TRANSLATION SERVICES MAKING A MEANINGFUL IMPACT FOR FAMILIES

As network partners continue to expand service to non-English speaking neighbors, the translation services provided by the Ohio Association of Foodbanks have proven to be a helpful tool.

Bob Goldstein from Cuyahoga Falls Good Neighbors Pantry has had success in using the service to provide the best care possible to families who do not speak English as their primary language. A family of seven was referred to Bob and his staff by social services and could speak very little English. Their native language was Swahili.

“The interpreter service was great. We used the video app to identify all their needs, meet some special dietary needs, and provide clothing for the children in proper sizes,” said Bob.

He goes on to share that as they were using the service with the family, “The family was thrilled, social services was impressed, and several visitors observing our pantry were amazed. Our volunteers were proud of what we could do.”

The Foodbank provides the information for this impactful service on its website under the Agency Zone Resources and is also linked here. This service is offered to all network partners to use free of charge.

Summer illnesses are no fun. Sick staff or volunteers should stay home; they can spread pathogens to food and equipment. They should stop handling food and return to your program when they’re symptom-free. Symptoms to be mindful of include:

Vomiting, diarrhea, jaundice (yellowing of the skin and eyes), sore throat with a fever

Stay healthy this summer by keeping germs at home.
Foodbank searching for partners to join senior food box program

With the cost of living rapidly increasing, senior citizens are feeling the impact. The Foodbank participates in a federally funded program that targets seniors called the Commodity Supplemental Food Program (CSFP). Individuals 60+ years old with an income at or below 130% of the Federal Poverty Income Guideline are eligible to receive this once-a-month food box. The items in the box are designed to improve the health of participants by supplementing their diets with nutrient-rich foods.

OPEN M is one of the Foodbank partners that has been participating in the distribution of CSFP boxes for more than three years. Julie is the manager of the program and commented on the importance of CSFP to the seniors in her community, especially now.

“With inflation and the social security benefits not increasing to cover that gap, the need for these extra groceries is greater than ever,” said Julie. “Many grandparents are tasked with taking care of their grandchildren with very little income. They put the kids first and find themselves without proper food. And seniors are the last people to ask for help. They tend to feel a lot of shame for needing the assistance, but with this senior specific program, they are more trusting, and some even feel comfortable enough now to attend our food pantry.”

The Foodbank is looking for additional network partners interested in starting a CSFP distribution. Each partner that agrees to fulfill a caseload each month will be given a laptop to administer the program, financial reimbursement per box distributed, and the pre-assembled boxes are free to the partners that distribute them. This reimbursement and equipment are restricted by the funder for CSFP partners only.

“We really need people in all communities to step up and be that person in their area to serve the seniors who need it most,” said Julie.

Any partners interested in adding a CSFP program onto their account can contact Sarah Brown at sbrown@acrfb.org or 330.777.1059.

Meet the newest NPP team member

Marcie Blandford

Marcie Blandford joined the Foodbank in March 2022 as the network partners and programs assistant. Her role is to assist the network partners and programs department and hunger-relief network by managing monthly report collection and communications, responding to community members’ requests for food, and other special projects that support our collective mission.

Before coming to the Foodbank, Marcie recently completed a year of service at Summit County’s My Brother’s Keeper program where she was able to help boys and young men of color reach their full potential.

A fun fact about Marcie is that she and her partner have five cats and two dogs together. Their house can get crazy sometimes, but they love all their animals, nonetheless.

Marcie is most looking forward to continuing to get to know the people and organizations that drive our work forward. She feels as though she has already made great friendships, and she is excited about the opportunities that are ahead of her within the organization.
Has a new person taken the lead at your food program? Do you have a new volunteer completing intake? Or do you just need a refresher on your Foodbank partnership? If so, the Foodbank has several training opportunities coming soon!

**JULY**

**THURSDAY, JULY 14, 2022**
Ordering, Monthly Reports, & Billing  
9:00am-11:00am

This session will review best practices for ordering, monthly reports and billing, and serve as an orientation refresher.

**WEDNESDAY, JULY 20, 2022**
Cookies and Conversation  
1:00pm-2:30pm

Connect with other partners, share what’s going on in your community, and learn from others’ successes and challenges.

**AUGUST**

**FRIDAY, AUGUST 12, 2022**
Pantry Simulation  
9:30am-11:30am

This in-person event is designed specifically for partner staff and volunteers. This immersive experience will give participants a chance to work their way through the charitable food system to find a week’s worth of food for themselves and their family. This session is meant to be an eye-opening experience that will allow for open and honest discussion of the real and perceived challenges faced by someone seeking food assistance.

**SEPTEMBER**

**TUESDAY, SEPTEMBER 13, 2022**
Customer Service Cool Down  
1:00pm-3:00pm

Foodbank partner Center of Hope will provide techniques and strategies for dealing with conflict, including best ways to strengthen relationships between the program and the neighbor.

The Foodbank offers orientation and FreshTrak training once per month. For anyone with a busy weekday schedule, there will be a Saturday orientation offered on September 10 from 8:30am-12pm at the Stark County Campus and virtually.

There are multiple other opportunities like these listed on the NPP Network Education Schedule [linked here](#). To RSVP for any of these sessions or trainings, visit the Agency Zone on the Foodbank website.

---

**Succession planning is key to program longevity**

Partners in the Foodbank’s hunger-relief network serve an integral role in their local community, ensuring neighbors have access to nourishing meals. Because of this, all partners are encouraged to have a succession plan in place to ensure the longevity of their program.

Feeding America has provided a resource for all Foodbank partners to access that outlines the importance of succession planning and a basic checklist to help get each program started. Partners can access this tool [here](#).

Feeding America describes succession planning as “…a process to prepare your agency for a smooth transition in planned or unplanned/emergency leadership changes.” Having a plan in place will help ensure that all neighbors are being served regardless of what changes are made within an organization or program.

If you would like to further discuss succession planning, please reach out to your county’s Foodbank representative.