# Agency Partner Regional Community Meeting

Tuesday, March 11, 2025



WWW.HAWAIIFOODBANK.ORG



#### slido

Please download and install the Slido app on all computers you use





Join at slido.com #2661837

(i) Start presenting to display the joining instructions on this slide.



## Ground Rules for Collaboration and Respect

- **Be Accountable** Take responsibility for your actions, contributions, and follow-through.
- Respect All Perspectives Listen actively and be open to diverse ideas and viewpoints.
- **Stay Focused** Be present and stay engaged in the discussion to make the most of the meeting time.
- **Practice Open-mindedness** Approach discussions with an open mind, ready to consider new ideas and solutions.
- **Encourage Participation** Everyone's input is valuable, so encourage all attendees to contribute.
- Maintain Professionalism Keep the conversation respectful and constructive, even when disagreements arise.



## **Executive Leadership Team**



Amy Miller
President and
Chief Executive Officer



Rowena Browne
Vice President of
Development



John Klosterman
Vice President and
Chief Operations Officer



Curtis Leong
Vice President and
Chief Financial Officer



Marielle Terbio
Vice President of
Strategy and Programs



## **Agency Relations Team**



**Kim Bartenstein**Director of Agency Relations



Jared Kawatani Community Programs Manager



Naomi Save
Agency Partner Network Manager



**Kelly Ngo**Service Insights Coordinator



Hiroko Sasazawa Programs Data Entry Assistant



Mine Thompson
Agency Partner Services
Coordinator

**Bridget Langaman**Agency Partner Network Coordinator



#### Introductions

- Your Name
- Agency Partner Name
- What is your favorite dessert?



# MISSION AND VISION

#### We nourish our 'ohana today and work to end hunger tomorrow.

At Hawai'i Foodbank, we believe that consistent, equitable access to safe and healthy food is a fundamental human right.

We also believe that food is more than a basic need. It connects us to family, celebrates our island cultures, and is essential to thriving communities.

We envision a future where all in Hawai'i have access to safe, nutritious, and sufficient food all year round.

We fulfill our mission with integrity, humanity, and aloha.

## CULTIVATE STRONG PARTNER SHIPS



Our work is only possible because of the network of agency partners and affiliate food banks across the State who work in partnership with us.

We are committed to being a collaborative partner across our broad networks, better supporting our partners and affiliates, and engaging in collective food security efforts.



Hunger and health are deeply connected, and the Foodbank is committed to being the healthy option for those experiencing food insecurity.

We are increasing healthy food options, investing in local agriculture and culturally relevant foods, and expanding learning opportunities around nutrition for those we serve.



The Foodbank is a proactive leader in disaster preparedness and response.

We are investing in our own capacity with a focus on preparedness across our organization and network, and strengthening our partnerships with government agencies and first responders.



We envision a future where no one in Hawai'i goes hungry.

To do this, we are broadening our approach to address the root causes of hunger, focusing on equitable access, filling gaps in service, and advocating for economic and financial supports that help people access healthy foods.



#### **GROWING NEEDS**

Closing the hunger gap in Hawai'i is possible. But, getting there will require the resources and support of our community. Here's what's currently holding us back:



#### LIMITED CAPACITY

With inflation and rising food prices, the need for expanding Hawai'i Foodbank's services is more critical than ever. We've made great strides to maximize our operational efficiency, but our 23,000 square-foot warehouse in Māpunapuna has reached its limit in size and sustainability. The current facility does not meet the present distribution requirements of 17 to 20 million pounds of food annually – and we know the community needs are even greater. We are operating beyond capacity, and we need room to meet the growing need.



#### **RISING TIDES**

Access to our Māpunapuna location continues to be compromised by rising sea levels and resultant tides, which are expected to continue to worsen over time.

Flood hazards and tsunami evacuation zone risks in this area threaten our ability to respond to a disaster. A new facility in a location not at risk of flooding or impeded access is paramount to achieving our mission and vision.



#### THE DAYS AT KILIHAU STREET ARE NUMBERED



- For Hawai'i Foodbank's level of distribution, metrics suggest that our facility should be at least twice as large.
- Flooding streets and rising sea levels limit facility access.
- Improved building resiliency and backup power are needed.
- Better climate controls and improved processing and sorting areas would expand potential donations and reach.
- Site circulation is cramped, and parking is inadequate.

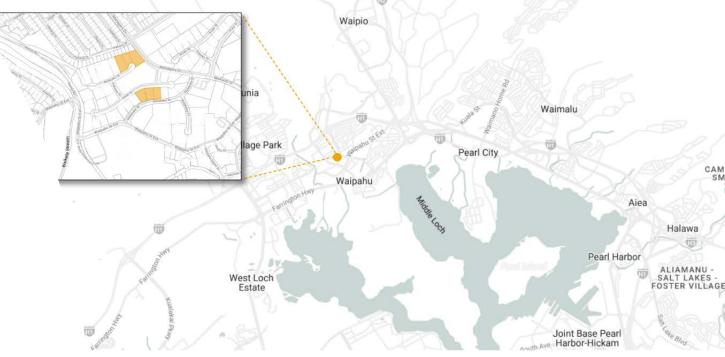
## TODAY & TOMORROW

Strengthening our model to better address food insecurity.

Our current location is at a major risk of natural disasters – storm surge and flooding.

We need a more reliable location to be able to respond in the event of a natural disaster, to continue to address current needs AND to shorten the line.

Our goal is not just to meet the needs for today and ensure no one in our islands go hungry at night, but to leverage our network to provide resources to families and individuals so that they are no longer in need of our services – and that they won't need us tomorrow.





















WWW.HAWAIIFOODBANK.ORG



## Neighbor Connector

Jared Kawatani, community programs manager



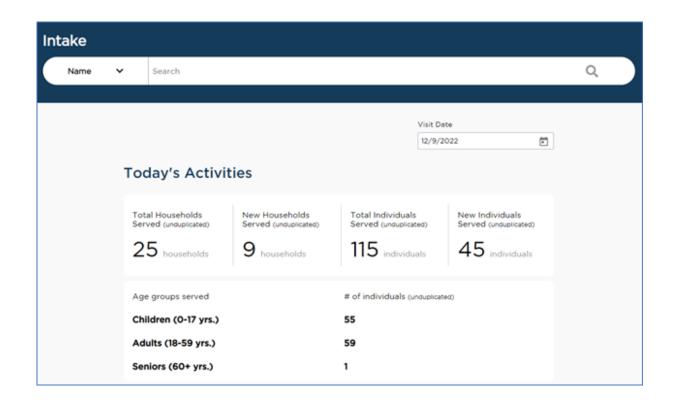
WWW.HAWAIIFOODBANK.ORG





#### **Neighbor Connector**

- Neighbor Intake Tool/Database (Website)
- No Monthly Reports. Just log your neighbors' visit
- Complete returning intake in seconds
- Connect neighbors with additional resources/services





## Help us better serve you.

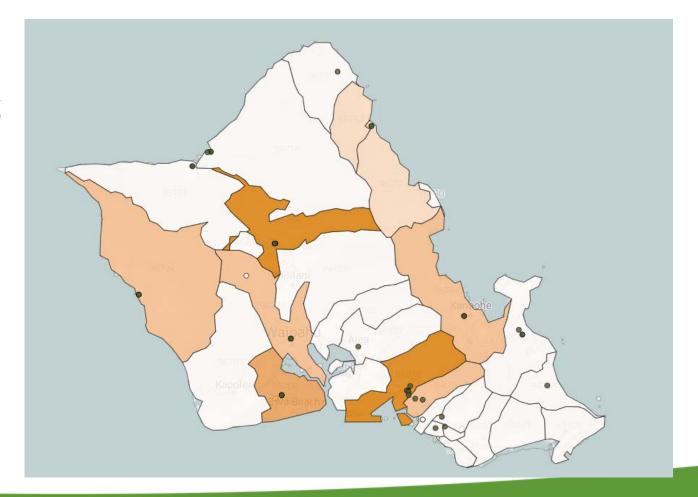


- Neighbor Centered Approach
- Onboarding Support
- Technical Support
- Technology Support



## January 2025 Snapshot (FY25 YTD)

- 18 Active Agency Partners
- 41 Active Program Locations
- 16,261 Unique Individuals Served
- 6,696 Unique Households Served
- 3.82 Average Visit Per Household







FEEDING AMERICA

WWW.HAWAIIFOODBANK.ORG



## **Storage Equipment**

- Update about the HUD grant
  - 27 units Oahu
  - 9 units Kauai
- Continuing to look for other funding opportunities







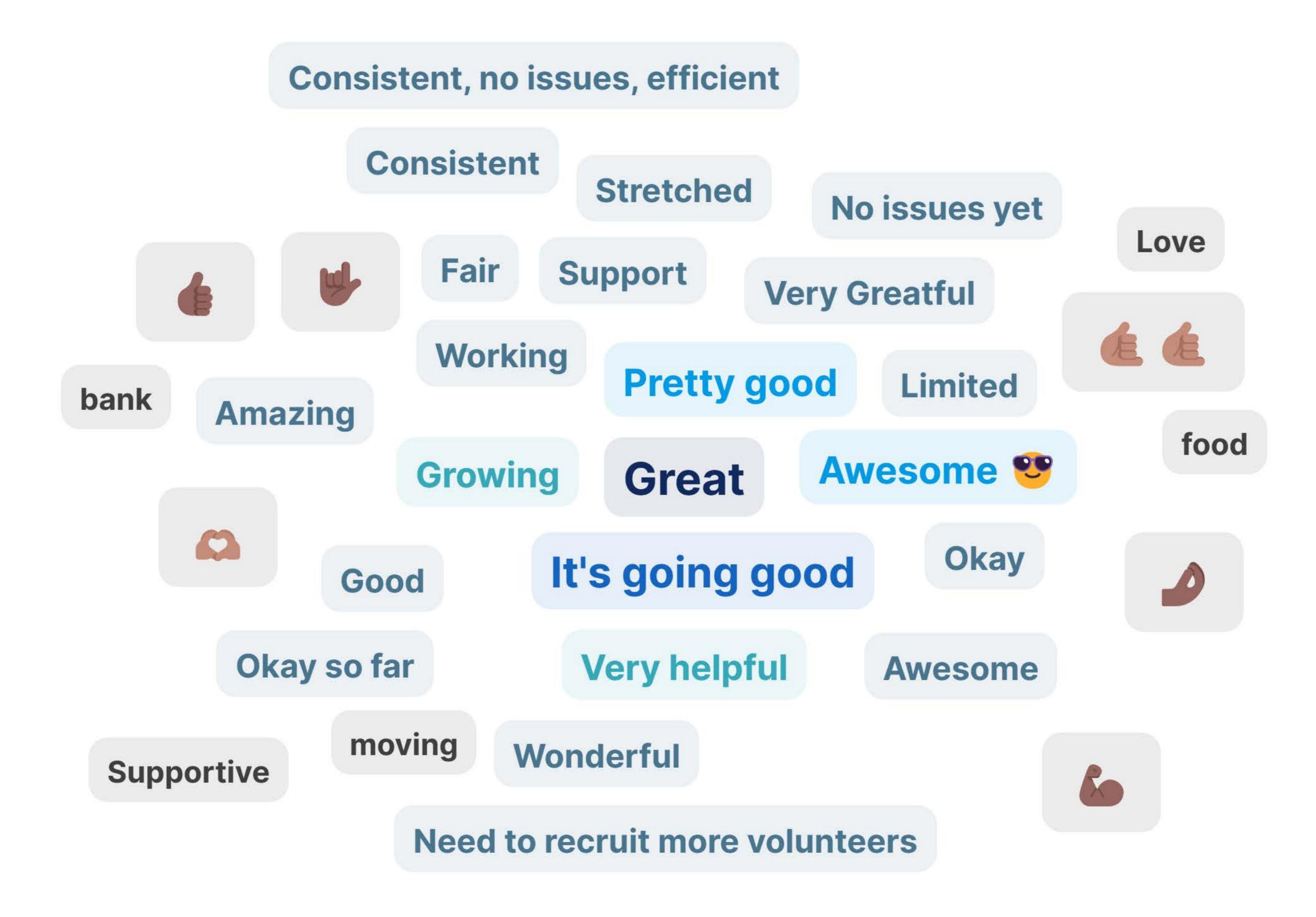
Tiering: Write few words to describe how it's going for your agency.

(i) Start presenting to display the poll results on this slide.



Tiering: Write few words to describe how it's going for your agency.

Wordcloud Poll ② 146 responses 의 103 participants







# The Emergency Food Assistance Program (TEFAP)

- Resident of C&C of Honolulu
- 300% of the Federal Poverty Level (FPL)
  - 1 person = \$51,930
  - 2 person = \$70,500
  - Additional person = +\$18,570







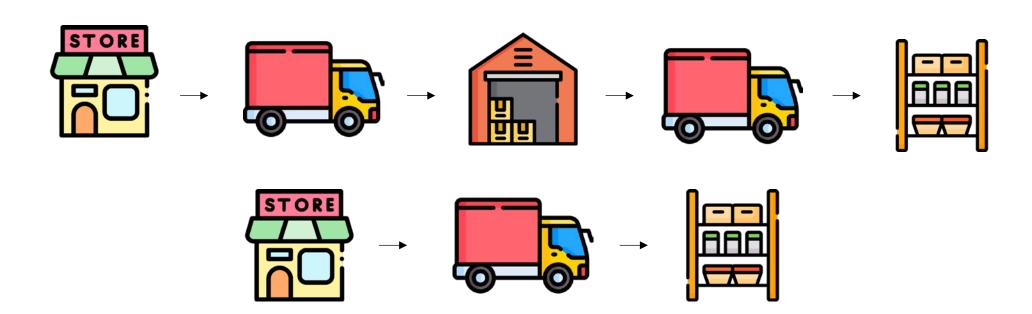
If you're interested in participating in TEFAP, type in your agency name and we'll reach out.

(i) Start presenting to display the poll results on this slide.



### **Agency Enablement**

• How does it work?





### FA Retail Agency Enablement Grant



- Pilot Program
  - 8 Agency Partners
- Onboarding Support

#### slido

Please download and install the Slido app on all computers you use





If you're interested in participating in Agency Enablement, type your agency name and we'll reach out when opportunities become available.

① Start presenting to display the poll results on this slide.



## **Volunteer Support**



- We can help with advertising opportunities
- https://www.nonprofitready. org/



#### What info do we need?

#### Sample

• Contact Info: Jared Kawatani, Community Programs Manager

• **Email:** jared@hawaiifoodbank.org

• **Phone:** 808-954-7877

Location: 2324 Omilo Ln., Honolulu, HI 96819

• **Shift Times:** 8:45 a.m. to 12:30 p.m.

 Available Days: The first, third, fourth and fifth Wednesdays of each month

• **Description:** Help pack and distribute food during a pantry and food distribution.

• **Requirements:** Volunteers will be required to stand, bend and lift throughout the duration of the shift. The minimum age to volunteer for this event is 18 years old.



# Choice Distribution Model

Jared Kawatani, community programs manager



WWW.HAWAIIFOODBANK.ORG





#### What is a choice distribution?





### Why become a choice distribution?

- Dignity
- Empowering Experience
- Dietary & Culturally Relevant Foods
- Get to Know Your Neighbors
- Reduce Time Spent Packing





## **Types of Choice**

- No Choice
- Limited Choice
- Modified Choice
- Full Choice





#### No Choice

"Traditional" food pantry model. Bags or boxes are packed, everyone receives the same items.





# **Limited Choice**

Choice between two types of boxes or prepacked bags and then the choice of a few items.





## **Modified Choice**

Neighbors can choose from a menu OR neighbors tell volunteers what they want and the volunteers select and bag the food.





## **Full Choice**

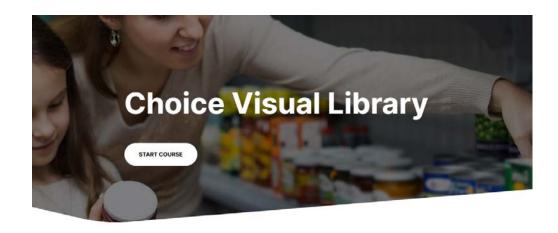
Food distribution designed like a mini supermarket. Neighbors touch and select their own food OR can order online like a grocery store.





# **Additional Resources**

- Website Link: <u>Choice</u><u>Visual Library</u>
- Password: Choice



To learn more about Choice and view the library, select "Start Course" at the top of the page.

The Choice Visual Library is a collection of visual examples of choice distribution models submitted by Network Food Banks and their partners. This resource was created to support network members working to increase the amount of Choice offered to families with children.

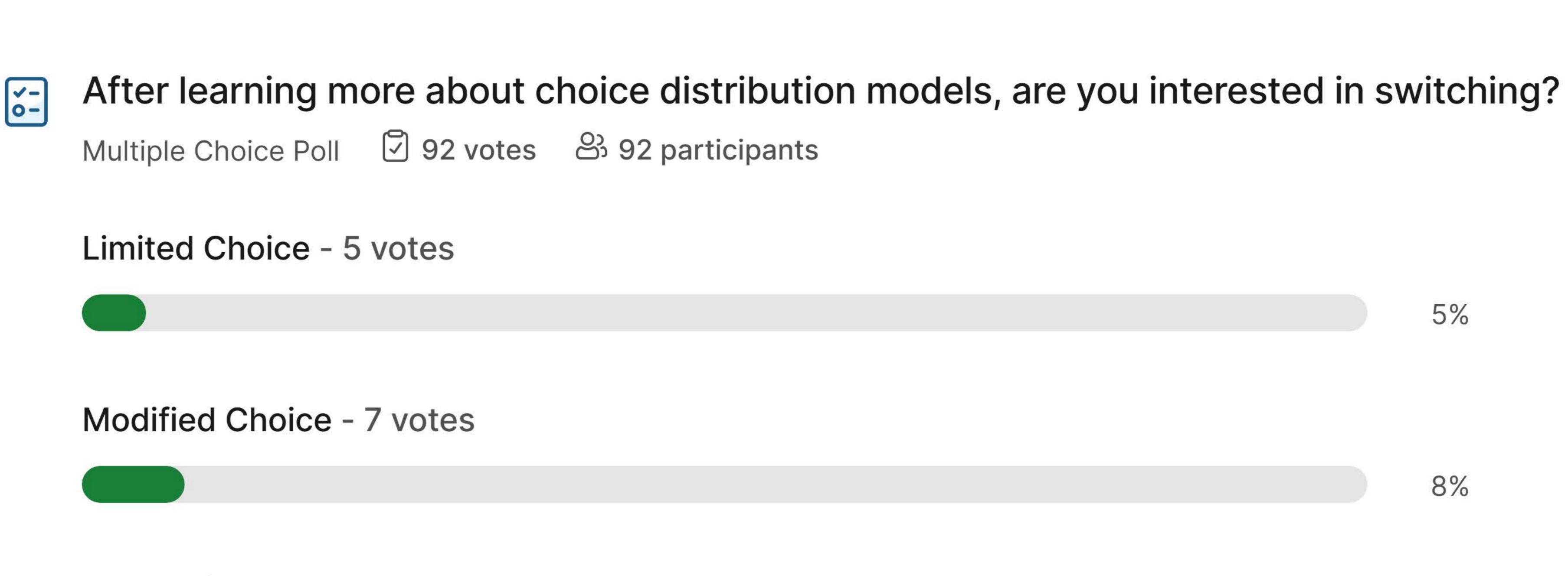
More resources related to increasing the amount of Choice offered to families





# After learning more about choice distribution models, are you interested in switching?

(i) Start presenting to display the poll results on this slide.



Full Choice - 10 votes



Interested, but want to learn more. - 26 votes



No, we would like to remain with no choice - 44 votes



# Break



WWW.HAWAIIFOODBANK.ORG



# Disaster Prepardness

Rachel Carrell, disaster strategy coordinator



WWW.HAWAIIFOODBANK.ORG





## Disasters?

- •WHY we, as a hunger relief network, are talking about it
- WHAT the Foodbank has been doing to be ready to respond to crisis
- HOW you can take steps to support disaster preparedness in our community

# The "WHY"

# We do this work every day





# **Challenges & Vulnerabilities**

- 80-90% of our food is imported
- Heavily reliant on the Port of HNL
- Just-in-time model for replenishing
  - Market food supply 5-8 days
- Limited emergency food reserves on-island

#### **Normal Operations**







- 14.6 M tons / 1.24 M containers (2014)
- 1.1 M tons food / farm product (2013)
- 1.3 M tons of petrol product (2013)
- 42 CONTAINERS / HR

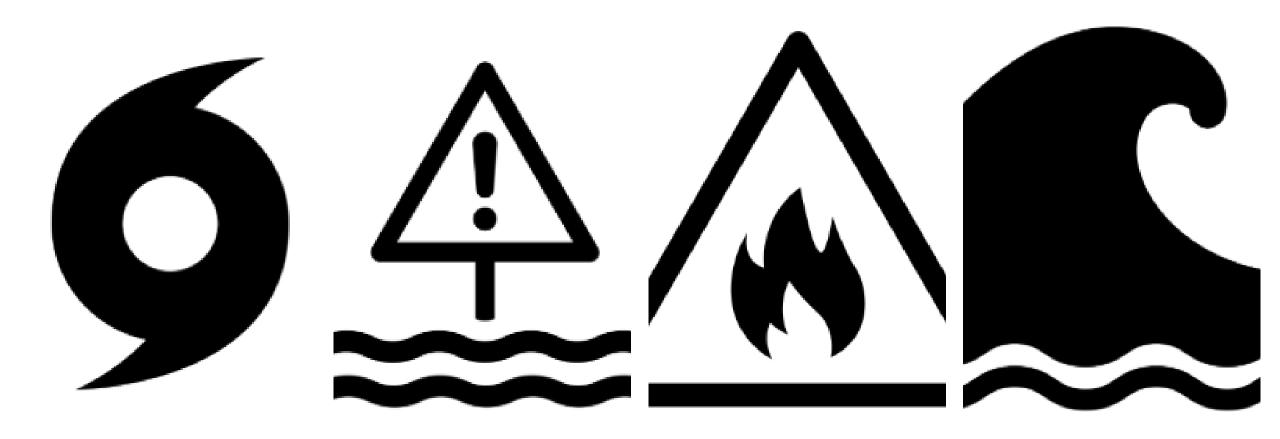
Supply Chain

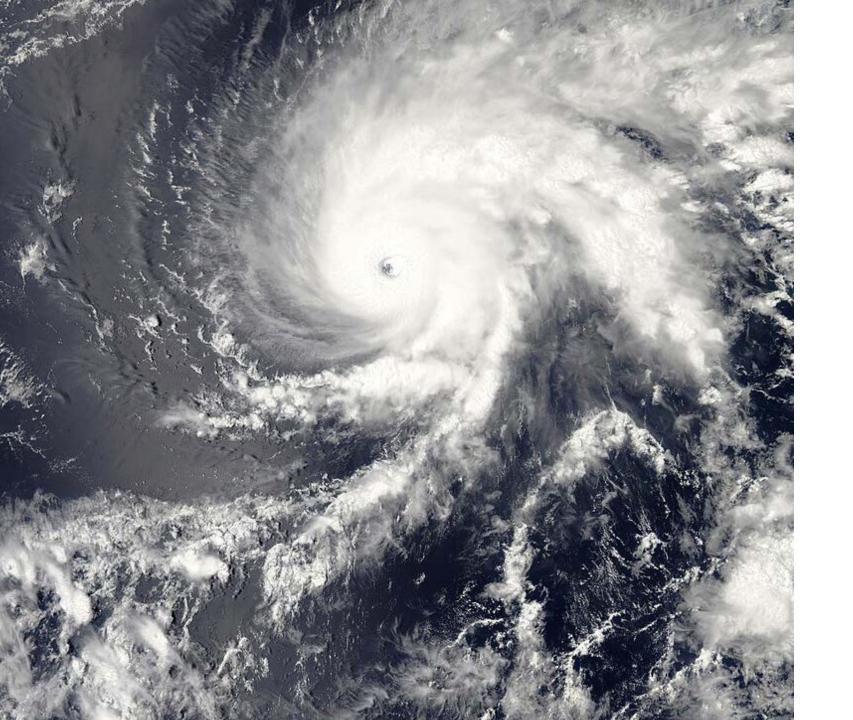


# **Challenges & Vulnerabilities**

- All petroleum fuel is imported
- Most fuel storage in inundation zone
- Power grid vulnerable & slow to repair
- Lots of population density and critical infrastructure in coastal areas

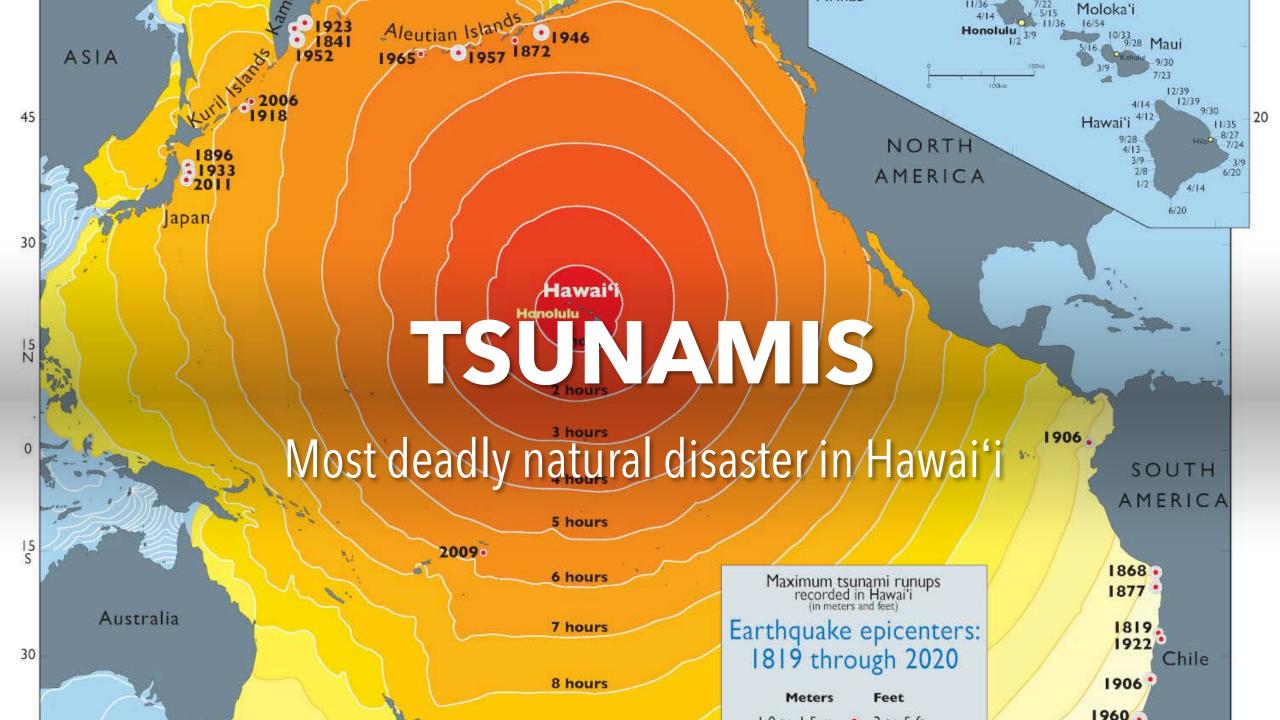
# Top Hazards in Hawai'i

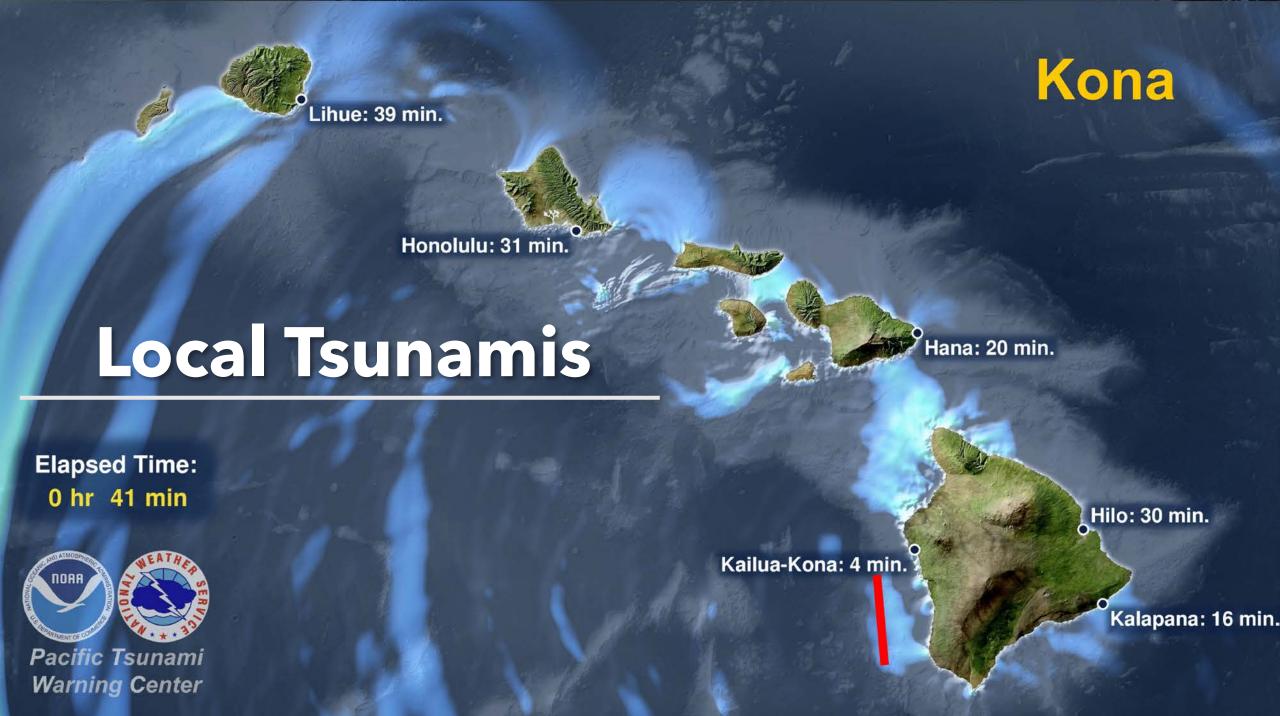




# Hurricanes

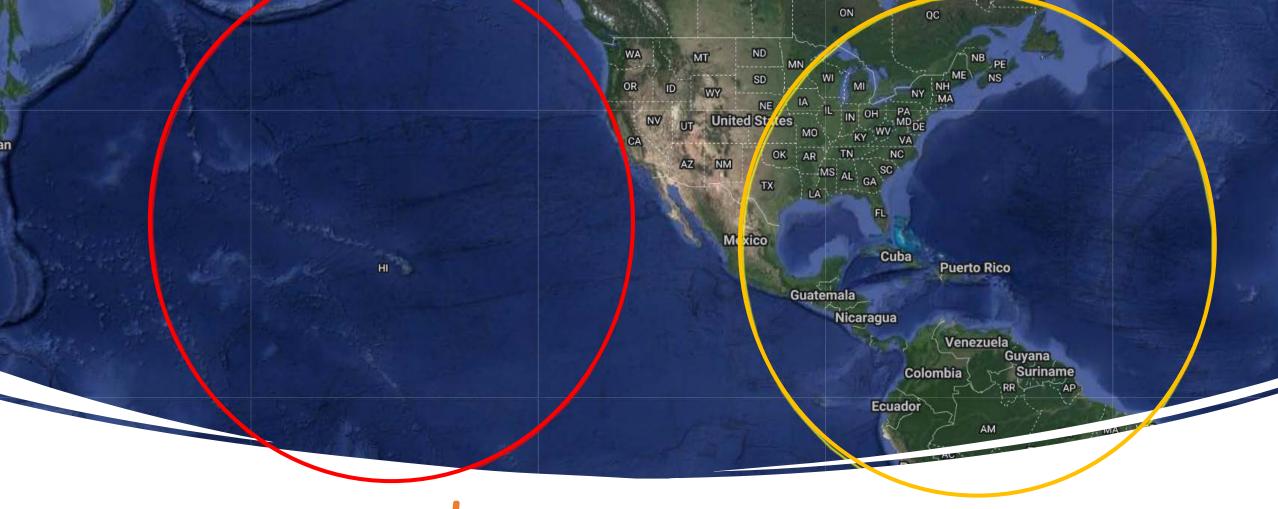
- Components: high winds, storm surge, heavy rains
- "Near misses" can result in significant damages











# WE ARE OUR FIRST AND BEST HELP

The more we are prepared and equipped to respond to our own needs and the needs around us, the better off we all are.



# What the Hawai'i Foodbank has been doing to be ready to respond to crisis



# **Disaster Program Pillars**

- Internal Planning & Readiness
- Agency Partner Preparedness
- Trusted Voice for Disaster Preparedness
- External Collaboration & Partnerships



# **External Partnerships**

- Honolulu Department of Emergency Management
  - Mass Feeding Lead
- O'ahu Disaster Feeding Task Force
- Hawai'i VOAD (Volunteer Organizations Active in Disaster)
- MOU with Red Cross (Salvation Army soon, too!)



# Cross-Sector Disaster Food Supply Meeting

HFB | Private Sector Partners | Emergency Managers



# Feeding Task Force Focus

- Mass Food Distribution
- Prepared Meal
- Supply Chain Logistics
- Communication & Coordination

# 2024 Disaster Preparedness Series

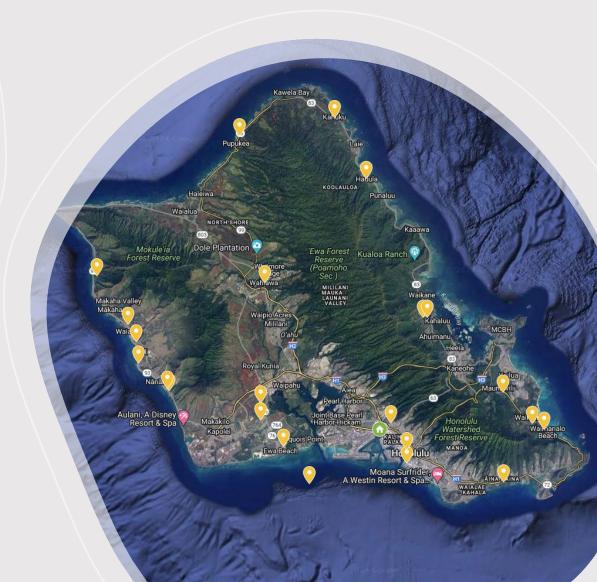
- Build an interconnected network of prepared partners ready to respond
- Identify regional leaders to coordinate efforts
- Learn how we can build capacity in this area

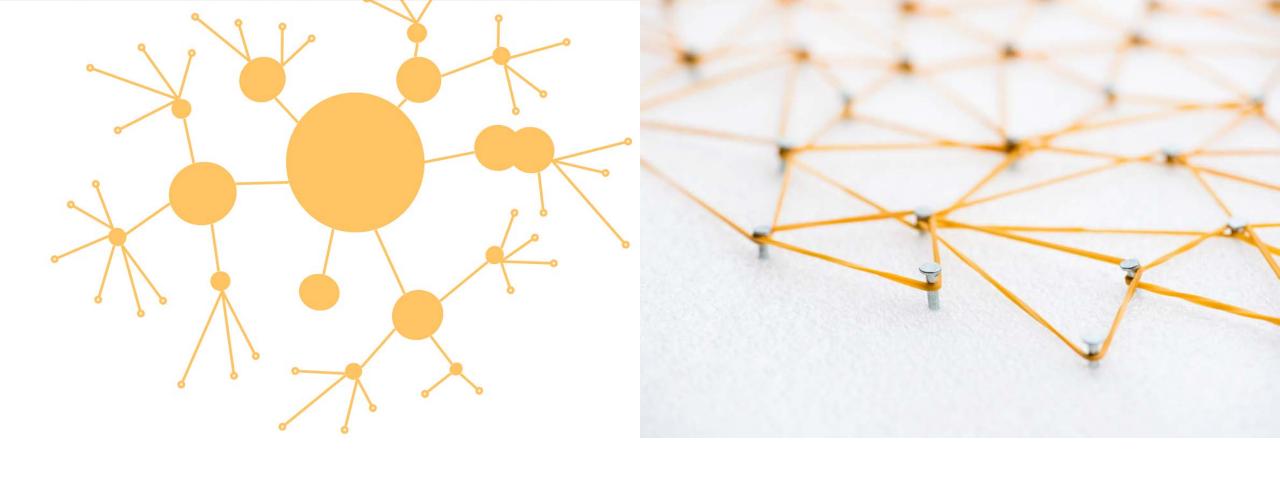


# Kīlauea Lighthouse 😜

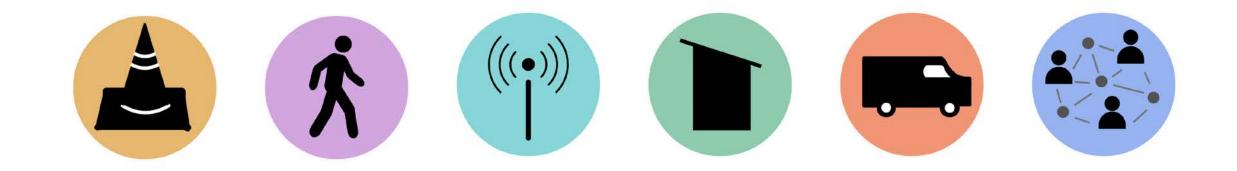
7 Agencies on Kaua'i

# 21 Agencies on O'ahu





# Blending Nodes, Hubs & Spokes Our Model for Network Response Coordination



We all have strengths to bring to the table.



# How you can support disaster preparedness in our community



#### HAWAIʻI FOODBANK EMERGENCY FOOD SUPPLY TIPS

#### EMERGENCY FOOD SUPPLIES:

Hawai'i emergency managers recommend storing a 14-day emergency supply of food and water for each member of your 'ohana. That's a lot! While 14 days' worth of food is a good target, ANY extra food you can store is a great step towards being disaster prepared. Here are some tips to make it feel a little more achievable:

#### Tips for Starting Your Emergency Food Kit:

- Look for low-cost foods that are high in protein and calories.
- Stock up on shelf-stable items when they're on sale.
- · Save extra seasoning packets from bentos or take-out.

#### Disaster-Smart Choices:

- · Choose shelf stable foods you and your 'ohana normally eat.
- Stock foods that don't require cooking.
- Choose low-sodium options to reduce thirst.
- Single servings help to make sure opened food doesn't spoil.
- · Consider all relevant health and safety needs.

#### FOOD SAFETY:

To Keep Your 'Ohana Healthy and to Avoid Foodborne Illness, Do Not Consume Any Spoiled Foods. Throw Out:

- All perishable foods (including meat, poultry, fish, eggs and leftovers) from the refrigerator when the power has been off for four hours or longer.
- All perishable foods in the freezer if they have thawed.
- Any food that has been in contact with flood water. This includes any canned foods with signs of damage such as holes, leakages and punctures.

Place foods on higher shelves to lessen the chance of them being contaminated by flood water.

#### Some of Our Favorites:

- Peanut butter
- Shelf-stable tofu
- Canned tuna or salmon
- Low-sodium canned beans or lentils
- Instant oatmeal, ramen and rice

#### What About Those "Best By" Dates?

The "best by" date you often see indicates the quality of the food, not its edibility. Therefore, don't panic if you missed the "best by" date - you can still safely consume it after.

To help you get the most of your food items, check out the USDA FoodKeeper App (see link on next page).

#### D-SNAP DISASTER RECOVERY:

If you are impacted by a disaster for which FEMA has made a declaration of Individual Assistance, you may gualify for the Disaster Supplemental Nutrition Assistance Program, or D-SNAP, Contact Hawai'i Foodbank or one of its qualified agency partners to assist you in determining your eligibility and how to apply for benefits.

808-836-3600

f 0 y

HAWAIIFOODBANK.ORG

# How to take action:

- ✓ Prepare yourself & your
- ✓ Make a disaster plan for your organization (we have tools to help!)

https://hawaiifoodbank.org/di saster-preparedness-hawaii/

#### **DISASTER PLANNING GUIDE**

Simple steps to start your organization's disaster planning process.

#### The Preparedness Pyramid Principle

The Preparedness Pyramid reminds us that effective disaster response starts with focusing on life safety and personal preparedness, followed by organizational planning and operational readiness. Only when these foundational levels of preparedness are met can we, as organizations, effectively serve the community during disasters.



#### Personal Preparedness

- Share preparedness resources
- Encourage all members of your organization to have a plan

#### Disaster Coordination Team

- Identify who will lead your organization's response
- · Define roles & responsibilities

#### 3 Hazard & Risk Assessment

- Know the hazards you face & assess the level of risk
- Identify vulnerabilities

#### 4 Emergency Procedures

- Identify evacuation points and routes to get to safety
- Create hazard-specific plans

#### 5 Disaster Mission Statement

 Identify what your organization's role in disaster response will be

#### 6 Communications

- Develop a plan for how you will share information
- Maintain lists of key contacts

#### Documentation & Records

 Adopt simple disaster documentation practices to help your organization recover from disaster impacts

#### 8 Collaboration & Partnerships

- Coordinating with other organizations in your area
- Tips & tools to guide your partnership building efforts

## How to take action:

✓ Sign up to play a more active role in disaster preparedness & response





# Sign up to play an active role Disaster Feeding?

Complete this survey!

① Start presenting to display the poll results on this slide.

## **NEW & COMING SOON**

- Mass alert platform for coordinating disaster response efforts
- Starlink Kits to Regional Lead Agencies
- Planning resources available soon on the Agency Portal
- Training Opportunities (like Psychological First Aid)

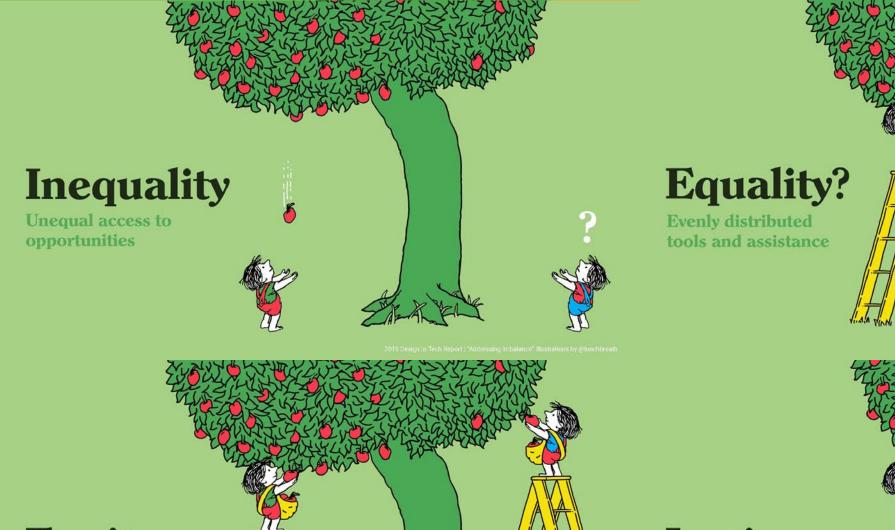






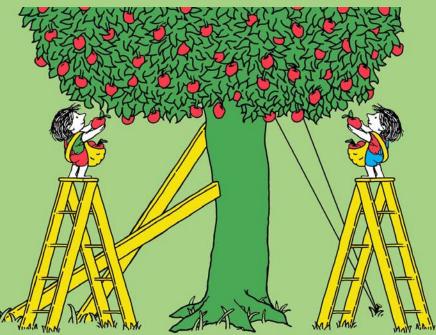
WWW.HAWAIIFOODBANK.ORG





Justice
Fixing the system to

offer equal access to both tools and opportunities



**Equity**Custom tools that

Custom tools that identify and address inequality



# THE STATE OF FOOD INSECURITY IN HAWAI'I 2023



### **ABOUT THE STUDY**

### The State of Food Insecurity in Hawai'i

- Administered by SMS Research and analyzed by Pirkle Epidemiology and Evaluation Consulting LLC
- A statewide survey of 910 Hawai'i residents conducted using the United States Household Food Security Survey Module (US HFSSM)
- Looked at respondents' key demographics, health, and other characteristics; their use and knowledge of food bank services; other methods of obtaining food, and ways in which they may have been affected by the Maui wildfires.





#### **KEY FINDINGS**



Nearly 1 in 3 Hawai'i households were food insecure in 2023.



**37% of all households** felt anxious about running out of food.

### **OVERALL FINDINGS**

30% of households in Hawai'i experienced food insecurity in 2023.

- 11% categorized as low food security
- 19% as very low food security
- 10% of Hawai'i households were going a whole day without food some or most months



Another 14% were marginally food secure.



### **CHILD FOOD INSECURITY**

29% of households with children had one or multiple children facing food insecurity in 2023.

- 9% of households had children skipping meals because there was not enough money for food
- 6% of households with children had a child or children go a whole day without food because of a lack of money
- 38% of adults in households with children experienced food insecurity



In 29% of households with children, one or more children were facing food insecurity.



In households with children, food insecurity among adults was especially high at 38% – indicative that parents and caregivers will

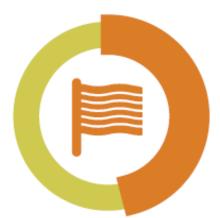
sacrifice their own food security before letting their children go without eating.



#### **KEY FINDINGS**



44% of those enrolled in higher education experienced food insecurity



46% of those identifying as LGBTQIA+ experienced food insecurity

## DEMOGRAPHICS AT HIGH RISK OF FOOD INSECURITY

At 49%, young adults ages 18-29 were the most affected by food insecurity.

- 44% of those currently enrolled in higher education
- 46% of respondents who identified as gay, lesbian, bi-sexual or some identity other than straight



#### **KEY FINDINGS**



**56%** of of those with poor or very poor health experienced food insecurity



**64%** delayed filling prescriptions in order to save money.



**60%** of those with hearing difficulties experienced food insecurity



74% of those with vision difficulties experienced food insecurity

## HEALTH AND MEDICATION

Health status was significantly associated with a household's food insecurity status.

- 56% of respondents who rated their health as poor or very poor were food insecure
- 64% of food insecure respondents delayed filling prescriptions and 62% took less medicine in order to save money without food some or most months

Households may cut back on other basic needs, like healthcare, to save for food.



## UTILIZATION OF FOOD BANK SERVICES

Transportation limitations, lack of knowledge, and feelings of shame or embarrassment prevented people from seeking out food assistance, even if they needed it. Among those that expressed experiencing food insecurity:

- 69% did not receive services because they did not know where to get them
- 65% did not get free groceries because they did not feel comfortable doing so





### **MAUI WILDFIRES**

19% of respondents were affected to some extent by the Maui wildfires in 2023.

- 7% lost a friend or family member
- · 4% had their wages or hours reduced
- 4% were housing relatives or friends because of the fires

49% of households affected by the wildfires were food insecure, compared to 25% of those unaffected.





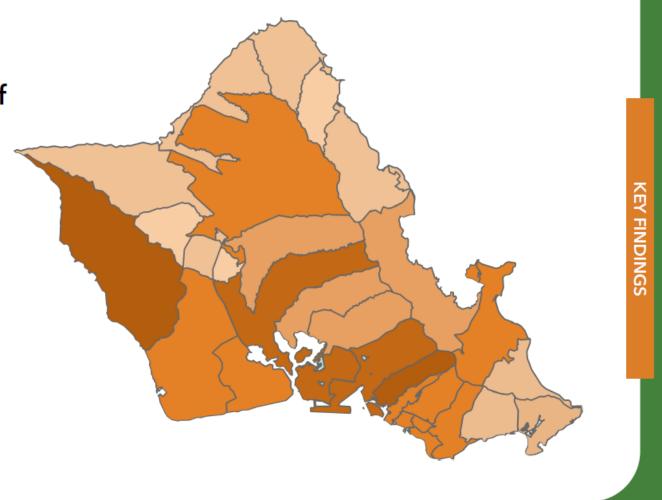
1 in 5 Hawai'i residents were affected by the Maui wildfires.



is pervasive and persistent, touching every ZIP code on the island.

### **O'AHU**

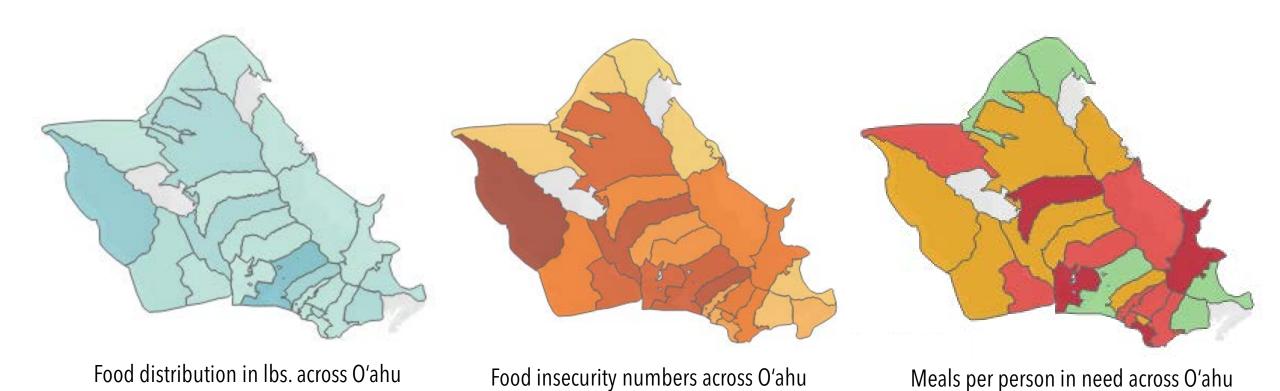
Relative Levels of Food Insecurity by ZIP Code<sup>®</sup>







## EQUITABLE DISTRIBUTION



What can you do?

- Share with your table what services your agency offers
- What are ways you could incorporate for equity in your food distribution services?
  - ie. Home bound individuals, culturally relevant foods, dietary restrictions, expand services to underserved communities, etc.



## Lunch Break



WWW.HAWAIIFOODBANK.ORG







WWW.HAWAIIFOODBANK.ORG





in accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), age, disability, and reprisal or retaliation for prior civil

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at TTY) or contact USDA through the Federal Relay Service at

To file a program discrimination complaint, a complainant should complete a Form AD-3027, UISDA Program Discrimination Complaint Form, which can be obtained online, at

from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the semplainent's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Givil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue SW Washington, D.C. 20250-9410; or

(833) 256-1665 or (202) 690-7442; or

program intelve@usda.gov. This institution is an equal opportunity provider

comeo electrónico: program.intake@usda.gov.

correo postal: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, 3W Washington, D.C. 20250-9410; o'

(R33) 256-1665 o' (202) 690-7442- o

con los derechos civiles.

Esta institución ofrece igualdad de oportunidades

onforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido

o represala por actividades realizadas en el pasado relacionadas

La información del programa puede estar disponible en otros

requieran medios de comunicación alternativos para obtener

agrandada, grabación de audio y lenguale de señas americano)

729-2909 (voz y TTY) o comunicarse con el USCA a través del Servicio Federal de Transmisión de Información al (800) 877-8399.

reclamante debe completar un formulario AD-3027, Formulario de

documents/ad-3027s.pdf. en qualquier oficina del USDA, llamando

al (999) 632-9992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono

del reclamente, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informer al Subsecretario

civiles. La garta o el formulario AD-3027 completado debe enviarse

de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos

queja por discriminación del programa del USDA, que se puede obtener en linea, en https://www.ueda.gov/siles/defsuit/files/

Para presentar una quela por discriminación en el programa, el

información sobre el programa (por ejemplo, Braille, letra

discriminar por motivos de raza, color, origen nacional, sexo (incluyendo

identiclad de genero y orientacion de sexual), eded, discapacidad,vengenzi



### **AGENCY:** LOCATION: **DAYS: HOURS:**

#### The Emergency Food Assistance Program (TEFAP) & Commodity Supplemental Food Program (CSFP) Written Notice of Beneficiary Rights

#### Name of Organization:

Because this organization is supported in whole or in part by financial assistance from the Federal Government, we are required to let you know that:

- 1. We may not discriminate against you on the basis of religion, a religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious
- 2. We may not require you to attend or participate in any explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or proselytization) that are offered by our organization, and any
- participation by you in such activities must be purely voluntary; 3. We must separate in time or location any privately funded explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or proselytization) from activities supported with direct Federal financial assistance; and
- 4. You may report violations of these protections, including any denials of services or benefits by an organization, by contacting or filing a written complaint with the:

U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights Executive Director Center for Civil Rights Enforcement

Washington, DC 20250-9410, or by email to program intakei@usda.gov

5. If you would like to sack information about whether there are arre other federally funded organizations that provide these kinds of services in your area, please contact:

DLIR - Office of Community Services Email: dir.ocs@hawaii.gov Phone: 808-586-8675

This written notice must be given to you before you enroll in the program or receive services from the program, unless the nature of the service provided, or exigent circumstances make it impracticable to provide such notice before we provide the actual service. In such an instance, this notice must be given to you at the earliest available

This institution is an equal opportunity provider

#### IN CASE OF **EMERGENCY:**



- 1. Call 911 immediately. Give the operator your name, location and phone number where you can be reached.
- 2. If you are trained, administer first aid to those who are injured and remain calm. Wait for emergency personnel to arrive.
- The nearest first aid kit location:

Neighbors cannot trade or sell food received from Hawai'i Foodbank.





# Communication Channels



WWW.HAWAIIFOODBANK.ORG







# How would you prefer to receive communications from Hawaii Foodbank?

① Start presenting to display the poll results on this slide.



How would you prefer to receive communications from Hawaii Foodbank?

Ranking Poll ② 127 votes 의 127 participants

1. Email

- 2. Text Message
- 0.8
- 3. Phone Call

  0.24



2.53





# What do you like about the weekly update emails?

① Start presenting to display the poll results on this slide.

# What do you like about the weekly update emails? Open text poll ② 123 responses 3 102 participants Anonymous It lets us know what's immediately available Anonymous Up-to-date information on what's available and any upcoming events Anonymous I don't get them as I am not the lead person. Anonymous Keeps us informed and in the loop Anonymous All the information about what is available and updates Anonymous Keeps me informed what's happening, what's available Anonymous Great information Anonymous Updated information Anonymous Up to date information Anonymous Anonymous anuhea00@ Gmail.com Anonymous Current information Anonymous Please send to huiohauula Anonymous What information is currently going on in the warehouse Anonymous Very informative Anonymous Product availability Anonymous What's available at the warehouse, upcoming deadlines Anonymous Product availability, weekly emails Anonymous Yes Anonymous Excellent, very informative & current information

# What do you like about the weekly update emails? Open text poll ② 123 responses 의 102 participants Anonymous We don't get that Anonymous Critical and pressing information and deadlines Anonymous Whats available. Closures. Anonymous I like that Dez gets them 🔭 🦚 🖎 Anonymous Waiting for my first one! Anonymous More detailed Anonymous Good information Anonymous I like it very much Anonymous Very informative, helpful resources, good reminders. Anonymous I like to hear and see what other services I can give to my community Anonymous Information relevant to our work Anonymous What's available and community resources Anonymous Everything Anonymous Let's me know what is available that week. Anonymous Getting the update weekly, it's informative. Anonymous It gives summary on what items you have available. Anonymous I like the weekly emails to see what's available weekly and reminders Anonymous The update and informative content Anonymous really like it because it keeps me informed of what's happening at the foodbank 👍 Anonymous Let's me know what I can look for while shopping

What do you like about the weekly update emails?  Open text poll   ☐ 123 responses   ☐ 102 participants
A nonymous
Anonymous Is valuable information
Anonymous Wookly undates
Weekly updates
Anonymous Very informative
Anonymous Current info
Anonymous Reminders
Anonymous  First time here but can't wait to be more part of everything and more hands on what
the food bank is to offer
Anonymous Any merchant come in information.
Anonymous Updates Reminders
Anonymous Surplus
Anonymous great reminders
Anonymous Ways to advicate
Anonymous Reminder
Anonymous Changes that are taking effect
Anonymous Reminders
Anonymous I appreciate the updates
Anonymous Update and reminders.
Anonymous Accurately updates me about info. Love it!
Anonymous Love it!
<u>Anonymous</u>
ο Δησηνισομε
Anonymous  Current information

# What do you like about the weekly update emails? Open text poll 🗹 123 responses 😂 102 participants Anonymous Gives me relevant information Anonymous The available TEFAP Anonymous appreciate the updates Anonymous Keeps me updated. Surplus Anonymous **Updates Reminders** Anonymous Great reminders Anonymous Keeps me updated Anonymous Surplus Anonymous Surplus Anonymous Great information! Anonymous Keeps me updated Anonymous Great tips like the high tides Anonymous Surplus Anonymous Informative Anonymous Current or updated information Anonymous Consistent Anonymous Surplus Anonymous The information provided is helpful Anonymous Regular updates are helpful Anonymous Good tips



Wha	t do you	like about	the v	weekly update emails?
Open	text poll	123 respon	nses	음 102 participants
8	Anonymo Current	or updated i	nform	nation
J	Jon Ayin Helps to	know what's	s goir	ng on
J	Jon Ayin Informati	ve		
8	Anonymou			
8	Anonymou Current a	us and informat	tive	
8	Anonymou			
8	Anonymou			
8	Anonymou			
P	Peter Wall Thoroug			
8	Anonymou		see w	hat's happening.
8	Anonymou			
8	Anonymou	JS		
8	Anonymou			
8	Anonymou			
8	Anonymor Haven't r	us eceived the	m	
8	Anonymou Easy to r			
8	Anonymou			
8	Anonymou			
8	Anonymou			
Q	Anonymo	JS		

Informative



Wha	it do you like about the weekly update emails?
Open	text poll ☑ 123 responses 🗠 102 participants
P	Peter Wallace Informative
8	Anonymous Helpful
8	Anonymous informative
8	Anonymous Consistent
8	Anonymous Consistency
8	Anonymous Information
8	Anonymous Informative
8	Anonymous Informative
8	Anonymous Informative
8	Anonymous Informative. Cool to see what's happening.
8	Anonymous I would like to start getting them, please.
8	Anonymous Informative
S	Sharon Ferguson-Quick Its a lot of information. I pull out what we need.
8	Anonymous I like to know what is available this week. Especially like the forms "if you want a palette of this then fill out"
8	Anonymous Current or updated information
8	Anonymous Not going to the right person(s)
8	Anonymous Updated info
8	Anonymous Like updates
8	Anonymous Helpful
8	Anonymous Availability



## What do you like about the weekly update emails?

Open text poll 🗹 123 responses 🔒 102 participants

- Anonymous

  Always up to date
- Anonymous

  I like it I learn a lot
- Anonymous Informative



### slido

Please download and install the Slido app on all computers you use





What improvements would you like to see made to the weekly update? Or what information would you like to see?

① Start presenting to display the poll results on this slide.



What improvements would you like to see made to the weekly update? Or what information would you like to see?

Wordcloud Poll ② 85 responses 의 62 participants

		Positive	e stories from other	adencies	
		I OSITIVE		agendes	Updates and stories
	Time	sensitive ma	ybe text to email	text	agreement
	info	offering	Positive stories fi	rom partne	rs
		time	resource	<b>!S</b>	text
mes	ssage		Real time up	dates	Email offer
		See posi	itive stories fron	npartners	Texting
		Current t	rends in our neig	ghborhoo	d/island
		neighbors	sensitive	time sensi	tive info sent to text
		What	other partner agaend	is are doing	



# Training Resources



WWW.HAWAIIFOODBANK.ORG







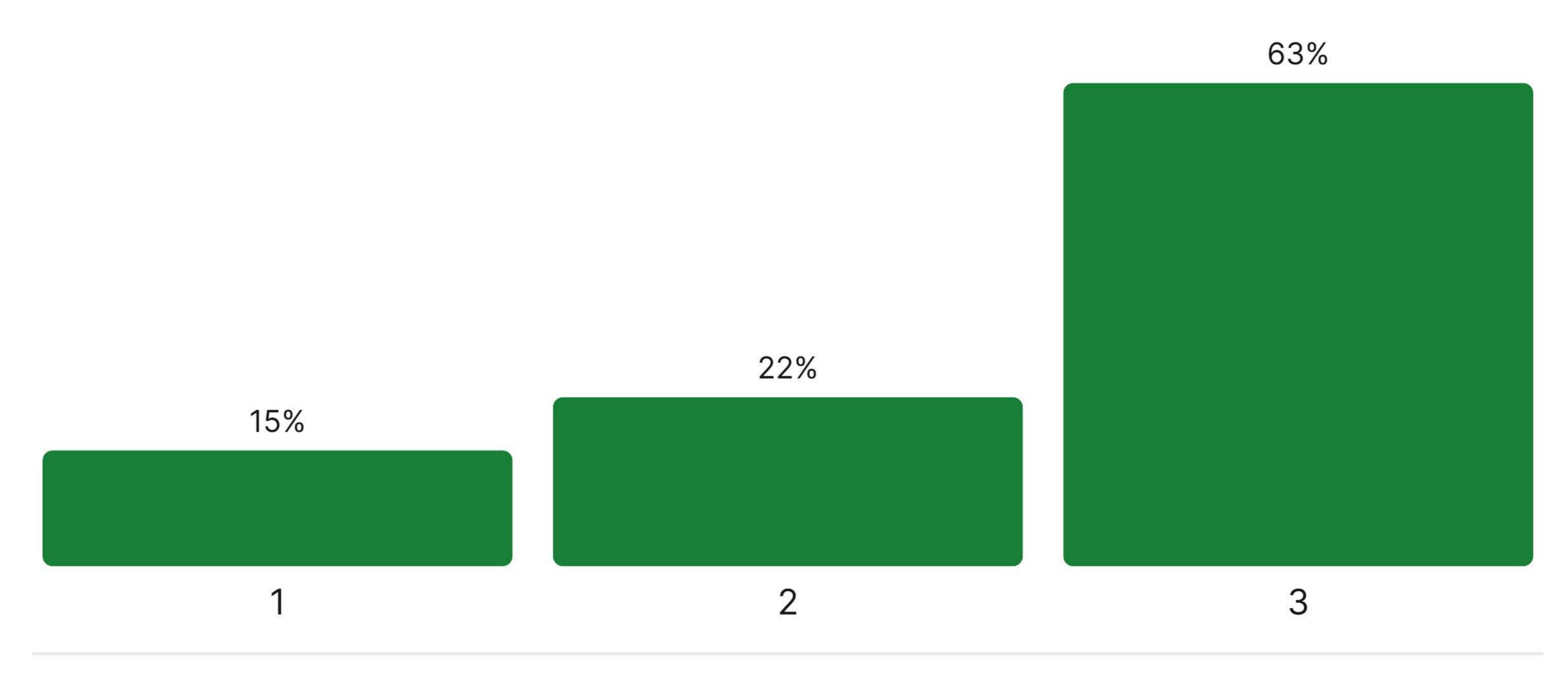
# How often do you use the Agency Portal?

① Start presenting to display the poll results on this slide.



# How often do you use the Agency Portal? Rating Poll 93 votes 93 participants





What??? There's an Agency Portal!

All the Time



### slido

Please download and install the Slido app on all computers you use





What types of resources would you like to see in the Agency Portal? (translated materials, library of resources from all agencies, etc.)

① Start presenting to display the poll results on this slide.

What types of resources would you like to see in the Agency Portal? (translated materials, library of resources from all agencies, etc.) Open text poll 🗹 55 responses 🔗 50 participants Anonymous Recipes for healthy dishes Anonymous Doesn't know of portals. Anonymous I love the handouts I can share that educate people on the resources and info like emergency preparedness Anonymous Inventory Anonymous Sufficient as is Anonymous Didn't know about agency portal! Don't get newsletter! Please add us to list Dotty.kellypaddock@gmail Fpeterpaddock@gmail.com Anonymous FAQ is a good source for all of us to learn Anonymous Other resources Anonymous What is available in my community. Food, housing, job, resources Anonymous All resources that are available Anonymous Other resouces Anonymous Translated material Anonymous Contact information of partner agencies Anonymous Library of resources Anonymous Disaster relief management Anonymous Translated materials Anonymous Translated materials Anonymous TANF order form, most recent Anonymous ප Library of resources

Anonymous

Al live support system

	t types of resources would you like to see in the Agency Portal? (translated erials, library of resources from all agencies, etc.)
Open	text poll 🗹 55 responses 🕒 50 participants
8	Anonymous  Translated materials
	Translated materials
8	Anonymous
	Real time person online who can answer questions not covered in online material
8	Anonymous
	Library of resources
8	Anonymous
	Translated Materials (Chuukese, Marshallese, Chinese, Filipino, etc.)
8	Anonymous
	Supports
0	Anonymous
8	Group Chat
	Anonymous
<u>음</u>	Agencies sharing strategies
	Anonymous
8	Anonymous Translated material
8	Anonymous Translated material
	Translated material
8	Anonymous
	Translated materials.
8	Anonymous
	Library of resources
8	Anonymous
	group chat
8	Anonymous
	Connection
8	Anonymous
	Translated material
8	Anonymous
	Support forums, discord groups?
8	Anonymous
	Connection
0	Anonymous
8	Translated materials
	Δησηνησιις
8	Anonymous Fun Contests to encourage engagement
	A nonymous
8	Anonymous Resource materials
	Nosource materials
8	Anonymous Connection

What types of resources would you like to see in the Agency Portal? (translated materials, library of resources from all agencies, etc.)			
Open text poll ② 55 responses 의 50 participants			
Anonymous Library of resources from agencies			
Anonymous Library of resources for our neighbors			
Anonymous Resources material			
Anonymous Online forum for questions			
Anonymous Non food availabilities			
Anonymous Library of resources			
Anonymous Translated materials			
Anonymous Library of resources from all agencies			
Anonymous Translated material would be great. Chinese			
Anonymous Can we book a delivery like we book our shopping.			
Anonymous Resources for housing			
Peter Wallace Volunteer recruitment resources			
Anonymous Training			
Anonymous Resources, volunteers			
Anonymous Translated materials			





# What types of training resources would you like to see more of?

(i) Start presenting to display the poll results on this slide.

# What types of training resources would you like to see more of? Ranking Poll ☑ 105 votes ❷ 105 participants

Videos 2.71 Online Courses In-person Sessions 1.29 Webinars 1.27 Written



## slido

Please download and install the Slido app on all computers you use





What training topics would you like to see covered? (HFB partnership agreement, HFB programs, guide on how much food to provide, reporting, capacity building, grant writing, etc.)

① Start presenting to display the poll results on this slide.



What training topics would you like to see covered? (HFB partnership agreement, HFB programs, guide on how much food to provide, reporting, capacity building, grant writing, etc.)

Wordcloud Poll ② 116 responses 의 78 participants





## Partner Challenges



WWW.HAWAIIFOODBANK.ORG



## slido

Please download and install the Slido app on all computers you use





What are the most pressing challenges your agency is facing? (Space, staffing/volunteers, funding, transportation, cold storage, technology, language, uncertainty of the current federal admin. etc.)

(i) Start presenting to display the poll results on this slide.

What are the most pressing challenges your agency is facing? (Space, staffing/volunteers, funding, transportation, cold storage, technology, language, uncertainty of the current federal admin. etc.)

Open text poll 135 responses 101 participants

Anonymous
For trying to meet the needs in our community we know that healthy food should be priority but there are foods like cereal, saimin, Vienna sausage, pork and beans that not only our house less community can use but preparing would be easier and ready to go

Anonymous
Uncertainty with current administration

Anonymous
Technology. Very remote - patchy connections all the time

Anonymous
Funding, staffing

Anonymous
Space & king tides..ugh

Anonymous
Staffing, Space

Anonymous
Cold storage

Anonymous
Volunteers

Anonymous
Storage space

Anonymous Funding

Anonymous Volunteers

Anonymous
I think the current method is working well, easy and we have had no problems obtaining a satisfactory time

Anonymous

King tide when entering

Anonymous
Shelving and hand trucks

Anonymous
Space for storage, transportation,

Anonymous
Funding cuts

Anonymous
It would be awesome to have a regular shopping day and time! Preferably the morning of distribution! Or day before 3

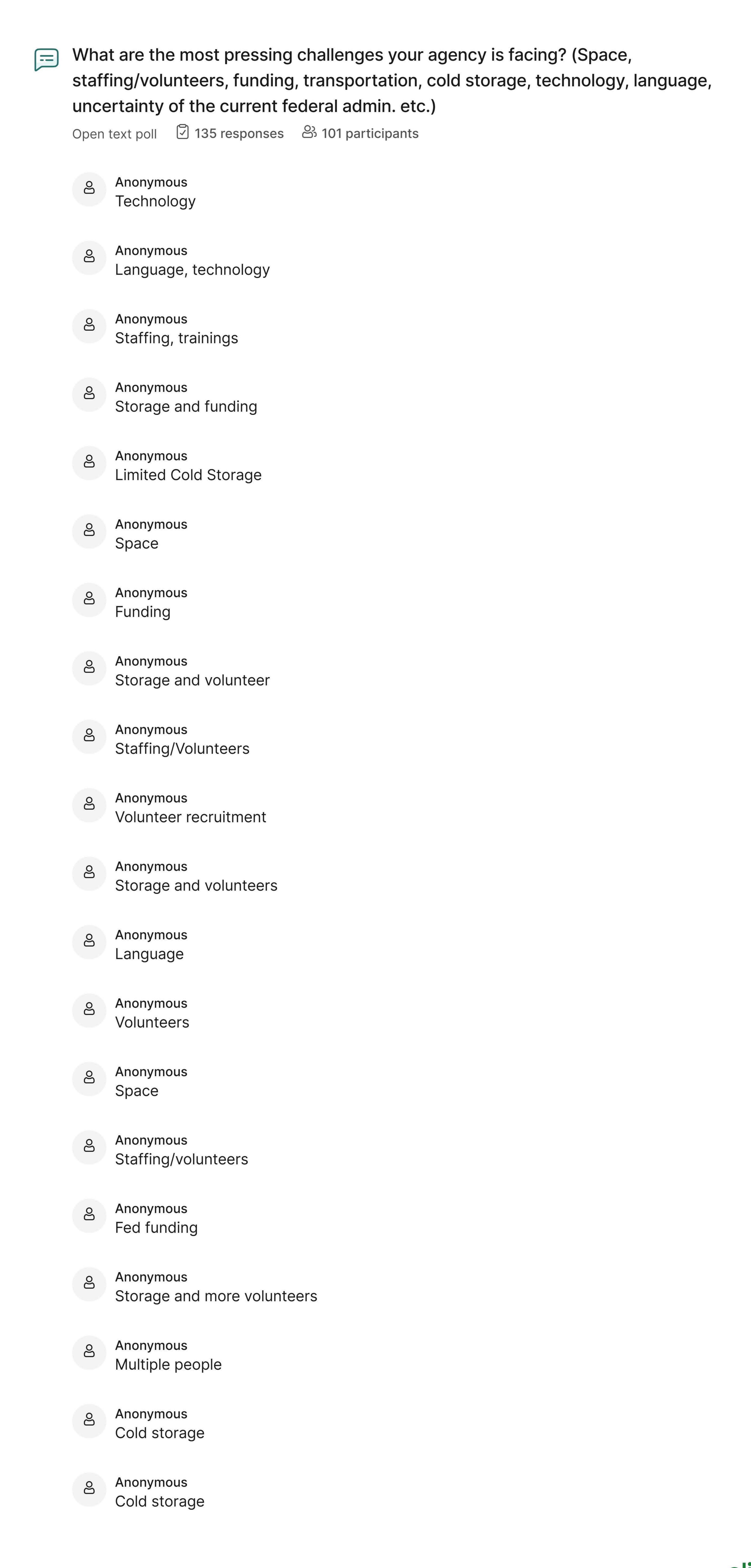
Anonymous
Space, transportation, staffing shortage, funding

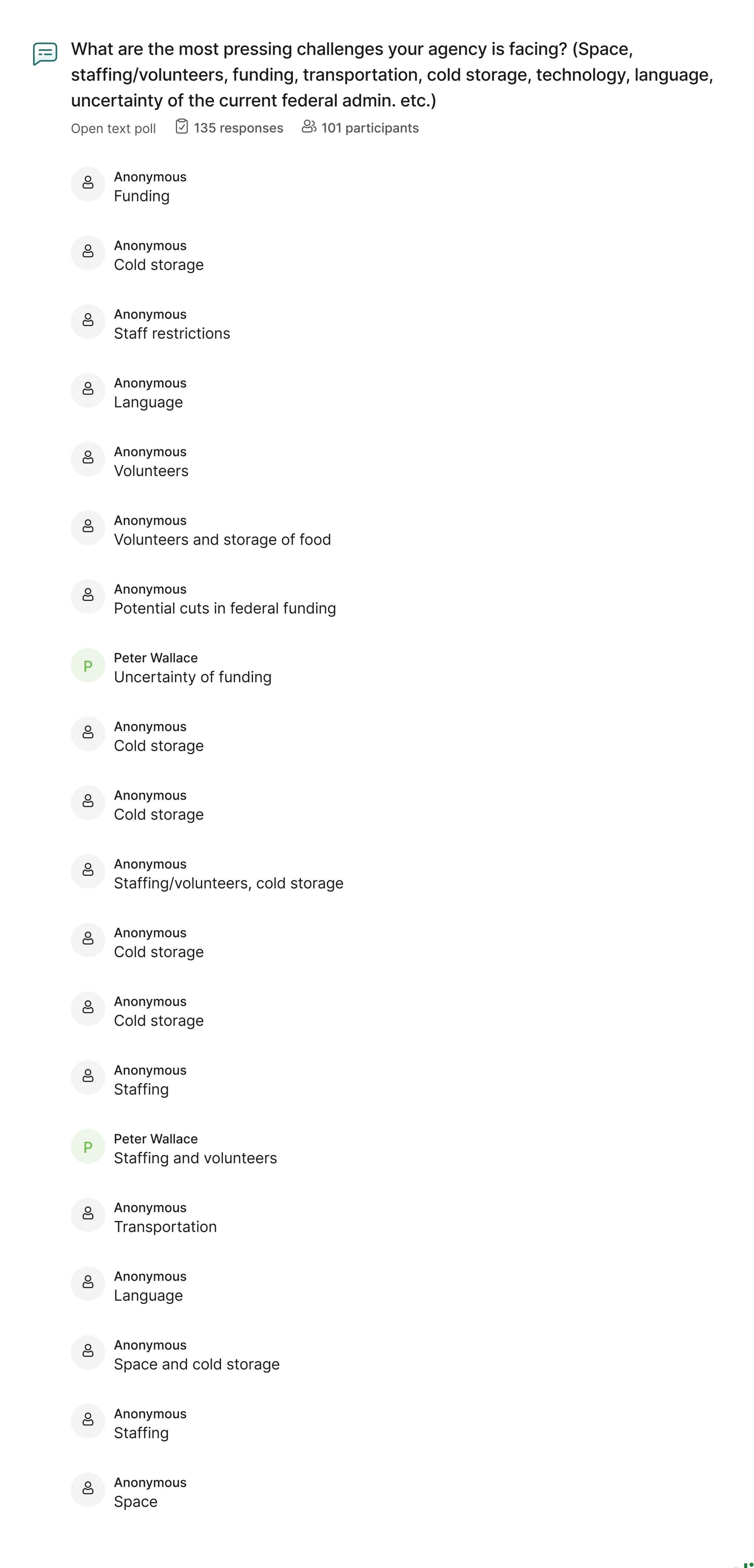
Anonymous
Space, storage, capacity

Anonymous
Funding cuts

What are the most pressing challenges your agency is facing? (Space, staffing/volunteers, funding, transportation, cold storage, technology, language uncertainty of the current federal admin. etc.)			
Open text poll 2 135 responses 3 101 participants			
	Anonymous		
8	Space, staffing		
8	Anonymous		
	Cold storagespace huiohauula		
8	Anonymous Space/ storage limitations, staffing/ capacity challenges		
8	Anonymous Funding		
8	Anonymous		
	Staffing		
8	Anonymous Potential funding cuts		
8	Anonymous Stoffing funding cold storage		
	Staffing, funding, cold storage		
8	Anonymous Trucks		
	Anonymous		
8	People who wants to work		
8	Anonymous Distribution organization		
8	Anonymous Staffing		
8	Anonymous Space		
8	Anonymous		
	Trucks		
8	Anonymous Staffing		
8	Anonymous		
	Cold storage, transport, space		
8	Anonymous Food inventory		
8	Anonymous Funding		
8	Anonymous Cold storage, space		
8	Anonymous Volunteers and staff		
8	Anonymous Good leadership		

	ertainty of the current federal admin. etc.)
Open	text poll ☑ 135 responses ➡ 101 participants
8	Anonymous Cold storage tech
8	Anonymous Storage and staffing
8	Anonymous funding transportation
8	Anonymous Staffing leaders
8	Anonymous Funding
8	Anonymous Staffing for shopping and distribution
8	Anonymous online
8	Anonymous Availability of certain foods
8	Anonymous Availability of certain items
8	Anonymous Donations. Social Media Marketing. Refrigerators and freezers. Monty for van maintainence.
8	Anonymous
8	Anonymous Sometimes food we receive get punctured while in the soda boxes and has to get thrown away
8	Anonymous Staffing, storage, protein, funding
8	Anonymous Cold storage, volunteers, language, uncertainty of current federal administration
8	Anonymous Getting Bread weekly
8	Anonymous Availability of certain types of food
8	Anonymous Whether or not our promised funding is real or not? How do we uphold our annual budget without?
8	Anonymous Funding,cold storage,technology
8	Anonymous Space, language, cold storage
8	Anonymous cold storage!





What are the most pressing challenges your agency is facing? (Space, staffing/volunteers, funding, transportation, cold storage, technology, language, uncertainty of the current federal admin. etc.) Anonymous Clients with multiple IDs Anonymous Is there a way to get Foodbank signages translated into Chuukese, Marshallese, other most frequently used languages? Anonymous understand trauma informed care Merlene Jose Safety Anonymous People lining up hours before distribution starts Anonymous Client come and use other people's ID Anonymous Cold Storage, space Anonymous Substance Detox services for homeless communities Marcia McKinnon Multiple household with same address Anonymous Assisting the Kupuna who come through our lines. Anonymous Abrasive neighbors. Anonymous I have more family members that I serve but less food to give Anonymous Mental health-drug abuse issues Anonymous Communicating with our neighbors (language barriers) Anonymous Funding for rebrand utility assistance Need more space to expand services to meet community needs Anonymous Lack of resources Anonymous funding Anonymous Advertising Anonymous uncertainty of current times Merlene Jose Access

	What are the most pressing challenges your agency is facing? (Space, staffing/volunteers, funding, transportation, cold storage, technology, langu				
uncertai	uncertainty of the current federal admin. etc.)				
	poll ② 135 responses 의 101 participants				
	onymous ace, volunteers for 'Ohana distributions, technology, and lanuage				
	onymous ue cost				
	onymous mmunication with our customers who don't speak English Melisa				
	onymous orage organization				
	onymous affing, volunteers, funding, uncertainties of current times				
	onymous ace				
	onymous ace, language, uncertainty				
	onymous vertising for volunteers and neighbors				
	onymous affing.				
	onymous ace				
	onymous Iunteers				
	aron Ferguson-Quick affing/volunteers				
	onymous ace				
	onymous Iunteer support				
န And Lar	onymous nguage				





WWW.HAWAIIFOODBANK.ORG

