

Prepare your pantry for COVID-19 Webinar

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The Wisconsin Department of Health Services, Division of
Public Health



Agenda

The emergence of coronavirus COVID-19 requires food pantry operators to change distribution methods to best ensure their safe and continued service to vulnerable populations. The presentation will review practical guidance for staying open and reducing risk; participants will have an opportunity to ask questions.

Objectives:

1. Consider logistical options for protecting volunteers and the public
2. Ask questions and discuss ideas with colleagues facing the same challenge.



COVID-19 Response

- Pantries are essential
- Safety is essential
- “No contact” distribution methods are required at this time and until further notice.



Workforce Strategies

- Monitor TEFAP instruction
- Follow advice from public health experts
- Create and post a pantry “sick policy” for volunteers
- Tell participants to send a proxy if they are sick or need or must self-isolate for their own protection. Flag folks with no proxy.
- Assess your pantry’s labor capacity
- Making assigned pick-ups from big box stores is essential; contact food bank if needed
- Pantries should suspend their own household food drives
- Agree that vulnerable volunteers will take a sabbatical



Food Distribution Strategies

- All pantries and soup kitchens MUST move to a “no contact”, pre-pack system
- Adjust for household size, with 1-2 weeks of supply, adding frozen and refrigerated as the packages go out the door
- “No contact” walk-up service for participants w/out vehicles.
- Pantries may change hours and/or switch to an appointment schedule with public/EFO/2-1-1 notice.



Communication Strategies

- Ask volunteer to update their emails and phone numbers
- Update your pantry's outgoing phone message at least weekly
- Advise participants to check the pantry's phone message to confirm you're open
- Ensure your pantry's after-hours, emergency phone number is current and posted on the front door
- If your pantry takes phone messages, continue checking them regularly
- Ask local law-enforcement to hold pre-packed foods for households at their station
- Notify 2-1-1 or your local helpline operator if your pantry must change hours or close temporarily



If you are considering closing or modifying hours

- Talk to your food bank and EFO before making a “close” decision
- Don’t close just because schools are closed. Make an independent decision based on capacity and safety. We want you to stay open if you can do it safely.
- Report any change in hours or closure to 2-1-1 as well as your EFO and any other food bank that serves your pantry
- Immediately post public notice by phone, on the door, and by social media
- Make sure your EFO can still contact you
- Notify Wisconsin TEFAP Coordinator kitty.kocol@dhs.Wisconsin.gov



TEFAP Data Collection and Eligibility Guidelines

- Suspend individual household records
- Use the new weekly eligibility levels and the household information form instead of TEFAP application forms. (WisTEFAPCOVIDnewTOOL)
- New Tool adds weekly income calculation to monthly/annual

Household Size	As of TODAY, my Weekly Combined Household Income is less than:	Monthly Combined Household Income less than:	Annual Combined Household Income less than:
1 person	\$454/week	\$1,967/month	\$23,606/year
2 people	\$613	\$2,658	\$31,894

TEFAP Outlet Name _____ Distribution: ___/___/2020

Use this record instead of TEFAP application forms during “no contact” food distributions to households. This meets all TEFAP requirements for participant data collection and reporting. Show the household TEFAP income limits (reverse). If they meet income guidelines, verbally collect and record data below. Retain in secure location. Monthly, report the # of persons & households served. Age groups will not be collected at this time.

First & Last Name	# persons	Address	R = Return N = New



Q&A



Contact Information

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