

TAKE A WALK WITH ME

SHARED HARVEST 2026 AGENCY CONFERENCE



September 30, 2026

Opening Remarks & Welcome



Robert Zohfeld & Sherry Loschi



The New Path, Inc.

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



2026-2027 Agency Conference

Wednesday, September 30, 2026

Take a Walk with Me



TIME	TOPICS OF DISCUSSION	FACILITATOR
8:00am – 8:30 am	Registration & Continental Breakfast	
8:30am – 8:45am	Opening Remarks & Ginghamburg Church Welcome	Robert Zohfeld Sherri Loschi
8:45am – 9:00am	Network Review & Strategic Initiatives	Terry Perdue
9:00am – 9:45am	Civil Rights	Robert Zohfeld
9:45am – 10:00am	Break	
10:00am – 11:00am	Foodbank Updates	Peter Engelhard Amberlee Finkes Allie Godfrey Terry Perdue Robert Zohfeld
11:00am – 12:00pm	Feeding America Activity & Guest Speaker	Desiree Dillon
12:00pm – 1:00pm	Lunch – <i>Drop questions during lunch for Q&A after!</i>	
1:00pm – 1:15pm	Award Presentation - Stewardship Award - Legacy Award - Nourishing Neighbors – Crystal Apple Award	Terry Perdue Robert Zohfeld
1:15pm – 2:00pm	Q&A Session & Closing Remarks	Peter Engelhard Amberlee Finkes Allie Godfrey Terry Perdue Robert Zohfeld



Mission

To find, rescue, and distribute food to people living in poverty through an efficient network. Unite the public and private sectors, to raise awareness about the impact of poverty.



Network Review & Strategic Initiatives

Terry Perdue

Executive Director

terry@sharedharvest.org

513-806-9818

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>



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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.

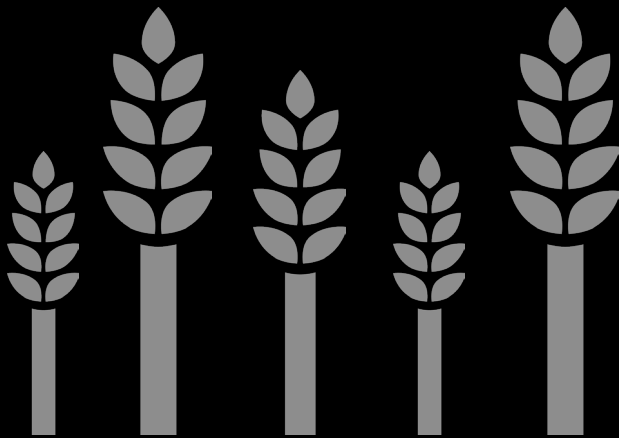
Provide knowledge of rights and responsibilities to recipients and staff.

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

Volunteer/Staff Training

Agency Name: _____

FFY2023 (20221001-20230930)

The logo for Shared Harvest Foodbank, featuring the text "Shared Harvest" in a large, bold, serif font, with "FOODBANK" in a smaller, bold, sans-serif font below it. To the right of the text is a stylized graphic of three orange wheat stalks.

Annual Civil Rights Training for People who Assist with FNS Programs

- 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.



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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: Scenario: A sign on a display cooler containing fresh milk, cheese, and eggs says: "For neighbors with dependent children in the home only!" The pantry wants to prioritize large families with growing children for these high-nutrient items.

Reason: Reason: A protected group cannot be excluded from resources based on their familial status. Creating exclusive access for some neighbors while denying others access based on whether they have children, even with helpful intent, constitutes unlawful discrimination.

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



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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 60075408
- 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, press 1 to confirm
- State the name of your Food Bank, or food pantry organization, press 1 to confirm
- When finished, thank the interpreter and hang up!

Limited English Proficiency (L.E.P.)

EXAMPLE: A Hispanic neighbor walks into your pantry for the first time with their child and does not have a photo ID or any documentation. 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



Mandatory Public Notification

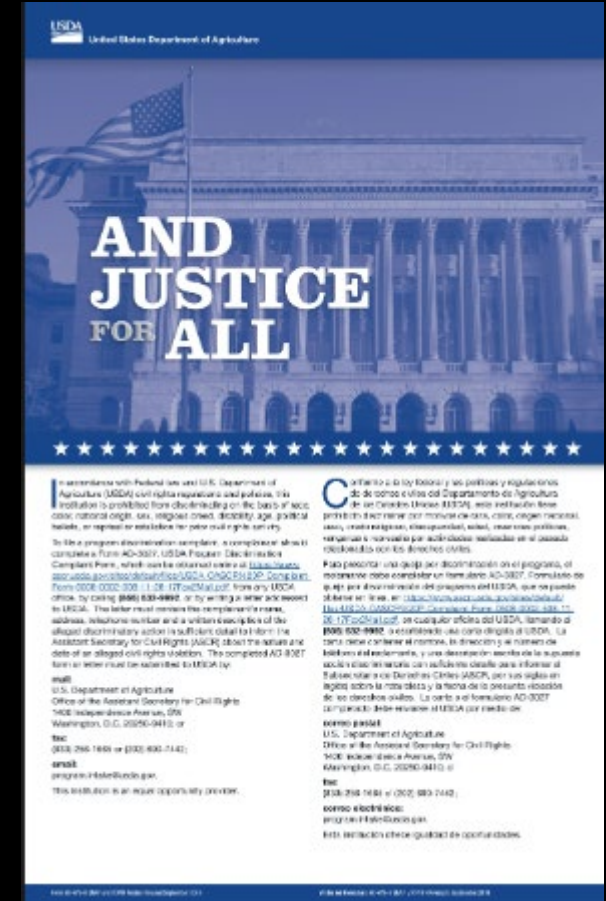


The "And Justice for All" poster is available through the USDA website. It details a person's civil rights and how a person can file a civil rights complaint. It must be posted in a visible area of any agency that receives TEFAP or CSFP sponsored programs.

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 neighbor who is blind arrives at a community soup kitchen accompanied by their guide dog. The volunteer at the door stops them, stating that pets are strictly prohibited inside the dining hall due to local health department sanitation rules. The neighbor explains that the dog is a trained service animal, but the volunteer insists the dog must be tied up outside if the neighbor wishes to come in and receive a hot meal.

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

- a) Religious discrimination
- b) Disability discrimination
- c) Race discrimination

Scenario #2

A neighbor arrives at the food pantry to pick up groceries but has a visible mobility impairment and uses a walker. Your pantry currently operates a drive-thru model, but this neighbor walked to the site and does not have a vehicle. Your local safety guidelines state that pedestrians cannot be in the drive-thru lane with moving cars.

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

- a) Turn the neighbor away because allowing pedestrians in the drive-thru lane violates your safety policies and poses a liability risk.
- b) Ask the neighbor to stand on the sidewalk and wait until the entire drive-thru line of cars is finished before serving them.
- c) Safely direct the neighbor to a designated walk-up area away from traffic and assign a volunteer to assist them and bring them a food box.

Scenario #3

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.

Thank you for completing your civil rights training!



BREAK



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Online Ordering, Agency Updates, Delivery Schedule, and Network Standards Review

Peter Engelhard Jr.

Agency Relations Manager

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513-874-0114 ext.111

Cell: 513-276-9188

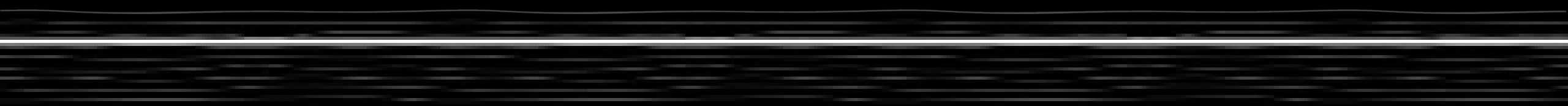


Online ordering on P2

- **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 **7 business days** in advance. However, we 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.

Online ordering on P2



- **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.**
 - If you are in the middle of submitting an order, you have up to a certain amount of time to submit the order. If you don't submit in time, P2 will fully erase your order, and you will have to start over again. You will receive an email that the order has been deleted. So, it is important that you don't forget to complete and submit the order.
 - You also have the capability to receive email receipts after you submit your order. If you are not receiving them, send me an email at peter@sharedharvest.org.
- 

Dock pick ups and extras

- Our dock pick up hours are currently 9am-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.
 - Household, Personal Care, Baby Items and Misc. Items are usually 0.18 cents per pound. Anything that is picked up at the dock that involves a price, it will show up in your P2 account within the next couple of days.



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.
- I will email the delivery calendar to all partners.
- It is extremely important that you check the delivery calendar every month to make sure the organization is prepared and expecting a delivery.



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 your spam folder as well.



Network Standards Review

- According to USDA and the state, we are required to do network standards review at your locations yearly and not every two years.
- According to Feeding America, we had to update our compliance forms. The site visit forms will address new things on if thermometers are being calibrated, temps taken when transporting food etc.
- Shared Harvest Foodbank does have the capability to show up unexpectedly at your location and do compliance visits.



Food Sourcing & Retail Rescue Updates

Amberlee Finkes

*Director of Food Sourcing &
Strategy*

amberlee@sharedharvest.org

513-874-0114 ext.106

Kraft *Heinz* Walmart 



Mondelez
International

meijer


OHIO
ASSOCIATION OF
FOODBANKS



Kroger



amazon

12,709,911

Pounds Received

Year Over Year % Change:



-7.9%

Compared to 7/1/2024 - 6/30/2025

Pounds by Product Source



Product Sourcing Plan FY26-FY28

2026-2028 Goals

Channel	Pounds
Retail	7M
Manufacturing	5M
Produce	1M
Commodities	1M
Purchasing	500K
Other (Protein Repack Center)	500K
TOTAL	15M

15 MILLION POUNDS
SOURCED
ANNUALLY

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 2026

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!



Section 170e3 Code of Federal Regulations

The Golden Rule: Free Distribution Only

You **cannot sell, barter, or exchange** the donated inventory for money, services, or other property.

- This includes charging a "nominal fee" or a "handling fee" to the people receiving the items.
- The goods must be given away entirely **free of charge**.

Who Can Receive the Items?

The inventory must be used solely to care for three specific, vulnerable groups:

- **The Ill:** Individuals suffering from physical or mental diseases, injuries, or disabilities.
- **The Needy:** People experiencing poverty, financial distress, or a lack of basic necessities.
- **Infants:** Minor children (generally up to the age of legal majority, though heavily focused on toddlers and young children).



Retail Rescue



Retail Rescue is when a retailer agrees to donate food items to pantries or foodbanks instead of throwing the edible food items away.



At Shared Harvest we have over 100 stores participating in this program going to around 50 partner agencies.



Retail Rescue contributes to around 30% percent of total pounds distributed in our network.



Examples include Meijer, Wal-Mart, Kroger, Aldi and many local grocery retailers.

Fiscal Year 2026 Results

Total Pounds: 3,780,823

Month:	Total Pounds
Jul-25	542,894
Aug-25	355,302
Sep-25	517,254
Oct-25	199,591
Nov-25	225,666
Dec-25	434,155
Jan-26	272,160
Feb-26	200,246
Mar-26	296,445
Apr-26	263,938
May-26	217,012
Jun-26	256,160

2026 Improvements

Over 110 retail visits conducted this year

Retail Donations up 13.5% this year

MealConnect implemented for every partner agency

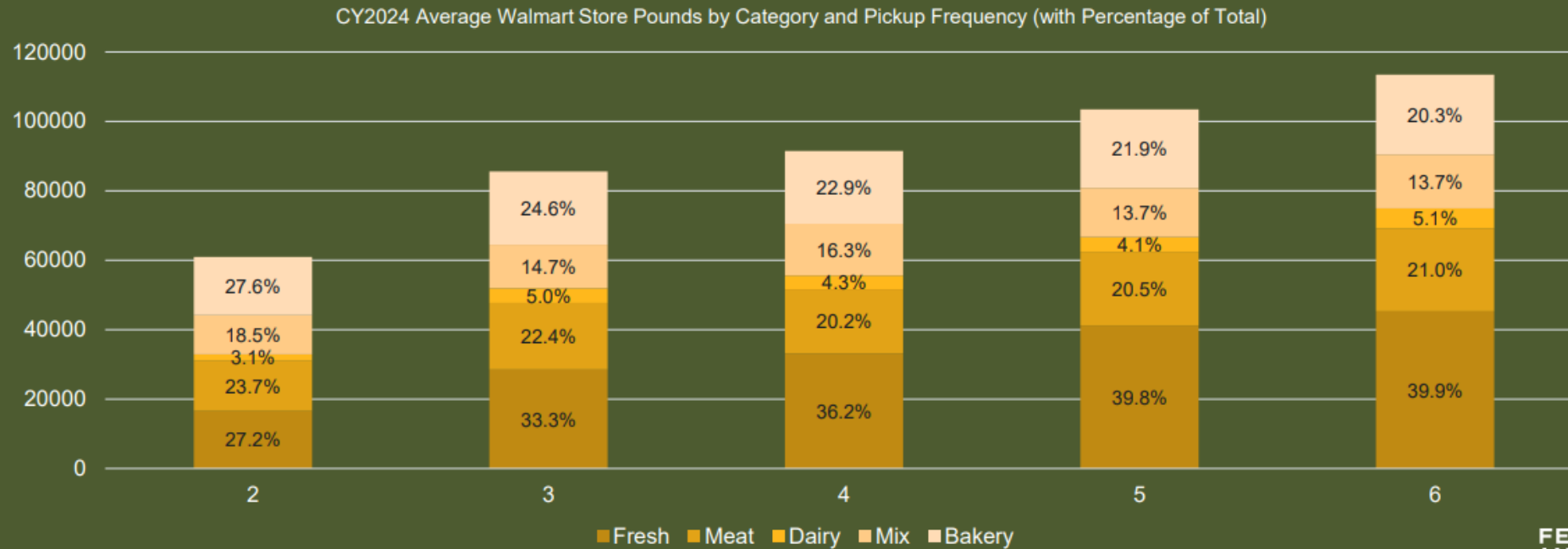
4 local retailers added 27 national retailers added

5-day pickup weeks added for national retailers

Key Findings and Insights

More Frequent Pickups = More Nutritious Food

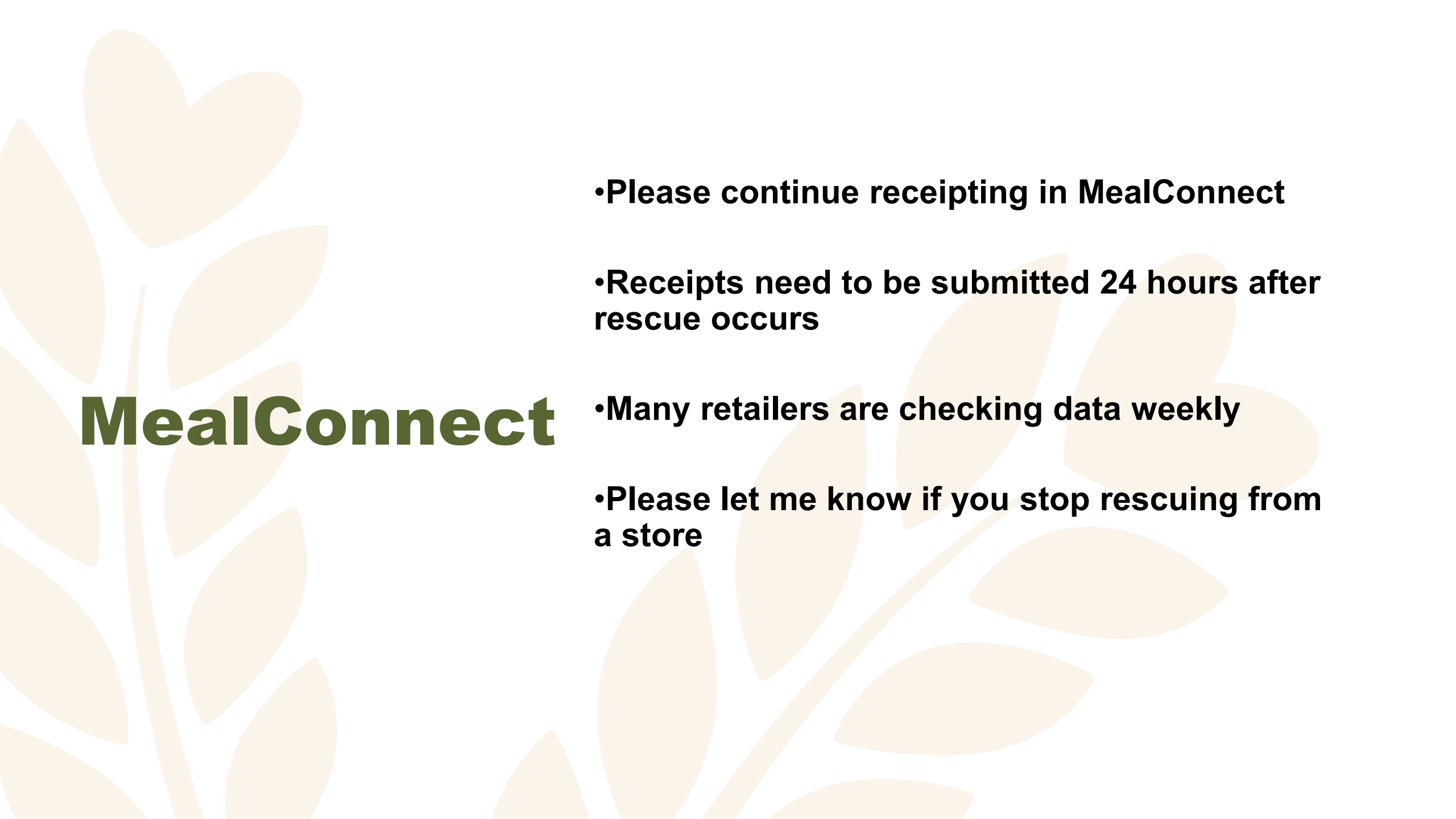
- Increased pickup frequency helps capture more perishable categories (meat, dairy, produce)



Looking ahead

- Shared Harvest would like 100 percent agency enablement
- All national stores to switch to 5 day a week pickups
- A better focus on getting all departments within a store to donate
- Shared Harvest wants to grow at the local level with local grocery stores and markets
- Dollar General expansion into Butler County



A decorative background featuring a stylized, light beige leaf pattern that branches out from the left side of the frame. The leaves are simple, elongated shapes with pointed tips, arranged in a naturalistic but abstract manner.

MealConnect

- **Please continue receipting in MealConnect**
- **Receipts need to be submitted 24 hours after rescue occurs**
- **Many retailers are checking data weekly**
- **Please let me know if you stop rescuing from a store**

A decorative background featuring a stylized, light beige leaf pattern on the left side of the slide. The leaves are arranged in a vertical, branching fashion, with some leaves being larger and more prominent than others. The overall aesthetic is clean and modern.

Reminders

- **Reminders**
- **Submit all receipts weekly**
- **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**
- **Store assignments happen fast if I reach out to you about a store, please get back to me ASAP!**
- ✨ *“Treat everyone with politeness and kindness, not because they are nice, but because you are.”*
— **Roy T. Bennett**

A background pattern of stylized, light beige leaves and stems, arranged in a flowing, organic manner across the entire slide.

Allie Godfrey

DIRECTOR OF DEVELOPMENT

***Logo, Website, and Find
Food Map Updates***

LOGO REDESIGN



Old Logo



New Logo

LOGO VARIATIONS

Vertical
Orientation



Original Colorway



Negative Colorway

Horizontal
Orientation



All-White Colorway



All-Black Colorway

MEMBER AGENCY REBRAND IMPLEMENTATION EXPECTATIONS

- **Digital Collateral:** Update as of October 1, 2026
- **Printed Collateral:** As new products are ordered or printed, please use the new Shared Harvest logo
- **Partner Logos:** Please do not use Feeding America or Ohio Association of Foodbanks logos in your collateral



SHARED HARVEST PARTNERSHIP DISPLAY EXPECTATIONS

Partner Decal



Display on building
entrance

Website



Display on
homepage or in the
footer

Annual Report



Featured on front,
back, or inside
cover

SHARED HARVEST FOODBANK WEBSITE REDESIGN

Sneak Preview



LemonGrenade
creative

Vivory Food Bank Partners

Food Banks Signed:

101

Maps Live:

84

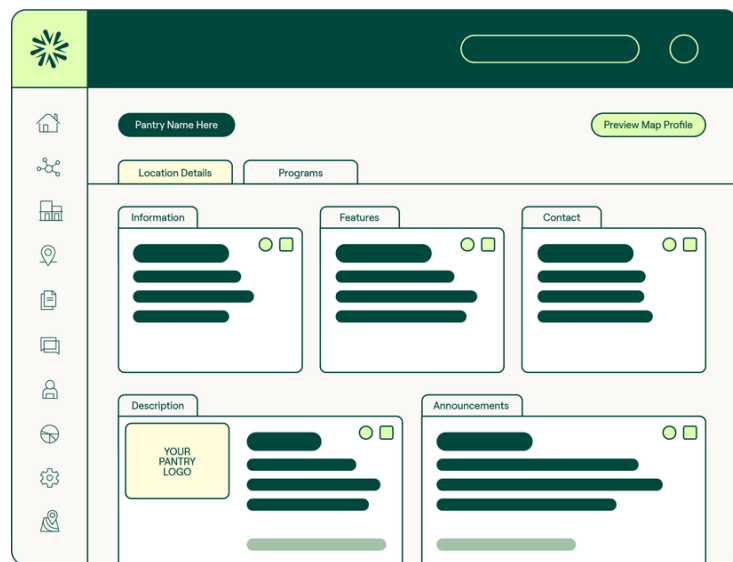
Pantry Engagements

Complete:

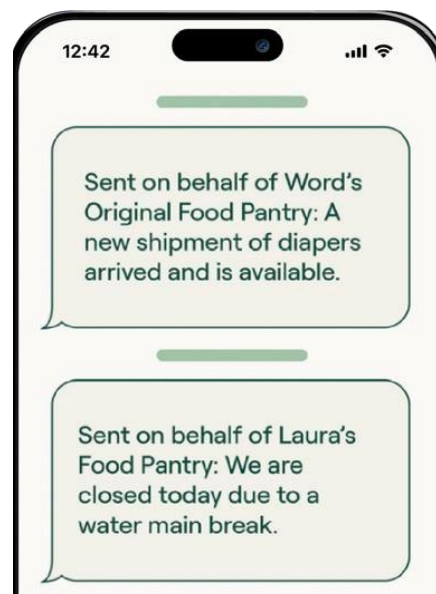
65



You are invited to claim an account on Vivery, and easily manage information about your food pantry on the Find Food Map, send FREE text messages to your clients, and even **launch a website in a few clicks!**



Location Profile



Text Messaging



Automated Websites

AGENCIES CURRENTLY LIVE ON OUR FIND FOOD MAP



Live on Map

- CSFP Distributors
- Meal Sites
- Choice Pantries
- School-Based Pantries
- TEFAP Pantries
- Non-TEFAP Pantries
- Clinic Food Pantries
- Combination Sites (BackPack and Pantry, Pantry and CSFP, etc.)



Not Live

- Only BackPack Distributors
- Shelters
- Residential Supplemental

Platform Architecture

Account

Organization Accounts manage all items inside.



Locations are individual places that show as results on the map.



Programs are **food programs** and **other social support programs** offered at a location.

Location

Your Network

St. John's Soup Kitchen



Main Location
• Hot Meal Program

Advocate Food Pantry



Main Location
• Client Choice Market
• Online Market Pick-up
• Variety of Social Support Programs



Distribution Warehouse
• Pre-packed Box Pickup
• Online Market Pickup



Food Pantry in City Center
• Fresh Food Market
• Healthy Habits Nutrition Program
• SNAP Assistance

Advocate Food Pantry
400 S. 1st Street, Suite 100
Minneapolis, MN 55401
952-968-2300

15402 407024
Get Directions
Download Location Profile in English
Get Location
Get Map
No Sign Up for Test Alerts
Get Test Menu
Get SNAP Assistance

Location Overview
Advocate Food Pantry is working to eliminate hunger and improve the health and well-being of our community through access to healthy and nutritious foods, community education and advocacy. We operate a total of 4 programs, each of which is designed to address the needs of those who are experiencing hunger and food insecurity.

Location Features
Air Conditioning
Stairing in waiting area

Parking Available
Self-Drive Available

Location Operating Hours
Monday: 10:00 AM - 4:00 PM
Tuesday: 10:00 AM - 7:00 PM
Wednesday: 10:00 AM - 4:00 PM
Thursday: 10:00 AM - 11:00 PM
Friday: 10:00 AM - 4:00 PM
Saturday: 8:00 AM - 12:00 PM
Sun: 10:00 AM - 4:00 PM
See full schedule of the location
See full schedule of the location

Special Location Hours/Closures
Sep 18, 2022 **Closed**

Programs Available at this Location:

Neighborhood Pantry Distribution
Food program
Expand for Hours & Details

For your safety, and the safety of those around you, please practice social distancing while at the pantry.

Program Overview
We believe that access to food is vital for health and happiness. If you need help filling your fridge - for a week, multiple months, or more - we invite you to join Advocate Food Pantry for one of our weekly food distributions. You'll have the ability to select the foods that make sense for you and your family during a grocery shopping-like experience. While you are here, take advantage of our other programs - including SNAP and Medicaid enrollment support, employment services, and housing assistance.

Program Qualifications / Requirements
Must be a resident of Minnesota. Please bring proof of residency (e.g., utility bill, lease, etc.). Social Security, driver's license, or other ID is also helpful.

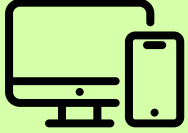
Program Details
Program: Food program
Service Area: 02111, 02112, 02113, 02114, 02115, 02116, 02117, 02118, 02119, 02120, 02121, 02122, 02123, 02124, 02125, 02126, 02127, 02128, 02129, 02130, 02131, 02132, 02133, 02134, 02135, 02136, 02137, 02138, 02139, 02140, 02141, 02142, 02143, 02144, 02145, 02146, 02147, 02148, 02149, 02150, 02151, 02152, 02153, 02154, 02155, 02156, 02157, 02158, 02159, 02160, 02161, 02162, 02163, 02164, 02165, 02166, 02167, 02168, 02169, 02170, 02171, 02172, 02173, 02174, 02175, 02176, 02177, 02178, 02179, 02180, 02181, 02182, 02183, 02184, 02185, 02186, 02187, 02188, 02189, 02190, 02191, 02192, 02193, 02194, 02195, 02196, 02197, 02198, 02199, 02200, 02201, 02202, 02203, 02204, 02205, 02206, 02207, 02208, 02209, 02210, 02211, 02212, 02213, 02214, 02215, 02216, 02217, 02218, 02219, 02220, 02221, 02222, 02223, 02224, 02225, 02226, 02227, 02228, 02229, 02230, 02231, 02232, 02233, 02234, 02235, 02236, 02237, 02238, 02239, 02240, 02241, 02242, 02243, 02244, 02245, 02246, 02247, 02248, 02249, 02250, 02251, 02252, 02253, 02254, 02255, 02256, 02257, 02258, 02259, 02260, 02261, 02262, 02263, 02264, 02265, 02266, 02267, 02268, 02269, 02270, 02271, 02272, 02273, 02274, 02275, 02276, 02277, 02278, 02279, 02280, 02281, 02282, 02283, 02284, 02285, 02286, 02287, 02288, 02289, 02290, 02291, 02292, 02293, 02294, 02295, 02296, 02297, 02298, 02299, 02300, 02301, 02302, 02303, 02304, 02305, 02306, 02307, 02308, 02309, 02310, 02311, 02312, 02313, 02314, 02315, 02316, 02317, 02318, 02319, 02320, 02321, 02322, 02323, 02324, 02325, 02326, 02327, 02328, 02329, 02330, 02331, 02332, 02333, 02334, 02335, 02336, 02337, 02338, 02339, 02340, 02341, 02342, 02343, 02344, 02345, 02346, 02347, 02348, 02349, 02350, 02351, 02352, 02353, 02354, 02355, 02356, 02357, 02358, 02359, 02360, 02361, 02362, 02363, 02364, 02365, 02366, 02367, 02368, 02369, 02370, 02371, 02372, 02373, 02374, 02375, 02376, 02377, 02378, 02379, 02380, 02381, 02382, 02383, 02384, 02385, 02386, 02387, 02388, 02389, 02390, 02391, 02392, 02393, 02394, 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VIVERY FIND FOOD MAP

Live Demonstration



How to Claim your Organization on Vivery



Claiming & updating your Vivery profile can easily be done on a computer or mobile phone

1

Check your email for your unique claim link

Please note that this is a link for your organization only. You may share it with others within your organization, but it will not work for others outside of your organization.

2

Click the link or copy/paste it into your browser to get started

3

Sign up for your Vivery account

4

Confirm that you are being connected to the right organization
If the organization shown on your claim screen is incorrect, please contact support@vivery.org

Once you've claimed your account, you can log into Vivery
sharedharvest.vivery.org



VIVERY AGENCY WEBINAR REGISTRATION

Wednesday, October 7th
@ 2:00PM EST

Scan to register!



Contract Review & Regional Plan

Terry Perdue

Executive Director

terry@sharedharvest.org

- ***Partner Agency Agreement***
- ***Contract to Distribute
Government Commodities***
- ***FFY27 Regional Plan for
Local Distributors***



Government & Policy Updates

Robert Zohfeld
Director of Programs



SNAP Updates

EBT CARD SECURITY

Chip technology is coming to Ohio EBT cards October 2026

Governor DeWine signed Senate Bill 315 to implement chip technology for EBT cards.

WHY IT MATTERS

SNAP recipients are often stolen from due to card readers. Millions per year.



SUGARY SODA WAIVER

Implementation is delayed

- **MAR 2026** Waiver approved by USDA.
- **EARLY SEP 2026** USDA requested a waiver to delay.
- **OCT 1, 2026** Proposed start date.
- **OUTLOOK** Likely no movement until Ohio has a new governor.

STATUS AS OF SEPTEMBER 2026

SNAP Updates (*also known as food assistance or food stamps*)

- About 1.3 million Ohioans are currently enrolled in SNAP
 - About 100,000 less than last year in part due to new work requirements and fear from immigrant communities
 - *Darke County is one of very few counties to have more people on SNAP this year*
- H.R. 1 or the One Big Beautiful Bill Act, required Veteran's, Caregivers of children over the age of 13, and former foster youth to have a work requirement for the first time, this started in February of 2026
- Some immigrant communities are not applying because they fear deportation

SNAP Provisions in H.R. 1:

SNAP Administrative Cost Share Reduction

October 2026 – federal cost share reduced from 50% to 25%

ODJFS projects that's 51 million dollars across Ohio's 88 counties
This will likely lead to less case workers and more timely processing for SNAP

HB 434:

- Appropriated \$14.8 M to ODJFS for FY 2027 and mandated that the department start a county SNAP error rate measurement process.
- Counties must review randomly selected SNAP cases each month and report to ODJFS

What's an error rate and why does it matter?

- An error rate is a measure of overpayments and underpayments made by the County Department of Job & Family Services when issuing SNAP Benefits
- An error rate is **NOT** a measure of fraud
- Issuing SNAP Benefits is not as easy as TurboTax; it requires calculations, policy knowledge and documentation by case worker professionals
- States with an error rate higher than 6% will have to start paying an additional cost share starting October 2027

SNAP Benefit Cost Share Schedule

Payment Error Rate	State Cost Share	Amount* (\$)
Under 6%	0	0
6 – 7.9%	5%	160M
8 – 9.9%	10%	320M
10% or more	15%	480M

Implementation: Starts October 2027. State chooses FFY 2025 or FFY 2026 rate initially. Reverts to 3-year prior rate thereafter (FFY 2025 ended September 2026)

Ohio's Federal SNAP Payment Error Rate

OHIO FFY 2025 RATE

6.76%

| Significant reduction from 9.01%

- Based on 1,020 Annual Reviews
- Below 10.62% national average. Lowest among 10 most populous states.
- Counties are working hard to get below 6% with training modules, case worker sites, etc.
- Stay tuned!

Medicaid Updates

- About ~3 million Ohioans are currently on Medicaid
 - Ohioans currently have Medicaid with one of eight managed care organizations. (*Nearly half of Ohioans on Medicaid have CareSource*)
- From H.R. 1, The Ohio Department of Medicaid is also now required to impose a work requirement to receive Medicaid for certain individuals
- This change will go into affect on January 1, 2027.
- Some states submitted a waiver to delay these work requirements for Medicaid recipients; the state of Ohio did not.
- All states will eventually have a Medicaid work requirement, but they can apply for a good faith extension to as late as December 2028

Who is affected?



Department of
Medicaid

The requirements apply specifically to individuals enrolled in Group VIII (also known as the Medicaid expansion group or MAGI Adult coverage). This currently includes about 690,000 Ohioans who meet all of the following criteria:

- Are between the ages of 19 and 64.
- Receive Medicaid because their household income is at or below 138% of the Federal Poverty Level
- Do not have Medicare or private employer-sponsored insurance

Individuals subject to these rules must complete a minimum of 80 hours per month of qualifying activities to maintain their health coverage. These activities can include employment, community service or volunteering, participating in a recognized work or job training program, being enrolled in an educational program at least half-time, or a combination of these.

Who is Exempt?

The state has established several exemptions. You will not have to complete the 80 monthly hours if you fall into any of the following categories:

- Age: Under 19, or 65 and older
- Health & Disability: Individuals who are pregnant or postpartum (within the last 12 months), medically frail, blind, or living with a physical, intellectual, or developmental disability
- Caregivers: Parents, guardians, or family caretakers of a dependent child age 13 or younger, or of a disabled individual
- Treatment: Individuals actively participating in a substance use disorder (SUD) treatment program or receiving treatment for a serious mental health condition
- Other Statuses: Current or former foster children up to age 26, veterans with a total disability rating, members of a federally recognized Native American Tribe, and those currently incarcerated or released within the last 90 days

Other Programs: Those who are already meeting work requirements for SNAP (food assistance) or TANF (cash assistance), or those entitled to Medicare Part A or B



Feeding America Activity & Guest Speaker

Desiree Dillon

Sr. Director, Neighbor Access & Experience Services



LUNCH



*eat, submit your questions,
and get your swag & agency folder!*

The Long Spoon

https://youtu.be/qhU5JEd-XRo?is=_dH35z3X9FPbYn8Q

AWARD PRESENTATION

Celebrating three remarkable honors

Recognizing the contributions that move our mission forward.



01

**Stewardship
Award**

02

**Legacy
Award**

03

**Nourishing Neighbors
*Crystal Apple Award***

Staff Q&A Session



2026-2027
Partner Agency Conference

Thank you for all you do!

**Don't forget to complete your feedback
survey!**

