

Welcome to NCSFPA Office Hours!

Thanks for joining us!

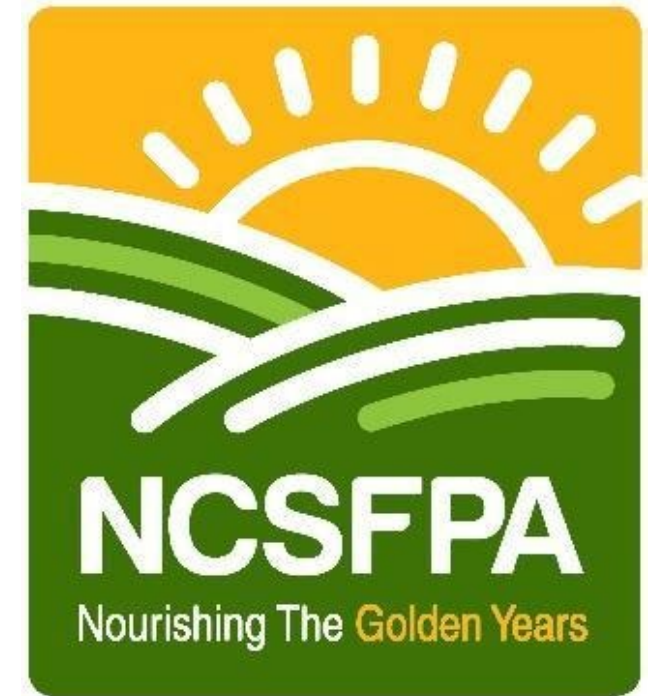
Please...

Please rename yourself and include your name and organization.

Put yourself on mute when others are speaking.

State your name, state, and organization when speaking.

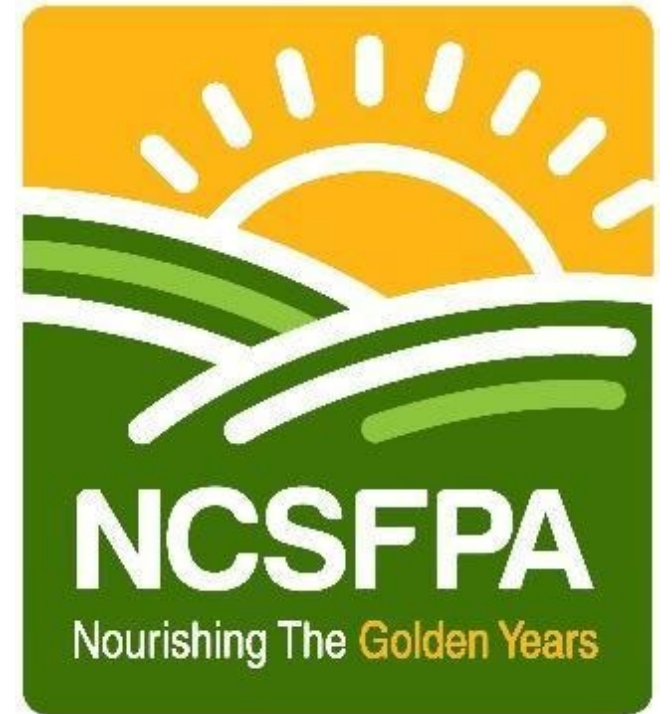
Feel free to enter comments and questions in the chat.



Introductions

Please enter your name, state, and organization in the chat while we share our NSCFPA Board information.

Thank you!



Danielle Bozarth
Past President
God's Pantry Food Bank
NCSFPA Region 9

Tom Priest
President
Michigan Department of Education
NCSFPA Region 1

Christina Peretti
Vice-President
The Greater Boston Food Bank
NCSFPA Region 11

Lamont White
Secretary
Virginia Department of
Agriculture and Consumer Services
NCSFPA Region 3

Keisha Williams
State Agency Director
Virginia Department of
Agriculture and Consumer Services
NCSFPA Region 14

Tamara Dangerfield
State Agency Director
LA Department of Public Health
NCSFPA Region 6

Frank Kubik
Local Agency Director
Focus: Hope
NCSFPA Region 7

Tanya Gurule
Local Agency Director
Pueblo County USDA Food Distribution
NCSFPA Region 4

Ernesto Guardian
Local Agency Director
Jacobs & Cushman San Diego Food Bank
NCSFPA Region 2

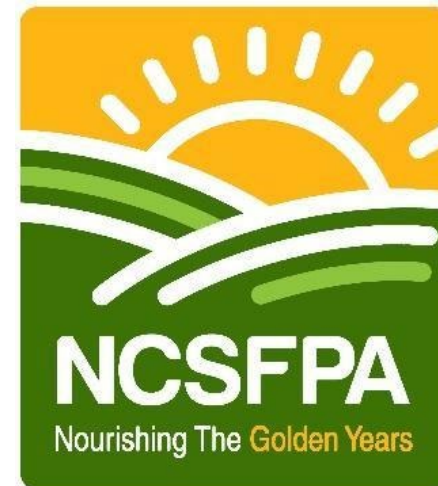
Veronica Degutis
Local Agency Director
Facing Hunger Foodbank
NCSFPA Region 12

Lindsay Sgambato
Local Agency Director
Rhode Island Community Food Bank
NCSFPA Regions 5 and 10

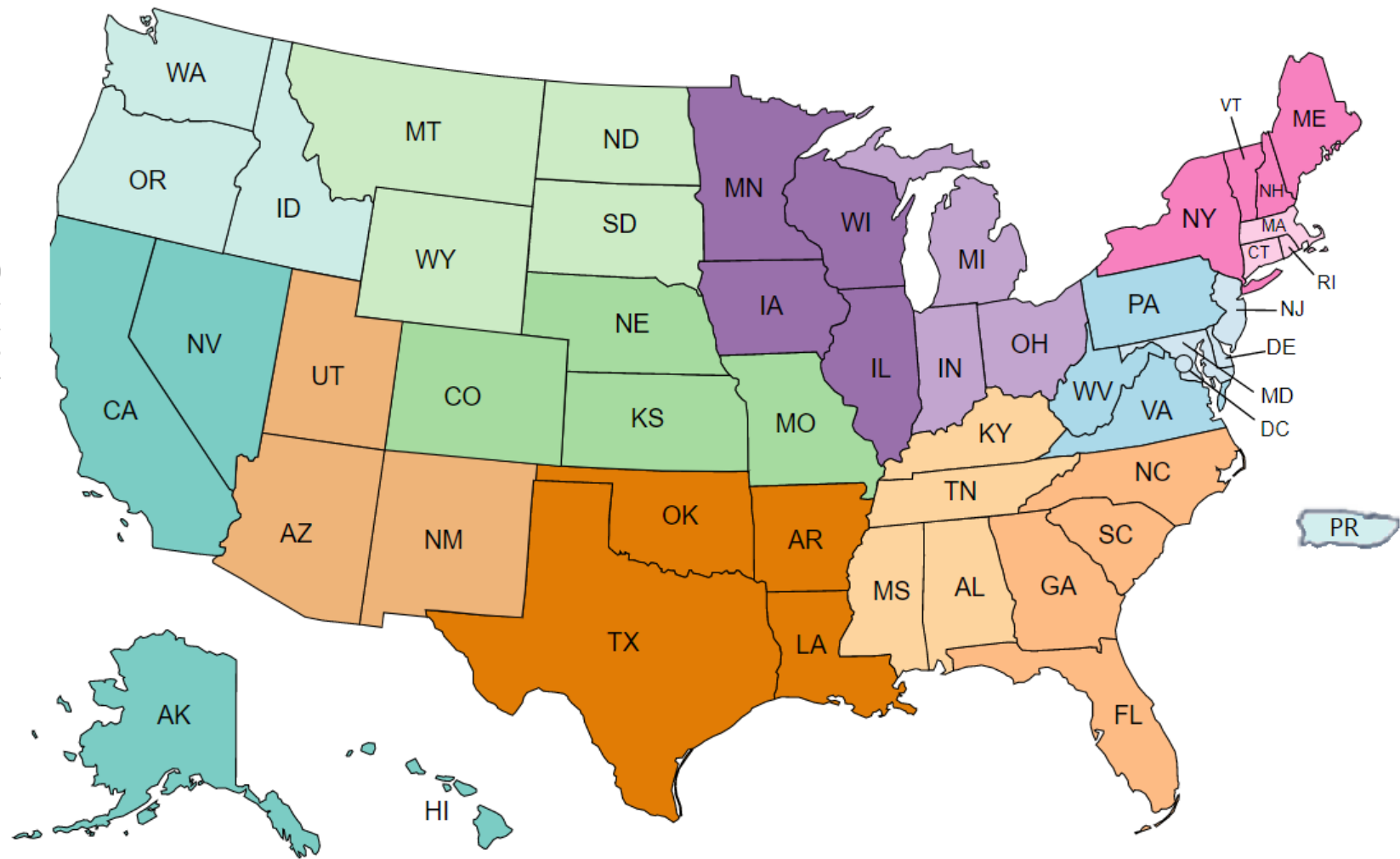
Allison Kryz
Local Agency Director
Oakland Livingston Human Service Agency
NCSFPA Region 8

Michelle Larson
Local Agency Director
Capital Area Food Bank
NCSFPA Region 13

National CSFP Association Board of Directors 2022



- Region 1
- Region 2
- Region 3
- Region 4
- Region 5
- Region 6
- Region 7
- Region 8
- Region 9
- Region 10
- Region 11
- Region 12
- Region 13
- Region 14



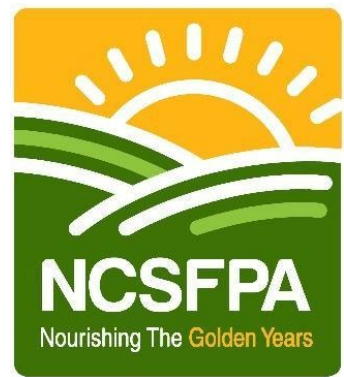
Today's Topic: Home Delivery

The concept of Home Delivery as CSFP distribution has grown over the past few years.

Today we will be sharing and discussing different ways to provide home delivery and potential resources.

We will provide some examples, and then move into questions and discussion.

Please type your question into the chat to help guide the conversation.

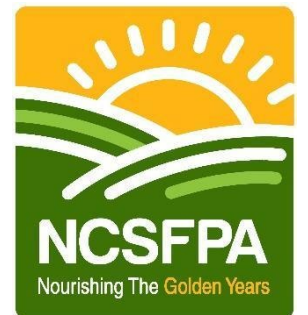


Home Delivery Options

The following options are listed in no particular order.

What works for one agency may be different from what works for another agency.

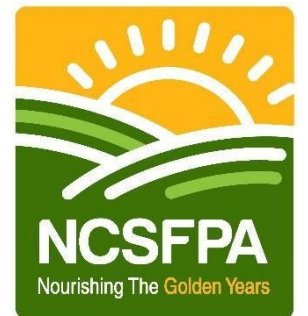
CSFP State Plans may also determine what is allowable in your state.



Home Delivery Program Expectations

Delivery programs are held to the same expectations as other distribution methods.

1. Safe storage and transportation of the foods in compliance with program regulations at [7 CFR 250](#).
2. Verification of the identity of each CSFP participant through a review of the participant's, or proxy's, identification before issuing the CSFP food package, consistent with [7 CFR 247.10\(b\)](#). Federal regulations do not require local agencies to obtain signatures during CSFP household food distributions
3. All applicable records required by the state or local agency; and
4. An assurance that the privacy of participants will be maintained, consistent with [7 CFR 247.36](#).
5. Refer to USDA's CSFP COVID Q&A as a guide: <https://www.fns.usda.gov/csfp/covid-19-qas>



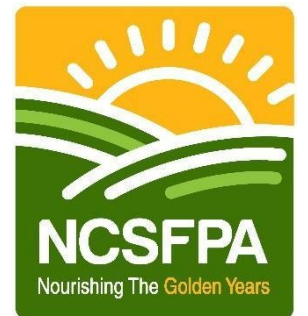
Ride Share & Meal Delivery Partnerships

Ride Share and Meal Delivery businesses have become very popular over the past 10 years.

The pandemic increased consumer demand for these services.

Some companies have made commitments to support food banks for home delivery.

They are not available everywhere.

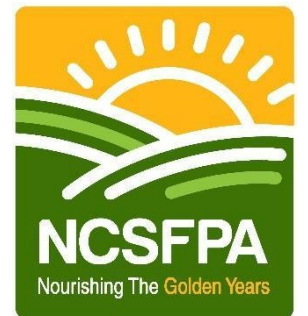


Agency Based Meal Delivery

Some areas may have limited options for ride share or meal delivery services.

CSFP Agencies may create their own staff or volunteer positions for home delivery programs.

These can be new or current positions with consideration of how assigned work shifts as home delivery reduces or replaces other methods.



Supportive Technology

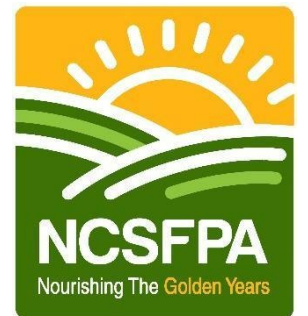
Ride Share and Meal Delivery services have technology to track deliveries and rate services.

Software and apps for tracking deliveries and confirmation of receipt are available.

Signatures/verification of receipt can be collected through apps or pen/paper processes.

Automated call systems (robocalls), texts, and/or personal phone calls can be used to inform participants of delivery time/date.

CSFP State Plans determine what is allowable in your state.



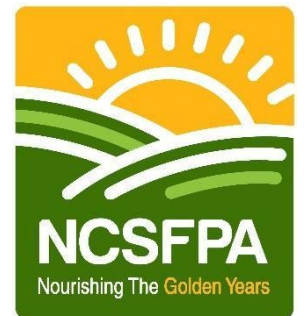
Volunteers & Proxies

CSFP Agencies have traditionally relied on volunteers and proxies.

Some have increased those relationships over the past few years in response to group distribution limitations.

There is no federal requirement that limits the number of people for whom an individual can serve as a proxy, nor is there a federal requirement for local agencies to obtain a signature from participants when they designate a proxy.

Many agencies have had difficulty maintaining volunteer levels for a variety of reasons...



Volunteers – Things to Consider

Many of our volunteers are seniors themselves. The pandemic limited their availability.

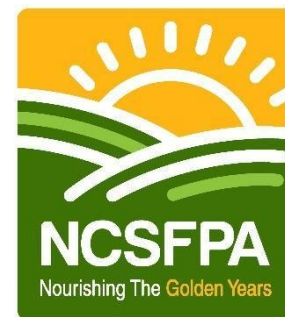
CSFP group distributions can involve a fair amount of physical activity from set up to clean up.

How would a delivery program change what you ask of volunteers?

What are your agency policies on volunteers and their assigned duties?

Would your agency, volunteers, and participants benefit from distributing a two-month supply every other month?

“Double Distributions” cannot be retroactive, and must be for the current and next month. The option also must be incorporated into your CSFP State Plan.



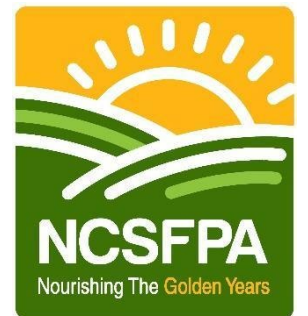
Focus on Absent Participants

Developing a home delivery program takes time.

Focusing on participants that missed a distribution may be a good place to start.

Call them to check in. You may learn of changes to their ability to come to your distribution.

Create a process to determine who is eligible for home delivery that matches your ability to deliver.



Discussion/Questions

We will start with the questions in the chat as we move into our discussion...

