

**FOOD BANK OF THE SOUTHERN TIER  
EXECUTIVE COMMITTEE**

Tuesday, March 9, 2021

8:00 – 9:30 am

**AGENDA**

<b>TOPIC</b>	<b>FACILITATOR</b>	<b>ACTION</b>	<b>TIME</b>
1. Welcome and Call to Order	Joe Thomas		2
2. Opening Prayer	Jessica Renner		2
3. Approval of February 9, 2021 Minutes	Joe Thomas	Approve	1
4. Check-in	Joe Thomas	Discuss	10
5. PantryTrak Update	Matt Griffin	Discuss	15
6. President & CEO 2021 Workplan	Natasha Thompson	Discuss & Approve	15
7. Follow-up Items	Natasha Thompson	Discuss	30
• Strategic Plan Update			
i. Equity Lens work			
ii. Supervisor's training			
• Strategic Investment Fund (aka Glide Path) Update			
i. Draft spreadsheet			
ii. Needs Assessment Communications Plan			
• COO Transition Update			
i. Conversation with Kathy Johnson, CCDOR CFO			
• Foodnet MOW Alliance Update			
8. Other Business	Joe Thomas	Discuss	10
• Advocacy Network Call Recap			
i. 2021 Legislative Priorities			

**Next Meeting:**

**Tuesday, April 13, 2021**

**8:00 – 10:00 am**

**Opening Prayer: Joe Thomas**

**RSVP to Lynn Dates [Lynn.dates@foodbankst.org](mailto:Lynn.dates@foodbankst.org)**

# Food Bank of the Southern Tier

## Executive Committee Meeting

Tuesday, February 9, 2021 8:00 – 9:45 am

Board Member	In Attendance	Unable to Attend
Joe Thomas (Chair)	X	
Steve Hoyt	X	
Mary Pat Dolan	X	
Jessica Renner	X	
<i>Ex-Officio</i>		
Jack Balinsky	X	
Natasha Thompson	X	
<i>Staff/Guest</i>		
Lisa Horn, Horn Research	X	
Lynn Dates	X	

### 1. Welcome & Call to Order

Joe Thomas called the meeting to order 7:59 am.

### 2. Opening Prayer

Steve Hoyt led the opening prayer.

### 3. Approval of the January 12, 2021 Minutes

*Mary Pat Dolan made a motion to approve the January minutes.  
Jessica Renner seconded. None opposed. Minutes approved.*

### 4. Check-in

Committee members went around the room and provided updates on their personal & professional lives.

### 5. Needs Assessment Presentation – Lisa Horn

Natasha introduced Lisa Horn of Lisa Horn Research and gave background information about the Regional Needs Assessment, adding that Lisa worked closely with the Community Impact team. Lisa reviewed the Assessment with the Committee. The group noted that that this was a good presentation and thanked Lisa for her work. Natasha noted that Lisa will present to staff and that some of this work will be incorporated into work plans.

### 6. Follow-up

**Quarterly COVID-19 Reports** – Natasha shared that Senior Leadership would transition to providing quarterly reports to the Executive Committee and BOD.

**Updated Org Charts** – Natasha reviewed updated departmental org charts, noting new positions, pointing out positions that are still open, and showing two options for the Warehouse. Joe explained that this is a measured response to having more work, more money, and staff workloads.

**Foodnet MOW Alliance Update** – Natasha provided an update on Phase 2 planning and timeline.

**COO transition Update** - Natasha reviewed timelines and org charts, noting that there might be an opportunity to hire an HR professional

### 7. February BOD Meeting Agenda

Natasha reviewed the draft agenda for the February 18, BOD meeting and requested feedback.

8. **Other Business** – Joe and Jack will meet with Natasha to review the results of her Performance Analysis on a day soon after the February 18, BOD meeting
9. **Executive Session** – 9:11 am for 2020 CEO Performance Report & Evaluation

Minutes respectfully submitted by,

Lynn Dates, *Executive Assistant to  
Natasha Thompson, President & CEO*

# 2021 Q1 FreshTrak Rollout Status Report

Prepared 02.23.2021 by Kathryn Miller, Service Insights Manager

## 2020 Achievements:

- ✓ Created and facilitated MFP pre-registration process for ~29,000 households over phone and internet, allowing us to continue to gather FreshTrak data for MFPs even during COVID
- ✓ Onboarded and trained two 2-1-1 information and referral helplines to improve client registration experience and connect them to other food resources
- ✓ Added 12 partner agencies onto FreshTrak
- ✓ Added 4 senior MFP sites onto FreshTrak
- ✓ Created and implemented pre-registration monthly for all senior MFP sites
- ✓ Incorporated TEFAP attestations into FreshTrak (currently used by 10-15 agencies)

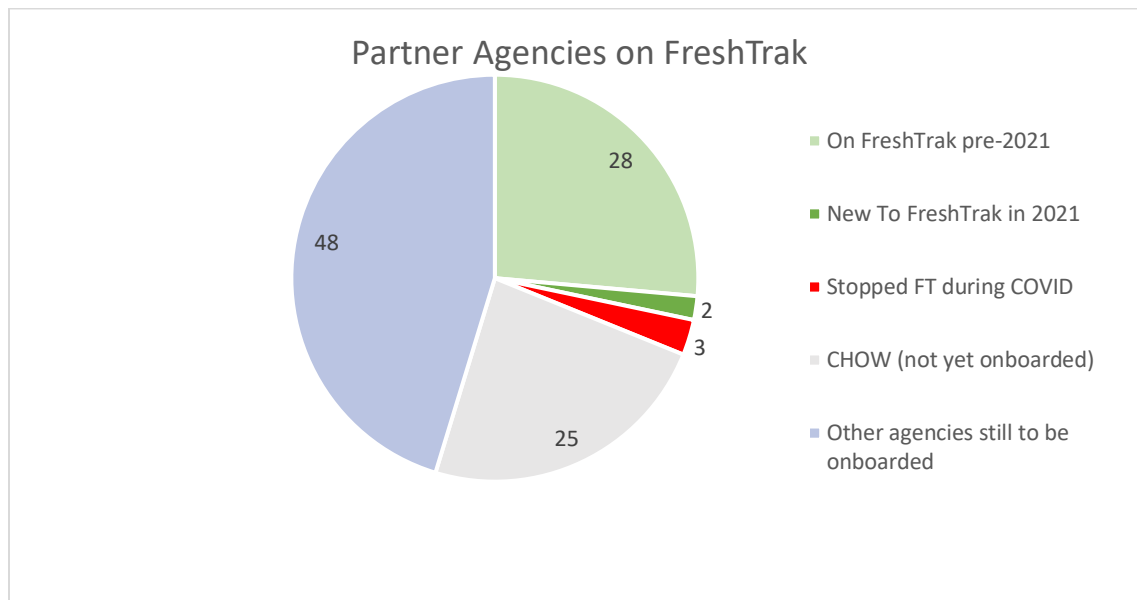
## 2021 Progress YTD:

- Trained 2 new senior MFP sites on FreshTrak
- Added 1 partner agency onto FreshTrak (Horseheads Food Pantry)
- 1 partner agency ready to go whenever we either upgrade FreshTrak or switch providers (Project Neighbor-Newark Valley)
- Client Registration Specialist hired in February, taking over much of the day-to-day of MFP registration
- Job description in progress for an additional staff member to assist with MFP registration and PantryTrak rollout

## 2021 Goals:

- Transition partner agencies, 2-1-1 information and referral helplines volunteer phone handlers, and internal staff over to either the new-and-improved FreshTrak or another platform
- Update privacy policy

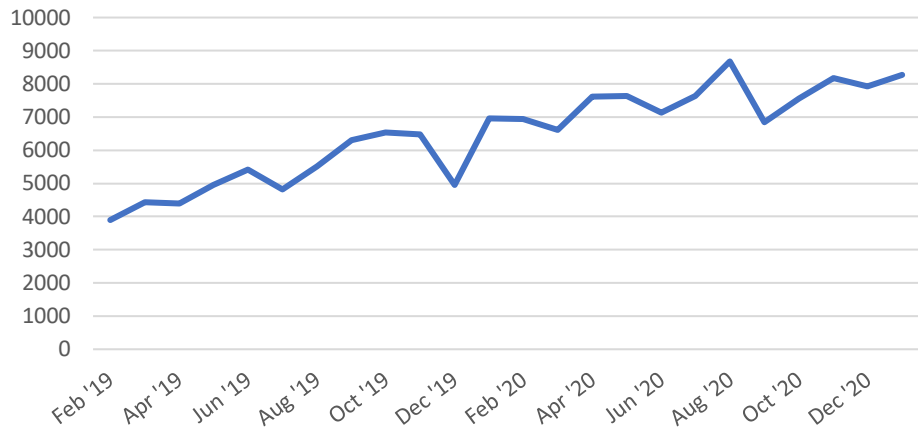
- Update intake process to include FANO's recommended data elements (SNAP receipt and race/ethnicity)
- Have conversations with every agency not yet on FreshTrak to determine level of interest, barriers to adoption, and what they need from us
- Establish a timeline for rollout to all agencies and consider which ones to prioritize
- Onboard 12 additional partner agencies with FreshTrak/SI
- Create grant application process for internet and computer needs for both existing and prospective FreshTrak agency users
- Figure out game plan for CHOW



**Stats.**

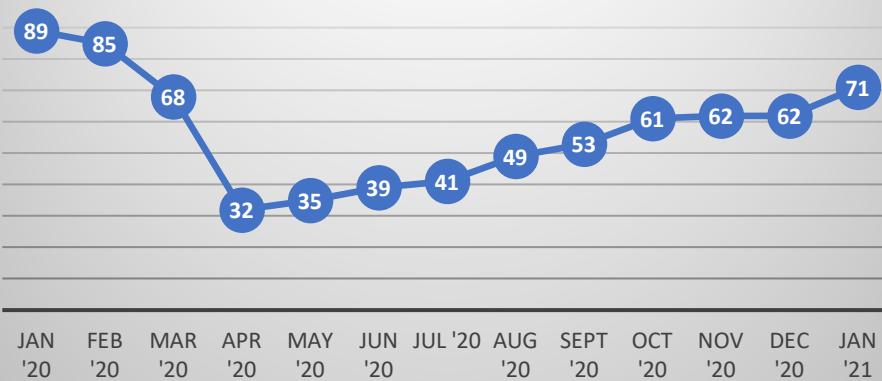
- 5,800 unduplicated households in Jan 2021 (up from 5,567 in Jan 2020)
- 14,031 unduplicated people in Jan 2021 (up from 12,935 in Jan 2020)

Monthly Household Visits (Duplicated) -  
Feb 2019 thru Jan 2021



8,265 duplicated household visits in Jan 2021 (up from 6,966 in Jan 2020 and 3,450 in Jan 2019)

# Sites Reporting -  
Jan 2020 thru Jan 2021



Approaching pre-COVID levels, slowly but surely. Have continued to add partner agencies and add back in MFP sites as they reopen.

## 2021 Personal Goals for Natasha Thompson, President & CEO

Goal	Strategies	Metrics	Target Date	Progress
<b>STRATEGY</b>	<ul style="list-style-type: none"> <li>• Lead roll-out of updated Strategic Plan</li> <li>• Complete Phase 2 of Foodnet MOW Alliance discussion</li> <li>• Lead creation of Strategic Investment Fund (aka Glide Path)</li> </ul>	<ul style="list-style-type: none"> <li>• Final plan created</li> <li>• Annual operational workplan created</li> <li>• Final recommendation made to BOD</li> <li>• Final plan created &amp; approved by BOD</li> </ul>	<p style="text-align: center;">Q1</p> <p style="text-align: center;">Q2</p> <p style="text-align: center;">Q3</p> <p style="text-align: center;">Q2</p>	
<b>OPERATIONS</b>	<ul style="list-style-type: none"> <li>• Ensure we meet our distribution goal for 2020</li> <li>• Establish updated dashboards/KPIs that include all departments</li> </ul>	<ul style="list-style-type: none"> <li>• Distribution goal= 14M lbs (including CHOW)</li> <li>• Final dashboard/KPI rolled out to staff and incorporated into communications, workplans and performance evals</li> </ul>	<p style="text-align: center;">Q4</p> <p style="text-align: center;">Q2</p>	
<b>PERSONNEL/ CULTURE</b>	<ul style="list-style-type: none"> <li>• Work with SLT to develop an internal succession plan for key positions</li> <li>• Successfully manage COO transition process</li> </ul>	<ul style="list-style-type: none"> <li>• Completed succession plan document</li> <li>• COO &amp; DBS prepared to move into new roles</li> <li>• New department org charts developed and positions hired</li> </ul>	<p style="text-align: center;">Q3</p> <p style="text-align: center;">Q4</p> <p style="text-align: center;">Q2</p>	

	<ul style="list-style-type: none"> <li>Oversee implementation of supervisor training program</li> <li>Work with SLT to drive Equity Lens work</li> </ul>	<ul style="list-style-type: none"> <li>Supervisor Peer Group completes training program &amp; demonstrates improved skills</li> <li>Complete Equity workplan for 2021</li> </ul>	<p>Q4</p> <p>Q2</p>	
<b>DEVELOPMENT/ FUNDRAISING</b>	<ul style="list-style-type: none"> <li>Work with CDO to ensure fundraising goal is met</li> </ul>	<ul style="list-style-type: none"> <li>Fundraising goal = <b>\$3.4M</b></li> </ul>	<p>Q4</p>	
<b>ADVOCACY/ EDUCATION</b>	<ul style="list-style-type: none"> <li>Finalize and roll-out 2021 Legislative Agenda based on Advocacy Priorities</li> <li>Continue to build local network of advocates</li> <li>Work with Feeding NYS and other partners on increasing HPNAP allocation &amp; making Nourish NY permanent</li> </ul>	<ul style="list-style-type: none"> <li>Completed 2021 Legislative Agenda document</li> <li>Host first Network Advocacy Call with local advocates &amp; elected officials</li> <li>Nourish NY is funded for 2021 and made permanent</li> <li>HPNAP funding increased to \$51M</li> </ul>	<p>Q1</p> <p>Q1</p>	
<b>BOD MANAGEMENT</b>	<ul style="list-style-type: none"> <li>Increase BOD diversity</li> </ul>	<ul style="list-style-type: none"> <li>At least one new BOD member recruited for 2022</li> <li>Finalize BOD Officers for 2021</li> </ul>	<p>Q4</p> <p>Q4</p>	



	<ul style="list-style-type: none"> <li>• Increase BOD engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Plan &amp; facilitate BOD/Committee volunteer day</li> </ul>	Q3	
<b>ADDITIONAL ACTIVITIES</b>	<ul style="list-style-type: none"> <li>• Complete Season 3 of WSKG/ Chasing the Dream project</li> <li>• Convene CCDOR Food Security Group</li> </ul>			

# FBST Equity – Process Overview

March 21		April 21		May 21		June 21	
SLT 1	SLT 2	SLT 3	SLT 4	SLT 5	SLT 6	SLT 7	SLT 8
<ul style="list-style-type: none"> <li>Laying the Foundation</li> <li>Define DEI. What does it mean and why does it matter? Develop future state for DEI</li> </ul>	<ul style="list-style-type: none"> <li>Team empathy exercise</li> <li>Identify stakeholders and measures of success</li> <li>Draft goals for YR 1 for DEI</li> </ul>	<ul style="list-style-type: none"> <li>Review input from Managers</li> <li>Uncover behaviors of inclusive culture</li> <li>Draft Values-Based Culture</li> </ul>	<ul style="list-style-type: none"> <li>Final Values-Based Culture</li> <li>Lead with values and build an inclusive workplace</li> </ul>	<ul style="list-style-type: none"> <li>Biases and leadership</li> <li>Building in bias interrupt</li> <li>Better decision making</li> </ul>	<ul style="list-style-type: none"> <li>Inclusive meetings and conversations</li> <li>Celebrating differences</li> </ul>	<ul style="list-style-type: none"> <li>Debrief Results of Culture Survey</li> <li>Develop tangible next steps to intentionally build the desired culture</li> </ul>	<ul style="list-style-type: none"> <li>Build a learning organization</li> <li>Continuously improving inclusivity</li> <li>Increasing Psychological Safety and team learning</li> </ul>

Engage and align meetings with Managers and Board for input on DEI goals and values

Develop and launch culture survey



Equity Sub-team continues DEI development



**Food Bank of the Southern Tier  
Strategic Investment Spending Plan- January 2021**

CONFIDENTIAL

BOD Revised- Final

<b>FY2021 Initiated Actions- One time items:</b>	<b>Department Requested</b>	<b>Account Number</b>	<b>Initial 2020 Budget</b>	<b>Decision Impact</b>	<b>Action Period</b>	<b>Financial Impact in Year</b>			<b>Justification</b>
						<b>FY21</b>	<b>FY22</b>	<b>FY23</b>	
Laptops	H&N	8845-513	Yes	20,976	Jan-Jun	20,976	-	-	Client Registration & PantryTrak
Internet Service	H&N	7725-513	Yes	6,000	Jan-Dec	6,000	-	-	Internet Service to Agencies (Seed Grant)
Gas Cards	CI	8723-508	Yes	5,000	Jan-Dec	5,000	-	-	Advocacy Gas Cards
Supervisor Development	Admin	7729-410	No	20,000	Mar-Dec	20,000	-	-	Supports Strategic Priorities around Culture & People
<b>Strategic Innovation Fund- initial funding</b>	<b>Overall</b>			<b>-</b>	<b>Mar</b>	<b>-</b>	<b>-</b>	<b>-</b>	Long term funding commitment to innovative/new programs
<b>Total funds invested</b>				<b>51,976</b>		<b>51,976</b>	<b>-</b>	<b>-</b>	

**FY2021 Initiated Actions- Recurring items:**

School Food Pantry Grants	CI	9306-506	Yes	10,000	Jan-Dec	10,000	10,000	10,000	School Food Pantries
Community Harvest Funds	CI	7852-508	Yes	5,000	Jan-Dec	5,000	-	-	Incentives to Convene Community Meetings
Food Boxes	H&N	XXXX-511	Yes	6,300	Jan-Dec	6,300	-	-	LECOM/Arnot Pilot & Good Food Boxes
Hire Full Time Truck Driver	Warehouse	811	Yes - DR	97,006	Jan	47,545	32,649	16,812	Warehouse Driver Position
Hire PPC	CI	508	No	107,909	Jan	52,889	36,319	18,701	Programs & Partnerships Coordinator Position
Hire Digital Communications Coordinator	Development	614	No	107,774	Mar	45,149	41,339	21,286	Digital Donor Communications
<b>Total Funds Invested (all expense)</b>				<b>333,990</b>		<b>166,883</b>	<b>120,307</b>	<b>66,800</b>	

**FY2021 Recap:**

Expense items- one time	51,976	51,976	-	-
Expense items- recurring	333,990	166,883	120,307	66,800
<b>Total funds invested</b>	<b>385,966</b>	<b>218,859</b>	<b>120,307</b>	<b>66,800</b>

## **Food Bank of the Southern Tier 2021 Legislative Priorities**

### **Federal**

- Increase **SNAP** benefits by 15% in COVID relief package.
- Increase **TEFAP** funding to \$900 million through end of FY2022.
- Extend **Pandemic EBT (P-EBT)** through summer.
- Extend **child nutrition program waivers** through summer.
- Provide funding for **food bank infrastructure needs**.

### **State**

- **HPNAP (Hunger Prevention and Nutrition Assistance Program)** increase funding to \$51M.
- **Nourish New York** support of up to \$100M and pass legislation to make the program permanent.