Making the Switch

HOW TO CONVERT TO A CLIENT CHOICE PANTRY

Objectives of Course

Understand the different models of client choice distribution and the benefits and drawbacks of each.

Objectives of Course

Identify needed resources for a client choice pantry and demonstrate an understanding of resources available to your organization

Objectives of Course

Create a plan to transition your agency to the client choice model of distribution

Why do you eat what you eat?

What is client choice?

A <u>Client Choice pantry</u> is a feeding program that allows its clients to select the products that they take off-site to consume.

A <u>Pre-Select pantry</u> is a feeding program that chooses which products are given to its clients to take off-site to consume.

Challenges

WHAT ARE THE CHALLENGES OF CLIENT CHOICE MODEL?

Brainstorm

Write a list of challenges that you feel you will experience when making the switch.

Benefits

WHAT ARE THE BENEFITS OF CLIENT CHOICE MODEL?

Pre-boxing is eliminated

Pre-select

- Time-consuming and physically demanding on staff and volunteers.

Client Choice

- Volunteers are used for other jobs.

Staff, Volunteer & Donor Interaction

Pre-select
- Provides little interaction between volunteers and clients
- Potential donors may have a more difficult time "feeling" the impact of your program

Client Choice
- The atmosphere is more relaxed and less rushed
- There are more opportunities to get to know the clients
- Donors can experience how their physical and financial investments impact the clients

Less Waste & Greater Efficiency

Pre-Select:

- Clients receive things that they may not use.
- Clients may not know how to prepare what is given to them
- Agencies may be investing their money on the wrong products

Client Choice:

- Clients usually do not choose what they will not use
- Clients can take any health issues they may have into consideration
- Agencies can reduce or eliminate items that clients do not eat

Different client choice models

Supermarket Model

Food is set up by food groups inside the pantry. Clients choose their food as they walk through the pantry.

Equipment needed:
• Shelving
• Food cards
• Shopping baskets / carts
• Shopping bags / boxes
•Check out station

Space:
Need enough space between shelves for a cart / basket.

Table Model

Food is set up on tables by food groups. Clients walk by each table to choose and pack their food.

Equipment needed:
• Tables
• Food cards
• Shopping baskets / carts
• Shopping bags / boxes
•Check out station

Space: Arranging tables in a U-shape can save space.

Window Model

Clients choose the type of food they want by pointing to the food on the shelf. Pantry workers then pack food bags according to the clients' choices and family size.

Equipment:
• Shelving visible to clients
• Food cards

Space:
You do not need a lot of space.

Inventory List Model

- Clients are shown a list of items that are available in the pantry. If the list is paper, clients can mark the products they want. If the list is on a white or chalk board, then clients tell the pantry workers which items they want.

Equipment:

- Paper or board that list food that is in stock
- Food cards

List Model Card

Client Choice Pantry

Shopping List

Items Available per Food Group	Number of People in Household			
	1	2	3-4	5-6
Grains	2	3	4	6
Vegetables	3	5	8	11
Fruits	3	5	8	11
Dairy	2	3	4	6
Meat/Proteins	2	3	5	7
Combination Foods	1	2	4	6
Fats & Oils	1	1	2	2
Sweets	1	1	1	2

Please write the number you are requesting beside each item.

No.	Grains	No.	Dairy	No.	Fats/Oils
	bread, 1 bag or loaf		fluid milk, 1/2 gallon		Margarine or butter, 1 pound
	rice, 16 oz		dry milk, 25 oz		Vegetable oil, 48 oz
	pasta, 16 oz		yogurt, 16 oz		
	cereal, 1 box		cheese, 1 block		
	oatmeal, 18 oz				
No.	**Vegetables**	**No.**	**Meat/Protein**	**No.**	**Sweets**
	fresh broccoli, 1 bag or bunch		Tuna, 6 oz		Jelly, 18 oz
	fresh onions, 1 bag		Chicken, 8 oz		Pancake syrup, 24 oz
	canned peas, 1 can		Peanut butter, 1 jar		Honey, 1 jar

Inventory

There won't be any food left on the shelves!

First In & First Out

- Always put the new food at the back.
- Do not set a limit on products that you want to get off the shelf quickly.

Stocking the right food

Stock more of the popular food:

- What food do your clients often ask for?
- Do you run out of some food before others?

Stock less of the unpopular food:

- What food do you receive back in food drives?
- What food do you find in trash containers outside the pantry?
- What food do you have problems giving out?

Distribution

It will take a long time to get clients in and out.

Rainbow of Choice Distribution

- Food pantry clients can choose a number of items in each food group based on the number of persons in their household.

- You can use the Chose My Plate (formerly Food Pyramid) - (www.choosemyplate.gov)

Choose my plate

What are the categories on the food plate?

Traditional Categories:

- Grains
- Vegetables
- Fruits
- Dairy
- Meat & Non-Meat proteins

Other:

- Combined foods
- Fresh Produce
- Sweets
- Overflow products

Rainbow of Choice Food Card

5-6 Persons in your household	
5-6 Personas en la familia	
Grains	6 items
Vegetables	10 items
Fruit	10 items
Dairy	6 items
Meats/Protein	6 items
Combinations Foods	2 items
Sweets	1 item
Miscellaneous	6 items

Food Card Shopping List

Clients are given a list that is similar to a shopping list. The list has the number of products they are allowed to select. The food in the pantry is put in order of the list.

FOOD (Red 1-3 in Family)	FOOD (Blue 4-6 in Family)
Quantity Allowed/When Available	Quantity Allowed/When Available
1 Box Cereal	2 Boxes Cereal
1 Carton Milk (fresh or dried)	1 Carton Milk (fresh or dried)
1 Dozen Eggs	1 Dozen Eggs
4 Cans Vegetable (your choice)	8 Cans Vegetable (your choice)
1 Bag of Rice	1 Bag of Rice
1 Bag of Pasta (Spaghetti or other)	1 Bag of Pasta (Spaghetti or other)
1 Fresh Meat	2 lbs. Fresh Meat
1 Can Meat	2 Can Meat
1 Can Soup or Stew	2 Can Soup or Stew
1 Pkg. Dried Potatoes	1 Pkg. Dried Potatoes
1 Pkg. Dried Beans or Peas	1 Pkg. Dried Beans or Peas
2 Cans Fruit	3 Cans Fruit
1 Can Fruit Juice	1 Can Fruit Juice

Point System Distribution

The Point System is based upon how much each item would cost if purchased at a typical grocery store.

Benefits:

- Help improve client's budgeting skills
- Clients have to prioritize their needs

Point System Card

Foods that cost this much:	Receive this many points:	And are coded with a sticker of this color:
$.01-$1.00	1 point	Red Sticker
$1.01-$2.00	2 points	Blue Sticker
$2.01-$3.00	3 points	Yellow Sticker
$3.01-$4.00	4 points	Green sticker
$4.01 +	5 points	Orange sticker

A family of four would have 50 points that they could use on their visit to the pantry.

List Model Structure

Clients are given a list of items that are available as well as some alternatives and special diet selections. Volunteers are given the form, that is numbered for that specific client and they "shop."

Volunteers & Staff

Managing volunteers so they don't manage you

1. Be a leader / Be confident

Volunteers role changes.

What jobs do your volunteers currently do?

- Shelf stocker
- Client check-in / Intake
- Client shopper
- Client check-out

Volunteer times and days may change

- How much time does a volunteer spend on that job?

	Volunteer Slots 8 am - 12 pm	Volunteer Slots 12 pm - 4 pm	Volunteer Slots 4 pm - 6 pm	Total volunteer hours per day
In a Traditional Pantry	2 volunteers to pre-make boxes 3 volunteers to distribute boxes (20 vol. hours)	2 volunteers to pre-make boxes 3 volunteers to distribute boxes (20 vol. hours)	None	20 + 20 = 40
In a Client Choice Pantry	4 volunteers to help clients shop for food (16 vol. hours)	4 volunteers to help clients shop for food (16 vol. hours)	4 volunteers to help clients shop for food (8 vol. hours)	16 + 16 + 8 = 40

Layout & Equipment

Grocery stores can be our model

- Your clients are your customers
- How do your clients enter and exit the building?
- How do you want your groceries sacked?
- How old are your clients? What is their strike zone?
- Have clients move products not volunteers.
- Where is your labor concentrated?
- Need to create a standardized shopping experience

Client Choice worked for us!

We made the switch to client choice, after attending the training at the Regional Food Bank of Oklahoma. Our volunteers love the switch to client choice. It is less strenuous work on our volunteers and our volunteers enjoy having more interaction with the clients.
Linda Wells - Cleveland Community Food Pantry

We save a lot of time because we can get a lot more volunteers in the store to stock and no one has to do all the lifting or spend half a day getting it done.

Pat Vandeveer - Loaves & Fishes- Calvin

Ready to make the switch!?