



AGENCY EVALUATIONS

Central Texas Food Bank has completed the second annual evaluation of partner agencies for the ReThink Hunger Initiative.

What is ReThink Hunger?

ReThink Hunger's purpose is to better allocate food and resources to organizations that align with the mission of ending hunger and encourage agencies to build their capacity to meet the needs of our community.

How was my agency evaluated?

Each agency was evaluated on information from their agency file and data collected from the June 2017 monthly report. Data used in this report is from June 1, 2016- June 30, 2017. This email includes the scoring rubric of the evaluation and performance results of the partner agency network. Slight adjustments were made from last year's scoring rubric which may have affected your overall score. Your agency will have the option to request to be reevaluated in January 2018. All Central Texas Food Bank partner agencies will be evaluated annually.

What does this mean for my agency?

Each partner agency will receive an evaluation of their engagement in the ReThink Hunger initiative in the next few days (the evaluation will be emailed to the agency contact). Your scores received in this evaluation are tied to rewards and drawbacks. The rewards and drawbacks are distributed by 5 levels (Platinum, Gold, Silver, Bronze, and Community Partner) and are listed below. These changes will go into effect on August 15, 2017.

How can my agency engage in ReThink Hunger?

To find out how to attain full engagement in the goals of ReThink Hunger please visit the resource section at <https://www.centraltexasfoodbank.org/rethink-hunger>. Your agency will be provided the opportunity on the ReThink Hunger webpage to share resources offered through your organization. We encourage your agency to share with others so they may refer clients to your services.

GOALS

Each Partner Agency was evaluated on the four goals of ReThink Hunger and the corresponding metrics:

Goal #1: Improve the capacity of the network to handle and distribute large quantities of nutritious and perishable food.

Goal #1 Metrics:

- Pounds distributed: Total pounds annually ordered from Central Texas Food Bank or received through Agency Retail Pick-Up and the produce hub containers.
- Nutritional content of product: Annual Choose Healthy Options Program percentage score 1 & 2 of product

Goal #2: Increase availability and access to food for those in need.

Goal #2 Metrics:

- Hours of operation: Agencies opening up at least one day a week or on evenings/weekends
- Frequency of distribution: Agencies distributing to clients more often by limiting frequency restrictions

Goal #3: Engage in SNAP (Food Stamps) outreach to ensure that clients are receiving supplemental benefits.

Goal #3 Metric:

- SNAP Outreach: Agencies engagement in SNAP outreach by providing informational materials, referrals by phone or email, or onsite outreach at least once per month

Goal #4: Collaborate with social services to address the root causes of hunger

Goal #4 Metric:

- Link to social services: Agencies engagement in health and economic opportunity outreach by providing informational materials, referrals by phone or email, or onsite outreach at least once per month

PARTNERSHIP LEVELS

Platinum Level Partners

- Handling fee reduced to 10 cents per pound
- Priority for Agency Capacity Building Grant and external grants
- Priority for bonus product
- Spotlight in Agency Newsletter
- Priority for Central Texas Food Bank pilot programs
- Priority for Agency Retail Pick-Up
- Unlimited credit limit
- Priority for direct delivery
- Access to training and capacity building opportunities

Gold Level Partners

- Handling fee reduced to 12 cents per pound
- Priority for Agency Capacity Building Grant and external grants (after Platinum level partners)
- Priority for bonus product (after Platinum level partners)
- Priority for Central Texas Food Bank pilot programs (after Platinum level partners)
- Priority for Agency Retail Pick-Up (after Platinum level partners)
- Unlimited credit limit
- Access to training and capacity building opportunities

Silver Level Partners

- Handling fee reduced to 14 cents per pound
- Priority for Agency Capacity Building Grants and external grants (after Platinum and Gold level partners)
- Access to training and capacity building opportunities
- Central Texas Food Bank will continue to support Partner Agency with current level of food distribution and all partner services

Bronze Level Partners

- Handling fee reduced to 16 cents per pound
- Access to Agency Capacity Building Grants and external grants with specific written plan to meet Silver level or higher
- Access to training and capacity building opportunities
- Central Texas Food Bank will continue to support Partner Agency with current level of food distribution and all partner services

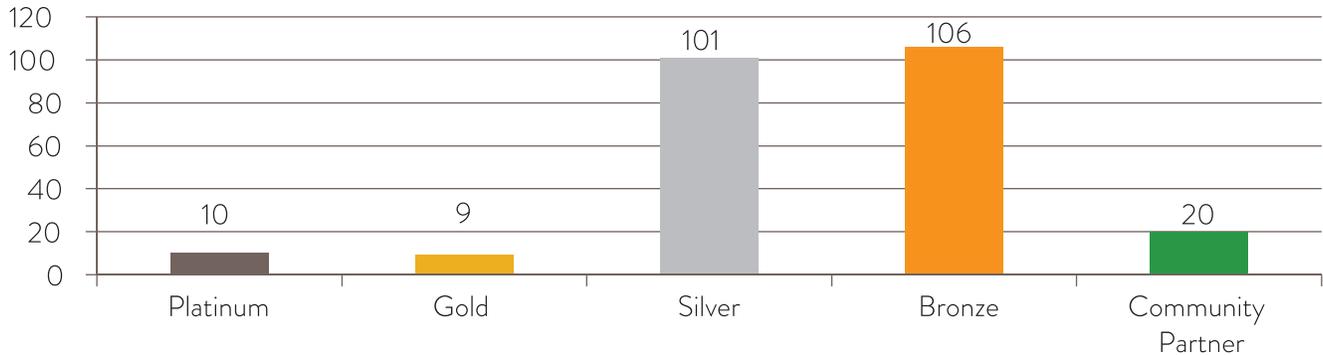
Community Partner Level Partners

- Handling fee set at 19 cents per pound
- Access to training and capacity building opportunities
- Central Texas Food Bank will continue to support Partner Agency with current level of food distribution and all partner services

STATE OF NETWORK

Partner agencies of the Food Bank work every day of the week to achieve the mission of the Central Texas Food Bank and end hunger in our communities. While every agency is necessary to achieve our mission the Food Bank acknowledges there are sites working in different ways to not only shorten their distribution line but end the line. The Food Bank offers a special thanks to our 10 Platinum partner agencies for 2017: Blessings from God Food Pantry, The Caring Place, Churches Touching Lives for Christ, Covenant United Methodist Church, Hays County Food Bank, Helping Hands Ministries of Belton, Hill Country Community Ministries, LACare, Leander Church of Christ and Round Rock Serving Center. These partner agencies are going the extra mile to provide outstanding service to meet the needs of the people in their communities.

ReThink Hunger



The Food Bank is committed to assisting partner agencies in achieving success in ReThink Hunger. The areas of focus are tied to the four goals of ReThink Hunger and cover the distribution of healthy and fresh food, SNAP outreach, and the link to social services in the areas of health and economic opportunity. Keep reading to find out how your agency fits into the Food Bank's network of partner agencies and what partner agencies in the Food Bank network are accomplishing.

HOW ARE WE SERVING OUR COMMUNITIES?

The Food Bank works with **246** Partner Agencies. In the past year partner agencies distributed **35,523,806** pounds of food from the Food Bank. This is the most food distributed in Central Texas Food Bank history. Some of our partner agencies distributed millions of pounds of food but the majority of our agencies distributed between 10,000 – 50,000 pounds of food annually. Check your ReThink Hunger scorecard to see where your agency fits in.

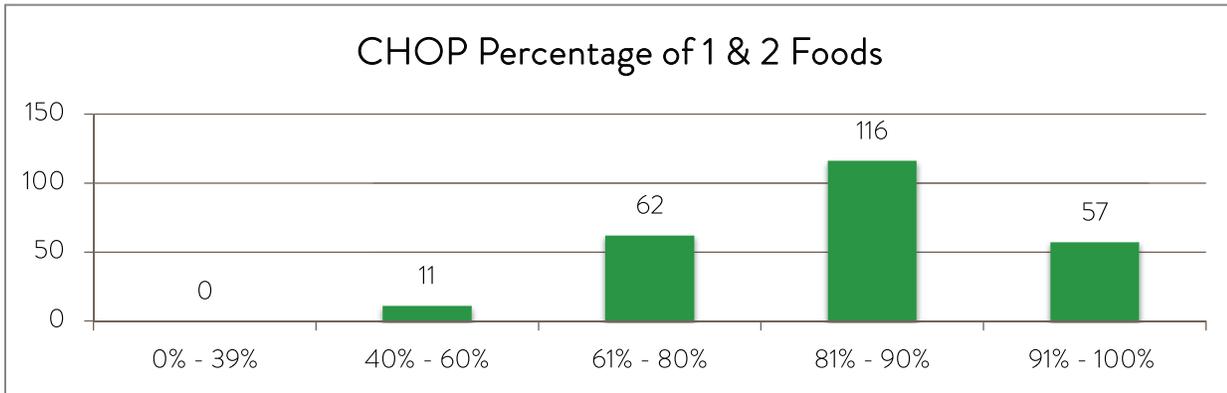
Pounds of Food Received from Central Texas Food Bank



This chart includes agency retail pick-up pounds and produce sourced from the Waco and Temple produce hubs.

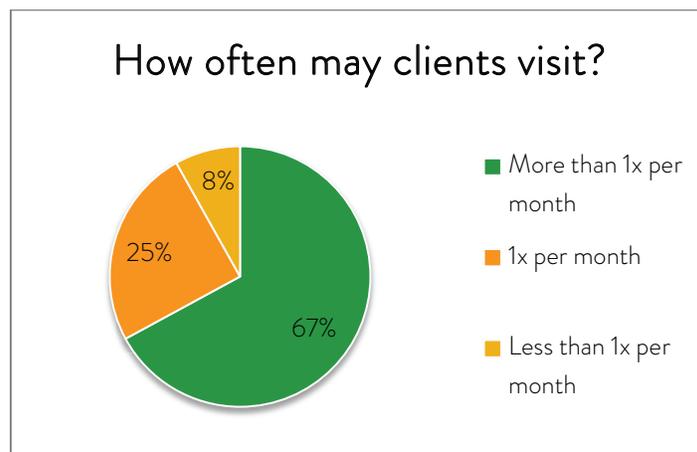
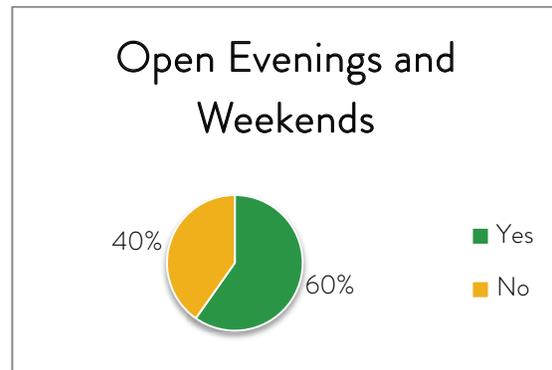
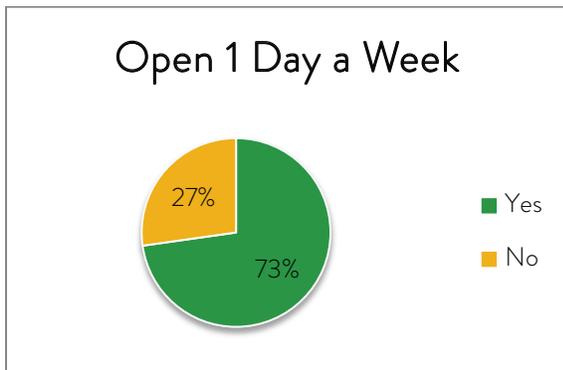
HEALTHY FOOD

The Food Bank encourages partner agencies to source a variety of healthy food from our inventory. To make choosing healthy foods easier the Choose Healthy Option Program (CHOP) was established to rank foods. CHOP rates items 1 (choose frequently), 2 (choose occasionally) and 3 (choose sparingly). 70% of partner agencies order food CHOP rating 1 & 2 foods 80% of the time. How often is your agency ordering healthy food?



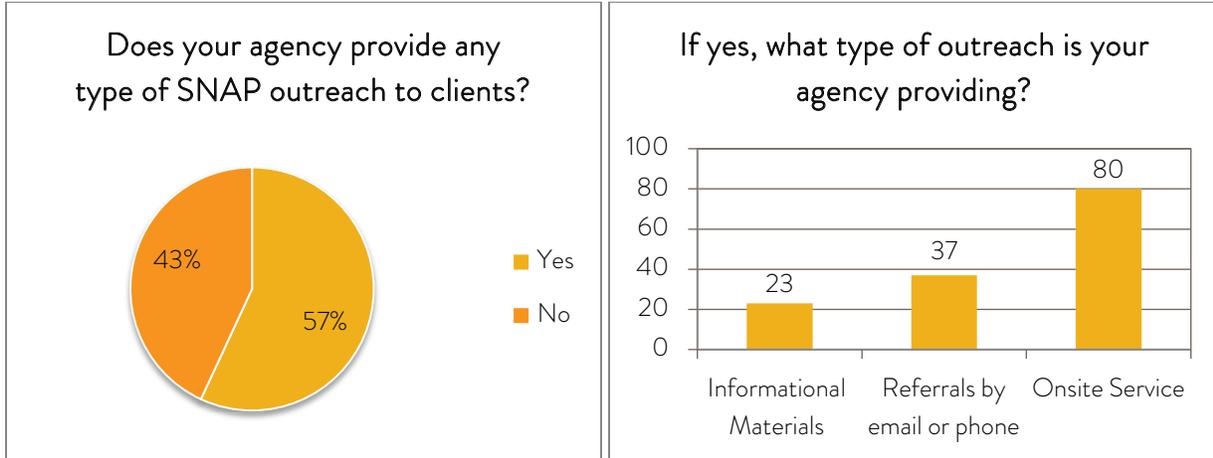
ACCESS AND AVAILABILITY

Food only can help when sites are accessible and available to those in need. How is the Food Bank’s network of partner agencies ensuring that food is available? The Food Bank encourages partner agencies to limit restrictions on service and has made being open one day per week mandatory for new partner agencies. In the past year, the Food Bank’s network of partner agencies have increased the number of sites open 1 day per week, increased sites open on the evenings (after 5 p.m.) and weekends and increased the number of times a client may visit. With your agency’s help the Food Bank hopes to create communities where food is available and accessible to all. How does your site compare to the data below?



SNAP OUTREACH

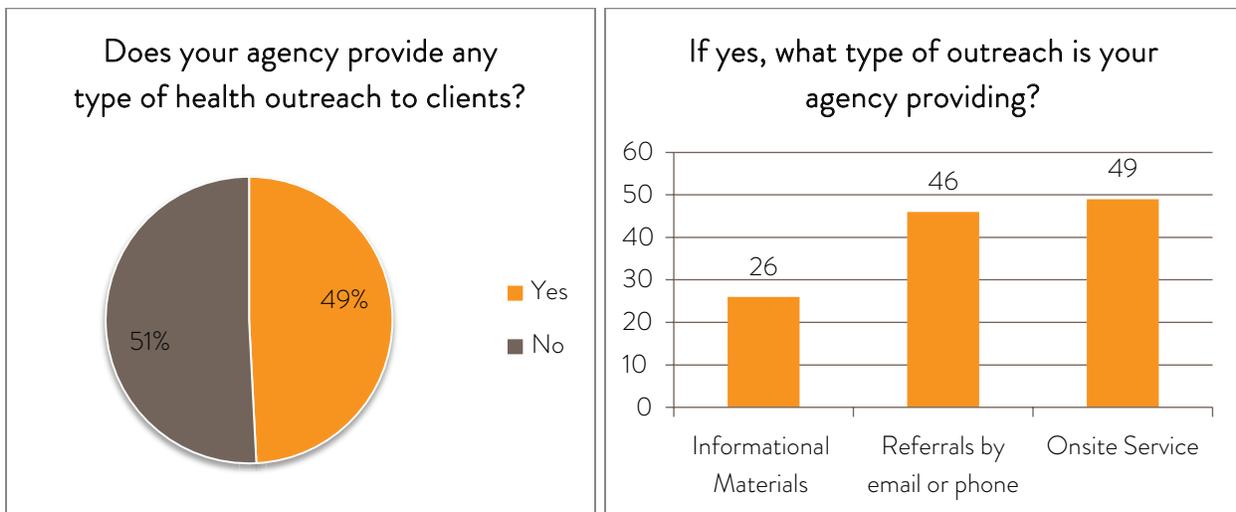
The Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps, is the nation’s most important anti-hunger program. Each year the program helps millions of families put food on their tables. SNAP also lessens the burden on partner agencies to be a client’s only source of food. The Food Bank urges partner agencies to provide outreach on SNAP by distributing informational materials, referring clients to the Food Bank for SNAP assistance or offering onsite SNAP assistance from the Food Bank staff or as a part of their internal programming. 33% of partner agencies currently offer onsite SNAP outreach at their site. How does your agency engage in SNAP outreach? Could your agency make small improvements to provide one type of SNAP outreach?



HEALTH SERVICES

The relationship between eating well and good health is widely acknowledged. There are many negative health consequences that can come from not having an adequate diet or access to healthcare. The Food Bank urges partner agencies to focus on the health of the people they serve and their communities. Partner agencies can engage in this by offering health services in the form of informational materials, referrals to health organizations or providing onsite services. Health services consist of any program targeted at improving the overall mental and physical health of an individual. These services can include but are not limited to: nutrition and wellness counseling, exercise classes, healthcare access, health screenings, vision or dental services, breastfeeding counseling, medical supply distribution, mental health services, etc.

In the past year 20% of the Food Bank’s partner agencies offered health services at least 1 time per month for their clients. Local agencies reported working with the Welsey Nurse Program to offer health screenings or sites sought partnerships with multiple providers to hold nutrition education classes. In the spring the Food Bank piloted a Diabetes Box Program with three partner agencies that paired diabetes education with diabetic-appropriate food to clients. How can your agency work to grow health services at your site?

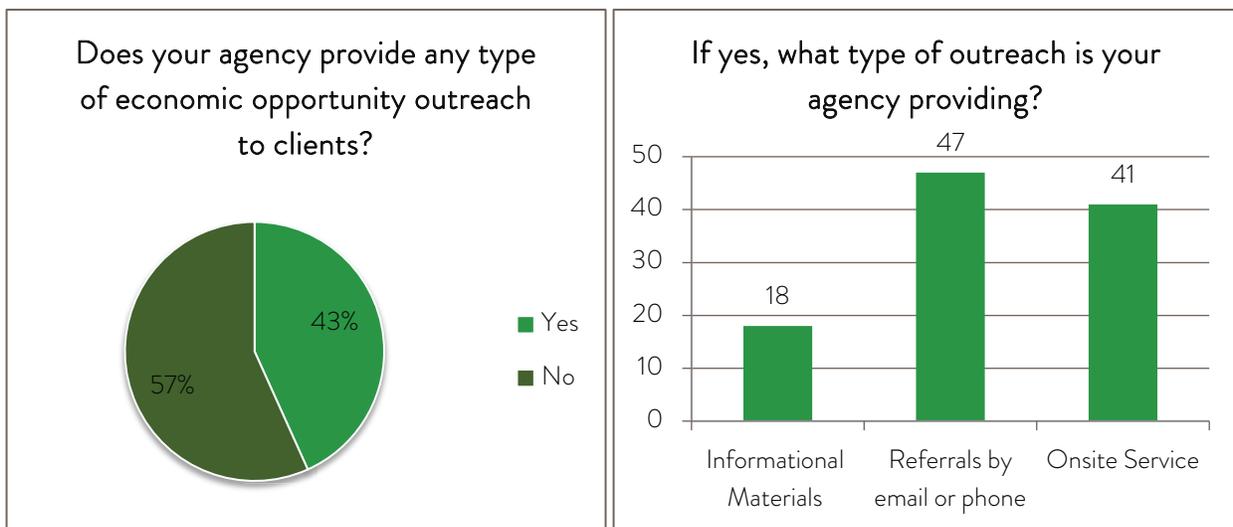


ECONOMIC OPPORTUNITY

“Hunger is a symptom of poverty, not the cause of the problem. No one woke up hungry on any given day without something else having gone wrong first.”¹

The people we serve are living through more than just being hungry. Connecting our communities to resources that will improve their lives is a pathway to end hunger. The Food Bank is inspired by sites that have offered economic opportunity assistance and services to those in need this past year. Economic opportunity services consist of any program targeted at improving the financial security of low income individuals by addressing their housing, financial literacy, and employment needs. These services can include but are not limited to: financial education, tax preparation services, consumer counseling, connection with community services or benefits, housing construction and repair, general adult education and GED preparation, and links to job training and placement programs, all with the main purpose of positioning the client on a path towards self-sufficiency.

17% of partner agencies reported to the Food Bank that they are able to offer onsite services and 19% of parnters are referring the people they serve to services. Partner agencies reported working with organizations such as Goodwill Career Services, Texas Workforce Solutions, local banking instituitons and offering classes for GED, ELA, and other career pathway education. How has your site been working to provide a pathway for those in need to exit poverty?



¹ <http://www.npr.org/sections/thesalt/2017/08/01/540638754/beyond-pantries-this-food-bank-invests-in-the-local-community>