

Conversation with SHH Leadership

Facilitator: Thierry Ibri, Chief Officer of Programs and Operations

43 total attendees

Attendees responded to the question – what is one idea you have for us to do a better job? Multiple teams at SHH will use this feedback to improve our programs and operations. Thank you! If you have a specific question you'd like answered, please reach out to your Agency Relations Account Specialist.

Access/Advocacy/Communications

- Increase accessibility with food partners in network, including their volunteers
- Do more advocacy with Homes for All and Hunger Solutions MN
- Share child hunger meal pilot – promising practice
- Change SHH posters that are still in some communities
 - E.g. posters showing canned food
- What about feeding fewer people? Addressing root causes of hunger?
 - Programs serve many retired people
 - Working poor are our largest group of clients
- SHH could be a clearinghouse of best/promising partner practices in network. Create, house, and share communications resources on our website, have a section in YARN for partners to print

Transportation

- Offer more than 1 delivery per month in Greater MN/WI
 - Address the driver shortage
- Inter-agency distribution, increase sub-distribution possibilities in network
- SHH partner with MNDOT, regional transportation council to address driver shortage
- Driver Shortage- would SHH investigate contracting for drivers – using a local transportation company to transport product or allow a partner agency to do that.
- Don't send double-stacked pallets
 - Will you be including appropriate equipment (e.g. pallet jack, fork lift) in trucks?

Food/Product

- More equitable distribution of food – transportation, product, etc.
- Retail Food Rescue
 - What is meal rescue? Prepared food rescue?
- TEFAP
 - Will TEFAP cheese be available again and if so when? The cheese they are referring to is the cheese product that is offered through CSFP as well.
- Produce
 - Need less bulk produce, more variety, less quantity; positive reaction to 5lb potato bags

- Potential direction – offer agencies a service that would allow them to select the produce they want ahead of time, i.e. a produce inventory list. With a set selection of products (potatoes, apples, onions, etc.) that would be available year-round.
- Additionally, with seasonal produce availability, would like to be able to have agencies choose exactly what they want. This was from a discussion where agencies want to choose what fits their demographics and the ethnicities they serve. One example was eggplant; an agency in North Minneapolis has received it several times and cannot move it. Also discussed was a toolkit or publications that provide recipes and preparation information for unfamiliar produce.
- **Protein/Meat**
 - Involved discussion about meat availability and how the system is not equitable. If an agency has the capacity to have someone continually check to see when it is available, they are generally the ones that are able to order. Agencies that do not have the capacity lose out and typically are not able to order before the supply runs out. Amanda talked about the notification system but that has had drawbacks as well. Is there a way to allocate the product like TEFAP?
 - Improve AgencyExpress and ordering process
 - There is competition for food ordering, specifically retail packed meat
 - What are your ideas for solutions?
 - Create a user-friendly app for ordering (like Meal Connect)
 - Offer for agencies without retail food rescue partnerships
 - More meat
 - Allocate meat per service statistics
 - Repack more meat
 - Reduce current limit of 5 cases per agency so everyone gets something (e.g. everyone gets at least 1 case)

Other

- At the new facility will there be an opportunity for partner agencies to “rent” clean rooms, community rooms, packing equipment for events?
- If a partner agency has programs that are not in our service area are they required to order that product from the food bank serving that county or can they order from SHH?
- Are there food shelf and meal service connections (for senior programs and others?) Way to collaborate and make referrals?