

NYC'S CONFERENCE ON HUNGER AND POVERTY

PRESENTED BY FOOD BANK FOR NEW YORK CITY

RAISING
OUR VOICE

FEBRUARY 10, 2016



FOODBANKNYC.ORG



FOODBANKNYC



FOODBANK4NYC

#HUNGERCONFERENCE



FOOD BANK
FOR NEW YORK CITY

Taking it to the Next Level

Agenda

- Group Activity
- Panelist Introductions
- Context and Thoughts
- Scheduling and Client Flow
- A Few Systems
- Panel Discussion
- Q&A

Taking it to the Next Level

Group Activity

- Work in groups of 2 or 3
- Introduce yourself – 30 seconds
 - Name
 - Type of Agency
 - Your role there
- Tell each other:
 - **How does your agency keeps things running smoothly day to day?**
 - **What are some ways you could increase engagement with clients?**

Taking it to the Next Level

Our Panel

- Sylvia Robinson
 - Jamaica SDA
- Devanie Jackson
 - Brooklyn Rescue Mission
- Margarita Peralta
 - Catholic Charities Feeding Our Neighbors Program at the Kennedy Center

Taking it to the Next Level

Context and Thoughts



Taking it to the Next Level

What we mean when we say:

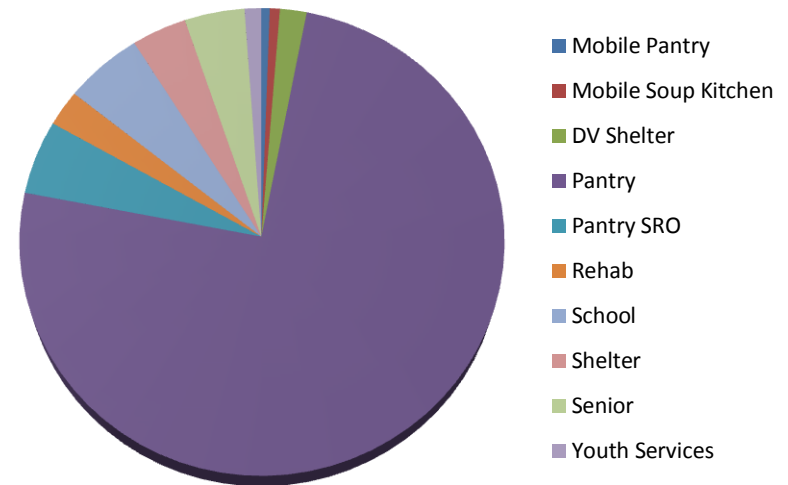
- Sign In: recording and verifying when clients visit
- Registration: enrolling regular clients and collecting information
- Scheduling: selecting when certain clients can visit
- Engagement: providing outreach to clients about other service

Taking it to the Next Level

Current State of the Network

- Diversity of programs in terms of capacity and social services
 - Staff, space, tech, client flow, mission, program offerings, etc
- Strong knowledge of specific client and community needs
- FB insight into the existing capacity and possibilities of your program
- Opportunities to support improvement

Network by Program Type



Taking it to the Next Level

Trends

- Providing a community service
 - Food distribution is primary service
 - Hours dependent on site capacity
 - Limited services beyond food
 - Services dependent on volunteer availability
- Designing a community service program
 - Food distribution integrated with other services
 - Hours are regular and consistent
 - Services reflect community strengths and needs
 - Systems in place to maintain consistency (records, schedules, org charts, position descriptions, etc)

Taking it to the Next Level

Trends

- Providing a community service
 - Simple – one size fits all
 - Limited – clear boundaries to commitment
 - One off – every event is a pop up
- Designing a community service program
 - Complex – flexible to differences
 - Expansive – endless limits to service opportunity
 - Established – ongoing and steady physical presence
 - Impactful - increased outcomes and positive change


Taking it to the Next Level

All efforts to serve are valuable and needed, but how do I level up?



Taking it to the Next Level

Putting a few systems in place can:

- Reduce chaos 
- Increase service regularity
 - Reduce inconsistent scheduling, closures due to late deliveries/volunteer availability/
- Increase engagement opportunities
 - Maximize times when clients can access your services
 - Create chances to interact with clients outside of distribution
 - Create multiple avenues for engagement (ie distribution, workshops, one on one meetings)
- Gather data, learn information, report out
 - Guide program evaluation and design
 - Useful for development/fundraising
- When making changes: balancing impact, client experience, quality

Taking it to the Next Level

Scheduling and Client Flow

- Come One, Come all
- Assigned Days
- Open Hours

Taking it to the Next Level

Scheduling and Client Flow

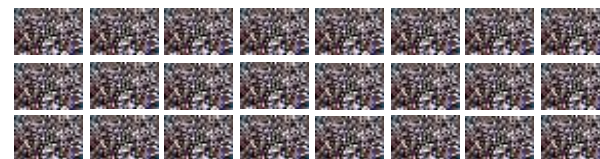
- Come One, Come All



- Assigned Days



- Open Hours



NYC'S
hu

Presented by
Food Bank For New York City

ND
poverty

FOOD BANK
FOR NEW YORK CITY



foodbanknyc.org

Taking it to the Next Level

A Few Systems

- Sign in sheet + nothing extra
- Sign in sheet + basic written record
- Sign in sheet + basic digital record
- Sign in sheet + database record

Taking it to the Next Level

Sign in sheet + nothing extra

- Children, adults, and seniors
- Simple and straightforward
- Fully compliant

Food Pantry Sign-in

Total Children:	_____
Total Adults:	_____
Total Elderly:	_____


Organization: _____ Date: _____

Instructions

- Count each person in the household who receives food, even if only one person came to the pantry.
- Count every person each time they receive food from your pantry.
- Count **ONLY complete packages** distributed. DO NOT count people if you are only distributing single items (ex. only pasta or only 2 cans of beans). Please reference the packing guide.
- If you do not know a client's age, please estimate.

Children:	All those between 0 and 17 years of age.
Adults:	All those between 18 and 64 years of age.
Elderly:	All those 65 and older.

	Signature of Participant	Children	Adults	Elderly
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
	TOTAL			



Taking it to the Next Level

Sign in sheet + basic written record

- Card system, rolodex, last name by ID
- Keeps client information in one place
- Provides record of who has come before
- Method of limiting attendance



Taking it to the Next Level

Basic Digital Record

- Sign in sheet + digital spreadsheet or a printout
- Keeps client information in one place
- Provides record of who has come before
- Method of limiting attendance
- Ability to track any additional data, (family size + demographics like income, gender, phone number, etc)
- Opportunity for client engagement, service referrals
- Food Bank spreadsheet available to all members through your Member Engagement Coordinator

Counter	Date of Distribution	Client ID #	Visit Count	Last Name	First Name	Date of Birth	House Size	Children	Adults	Seniors	Address	Apt	Zip Code
1	2/10/2016	1	1	Baptiste	Jean	01/01/1971	5	2	1	2	1111 Grand	1A	10458
2	2/10/2016	3	1	Banks	Jennifer	06/15/1960	4	3	1	0	3333 Boston	3C	10457
3	2/10/2016	2	1	Padonka	Paul	07/31/1982	2	0	2	0	2222 Mott A	2B	10451
4			0	Next Client	Next Client	Next Client	0	0	0	0	Next Client	Next Client	Next Client
5			0	Next Client	Next Client	Next Client	0	0	0	0	Next Client	Next Client	Next Client
6			0	Next Client	Next Client	Next Client	0	0	0	0	Next Client	Next Client	Next Client
7			0	Next Client	Next Client	Next Client	0	0	0	0	Next Client	Next Client	Next Client
8			0	Next Client	Next Client	Next Client	0	0	0	0	Next Client	Next Client	Next Client
9			0	Next Client	Next Client	Next Client	0	0	0	0	Next Client	Next Client	Next Client
10			0	Next Client	Next Client	Next Client	0	0	0	0	Next Client	Next Client	Next Client
11			0	Next Client	Next Client	Next Client	0	0	0	0	Next Client	Next Client	Next Client
12			0	Next Client	Next Client	Next Client	0	0	0	0	Next Client	Next Client	Next Client
13			0	Next Client	Next Client	Next Client	0	0	0	0	Next Client	Next Client	Next Client
14			0	Next Client	Next Client	Next Client	0	0	0	0	Next Client	Next Client	Next Client

Taking it to the Next Level

Database

- Sign in sheet + database record
 - All information put into a computer system
 - Keeps client information in one place
 - Provides record of who has come before
 - Method of limiting attendance
 - Intensive engagement with client through intake interview
 - Opportunity for client engagement, service referrals
 - Ability to track any additional data, (family size + demographics like income, gender, phone number, etc)
 - Complex data analysis through reports



[Help for this Page](#) 


Client Edit

Save

Save & New


Cancel


Information

 = Required Information

Client Name 

Gender

First Name 

Date of Birth 

Last Name 

SNAP Call Count

Taking it to the Next Level

Database Example



[Help for this Page](#)

Client Edit

Save

Save & New

Cancel

Information

= Required Information

Client Name

Gender

First Name

Date of Birth

Last Name

SNAP Call Count

No Phone Available

StopCalls

Food Bank Services

Pantry Client

Benefits Client

Senior Services

Health Navigation Client

Tax Client

Benefits Information

Receiving SNAP

SNAP Amount

Has Health Insurance

Has Filed Taxes

Taking it to the Next Level

Panel Discussion

- How does your organization manage client flow?
- What are the effects of changing intake or scheduling?
- What is the value of higher client engagement?

Taking it to the Next Level

Questions?

