

## **Peer Learning Circle Minutes**

July 29, 2015, 9 am – noon

**Looking at the ideas from the MAHN meeting *Image Shift*, how do we want to be/act differently in respect to the following areas?**

### **With our Clients**

Good communication

Dialog and education- be on the same page

Client involvement in every step

### **How clients can be part of closing the food gap**

We can improve collaboration with clients at every step

### **With each others in our Peer Learning Circle**

Sharing resources and knowledge

Compassion

Respect

### **With our Community**

Increased awareness of poverty

Bridges out of poverty

Reach out through social media

Mobile friendly way to donate

Centralized referral service

### **Our food system**

Automation

Info / inventory systems

Collaborated

Efficiencies

Good quality food

Sharing food quality experience

Connected with food distributors

See next page

## What are effective ways to improve our capacity to provide resources and nutritious food in Montco?

*(This will guide future meetings; names below indicate those who are willing to help shape/plan key meeting agenda & learning.)*

<b>Create shared information technology</b>	<b>Food Handling Storage and Distribution</b>	<b>Build relationships with fresh food providers</b>	<b>Peer Networking</b>	<b>Increase funding and resources</b>	<b>Increase community awareness of Need in community &amp; of Community Needs</b>
<ul style="list-style-type: none"> <li>• A county-wide food system (a food version of Your Way Home)</li> <li>• Online resource pantry contacts that stays updated</li> <li>• Infrastructure for referrals to help clients</li> <li>• Centralized web-based place to share information</li> <li>• Shared countywide database of clients</li> <li>• Find out what resources are available to clients-beyond food (housing, healthcare, legal services)</li> <li>• Technology network linking resources</li> </ul>	<ul style="list-style-type: none"> <li>• Enhancing our food storage system</li> <li>• Storage hubs</li> <li>• Create a food handling system</li> <li>• Expansion of Pantry to Pantry Sharing</li> <li>• Shared food inventory system</li> <li>• Shared food resources</li> <li>• Coordination within the county (hours/food drives)</li> <li>• Add a home delivery component</li> <li>• Transportation to receive and distribute food quickly to pantry</li> <li>• Best Practice Manual</li> <li>• Create jobs</li> </ul>	<ul style="list-style-type: none"> <li>• Ask for Produce donations</li> <li>• Enhance, promote, connect with community gardens</li> <li>• Year-round produce providers</li> <li>• Relationship building with agri-food industry</li> </ul>	<ul style="list-style-type: none"> <li>• Build and increase social capital relationships</li> <li>• Use the system resources already in place more efficiently (i.e. Philabundance produce)</li> <li>• Volunteers-organize and locate</li> <li>• Share success stories</li> <li>• Obtaining reliable volunteers</li> <li>• Communication of resources needed and available</li> </ul>	<ul style="list-style-type: none"> <li>• Carve out time to plan and strategize (we are time strapped)</li> <li>• Raise \$ for building the system we need</li> <li>• Operational funds (stable source)</li> </ul>	<ul style="list-style-type: none"> <li>• Educate <b>needs</b> community on <b>NEED</b> and how they can <b>HELP</b>.</li> <li>• Community awareness</li> <li>• Identify and fill gaps in service</li> </ul>
Terry, Deirdre, Vicki, Diane W, Sandy K	Vicki, Britt, Cindy, Pat, Carol B, Rich, Stu, Sandy K	Vicki, Carol, Jack	Terry, Carol, Amanda, Amy	Anthony, Carol E,	Barb, Sandy T, Eli, Amy, Rebecca

## **Peer Coaching**

### **Concern:**

**Heard about a pantry who had a know client with mental health issues who became physically abusive. Any suggestions about how to handle it?**

### **Responses:**

- Have said, "I'm hearing that this program is too stressful for you."
- We have given a pre-packed bag to a client who acts out, or give out the food at a separate time.
- Take it off the volunteer and protect the volunteer
- Home delivery or have a proxy pick up the food
- Build a good relationship with your local police department
- We have given time-outs
- We have suspended clients from the program
- We have a written policy-and train volunteers in that policy
- Practice "harm reduction"
- Escort the client out
- If person has mental illness- whatever is done must be in conjunction with the American Disability Act.
- Have them certified by Access Service before they can return. ACCESS Services will come out for Crisis intervention:  
<http://www.accessservices.org>  
1.800.793.2150

### **A little about Your Way Home (YWH)**

<http://yourwayhome.org>

- There is a call in line: Call 1-877-646-6306 if you are a resident of Montgomery County and need housing.
- YWH has limited resources to help.
- Priority is to try to help people with little or no resources. For example, a person with absolutely no place to sleep has no resources but a person who may be crashing on someone's couch has some resources.
- For people with some resources, YWH tries to help them brainstorm to use these resources and take responsibility for self.

**Next Peer Learning Meeting: September 9<sup>th</sup>, 9am -12**