

SHH Food Partner Conference: Conversations with SHH Leadership Follow up

Responses from Thierry Ibri Second Harvest's Chief Operations and Programs Officer

Please note that you will not see responses to all questions or discussion that occurred during these sessions. We gathered a great deal of excellent input! Some questions will need more thought and some will require additional agency input. Please know that we will keep these in mind and continue to provide updates as they happen. In the meantime, keep the lines of communication open and contact your Account Specialist with questions and feedback.

Transportation

Question: How are you addressing the driver shortage?

The driver shortage is not specific to Second Harvest Heartland. It is a national long-term issue. Second Harvest Heartland has addressed over the summer it in the following ways:

- Drivers compensation market adjustment
- Referral program, both internal and external

The good news is that these measures have worked, and we have been able to hire five new drivers since then! As a result, I am pleased to announce that the moratorium on new agency partners will be lifted as of January 2, 2019. At this time, the Agency Relations team will be reviewing the waiting list and new partnership requests with an eye to partnering with programs that best match SHH's mission of ending hunger.

Our attention to this issue will of course continue to be a high priority for me and my team. I thank you for your understanding and cooperation as we face this situation.

Question: Are you open to increase sub distribution possibilities within the network?

Currently, we do allow for partners within their peers in the network to "share" under a sub-distribution agreement. Interested agencies should contact their Account Specialist because a formal agreement is required and guidance provided for statistics reporting and food safety.

For larger redistribution situations, we may consider when the situation is right and also within our own partnership agreement with Feeding America. We currently have a redistribution program with Loaves & Fishes to serve small meal programs in the Twin Cities that is going very well. If you are interested in engaging in this process, please contact your Agency Relations Account Specialist.

Food / Product

Question: What is meal/prepared food rescue?

Prepared food rescue is a new program at Second Harvest Heartland where we help make the connection between restaurants, caterers and event centers who have extra amount of perfectly good cooked food with food shelves and/or meal programs that can use them. We use an innovative Feeding America developed app named Meal Connect in order to connect donors and agency partners. If you have questions about this program, please contact Dianne Wortz at dwortz@2harvest.org

Question: Will TEFAP cheese be available again and if so, when?

Yes. There will be availability of the 1 lb. cheese coming during the Dec 2018-Mar 2019 timeframe as part of the bonus product coming from tariff relief. For help in planning for what's coming for TEFAP, you can check

the Hunger Solutions website (<http://www.hungersolutions.org/programs/food-shelf-capacity/tefap/>) where they communicate what product will be coming each month. As a reminder Hunger Solutions can only choose from product that is being offered by the USDA and not all product is offered at all times by the USDA. I will pass on the feedback to Hunger Solutions that this is a desired product, but I encourage you to also let Hunger Solutions know. They always welcome feedback about assortment. Please note that product availability can change due to pricing, transportation issues, supplier issues, etc.

Question: Can we have produce delivered in smaller quantities and more variety?

More to come on this soon! We are looking to make some changes to produce based on agency feedback. Remember you can receive produce by the case year-round. Please contact Agency Services at 651-209-7990 or your Account Specialist for more information.

Question: How can we improve the ordering process for retail packed meat?

Again, this is a common question. We are working on a number of initiatives to help increase the meat supply.

- In the short term, we reduced the ordering limit from 5 cases to 1 case per agency
- We understand that this is not a long-term solve and our sourcing team's number one priority is to double our lean protein supply at an affordable price over the next four years. More to come.

Additionally, in 2018 and 2019, we will benefit from a significant increase in TEFAP chicken and pork resulting from the tariff mitigation program.

Advocacy / Communication

Question: Can Second Harvest Heartland be a clearing house of best practices in network?

Yes. That is a very good idea and your Account Specialist is the best person to ask for further information and connections to peers in the network actually doing this work. You can also read the YARN for great information. Agencies are also encouraged to share their own questions and best practices on [SHH's Partner Network Facebook group](#). The annual conferences are also a medium for sharing best practices and we will continue to take this request into account when planning our next annual conference.

Feedback is key to helping us understand what types of best practices you have questions about. To strengthen the whole network, we also want agency partners to share more your own experiences with best practices in your programs. You are the experts! Please share information and pictures with the Agency Relations team.

Question: Do you share advocacy efforts with other Minnesota based organizations?

Yes. Second Harvest Heartland is asking everyone to engage in advocacy work with us or we will never generate the urgency and understanding necessary to end hunger in our communities. We are investing in our advocacy infrastructure so that agency partners, community members and Minnesotans experiencing hunger have the resources they need to be effective hunger advocates. We are also seeking to learn from agency partners and Minnesotans we are all serving together about hunger's causes – and how we can most effectively support other organizations and coalitions seeking to advance smart policy solutions that will positively impact those experiencing hunger.

Question: Can you share initial findings about the Child Hunger program?

Yes. It will be featured in an upcoming YARN newsletter.