

## Hunger Relief Update – Week of May 18, 2020

### General

1. **Hunger Relief Annual Report 2020** is final and available in printed form and on the United Way of Palm Beach County website, Hunger Relief page.
2. **Palm Beach County Food Finder Map**  
An interactive tool using Google Maps to help people easily locate free food and hot meals in Palm Beach County. This online tool was created to connect individuals seeking food resources to sites near them. Information is English, Spanish, and Creole. United Way updates the information listed on this map weekly. However, locations and hours of distribution may change. Please consider calling the site prior to visiting to verify information listed. Please note that sites may have specific requirements such as ID. Please visit <https://unitedwaypbc.org/hunger/> to view the map.

The Food Finder Map is located on United Way of Palm Beach County's website.

- **Description for Layers and Titles:**
- **Meals for Children 18 and Under** – These sites offer meals for children ages 18 and under.
- **Food Pantries** – These sites offer groceries such as canned goods, produce, and protein products.
- **Soup Kitchens** – These sites offer hot meals to individuals to go.
- **Family Take Out Meals** – These sites offer drive through hot meals to-go for everyone impacted by the Corona virus pandemic in the car. Donations or tips accepted.
- **Affordable Produce** – Farms offering affordable produce in boxes.
- **Meals for Seniors** – Congregate meal sites offering food in to go.

### Coronavirus 2020

1. Hunger Relief is partnering with community partners within and outside our network to address short term, midterm, and long term needs of the Palm Beach County communities. We are staying nimble so we can proactively identify needs, address needs as they arise, prepare for expected and unexpected needs and find and/or create solutions. We are also tracking information available through our networks, data, and WebEOC.
2. Hunger Relief for United Way of Palm Beach County continues to coordinate food distribution with PBC Food Bank, Feeding South Florida, Area Agency on Aging and approximately 85 food pantries that are still operating throughout the county. Hunger Relief for UWPBC is the central point of contact for businesses, faith-based entities and others who are interested in donating or distributing food during this crisis.
3. Hunger Relief is working with United Farmers Alliance (UFA), a group of Palm Beach County farmers, working on solutions to get product from the farms to the at-risk communities in Palm Beach County. UFA is also working with Florida Department of Agriculture and Consumer Services and helping farmers register on myflorida.com so their products can be sold to FDACS and other entities. UFA is also partnering with Feeding the Hungry to help get food into our community.
4. There is much information on what the farmers in the Glades have been contributing to the County, School District of Palm Beach County, and food banks (Feeding South Florida, Palm Beach County Food
- 5.

6. Bank, etc.) for distribution. Their information is available on their social media and EAA Farmers information.
7. Palm Beach Harvest and Boys and Girls Clubs have been doing weekly produce distributions in the Glades.
8. Florida Crystals is one of three companies that have created a hot meals program in the Glades, providing hot meals to seniors. By end of this month, about 20,000 hot meals will be distributed. The partnership is between a Belle Glade-based nonprofit and local restaurants.
9. Florida Crystals is ramping up to do another donation of rice and sugar to local organizations.
10. GRANTS - Whole Foods Market Community Giving Program. Hunger Relief received \$5,000 to support COVID-19 Response Fund of Palm Beach County at United Way of Palm Beach County.

### **Children and Families**

11. **USDA has extended flexibilities for meals for kids to continue through the summer.** FNS is extending the following waivers nationwide through August 31, 2020:
  - **Non-Congregate Feeding:** FNS is allowing meals to be served to children outside of the normally-required group setting to support social distancing.
  - **Parent Pickup:** FNS is allowing parents and/or guardians to pick up meals and bring them home to their children.
  - **Meal Times:** FNS is waiving requirements that meals be served at certain standard times to allow for grab-n-go options. This also allows for multiple days-worth of meals to be provided at once.
12. Children and families can access free meals for kids 18 and under at more than 80 BreakSpot Grab 'n Go sites around the County.
13. Hunger Relief is working with the School District of Palm Beach County, FLIPANY, Feeding South Florida, and Boys and Girls Clubs of Palm Beach County and Palm Beach County Youth Services sites. Links to the site schedules can be found on 2-1-1's website: 211palmbeach.org.
14. **For more information about site locations:** <https://summerbreakspot.freshfromflorida.com/>. Meals are FREE to anyone under 18 years of age (under 22 for ESE students), regardless of financial need. To find a Grab 'n Go site near you, please visit the website, [Text FLKIDSMEALS to 211-211](tel:211211) or call 2-1-1.
15. **School District of Palm Beach County feeding sites are open as follows. Please visit the School District of Palm Beach County website for more information:**  
*Week of May 18, 2020*
  - Beginning the week of May 11th school sites will be open on Tuesdays and Thursdays.
  - Meal distribution at School District locations is twice a week. Distributions will occur Tuesday, May 19, and Thursday, May 21 from 9:00 a.m. to 12:00 p.m. at [51 locations](#). Each day, parents and guardians who pick up food will receive a kit with three days worth of meals for each child.
  - The Tuesday, Thursday distribution schedule will continue through the month of May.
  - Meals are FREE to anyone 18 years of age and younger (22 years of age and younger for ESE students), regardless of financial need.

- The following will be the schedule for May (parents/guardians will receive 3 days worth of meals on each pick up day):
  - Tuesday, May 19
  - Thursday, May 21
  - Tuesday, May 26
  - Thursday, May 28

**Family Weekend Backpack meals** are being distributed through the Grab ‘n Go program due to the Coronavirus Epidemic.

***Please Note: Starting April 6, 2020, Child No Longer Required to Be Present:***

The U.S. Department of Agriculture (USDA) has provided a waiver to allow parents/guardians to pick up meals without the child being present. The parent needs to provide confirmation of the number of children for which they are picking up meals, by one of the following methods: student ID, student passport, student library card, student birth certificate, or a photo of adult picking up the meals with the students for who they are picking up meals.

The parent will show the identification to staff providing the meals, and meals will be provided for the number of children identified. The District follows food distribution rules as outlined by the USDA.

Grab ‘n Go Meals served by the School District of Palm Beach County each week since the schools closed due to the Coronavirus Pandemic: **The average number of meals served per day is 55,000. This represents a 451% increase in number of meals served per day since the first three weeks of the program when the average number of meals served per day was 9,975.**

16. **Palm Beach County** is providing food boxes of fresh produce – 3,600 boxes at eight select school sites.
17. **Feeding South Florida Grab ‘n Go Sites**
  - Total meals served is TBD.
18. **FLIPANY Grab ‘n Go Sites**
  - Serving more than 7,800 meals day at 22 sites in The Glades and Eastern Palm Beach County sites, serving one breakfast and one lunch. **This represents a 122.86% increase in the average number of meals served daily since the program began in March 2020. Please see the attached report from FLIPANY, as of May 13, 2020.**
19. **Boys and Girls Clubs of Palm Beach County Grab ‘n Go Sites**
  - Serving 1,000 Grab ‘n Go lunch and snack daily, seven days a week, 11:00 a.m. – 1:00 p.m.
    - This program serves as a substitute for the snack and dinner program that is normally available to our Club children in the afterschool program. For Club families with transportation challenges delivery is available.
    - Farm to Family Program – partnering with a network of local farmers and Boys & Girls Clubs of Palm Beach County. Partners include: Boys & Girls Clubs of Palm Beach County, Lox Farms, Fresh RX, Living Hungry, Farm to Share, Aioli, Gratitude Gardens, Kai Kai Farms, Holman’s Harvest, Florida Crystals, GL Homes, Old School Bakery, Farm

- Share, TKM, Tropical Shipping, Gekks, V and B Farms, All American Citrus, Lake Meadow, Brown Distributing, Sysco, GFA International, Dynatech International.
- Locations:
  - Boca Raton Club
  - Delray Club
  - Marjorie S. Fisher Club (Westgate)
  - Max M. Fisher Club (Riviera Beach)
  - Florence De George Club (Northwood/Pinewood)
  - Neil S. Hirsch Club (Wellington)
  - The Teen Center Club site in Belle Glade also serves Club members of the six elementary Club sites in The Glades area that are closed due to the School District of Palm Beach County Schools closure

20. **Palm Beach County Youth Services Department BreakSpot Grab 'n Go Sites.**

- Serving meal kits with seven days' worth of meals to each eligible child since April 27,2020. 1,748 kits/12,236 meals have been distributed to date.
- Meal distribution will be available on Mondays, Tuesdays, and Wednesdays from 10:00 a.m. to 1:00 p.m., or until all meal kits are distributed.
- Parents picking up kits without their child present must bring identification for the child. Acceptable forms of identification include student ID, child's passport or other government-issued ID, birth certificate, adoption decree, immunization records, and school demographics. Meal kits will not be provided to parents who do not bring their child or do not provide proper identification.
- Families without transportation may walk up to collect meal kits. Proper COVID-19 safety measures must be practiced by all families, including but not limited to social distancing and wearing facial coverings.

***Monday Distribution:***

Highridge Family Center, 4200 N. Australian Ave., West Palm Beach  
 Main Library, 3650 Summit Blvd, West Palm Beach  
 Greenacres Branch Library, 3750 Jog Road, Greenacres

***Tuesday Distribution:***

Lantana Road Branch Library, 4020 Lantana Road, Lake Worth  
 West Boca Branch Library, 18685 State Road 7, Boca Raton

***Wednesday Distribution:***

Belle Glade Branch Library, 725 NW 4<sup>th</sup> Street, Belle Glade  
 Loula V. York Branch Library, 525 Bacom Point Road, Pahokee  
 Clarence E. Anthony Branch Library, 375 SW 2<sup>nd</sup> Ave., South Bay

21. All other individuals who need of food should contact 211. 211 receives frequent updates of pantries that remain open and have food. 211 also has information on how to find Grab 'n Go sites around the County that are open for families with children 18 and under. (Please note: Meals are FREE to anyone under 18 years of age (under 22 for ESE students), regardless of financial need. Children do not need to be school age – the program is for those 18 and under.

### Seniors

22. The Area Agency on Aging (AAA) and their providers at The Volen Center and Palm Beach County Division of Senior Services routinely provide a full complement of services such as senior centers, adult day care, congregate food sites, social support, transportation, telephone reassurance, counseling and in-home services. During COVID-19, the Aging Network Providers throughout Palm Beach and Treasure Coast are solving many challenges being experienced by seniors including food. The full wait list has been fully released and existing clients as well as new clients for emergency meals at this difficult time.
- Helpline managed increased call volume – many of which were for food assistance
  - Helpline released 1200 clients from the home-delivered meals waitlist
  - Adapted to changes to service delivery requirements
    - Assessments
    - Nutrition requirements
    - Meal packaging
    - Recordkeeping
  - New Nutrition Services
    - Shopping Assistance
    - Telephone Reassurance
    - Ruth and Norman Rales Jewish Family Services Expanding Kosher Home-Delivered Meals
- The partnership between Area Agency on Aging, The Volen Center, Palm Beach County Division of Senior Services, TooJay's, and Jack Scalisi Wholesale Food and Produce delivered 17,404 meals in Palm Beach County and served 39,369 meals in the five county region the week of May 10, 2020 - May 16, 2020. In Palm Beach County the drop-and-go meals from TooJays are being served at three locations twice weekly.
  - Seniors who need food should contact the Elder Helpline at 866-684-5885. The PBC Senior Centers are still being used as distribution sites and Palm Tran continues to deliver food to the homes of seniors. *For seniors who are confused or don't remember that number, they can call 2-1-1 who will direct them.*
  - AAA is in the process of securing additional funding for their Agency Pandemic Response Plan.

23. Meals on Wheels of the Palm Beaches, Inc. (MOWPB)

- During COVID-19, MOWPB has temporarily adjusted their meal operations to provide seven frozen dinner meals along with three breakfast meals each week with deliveries once a week. In addition, seniors who are normally mobile but are unable to shop due to COVID-19 are being served on a short-term basis with the 10 meals delivered weekly at no cost. To setup service please call (561) 802-6979 extension 6.
- MOWPB serves those individuals age 65 and over who are home bound due to age, infirmity or debilitating illness and are unable or struggling to food shop and prepare nutritious meals. Their clients are either living alone, or with their spouse/partner who may also be home bound or who may be the fulltime caregiver.
- MOWPB has been serving 2,500 meals a week.

24. PBSO has established a new program to assist our Palm Beach County elderly residents who are unable to leave their homes to go to the grocery store or the pharmacy. Palm Beach County Sheriff's Office Volunteers are ready to deliver orders directly to their doors.

- Place your prescription or groceries order online or over the phone like you regularly do. **Make sure to leave your name on the order. All orders must be PREPAID. PBSO officers will not handle money.**
- Once you place your order contact either Krysti Nast (561) 688.3918 or Nephateri Burrell (561) 681-7241 to coordinate a volunteer who will pick up your order and deliver it to you.
- You must be home to receive your delivery, please let your gate security know that a PBSO officer is delivering for you and advise that the Volunteer will be in uniform and driving a PBSO Volunteer vehicle.
- **This program is AVAILABLE ONLY IN AREAS WHERE PBSO HAS JURISDICTION.** If PBSO doesn't have a presence in your area they WILL NOT DELIVER.

| North Region      | South Region       | Western Region             |
|-------------------|--------------------|----------------------------|
| West Palm Beach   | Delray Beach       | Western Palm Beach County  |
| Mangonia Park     | West Boynton Beach | Wellington                 |
| North County      | Boca Raton         | Royal Palm Beach           |
| Lake Park         | Lake Worth         | South Bay                  |
| Greenacres        | South Palm Beach   | Pahokee                    |
| Palm Beach Shores |                    | Belle Glade                |
|                   |                    | Loxahatchee-Acreage        |
|                   |                    | Town of Loxahatchee Groves |
|                   |                    | City of Westlake           |

**SNAP Outreach/Advocacy**

25. **Pandemic EBT or P-EBT:** We are in touch with our community partners regarding legislative changes and are currently monitoring a partnership between DCF and FDACS for P-EBT. When it’s established, clients will be able to file an application through the FDACS website and FDACS will process it.

**Update as of May 14, 2020:**

P-EBT is a supplemental benefit for households with children who have temporarily lost access to free or reduced-price school meals due to pandemic-related school closures. DCF, which determines eligibility for the food assistance benefit program, and DACS, the agency overseeing the National School Lunch Program in Florida, have been working together to develop and implement a P-EBT program to issue benefits quickly and seamlessly to eligible Florida families. This program will run concurrently with the School District of Palm Beach County’s NSLP program. Those who are receiving P-EBT will still be able to receive school district meals.

Under the direction of Governor DeSantis, a **joint plan was submitted on May 5th to our federal partners and we are awaiting approval.**

DCF is working with DACS to automatically provide P-EBT benefits to the majority of eligible children and their families. Communication on the program and timeline of when benefits will be issued are forthcoming. At this time, no further action is required. For more information, visit: <https://www.myflfamilies.com/covid19/access.shtml>

26. **Apply for Benefits:** The Department of Children and Families has worked diligently to ensure our clients have easy access to apply for benefits during this public health emergency. DCF’s Statewide Customer Call Center is available for customer questions and application assistance with agents available for extended hours, Monday through Friday, 7 a.m. to 6 p.m.; Saturday, 8 a.m. to noon; and Sunday, 1 p.m. to 5 p.m. The fastest way to get information and apply for benefits is online at: <https://www.myflorida.com/accessflorida>. Customers can report changes, upload documents, and check the status of their application and benefits through their [MyACCESS Self-Service Portal](#). DCF continues to work quickly to process the growing number of applications as a result of COVID-19.

**Call center volume and wait times before and after COVID-19 office closures:**

*For the month of May average call center wait time has been well below 10 minutes.*

| Date Range (22 work days before and after 3/19/2020) | Interactive Voice Response (IVR) Call Volume |
|--|--|
| 2/18/2020 -3/18/2020                                 | 1,363,346                                    |
| 3/19/2020 - 4/17/2020                                | 2,810,045                                    |

27. **Online Grocery Purchase Pilot Program:** Florida's Online Purchasing Pilot program successfully launched initially on April 16 and expanded statewide on April 21 with Amazon and Walmart. Between April 17 and May 12, 2020, more than 132,000 online SNAP transactions occurred through Florida's new Online Purchasing Program. DCF continues to coordinate with the U.S. Department of Agriculture (USDA), the Florida Retail Federation and other state and local partners to expand the network of retailers participating in the pilot program and encourages all interested retailers to visit USDA's Food and Nutrition Service website (<https://www.fns.usda.gov/snap/online-purchasing-pilot>) and its online resource site for retailers to learn more about becoming a SNAP internet retailer at <https://fns-prod.azureedge.net/sites/default/files/resource-files/online-SNAP-for-retailers-requirements.pdf>.
28. **Unlimited SNAP Benefits Match at Florida's Fresh Access Bucks Markets extended to August 2020:** Fresh Access Bucks (FAB) is extending unlimited dollar-for-dollar matches for all SNAP purchased on Florida grown fruits and vegetables at participating markets through August 31, 2020. For a complete list of participating markets, please visit [feedingflorida.org/promotional-materials/Covid19](http://feedingflorida.org/promotional-materials/Covid19)
29. **COVID-19 School Food Services losses:** An email was drafted and sent to Congressional Representatives about COVID-19 help for school food service to address the losses of our school district food service/nutrition departments to recoup losses, continue programs for summer meals and be ready to feed children when they return to school. The Palm Beach County Commission is drafting a formal letter to submit as well.