**WA Food Coalition F.A. Advisory Committee Subcontractor Resources Task Force 5/20/19**

1. **Participants and Self Introductions**
2. *Alissa Jones* – Lynnwood Food Bank; Director of Lynwood Food Bank and chair of the best practices committee for Snohomish Food Bank coalition. She learns best by learning with others, and fields questions from other food bank directors often and would love to talk about monitoring inspections and recertification.
3. *Katie Rains* – WSDA Food Assistance (Convener); Has been at WSDA since November after ten years as a nonprofit director and will be bringing this task force together over the coming months. Given her newness at WSDA she’s not going to overstep/overpromise unless she’s positive about the answer, so it’s likely that we’ll end up surfacing more questions than answers on our call, but she’s committed to working with WSDA staff, and as necessary, USDA, to get answers and then to work with you all to develop tools.
4. *Kim Conant* – Volunteers of America of Western WA; she’s been there for years but is new to the role of Senior Director of Hunger Prevention. Kim hopes to learn as much as she can, and help fight hunger in Snohomish County.
5. *Lindsey Robinson* – Hopelink; Food program manager at Hopelink which operates 5 food pantries in East and North King County. They are the lead contractor for EFAP funds. She’s about 6 months into this role and excited to be here in a learning capacity and to help support stakeholder communication going forward.
6. *Peny Archer* – Community Services of Moses Lake; CSML is both a food bank and a food pantry. They manage CSFP, EFAP and TEFAP for Grant, Adams, Lincoln and Benton Counties. They are also the lead for EFAP in Yakima County. Peny has been with CSML for 20 years.
7. *Rosemary Rankins* – Food Lifeline; She’s been with Food Lifeline for 8 years and they are the TEFAP lead for King County and they work with about 100 subcontractors. She’s looking for some good solid information to get to her subcontractors, especially around TMP requirements and products as well as new reports and forms from WSDA. There’s a lot of confusion and she’d like to help clear it up.
8. *Sabrina Jones* – Northwest Harvest; Sabrina is the Hunger Response Network Manager where they serve food pantries and hunger relief partners across the state with food. Prior to her tenure at NW Harvest, she worked at Solid Ground and was the EFAP contractor for all Seattle food pantries and she was the previous chair of the Food Assistance Advisory Committee.
9. **Task Force Overview** 
   1. This task force is whatever we need it to be to help improve understanding and compliance among subcontractors across the state. Participants in this task force have varied roles, some supporting more than 100 subcontractors as a lead, and others offering the perspective of subcontractor. Coming to these calls with questions is just as good as coming with answers right now. I like to think that one of my skills will be to help translate the policies, procedures and practices that make sense and/or are required internally at WSDA and make them accessible and understandable from the nonprofit and direct service hunger relief perspective. Today we’re going to go through and identify the pain points that you already know about, the tools and resources that already exist and how we can synch them up, and then I’d like to hear from you all about what you think is most needed. I see myself as being the researcher and worker on the back-end. When you all have resources that you’re able to share, I definitely want to integrate those as much as we can, and then come back to you all to see if whatever I end up creating with your input addresses our pain points and works for everyone.
10. **Pain Points – Where do we observe the most confusion? What are the questions that we’re hearing the most?** 
    1. Commodity Foods –
       1. At CSML, they’re being inundated with bean products – is there any way to talk with James on the bean volume? Katie will ask James to call Peny.
       2. One observation is that there’s general confusion about how much product can be distributed to clients?
          1. Guidelines about how much product to distribute, given the overall volume. Some kind of messaging that they are able to give in abundance when they have sufficient inventory.
          2. At this point, one of our recommendations, is to give any eligible clients as much TEFAP and TMP product as they’re able to use and enjoy.
       3. A subcontractor received Peanut Butter from NW Harvest and TEFAP. They were told they had to distribute TEFAP peanut butter first; before they could distribute the NW Harvest peanut butter.
          1. ACTION ITEM: Verify the accuracy of that story. What’s the shelf life/requirements for inventory management beyond FIFO?
       4. TEFAP Client Eligibility Certification and Re-certification
          1. Current system at Lynnwood Food Bank:
             1. Every client signs
             2. They put the new income guidelines on their application, which others just post it on the wall.
             3. Every July, they redo all applications
       5. Guidelines clarifying instruction about signing annual TEFAP recertification
    2. Monitoring visits – What are different folks looking for when they are inspecting? Everyone will be in a better position to comply if they know what is expected of them in advance.
       1. USDA inspections -
          1. Now requires a “Food Defense Plan” – Alyssa will share a copy
          2. Learning from Sky Valley Food Bank USDA inspection: Any organization that distributes meat is subject to random USDA inspection in connection with the Federal Meat Inspection Act.
          3. Colleagues at WSDA had never heard of this type of inspection; it’s a rare case.
          4. Requirements and inspection criteria are unknown at this time.
       2. WSDA inspections/reviews –
          1. Food Assistance conducts an annual risk assessment and selects a percentage of contractors and subcontractors for all programs based on assessed risk factors and a lottery process.
          2. Food Storage Warehouse Inspections are conducted at the time that you apply for a license, and then randomly every 6-12 months thereafter. These are designed to be unannounced visits. Every Food Bank/Distribution Center should have a Food Storage Warehouse License. It costs $200 and expires 3/31 each year.
       3. Food Lifeline conducts monitoring visits with each agency partner every other year
       4. NW Harvest conducts site visits with each partner every 3 years and will do them more or less frequently based on the individual food pantry
       5. Lead Contractors for each county will also review all of their subcontractors to ensure compliance with program requirements
       6. ***Does this list capture all of the monitoring visits that contractors and subcontractors are subject to?***
    3. EFAP Confusion
       1. Who is or isn’t eligible for EFAP?
       2. Lots of smaller food pantries don’t even know EFAP exists
       3. Understanding how voting, contracting, and monitoring process works.
    4. Guidance document for subcontractors – audit requirements/insurance minimum requirements/internal financial controls
11. **Needed or Amended Resources** 
    1. More point by point/FAQ/Quick reference documents; most of our tools (procedures manual, etc.) are lengthy and time-consuming to try to find a simple answer. Point by point quick reference materials in plain language would help:
       1. ACTION ITEM: Share the TEFAP and EFAP FAQ docs with the task force
       2. Are there other items that need to be added? Or is this just a matter of not sharing it well enough with our community of hunger relief agencies?
    2. Guidelines for intake forms, particularly for income certification and release of client information:
       1. Intake forms vary widely across the state. In some food pantries, the income guidelines are included on the intake form, requiring annual updates of the intake form
       2. In other cases, the client release of information is on the intake form itself, so it looks as though clients HAVE TO release your info to receive food.
    3. Guidelines about commodity inventory management:
       1. How long can TEFAP be distributed?
       2. Clarify that it has to be stored separately from other inventory?
       3. This guidance is more crucial with the new reports that we’ve introduced
12. **Existing Resources:** 
    1. Northwest Harvest Manual for Partner Programs
    2. Food Lifeline Monitoring Visit Form
    3. WSDA Procedures Manuals
    4. WSDA TEFAP FAQ
    5. Document on Monitoring Visits prepared by a FA Advisory Work Group; Sabrina will find and share
13. **Next Steps –**

* Participants will be asked to share their thinking, offer feedback, and when resources surface that would be beneficial to the group, to share them. Katie will take lead on drafting new tools, sharing with you to gather your feedback and integrate edits. Next Meeting – **Tuesday 7/30/19 2PM**