PROPOSAL SUBMITTAL FORM

Agency Information

Agency Name: God's Pantry Food Bank

Mailing Address: 1685 Jaggie Fox Way, Lexington, KY 40511-1084

Street Address: 1685 Jaggie Fox Way, Lexington, KY 40511-1084

Phone: (859) 255 - 6592

Is your Agency registered with the IRS as a 501(c)3 organization? ☑ Yes ☐ No

*Note: Agencies **must** be registered with the IRS as a 501(c)3 organization to be eligible for ESR Program funding.*

Does your agency have a current profile with Blue Grass Community Foundation's GoodGiving.net? ☑ Yes ☐ No

*Note: Agencies **must** have profiles with GoodGiving.net to be eligible for ESR funding.*

Website Address: www.godspantry.org

Agency Representative *(typically the Executive Director - Name, Title, Phone, Email)*:

Michael J. Halligan, Chief Executive Officer, 859-288-5311, MHalligan@godspantry.org

Person Completing Application *(Name, Title, Phone, Email):*

Kristin Ingwell-Goode, Corp & Fdn Relationships Officer, 859-288-5328, Kristin@godspantry.org

Program Information

Name of program for which funds are being requested: **Fayette County Pantry Program**

Total Funding Amount Requested: $ **279,217**

RFP #13-2019 PROPOSAL SUBMITTAL FORM

- **Save this PDF formatted Proposal Submittal Form to your hard drive before beginning to enter responses in it to ensure your responses are saved to the form.**
- **LIMIT RESPONSES IN TEXT BOXES TO 250 WORDS**
- **REMINDER: All proposals must be written in a clear and concise manner, as there will be no follow-up or clarifications to proposer's submittal form once the evaluation process begins.**

5.1 Program Proposal & Design

5.1.1 Needs Statement—Purpose of the Program Proposal / Problem Statement **15 Points**

Using local data, provide a description of the problem in Fayette County. Identify the specific population your program is targeting (i.e. age, geographical region, economic status, etc.) and explain why. Discuss whether this population is under-served or at-risk. Describe your understanding of the local system of services addressing this problem, obstacles and/or opportunities your clients face, and how your agency fits within this system of services.

Food insecurity exists in every zip code of Fayette County. In every part of our community someone, or a whole family of someones, is unable to buy, borrow, or access enough food for every member of their household to sustain a healthy and active life.

Of Lexington's 311,529 residents, Feeding America's 2018 Map the Meal Gap indicates 15.6% are food insecure. This means at some point—perhaps daily or monthly, perhaps three times per year—48,599 members of our community do not have enough food for everyone in their home.

God's Pantry Food Bank (GPFB) has fed Lexingtonians since 1955. Mim Hunt started the Fayette County Pantry Program (FCPP) because she saw hunger in our community. Now the city's largest emergency food program, the FCPP is a coordinated network of organizations and individuals working together to provide a week's worth of groceries to anyone in Lexington who needs food. Hunger and crisis are not limited to one population. A family recovering from a house fire may need help once; a senior citizen living on a fixed income may need help every month. The FCPP exists to fill that need every week of the year.

Every year GPFB estimates how many families will need us. Every year we surpass that estimate. This isn't good news. The fact that 23,961 families in our community needed help with food last year is sobering. Costs for fuel, medical care, and rent are rising; wages aren't keeping up. Food remains non-negotiable.

5.1.2 Service Delivery Model **15 Points**

What steps will you take or what activities will you provide to assist clients in achieving these goals? Describe each "unit of service" you will provide for clients and how often and how long this service will be provided (e.g. a one-time three-hour training; a weekly one-hour support group for 12 weeks; one 30-minute health exam twice a year; 1-3 hour advocacy services as needed; etc.) How will these services address the problem as identified in the Needs Statement above? Be specific.

The solution to food insecurity is food access. GPFB provides food access to Lexington residents by operating four food pantries that between them offer 30 sessions for client visits weekly. The pantries are hosted by Broadway Christian, Central Christian, and St. Luke United Methodist churches and Community Action Council at Cambridge. All pantries are staffed by volunteers.

At GPFB, a unit of service is a pantry visit. A representative of a household may visit a pantry up to one time per month and should receive enough food to be able to make a full week's worth of meals for everyone in the home. In 2018 that food totaled 1,860,750 pounds or 1,550,625 meals for Lexington families. We anticipate at least 22,200 pantry visits in FY20.

When clients arrive, they sign in and are greeted by volunteers. Volunteers assist clients as they move through the pantry which is laid out like a grocery store. Each client receives a card showing how many items they may select from each category, based on household size. Clients are encouraged to choose items their family will enjoy, as they would in a grocery store. This model promotes client dignity and satisfaction and reduces food waste.

Nutritious food is also a piece of our delivery model. Every client may choose canned fruits and vegetables, fresh produce, canned soup, grains, milk, meat, and other proteins (peanut butter, beans, etc.). Our goal is to provide groceries that encourage a healthy diet.

5.1.3 Client Eligibility and Requirements **5 Points**

What eligibility requirements must clients meet to qualify for services? What are the expectations of clients while receiving services? (e.g. client must pay $30 fee for each class; client must remain sober; client is responsible for chores; nothing other than participation in services; etc.)

To receive food from one of the pantries operated by GPFB, a client must be a resident of Fayette County and have a referral from one of our 263 partner agencies. We have embraced our role as the county's largest emergency food program and we rely on these agencies to assess need so we can continue to focus on sourcing and distributing food.

Our top referring agency is Community Action Council (CAC). This is also the first place we recommend to new clients. At CAC they will meet with an intake specialist who can determine resource gaps beyond food such as utility, rent, or child care assistance.

The next four largest referring agencies are:
+The Nest
+Lexington Rescue Mission
+Veteran's Administration
+Fayette County Public Schools (At least one staff member at every school may make a referral)

Once an initial referral takes place, a client may call GPFB directly and make an appointment to visit a pantry up to one time per month. Pantry appointment calls are accepted from 9am-noon and 1-3 p.m. every weekday.

During appointment calls clients can choose the pantry location, day, and time they would like to visit. They have a three-day window from the appointment time to visit that pantry during operating hours and choose the food they need and will enjoy.

5.1.4 Evidence-Based/Best Practice **10 Points**

Describe the evidence-based or promising practice model on which this service approach is based. Provide particular sources that indicate what you are doing is best-practice.

All GPFB pantries in Lexington follow a Model Pantry Standard. The points outlined are the industry standard and endorsed by Feeding America, the nation's food bank network.

A model pantry will do the following:
+ Provide a space and culture that promotes respect and dignity for clients
+ Offer service at least three days per week
+ Provide five to seven days' worth of food to clients
+ Allow clients opportunity to make food choices in pantries
+ Follow food safety practices in line with local Health Department standards
+ Offer a selection of nutritious product that meet USDA My Plate guidelines and include items from all the following categories: milk, protein, vegetables, fruits, and grains.
+ Accurately record client information and visits

We fulfill all of these recommendations but perhaps focus most on the ability for clients to choose the food they will take home. This provides a sense of dignity and control, reduces waste, and accommodates special diets.

We also follow these best practices: Maintain a Board of Directors, 501c3 status, a strategic plan, organization goals and objectives, a business plan, an annual budget, and appropriate stakeholder engagement.

As a Feeding America affiliate, we follow a national standard of service called the Meals per Person in Need (MPIN). The

5.2 Program Measures & Evaluation

5.2.1 Service Efficacy & Desired Outcomes **10 Points**

What do you hope to help your clients achieve? What are some examples of goals you will set with clients? What is your service philosophy in terms of helping your clients achieve these goals? Describe how you define "successful" completion of services. (e.g. service is complete if: client remains for entire three-hour training; client continues services until judge orders otherwise; etc.) What percentage of clients meet that criteria for success?

Our clients face many obstacles every day. We won't want them to worry about access to nutritious food. Our immediate goal is to help clients achieve food security.

Our service philosophy is that we want every Lexington resident to have enough food to provide meals for every member of their household. If they are unable to do that on their own, we can help. We eliminate obstacles to food security, whether for two months or as long as they need assistance.

Our goal is that the food clients receive will be nutritious and they will have the opportunity to select items from all the major food groups to create a week's worth of meals. In that respect, if a client leaves with a full grocery cart to share with their family, we have achieved success.

We measure this by taking the poundage distributed through the FCPP monthly, divided by the number of households served. The average client household size is three. The average meal size is 1.2 pounds. A week's worth of groceries should total at least 75 pounds for a family of three. Our current average is 84 pounds.

We subjectively assess our pantries to see that they have enough food to accommodate 30 families per session. When statistics are available, we objectively measure the data to confirm we have met our goals. Success is a mix of providing a sense of hope to our clients, a personal touch at the pantry, and adequate food to feed their family.

5.2.2 Client Empowerment & Community Impact **10 Points**

Describe what meaningful difference these services make in the lives of people served. What value is added to the community? Provide examples. (e.g. client demonstrates change in attitude; client has behavior change; etc.)

Without proper nutrition, a person cannot survive. With a balanced diet, a person obtains fuel needed to accomplish tasks from building bones to regulating heartbeat. Without fuel, there is no energy, and only negative results, from headache and dizziness in the short term to significant health issues and even death in the long term.

This is elementary but fundamental to explaining the work of the pantry program. We focus on one crucial thing: food. GPFB sources food, acquires food, raises money to buy food, advocates to allow clients access to more food, and distributes food.

Without food, getting out of bed may be difficult, so becoming a student, parent, caregiver, co-worker, or friend is nearly impossible. Moving a client from hungry to food secure makes it possible for them to hold a steady job, learn in school, care for others, and contribute to the community. In 2018, 13,816 unique people from 6,419 households received food from a pantry. This is 4.4% of Lexington residents, a clear indicator of the program's impact and value to the community.

The pantries provide food, but they also provide personal confirmation that someone cares, evidenced by the volunteers who look our clients in the eye and offer to help.

The difference we make is more powerful when the words come from our clients:
"There's been a lot of times if it weren't for you we wouldn't have anything to eat."—Linda
"Because of you, my children won't be going to bed with empty stomachs."—Michelle

5.2.3 Data Assessment & Quality Improvement **10 Points**

While it doesn't have to be complicated, evaluation is more than saying "we provided this many 'units of service.'" How will you know if your services have been effective? How does this relate to the desired outcomes for your clients? How will the information gathered be used to improve your services in the future? Be specific (for example, data collection may be through focus groups, pre-and post-tests, client satisfaction surveys, etc.), and also **be specific regarding sampling size and frequency of evaluation.**

GPFB uses three sets of data collection to assess the FCPP and inform quality improvement.

The first is internal data: mainly the number of households served monthly and the poundage of food distributed. Those two data points indicate if clients are receiving enough food at each visit.

The second is subjective feedback from staff and pantry volunteers. These two sets of people are in the pantries daily and visually estimate if there is enough food in each category to meet the need. We are able to respond most quickly to this feedback; a simple phone call can result in more food delivered within hours to a pantry in need of more potatoes, milk, or other product.

The third is data collected from one of two formal methods, Link2Feed and the Hunger in Fayette County Survey.

Mary Alice Daniels oversees the pantry program and uses the Link2Feed database daily. Link2Feed maintains all client records, appointments, and service history. This data shows short and long-term trends which inform food purchases, budgeting, and other quality adjustments.

In 2020 we will undertake the Hunger in Fayette County survey, the most in-depth data collection tool we have. It will contain at least 20 questions, plus general demographic information, and solicits feedback on topics like respectful treatment at pantries and types of food available. We will survey 400 clients at all four pantries. That data is reviewed and, if necessary, used to adjust program services including pantry times and food selection.

5.3 Capacity & Sustainability

5.3.1 Staff Qualifications & Experience **5 Points**

Provide information on the key/primary individuals that will be involved in the provision of services and demonstrate that they have the capacity to address the stated need. List each position by title and name of employee, if available. Describe the anticipated roles and responsibilities for each person as it relates to this project. Describe the experience, expertise, and capacity of each individual to address the proposed activities.

GPFB has operated Fayette County's largest pantry program in some form since 1955. The current format with these four pantries has been in place since 2014. Direct responsibility for the Fayette County Pantry Program falls under two GPFB departments: Programs and Operations.

The Programs Department is responsible for all aspects of the client and volunteer experience. Danielle Bozarth is the Programs Director and has been with GPFB since 1995. Her role is to eliminate barriers for the FCPP, troubleshoot, and assist with long-term strategy. Pantry scheduling, volunteer training and management, pantry procedures, and partner agency relationships, are directly overseen by Mary Alice Daniels, Programs Community Developer.

Mary Alice has been in her current role since 2014. She is a licensed certified social worker and worked previously at LFUCG in Youth Services. She has overseen growth in the program and supervised the implementation of Link2Feed to provide a better experience for clients and for volunteers.

Food for the pantries is a combination of donated and purchased product. The Operations Department oversees all aspects of purchasing, tracking, and distributing food from all sources.

Derek Brown has been Operations Director since 2015 and has 13 years of warehouse management experience. He oversees logistics with help from Britt Hensley, Warehouse Manager, and Peter Paterson, Food Procurement Officer. Partnerships are handled by Mr. Clay and Nick Phillips, who also support staff development. This team handles everything from

5.3.2 Partnership & Resource Leverage **5 Points**

How do your programs and services support our community's comprehensive response to the identified priority area of Community Wellness & Safety? Does your organization have any formal agreements or informal working relationship with other local service programs?

What role does your governing board members, volunteers, and / or donors play in facilitating viable service delivery and program administration? Does your program have any major civic benefactors or corporate sponsors? Describe other secured funding sources and committed operational resources your organization has allocated for the proposed program.

The success of the Fayette County Pantry Program depends on strong partnerships. All four pantries are hosted by partner organizations and staffed almost entirely by volunteers. GPFB accepts pantry referrals from 263 other organizations—churches, schools, social service partners, healthcare providers, etc.—to ensure cooperation, communication, and a comprehensive response to our community's need for food access.

Beyond partnering specifically for the FCPP, GPFB operates 49 other programs in Fayette County including the Commodity Supplemental Food, BackPack, Kids Cafe, and School Pantry programs, making food available to senior citizens and children. Beyond the FCPP and programs listed above, GPFB distributes food through 52 additional Lexington agencies that operate shelters for men, women, and children, soup kitchens, group homes, and meals for the homebound.

The FCPP distributed 1,860,750 pounds of food in 2018. Food through other direct and partner programs added 2,553,219 more pounds of food for Lexington residents. In total, that equaled $7,371,328 worth of food for Lexington families last year.

The GPFB board, donors, and volunteers support the FCPP with gifts of time and treasure. Many donors are motivated by this program to give. However, we do not yet have gifts confirmed specifically toward FCPP for FY2020 at this time.

More than 4,600 Fayette County donors gave to GPFB's annual campaign in FY19 (which funds a portion of all Fayette

5.3.3 Outreach & Inclusion Strategy **15 Points**

Demonstrate how the program will ensure services are available and accessible by all potential participants, especially related to language barriers for persons with limited English proficiency; persons with physical or other disabilities; and persons impacted by poverty and economic distress.

Has your organization enacted any policies (or employs any standard operating procedures) to ensure equitable service opportunity and / or benefit program to a diverse cross-section of the greater community?

The FCPP is designed to be available to and accessible by all potential participants, from the number of referring agencies to the locations that house pantries. We know our clients have every kind of mobility challenge, from physical access to transportation. Pantries are in accessible buildings with nearby parking and they are on bus routes. None of the pantries require stairs to enter and all have seating.

The pantry hours are designed to accommodate different work and life schedules. All four pantries are open for at least 90 minutes Monday through Friday. Two pantries offer evening sessions. In April 2017 we increased services allowing clients to visit up to one time per month. Recently we increased daily capacity from 25 to 30 families per pantry session. Both changes were in response to demand.

Once a client arrives, we use a system of colored shapes to indicate how many items they may choose so we can communicate without reading or speaking English. This has helped immensely with clients who speak other languages or who are hearing impaired. By July 2019, we will also offer a one-page welcome and overview to our clients in English, Spanish, and Swahili.

Even with these efforts, we know some Hispanic residents of our city are not visiting the pantries out of fear, even though we do not require any proof of citizenship. To meet their needs, we provide food to a pantry at Lexington Hispanic Church. We are exploring other ways to serve this community.

6.0 Program Budget Summary Form Instructions

Proposal Submittal shall be considered incomplete and shall be rejected without completed Budget Summary Form. *(Including total amount of ESR grant request.)*

For organizations requesting funding for more than one program in this RFP, combine into a single Program Budget narrative for the proposal.

Please note that the Program Budget will be part of the grantee agreement with LFUCG and regular tracking and expenditure reporting will be required.

To ensure readability and uniformity, please use the Program Budget form included. Provide brief line-item detail as specified in each section below and verify all calculations.

This section provides a summary of the total proposed Program Budget for FY 2020. It requests the allocation of all projected funding amounts (City and non-City sources) for anticipated FY 2020 program expenditures.

Total Program Budget

Column A should reflect projected expenditures for the entire program (not just the proposed LFUCG ESR grant funding request portion). When the chart is completed this column should equal ESR Grant Funding Request plus other/non-ESR program funding. (A=B+C)

ESR Grant Funding Request

Column B is the grant amount being requested from this RFP to support this program's services to eligible Fayette County Participants.

Non-LFUCG Program Funding

Column C is the non-LFUCG ESR funding that is allocated to the Total Program Budget (A-B = C).

This form is for the budget for the PROGRAM applying for ESR funds, not the total agency budget.

For each category identify the amount requested and the amount to be leveraged through other programs or organizations (if applicable).

Staff Salaries – Identify the number of Full-time position salaries allocated to the program, and part-time positions allocated to the program, and the amounts of each allocated to Columns A, B, & C.

Consultant Services – In the "List Details" box, **briefly** describe any expenses associated with providing expanded supportive services or other services for which the organization intends to contract with another entity. Any of these expenses to be provided by the proposing organization should be included in other line items.

Space/Facilities – In the "List Details" box, **briefly** list the basis of the allocation of rental costs, utilities, janitorial costs, and any other facility costs for the Program. Identify any office or program space in an LFUCG owned building, and any other costs (rent, monthly utilities, etc.) reimbursed to LFUCG.

Scholarships/Stipends – In the "List Details" box, **briefly** list the type of scholarships or stipends, and include the number of people or organizations to receive funds.

Operating Expenses – In the "List Details" box, **briefly** list the costs associated with expenses, supplies, utilities, and any other expense associated directly with the operation of the project.

Other – In the "List Details" box, **briefly** list any other costs for the Program not covered above.

PROGRAM BUDGET SUMMARY

Agency Name **God's Pantry Food Bank**

Program Name **Fayette County Pantry Program**

FY 2020 (July 1, 2019-June 30, 2020) Total Program Budget

	# of Employees:	Column A Total Program Budget [= B+C]	Column B ESR Grant Funding Request	Column C Non-ESR Program Funding [A-B]
1. Staff Salaries for Program				
Full-Time (FTE)	0	0		
Part-Time	27	151,893	106,325	45,568
Total Salaries		151,893	106,325	45,568
3. Consultant Services	$	0	0	0
list details				
4. Space/Facilities	$	29,248	20,474	8,774
list details	Occupancy, technology, office supplies, project supplies, postage, insurance.			
5. Operating Expenses	$	63,664	44,565	19,099
list details	Professional services, dues, other promotions (direct mail, printing), bank fees, warehouse supplies, transportation, mileage, vehicle maintenance.			
6. Scholarships / Stipends	$	0	0	0
list details - numbers & amounts				
7. Other	$	154,075	107,853	46,222
list details	All food purchased specifically for the Fayette County Pantry Program.			
8. TOTAL PROGRAM BUDGET	$	398,880	279,217	119,663

Cost per Program Participant: $ 18

I understand that this document in its entirety is incorporated into my grant Agreement with the Lexington-Fayette Urban County Government.

Authorized Representative *(typed name)*: Kristin Ingwell Goode

Title: Corporate & Foundations Relationships Officer **Date**: April 18, 2019