

NYC'S CONFERENCE ON HUNGER AND POVERTY

PRESENTED BY FOOD BANK FOR NEW YORK CITY

RAISING
OUR VOICE

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FOOD BANK
FOR NEW YORK CITY

Easy Choice



Making the Easy Choice

- Client choice is about providing a better pantry experience for both clients and staff/volunteers



What is Client Choice?

Client choice is a way of distributing pantry that gives clients the ability to choose the foods they take for their household.

Client Choice MythBusters



Client Choice Mythbusters

- “I know what my clients want”
- “I don’t have enough space”
- “My volunteers won’t want to do that”
- “We’ll run out of food”
- “Our clients are too rowdy”

“I know what my clients want”

Specific Preferences are Difficult to Predict

- Range in Variety: Culture, Religion, Etc.



Client Choice Inventory Control

- Choice allows pantries to observe and purchase food based on what items are moving.

“I don’t have enough space”

**Every site is unique
like a snowflake**



- No two pantries are identical
- Assess your space, man power and number of clients
- Develop a client choice model that works for your site

“My volunteers won’t want to do that”

Look at the bright side



- Less physical labor than packing bags
- More opportunity to interact with community
- More rewarding task

“We’ll run out of food”

Client Choice Cuts Down Waste



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- Clients only take the foods they want or need
- An item one client can't use is left behind for another that can use it

“Our clients are too rowdy”

Be positive

- Although a small portion may be difficult at times most of your clients are civil and appreciate the work you do



Removing the stigma

- Clients like the choice model because it gives them a sense of normalcy
- Instead of receiving a “handout” clients get to choose their items

Flipping Your Pantry



Flipping Your Pantry

What do you think of when you hear the term “client choice?”



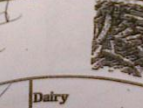











Client Choice: Inventory List Model

- A list of foods in stock is posted or given to clients. Clients choose their foods from the list. Workers then assemble the customized pantry bags.
- **What is needed**
 - Paper or board to list foods in stock and how much clients can take.
 - Will work in any space. Only requires the standard storage area and a place for clients to wait for bags.

Client Choice: Inventory List

Yhanina Rodriguez 24
 FCBC Food Pantry Ministry
 Client Choice Shopping list

7 Day Shopping List 1 point = 1 pound = 1 can No substitutions!	NAME: _____ # of BAGS: _____
Cereal 1 box <i>Hot</i>	Pasta 1 pound ✓ 
Rice 1 pound ✓ 	Juice 1 bottle ✓ 
Protein (beans, meat, fish) 2 beans & 1 meat/fish <i>2 Kidney</i> 	 
Vegetables 4 cans (2 green vegetables, 2 any other) <i>Mixed Peas</i>	 
Fruit 1 can ✓ 	Dairy 1 item ✓ 
Extras 1 of each <i>Potato soup, Cranberry, Lima</i>	 

Client Choice: Table Model

- Food is set up on tables by food groups. Clients walk by each table to make their choices from that group based on pantry guidelines.

What is needed

- Tables
- Signs or food cards showing clients how much food they can take
- A space large enough to set up tables with room to walk in between the tables

Client Choice: Table Model



Client Choice: Window Model

- Clients stand outside the pantry area but can see the foods in the pantry. Clients choose by pointing to the foods they want.

Necessary

- Food display area visible to clients
- Will work in any space where clients can see the foods.
- Will work in any space where clients can see the foods.

Client Choice: Window Model



Client Choice: Walk Through Model

- Food is set up by food group inside the pantry. Clients walk through the pantry as they choose their food. Workers may help guide clients through the pantry.

What is needed

- Shelving
- Food cards or signs showing clients how much food they can take
- A space large enough to display food with room for clients to walk through safely.

Client Choice: Walk Through Model



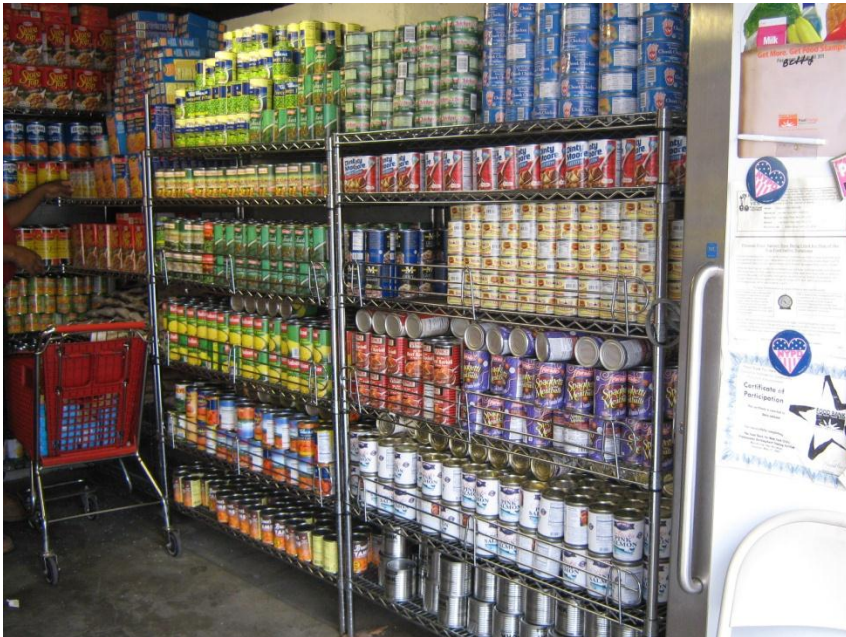
Client Choice: Supermarket Model

- Food is set up on shelves by food group. Clients walk through the space and place food choices in their cart based on pantry guidelines.

What is needed

- Shelving
- Grocery carts
- Check-out table
- Food cards or signs showing clients how much food they can take
- A space large enough to display food on shelves, room for clients to walk through with carts or baskets.

Client Choice: Supermarket Model



Tools

- Client Intake Database System
- Structured Distribution
- Pantry Bag Nutritional Guidelines
- Client Choice Pantry Cards/Signage
- Inventory Management System

Balance Your Bag

Knowing how to balance your bag is:

- A requirement designed to ensure clients are receiving the proper quantity of nutritious foods
- An important inventory tool that is of aid when allocating points for the day's items

How to Pack a Balanced Pantry Bag


The chart below represents a pantry bag following MyPlate nutrition recommendations, which shows approximate amounts of food to provide **9 meals (breakfast, lunch and dinner for three days)**.

Family Size	FRUIT & VEGETABLES	GRAINS	DAIRY & PROTEIN
1	5 ITEMS	2 ITEMS	3 ITEMS
2	9 ITEMS	3 ITEMS	6 ITEMS
3	14 ITEMS	5 ITEMS	9 ITEMS
4	18 ITEMS	6 ITEMS	12 ITEMS
5	23 ITEMS	8 ITEMS	15 ITEMS
6	27 ITEMS	9 ITEMS	18 ITEMS

FRUITS
IF CANNED, IN 100% JUICE OR WATER
1 ITEM=4 SERVINGS

Fresh Produce.....4 Pieces or 1 Head/Bunch or 1 Pound


Dried Fruit.....15 oz
Canned Fruit.....15 oz
Frozen Fruit.....12-16 oz
100% Fruit Juice.....46-48 oz



VEGETABLES
IF CANNED, LOW- OR NO-SALT ADDED
1 ITEM=4 SERVINGS


Fresh Produce.....4 Pieces or 1 Head/Bunch or 1 Pound

Canned Vegetables.....15 oz
Frozen Vegetables.....16 oz
Vegetable Juice.....46-48 oz




GRAINS
1 ITEM=12 SERVINGS

Bread.....1 Loaf
Rolls or Bagels.....6 each
Rice or Pasta.....16 oz
Oatmeal.....18 oz
Cold Cereal.....12-16 oz




DAIRY
CHOOSE LOW-FAT (1% OR LESS)
1 ITEM=4 SERVINGS


Fluid Milk.....32 oz/1 quart or 4 x 8-oz
Dry Milk.....1 Envelope
Cottage Cheese...16 oz (2 items)
Yogurts.....4 x 6-oz
Cheese.....8 oz (2 items)
Dairy Alternative.....32 oz (collard greens/kale, fish with bones, soy products)





PROTEIN
1 ITEM=4 OZ PROTEIN


Dried Beans.....1 lb (2 items)
Canned Beans.....15 oz
Peanut Butter...18 oz (3 items)
Canned Stew or Chili.....15 oz
Eggs.....6
Frozen Meat/Fish...8 oz (2 items)
Tuna.....1 x 5-oz cans
Salmon.....15 oz can (2 items)














Breakout Session

In your brainstorming be sure to:

- Assess the barriers and obstacles that will have to be overcome to successfully implement your plan
- Designate which client choice models will work
- Look for things that could be improved by instituting your idea for client choice
- Be practical yet creative
- Think in stages, “Rome wasn’t built in a day”

Program A has attended some client choice workshops at Food Bank and loves the idea. They would like to implement it at their site but, they are concerned that they don't have the space. In addition, the program has an old set of steps that clients would have to go down to get to the pantry.

How would you do client choice at this program?

Program B is a large agency that serves hundreds of clients each week. They have a large space and typically have ample volunteers however, they feel client choice could never work at their site because they have too many clients. They worry that converting to client choice from pre packed bags will be more time consuming because clients will require an excessive amount of time to pick out their items which will hold up the process.

How could this program develop an organized distribution system that would allow them to execute an effective client choice pantry?

Program C has a group of volunteers from the church that help make pantry bags Tuesday evening for distribution on Wednesday morning. However, most of the volunteers work and are unable to assist during the actual distribution. The program director typically has a few hands that help hand the bags out but, worries that they don't have the manpower to do client choice.

What are some ways that this program could solve their volunteer issue and convert to client choice?



