

Participant Engagement in the Food Bank

The Self-Walking Option



- EFAA is offering many programs where participants are actively engaged in their plan for success. EFAA stakeholders have determined that the choice of self-shopping would greatly strengthen participant engagement, which is a core value of EFAA.
- The issues highlighted in our 5-year strategic plan revolve around empowering participants, through engagement and choice, so they can take control of their lives.



- Having the choice to self-walk is an approach that many food banks are embracing.

We Did Some Homework!

- Staff visited Sister Carmen Community Center and Broomfield FISH who use this model.



These food banks, along with Community Food Share, allow shoppers to select items on their own, following clear signage. Volunteers are still on hand for questions and check out but they are not hand-holding and explaining each shelf. Participants who would like assistance are fully welcome to employ volunteer help.

We also Surveyed 111 EFAA Participants



Question Asked: Would you prefer walking yourself or having an assistant in the food bank?

- **Participants were evenly divided.**
- **Tally: 39 self-walking; 40 assistant; 32 either way**
- **Conclusion: Self-walking as an option would be desirable for a considerable number of people.**

The Plan:



- 6 Month Pilot - Choice Shopping Model – starting October 1st 2018
- Re-evaluate after March 31, 2019

Volunteers are Important!



- Many positive comments in the surveys
- Noted important social interactions in many cases
- Anticipate the same number of volunteers will be needed

Key Volunteer Roles

- Volunteer Greeter at Information Table



- Walk-in cooler volunteer will assist with selection. When not assisting, can help organize product.



At check out, volunteer weighs out the cart, and gets oral feedback about their experience.

- Stocking from garage and basement. Getting items ready, checking dates.



- Some volunteers will be shopping assistants.
- Take turns with posts, rotate positions.



Getting Ready:



- Volunteers will receive a survey to determine preference for roles.
- Training on process, stocking, assisting.
- Redesigning the food bank.

Changes for Success:



Wider aisles, more open areas

New labels, arrows for flow, color coding

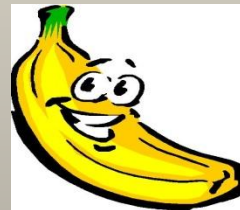
Opportunity to reach participants upon entering food bank with information table

Distribution Guidelines simpler

Frequent signs citing general limits, e.g. “Take up to 4”

No policing of participants is required, same strategy as now.

Huge portion of our food pantry will be produce.



Volunteers getting product ready in crates will improve quality

Shelving, newer items on right, for better chronological order

Labels and Markers for dating product.



Volunteer Nutrition Team:

- Karen
- Marta
- Deborah
- Lyn
- David
- Michael



are helping us get organized.

Our volunteer team is developing strategies to promote healthy eating and will help with the food bank redesign.

Thank you, Team!



Health Equity Grant



- Frozen Meals – prepared by Community Table (Bridge House)
- Community Dinners – 6 in 2018. 3rd one is tomorrow
- Farm partnerships. New Moon – starting June 6th; Cure Organic Farm - June 25th
- Nutritionist with flyers, info, graphics and help with food pantry re-design
- Registered Dietitian in lobby on alternate Tuesdays (June 12th is next date)

We could use your help to get the word out on these events.

We welcome your suggestions

