

NYC'S CONFERENCE ON

hunger AND poverty

Presented by
Food Bank For New York City

BRIDGING THE GAP



FOODBANKNYC.ORG



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#HUNGER CONFERENCE

Services & Systems: TEN in 2016



Moderated by

Noelle Meyers-Powell & Marsha Kononenko
Food Bank for New York City



Services & Systems: TEN in 2016

Panelists:

Daniel Kennedy

Project Hospitality

Frank Cutrone

International School of Liberal Arts

Sara Cohen

Jewish Community Council of Staten Island

Cato Thomas

Christian Cultural Center

Josef Aguilar

Part of the Solution



Jewish Community Center
Staten Island, NY

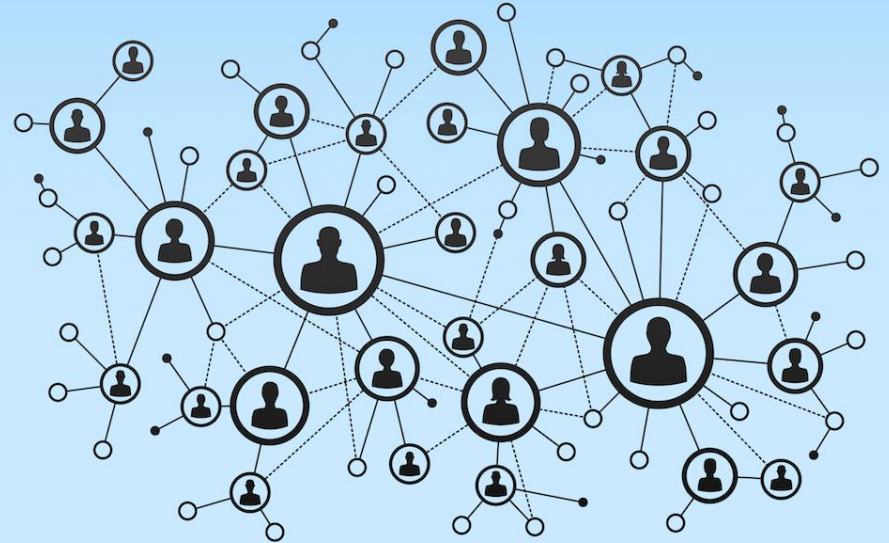


What is TEN?

TIERED ENGAGEMENT NETWORK

Community-based approach to fighting hunger.

- Connects clients to services
- Connects agencies to each other



2012

- TEN launched as a SNAP referral service
- 100 Food Bank members



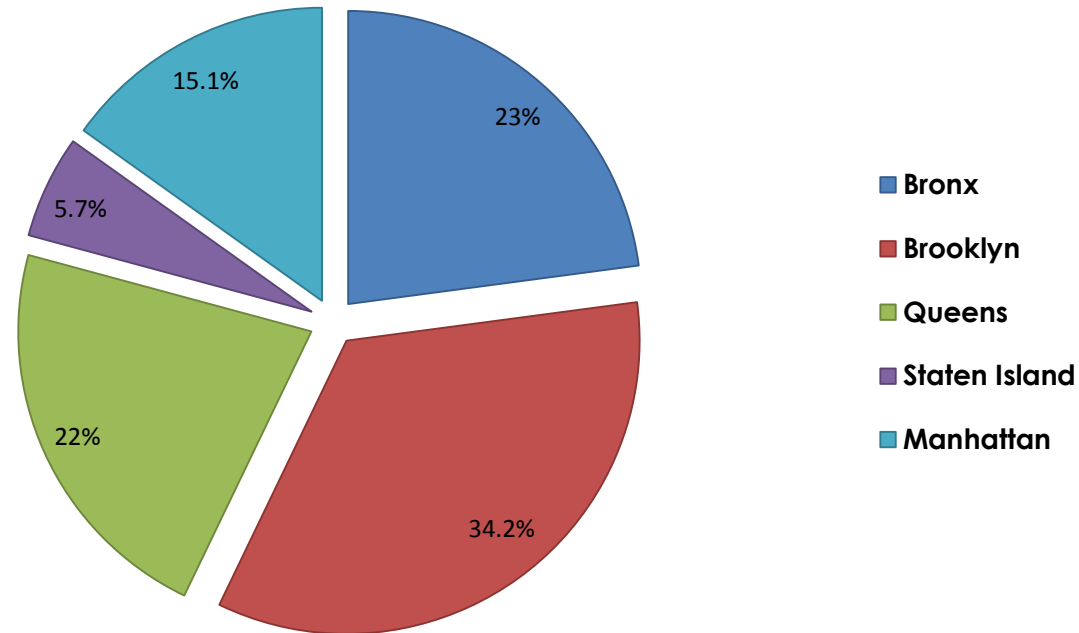


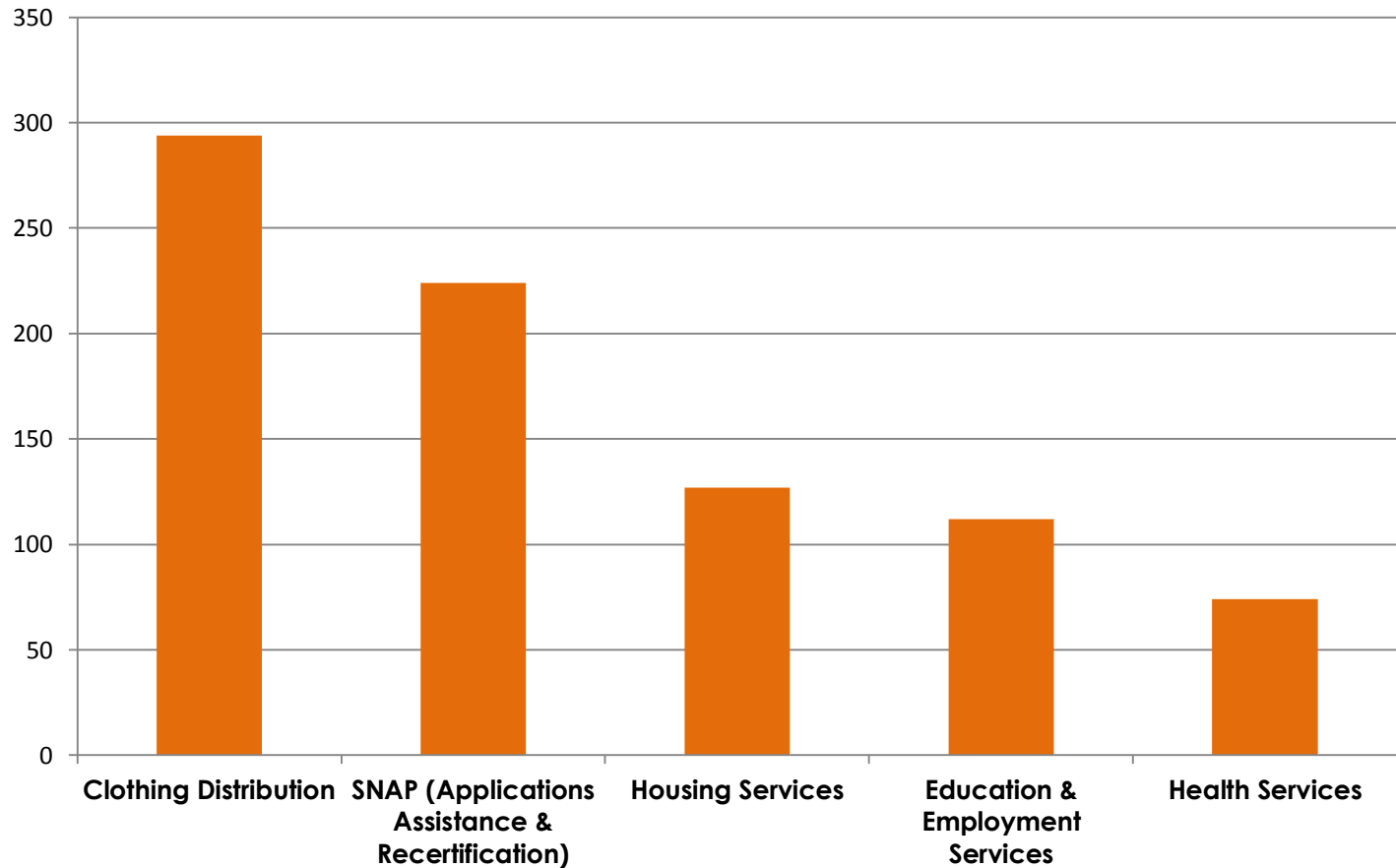
TEN received the prestigious 2013 Innovation Award from Feeding America

2016

- Borough-wide, **14** networks
- **1,000** referrals per month
- **477** active agencies
 - Schools, Food Pantries, Hospitals, Social Service agencies, etc.
 - **119** Receiving Referrals
 - Over **180** services

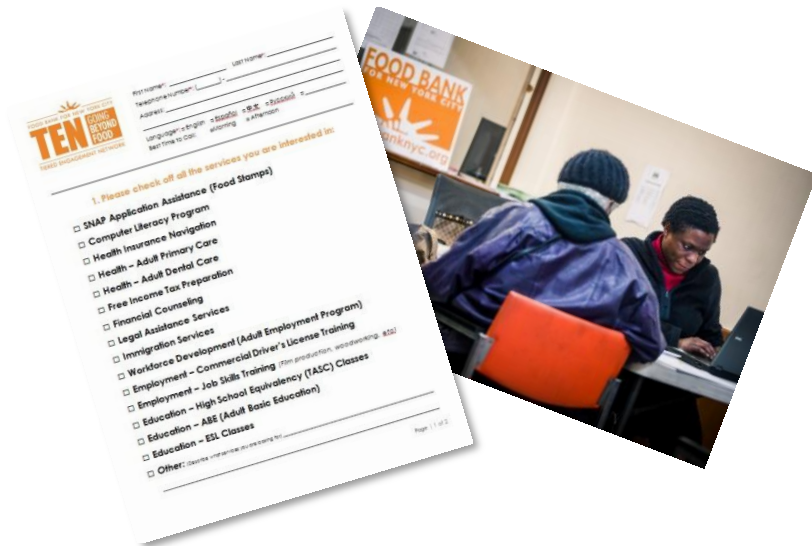
TEN Member Agencies by Borough





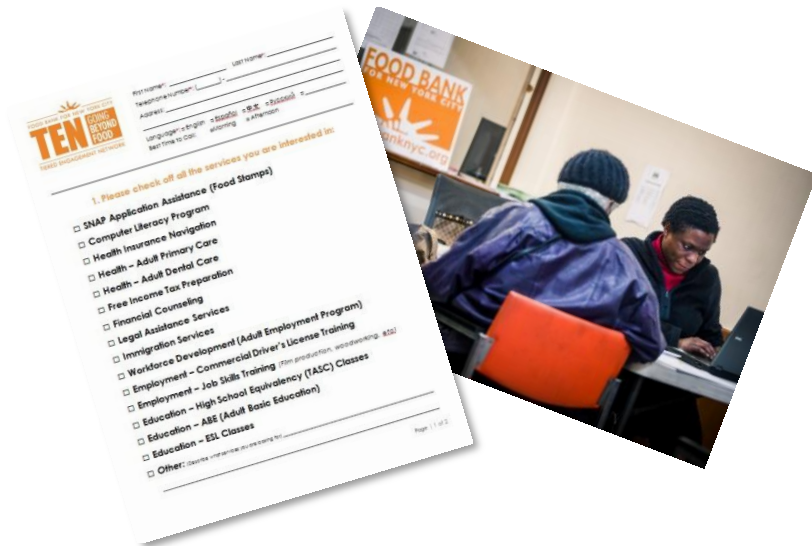
January 2016 Data Report

TEN Process



STEP 1: Intake

TEN Process

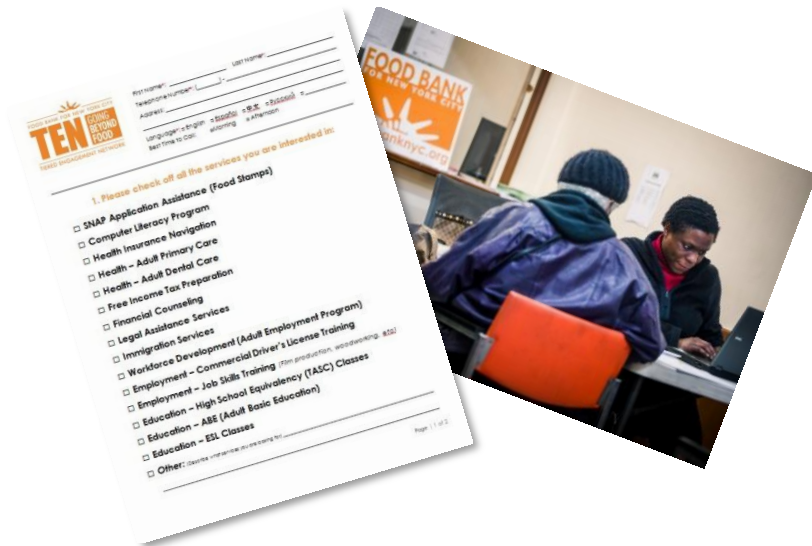


STEP 1: Intake

STEP 2: Online Referral



TEN Process



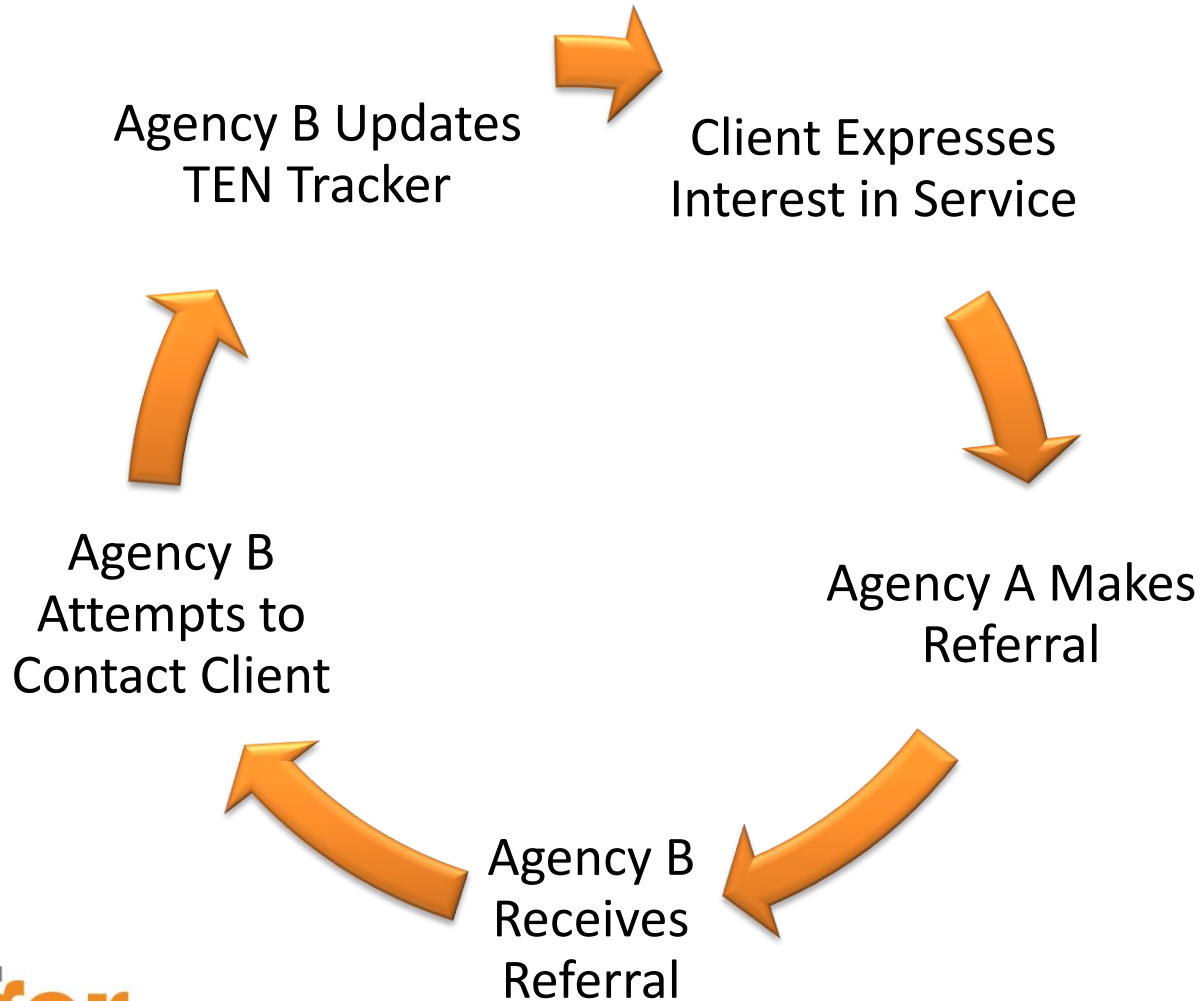
STEP 1: Intake

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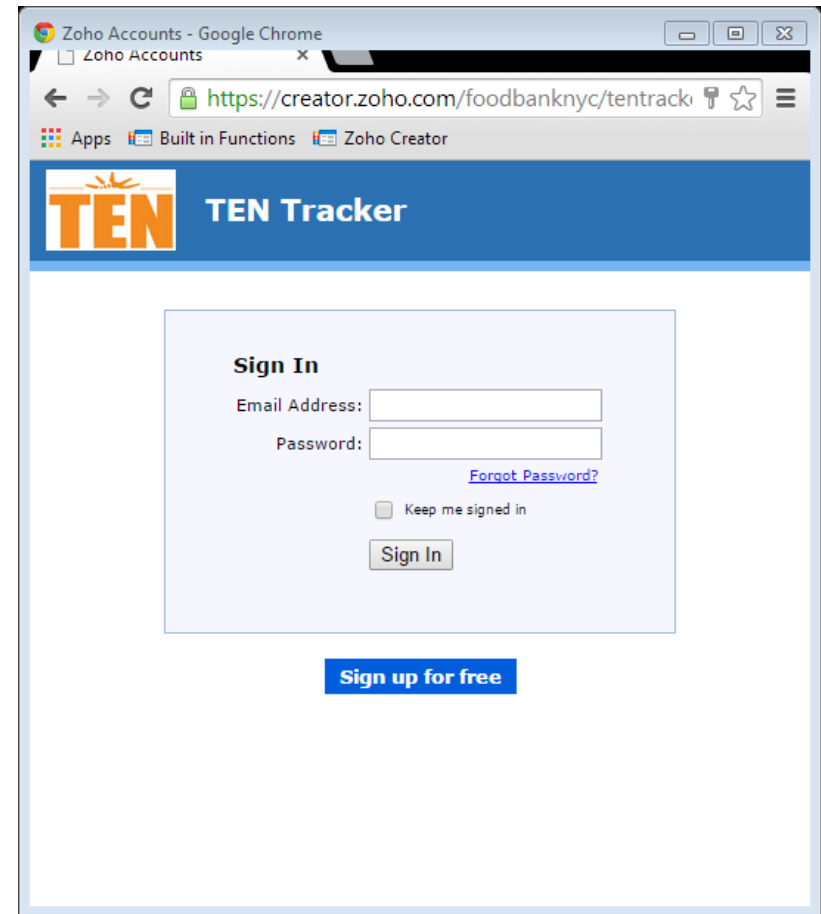
STEP 3: Receiving Agency calls client

TEN Process



Free, online database developed in-house

- Track client outcomes
- Build relationships with nearby organizations for additional services



TEN Tracker



TEN Tracker

Sending Tools

- New Referral
- Open Sent Referrals
- Closed Sent Referrals
- Authorization & Consent

Referrals Received Tools

- Clients Received

Resources

- Searchable Resource Guide
- Food Pantry TEN Members
- Soup Kitchen TEN Members
- Senior Meals TEN Members
- Additional Resources
- Support

New Referral

Client's First Name *

Client's Last Name *

Phone Number *

Email Address

Street Address

Notes

Best Time to Call Morning

Who Spoke to the Client

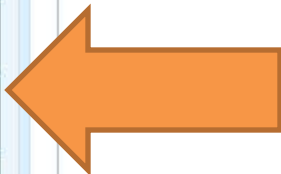
Site Name

Date you spoke to the client * [MM-dd-yyyy]

Consent * Verbal
 Written
 None

Add Services by Clicking the Plus Button *
[+](#) Pick a Service and Agency

Receive a Confirmation Email No
 Yes



TEN Tracker Data

TEN TEN Tracker Sign out

Sending Tools

- New Referral
- Open Sent Referrals**
- Closed Sent Referrals
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Referrals Received Tools

- Clients Received

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- Searchable Resource Guide
- Food Pantry TEN Members
- Soup Kitchen TEN Members
- Senior Meals TEN Members

Open Sent Referrals 1 - 40 of 40

<input type="checkbox"/>	Agency	Service	Status	Current Outcome	Attempt 1 Date	Attempt 2 Date	Attempt 3 Date	Notes Back	Appointment Date
<input type="checkbox"/> Aleyna Rodriguez, 718-838-8737									
<input type="checkbox"/>	Example of Food Bank Community Kitchen	SNAP Application Assistance (Food Stamps)	Call 1	Left Message	01-28-2016				
<input type="checkbox"/> Clifton Reynolds, (718)-367-8987									
<input type="checkbox"/>	Example of Food Bank Community Kitchen	Health Insurance Navigation	Call 1	Not Interested	10-01-2015				
<input type="checkbox"/> George Lopez, (978)-555-6543									
<input type="checkbox"/>	Example of Food Bank Community Kitchen	SNAP Application Assistance (Food Stamps)	Call 2	Left Message	07-13-2015	07-13-2015			

TEN Benefits



TEN United Partnership Meetings

- Community meetings every 3 months



TEN Benefits



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Food Bank Partnership

- Get connected with other programs and opportunities at Food Bank



TEN Benefits



TEN United Partnership Meetings

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Food Bank Partnership

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On-Site Training

- Personalized plan for becoming a TEN member
- Continuous support from the TEN team.

TEN Engagement Specialists

Food Bank hosts **10 TEN Engagement Specialist** who manage a portfolio of 50-75 TEN members in neighborhood zones

TEN Engagement Specialists provide...

- Quality assurance
- Technical assistance
- On-site training to new and existing members
- Capacity-building and project implementation



Projects in 2016



Services Requested

If you are referred for any service, the site providing the service will contact you shortly. However, if you wish to call the site directly to make an appointment, be sure to mention that you were referred by AGENCY NAME.

SERVICE	DOCUMENTS	AGENCY	CONTACT	ADDRESS
SNAP/Food Stamps	<ul style="list-style-type: none"> Proof of identification Proof of income Proof of address 	Bed Stuy Restoration	Clara Alston (718) 656-6994	1368 Fulton Street Brooklyn, NY 11216 **A/C train**
Free Income Tax Preparation	<ul style="list-style-type: none"> Photo ID Social Security Card or TIN W-2 and 1099 forms 1098-T form Bank passbook or bank statement 	Other People In Need (OPIN)	Dorothy Crawford (917) 716-6066	1768 St. John's Place Brooklyn, NY 11225 **3 train**
Legal Assistance – Public Benefits	Any relevant documentation for current litigation.	Neighbors Together	Cassiah Sahl (718) 479-7256	2084 Fulton Street Brooklyn, NY 11235 **C train**
Job Readiness Workshop/Career Coaching	<ul style="list-style-type: none"> Proof of identification Social Security Card Benefit Card (if applicable) 	Bed Stuy Restoration	Clara Alston (718) 656-6994	1368 Fulton Street Brooklyn, NY 11216 **A/C train**
Commercial Drivers' License Training	Driver's License or Photo ID (Other documentation required when completing former application materials)	Brooklyn Workforce Innovations	KenTorg John (718) 557-2017 ext. 142	421 Deegan Street Brooklyn, NY 11217 **2 train**

Receipt Project

- Clients receive information about service and agency

Projects in 2016



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Receipt Project

- Clients receive information about service and agency

General Info

- Standardization of service descriptions across all networks

Service Type	Receiving Online Referrals	General Info	Appointment Hours
North Brooklyn → Neighbors Together → 2094 Fulton Street → Brooklyn → 11223 → 718 498 7256			
Community Organizing / Leadership Development	Yes	<p>General Information:</p> <p>The Community Action Program engages our members in the fight to end hunger and poverty in central Brooklyn through community organizing efforts aimed to improve policies that impact their daily lives. We do this through weekly membership meetings where members discuss our legislative and policy advocacy campaigns, and current events in the news and upcoming activities like rallies, marches, etc.</p> <p>We also organize tenants of three-quarter houses through the Three-Quarter House Tenant Organizing Project (TOP). TOP is a group of current and former three-quarter house tenants who are building power together to fight against the abuse and illegal treatment of tenants and to create safe and dignified affordable housing options for low income New Yorkers.</p> <p>We have an annual trip to Albany to meet with elected officials to advocate for better laws and policies that will help end hunger and poverty. In addition we hold a bi-annual 14-week Leadership Development Program, which helps grow and develop members</p>	

Projects in 2016



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...and much more



Get Involved

If you are interested in learning more about TEN, please contact us!

Noelle Meyers-Powell

TEN Engagement Leader

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c. 646-581-7257

nmeyerspowell@foodbanknyc.org

Marsha Kononenko

TEN Engagement Specialist

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c. 646-740-1275

mkononenko@foodbanknyc.org

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