



JULY 2020

## 2019-2020 Community Health Contract 4<sup>th</sup> Quarter Reporting

### PROGRESS OF GOALS & OBJECTIVES

As we continue to navigate through the chaos of COVID-19, we have identified a few of our weaknesses within our daily workflow, that we hadn't noticed before. One weakness, or challenge, is the inconsistency of volunteers. We have always struggled with this important attribute of our daily routine, and even more so now during these difficult times—we lost more than 50% of our work force (retired senior citizens) due to the sheltering in place order by the CDC in order to prevent vulnerable populations from being possibly exposed to the coronavirus. This situation forced us to get creative with how we were going to address this issue and maintain the extremely high demand of clients needing food each week, all the while making sure we had enough support from the community to keep our doors open. We were able to hone in on specific areas of our operation where having the same volunteer/staff member perform certain tasks, each day, would make our performance and efficiency more streamlined. Through a partnership established with the Boys & Girls Club, we were able to retain three employees of theirs, who have consistently provided duties each day we serve our community in-need, and tighten up our reigns, so to speak, of how we conduct business and supporting those who need our assistance. This opportunity has aided in our successful ability to distribute food to more than 5,300 people, monthly, since March 16<sup>th</sup>.

Our other challenge was managing all our new clientele. In just three short months we doubled the amount of people we are now serving and with this came new situations and concerns:

1. How will we screen/interview **791 new cases** without a consistent staff member?
2. How will we identify each new case and what their overall needs are, beyond food?
3. Will we be able to maintain the demand?
4. Are we capable of managing each clients' need and any additional services they might qualify for?

Once we answered these questions, as a board, it was determined that we needed to hire a Case Manager whose sole responsibility will be to manage every client and their needs. Ultimately providing them with a wrap around team of people/organizations/services who will successfully support them and their desire to become self-sufficient. As of July 1, 2020, we now have a permanent part-time Case Manager/Client Relations employee.

*"...because when you are hungry, nothing else matters."*

140 N. Brandon Road Fallbrook CA 92028 | 760.728.7608 | [www.fallbrookfoodpantry.org](http://www.fallbrookfoodpantry.org)



### MEET HECTOR



Hector is a 92-year-old military vet, who served in the Korean War. He is a client at the Pantry and has been receiving home deliveries each week for the past seven years, after experiencing multiple strokes that have kept him home bound and unable to care for himself. Hector is also a type 1 diabetic and has a special diet he must adhere to daily, in order to prevent any diabetic episodes, such as shock or insulin reactions. Our drivers makes certain, each week before his food leaves our facility, that Hector has enough sustainable items that meet his daily needs; brown rice, fresh fruits and vegetables, whole wheat bread, oatmeal, low sodium proteins (meat, fish, chicken) and every once in a while he might have his caregiver call us up to see if we have any sugar free treats...the days we get any in...we always save them for him!