**Food Bank of the Southern Tier**

**CEO Report - February 2022**

**DEI Phase 2 Work**

We have retained Batiste Leadership to continue working with us on Phase 2 of our DEI efforts. Building upon the progress made in 2021, we have identified six overarching workstreams in Phase 2:

* Inculcate Culture
* Equity Lens roll-out
* DEI systems assessment
* Elevate and build leadership competencies
* All-staff retreat
* Build the business case for DEI and develop long-term goals

We began working on **Inculcating Culture** in December with an in-person 90-minute learning session at the Food Bank led by Jeanette and John Batiste. Staff were split into three learning cohorts with representatives from each department to encourage relationship building and cross-functional ideation around the organizational values. Participants reviewed each of the values, defined them and shared examples of individuals/teams living up to those values. For Abundance & Inclusion, the values that we scored lowest on in the employee engagement survey, staff provided suggestions for what we can do as an organization to be more intentional about demonstrating our commitment to those values in our work.

The **DEI systems assessment** was launched in November and will be used to identify and eliminate internal barriers to DEI to inform the development of long-term goals. Areas for review include the following:

* Employee recruitment & sourcing
* Employee retention, training & development
* Employee onboarding
* Measurement & accountability
* Communication
* Marketing, advertising & branding
* Board of Directors
* Supplier/vendor diversity
* Member/partner agency experience
* Client experience
* Volunteers

The assessment was comprised of interviews with key stakeholders and conducted by Batiste Leadership in partnership with Horn Consulting. We will be receiving the final report with recommendations in early March and hope to have long-term DEI goals developed by the end of Q2.

**2021 Performance Benchmark Dashboards**

Feeding America provides all food banks with the opportunity to gauge their performance by comparing 12 key metrics against their peers in the network using Tableau. We can select which peers to include in the report. I have included three reports as addendums to this document. One compares us to other NYS food banks, one compares us to other food banks in our Environmental Peer Group (EPG,) and the last is our trends in each metric since 2017. I’m pleased to share that we’ve shown consistent improvement in most metrics, especially around Stewarding Resources, employee retention, and the number of individual donors per 1,000 population. The decrease in volunteer hours per 1,000 population is attributed to our decision in 2019 to stop tracking Mobile Food Pantry (MFP) volunteers in VolunteerHub. Also, the Board Engagement index is based on ten factors, and we were unable to answer “yes” to the following three questions: each BOD member attended at least 75% of BOD meeting, each BOD member made a personal financial contribution to the Food Bank during the past year, and the BOD evaluated its own effectiveness this past year. (Our BOD assessment is done every two years.)