terry Perdue |
| 10:30am – 10:45am | Break | |
| 10:45am – 11:00am | 1 st Door Prize drawing! | |
| 11:00am – 11:15am | Survey | Terry Perdue |
| 11:15am - 12:00pm | Foodbank Panel Food Sourcing Update, Retail Rescue, Online Ordering, Client Data Tracking, Delivery Schedule, Disaster Planning, and more! | Sam Durko Amberlee Finkes Sandra McCauley KT Sills Scott Stapleton Robert Zohfeld |
| 12:00pm – 12:30pm | LUNCH – <i>Drop questions during lunch for Q&A after!</i> | |
| 12:30pm – 12:45pm | 2 nd Door Prize Raffle! | |
| 12:45pm – 1:00pm | Q&A Session | Foodbank Panel |
| 1:00pm – 1:15pm | Introduction to Pantry Support Initiative | Terry Perdue |
| 1:15pm – 2:00pm | Pantry Support Initiative Breakout Groups | Rob Rogers Bill Smith Mary Byrne |
| 2:00pm | Closing Remarks – Conference Evaluation Form & \$100 Credit | Terry Perdue |

Mission

To find, rescue, and distribute food to people living in poverty through an efficient network.



Vision

Unite the public and private sectors, to raise awareness about the impact of poverty.



Current & New Initiatives

Terry Perdue, Executive Director

terry@sharedharvest.org

513-874-0114 ext.109

NEW STAFF MEMBERS!

Susan Cafazzo, Administrative Assistant

Bri Aker, CSFP Coordinator

KT Sills, Community Engagement Manager

Marcus O'Connor, Driver

Scott Emmons, Distribution Center Associate

Lontae Hamlin, Distribution Center Associate

Tyler Manley, Production Associate

Kyle Gonzalez, Production Associate

Ian Williams, Production Associate



NEW MEMBER AGENCIES & FIRST TIME ATTENDEES!



Civil Rights Training

Robert Zohfeld, Director of Outreach &
Community Partner Services

robert@sharedharvest.org

513-874-0114 ext.108

Help Center: 513-881-9024

Civil Rights Training

For Those Who Distribute Food Utilizing USDA/Ohio TEFAP & CSFP Programs



Take Home Messages

Treat everyone equally and with the respect and dignity every single person deserves.

Train your front-line staff/volunteers annually in Civil Rights **and document the training.**

Make sure you have proper postings prominently displayed at your food programs.

Document any situation where you have refused service to a guest.

Include the Non-Discrimination statement in your marketing materials, flyers, social media accounts, and website, and any other public-facing document mentioning your food program. **At a minimum, you must include:**

“This institution is an equal opportunity provider.”

What is TEFAP?

- **The Emergency Food Assistance Program (TEFAP)** is a Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. It provides food and administrative funds to States to supplement the diets of these groups.
- The USDA makes food commodities available to the States, which receive the food and supervise overall distribution of the food commodities to eligible recipient agencies.
- Eligible recipient agencies are public or private nonprofit organizations that provide food and nutrition assistance to the needy through the distribution of food for home use or the preparation of meals.



www.fns.usda.gov/tefap/emergency-food-assistance-program-tefap



What is CSFP?

- **The Commodity Supplemental Food Program (CSFP)** works to improve the health of elderly people at least 60 years of age by supplementing their diets with nutritious USDA commodity foods.
- Under CSFP, the United States Department of Agriculture (USDA) purchases food and makes it available to the States, along with funds for administrative costs.
- The States then store the foods and distribute them to public and non-profit private local agencies.

<https://www.fns.usda.gov/csfp/commodity-supplemental-food-program>



What Are Civil Rights?

Civil Rights are the non-political rights of a citizen; the rights of personal liberty guaranteed to U.S. citizens by the 13th and 14th Amendments to the U.S. Constitution and by acts of Congress

13th Amendment

Section 1. Neither slavery nor involuntary servitude, except as a punishment for crime whereof the party shall have been duly convicted, shall exist within the United States, or any place subject to their jurisdiction.

Section 2. Congress shall have power to enforce this article by appropriate legislation.

14th Amendment

Section 1. All persons born or naturalized in the United States, and subject to the jurisdiction thereof, are citizens of the United States and of the State wherein they reside. No State shall make or enforce any law which shall abridge the privileges or immunities of citizens of the United States;

...

Civil Rights Training Goals

Equal treatment for all applicants and beneficiaries under the law.

Provide knowledge of rights and responsibilities to recipients and staff.

Elimination of illegal barriers that prevent or deter people from receiving benefits.

Provide a baseline of dignity and respect for all.

Agency Responsibilities

- Train staff and volunteers in civil rights requirements annually.
- Comply with civil rights laws, regulations and requirements.
- Take “reasonable steps” to ensure adequate access to your programs and activities by persons with disabilities and/or Limited English Proficiency (LEP).
- Provide equal treatment for religious organizations.
- Public Notification and follow-up including: compliance reviews, complaint process, accommodating persons with disabilities, resolving conflict, and customer service.



Training

Federal and State guidelines require that all programs receiving USDA/TEFAP must have annual civil rights training. Training methods include formal presentation, staff meeting, online, or one-on-one review of materials.

Training should cover:

- Goals of Civil Rights
- Federal Financial Assistance
- Agency Responsibilities
- Discrimination
- Complaint Procedures
- Limited English Proficiency
- Disability Accommodations
- Effective Public Notification Systems
- Non-Discrimination Statement
- Collection – Use of Racial/Ethnic Data
- Compliance Review Techniques
- Customer Service & Conflict Resolution
- Equal Opportunity for Religious Organizations

Civil Rights Laws

The USDA prohibits discrimination in all programs and activities on the basis of:

Federal Laws

The Classes Below Apply to All States.

- Race
- Color
- National Origin
- Age
- Sex
- Disability
- Gender Identity (including gender expression) **legislation expanded last year**
- Family/parental status
- Religion
- Political Beliefs
- Limited English Proficiency (LEP) Families

State Laws

The Classes Below May Vary by State.

- Marital Status
- Family Status
- Parental Status
- Sexual Orientation
- Genetic Information
- Political Beliefs
- Reprisal
- Income
- Military Status (Ohio)

Civil Rights Laws

- ❖ **Title VI –Civil Rights Act of 1964 (Race, color, national origin)**
- ❖ **Title IX of the Education Amendments of 1972 (Sex)**
- ❖ **Section 504 of the Rehabilitation Act of 1973 (Disability)**
- ❖ **Americans with Disabilities Act (Disability)**
- ❖ **Age Discrimination Act of 1975 (Age)**
- ❖ **Civil Rights Restoration Act of 1987 (Race, color & national origin)**

When Do Civil Rights Rules Apply?

Anytime there is any Federal financial assistance.

- USDA/TEFAP commodities
- State Commodities
- Any training, equipment, and other goods and services supported or assisted through Federal Assistance.



Civil Rights Oversight



Equal Opportunity for Religious Organizations



Faith Based Organizations **CAN:**

- Receive federal funds to operate emergency feeding programs.
- Use space in their facilities without removing religious art or symbols.

Faith Based Organizations **CANNOT:**

- Discriminate against individuals on the basis of religion or religious beliefs.
- Use USDA funds or product for religious activities.
- Distribute religious information to guests.
- Make guests participate in religious activity to receive assistance.
- Proselytize or preach during the food program.

Example: A soup kitchen cannot require a prayer before a meal.

What is Discrimination?

The act of distinguishing one person or group of persons from others, either intentionally, by neglect, or by the effect of actions or lack of actions based on their protected classes.



What is a Protected Class?

Any person or group of people who have characteristics for which discrimination is prohibited based on a law, regulation, or executive order.



Discrimination Types: Disparate Treatment

Disparate Treatment: Intentionally treating someone differently because they belong to a protected class.

Scenario: A sign in the pantry which hangs above the dried cranberries says: “For neighbors under the age of 65 only!” The pantry staff is concerned that older neighbors may choke on the product especially if they wear dentures or partial implants.

Reason: A protected group cannot be singled out for special treatment based on their age.

Discrimination Types: Disparate Impact

Disparate Impact: Unfair practices and procedures that are unintentional.

Scenario: In order to ensure interpreters are available, a food pantry wants to mandate that all Russian speaking neighbors are to be served on the second Friday of each month.

Reason: Russian neighbors are being singled out unintentionally by requiring “all” Russians to be served on the second Friday of each month.

Discrimination Types: Retaliation

Retaliation: Negative treatment of an individual due to their prior civil rights activity or for cooperating with an investigation.

Scenario: A neighbor receiving services has recently filed a discrimination claim against your program. Upon arrival for their next appointment, they are told they no longer may receive services.

Reason: No person or neighbor can be refused services regardless of “claim” status.

Solutions for Inclusivity

Policy of including people who might otherwise be excluded or marginalized.

Accessibility

Limited English
Proficiency

Customer Service

Conflict Resolution



Accessibility

- Ensure that neighbors with disabilities can get into your agency from the parking lot, entrances, hall, elevators, restrooms, as well as allowing service animals.
- Arrange ways for neighbors to receive services. For example, if your program is in the basement and you do not have an elevator, staff/volunteers should be available on the main floor.
- Proxy- having an authorized representative/pick-up commodities for the neighbor.
- Making home deliveries or providing other accommodations.



Limited English Proficiency (L.E.P.)

Definition of LEP Persons: Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Important: All organizations receiving Federal financial assistance have a responsibility to take reasonable steps to ensure “meaningful” access to their programs and activities by persons with LEP.

- All efforts must be made to service LEP individuals.
- Agencies cannot require LEP individuals to provide their own interpreter to receive services.
- Children should not be used as interpreters.

Limited English Proficiency (L.E.P.)

“Reasonable Steps” to ensure adequate access to your programs and activities by persons with LEP Are Contingent Upon:

The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

The frequency with which LEP individuals come in contact with the program.

The nature and importance of the program, activity, or service providing by the program to people’s lives.

The resources available to the recipient and costs. A shortage of resources does not eliminate the requirement for an agency to take reasonable steps.

Limited English Proficiency (L.E.P.)

Potential Cost Reduction Solutions for Members

- **Using technological advances** (i.e., translation devices on your computer or smart phone). The frequency with which LEP individuals come in contact with the program.
- Where appropriate, **training bi-lingual staff** to act as interpreters and translators, telephonic and video conferencing interpretation services, or the formalized use of qualified community volunteers. The resources available to the recipient and costs. A shortage of resources does not eliminate the requirement for an agency to take reasonable steps.
- **Standardizing documents** to reduce translation needs
- **Interpreters, bilingual staff, and/or the use of a language line** is the preferred method for meeting LEP requirements.

Limited English Proficiency (L.E.P.)

Agencies that fail to provide services to LEP neighbors and applicants or deny them access to TEFAP & CSFP may be Discriminating on the basis of National Origin and in violation of Title VI.

- **To place a call to an interpreter using the Free Language Line:**
- **Dial: 866-978-8378; Access code 49420**
- **The voice prompt will ask you to press the number of the language listed below**
- **If your language isn't listed, press 0**
- **To speak with an operator, press 0**
- **Once the interpreter is on the phone, they will ask you the following questions:**
- **First and Last Name**
- **Food Bank Name**
- **When finished, thank the interpreter and hang up!**

Limited English Proficiency (L.E.P.)

EXAMPLE: An El Salvadoran neighbor walks into the pantry for the first time and doesn't have ID. The volunteer doing the intake just keeps speaking louder and louder in English. Finally, the volunteer becomes frustrated and tells the neighbor to get an interpreter and come back.

This scenario is **discriminatory** because the volunteer doing the intake did not take reasonable measures to try and communicate either through a language line, or documents translated in Spanish that would explain what is needed to be served. Nor did they take the time to see if there was someone onsite who spoke Spanish and could assist.

Public Notification

Public notification Also Known As 'Outreach'

- Program Availability
- Non-discrimination Statement
- Complaint procedures



Mandatory Public Notification



The "And Justice for All" poster is available through the USDA website. It details a person's civil rights and how a person can file a civil rights complaint. It must be posted in a visible area of any agency that receives TEFAP or CSFP sponsored programs.

The poster must be printed in 11x17 format for it to meet USDA regulations.

For more information or copies in major primary languages go to:

<https://www.fns.usda.gov/cr/and-justice-all-posters-guidance-and-translations>

Non-Discrimination Statements

Statement

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, or disability.”

To file a complaint of discrimination, write:

USDA, Director, Office SW,
Washington, D.C. 20250-9410
Call **800.795.3272** or **202.720.6382** (TTY).

“USDA is an equal opportunity provider and employer.”

Short Statement:

“This institution is an equal opportunity provider.”

Complaints

Advice Applicants/Participants:

- ❖ Right to file complaint
- ❖ How to file a complaint
- ❖ Complaint procedures

Data Collection and Reporting

- ❖ All data collected must be kept secure and confidential.
- ❖ Maintain all records; TEFAP and CSFP 5 years.
- ❖ CSFP regulations require annual reporting of participants' racial and ethnic data. Participants may self-declare racial/ethnic data. If a participant refuses to provide data, they are to be advised that the information will be collected based on observation.
- ❖ Outreach efforts can be targeted to groups not adequately represented in program participation.



Customer Service



| | |
|------------------|--|
| Treat | Treat all people with dignity and respect. Be empathetic and avoid sarcasm. |
| Explain | Clearly explain to everyone the rules as well as their rights and responsibilities. |
| Recognize | Recognize that all neighbors have varied needs and often few resources. |
| Ask | Ask yourself, "Am I treating the neighbor in the same manner I would want to be treated?" |
| Remember | Remember to take time to try and understand the neighbor's point of view. Listen for details about the neighbor's concerns, situation, or request. |
| Repeat | Repeat the concern/request to make sure you understand the expectations of the neighbor that you are serving. |

Conflict Resolution

Typically, neighbors who are behaving in a difficult manner have not had their expectations met or do not fully understand the role of the worker.

Often, the neighbor is focused on getting immediate assistance with solving a problem and does not feel the worker is helping.

Generally, people do not want to be difficult or argumentative with a caring individual. The neighbor may not be aware of how their negative behavior is affecting others.

- **Words** – Avoid threatening words, listen before you speak.
- **Tone of Voice** – Remain calm with your tone of voice.
- **Body Language** – Remain calm with your posture and assume a neutral position.

Conflict Resolution

If you have tried to assist the neighbor by providing the best customer service you can, and they remain argumentative or outright abusive, do not allow yourself to be abused and do not argue back. Keep your own sense of self-confidence, but still remain helpful.

Anytime you feel that the neighbor is truly physically threatening, move away from the neighbor and call the Police.

Best Practice: Have a written and posted policy for dealing with unacceptable behavior and conflicts. It should be posted in plain site for all neighbors, volunteers and pantry personnel to view.

Scenario #1

A neighbor with a walker complains that the site where they pick-up food is not accessible because it is located in food pantry basement. There are no ramps or elevators to allow the neighbor to get to the lower level.

What should be done in this situation?

- a) Have the pantry Manager call the neighbor the day before they are scheduled to come to the pantry and cancel the appointment.
- b) Meet the neighbor upstairs with the phone number, address and directions to the nearest pantry that is accessible with the walker.
- c) Meet the neighbor upstairs with a list of items available so the neighbor can make selections and the Pantry Manager can fill the request.

Scenario #2

A participant tries to speak with a volunteer at a CSFP distribution site in a language other than English, but the volunteer cannot understand the neighbor. The neighbor leaves without being served.

How should the situation have been handled by the volunteer?

- a) Ask the neighbor to have a child interpret for them.
- b) Ask the neighbor to leave and come back with an interpreter.
- c) Use the language line to communicate with an interpreter.

Scenario #3

A reviewer from the State visits a TEFAP distribution site and sees the And Justice For All poster displayed in the cleaning closet, which is located in an area that is off limits to neighbors.

Why is this a Civil Rights Violation?

- a) The poster is hung in the cleaning closet and needs to be moved to a common area where neighbors and visitors may view it in plain sight.
- b) The poster may be hung in the cleaning closet if neighbors are made aware that they can ask to view it whenever they want.

Scenario #4

A neighbor who received a honorable discharge from the military has filed a discrimination complaint with the USDA against your pantry for what they perceive to be multiple violations. While the neighbor's case is under review, they come to your pantry for service.

If you refuse to serve them, which of their Civil Rights could you possibly be violating?

- a) Reprisal
- b) Retaliation
- c) Military Status
- d) Religion

**Thank you for
completing your
Civil Rights
Training!**

SOLVING HUNGER
TODAY
ENDING HUNGER
TOMORROW





Food Safety



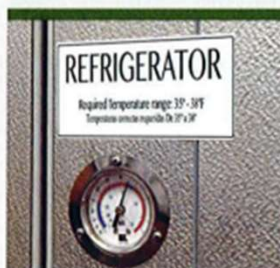
Storing Food Safely



Food can easily be contaminated if it is not stored correctly. It can also become unsafe if it is allowed to stay in the temperature danger zone. The good news is that there are things you can do to prevent this.

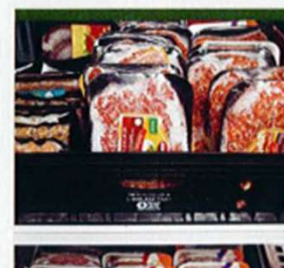
General Storage Guidelines

Here are some important steps you must take to keep food safe when storing it.



- Store refrigerated food at 41°F (5°C) or lower.

This includes cut produce.



- Keep frozen food frozen solid.
- The recommended temperature is 0°F (-18°C) or lower.



- Store food only in designated food-storage areas.



- Store food at least six inches (15 cm) off the floor.
- Store food away from walls.



- Store ready-to-eat food above raw meat, seafood, and poultry.

Do not store these items on the same shelf or pallet.



- Store food only in containers made for food.
- Wrap or cover food before storing it.

The Most Common Food Allergens

The proteins that cause allergic reactions are called allergens. Many different food items can cause allergic reactions. But just eight food items cause most reactions. These are called the Big Eight.

You need to be aware of the Big Eight and the products that contain them. Here are the Big Eight allergens.



- Milk



- Eggs



- Soy



- Fish, such as bass, flounder, and cod



- Tree nuts, such as almonds, walnuts, and pecans



- Peanuts



- Crustacean shellfish, such as crab, lobster, and shrimp



- Wheat



Rotating Food in Storage (FIFO & FEFO)

You must make sure that the oldest food in storage is used first. This will reduce food waste and keep food safe.

Food rotation should be based on either the expiration date or the delivery date of the food.

FEFO

1. Check the use-by or expiration date.
2. Store food that will expire first in front of items that will expire later.
3. Use the food stored in front first.

FIFO

1. Check the use-by or expiration date.
2. Store food that came in later behind items that came in first.
3. Use the food stored in front first.

(Use FIFO when no Use-by or Expiration Date is on the product)

Food Labels Explained

It can be difficult to understand the dates listed on a food label. Here is an explanation of common labeling terms.

Packing or Manufacturing Date

- Used by manufacturers for tracking and recalls.
- Not an expiration date

Best-by or best if used by date

- This is a quality date.
- It tells clients the date by which the product should be eaten for best flavor or quality.
- The product is still safe to eat past this date

Use-by or Expiration Date

- This is the last date recommended for the product while at peak quality.
- The product is still safe to eat past this date.

Sell by Date


- This is a quality date.
- It tells the agency how long to display the product for distribution.
- The product is still safe to eat past this date

How to Store Food Properly

True or False

- Deliveries should be stored immediately after they have been inspected.
- The temperature of food stored in refrigerators should be checked regularly.
- Food should be stored by use-by-dates so the oldest product gets used first.

What occurs when food containing an allergen comes in contact with other food?

- 
- A. Cross-contamination**
 - B. Cross-contact**
 - C. Biological contamination**
 - D. Biological contact**

Raw meat should be stored...




- A.** Above ready-to-eat food
- B.** On the same shelf as ready-to-eat food
- C.** Below ready-to-eat food
- D.** Behind ready-to-eat food

Chemicals should be stored...




- A. Above food
- B. Below food
- C. Away from food
- D. Behind food

Transferring pathogens from the body to food can be prevented by practicing correct...

- 
- A. Cleaning and sanitizing**
 - B. Temperature control**
 - C. Personal Hygiene**
 - D. Receiving and storage**

Which is a common food allergen?


- 
- A. Sugar
 - B. Lettuce
 - C. Tomatoes
 - D. Wheat

How far off the floor should food be stored?




- A. 1 inch
- B. 2 inches
- C. 4 inches
- D. 6 inches


Refrigerated food must be stored at a temperature no higher than...

- 
- A. 41°F
 - B. 45°F
 - C. 47°F
 - D. 49°F


Which storage date is the last date recommended for the product while at peak quality?

- 
- A. Pack or manufacturing date
 - B. Sell-by date
 - C. Best-by or Best if Used By date
 - D. Use-by or expiration date


Cans should be discarded if they have...

- 
- A.** Torn labels that are still readable
 - B.** Shallow dents in the can body
 - C.** Swollen or bulging ends
 - D.** Rust that can be wiped off

What information must be included on repackaged food labels?

- 
- A.** Nutritional value of each ingredient
 - B.** Directions for preparation
 - C.** List of each major food allergen
 - D.** Calorie count of each serving

Drive times in an unrefrigerated delivery vehicle should be kept to less than...

- 
- A. 120 minutes
 - B. 90 minutes
 - C. 60 minutes
 - D. 30 minutes

Produce should be discarded when it has...

- 
- A. Mold
 - B. Light bruising
 - C. Code Dates
 - D. Intact skin



**Thank you for keeping
our neighbors safe!**



CONGRATULATIONS!

- Franklin Area Community Services
- St. Vincent De Paul of Middletown



Contract Review & Regional Plan

Terry Perdue, Executive Director

terry@sharedharvest.org

513-874-0114 ext.109

BREAK

FEEDING
AMERICA



DOOR PRIZE DRAWING



Member Services Survey

- Please complete the Member Services Survey, located in your folder to let us know how we can better serve you!

Farm Bill, Food Sourcing, Retail Rescue, and Disaster Planning



Amberlee Finkes, Director of Development & Communications

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513-874-0114 ext.106

Farm Bill

Engaging Lawmakers

Invite Lawmakers to Visit a Food Bank or Pantry

- Site visits are a great way to invite lawmakers to engage with their local community and better understand how nutrition programs, like The Emergency Food Assistance Program (TEFAP) and the Supplemental Nutrition Assistance Program (SNAP), help meet the needs of communities experiencing food insecurity.

Host a Volunteer Event

- Engaging lawmakers and their staff in a volunteer event allows them to connect with members of the community, hear from neighbors facing hunger, and see the importance of supporting food and nutrition programs for their constituents. Volunteers can share with lawmakers how their faith drives them to give back and why a strong farm bill is critical for the community.

Offer Educational Materials

- Equipping lawmakers with information about the scale of hunger and the impact the farm bill can have in reducing food insecurity and supporting agriculture can build a shared understanding of the issue and influence bold action to help end hunger.

Farm Bill

Engaging Neighbors with Lived Experience of Food Insecurity

Lift Up Stories from Neighbors

- Neighbors facing hunger can speak directly to the impact food and nutrition programs have on communities. Invite people in your community to share their personal experiences and consider the following guidelines when collecting stories:
- Demonstrate the many reasons people come to seek food assistance during hard times, such as job loss, reduced work hours, family or medical emergencies, or unexpected issues with housing or transportation.
- Gather stories that highlight how hunger-relief programs support people in achieving their goals.
- Show diversity among participants, including single- and two-parent households and multigenerational households; grandparents caring for grandchildren; parents attending college; small business owners who have recently fallen on hard times; students and military families.

Farm Bill

Engaging Your Congregation

Language for Bulletins or Newsletters

Caring for neighbors facing hunger

- Hunger touches every community—including ours. People are working hard to provide for themselves and their families, but many face barriers to accessing healthy, affordable food. Pantries like you all offer relief to families facing tough times by connecting them with the nutritious food we all need to thrive.
- We know the strength of our faith will help us provide for neighbors in need. But our pantries are better able to stock their shelves because of federal nutrition and agriculture programs.
- Our mission calls on us to care for people in times of need. Learn how we can advocate for an end to hunger and promote good health in our communities by visiting www.sharedharvest.org.

Food Sourcing



- USDA Food Purchase Programs
 - TEFAP
 - CSFP

- Ohio Association of Foodbanks
 - Ohio Food Program
 - Agricultural Clearance Program
 - American Rescue Plan Act (ARPA)
 - Ohio CAN – Local Food Purchase Assistance (LFPA)

Food Sourcing



- Retail Rescue at Shared Harvest
 - Kroger
 - Costco
 - Meijer
 - Amazon Fresh
- Other Food Donors
 - Blue Buffalo
 - Amazon Flex & Amazon DC
 - Jungle Jims
 - Synder Lance, Mondelez, and Utz
 - Marooned Loads
 - Food Drives
 - And more!

For OND...

| DATE | IT | PRODUCT |
|------------|----|---------------------|
| 10/2/2023 | | MILK |
| 10/2/2023 | | PORK AND BEANS |
| 10/2/2023 | | PINEAPPLE CANNED |
| 10/2/2023 | | DINNER PASTA |
| 10/2/2023 | | DINNER TUNA |
| 10/2/2023 | | TUNA CANNED |
| 10/2/2023 | | BOLOGNA |
| 10/2/2023 | | HOT DOGS |
| 10/2/2023 | | EGGS |
| 10/2/2023 | | SWEET POTATOES |
| 10/3/2023 | | PIPPIN PRODUCE |
| 10/4/2023 | | PROTEIN BOXES |
| 10/5/2023 | | STUFFING, CHICKEN |
| 10/5/2023 | | MASA |
| 10/9/2023 | | MILK |
| 10/16/2023 | | MILK |
| 10/16/2023 | | EGGS |
| 10/23/2023 | | MILK |
| 10/23/2023 | | SWEET POTATOES |
| 10/24/2023 | | GROUND BEEF |
| 10/30/2023 | | MILK |
| 11/1/2023 | | PROTEIN BOXES |
| 11/1/2023 | | CHICKEN NOODLE SOUP |
| 11/1/2023 | | TOMATO SOUP |
| 11/1/2023 | | TURKEY GROUND |
| 11/6/2023 | | MILK |
| 11/6/2023 | | SWEET POTATOES |
| 11/13/2023 | | MILK |
| 11/13/2023 | | SWEET POTATOES |
| 11/20/2023 | | MILK |
| 11/27/2023 | | MILK |
| 11/27/2023 | | SWEET POTATOES |
| 11/28/2023 | | GROUND BEEF |
| 12/1/2023 | | CEREAL, CRISP RICE |
| 12/1/2023 | | HAM CANNED |
| 12/1/2023 | | SLOPPY JOE SAUCE |
| 12/1/2023 | | MILK SHELF STABLE |
| 12/1/2023 | | MAC&SAUCE |
| 12/4/2023 | | MILK |
| 12/4/2023 | | APPLE JUICE |
| 12/4/2023 | | BEANS BAKED |
| 12/6/2023 | | PROTEIN BOXES |
| 12/11/2023 | | MILK |
| 12/11/2023 | | SWEET POTATOES |
| 12/27/2023 | | GROUND BEEF |

Oct

- ALMONDS ROASTED WHOLE SHELL PKG-12/2 LB
- APPLE JUICE PLST BTL-8/64 FL OZ
- APPLESAUCE CAN-24/300
- BLUEBERRY HIGHBUSH FRZ CTN-12/2.5 LB
- BLUEBERRY WILD FRZ CTN-8/3 LB
- CORN WHOLE KERNEL CAN-24/300
- DATE PIECES DRIED PKG-24/1 LB
- GRAPES VARIETY FRESH CTN-19 LB
- MIXED FRUIT CAN-24/300
- PORK LOIN ROAST FRZ CTN-6/5 LB
- RAISINS PKG-24/15 OZ
- RICE US#2 LONG GRAIN PKG-24/2 LB
- V- LOW SODIUM COLLARDS CAN-12/14 OZ
- BEANS PINTO CAN-24/300
- PEACHES FRESH BAG PKG-12/2 LB
- PLUMS FRESH CTN-28 LB
- CHERRIES SWEET PITTED IQF BAG-12/2.5 LB
- BEANS DARK RED KIDNEY CAN-24/300
- CHICKEN DRUMSTICKS FROZEN PKG-8/5 LB
- PACIFIC SALAD SHRIMP 350-500 PKG-20/2 LB
- PISTACHIO ROASTED IN SHELL PKG-25/1 LB
- BEEF STEW CAN-24/24 OZ
- CHEESE BLEND AMER SKM LVS-12/2 LB
- PLUMS PITTED DRIED PKG-24/1 LB

Nov

- GRAPEFRUIT FRESH CTN-34-39 LB
- GRAPES VARIETY FRESH CTN-19 LB
- K PEANUT BUTTER SMOOTH JAR-12/16 OZ
- PASTA SPAGHETTI BOX-20/1 LB
- PEACH FREESTONE DICED FRZ CUP-96/4.4 OZ
- RAISINS PKG-24/15 OZ
- WALNUT ENG PCS CTN-24/1 LB
- BEANS DRY GARBANZO PKG-24/1 LB
- APRICOT HALVES CAN-24/300
- FISH AK POLLOCK STICKS FRZ PKG-20/2 LB
- BEANS PINTO DRY PKG-12/2 LB
- CHICKEN LEG QTRS FROZEN PKG-8/5 LB
- APRICOT FRZ CUP-96/4.5 OZ
- DATES WHOLE PKG 24/1 LB
- CHERRIES DRIED SWEET PKG - 8/2 LB

Dec

- ALMONDS ROASTED WHOLE SHELL PKG-12/2 LB
- BEEF CAN-24/24 OZ
- GRAPES VARIETY FRESH CTN-19 LB
- PEACH FREESTONE DICED FRZ CUP-96/4.4 OZ
- RICE US#2 LONG GRAIN PKG-24/2 LB
- TOMATO DICED CAN-24/300
- WALNUT ENG PCS CTN-24/1 LB
- BEANS DRY SPLIT PEA GREEN PKG-12/2LB
- BEANS GARBANZO CAN-24/300
- PACIFIC SALAD SHRIMP 250-350 PKG-20/2 LB
- BEANS GREAT NORTHERN DRY PKG-12/2 LB
- STRAWBERRY WHOLE UNSWT IQF CTN-12/2.5 LB
- PISTACHIO ROASTED IN SHELL PKG-25/1 LB
- SALMON FILLETS WILD FRZ PKG-40/1 LB
- PORK TACO FILLING CKD PKG-20/2 LB
- K SALMON PINK CAN-24/14.75 OZ (33630)

And more in 2024!



Retail Rescue

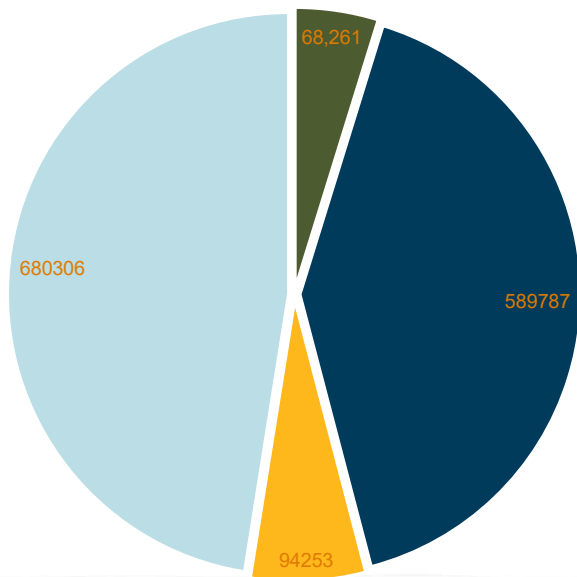
| PREVENTION | | | | | RESCUE | RECYCLING |
|--|--|---|---|--|--|---|
| <p>Optimize The Harvest</p> <p>IMPERFECT & SURPLUS CHANNELS</p> <p>GLEANNING</p> <p>IMPROVED PLANNING & LABOR MATCHING</p> | <p>Enhance Product Distribution</p> <p>INTELLIGENT ROUTING & INVENTORY TRACEABILITY</p> <p>TEMPERATURE MONITORING & COLD CHAIN</p> <p>EARLY SPOilage PREVENTION & DETECTION</p> | <p>Refine Product Management</p> <p>ENHANCED DEMAND PLANNING & SECONDARY RESALE</p> <p>DYNAMIC PRICING & MARKDOWN ALERTS</p> <p>WASTE TRACKING</p> | <p>Maximize Product Utilization</p> <p>UPCYCLING</p> <p>SHELF-LIFE EXTENSION</p> <p>ACTIVE & INTELLIGENT PACKAGING</p> | <p>Reshape Consumer Environments</p> <p>MEAL KITS</p> <p>HOME SHELF-LIFE EXTENSION</p> <p>CONSUMER & K-12 EDUCATION</p> | <p>Strengthen Food Rescue</p> <p>DONATION COORDINATION, MATCHING & TRANSPORTATION</p> | <p>Recycle Anything Remaining</p> <p>COMPOSTING & AD</p> <p>ANIMAL & PET FEED</p> <p>WASTE-DERIVED AG INPUTS</p> |

RESEARCH, MEASUREMENT, CONVENING, POLICY & ADVOCACY

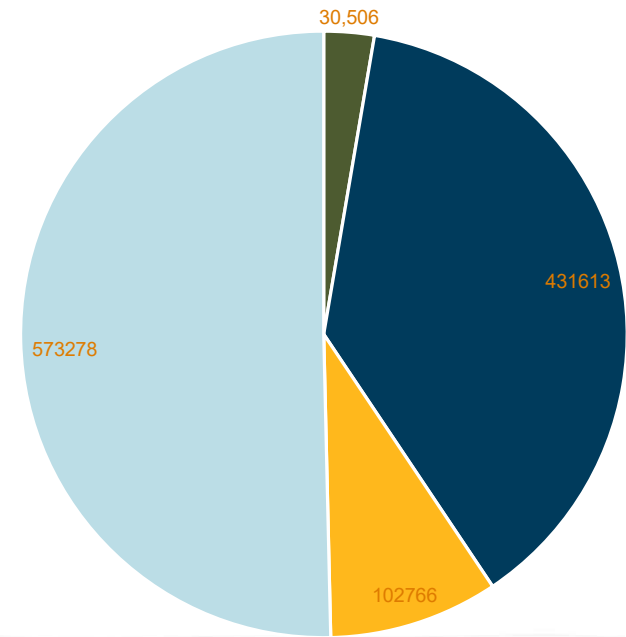
August 2023 - For Internal Feeding America Use Only

Retail Rescue

TOTAL 2022



YTD 2023



■ ALDI ■ KROGER ■ TARGET ■ WALMART

■ ALDI ■ KROGER ■ TARGET ■ WALMART

Retail Rescue

Temperature zone for frozen: -10° to 15°
not to exceed 41° for longer than 2 hours

Temperature zone for refrigerated: 32° to
 45° not to exceed 55° for longer than 2
hours

Temperature zone for refrigerated dairy:
 28° to 40° not to exceed 48° for longer
than 2 hours



Retail Rescue



Please be sure to submit reports in a timely manner, ideally on the 22nd of each month, or the next business day. This helps us ensure the data is included in our monthly inventory process.



Please follow the same food safety guidelines you learned earlier today!



Let us know if you need a scale, pallet blankets (for those that travel more than 20 minutes to your stores, or other supplies.

Disaster Planning

- Shared Harvest is working closely with the Butler County Emergency Management Agency to develop Hazard Mitigation Plans for the county. We hope to join other counties in their planning as well.
- Feeding America is also providing resources to plan for feeding those displaced by disasters, such as wildfires, hurricanes, tornadoes, etc.

FEEDING
AMERICA

Food Bank Disaster
Response and Recovery Guide



Government Shutdown

Summary of Key Dates

- Oct. 1 (day 1): Shutdown begins; SNAP benefits will be available in full and on their normal monthly issuance schedule
- Oct. 4 (day 4): Federal employees receive their paycheck as scheduled
- Oct. 18 (day 18): Federal employees receive only a partial paycheck
- Nov. 1 (day 32): First full missed paycheck for federal employees; SNAP benefits and Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) benefits and services could be incomplete and disrupted



Online Ordering & Inventory

Samantha Durko, Business Manager-Inventory

samantha@sharedharvest.org

513-874-0114 ext.101

Online Ordering & Inventory

- Orders must be placed at least 3 business days prior to your delivery/pickup date.
 - Order window closes at 3:30PM.
 - Orders may be placed earlier than the 3 business days.
 - Contact Sam for assistance if the date you wish to select is not available.
- Additional delivery
 - If you would like to schedule an additional delivery, please place an order and then reach out to Sam.
 - Sam will check the calendar to coordinate a day and time we can accommodate the delivery.

Online Ordering & Inventory

- Dock Pick Up
 - In addition to a scheduled delivery, you may come pick up items at Shared Harvest.
 - Monday – Thursday 7:30 AM – 3:00 PM and Friday 7:30 AM – 11:00 AM.
 - We have a multitude of food items available for pick up that are not on Primarius.
 - Snacks, produce, dairy, glass jarred items (sauces, etc.)
 - No shared maintenance fees

Client Data Tracking

Delivery Schedule



Scott Stapleton, Director of Distribution & Logistics

scott@sharedharvest.org

513-874-0114 ext.104

LUNCH



DOOR PRIZE DRAWING

FEEDING
AMERICA



The logo for Feeding America, featuring the words "FEEDING AMERICA" in a bold, sans-serif font with a small wheat stalk icon above the word "AMERICA".

FEEDING
AMERICA

The logo for Shared Harvest, featuring the words "Shared Harvest" in a green, serif font with a stylized orange and green leaf graphic above it.

Shared Harvest

The word "FOODBANK" in a white, sans-serif font, centered within an orange rectangular box.

FOODBANK

The text "Staff Q&A" in a large, white, sans-serif font, positioned on the left side of the image.

Staff Q&A

The logo for Brewer Housing Authority, featuring the words "Brewer Housing Authority" in a white, cursive script font on a maroon background.

Brewer
Housing
Authority



Pantry Handbook & Training Program

A Volunteer Initiative to Support Shared Harvest Members



Pantry Handbook & Training Program

OBJECTIVE:

Enable pantries to more effectively respond to their communities' need for food assistance by providing resources to understand and be able to perform best practices for key pantry functions.

Pantry Handbook & Training Program

DELIVERABLES:

- Pantry Handbook
 - Best Practices
 - How To(s)
 - Management Tools
- Training Programs
 - Operators
 - Volunteers

Pantry Handbook & Training Program

PRINCIPALS GOVERNING DEVELOPMENT:

- Client Voice
- Pantry & Supply Chain Engagement
- Clear, Understandable & Usable
- Multiple Formats
- Sustainable & Evolving

Pantry Handbook & Training Program

STEPS TO DEVELOP:

- Identify Areas of Focus
- Research Existing Resources
- Go – No Go Decision
- Establish Advisory Team
- Identify Best Practices
- Produce Content & Publish
- Develop Complementary Training

CLOSING REMARKS

