



Agency Conference

September 24, 2025



Jackie Othman

Food Pantry Manager

Opening Remarks & Welcome



Robert Zohfeld

Director of Programs





2025-2026 Member Agency Conference Agenda

Wednesday, September 24, 2025

TIME	TOPICS OF DISCUSSION	FACILITATOR
8:00am – 9:00am	Registration & Continental Breakfast	
9:00am – 9:15am	Opening Remarks & Islamic Center Welcome	Robert Zohfeld & Jackie Othman
9:15am – 9:30am	Network Review & Strategic Initiatives	Terry Perdue
9:30am – 10:05am	Civil Rights	Robert Zohfeld
10:05am – 10:15am	Contract Review & Regional Plan	Terry Perdue
10:15am – 10:30am	Break	
10:30am – 11:00am	Ohio Association of Foodbanks Speaker and Q&A	Joree Novotny
11:00am – 11:45am	Foodbank Panel	SHF Staff
11:45am – 12:30pm	LUNCH – Drop questions during lunch for Q&A after!	
12:30pm – 12:45pm	Award Presentation - Stewardship Awards - Nourishing Neighbors – Crystal Apple	Terry & Robert & Peter
12:45pm – 1:30pm	Q&A Session	SHF Staff
1:30pm – 2:15pm	Breakout Group Activity – by County	
2:15pm – 2:30pm	Closing Remarks	Terry Perdue
2:30pm – 2:45pm	Tour of Islamic center	Jackie Othman

Mission

To find, rescue, and distribute food to people living in poverty through an efficient network.

Vision

Unite the public and private sectors, to raise awareness about the impact of poverty.



NEW MEMBER AGENCIES

- 1. Awakenings Christian Fellowship (Piqua, Ohio)**
- 2. Mississinawa Elementary School
(Union City, Ohio)**

Group Agreements

Stay **engaged**

Speak your **truth**
responsibly

Listen to
understand

Be **willing** to do
things
differently and
experience
discomfort

Expect and
accept
non-closure

Confidentiality

Neighbor Voices

September 24, 2025

Network Review & Strategic Initiatives

Terry Perdue

Executive Director

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Civil Rights Training

For Those Who Distribute Food Utilizing
USDA/Ohio TEFAP & CSFP Programs



Take Home Messages

Treat everyone equally and with the respect and dignity every single person deserves

Train your front-line staff/volunteers annually in Civil Rights and document the training

Make sure you have proper postings displayed at your food programs

Document any situation where you have refused service to a guest

Include the Non-Discrimination statement in your marketing materials, flyers, social media accounts, and website, and any other public-facing document mentioning your food program. At a minimum, you must include:

“This institution is an equal opportunity provider.”

What is TEFAP?

- **The Emergency Food Assistance Program (TEFAP)** is a Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. It provides food and administrative funds to States to supplement the diets of these groups.
- The USDA makes food commodities available to the States, which receive the food and supervise overall distribution of the food commodities to eligible recipient agencies.
- Eligible recipient agencies are public or private nonprofit organizations that provide food and nutrition assistance to the needy through the distribution of food for home use or the preparation of meals.

www.fns.usda.gov/tefap/emergency-food-assistance-program-tefap



What is CSFP?

- **The Commodity Supplemental Food Program (CSFP)** works to improve the health of elderly people at least 60 years of age by supplementing their diets with nutritious USDA commodity foods.
- Under CSFP, the United States Department of Agriculture (USDA) purchases food and makes it available to the States, along with funds for administrative costs.
- The States then store the foods and distribute them to public and non-profit private local agencies.

<https://www.fns.usda.gov/csfp/commodity-supplemental-food-program>



Who Qualifies for a CSFP Box?

3 Requirements:

- Income
- Age
- Residency



Ohio Department of Job and Family Services
COMMODITY SUPPLEMENTAL FOOD PROGRAM

INCOME ELIGIBILITY GUIDELINES

ELDERLY - 60 YEARS OF AGE & OLDER

Based on 150% of Federal Poverty Income Guidelines

Household Size	Annual	Monthly	Weekly
1	\$ 23,475	\$ 1,957	\$ 452
2	\$ 31,725	\$ 2,644	\$ 611
3	\$ 39,975	\$ 3,332	\$ 769
4	\$ 48,225	\$ 4,019	\$ 928
5	\$ 56,475	\$ 4,707	\$ 1,087
6	\$ 64,725	\$ 5,394	\$ 1,245
7	\$ 72,975	\$ 6,082	\$ 1,404
8	\$ 81,225	\$ 6,769	\$ 1,563
For each additional family member add	\$ 8,250	\$ 687	\$ 159

What Are Civil Rights?

Civil Rights are the non-political rights of a citizen; the rights of personal liberty guaranteed to U.S. citizens by the 13th and 14th Amendments to the U.S. Constitution and by acts of Congress

13th Amendment

Section 1. Neither slavery nor involuntary servitude, except as a punishment for crime whereof the party shall have been duly convicted, shall exist within the United States, or any place subject to their jurisdiction.

Section 2. Congress shall have power to enforce this article by appropriate legislation.

14th Amendment

Section 1. All persons born or naturalized in the United States, and subject to the jurisdiction thereof, are citizens of the United States and of the State wherein they reside. No State shall make or enforce any law which shall abridge the privileges or immunities of citizens of the United States;
...

Civil Rights Training Goals

Equal treatment for all applicants and beneficiaries under the law.

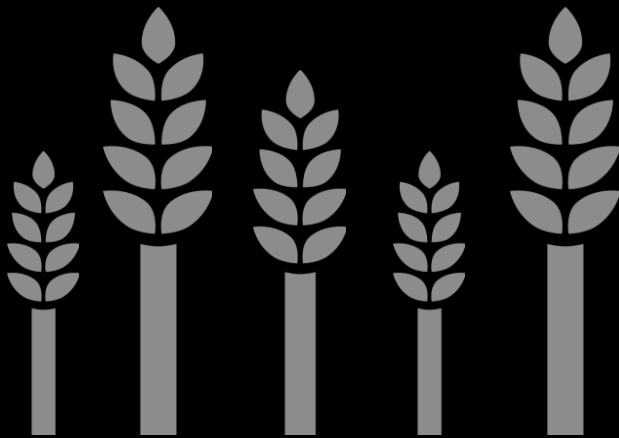
Provide knowledge of rights and responsibilities to recipients and staff.

Elimination of illegal barriers that prevent or deter people from receiving benefits.

Provide a baseline of dignity and respect for all.

Agency Responsibilities

- Train staff and volunteers in civil rights requirements annually.
- Comply with civil rights laws, regulations and requirements.
- Take “reasonable steps” to ensure adequate access to your programs and activities by persons with disabilities and/or Limited English Proficiency (LEP).
- Provide equal treatment for religious organizations.
- Public Notification and follow-up including compliance reviews, complaint process, accommodating persons with disabilities, resolving conflict, and customer service.



Training

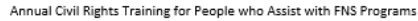
Federal and State guidelines require that programs receiving USDA foods must have annual civil rights training. Training methods include formal presentation, staff meetings, online, or a one-on-one review of materials.



Training should cover:

- Goals of Civil Rights
- Federal Financial Assistance
- Agency Responsibilities
- Discrimination
- Complaint Procedures
- Limited English Proficiency
- Disability Accommodations
- Effective Public Notification Systems
- Non-Discrimination Statement
- Collection – Use of Racial/Ethnic Data
- Compliance Review Techniques
- Customer Service & Conflict Resolution
- Equal Opportunity for Religious Organizations

Agency Name: _____
FFY2023 (20221001-20230930)



- Goals of civil rights – fairness and equality of treatment and benefit delivery
- ☐ Legal prohibitions – discrimination is prohibited on the bases of race, color, national origin, age, sex, and disability in special nutrition programs funded by the USDA, Food and Nutrition Service. (SNAP (formerly known as Food Stamps) and Food Distribution Program on Indian Reservations also prohibit discrimination based on religion and political beliefs in addition to the bases listed above.)
- ☐ Types of Discrimination – Disparate treatment (intentional), disparate impact (neutral rule impacts disproportionately on a group), reprisal/retaliation against complainant or his/her family, associates or others involved in complaint process or exercising civil rights.
- ☐ Exceptions – Congress can establish a program that is intended for certain groups of people, and it is not discrimination to exclude those who do not meet eligibility requirements. For example, Congress can set age limits, and this is not age discrimination or disability discrimination for those who do not meet the age limits.
- ☐ When do civil rights rules apply – Civil rights rules apply any time there is any federal financial assistance. Federal financial assistance is receiving anything of value from the federal government – not just cash. It can include commodities, training, equipment, and other goods and services.
- ☐ Special circumstances
 - ☐ Make sure people with disabilities are accommodated. Sites should be accessible to people with all types of disabilities (e.g. mobility, sight, hearing, other) or alternate means of service delivery should be advertised and provided.
 - ☐ Provide other language assistance to persons with limited English proficiency who could not gain meaningful access to the program without other language assistance. Assistance must always be provided to LEP households, but the level or type of assistance can vary based on circumstances.
- ☐ Other requirements
 - ☐ Treat all people with dignity and respect.
 - ☐ Display the USDA “And Justice for All...” non-discrimination poster in a place where it can be seen by all who visit the premises.
 - ☐ Include the USDA non-discrimination statement on all materials that mention USDA funded programs and make sure the statement is also on web sites that mention USDA funded programs.
 - ☐ Conduct outreach to ensure that potentially eligible persons and households are aware of the program and have information on how to apply. Provide suggestions about how to make more people aware of the program and how to receive benefits.
 - ☐ Maintain confidentiality. It is not appropriate to talk about who is receiving benefits or to make remarks about them. Never share information with others regardless of an expression of good intentions. Refer all requests for information to managers. What happens at the site stays at the site. The exception, of course, is any illegal or inappropriate behavior that should be reported to state or federal officials.
 - ☐ Collect racial/ethnic data (except TEAP) and use it to target outreach and to assess participation. Make sure individual data are kept confidential. If people refuse to provide, you must code for them based on perception.

- ☐ Cooperate with State and Federal reviewers. They are required to conduct periodic compliance reviews to help insure that program and civil rights rules are being obeyed.
- ☐ If there is non-compliance, correction of problems and voluntary compliance is sought. Failure to abide by civil rights rules can lead to loss of Federal financial assistance.
- ☐ Sexual harassment is prohibited. Do not engage in or tolerate unwanted or unwelcome sexual behavior including jokes, touching, requests for sexual favors, etc. Report violations to management or to state or federal officials.
- ☐ Advise people who allege discrimination about how to file a complaint. To file a complaint of discrimination complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202)690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).
- ☐ If conflicts occur, remain calm. Call for assistance immediately if you feel threatened. Consider mediation or a third party to help resolve the situation.
- ☐ Follow the platinum rule – treat people the way they would like to be treated (or be aware of what that is)!

Only Sign Paragraph Applicable to your Organization

As a representative of my organization, I _____ attended the
Full Name/Title
online "Train the Trainer" Civil Rights Training provided by Shared Harvest Foodbank on _____
Date

By signing this form, I am confirming that all volunteers and/or staff that have direct contact with customers have been trained by me. Please see the attached form with the names of all person(s) trained and the dates of their training.

Authorized Representative Signature

Date _____

--Or--

As a representative of my organization, I _____ attended the
 _____ Full Name/Title
 online "Train the Trainer" Civil Rights Training provided by Shared Harvest Foodbank on _____
 _____ Date

By signing this form, I am confirming that all volunteers and/or staff that have direct contact with customers also attended the same online training. Please see the attached form with the names of all person(s) trained and attendance date.

Authorized Representative Signature

Date _____

Civil Rights Laws

The USDA prohibits discrimination in all programs and activities on the basis of:

Federal Laws

The Classes Below Apply to All States

- Race
- Color
- National Origin
- Age
- Sex
- Disability
- Gender Identity (including gender expression)
- Family/parental status
- Religion
- Political Beliefs
- Limited English Proficiency (LEP) Families

State Laws

The Classes Below May Vary by State

- Marital Status
- Family Status
- Parental Status
- Sexual Orientation
- Genetic Information
- Political Beliefs
- Reprisal
- Income
- Military Status (Ohio)

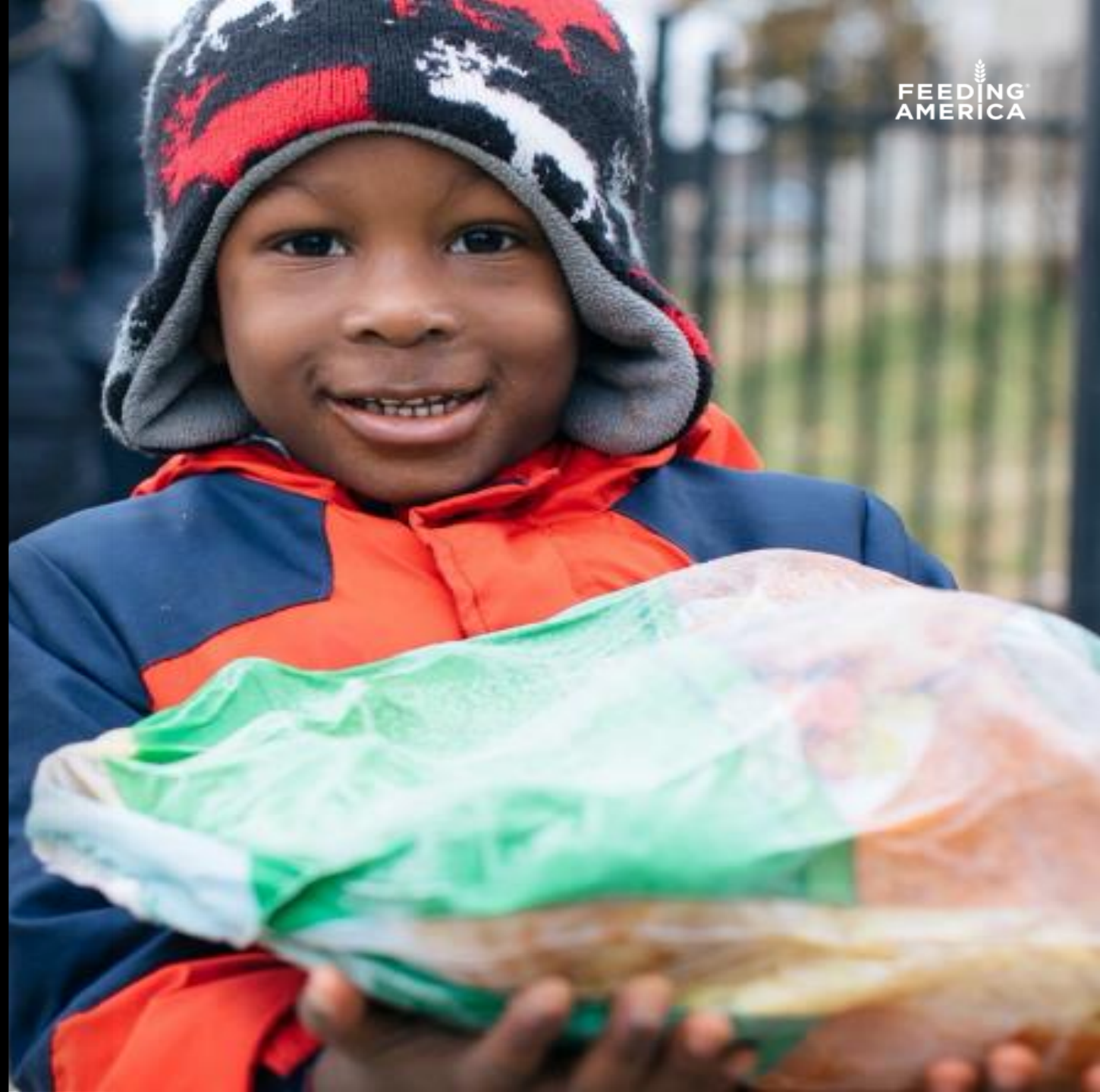
Civil Rights Laws

- Title VI –Civil Rights Act of 1964 (Race, color, national origin)
- Title IX of the Education Amendments of 1972 (Sex)
- Section 504 of the Rehabilitation Act of 1973 (Disability)
- Americans with Disabilities Act (Disability)
- Age Discrimination Act of 1975 (Age)
- Civil Rights Restoration Act of 1987 (Race, color & national origin)

When Do Civil Rights Rules Apply?

Anytime there is any Federal financial assistance

- **USDA/TEFAP commodities**
- **State Commodities**
- **Any training, equipment, and other goods and services supported or assisted through Federal Assistance**



Civil Rights Oversight



Equal Opportunity for Religious Organizations



Faith Based Organizations **CAN**:

- Receive federal funds to operate emergency feeding programs.
- Use space in their facilities without removing religious art or symbols.

Faith Based Organizations **CANNOT**:

- Discriminate against individuals on the basis of religion or religious beliefs.
- Use USDA funds or product for religious activities.
- Distribute religious information to guests.
- Make guests participate in religious activity to receive assistance.
- Proselytize or preach during the food program.

Example: A soup kitchen cannot require a prayer before a meal.

What is Discrimination?

The act of distinguishing one person or group of persons from others, either intentionally, by neglect, or by the effect of actions or lack of actions based on their protected classes.



What is a Protected Class?

Any person or group of people who have characteristics for which discrimination is prohibited based on a law, regulation, or executive order



Discrimination Types: Disparate Treatment

Disparate Treatment: Intentionally treating someone differently because they belong to a protected class.

Scenario: A sign in the pantry which hangs above the cereal says: “For neighbors under the age of 18 only!” The pantry staff wants to ensure that school aged children are able to have access to breakfast in the mornings before school.

Reason: A protected group cannot be singled out for special treatment based on their age.

Discrimination Types: Disparate Impact

Disparate Impact: Unfair practices and procedures that are unintentional.

Scenario: A food pantry only has an interpreter available on the 2nd Thursday of each month. They tell all of their Hispanic neighbors that they need to come to their pantry on the second Thursday of each month to ensure they can access the pantry easier.

Reason: Hispanic neighbors are being singled out unintentionally by requiring “all” Hispanic neighbors to be served on the second Thursday of each month.

Discrimination Types: Retaliation

Retaliation: Negative treatment of an individual due to their prior civil rights activity or for cooperating with an investigation.

Scenario: A neighbor receiving services has recently filed a discrimination claim against your program. Upon arrival for their next appointment, they are told they no longer may receive services.

Reason: No person or neighbor can be refused services regardless of “claim” status.

Solutions for Inclusivity

Inclusivity is the policy of including people who might otherwise be excluded or marginalized

Accessibility

**Limited English
Proficiency**

Customer Service

Conflict Resolution



Accessibility

- Ensure that neighbors with disabilities can get into your agency from the parking lot, entrances, hall, elevators, restrooms, as well as allowing service animals
- Arrange ways for neighbors to receive services. For example, if your program is in the basement and you do not have an elevator, staff/volunteers should be available on the main floor
- Proxy- having an authorized representative/pick-up commodities for the neighbor
- Making home deliveries or providing other accommodations

Limited English Proficiency (L.E.P.)

Definition of LEP Persons: Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Important: All organizations receiving Federal financial assistance have a responsibility to take reasonable steps to ensure “meaningful” access to their programs and activities by persons with LEP.

- All efforts must be made to service LEP individuals.
- Agencies cannot require LEP individuals to provide their own interpreter to receive services.
- Children should not be used as interpreters.

Limited English Proficiency (L.E.P.)

Reasonable Steps to ensure adequate access to your programs and activities by person with LEP are contingent Upon:

- **The number** or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.
- **The frequency** with which LEP individuals come in contact with the program.
- **The nature** and importance of the program, activity, or service providing by the program to people's lives.

Limited English Proficiency (L.E.P.)

- **Standardizing documents** to reduce translation needs
- **Interpreters, bilingual staff, and/or the use of a language line** is the preferred method for meeting LEP requirements and is better than using a smart phone for translation.
- Language Line

Limited English Proficiency (L.E.P.)

To place a call to an interpreter using the Free Language Line:

- Dial: 866-978-8378; Access code 49420
- The voice prompt will ask you to press the number of the language you wish to be interpreted
- If your language isn't listed, press 0
- To speak with an operator, press 0
- Select Purpose of your call
 - 1 For Health care
 - 2 for SNAP Outreach or Applications
 - 3 for Food help
- State your first and Last Name
- State the name of your Food Bank
- When finished, thank the interpreter and hang up!

Limited English Proficiency (L.E.P.)

EXAMPLE: A Syrian neighbor walks into your pantry for the first time with their child and does not have a photo ID. The neighbor doesn't speak English, but their child does. The volunteer communicates with the neighbor through their child since the child is bilingual. The child says they live in a nearby home and are out of food. The volunteer tells the family to return when they have proper documentation and does not serve the family food.

This scenario is **discriminatory** because the volunteer doing intake did not provide translation services for the neighbor and used a child for translation. They should have used the language line to assist. They also should have served them food if they lived in their service area regardless of the neighbor not having a photo ID.

Public Notification

Public notification Also Known As Outreach

- Program Availability
- Non-discrimination Statement
- Complaint procedures



FOOD PANTRY

new hours!

Sunday: 10am - 3pm

Wednesday: 5pm - 7pm

Thursday: 10am - 12pm

Mandatory Public Notification



The “And Justice for All” poster is available through the USDA website. It details a person’s civil rights and how a person can file a civil rights complaint. It must be posted in a visible area of any agency that receives TEFAP or CSFP sponsored programs.

The poster must be printed in 11x17 format for it to meet USDA regulations.

For more information or copies in major primary languages go to:

<https://www.fns.usda.gov/cr/and-justice-all-posters-guidance-and-translations>

Non-Discrimination Statements

Statement

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, or disability.”

To file a complaint of discrimination, write:

USDA, Director, Office SW,
Washington, D.C. 20250-9410

Call **800.795.3272** or **202.720.6382** (TTY).

“USDA is an equal opportunity provider and employer.”

Short Statement:

“This institution is an equal opportunity provider.”

Complaints

Advice Applicants/Participants:

- Right to file complaint
- How to file a complaint
- Complaint procedures

Pantry Complaint Form

Pantry_____ Date_____

Director of Pantry_____

County_____

Pantry Phone Number (_____)_____

Client's Name_____

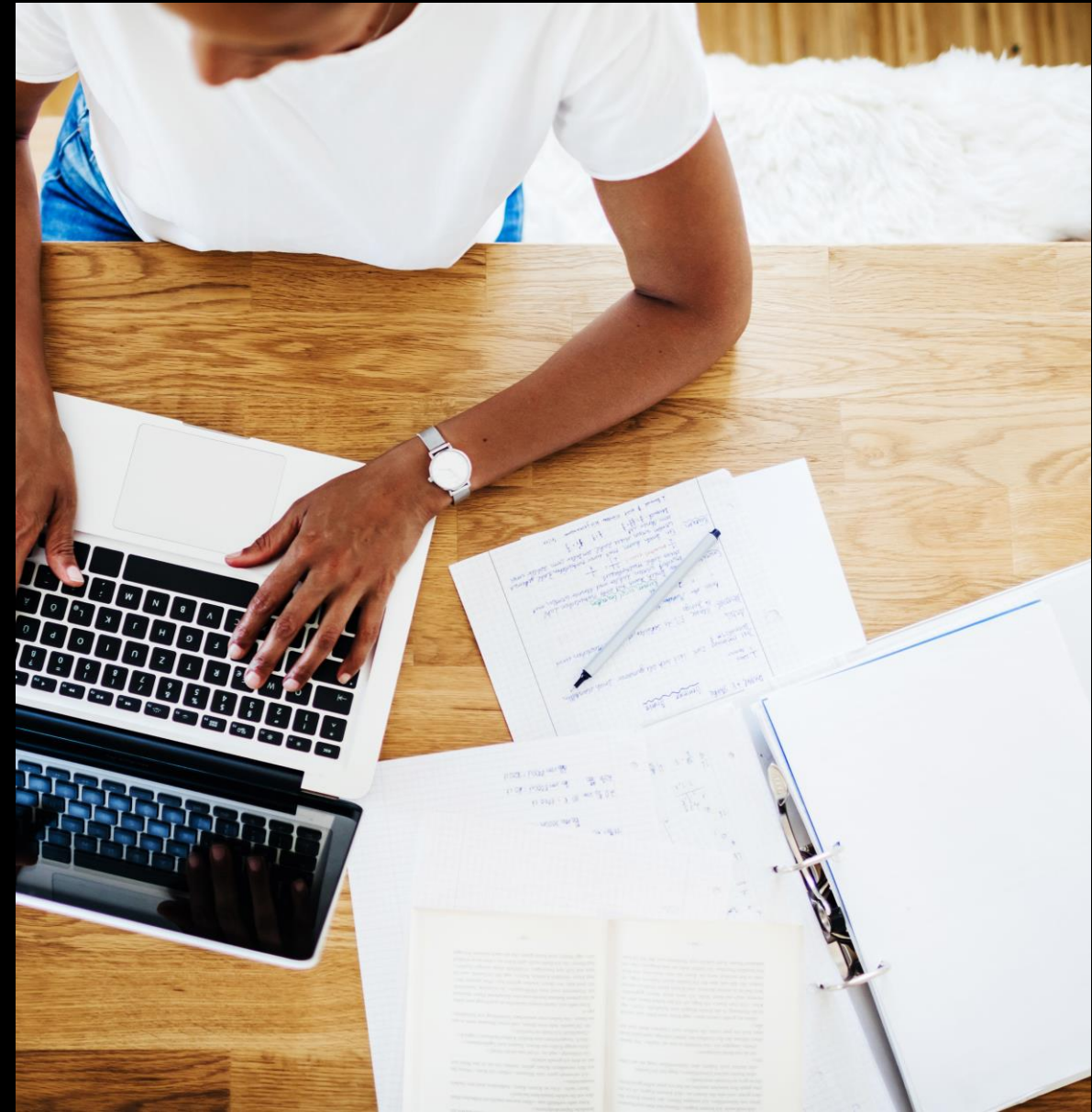
Clients Phone Number (_____)_____

Witnesses_____

Complaint_____

Data Collection and Reporting

- All data collected must be kept secure and confidential.
- Maintained for 5 years
- Ensure racial or ethnic participation is collected for CSFP



Customer Service

Treat

Treat all people with dignity and respect. Be empathetic and avoid sarcasm

Explain

Clearly explain to everyone the rules as well as their rights and responsibilities

Recognize

Recognize that all neighbors have varied needs and often few resources

Ask

Ask yourself, “Am I treating the neighbor in the same manner I would want to be treated?”

Remember

Remember to take time to try and understand the neighbor’s point of view. Listen for details about the neighbor’s concerns, situation, or request

Repeat

Repeat the concern/request to make sure you understand the expectations of the neighbor that you are serving

Conflict Resolution

Typically, neighbors who are behaving in a difficult manner have not had their expectations met or do not fully understand the role of the worker.

Often, the neighbor is focused on getting immediate assistance with solving a problem and does not feel the worker is helping.

Generally, people do not want to be difficult or argumentative with a caring individual. The neighbor may not be aware of how their negative behavior is affecting others.

- **Words** – Avoid threatening words, listen before you speak.
- **Tone of Voice** – Remain calm with your tone of voice.
- **Body Language** – Remain calm with your posture and assume a neutral position.

Conflict Resolution

If you have tried to assist the neighbor by providing the best customer service you can, and they remain argumentative or outright abusive, do not allow yourself to be abused and do not argue back. Keep your own sense of self-confidence but still remain helpful.

Anytime you feel that the neighbor is truly physically threatening, move away from the neighbor and call the Police.

Practice: Have a **written** and **posted** policy for dealing with unacceptable behavior and conflicts. It should be posted in plain site for all neighbors, volunteers and pantry personnel to view.



Scenario #1

A food pantry has a large Russian-speaking neighborhood in a nearby community, but does not have any signage or materials in Russian. A Russian-speaking neighbor is hesitant to ask for help from the organization because they are unsure if they are able to access their resources.

What civil rights concern is this situation most likely to raise?

- a) Age discrimination
- b) Disability discrimination
- c) National origin discrimination

Scenario #2

A neighbor at the food pantry makes disrespectful remarks about your staff and other customers on a regular basis. The neighbor does need help with food but has consistently made your customers and staff uncomfortable.

What is the most appropriate action for the pantry to make in this situation?

- a) Serve the unruly neighbor first to get them in and out of your food pantry quickly.
- b) Tell your staff and other customers to ignore them. That's just the way they are.
- c) Tell the unruly neighbor that they need to follow the food pantry guidelines that you have posted on your wall. If they refuse to abide by the guidelines, tell them they need to leave and document the incident.

Scenario #3

A reviewer from the State visits a TEFAP distribution site and sees the And Justice For All poster displayed in the food pantry manager's office, which is located in an area that is off limits to neighbors.

Why is this a Civil Rights Violation?

- a) The poster needs to be moved to a common area where neighbors and visitors may view it in plain sight.
- b) The poster may be hung in the manager's office if neighbors are made aware that they can ask to view it whenever they want.

Thank you for completing your civil rights training!



Contract Review & Regional Plan

Terry Perdue
Executive Director
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513-874-0114 ext.109



FEEDING
AMERICA

BREAK





Food
insecurity,
hunger relief,
and safety
nets/security
blankets

Introduction & Scope



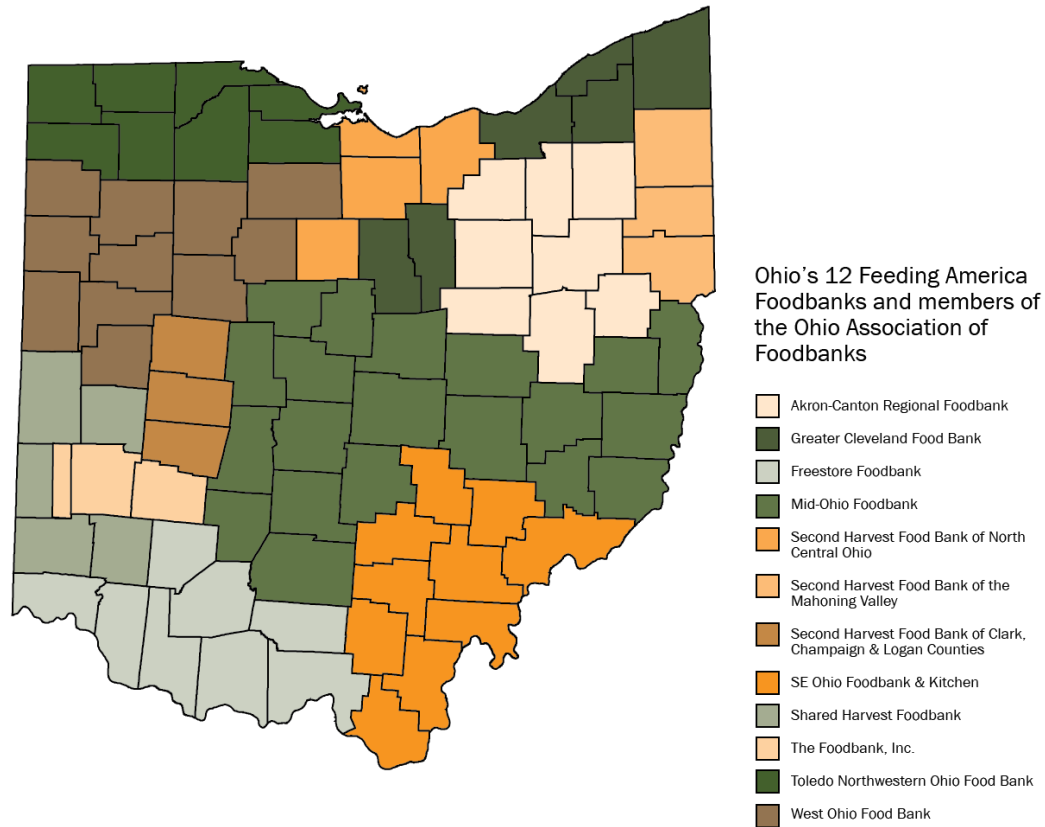
What I hope to offer today:

Because I work at the state level, I'm familiar with how national and state policies, decisions, and trends broadly impact local hunger relief providers. I can offer insights about recent state & federal developments that have bearing on your efforts, and suggestions for how you can engage with us on shared priorities.

What I'm not:

An expert in your local communities and how you deliver services to be responsive to the needs, opportunities, challenges, and assets unique to Butler, Darke, Miami, Preble, & Warren Counties. That's all of YOU!

Ohio Association of Foodbanks



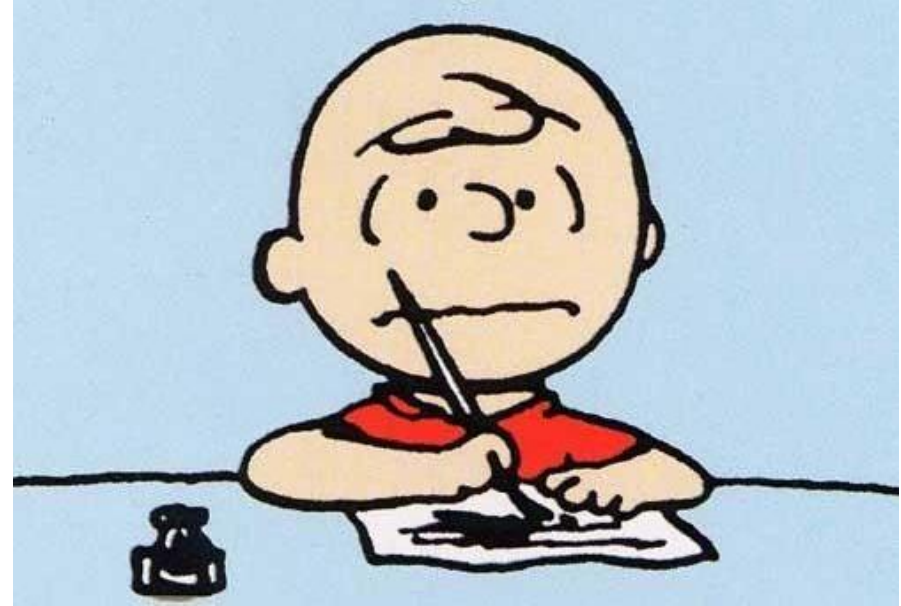
The Ohio Association of Foodbanks assists Ohio's 12 Feeding America foodbanks in providing food and other resources to people in need and pursues areas of common interest for the benefit of people in need.

Our primary functions include:

- Food sourcing (state contracts) – including compliance
- Public policy and advocacy at the state and federal levels
- Leveraging and stewarding other resources to support efforts to address hunger and its root causes (SNAP outreach, AmeriCorps, health care enrollment programs, food is medicine initiatives, etc.)
- Shared services, technical assistance, convening, and collective voice for membership

Today in 20 minutes...

- What does “food security” really mean? What is the state of food security in Ohio?
- What primary tools exist to address food insecurity? How might recent state and federal decisions impact the success or adequacy of those tools?
- How can you as local providers be engaged in building support for policies and programs that address food insecurity?



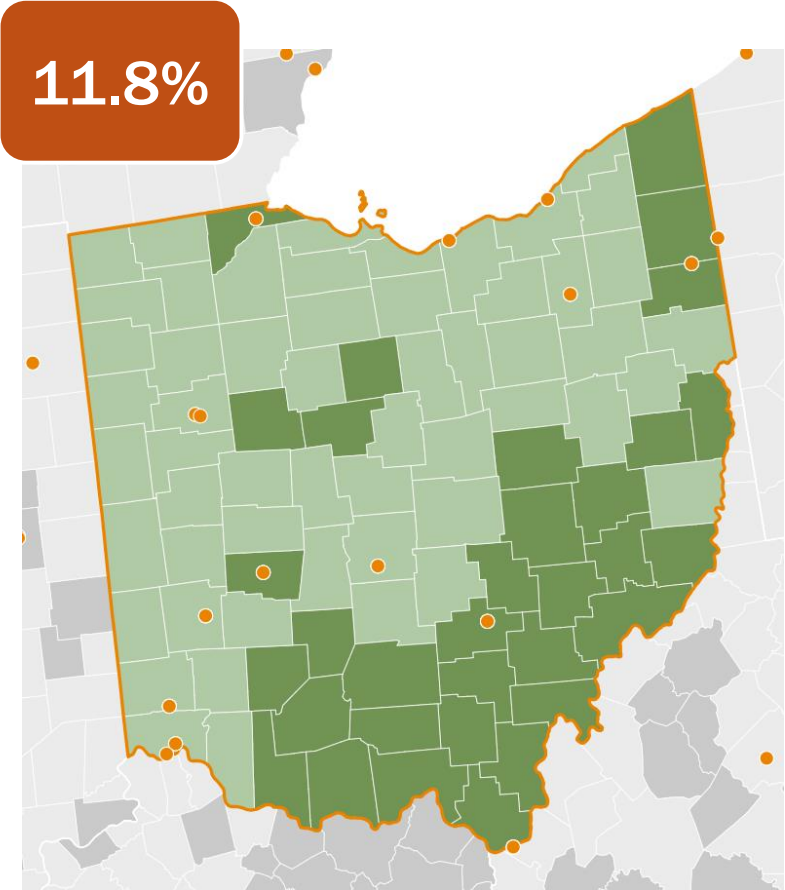
We will have 10 minutes for Q&A, so please make note of any questions that come to mind!

Food Security

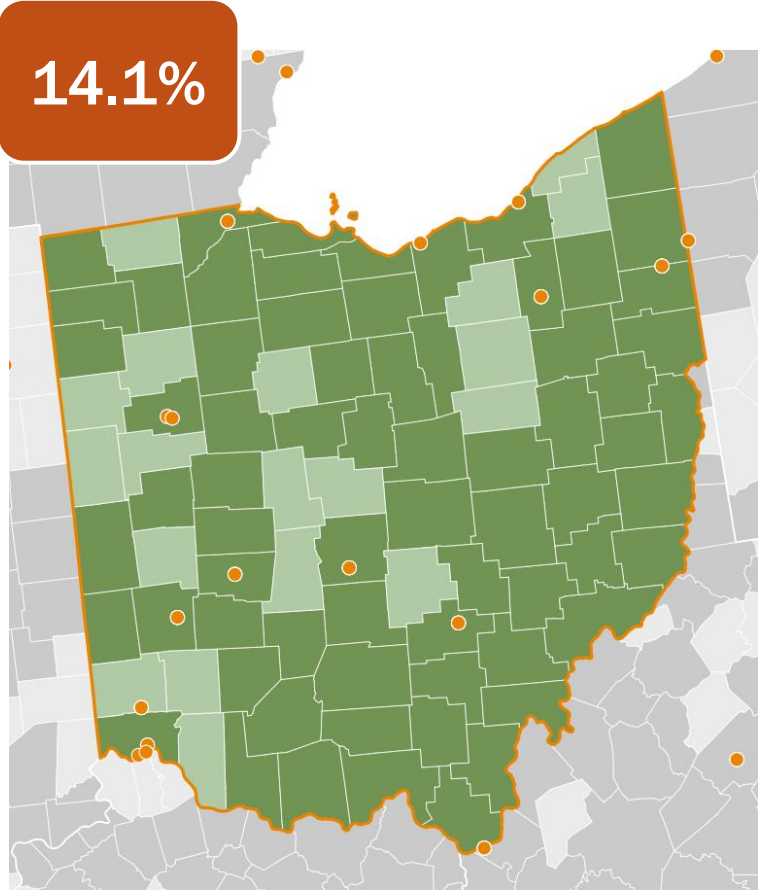


- Food *security*: “access to enough food for an active, healthy life”
- Food *insecurity*: “a household-level economic and social condition of limited or uncertain access to adequate food”
- *Hunger*: “individual-level physiological condition that may result from food insecurity”
- *Security*: “the state of being protected against or safe from danger or threat; the state of feeling safe, stable, and free from fear or anxiety”
- *Safety net*: “a safeguard against possible hardship or adversity”
- *Security blanket*: “something that provides reassurance, support, or a sense of security”

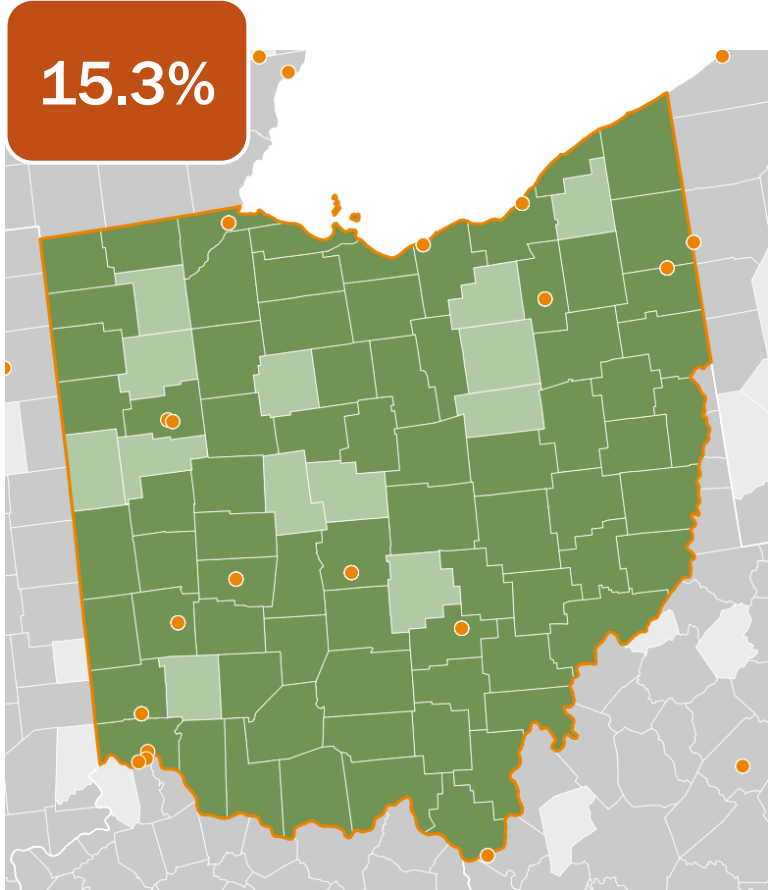
Overall Food Insecurity in Ohio



2021

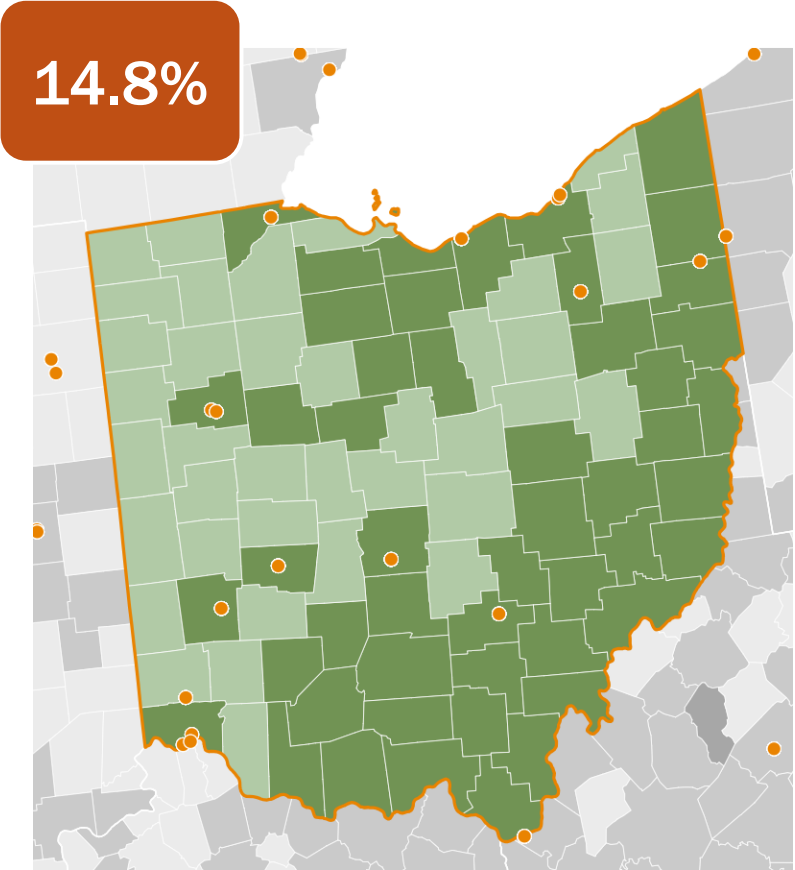


2022

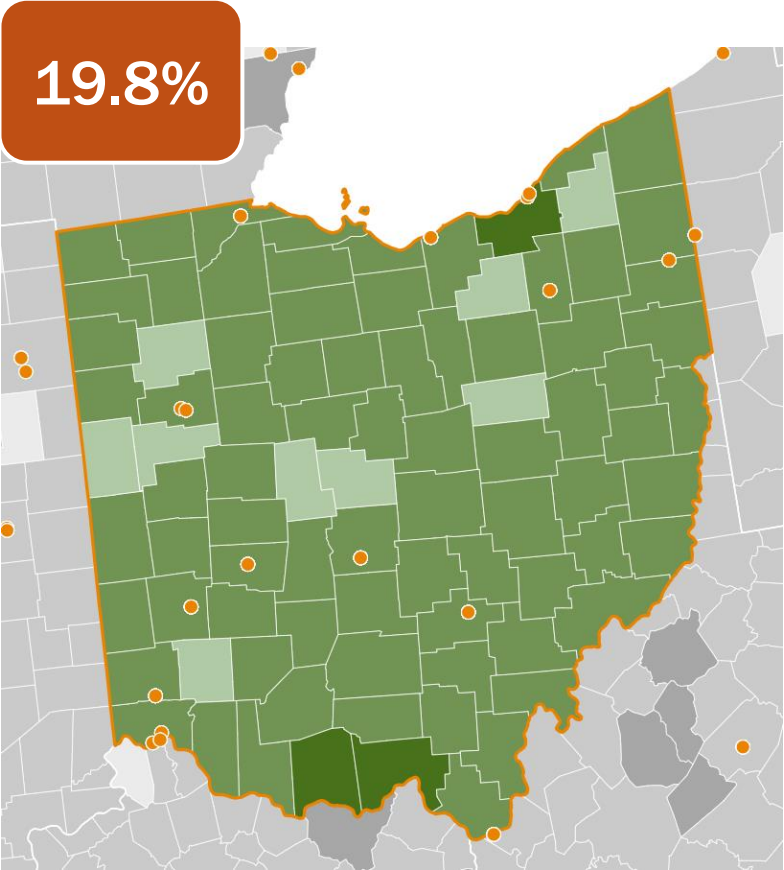


2023

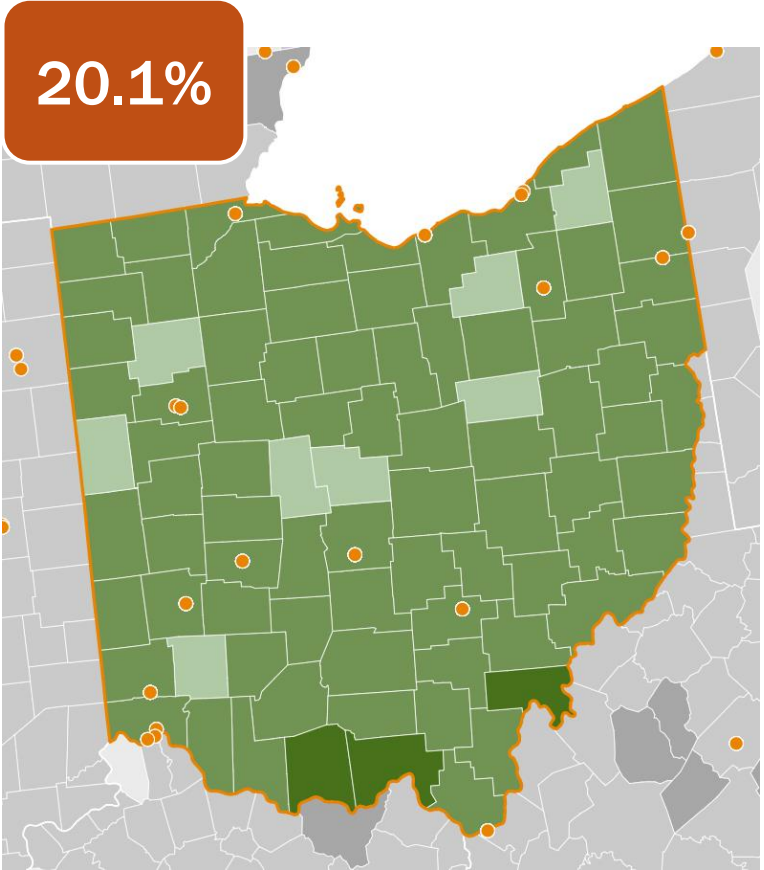
Child Food Insecurity in Ohio



2021



2022



2023

Food, housing, and health care costs are a source of major stress for many people

About half the public identify the cost of groceries as a major source of financial stress. Nearly 1 in 5 of them have used so-called Buy Now Play Later services to buy their groceries.

 [TOPLINE RESULTS](#)

 [PUBLIC USE FILES](#)

 [METHODOLOGY](#)



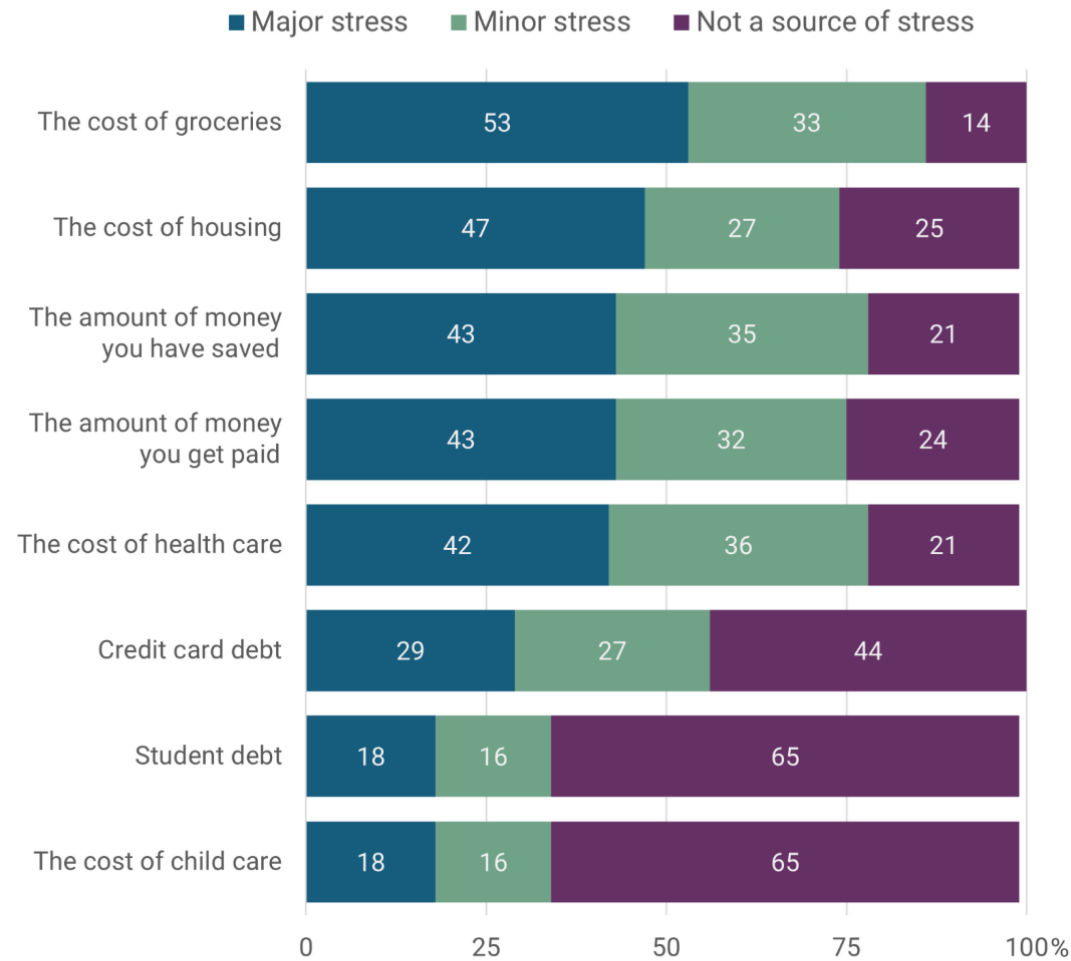
August 4, 2025

About half of the public consider the cost of groceries to be a major source of stress in their life right now, and 19% of those concerned have used deferred payment services to fund groceries at some point.

Half of American adults surveyed in July in a nationwide AP-NORC poll said the cost of groceries are a “major source of stress” in their lives

The cost of groceries, housing, and health care are stressful for most people.

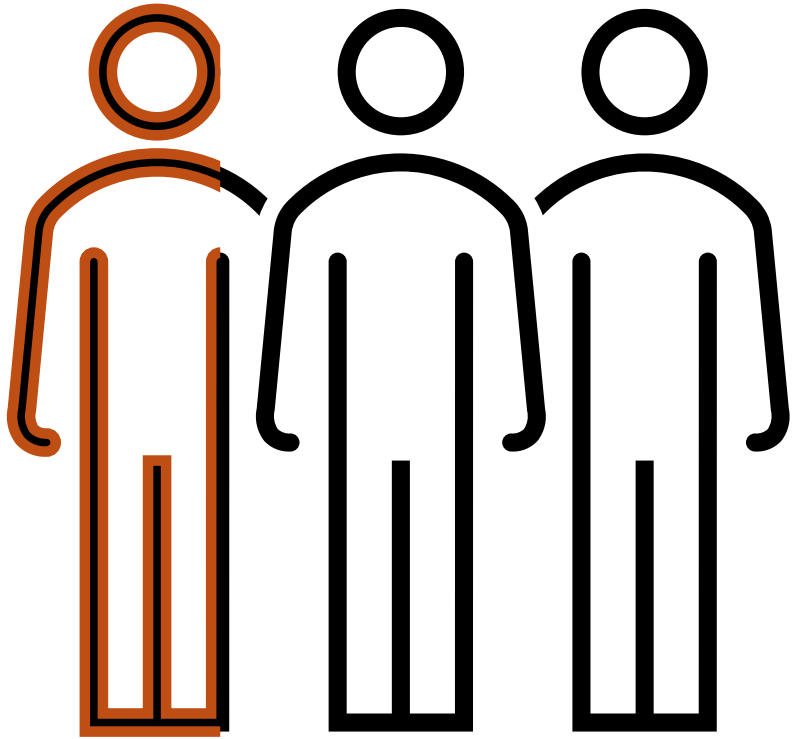
Percent of adults



Question: Is each of the following a major source of stress, a minor source of stress, or not a source of stress in your life right now?

Source: AP-NORC poll conducted July 10-14, 2025 with 1,427 adults nationwide.

3.3 million Ohioans live in households with incomes below 200 percent of the federal poverty level – nearly 1 in 3 people



Many of them have little to no security blankets (protection) against hunger if they slip into food insecurity – meaning, if they experience a rise in expenses (increased housing costs, inflation, higher food prices), a shortfall in income (reduced hours at work, job loss), or another crisis that might mean both a rise in expenses and a shortfall in income (onset of serious or chronic illness, injury, disaster, car crash), it is likely they will not be able to afford or access the food they need on their own, and would have to turn to safety nets (safeguards) to avoid hunger. Unfortunately, these safety nets are limited and some are under attack.

What tools/safety nets exist?

*200 percent FPL – nearly 2 million people in Ohio under 200% FPL but not participating in SNAP



- General (eligible) population:
 - Supplemental Nutrition Assistance Program (SNAP)
 - Public-private partnerships: foodbanks & local hunger relief agencies (TEFAP, state foods through OFPACP)*
 - Other mechanisms for improving household security: increasing income; reducing costs; public benefits
- Tools for specific populations:
 - Child nutrition programs, like school meals, Women, Infants, and Children (WIC), summer meals, Summer EBT, meals in child care settings
 - Older adult programs, like Commodity Supplemental Food Program (CSFP), Meals on Wheels, meals in adult care settings, senior farmers markets

State Budget: Foodbank Funding

The Ohio Food Program and Agricultural Clearance Program – which is funded through an appropriation in the state budget – supplies about 20% of the food our network distributes. It was funded at \$24.55 million per year in the final budget bill, which is \$7.5 million per year less than 2024-2025. That's after the network had already seen significantly reduced food supply with the full spend down of ARPA purchasing dollars.



State and Federal Foods

- Statewide, federal (TEFAP, CSFP, and other USDA foods like CCC, TEFAP Bonus, and LFPA) and state (Ohio Food Program and Agricultural Clearance Program, or OFPACP, and one-time ARPA) commodities made up half (50%) of all of the food available from Ohio's foodbanks in state fiscal year 2024 (July 1, 2023 – June 30, 2024)
- One year later, from July 1, 2024 to June 30, 2025, that share declined to 45%; this was because ARPA-funded foods were gone, although slightly more came in through TEFAP to lessen the blow
- The share of product that Shared Harvest Foodbank distributed that was state/federal was even higher than the state average, so reductions are likely to be felt more sharply

Trends in Hunger Relief

Food supply in the charitable hunger relief network is sharply lagging historic norms because of high need, reduced purchasing power, and declining federal commodities and one-time state support. Our statewide foodbank network was able to provide an average of less than 4 days' worth of groceries per pantry visitor from April to June 2025, compared to 7 days in the same quarter in 2019. Food supply from Q4 2019 vs. Q4 2025 was up by just 2%, while the number of food pantry visits fulfilled was up by 89%. As you can imagine, we are deeply concerned about food supply.

Beginning July 1, the USDA Local Food Purchase Assistance (LFPA) program ended after being terminated earlier this year. We have less food from state funding, given reduced funding levels but also exacerbated by rising food costs. USDA has announced additional “bonus” purchases (through The Emergency Food Assistance Program, or TEFAP, Section 32 authority) of fish, beans, dried fruit, and apples that will be made and eventually hit our foodbank docks in the winter.

Federal Budget Reconciliation: SNAP

The “One Big Beautiful Bill” or H.R. 1 will *fundamentally change SNAP as we know it*. It will force states to pay for a share of the cost of benefits (if their error rates exceed a certain threshold) and also force states to pay for 75% of operating costs for the program, instead of the current 50/50 split. It also expanded work reporting requirements (time limits) to more households & restricts future benefit adjustments, reducing the value of benefits over time.



Federal Budget Reconciliation: SNAP

Estimates are that, based on its current error rate, Ohio will be responsible for more than \$300 million in benefits in the first year of implementation (beginning 10/1/2027) as well as tens of millions of dollars in additional funds to operate the program (beginning 10/1/2026). States are likely to consider a variety of tools for managing this new cost burden, including strategies that could negatively impact vulnerable people, other programs, etc.





57.4% of neighbors visiting Ohio food pantries said they are not currently receiving SNAP benefits.

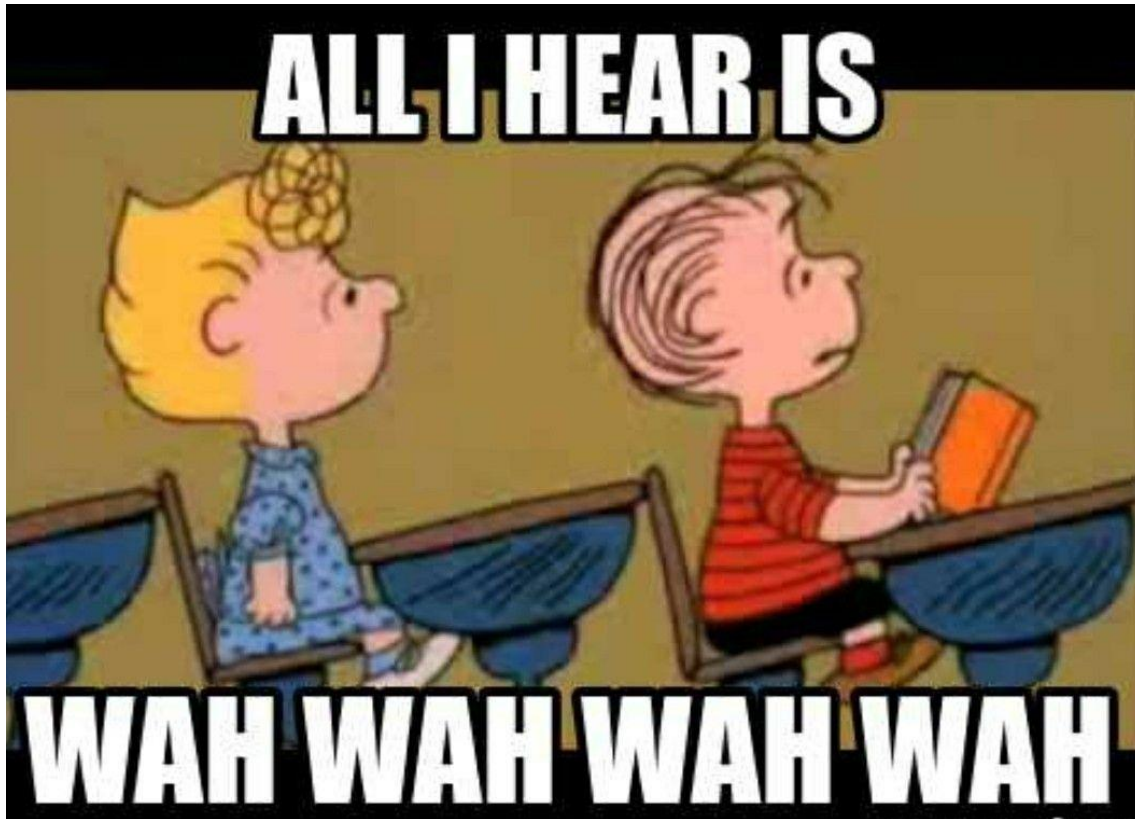
Of those receiving SNAP benefits, 64.3% exhaust SNAP benefits in two weeks and a third (33.1 percent) reported their benefits last just one week or less.

Potential Impacts of SNAP Provisions in H.R. 1

- States will have to either raise revenue, cut other spending, try to reduce the number of people participating in/eligible for SNAP, or refuse to meet their required cost share in order to have a program
- Rural grocery stores may close due to lost SNAP revenue; reduced access to healthy food for all constituents
- *More* spending during economic downturns will be needed, at a time when states have *reduced* tax receipts coming in – very difficult to plan for and budget with cost share tied to error rates
- Children, seniors most impacted; eligible people falling through widening cracks; more pressure on foodbanks & hunger relief partners



So, you want less talk and more ideas for action?



Charlie Brown: “What if everyone was like you? What if we all ran away from our problems? Huh? What then? What if everyone in the whole world suddenly decided to run away from his problems?”

Linus van Pelt: “Well, at least we’ll all be running in the same direction!”

Get involved!

Scan this code to
subscribe to our
podcast



Text **FOODBANKS**
HELP to **52886** to
join our list of hunger
advocates

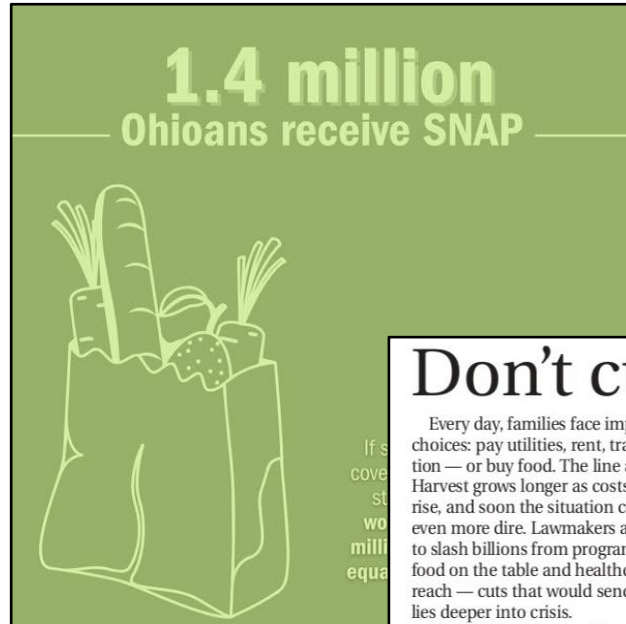


Scan this code to
visit our action
center



Get social!

Get creative about how to engage on a personal level. Consider what you or your organization could uniquely do – host an open house at your food pantry and invite lawmakers? Engage your board members, donors, faith leaders, etc. in relationship building? Some strategies could include:



Don't cut funding for the hungry

Every day, families face impossible choices: pay utilities, rent, transportation — or buy food. The line at Second Harvest grows longer as costs continue to rise, and soon the situation could become even more dire. Lawmakers are poised to slash billions from programs keeping food on the table and healthcare within reach — cuts that would send more families deeper into crisis.

Three different committees of the House of Representatives approved separate sections of budget reconciliation legislation that would:

- Cut \$300 billion in funding from the Supplemental Nutrition Assistance Program (SNAP).

- Cut \$625 billion from Medicaid, increasing the number of people without health insurance by at least 7.6 million.

A vote in the full House could happen as early as Thursday — this is our last chance to speak out before it's too late.

These programs are vital to so many of our neighbors, and any cuts will increase the need for more assistance from the nonprofit sector, including Second Harvest.



JULIE CHASE-MOREFIELD

Hunger is already a crisis in Ohio. According to Feeding America's newly released Map the Meal Gap, 1.8 million Ohioans are food insecure, a staggering 15.3 percent of our population. That includes families, seniors and veterans struggling to afford enough food.

SNAP helps working families, older adults and disabled Americans weather crisis. Since 2019, Americans have endured a pandemic, inflation, supply chain disruptions and rising housing costs. Our recent Hunger In Our Community study tells us that 63 percent of families are working but just don't make enough.

For over 40 years, Second Harvest has met the need, and we will continue to stand strong, ensuring families have access to the food they need to thrive.

Last year, Second Harvest distributed

nearly 13 million pounds of food, 25 percent of which was fresh produce. We will continue to prioritize nutritious food to supplement what families can afford but recent funding cuts have significantly impacted how much food we can provide. But we've faced challenges before — natural disasters, the Great Recession, the pandemic — and we've always done all we can to support the families who rely on us to put food on the table.

I know how fortunate we are to have a network of 130 amazing partners charities and a community who believe in our work. Together we CAN grow hope in our region by creating pathways to nutritious food.

If you believe no Ohioan should go hungry, act now. Call U.S. Rep. Bob Latta, R-Bowling Green, at (440) 406-5010 or email him at boblatta@mail.house.gov and tell him that these programs are vital. These cuts are unacceptable.

Thank you for all you do for our community. We couldn't do it without you.

Julie Chase-Morefield is president and CEO of Second Harvest Food Bank of North Central Ohio.

Ohioans are counting on you!

Ohio families and farmers rely on hunger relief programs. We need your support to **invest critical state funding** that keeps healthy food on tables and jobs in our communities.

A fellow Ohioan is writing to you with their concerns.



Place stamp here

Mail to:

Four horizontal lines for an address, with the first line being the longest.



It's so important to **be in coalition**



BUT MORE THAN ANYTHING...

success counts on strong relationships



Relationship: “the state of being connected; the way in which people or groups regard and behave toward each other”

Grassroots advocacy can sometimes be transactional – but it’s almost always more effective when relational.





The promise of
adequate,
wholesome food
must exist
before any other
possibilities can
be cultivated.



Questions?

Joree Novotny

614-273-5818

jnovotny@ohiofoodbanks.org



Food Sourcing Updates

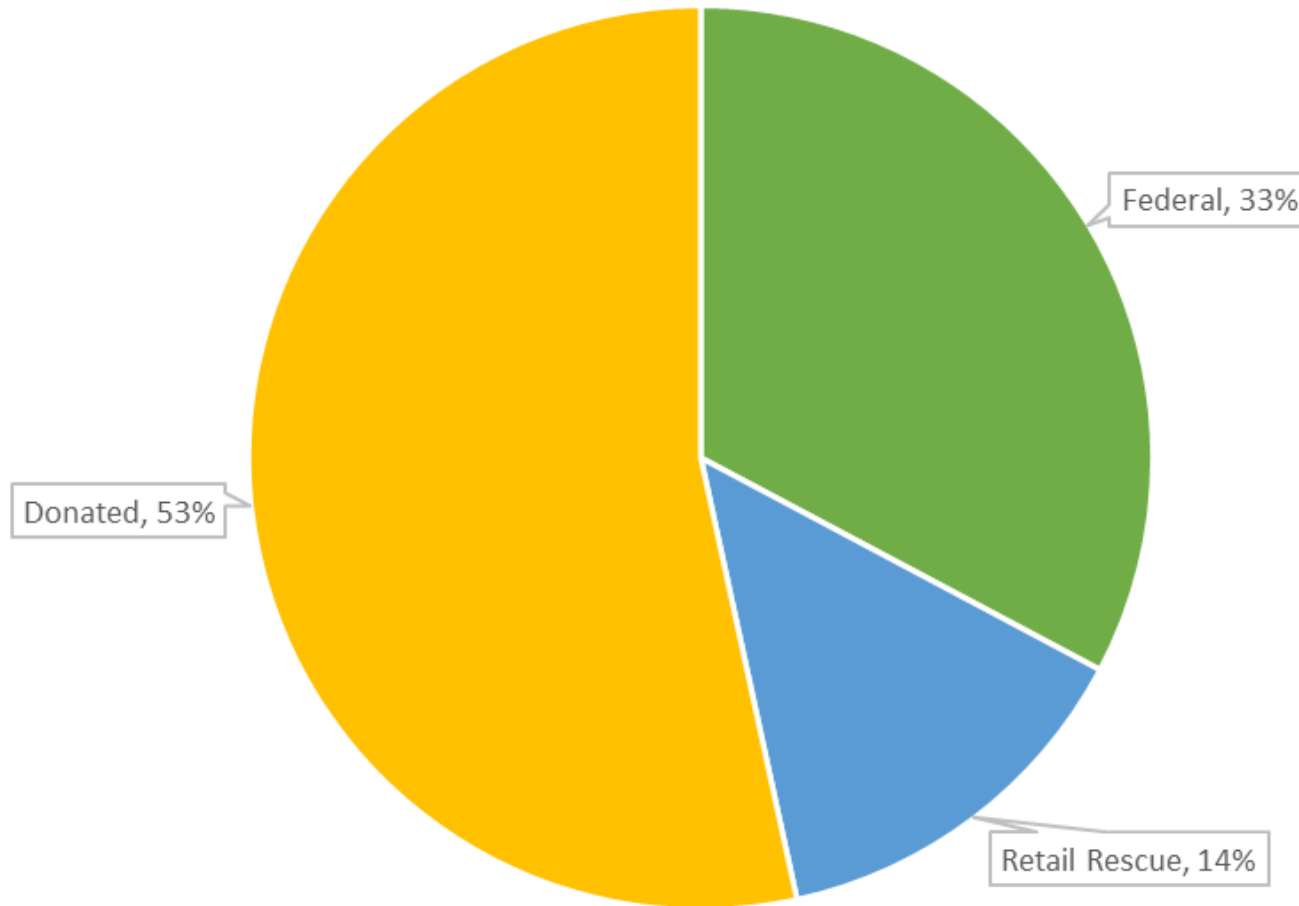
Amberlee Finkes

*Director of Food Sourcing &
Strategy*

amberlee@sharedharvest.org

513-874-0114 ext.106

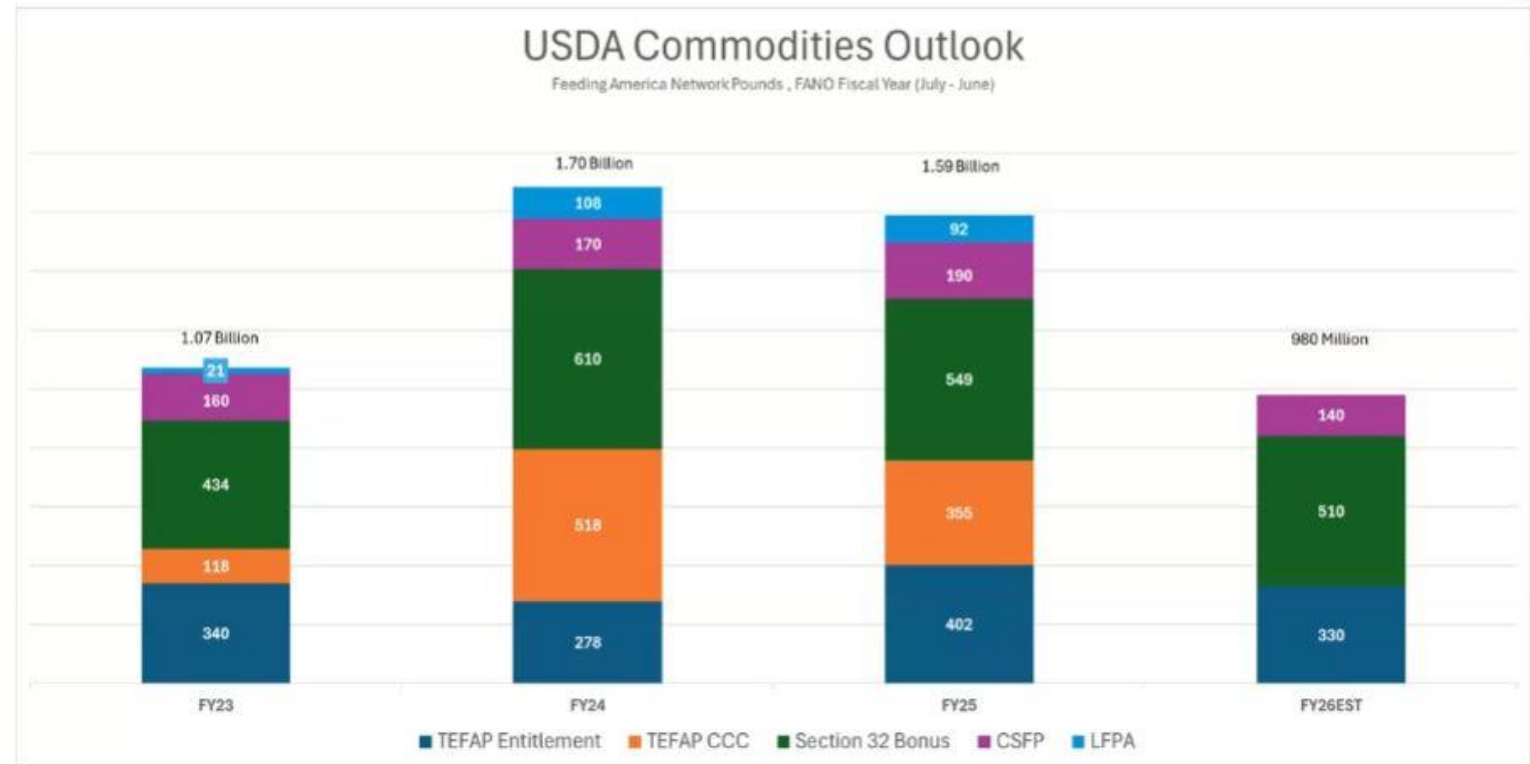
FY 2025 Food Sources



■ Federal ■ Retail Rescue ■ Donated

USDA Commodities Outlook

Sourcing Landscape Assessment *Government commodity foods*



FY2026 – USDA commodities reduced by 40%

Food Sourcing

- USDA Food Purchase Programs
 - TEFAP
 - TEFAP BONUS
 - TEFAP CCC – CANCELLED
 - CSFP
- Ohio Association of Foodbanks
 - Ohio Food Program
 - Agricultural Clearance Program
 - Ohio CAN – Local Food Purchase Assistance (LFPA) - CANCELLED
- Donated & Purchased Foods
 - Donations
 - Backpack
 - Foodbank Market
 - **Protein Repack Room**

Food Sourcing

- Retail Rescue at Shared Harvest
 - Food Resource Coordinator, Bri Aker, is coordinating all agency enabled stores and Retail pickups
 - Our volunteer force is sorting donations almost daily to be placed on inventory and distributed
 - Pantry boxes, retail meat boxes, frozen food boxes, mixed skids, etc.
- Other Food Donors
 - Aunt Millie's – Fresh bakery donations twice weekly
 - Feeding America – opportunities made available from national donors
 - Food rescue organizations – accepting donations when they are available in partnership
 - Manufactures, Distribution Centers, Retailers, Cold Storage, etc.

For OND 2025



Oct

BEANS GREEN CAN-24/300
CHICKEN DRUMSTICKS FROZEN PKG-8/5 LB
GRAPES VARIETY FRESH CTN-19 LB
MACARONI AND CHEESE PKG-24/7.25 OZ
MIXED FRUIT CAN-24/300
POTATOES DEHYDRATED FLKS PKG-12/1 LB
MILK 1% MILKFAT UHT 1500 BOX-12/32 FL OZ
PEACHES FREESTONE SLICES FRZ CTN-12/2 LB
APPLE JUICE PLST BTL-8/64 FL OZ
RAISINS PKG-24/15 OZ
PASTA SPAGHETTI BOX-20/1 LB
PACIFIC SALAD SHRIMP 250-350 PKG-20/2 LB
CEREAL CORN FLKS 1248 PKG-12/18 OZ
PUMPKIN CAN-24/300
PEARS FRESH PKG-12/3 LB
CRANBERRIES DRIED PKG-300/1.16 OZ

Nov

APPLES FRESH PKG-12/3 LB
CHICKEN DRUMSTICKS FROZEN PKG-8/5 LB
CORN WHOLE KERNEL CAN-24/300
GRAPES VARIETY FRESH CTN-19 LB
PEACHES CLING SLICES CAN-24/300
PEARS CAN-24/300
RICE US#2 LONG GRAIN PKG-24/2 LB
PEANUT BUTTER SMOOTH JAR-12/16 OZ
SOUP VEGETABLE CAN-24/1
LENTILS DRY PKG-24/1 LB
STRAWBERRY SLICES UNSWT IQF CTN-6/5 LB
PORK HAM WATERAD FRZ CTN-12/3 LB
SOUP CREAM OF CHICKEN CAN-24/1
PEARS FRESH PKG-12/3 LB

Dec

APPLES FRESH PKG-12/3 LB
BEANS PINTO DRY PKG-12/2 LB
BEEF STEW CAN-24/24 OZ
FISH AK PLCK FILLETS FRZ PKG-20/2 LB
GRAPES VARIETY FRESH CTN-19 LB
PEACHES CLING SLICES CAN-24/300
PEARS CAN-24/300
POTATOES DEHYDRATED FLKS PKG-12/1 LB
STRAWBERRY WHOLE UNSWT IQF CTN-12/2.5 LB
MILK 1% MILKFAT UHT 1500 BOX-12/32 FL OZ
APPLE JUICE PLST BTL-8/64 FL OZ
LENTILS DRY PKG-24/1 LB
CARROTS CAN-24/300
TOMATO SAUCE CAN-24/300
PEARS FRESH PKG-12/3 LB

Ohio Foods (OFP, ACP)

To be determined...orders being placed soon!

Retail Rescue Updates

Brianna Aker

Food Resource Coordinator

brianna@sharedharvest.org

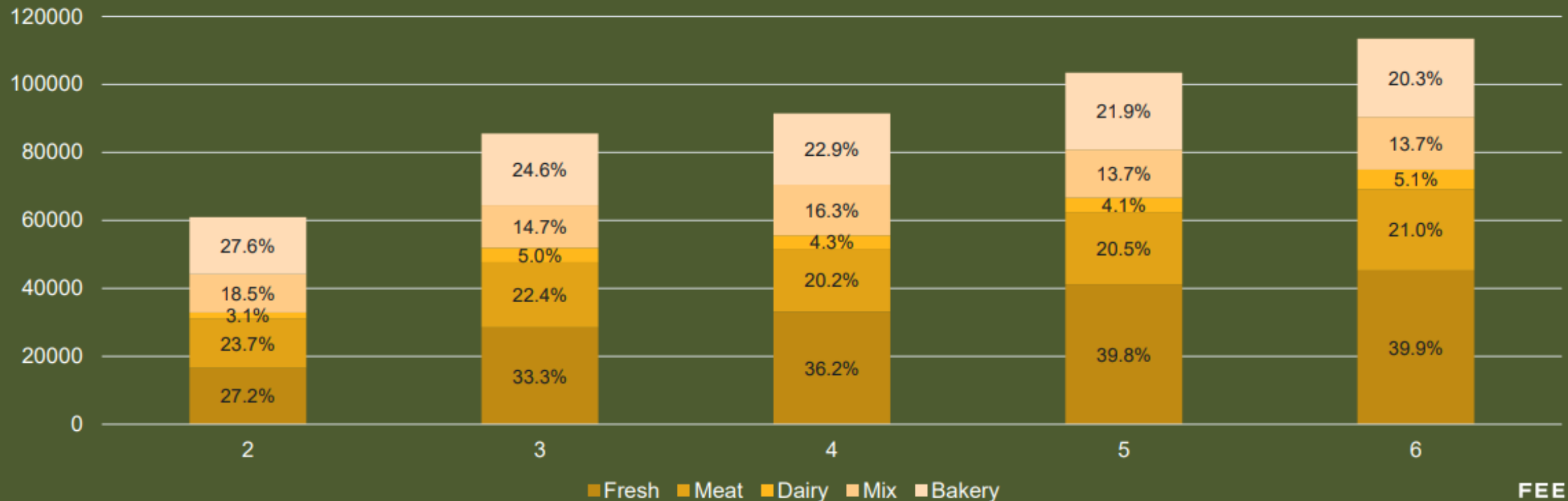
513-874-0114 ext.103

Key Findings and Insights

More Frequent Pickups = More Nutritious Food

- Increased pickup frequency helps capture more perishable categories (meat, dairy, produce)

CY2024 Average Walmart Store Pounds by Category and Pickup Frequency (with Percentage of Total)



Introducing MealConnect

- MealConnect app is available in the App Store
- Each agency has a unique login (details included in your folder)
- Simple process: select your store and date (stores are already assigned)
- Enter receipts just like you would on the Excel spreadsheet
- Submit instantly through the app
- Record donations as you pick up and weigh items
- No more monthly reports or follow-up emails needed

Reminders

- Reminders
- Submit all receipts by the 22nd of each month
- Always follow food safety guidelines
- Reach out if you need supplies (scales, pallet blankets for longer trips, etc.)
- Update and return your Retail Rescue Agreement and Retailer List
- Remember: You represent Shared Harvest and our values when entering stores
- You are the food champion of your assigned retail location
- ✨ *“Treat everyone with politeness and kindness, not because they are nice, but because you are.”*
— Roy T. Bennett

***Online Ordering,
Agency Updates,
Delivery Schedule,
and Site Visits***

Peter Engelhard Jr.

Agency Relations Manager

peter@sharedharvest.org

513-874-0114 ext.111

Cell: 513-276-9188



Welcome to P2!

- **Ordering Guidelines**
- To ensure timely and accurate service, please review the following ordering policies:
- **Order Timing:** Orders must be submitted at least **three (3) business days** prior to your desired delivery or pickup date. The daily order cutoff time is **8:00 PM**. This extended cutoff is especially helpful for those with later work hours.
- **Advance Ordering:** Orders may be placed up to **ten (10) business days** in advance. However, we kindly ask that you avoid placing orders too far ahead if your delivery or pickup date is still several weeks away. Early submissions can cause confusion in our system, making it difficult to distinguish actual delivery dates. Rest assured, all products—especially staple items from TEFAP/Ohio Foods—have quantity limits in place to ensure availability.
- **Add on Orders for the Same Date:** Please limit multiple submissions for the same delivery/pickup date. Combining three or more orders becomes challenging for our team and increases the likelihood of errors during fulfillment. Orders are processed in the order they are received, and frequent add-ons can create confusion for our warehouse staff.
- Thank you for your cooperation and understanding. These guidelines help us serve you more efficiently and accurately.

Need an additional delivery?

- If you would like to schedule an additional delivery, please place an order and then reach out to Sam. We will need to see the order size to make a judgement on truck space
- Sam will check with the operations director to coordinate a day and time we can accommodate the delivery



Dock pick ups and extras

- Our dock pick up hours are currently 8am-2pm.
- In addition to a scheduled delivery, you may come pick up items at Shared Harvest!
- We have great items available at the dock. These are items not listed in Primarius.
- Skids of snacks, cereal, drinks, produce, dairy, frozen, household.
- If you plan to come to pick up extras, please reach out to Sam or Peter so that you can be placed on the pick up schedule. We ask that no one shows up without an appointment.



Online Ordering, Agency Updates

- The new general order guidelines are that the ordering window will be open two weeks (10 business days) prior to the desired dock pick up or delivery date.
- Partner must submit their order 3 business days prior to the order/delivery. The order window cut off is 8pm 3 days prior to pickup/delivery. (For example: if you want to pick up an order on Friday, you must have the order in/submitted by 8pm Tuesday).
- **Google Chrome is the recommended web browser to use when using P2 because it has more stability. Microsoft Edge is also another web browser that will work when using P2.**
- We will work on putting a training video in the member's portal on the SHF's website.
- You login information should be the same from the old system.

Online Ordering & Inventory

- Dock Pick Up
 - In addition to a scheduled delivery, you may come pick up items at Shared Harvest.
 - Monday – Thursday 7:30 AM – 2:00 PM and Friday 7:30 AM – 11:00 AM.
 - We have a multitude of food items available for pick up that are not on Primarius.
 - Snacks, produce, dairy, glass jarred items (sauces, etc.)
 - No shared maintenance fees
 - Household/paper/baby products and frozen gaylords involves shared maintenance fee.

Delivery Schedule

- You can find the delivery schedule either on the website through the member portal or when you log into Primarius. There is a link on the home page of Primarius that will take you to the delivery schedule.
- Rob will email delivery calendar to all partners.

Communication

- You will reach out to me if you have any questions regarding contracts, forms, applications, non-inventory agency related questions.
- Make sure you check your emails regarding anything relating to you (recalls, deadlines for documents etc). Any mass emails will be sent from Constant Contact. Sometimes the email could go to your spam folder. So, make sure you check the spam folder as well.

Site Visits

- According to USDA and the state, we are required do site visits at your locations yearly.
- The process for the site visits:
 - At least a month or two before your site visit, I will reach out to you to schedule a date/time for me to come.
 - Email you our pre site checklist of what I will be checking for.
 - To make the site visit go a little faster, if you can send me a copy of a pest control report and your temperature logs that would be great. If you can't, it's no worries.
 - Visit location and complete the site visit.
 - One of my goals is asking the question, "What can Shared Harvest Foodbank and/or I do to support you?"
 - At the end of site visit, I will go over report and get input.
 - Within the next few days, I will send you a copy of the site visit report.

Succession Planning

- What is Succession Planning?
 - The process of preparing people for future roles to support continuous functioning of the organization.
 - Especially important (but often overlooked) for volunteer and founder-led orgs.
 - Short term – unexpected e.g. COVID, expected e.g. maternity leave, snowbirding.
 - Long term – unexpected e.g. winning the lottery e.g. retirement

SNAP Outreach

- Submit all SNAP referrals through Pantry Trak!
 - Schedule a time for our SNAP Outreach Coordinator to visit your site and share information about SNAP with neighbors.

Grayson Lee

SNAP Program Coordinator
grayson@sharedharvest.org

513-874-0114 ext.112

Help Center: 513-881-9024

SNAP

The Supplemental Nutrition Assistance Program (SNAP), more commonly known as Food Stamps, is a federal program in the U.S. that helps low-income individuals and families buy nutritious foods.



IMPORTANT UPDATES
for Supplemental Nutrition
Assistance Program (SNAP)

AS OF OCTOBER 1, 2025

Household Size	Max Gross Monthly Income (200% of poverty)	Net Monthly Income (100% of poverty)
1	\$2,609	\$1,305
2	\$3,525	\$1,763
3	\$4,442	\$2,221
4	\$5,359	\$2,680
5	\$6,275	\$3,138
6	\$7,192	\$3,596
7	\$8,109	\$4,055
8	\$9,025	\$4,513
Additional Member	+\$917	+\$459

Gross Income = Monthly income before allowable deductions are applied
Net Income = Monthly income after allowable deductions

SNAP Pantry Trak Referrals

Main E-Signature Served Last on: 01/23/2025 Additional Info Notes Family Member **Referrals** Reload

Zohfeld, Robert

LAST FIRST MIDDLE SUFFIX
Zohfeld Robert Middle Nam

☐ Homeless

Home Address

STREET ADDRESS
5901 Dixie Hwy

APT#, LOT#, ETC OR LEAVE BLANK.

CITY STATE
HAMILTON OH

ZIP CODE
45011

COUNTY
BUTLER County

Address Verified (optional): NO ☒ YES ☐

MAIN PHONE 2ND PHONE NO PHONE NUMBER
none ☒

Family Size	2	Children	0	Adults	2	Seniors	0
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Family Notes

Proxy Type	First	Middle	Last	Suffix	Address	Address 2	City	State	Zip	Phone	Start Date	End Date	Status
Add a new proxy													

Service Provided	Add Secondary Service	Date & Time	Optional Reporting	Reporting Event
Primary Service -	Pantry - Prepack - 3 day	09/19/2025 at 01:00 PM	(Show)	Drive Thru

First Name	Middle	Last Name	Suffix	Date of Birth mm/dd/yyyy	Age	Age Group	Gender	Identification	Status
Robert		Zohfeld		10/25/1986	38	35 - 59	☐ F ☒ M	☐ Needed ☒ Verified	
Adult		Zohfeld		01/01/1988	36	35 - 59	☐ F ☒ M	☐ Needed ☒ Verified	☒ Active ☐ Inactive

Add Family Member

HOW DID THEY SIGN?

☐ Signed Paper Form ☐ Signed Electronic Form ☐ Not Required ☐ Required, NOT Signed

Print FORM ☐ Print w/ Date ☐ Face Sheet ☐

SNAP Pantry Trak Referrals

MainE-SignatureServed Last on: 01/23/2025Additional InfoNotesFamily MembersReferralsReload

Step 1: Choose a service from the list below.

Options	Service	Location Name	Schedule and Notes	City, State	Distance
Choose	SNAP Referral	Shared Harvest Foodbank		Fairfield, OH	Not Provided

Step 2: Select a date and time then continue.

SNAP Pantry Trak Referrals

Select a date and a time. Some scheduled services need to be confirmed with the service provider.

Select a date: 09/19/2025Select a Time:

BackContinue

Step 3: Confirm event information then schedule.

If the below information is accurate for Robert Zohfeld who lives at 5901 Dixie Hwy, HAMILTON, OH 45011, click "Schedule" to complete the reservation. Otherwise, click "Back" to make changes.

Service	Date	Time	Destination
---------	------	------	-------------

SNAP Pantry Trak Referrals

Step 2: Select a date and time then continue.

Select a date and a time. Some scheduled services need to be confirmed with the service provider.

Select a date: Select a Time:

[Back](#)

[Continue](#)

Step 3: Confirm event information then schedule.

If the below information is accurate for Robert Zohfeld who lives at 5901 Dixie Hwy, HAMILTON, OH 45011, click "Schedule" to complete the reservation. Otherwise, click "Back" to make changes.

Service	Date	Time	Destination
SNAP Referral	09/19/2025	6:00am	Shared Harvest Foodbank

[Back](#)

[Schedule](#)

Optionally, type a short note to the service provider.

SNAP Pantry Trak Referrals

Step 3: Confirm event information then schedule.

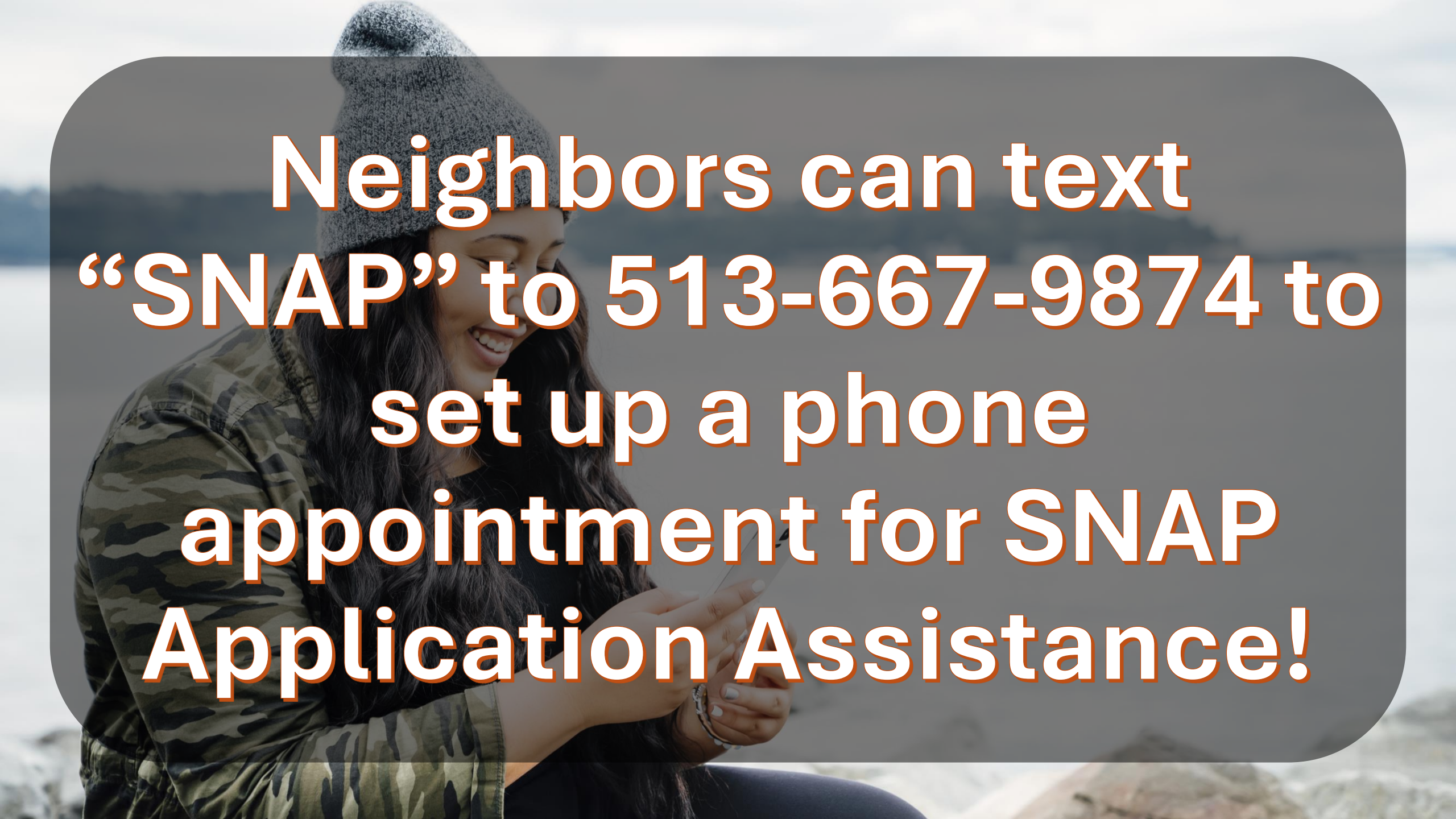
If the below information is accurate for Robert Zohfeld who lives at 5901 Dixie Hwy, HAMILTON, OH 45011, click "Schedule" to complete the reservation. Otherwise, click "Back" to make changes.

Service	Date	Time	Destination
SNAP Referral	09/19/2025	6:00am	Shared Harvest Foodbank

 Back

Schedule 

Optionally, type a short note to the service provider.

A woman with long dark hair, wearing a grey knit beanie and a camouflage jacket, is smiling and looking down at her smartphone. She is holding the phone with both hands. The background is a blurred outdoor scene with rocks and a body of water under a cloudy sky.

**Neighbors can text
“SNAP” to 513-667-9874 to
set up a phone
appointment for SNAP
Application Assistance!**

Pantrytrak Update



Robert Zohfeld

Director of Programs



LUNCH



Award Presentation



Staff Q&A Session



Neighbor Voices



Breakout Group Activity

OBJECTIVE: Meet with your county alliance.

Butler: Terry Perdue/Grayson Lee

Warren: Robert Zohfeld/Brianna Aker

Miami: Amberlee Finkes/Samantha Durko

Darke/Preble: Peter Engelhard Jr./Lily Austin

CLOSING REMARKS

Terry Perdue

Executive Director

terry@sharedharvest.org

513-806-9818

***Thank you for your time and all
that you do!***

