

# Agency Partner Regional Community Meeting

**Tuesday, March 11, 2025**



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# 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 PARTNERSHIPS



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**.





# ADVANCE NUTRITION AND HEALTH

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.

# LEAD IN DISASTER RESPONSE



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.



A man in a green t-shirt is kneeling in a field, harvesting bright green lettuce. In the background, another person wearing a hat is also working in the field. The scene is set in a lush, green agricultural area with hills in the distance.

# NEW WAYS TO COMBAT HUNGER

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.



### RIISING 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 KILIHOU 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**.









# Neighbor Experience



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# Neighbor Connector

**Jared Kawatani, community  
programs manager**



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# 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

The screenshot shows the 'Intake' section of the Neighbor Connector website. It features a search bar with a dropdown menu for 'Name' and a search icon. Below the search bar is a 'Visit Date' field set to '12/9/2022'. The main content area is titled 'Today's Activities' and displays four summary cards: 'Total Households Served (unduplicated)' with a value of 25, 'New Households Served (unduplicated)' with a value of 9, 'Total Individuals Served (unduplicated)' with a value of 115, and 'New Individuals Served (unduplicated)' with a value of 45. Below these cards is a table showing 'Age groups served' and the corresponding '# of individuals (unduplicated)'.

Age groups served	# of individuals (unduplicated)
Children (0-17 yrs.)	55
Adults (18-59 yrs.)	59
Seniors (60+ yrs.)	1







# Help us better serve you.

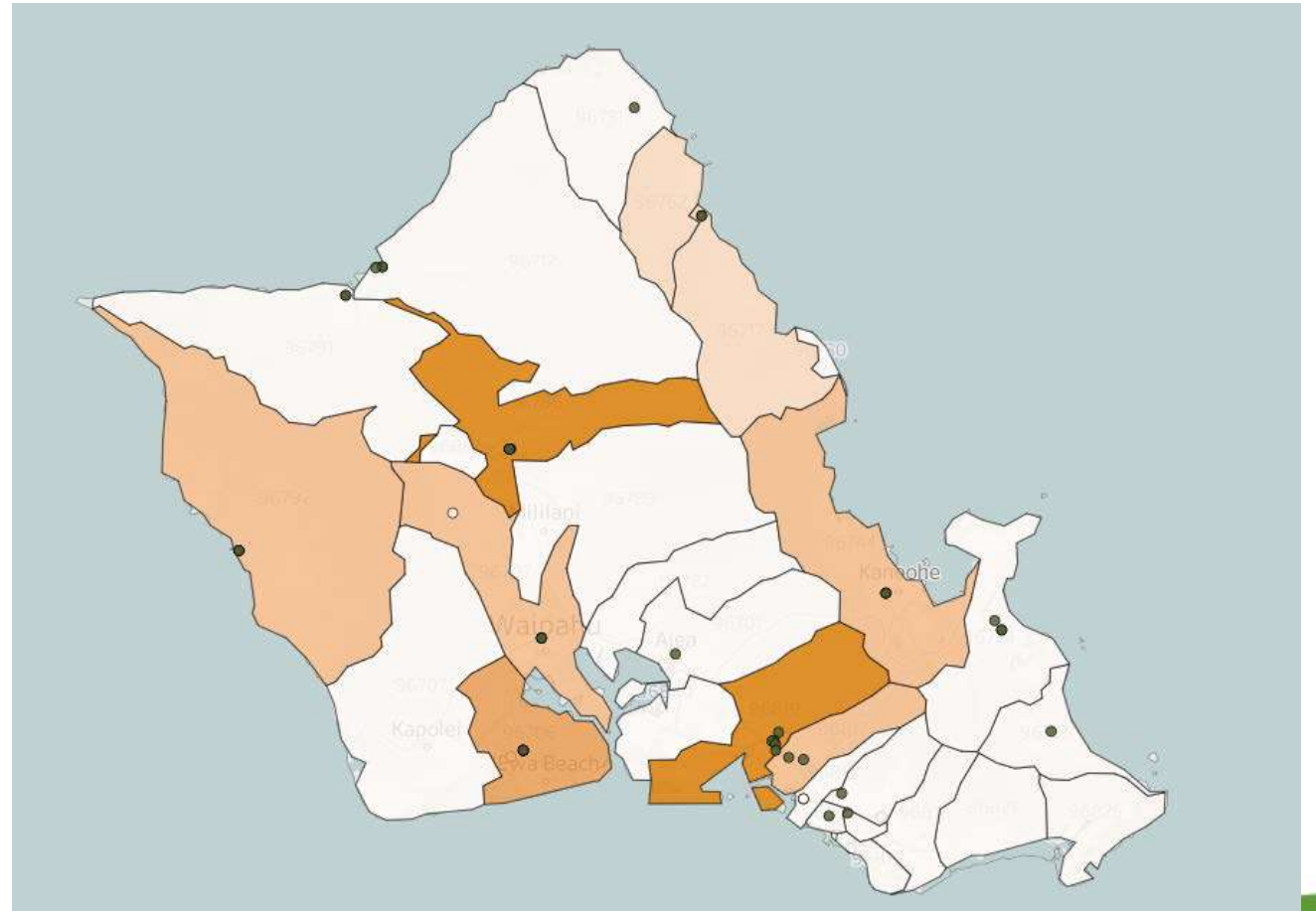


- Neighbor Centered Approach
- Onboarding Support
- Technical Support
- Technology Support



# 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





# Capacity Building

**Naomi Save, agency partner  
network manager**



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# Storage Equipment

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







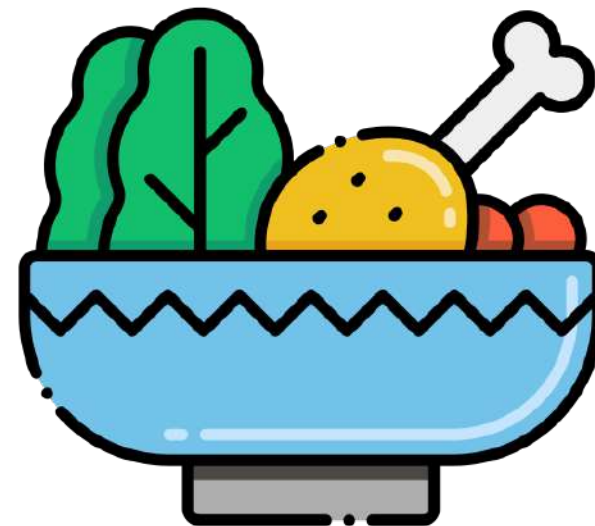
**Tiering: Write few words to describe how it's going for your agency.**

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# 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





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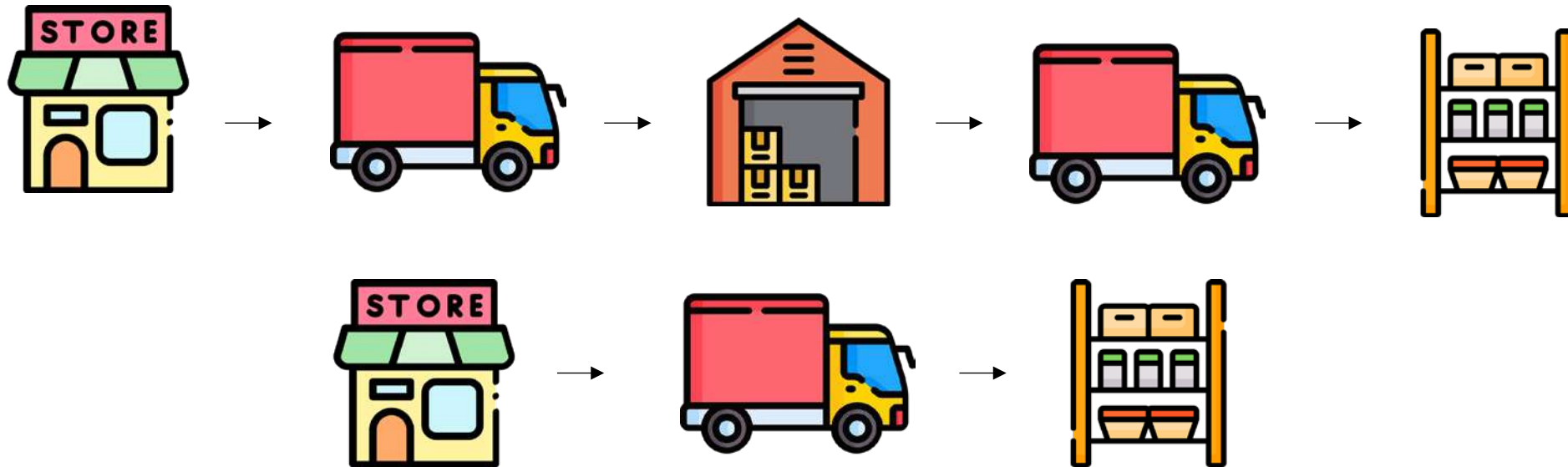
If you're interested in participating in TEFAP, type in your agency name and we'll reach out.

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# Agency Enablement

- How does it work?







# FA Retail Agency Enablement Grant



- Pilot Program
  - 8 Agency Partners
- Onboarding Support

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

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# 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](mailto: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**



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# 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

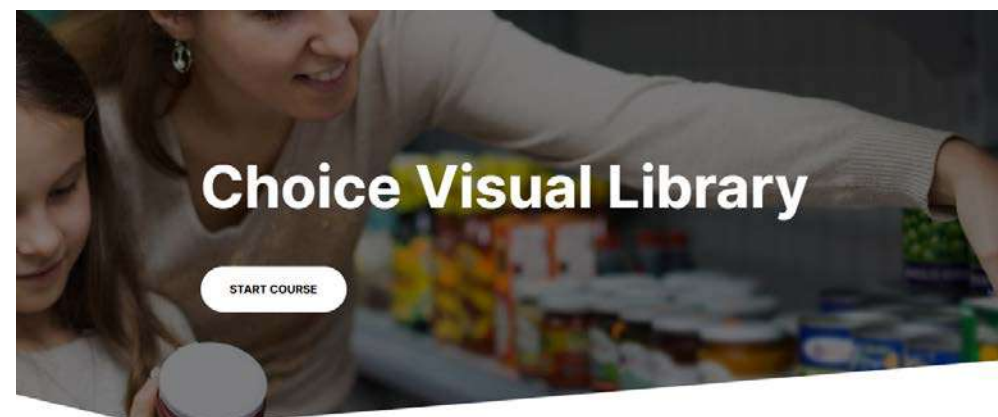
Food distribution designed like a mini supermarket. Neighbors touch and select their own food OR can order online like a grocery store.





# Additional Resources

- Website Link: [Choice Visual Library](#)
- 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?

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# Break



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# Disaster Preparedness

**Rachel Carrell, disaster  
strategy coordinator**



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# 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”

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**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

- 1% of the total cargo to Hawai'i
- 4x the cost of sea freight



- 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



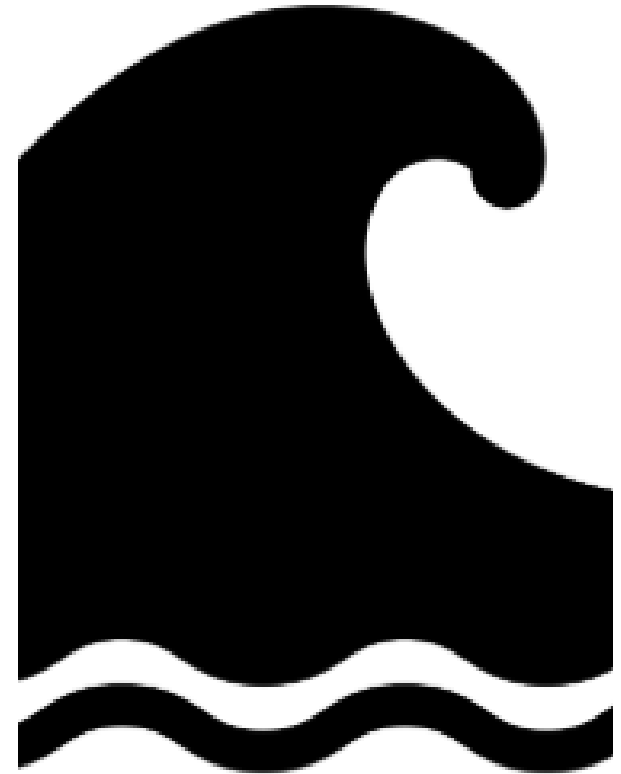
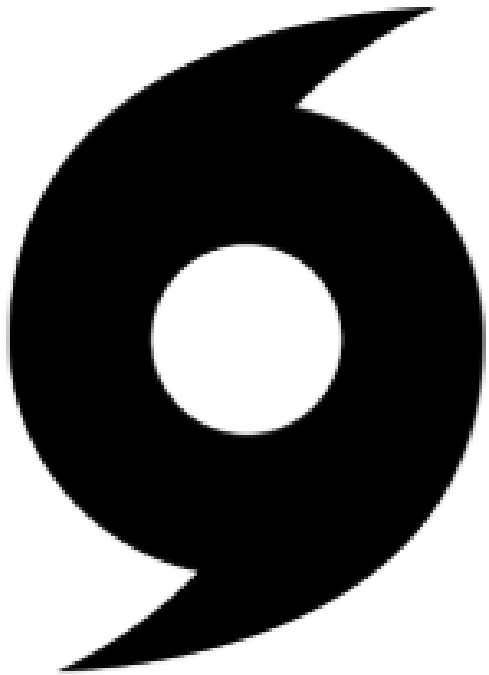
# Challenges & Vulnerabilities

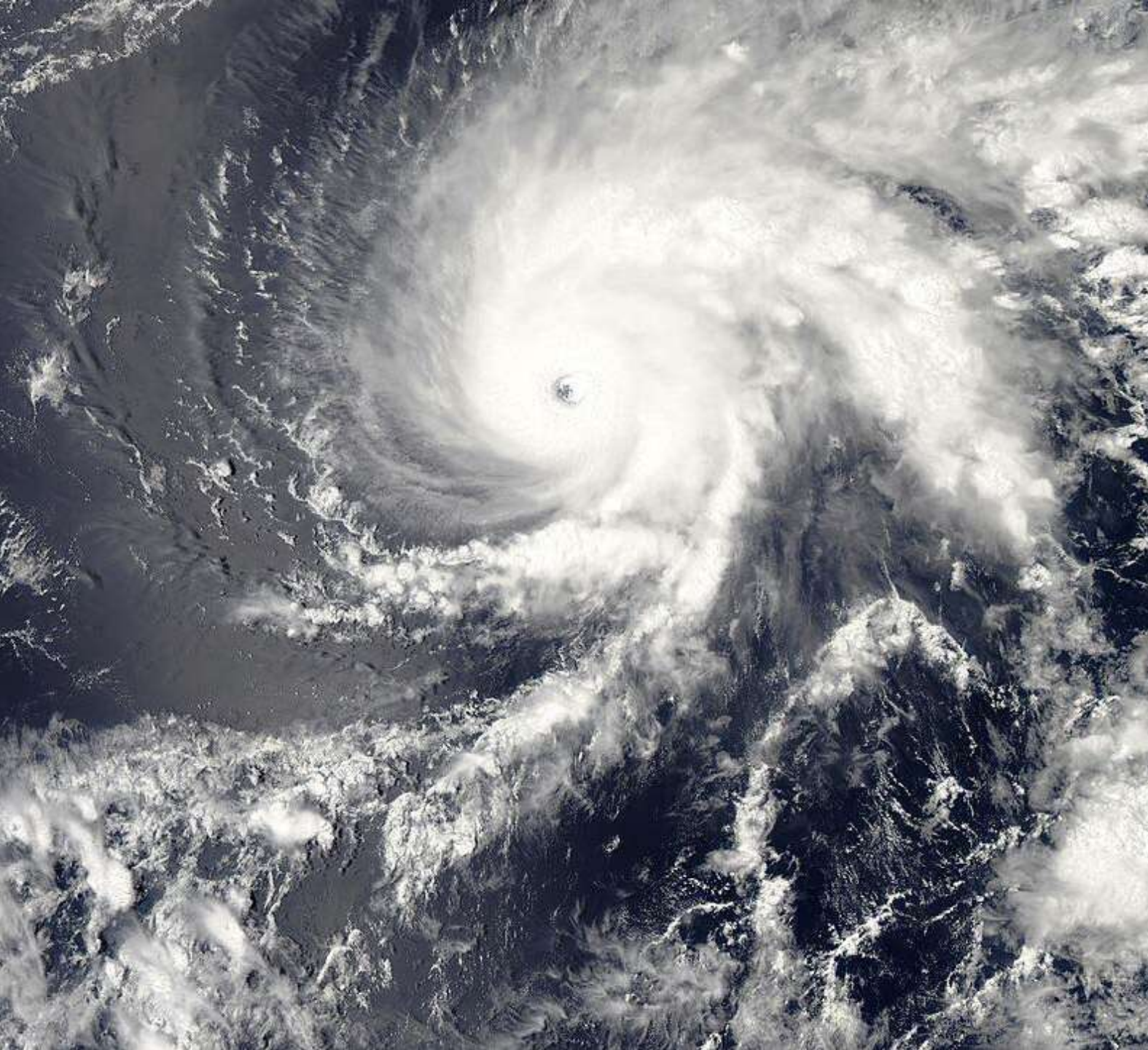
- All petroleum fuel is imported
- Most fuel storage in inundation zone
- Power grid vulnerable & slow to repair
- Lots of population density and critical infrastructure in coastal areas



# Top Hazards in Hawai'i

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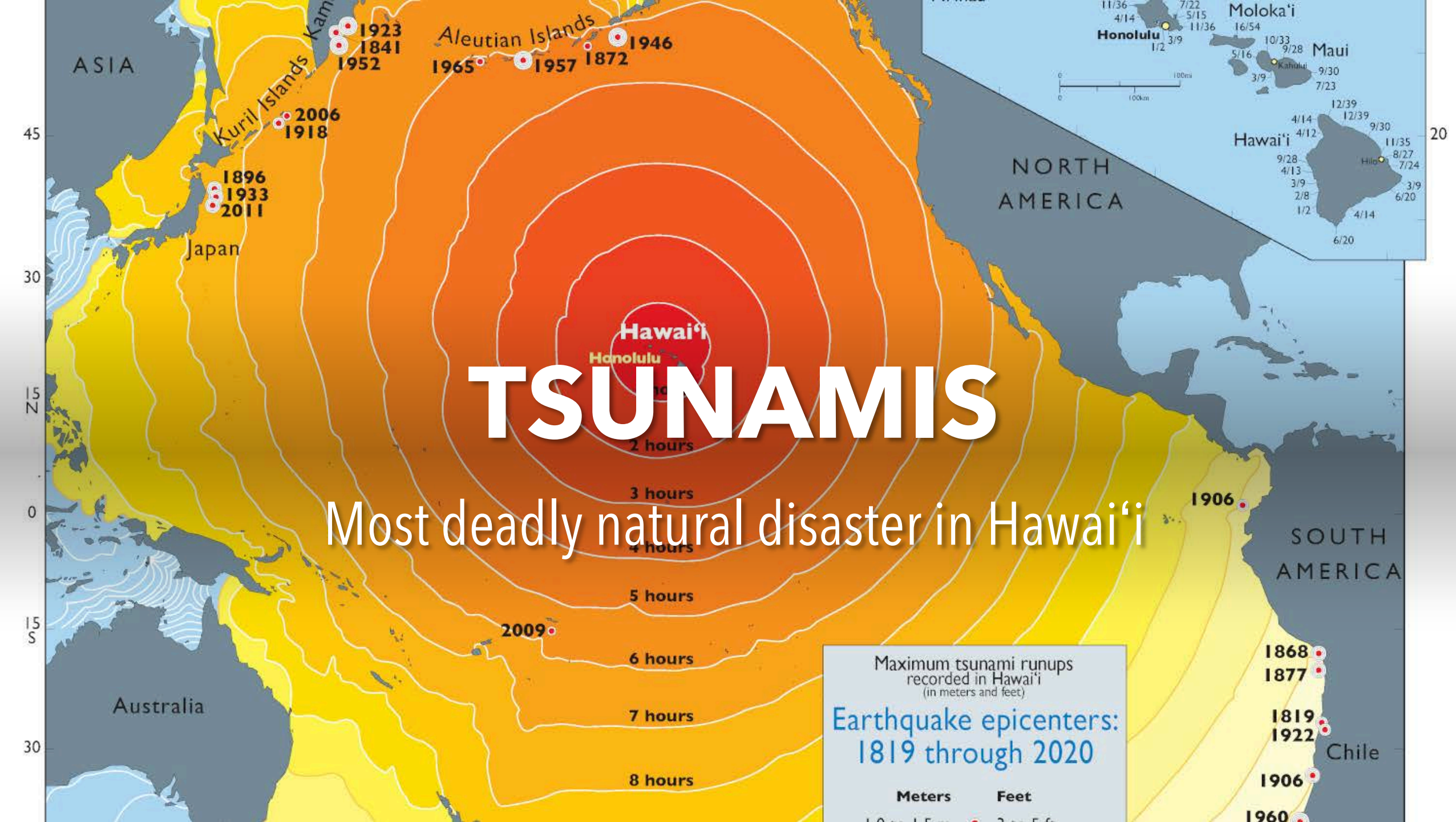


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# Hurricanes

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







Kona

# Local Tsunamis

Elapsed Time:

0 hr 41 min



Pacific Tsunami  
Warning Center

Lihue: 39 min.

Honolulu: 31 min.

Hana: 20 min.

Hilo: 30 min.

Kailua-Kona: 4 min.

Kalapana: 16 min.



# FLASH FLOODING

- **Most common hazard in Hawai‘i**
- **Concerns: landslides, infrastructure damage, dam safety, etc.**

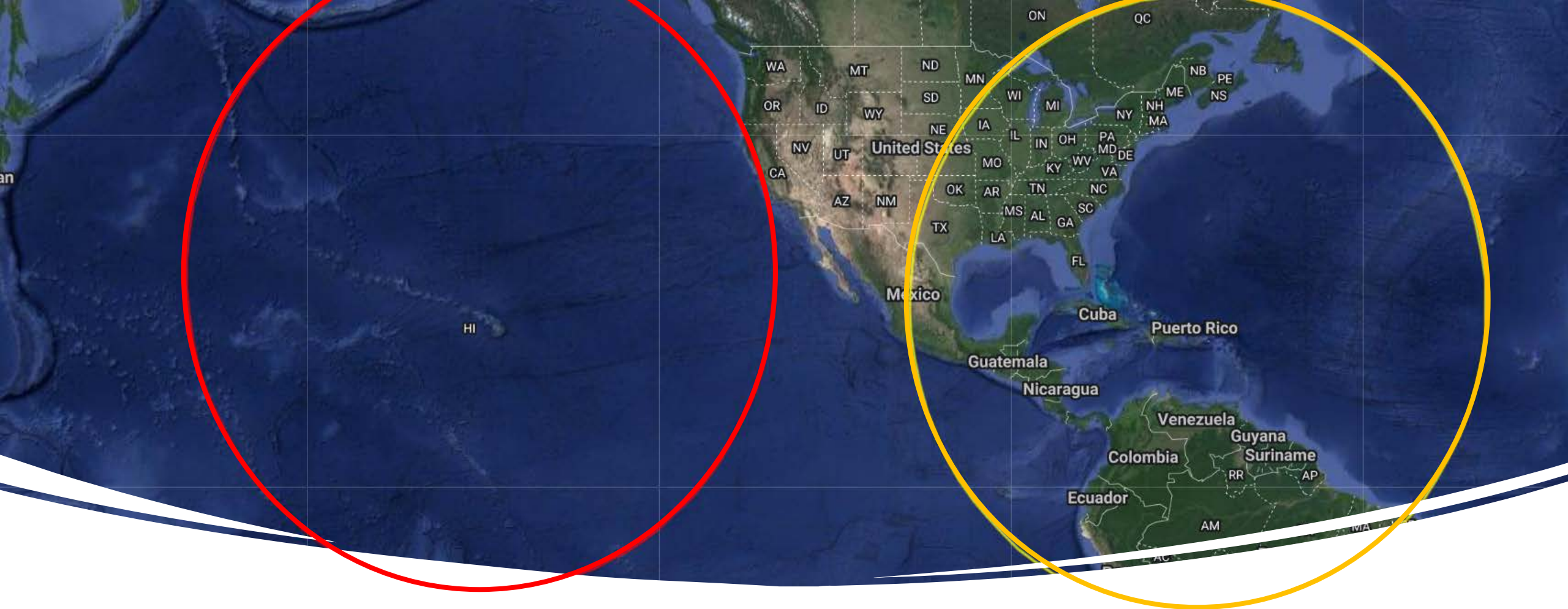


A photograph of a wildfire in a grassy field. In the foreground, there is a field of dry, yellowish-brown grass. In the middle ground, a fire is burning, with bright orange and yellow flames visible. Three firefighters in yellow protective gear are visible: one is standing near the fire, and two others are further back, one near a large tree and another further to the right. In the background, there is a line of trees and a hillside covered in dark, charred vegetation. A large plume of white smoke rises from the fire, partially obscuring the background. The sky is a pale, hazy blue.

# FIRES

- **Increasing in frequency, size and severity across Hawai'i**
- **Most frequent in leeward areas during drought conditions**





## **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





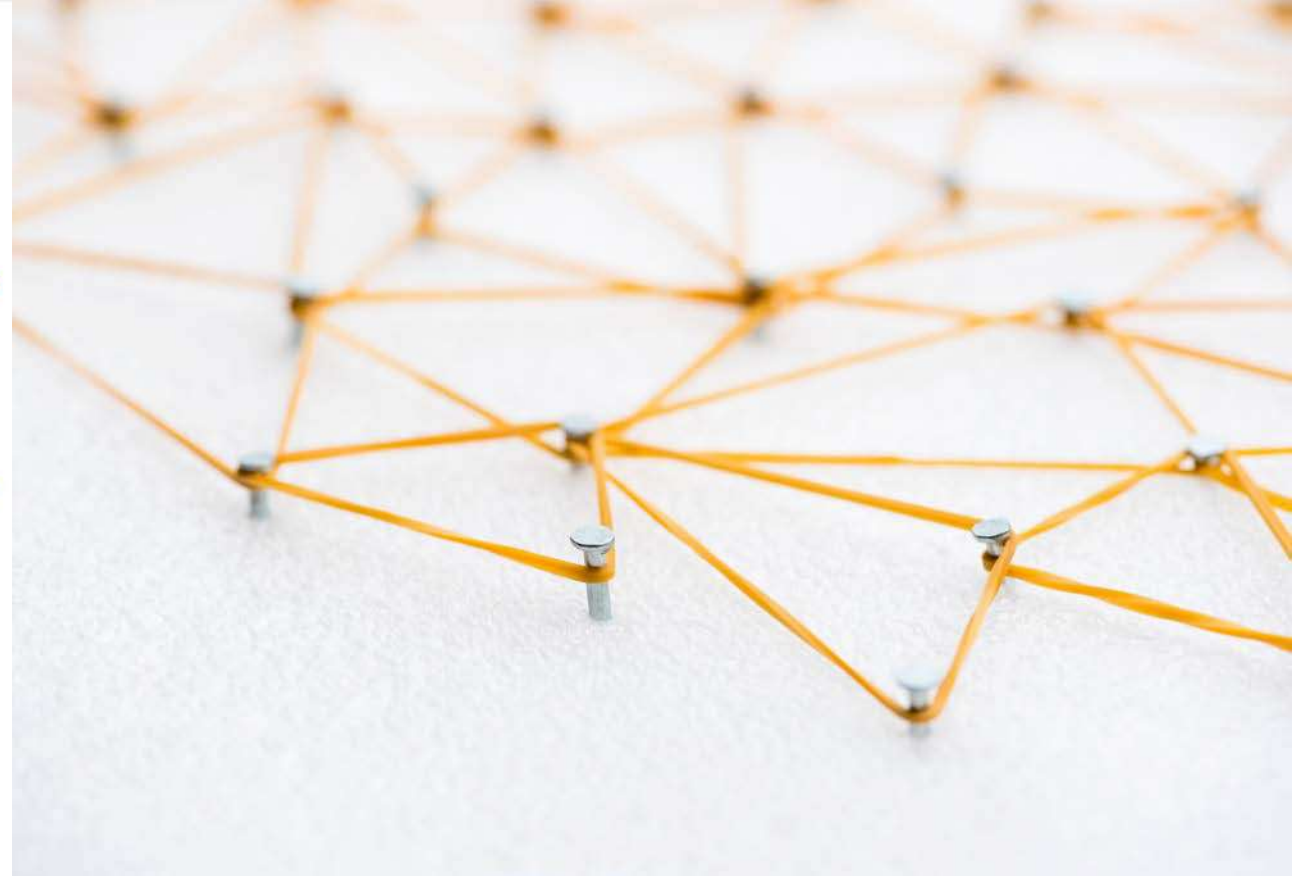
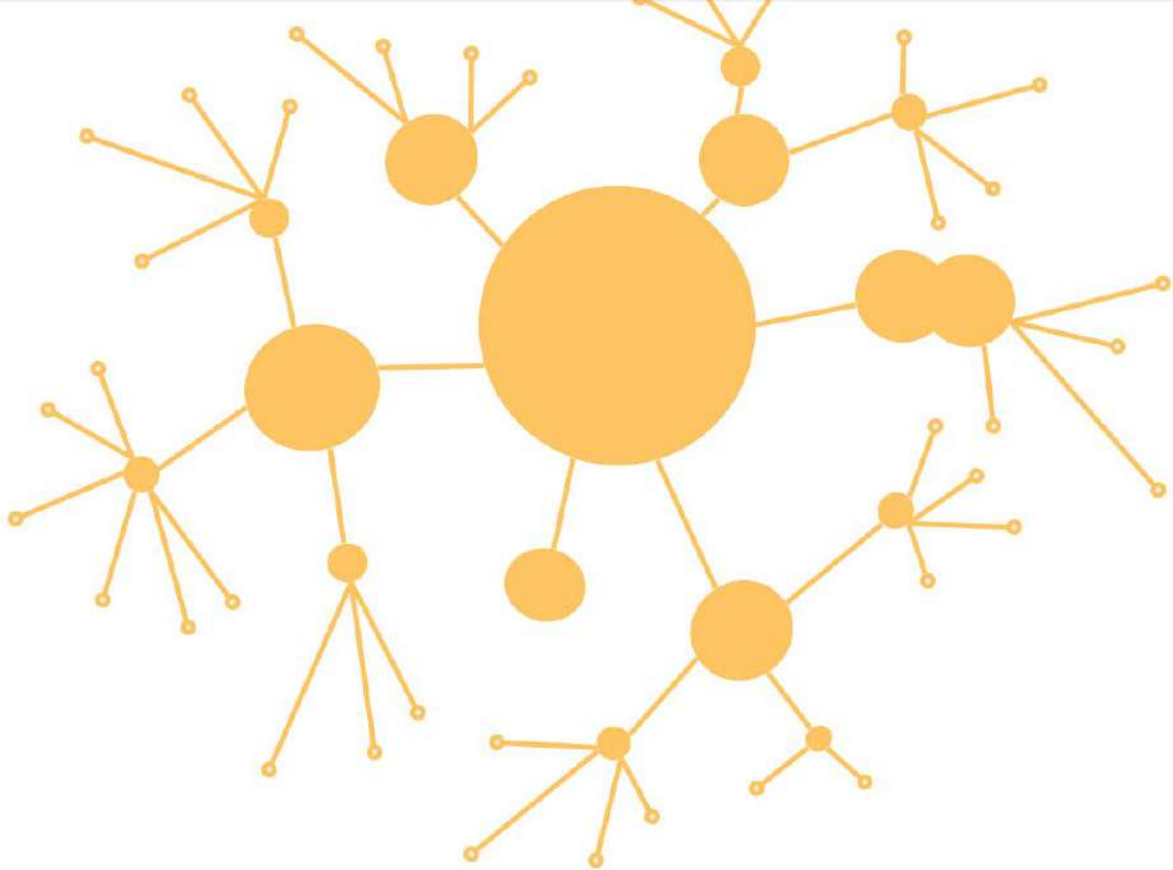


# 21 Agencies on O‘ahu



# 7 Agencies on Kaua'i

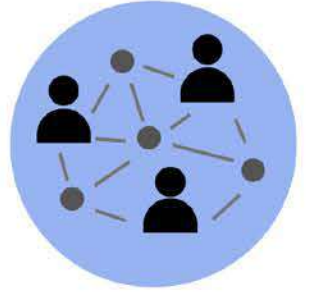




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## Blending Nodes, Hubs & Spokes Our Model for Network Response Coordination





**We all have strengths to bring to the table.**



# **How you can support disaster preparedness in our community**



## HAWAI'I 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.

#### D-SNAP DISASTER RECOVERY:

If you are impacted by a disaster for which FEMA has made a declaration of Individual Assistance, you may qualify 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.

#### 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).

FIND HELP / DONATE / VOLUNTEER

**808-836-3600**

#NourishOurOhana #EndHunger

**HAWAIIFOODBANK.ORG**



# How to take action:

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

<https://hawaiifoodbank.org/disaster-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.



### 1 Personal Preparedness

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

### 2 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

### 7 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

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## 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)

**One Call**

AN ONSOLVE COMPANY

**Now**



# What is Equity?

**Agency Relations Team**



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# Inequality

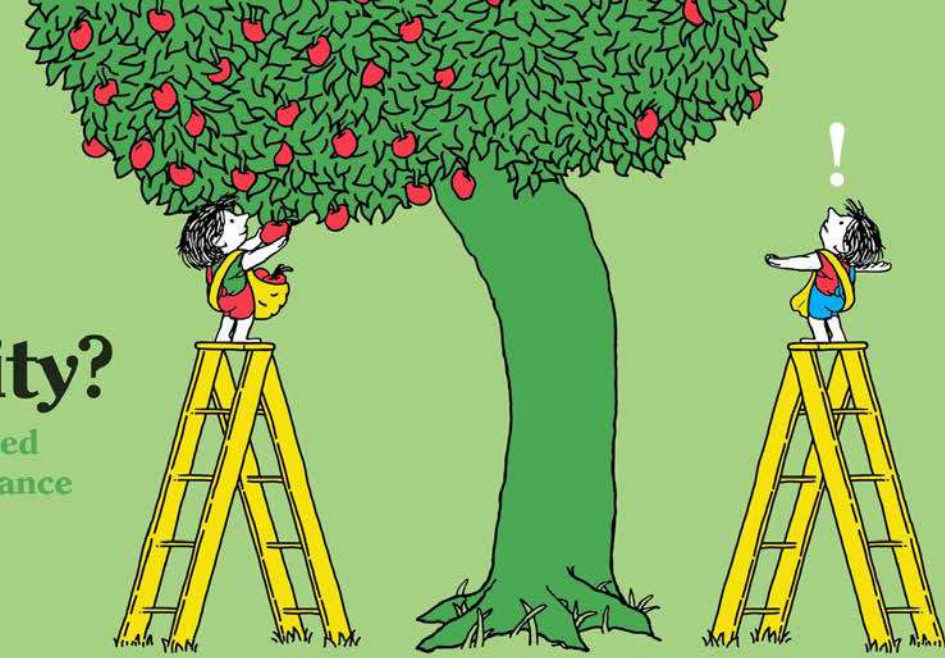
Unequal access to opportunities



2019 Design In Tech Report | "Addressing Imbalance" Illustrations by @lunchtreattl

# Equality?

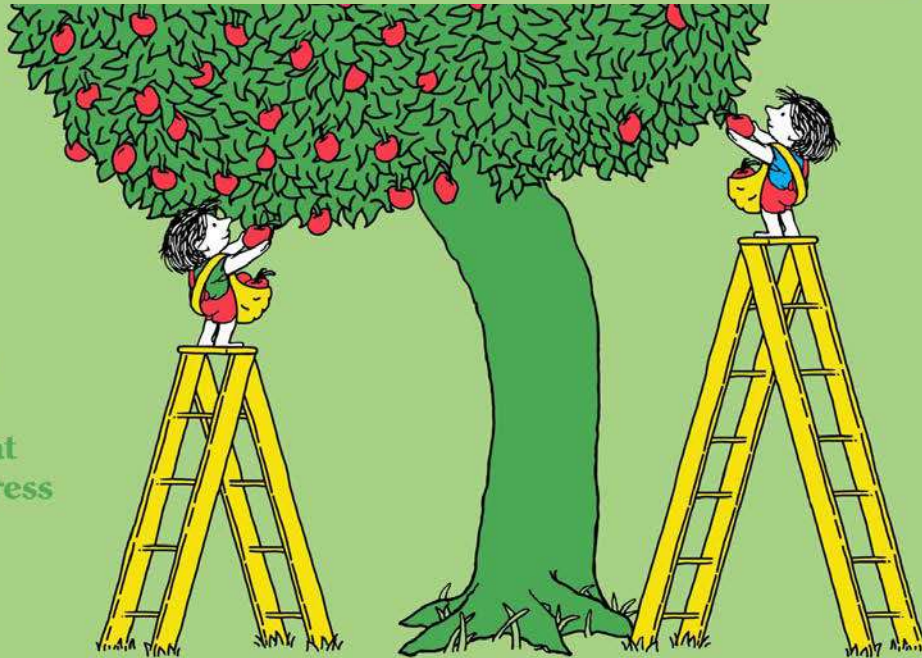
Evenly distributed tools and assistance



2019 Design In Tech Report | "Addressing Imbalance" Illustrations by @lunchtreattl

# Equity

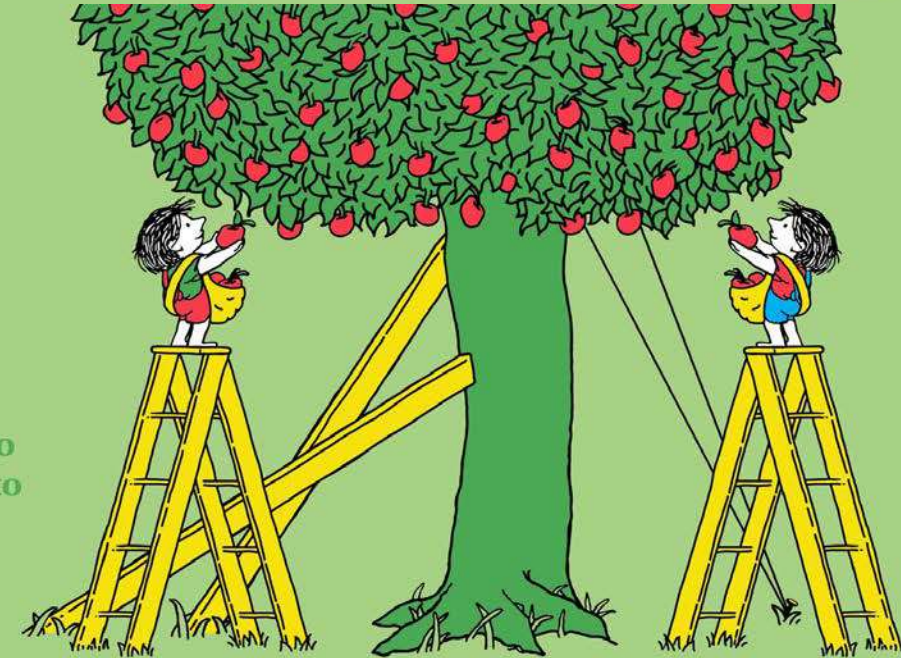
Custom tools that identify and address inequality



2019 Design In Tech Report | "Addressing Imbalance" Illustrations by @lunchtreattl

# Justice

Fixing the system to offer equal access to both tools and opportunities



2019 Design In Tech Report | "Addressing Imbalance" Illustrations by @lunchtreattl





# 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.



FOOD INSECURITY

## KEY FINDINGS



# 1 *in* 3

**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

### KEY FINDINGS



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



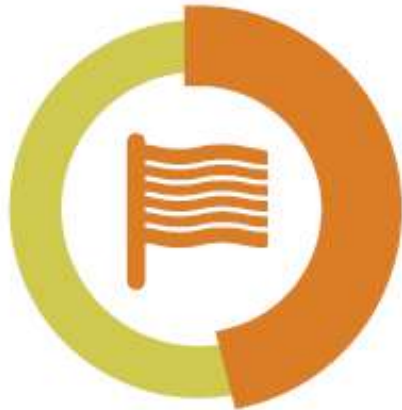
In households with children, food insecurity among adults was especially high at 38% – indicative that **parents and caregivers will sacrifice their own food security** before letting their children go without eating.



## 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 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



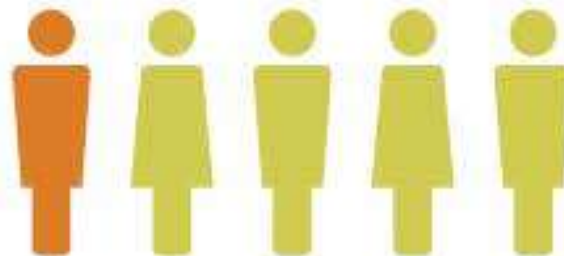


## MAUI WILDFIRES

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.



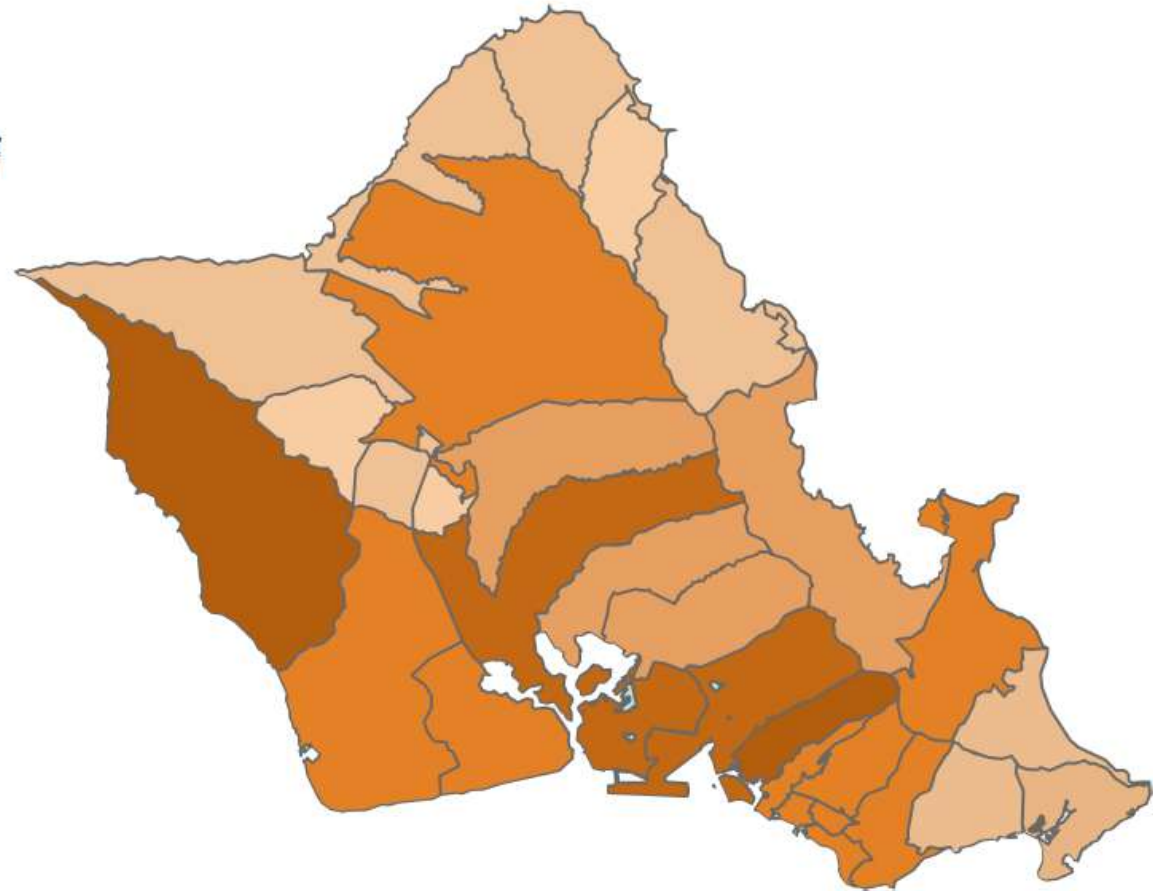
**1 in 5 Hawai'i residents  
were affected by the  
Maui wildfires.**

KEY FINDINGS

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

## O'AHU

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



KEY FINDINGS

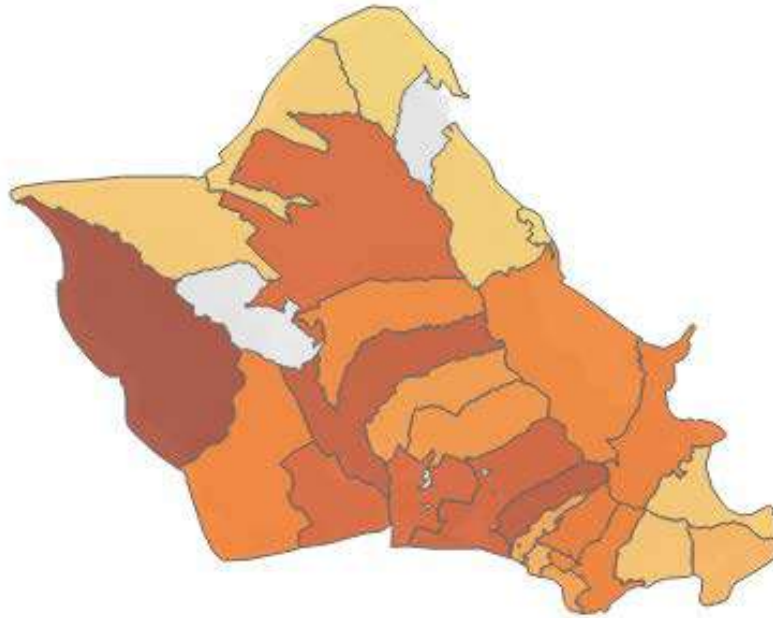
ii. Hake, M., Engelhard, E., & Dewey, A. (2022). *Map the Meal Gap 2022: An Analysis of County and Congressional District Food Insecurity and County Food Cost in the United States in 2020*. Feeding America.



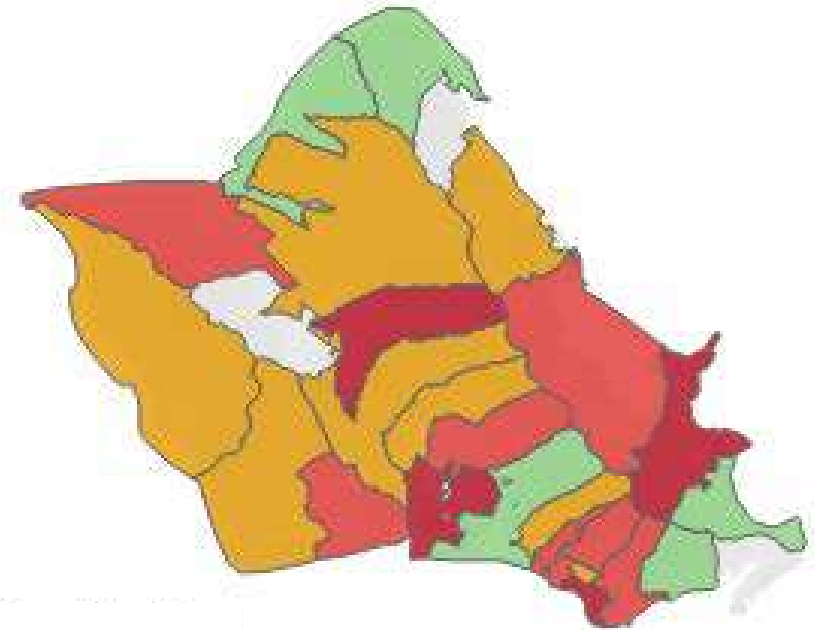
# EQUITABLE DISTRIBUTION



Food distribution in lbs. across O'ahu



Food insecurity numbers across O'ahu



Meals per person in need across O'ahu



---

# 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



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# Feedback Session


Agency Relations Team




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United States Department of Agriculture



# AND JUSTICE FOR ALL

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To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-6992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil 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:

**email:**  
 U.S. Department of Agriculture  
 Office of the Assistant Secretary for Civil Rights  
 1400 Independence Avenue, SW  
 Washington, D.C. 20250-9411 D; or

**fax:**  
 (833) 256-1865 or (202) 690-7442; or

**email:**  
 program.intake@usda.gov  
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La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieren medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (882) 726-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-4339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, en cualquier oficina del USDA, llamando al (866) 632-6992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR), por sus siglas en inglés, sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

**correo postal:**  
 U.S. Department of Agriculture  
 Office of the Assistant Secretary for Civil Rights  
 1400 Independence Avenue, SW  
 Washington, D.C. 20250-9411 D; o

**fax:**  
 (833) 256-1865 o (202) 690-7442; o

**correo electrónico:**  
 program.intake@usda.gov  
 Esta institución ofrece igualdad de oportunidades.



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 practice;
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 denial 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  
 1400 Independence Avenue SW  
 Washington, DC 20250-9411, or by email to [program.intake@usda.gov](mailto:program.intake@usda.gov).

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

DLIR - Office of Community Services  
 Email: [dlir.nash@dmr.mn.gov](mailto:dlir.nash@dmr.mn.gov); Phone: 888-586-8675

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 opportunity.

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## 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.



In partnership with Hawai'i Foodbank

Additional resources at: [HAWAIIFOODBANK.ORG/HELP](http://HAWAIIFOODBANK.ORG/HELP)



# Communication Channels

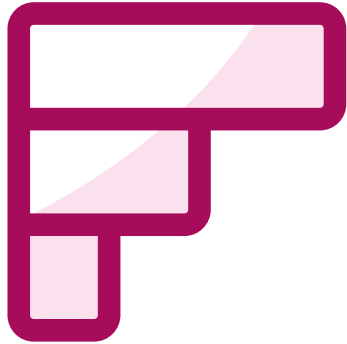


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# How would you prefer to receive communications from Hawaii Foodbank?

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



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# What do you like about the weekly update emails?

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

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# Training Resources



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# How often do you use the Agency Portal?

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

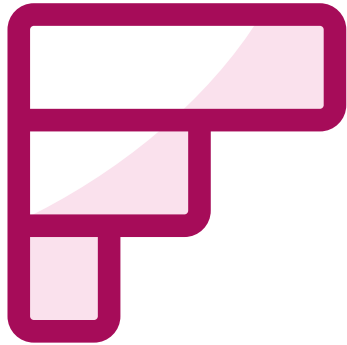
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What types of resources would you like to see in the Agency Portal? (translated materials, library of resources from all agencies, etc.)

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

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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.)

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# Partner Challenges



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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.)

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# Closing Remarks

**Kim Bartenstein, director of  
agency relations**



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