

Gleaners Community Food Bank of Southeastern Michigan  
**Ambassadors' Training and Reference Manual**

v14

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## **Ambassadors play a vital role for Gleaners**

Welcome. Gleaners Community Food Bank of Southeastern Michigan is glad to have you as an ambassador. You are one of many dedicated individuals who are willing to speak on behalf of Gleaners to groups throughout metro Detroit.

The typical ambassador is someone who:

- Has been served by Gleaners or a partner organization
- Represents a Gleaners partner agency
- Is a Gleaners volunteer or staff member

We count on you to let people understand how their support helps us nourish communities by feeding hungry people in Livingston, Macomb, Monroe, Oakland and Wayne counties. Our goal is to help more members of the community get a better understanding of:

- The need for emergency food assistance
- How Gleaners plays a vital role in the “food chain” from donors to hungry people
- How Gleaners is taking a leadership role in ending hunger
- Ways that community members can get involved with Gleaners.

We will be identifying opportunities for you to speak, based on your schedule, but we are also asking you to help us find places where you would be comfortable making a presentation. We will be talking to you regularly to manage your schedule.

Thank you for volunteering your time. Please contact either of us if you have questions or concerns as you tell others about Gleaners.

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## What you should know about Gleaners

### *Why do we need Gleaners?*

- One of every 7 people in Michigan will need emergency food this year.
- 68% of the adults served by food pantries and soup kitchens in Michigan have a high school diploma.
- 38% of the people seeking emergency food are children.
- 7% of the people seeking emergency food are elderly.
- 62 % of the people served by food banks live in suburbs or rural areas.
- 34% of the households served by food banks in Michigan include at least one employed adult.
- Nearly 1.9 million Michiganders, and more than 48.4 million Americans are food insecure, meaning they lack access to enough nutritious food for all household members to live active, healthy lives.
- More than 770,000 people live in poverty in Gleaners' five county primary service area (Livingston, Macomb, Monroe, Oakland and Wayne counties) (Source: U.S. Census)
- The number of Michigan children living in poverty more than doubled over the past decade; One in 4 Michigan children are growing up in poverty.
- Studies show that hungry children do not perform as well in school and are more prone to behavioral or psychological problems.

### *How Does Gleaners Work?*

#### **What we do**

We collect more than 46 million pounds of food each year — either donated from major food processors, retail chains and volunteer food drives or purchased at deep discounts to fill out the nutritional and quantity requirements of those we serve.

We distribute food for 746,921 meals every week — to more than 550 partner agencies in five southeastern Michigan counties through our five distribution centers. Those partner agencies include shelters, soup kitchens, food pantries and senior citizen centers that provide prepared meals or pantry supplies directly to hungry people.

We fill hunger gaps for 260,999 children — through programs such as Cooking Maters, Smart Bites, BackPack, school-based mobile pantries and the Summer Kids Feeding Program. These programs provide meals to children in out-of-school programs, snacks to children in schools in high-need areas, and get young people involved in volunteer work and philanthropy.

And we raise awareness — of the causes of hunger, of the people making a difference in fighting hunger, and of the issues that still remain as we feed our hungry neighbors.

#### **How we do it**

We have outstanding relationships with companies in the food processing industry — including the Detroit Produce Terminal and others.

We have a very efficient, technologically advanced system to collect, store and distribute food with very little waste through five strategically located distribution centers in Livingston, Macomb, Oakland and Wayne counties.

We have a professional staff and over 39,000 dedicated volunteers who are committed to our mission of ending hunger. We deliver more than half of our food free. The other half is distributed through a shared maintenance program with our member partners. Their contribution of 18¢ per pound of food offsets the costs of transporting, handling and purchasing food. It assures our member partners that they will get all the food they need, when they need it, rather than getting whatever is available through recent food donations.

For additional information, please visit our Web site at [www.gcfb.org](http://www.gcfb.org)

### ***Typical Gleaners stories***

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[The following is a typical story of someone who seeks help from a food pantry or soup kitchen]

LaTonya is a single mother of two school-age children. She lost her home to foreclosure after losing her job of four years. Always being one to help others, she now found herself in the position of asking for help to keep herself and her kids fed. She enrolled in food stamps and also received help from a local food pantry.

She's now in school, studying to become a social worker, and has a part-time job managing a daycare center. She now sees a better future for herself and her kids, but she's grateful that help was there when she needed it.

[The following is a typical story of a woman helped by the people at the Shared Harvest Pantry in Brighton.]

Darlyne Garner was a single mom working as a pharmacist's assistant when she had to give up her job and take care of her ailing father about four years ago.

Even though he had worked continuously for more than 30 years – often at several jobs at once – his rare and debilitating neurological disease left him, his daughter and her young son with little more than a social security check to make it through each month.

“Once all the bills were paid whatever was left went for food. And what was left was nothing,” Garner said. “As his health changed and we had more prescriptions, it was like robbing from one to pay another.”

Garner was really struggling when another elderly neighbor asked if she would give him a ride to the Shared Harvest Pantry in Brighton. As he picked out the free food he would be taking home, Garner realized the Pantry might be able to help her, too.

“It was a blessing,” she said. “It was a great help to us. It made things a little easier, to stretch a little further.”

Garner says the people at the Pantry have been very understanding and compassionate about her situation. At Shared Harvest, Garner selects what she needs from food displayed as it would be in a grocery store. She is grateful for the variety of food that is available, and the generosity of the staff – who make sure she gets all that she is eligible for and what she needs. She especially appreciates Shared Harvest executive director, Julie Harris, who she describes as “very understanding and compassionate. Her heart is really into what she is doing.”

Garner's father passed away some time ago, but she had been out of the workforce for so long that since then she has only been able to find part-time work. As a result, she still stops by Shared Harvest from time to time to make sure she and her 11-year old son don't go hungry.

## ***Frequently Asked Questions***

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- **Who is hungry?**

Hunger does not discriminate. Children, the elderly, homeless people; unemployed or employed; residing in the city or the suburbs; and black, white, and Hispanic – all kinds of people are affected by not having enough food to eat. Surprisingly, 34 percent of households receiving Gleaners' food include at least one employed adult. But sadly, 77 percent of those receiving food have incomes below the official federal poverty level and thus have difficulty stretching their limited income to cover food, clothing, medical care, transportation, and housing costs.

- **Why do people need a food bank?**

People need food banks because they serve a vital role in the distribution of food for hungry people. A food bank is like the wholesale arm of the food distribution system, while other human service organizations are the retail arm that serves people directly. The human service organizations do not have the capacity to store, handle, and transport large donations. Having much greater capacities, food banks can secure and store large donations so that they can be distributed to social service agencies that directly feed hungry people. In other words, Gleaners can get food when and where it's needed.

- **Where does Gleaners get its food?**

Gleaners receives its food from a variety of sources. The majority of food comes from farmers, distributors, wholesalers, retailers, and manufacturers. A portion comes through government funded programs such as U.S.D.A. foods and the Michigan Agricultural Surplus System (MASS) as well as through the generous support of individuals and organizations that conduct food-drives. Gleaners also supplements these sources with judicious purchases to maintain a variety of healthy and nutritious foods.

- **Are you a faith-based organization?**

We are not a faith-based organization; however, for many years faith-based organizations as well as other secular organizations have played major roles at Gleaners, including founding our organization, funding our mission, and partnering as member agencies to help feed our hungry neighbors.

- **How do you know if people are really hungry and aren't just after a free meal?**

As a food bank, we do not directly qualify people, but instead distribute food to our partner agencies that have individual qualifications for those receiving emergency food assistance. For example, a shelter may have different qualifications than a church food pantry. Eligibility may be as simple as a self-declaration of need or as formal as an application and documentation of income and family size. While occasionally an individual might take advantage of a partner agency, most of our partners would tell you that they would rather distribute food to the rare few who may not really need it rather than setting stringent restrictions in place that could prevent someone who really needs the food from receiving it. To become a member

agency you must serve a population of people who meet our in need of emergency, and not require anyone to pay, pray, or work for the food they receive.

- **Where does my contribution to Gleaners go?**

Each \$1 you give helps Gleaners feed one person for a day. Gleaners distributes 746,921 meals a week to a network of more than 550 partner agencies in five counties. Gleaners also feeds and educates 260,999 kids per year through programs such as Kids Café, Back Pack, SmartBites, Cooking Matters, Backpack, school-based mobile pantries and the Summer Kids Feeding Program.

- **Is my contribution used effectively?**

Gleaners is known for being one of the most efficient charitable organizations in the country. Ninety-three cents of every dollar goes directly to our food distribution and educational programs. Only 7 percent of every dollar goes toward administrative costs.

- **How can overhead cost be so low?**

Gleaners maintains a low overhead cost by leveraging donors' dollars, using cost-efficient equipment in energy-saving facilities, employing a lean workforce that relies heavily on volunteers, and embracing collaboration with other nonprofits and community organizations.

- **I would like to help, but just can't afford it.**

Any amount, even if your gift seems small, will help. Rising costs have made it difficult for all of us to make ends meet. It's just as hard, or even harder, for those who need help from one of the many Gleaners partners.

- **Does Gleaners condone pressure in giving?**

No. Gleaners does not condone pressured giving. Gleaners is an excellent way to meet community needs, but everyone's gift should be voluntary.

## Presentation resources for speakers

### ***Supporting materials***

These are the supporting materials available to you from Gleaners. Please become familiar with these items. Call to arrange for pickup or delivery of the items you need. Contact Julie Ptasznik 313-923-3535 ext. 245.

#### **Print**

- Remittance envelope
- Harvest Magazine
- Business cards
- Event invitations
- Sign-up/contact information sheets
- Handouts (one-pagers on specific topics)
  - “Bridging the Hunger Gap for Children” – available online
  - “Food that is Fresh and Local” – available online
  - “Hunters Helping Hungry People” – available online
  - “Gleaners’ Mobile Pantry” – available online
  - General Gleaners “Fact Sheet” – available online

#### **Display**

- Table-top display boards

#### **Video**

- “Who is Hungry in Southeast Michigan” 5-minute video
- “Nourishing Hope” Video
- Gleaners 2010 Video

#### **Other**

- Giveaways (pens, pencils, keychains, etc., as available)
- Food donation collection canisters
- Money collection boxes/containers
- Laptop and projector

## Presentation

### GLEANERS COMMUNITY FOOD BANK PRESENTATION OUTLINE

#### I. A Short, Personal Story (2 minutes)

- Your story of why hunger is an important issue to you

#### II. Brief History of Gleaners (1 minute)

- Founded in 1977
- Five locations: Detroit, Warren, Pontiac, Howell, Taylor
- Grown from serving 16 partners when founded to more than 550 pantries, soup kitchens, shelters, group homes and schools.

#### III. Mission and Underlying Philosophy (1 minute)

- Primary mission: feeding hungry people.
- Gleaners relies on technology, lots of volunteers and food donations to operate as efficiently and cost-effectively as possible.

#### IV. Top Programs and Services Offered (2 minutes)

- Largest program is food distribution. Last year, Gleaners distributed more than 46 million pounds of food to our partner agencies.
- Education and outreach
  - o Cooking Matters (formerly Operation Frontline) classes for low-income to learn budgeting and nutritious cooking with limited dollars
  - o Kids Helping Kids volunteer and educational programs for young people
  - o Speakers Bureau/presentations to the community

#### V. Myth Buster Statistics (1 minute)

- In Michigan, 1 in 7 households receive emergency food from food banks.
- 25 percent of Michigan children are food insecure, meaning they can't rely on regular meals. In southeast Michigan alone, 217,000 children are food insecure.
- 34% of households using emergency food programs include at least one employed adult.
- Before the recession, people typically needed emergency food for about 6 months. Today, people typically need emergency food for about 18 months.

#### VI. The Gap (1 minute)

- Gleaners provides a small but critical amount of the food people need. Government programs, like food stamps and the free lunch program for low-income students, provide even more relief for people who are hungry.
- However, a study by Feeding America estimates that individuals in southeast Michigan are missing a total of 132 million meals each year.

#### VII. Looking Into the Future (4 minutes)

- Gleaners has four strategies to try to close the hunger gap:

1. Procure and distribute more free food.
  - Encourage more farmers, food manufacturers, distributors and sellers to donate food
  - Expand school, company and neighborhood food drives
  - Community gardens and farms
  - A school-based mobile pantries bring large quantities of food to families with school-age children in low-income areas.
  
2. Raise money to buy more food.
  - a. Purchased food – primarily meats and other proteins – helps fill nutritional gaps and provides more variety to our partners.
  - b. Purchased food also allows us to ensure good nutrition in the food we know is going directly to kids through Backpack and SmartBites.
  
3. Leverage government programs
  - a. Increase food stamp participation
  - b. Increase participation in USDA summer lunch program for kids
  
4. Education and outreach
  - a. Continue to help people do more with less
  - b. Spread the word about Gleaners and the need to address hunger

#### VIII. Conclusion

- Thank you
- Questions

I. A Short, Personal Story (2 minutes)

- What personal incident or experience in your life brought you to this organization?
- What keeps you working here (or on behalf of this issue)?
- What one story always reconnects you to the importance of your work to feed hungry people?

II. Brief History of Gleaners (1 minute)

- Gleaners is one of the oldest food banks in the country and has been serving hungry people for over 35 years (since 1977).
- Gleaners has five locations: Detroit, Warren, Pontiac, Howell, Taylor
- When we began, we provided food to 16 partners. Now, we serve more than 550 pantries, soup kitchens, shelters, senior centers and schools.

III. Mission and Underlying Philosophy (1 minute)

- Our primary mission is to feed hungry people. Our aim is to get food where it's needed, when it's needed.
- We do this by being a highly efficient and cost-effective food distribution center.
- Ninety-three cents of every dollar goes to our food programs, and only 7 percent goes to overhead. We can provide three meals for every dollar donated.
- To keep our costs low and our efficiency high, we use smart technology to manage our inventory; we have thousands of volunteers to keep our labor costs down; and we try to get as much free food as we can.

IV. Top Programs and Services Offered (2 minutes)

- Last year, Gleaners distributed more than 46 million pounds of food to our partner agencies.
- We also have programs that help people avoid having to rely on emergency food. For example, we teach classes for low-income families on budgeting, smart shopping and healthy cooking, so that they can get the most nutrition out of every dollar.

V. Myth Buster Statistics (1 minute)

- Most people who are hungry are not going to tell you that they don't have enough food to eat. However, we know that hunger is a silent epidemic. In Michigan, 1 in 7 households receive emergency food from food banks. 1.8 million people in our state are at risk of hunger.
- Many of these people are children. A recent study by Feeding America shows that more than 25 percent of Michigan children don't always know when they will get their next meal. In southeast Michigan alone, more than 271,000 children aren't getting regular, reliable meals.
- Hunger can affect anyone. Medical problems, job loss or wage reductions, or divorce are just a few of the circumstances that can strain people's budgets to the point where they can't afford food. 34% of households using emergency food programs include at least one employed adult.

- Before the 2008 recession began, most people who needed emergency food assistance only needed it for a short time – about 6 months. In today's economy, people need help for longer periods – typically up to 18 months.

#### VI. The Gap (1 minute)

- As our economy continues to struggle, and unemployment remains high, we continue to see high levels of poverty, which translates to more demand for emergency food.
- Gleaners provides a small but critical amount of the food people need. Government programs, like food stamps and the free lunch program for low-income students, provide even more relief for people who are hungry.
- However, Gleaners and government programs combined still don't reach everyone who is hungry. Research by Feeding America released in 2012 showed people in southeast Michigan are missing a total of 132 million meals a year.
- Until the economy improves and people have the jobs they need to provide for themselves, the hunger gap will remain very large.

#### VII. Looking Into the Future (4 minutes)

- Our challenge, then, is to find the most effective ways to fill the gap and make sure children, seniors and families have enough food. We have four strategies for doing this:
- First, we need to get and distribute more free food.
  - o To get more free food:
    - We're reaching out to farmers, food distributors, wholesalers and retailers to donate more food to the food bank and our partner agencies.
    - We are engaging more schools, businesses and community groups to conduct food drives.
    - We are sourcing more fresh fruits and vegetables locally from community gardens and individuals who can donate excess produce.
  - o To distribute more food:
    - We've launched a school-based mobile pantry program, which brings large quantities of food to families with children in high-need neighborhoods.
    - We're also working with our partners to establish more Client Choice Pantries, which distribute more food than a traditional pantry and allow recipients to choose the food they want in a market-like setting.
- Second, we need to raise money to buy more food.
  - o Though we get about seventy percent of our food for free, we also purchase large amounts of food – especially meat and other sources of protein that are not commonly donated. By purchasing food, we can fill nutritional gaps and provide more variety to our partners.

- We also purchase food for our kids' backpack and smart-bites programs, so we can be sure kids are getting good quality, nutritious food. As we expand these programs, we need more money to fund them.
  
- Third, we need to make sure we're getting every government dollar available to feed people in our region.
  - We're doing outreach to increase food stamp usage, for example, which will feed more people and help stimulate our economy.
  - We're partnering with summer programs and schools that stay open during the summer to get their kids enrolled in the summer lunch program, which is paid for by the USDA.
  
- Finally, we need to continue to our education and outreach.
  - The more we can raise awareness through our education programs and through presentations like this, the better we will be at fulfilling our mission to nourish communities while feeding hungry people.

Thank you again for inviting me to speak to you today I hope you are excited about getting more involved in the effort to provide food security for people in southeastern Michigan.

## ***Checklist for Speakers***

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1. Confirm time and place of presentation
2. Do you know the audience? How much do they already know?
3. How much time do you have? Have you planned appropriate to the size of the audience, its interests, and the time and space in which you must work?
4. What are your key messages appropriate for this group?
5. Do you have your presentation materials? You may need some or all of these:  
notes – especially if you have facts to present  
print  
display  
video
6. Do you have a closing statement that sums up your talk or gives the audience something to continue thinking about?
7. Have you anticipated questions that might be asked?

## ***Speech Tips***

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- Arrive 15 minutes early to meet your host, survey the room and set up and test any equipment you might be using.
- Test your visuals – displays, slide shows, videos before the presentation
- If offered a microphone, you will probably want to use it. See how it works for others who talk before you and judge accordingly. No one will get a message they can't hear, and a good sound system will ensure they do hear your talk.
- If you have a chance to stand where you are going to stand during the talk, or test the microphone – take the opportunity.
- Remember your audience.
- Keep a close tab on time. Bring a watch or small clock to place on the podium or table nearby.
- Establish eye contact as often as you can.
- Use notes or a slide show to keep your talk on track and whatever facts you are presenting easily accessible. If you use slides, don't say "This slide shows..." Simply change the slide and state the message that goes with it.
- Test your message. State it in one complete, concise sentence that's the focus of your talk -- it's the reason for doing the presentation.
- State the major points that you want to make. Saying too much will dilute your message.
- Anticipate the three most obvious or difficult questions you might be asked, or objections to your position, and your response to each. It's important to come up with the answer, not just anticipate the question.
- Have an appropriate anecdote or examples to help reinforce your main message.
- Smile. Enjoy the experience. People are interested in Gleaners' mission and how we are carrying it out. Gleaners has an impact, and so will you.

## ***Gleaners Community Food Bank of Southeastern Michigan***

### **Speaker Feedback Form**

We appreciate your support of Gleaners. Please take a moment to provide feedback to help us improve services provided and return to us within 5 days following the program. Thank you.

Date: \_\_\_\_\_ Assigned Speaker: \_\_\_\_\_

Company/Organization Hosting Speaker: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

### **Rate the Speaker's Bureau.**

	<b>1 poor</b>		<b>3 average</b>		<b>5 excellent</b>	
How we did setting up your engagement.	1	2	3	4	5	Does not Apply
Arrived 15 minutes or more prior to program start.	1	2	3	4	5	Does not Apply
Had an organized and well prepared presentation.	1	2	3	4	5	Does not Apply
Message was concise and understandable.	1	2	3	4	5	Does not Apply
Relayed the importance of individual participation.	1	2	3	4	5	Does not Apply
Gave a compelling personal story.	1	2	3	4	5	Does not Apply
Motivated the audience.	1	2	3	4	5	Does not Apply
Gave a personal story about Gleaners.	1	2	3	4	5	Does not Apply
Used allocated time for talk/questions & answers efficiently.	1	2	3	4	5	Does not Apply
Provided helpful information about Gleaners Community Food Bank of SE Michigan	1	2	3	4	5	Does not Apply
Responded to and answered questions well.	1	2	3	4	5	Does not Apply
Overall	1	2	3	4	5	Does not Apply

Additional comments you wish to share about program, speaker, etc.

Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Company: \_\_\_\_\_

## Appendices

### ***Facts about hunger – why we need Gleaners***

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- One of every 7 people in Michigan will need emergency food this year.
- 68% of the adults served by food pantries and soup kitchens in Michigan have a high school diploma.
- 38% of the people seeking emergency food are children.
- 7% of the people seeking emergency food are elderly.
- 62% of the people served by food banks live in suburbs or rural areas.
- 34% of the households served by food banks in Michigan include at least one employed adult.
- Nearly 1.9 million Michiganders, and more than 48.4 million Americans are food insecure, meaning they lack access to enough nutritious food for all household members to live active, healthy lives.
- 37million Americans live without enough food to fully meet basic needs at all times due to lack of financial resources. (Sources: FRAC; USDA)
- More than 770,000 people live in poverty in Gleaners' five county primary service area (Livingston, Macomb, Monroe, Oakland and Wayne counties) (Source: U.S. Census)
- The number of Michigan children living in poverty more than doubled over the past decade; One in 4 Michigan children are growing up in poverty.
- Studies show that hungry children do not perform as well in school and are more prone to behavioral or psychological problems.

## **Gleaners Community Food Bank of Southeastern Michigan Partner Agencies**

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The following is a summary of Gleaners partner agencies grouped by county.

### **LIVINGSTON PARTNERS**

Cornerstone EPC  
Dora's Cupboard at Good Shepherd Mission Church  
DRMM - Wildwood Ranch  
Family Impact Center  
First Presbyterian Church Of Brighton  
God's Kitchen  
Heather Oaks  
Hidden Springs Church  
Livingston County Senior Nutrition  
Livingston Educational Service Agency (LESA)  
OLHSA- Livingston  
Salvation Army Howell  
Shared Harvest  
SonRise an Assemblies of God Church  
St. Agnes Catholic Church  
St. George Food Pantry  
St. Joseph Pantry  
St. Paul Lutheran Church  
The Connection

### **MACOMB PARTNERS**

Academy of Warren  
Ben Ross Public School Academy  
Chesterfield Woods Church  
Divine Favor Ministries  
Fellowship Lutheran Church  
Global Prep Academy  
Hope Center in Macomb  
Inside America  
Keith Bovenschen School  
L'anse Creuse Schools  
Lincoln Elementary School  
Lord of the Harvest  
MacDonald Elementary- Anchor Bay Schools  
Macomb County Head Start  
Macomb Food Program  
McKinley Elementary School  
Mountain of Faith  
Mt. Calvary Lutheran Church  
Mt. Clemens Jr. High  
New Haven Food Pantry  
New Haven High School  
New Life Food Pantry  
North Oakland Residential  
North Shore Wesleyan Church  
Ray of Hope Day Center / Macomb Warming Center  
Restoration House Community Center  
Sacred Heart Conference  
Salvation Army Harbor Light  
Salvation Army Mt. Clemens  
Salvation Army Warren  
Solid Ground

St. Clement Food Pantry  
St. Joan of Ark  
St. Margaret's of Scotland  
St. Mark Catholic Church  
St. Mary Queen of Creation  
St. Peter Lutheran Food Pantry  
Thompson Community Center  
Trinity Lutheran Church  
Washington Elementary VanDyke Schools  
Word of the Lord Ministries  
Zion Temple COGIC

### **MONROE PARTNERS**

Airport Community Schools  
Bedford High School  
Dundee Middle School  
Good Neighbor Food Pantry  
Monroe County Educational Center  
Monroe County Opportunity Program  
Monroe Outreach Ministries  
Monroe Public Schools  
Raisinville Elementary School  
Salvation Army Monroe Harbor Light  
Salvation-Army-Monroe  
SODT Elementary School  
Victory Temple Church of God

### **OAKLAND PARTNERS**

Arts & Technology Academy of Pontiac  
Auburn Hills Christian Center  
Baldwin Center  
Beaumont Academy  
Calvary Christian Church  
Catholic Social Services of Oakland Co.  
Cedarbrook Estates/Oxbow Elementary Kids  
Centro Multicultural La Familia  
Christ Temple Apostolic Church  
Christian Outreach  
Church of the Holy Spirit  
City of Oak Park- Parks and Recreation Office  
Summer Program  
Closet of Hope United Methodist Church  
Columbia Ave Baptist Church  
Comfort Zone  
Communities United for Children  
Community Sharing  
Completion House  
Crescent Academy  
Crossroads For Youth  
Donelson Elementary  
Door of Faith Christian Church  
Eastside Church of Christ  
Eastwood Clinic  
F.A.I.R., Inc.  
Faith Baptist Church

Farmington YMCA  
Feed My Sheep Food Pantry at Jesus Is Lord  
Church of Healing  
First Baptist Church of Ferndale  
First Baptist Church of Holly  
Five Points Community Church  
Forgotten Harvest  
Franklin Road Church of Christ  
Glorious Way  
God's Helping Hands  
Good Samaritan Lutheran Church  
Halfman Elementary School  
Haven  
Holly Elementary  
Hospitality House  
Huron Valley Schools Apollo Center  
Jefferson/Whittier Elementary School  
Johnson Memorial  
Kid's Kloset / First Congregational Church  
Ladies of Charity  
Lakecrest Baptist Church  
Lighthouse Clarkston  
Lighthouse Pontiac  
Lourdes Nursing Home  
Madison Heights Goodfellows  
Mary McLeod Bethune  
Matchan Nutrition Center  
Neighbor for Neighbor  
Neighborhood Residential  
New Be Pantry  
New Bethel Missionary Baptist Church  
New Hope Christian Fellowship  
New Song Food Source  
Newman AME  
Norup International School  
Oakland Church of Christ  
OLHSA  
Open Arms Food Pantry  
Open Door Outreach Center  
Open Hands Food Pantry at St. John's Episcopal  
Church  
Orchard Grove Community Church  
Orchard's Children Services  
Our Daily Bread at Hickory Ridge Community  
Church  
Owen Elementary School  
Oxbow Community Schools  
Oxbow Lake Baptist Church  
Oxford/Orion FISH  
Phoenix Residential Services  
Pine Woods Town Homes  
Pontiac Arts and Tech.  
Power & Praise Worship Center  
Prom Village - Home for Children  
Providence Missionary Baptist Church  
Refugee School Impact Program  
Remnant Project Ministries

Right Road Community Development  
Safe Harbor Community Service  
Salvation Army Disaster Relief  
Salvation Army Farmington Hills  
Salvation Army Pontiac  
Salvation Army Royal Oak  
Samaritan Group Homes  
Sandburg Elementary School  
Southeastern Michigan Indians/Hazel Park  
Educational Program  
Southfield Goodfellows  
Spaulding for Children  
St. Alexander Food Pantry  
St. Anne  
St. Dennis  
St. Elizabeth Briarbank Home  
St. Joseph Church  
St. Joseph Family Support  
St. Michaels Franciscan Program  
St. Stephens Baptist Church  
Ten Mile Free Will Baptist  
Tribute to the Lord Ministries  
Trinity Evangelical Presbyterian Church of  
Plymouth  
Visions Clubhouse  
Volunteers of America- Michigan  
Walled Lake Missionary Church  
Walton Charter Academy  
Waterford Baptist Cathedral  
Waterford Senior Center  
West Maple Elementary School  
White Lake Community Church  
Wilkenson School  
Will Rogers Elementary School  
Word of Faith  
Yad Ezra  
YMCA Camping Services (OHIYESA)  
Zion Community Enrichment Center  
Zion Lutheran Food Pantry

#### **WAYNE PARTNERS**

A.L. Holmes Elementary School  
Academy of Westland  
ACCESS-Youth and Education  
Acclaim Community Outreach Services  
Acupuncture Treatment Concepts  
Adam's Nest Summer Program  
After Christ Christian Center  
Alano  
All Saints Catholic Church  
All Saints Neighborhood Center  
Alternative Living for a New Beginning  
Alternatives for Girls  
American Indian Services

Ann Visger Pre-K-5 Preparatory Academy  
Beard Elementary  
Beckham Academy  
Belle Isle Nature Center Summer Program  
Bennett Elementary School  
Bethany Lutheran Church  
Bethel Baptist - Southgate  
Bethel Deliverence Tabernacle  
Blair Moody Elementary School  
Blanchette Middle School  
Blithsome Hillcrest Home  
Botsford Elementary School  
Boys Hope Girls Hope  
Bread of Life Food Pantry - Faith Christian Assembly  
Brenda Scott Academy  
Brightmoor /Fisher Foundation  
Brightmoor Community Center  
Buffalo Soldiers  
Building Assets to Strengthen Society (B.A.S.S.)  
Burton International  
Business Entrepreneurship Science Technology  
By Faith Outreach Ministries  
C&W Community Outreach  
C.O.T.S.  
Caesar Chaves Academy- Martin Campus  
Caesar Chavez Academy- Vernor Campus  
Calvary Presbyterian Church  
Capuchin Soup Kitchen  
Care First Community Health Services  
Caring Community Center  
Carlson Elementary School  
Carstens Elementary School  
Carter Metropolitan CME  
Cass Community Methodist  
Cathedral Community Services  
Cathedral of Faith  
Catherine C. Blackwell Institute  
Catholic Church of the Madonna  
CCS - Turning Point Club House  
Central Detroit Christian  
Central United Methodist Church  
Children's Resource Center  
Childrens Village International  
Christ Cathedral Baptist Church  
Christ Church of Redford  
Christ Temple Apostolic Church  
Christ the King Lutheran Church & School  
Christian Fellowship of Love  
Church of God Baldwin  
Church of God Mountain Assembly  
Churches Intervention CIEM

Citadel of Praise  
Citizens Alternative Residential Services, Inc.  
City Covenant Church  
City Mission  
City Shelter- NorthLawn  
City Shelter/Tireman Home Center  
Clarenceville Middle School  
Clippert Elementary School  
Communities in Schools  
Community Food Depot  
Community Link Outreach Youth Ministry  
Community Lutheran-Helping Hands  
Community Services CDC  
Conant Gardens  
Conventional Missionary Baptist Church  
Cornerstone Community Development  
Corpus Christi Parish  
Covenant House Lifes Skills Center East  
Crossroads Community Church  
Crossroads of Michigan  
Damon's House  
Delray Neighborhood House  
Department of Human Services  
DEPSA  
Detroit Academy of Arts and Sciences  
Detroit Association of Black Organizations  
Detroit Community School  
Detroit Hispanic Development Corporation  
Detroit Leadership Academy  
Detroit Merit Academy  
Detroit Northwest Church  
Detroit Northwest Community Church  
Detroit Rescue Mission Ministries  
Dexter Avenue Baptist Church  
Dixon Elementary  
Duke Elington Conservatory  
Ecorse Seventh Day Adventist Church  
Edmonson School  
Effective Alternative Community  
Ekklesia Detroit  
Emerson School  
Eternal Purpose Ministries  
Evangel Ministries  
Exodus Food Pantry  
F.O.C.U.S. CHILD  
Fairfield Residential Care, Inc.  
Faith Christian Center  
Faith Lutheran Church  
Fed By Faith  
Feed My People  
First Assembly of God

First Baptist World Changers  
First Congregational Church /Gibraltar Food Pantry  
First Congregational Church U.C.C.(Flat Rock)  
First Step  
Fish & Loaves  
Fisher Lower (Heilmann Park) Elementary School  
Flowers Community Services, Inc.  
FOCUS:HOPE  
Fort Street Presbyterian Church / Open Door  
Franklin Wright Settlement  
Freedom House  
Friends of Detroit and Tri County  
Friends of Parkside  
Full Gospel Church of the Sons of God  
Garden City Public Schools- Douglas Elementary  
George Crockett Academy-YWCA Metro Detroit  
George Washington Carver Elementary School  
Glory To Glory  
God's City of Refuge Church  
Gompers Elementary School  
Goodwill Missionary Baptist Church  
GRAB Community Outreach  
Grace C.M.E. Church  
Grace Temple Church of God in Christ  
Greater Faith for Deliverance  
Greater Love Tabernacle Church  
Greater Northwest Church of God in Christ  
Greater Sonora Missionary Baptist Church  
H. Irving Mayson (Peoples Community Services)  
Halford  
Hamlett C.M.E.  
Harms Elementary School  
Harvest House  
Harvest Life, Inc.  
Heartline  
Help's on the Way  
Henderson Academy  
Henry Ford Academy  
Highland Park Schools Northpointe Academy  
Holy Redeemer Food Pantry  
Hope Academy  
Hope Community  
Hope of Detroit Academy  
House of Prayer and Praise  
Hutchins/McMichael Elementary School  
I Am My Brother's Keeper Ministry  
Immanuel Lutheran Church  
In the Trenches  
Inkster High School Teen Health Center  
Inkster Public Schools  
Iroquois Ave. Christ Lutheran

Jesus Anointed Ministry/Love in Action  
Jordan Missionary Baptist Church  
Joy Prep  
Judah Temple Church of God in Christ  
Judgment Morning Ministries  
JVS/ Career Initiative Center  
K-8  
Kadash Baptist Church  
Katherine B. White Elementary School  
Kennedy Elementary School  
Kimberly's Helping Hands  
King David CDC  
Latino Family Service HIV/AIDS  
Law Academy  
Lighthouse Home Missions  
Lincoln Behavioral Services  
Linwood Church of Christ  
Little Friends / Bethel Baptist Church, East  
Living Rock  
Lomax Temple  
Love Joy Church of God  
Loving Elementary School  
Loyola High School  
Lutheran City Ministries, Inc.  
Madison Community Resource Center  
Mann Elementary School  
Matrix Human Services  
Maybury Elementary School  
Merit Academy Detroit  
Messiah Food Pantry  
Metropolitan Baptist Church  
Metropolitan Christian Council  
Metropolitan Church of God  
Metropolitan United Methodist - Good Samaritan Ministry  
Michigan AIDS Coalition  
Michigan Technical Academy  
Michigan Veterans Foundation  
Mihut Romanian Charitable Mission  
Military Presbyterian Church  
Minds In Action  
Moses Field School  
Most Holy Trinity Catholic Church  
Mount Vernon Missionary Baptist Church  
Mt Carmel Missionary Baptist Church  
Mt. Calvary Church  
Muslim Family Serices / ICNA Relief  
My Father's Business  
Myers Elementary School  
Nativity Pantry  
New Bethel Baptist Church - Samaritan Ministry  
New Birth Community Development

New Covenant of Peace  
New Day Multi Purpose  
New Fellowship Church  
New Hope United Methodist  
New Hope Tabernacle  
New Light Baptist Church  
New Light Nursing Home  
New Providence  
Northwestern School Based Health Center  
O.W. Holmes Elementary School  
Oakwood Seventh Day Adventist  
Off the Streets-Virginia Park  
Open Door Ministries  
Operation Refuge  
Osborn Upper School  
Our Lady of Good Counsel  
Pasteur Elementary School  
Pentecostal Temple Baptist Church  
People's Community Church  
Peoples Community Missionary Baptist Church  
Perfecting Community  
Plymouth - Canton Community School District  
Positive Images  
Prayer House  
Priest Elementary  
Pure Word Missionary Baptist Church  
Puritan St. Church of Christ  
Quality Behavior Health, Inc.  
Ralph J. Bunche Elementary School  
Ravendale Education Center  
Rawsonville Elementary School  
Redemption Lutheran Church  
Redford Interfaith Relief  
Reggie McKenzie Foundation- At Henry Ford Academy  
Renee & Company Dance Education Center  
Restoration House  
Resurrection United Methodist Church  
RGRPS, Inc.  
Rita Ethington Ministries of Helps  
River Rouge Head Start  
River Rouge Schools  
Rosedale Park Baptist Church/ Urban Link  
Royal Ryderz, Inc.  
Ruth Ellis Center  
Sacred Heart Church  
Saint Dunston Religious Church  
Salvation Army Brightmoor  
Salvation Army Dearborn Hgts.  
Salvation Army Denby  
Salvation Army Fort St.  
Salvation Army Grandale

Salvation Army Harbor Light  
Salvation Army Harding  
Salvation Army Plymouth  
Salvation Army Romulus  
Salvation Army Temple  
Salvation Army Westland  
Salvation Army Wyandotte  
Samaritan Homes, Inc Dept 3  
Samaritan Homes, Inc Dept. 5  
Samaritan Homes, Inc. Dept 4  
Samaritan Homes, Inc. Dept. 1  
Samaritan Lighthouse Pantry  
Schulze Elementary School  
Scott Memorial  
Shar House  
Sharon Seventh Day Adventist  
Shiloh Deliverance  
Sobriety House  
Souls for Christ  
Southwest Solutions  
Southwestern Church of God  
Sow a Seed Ministries  
Spanish Pentecostal Church  
SPEAR  
Spirit of Hope  
St. Aloysius Community Center  
St. Andrew & Benedict Catholic Church  
St. Anne De Detroit Catholic Church  
St. Augustine/St. Monica Food Program  
St. Christine  
St. Cyprian Catholic Church  
St. Dominic Outreach Center  
St. Frances Missionary Baptist Church  
St. Gregory Christian Service  
St. James Evangelical Lutheran Church  
St. John Community Center  
St. John the Great Baptist Church  
St. Jude Emergency Food Pantry  
St. Luke's Food Program  
St. Patrick's Food Pantry  
St. Paul Community Outreach  
St. Paul United Methodist Church  
St. Peter & Paul Church  
St. Peter Claver  
St. Philip Lutheran Church  
St. Pricilla  
St. Stephen/Mary Mother of the Church  
St. Vincent and Sarah Fisher Center  
Starfish Family Services  
Storehouse of Hope  
Summer Jam

T.C. Simmons Visiting Ministries  
Tabernacle Missionary  
Taylor Parks Elementary School  
Taylor Wrap Around  
Teamsters Local Union No 299  
Thirkell Elementary School  
Timbukto Academy of Science and Technology  
Tomlinson Middle School at Starfish  
Tree of Life  
Tried Stone Baptist Church  
Trinity Food Pantry  
Triumph Church  
True Love Evangelistic Ministries  
Twelfth St. Missionary Baptist Church  
United Sisters of Charity  
United Victory Outreach  
Van Buren Schools- Belleville  
Vanguard Community Development Center  
Veterans Haven, Inc.  
Victory Outreach  
Vista Nueva

Walk in the Spirit  
Webster Elementary School  
Wesleyan Church- East Michigan District  
West Mound United Methodist Church  
West Outer Drive Neighborhood Services Foundation  
Westwood New Tech High at Starfish  
William Beckham Academy  
Willow Grove Missionary Baptist Church  
Womack Temple  
Woods Care  
Woodward Academy  
Worshippers and Warriors of Christ  
Y2K Urban Youth Outreach Program at Salem Baptist Church  
Young Adults Asserting Themselves, Inc.  
Youthville Detroit (Diva Groove Fashion House)  
YWCA Interim House  
YWCA- Redford Summer Program

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## Glossary

- **501(c)(3)** – The label given by the US Internal Revenue Code to private nonprofit corporations that qualify to special tax exempt status. 501(c)(3) status serves as a hallmark for legitimacy of nonprofits.
- **Backpack Program** – A program that provides children who normally receive free or reduced-fee hot lunches school with a backpack of nutritious food to eat over the weekend, when school meals aren't available. Each Friday, children are given a backpack filled with easy to prepare foods, such as canned beef stew, peaches, corn, shelf-stable milk and a box of crackers. Children return the empty backpacks to school on Monday, so they can be filled again with food for the next weekend. We have a waiting list of schools that would like to participate in this vital program.
- **Client Choice Pantry** – Small, no-cost “stores” where individuals and families can “shop” for free emergency food and personal care items. As a new model for delivering emergency food, client choice practices reduce waste, improve access to food, and provide a dignified setting for families and working poor people to access food and other services.
- **Co-Agency** – a program in which the food bank makes judicial food purchases on behalf of our partner agencies at wholesale or greatly reduced prices, which balances the food received through donations offering a more variety of food to our partners. The price our partner agencies pay varies according to the price offered to the food bank. The program is an efficient way to use the food bank's buying power providing a steady supply of nutritional foods.
- **Community Gardening** – Gleaners continues to work with Bittersweet Farm, DTE Energy Gardens and Earth Works Garden and other community gardens to develop a stream of fresh produce. Distribution of fresh produce increased by more than 300,000 pounds in the last year.
- **Cooking Matters (formerly Operation Frontline)** – Share Our Strength Cooking Matters, nationally sponsored by the ConAgra Foods® Foundation, is a groundbreaking nutrition-education program that connects families with food by teaching them how to prepare healthy, tasty meals on a limited budget.
- **Entitlement programs** – Government programs for which funds are set aside for every eligible individual's participation.
- **Food Bank** – an organization able to accept large donations of food from companies and break them down into smaller portions that agencies directly serving meals can accept.
- **Food insecure** – a term from the U.S. Dept. of Agriculture used to describe hunger. It means a person is not sure from day to day how much he or she will have available to eat or where their next meal will come from.
- **Food pantry** - Community-based, nonprofit food assistance program most often found at churches, synagogues, mosques and social service agencies. Food pantries provide a limited amount of food to individuals and families facing food emergencies.
- **Food Rescue Organizations** - Programs which safely transport perishable foods from donors directly to recipient agencies supplying food to people in need.
- **Food security** - Access by all people at all times to enough food for an active, healthy life. At minimum, this includes the ready availability of nutritionally adequate and safe

foods and the assured ability to acquire personally acceptable foods in a socially acceptable way. Characteristics of a food secure community include:

- 1) The availability of a variety of foods at a reasonable cost
- 2) Ready access to grocery stores and other food sources
- 3) Enough personal income to purchase adequate food to meet nutritional needs of all household members
- 4) Freedom to choose acceptable foods
- 5) Personal confidence in the safety and quantity of food available
- 6) Easy access to good information and nutrition

- **Food stamps [now called “SNAP”- Supplemental Nutrition Assistance Program]** – a form of government emergency food assistance in which eligible persons are given coupons or a EBT card, which functions like a bank debit card, but allows food to be redeemed through grocery retailers. Personal care items cannot be redeemed through the food stamp program.
- **Hunger** - A condition in which people do not get enough food to provide the nutrients (carbohydrates, fat, protein, vitamins, minerals and water) for fully productive, active and healthy lives.
- **Malnutrition** - A condition resulting from inadequate consumption or excessive consumption of a nutrient; can impair physical and mental health and contribute to or result from infectious diseases.
- **Mobile Pantry** – A traveling food pantry that delivers food directly to agencies to hold one-day, large-scale food distribution for people in areas not served by an existing pantry.
- **Partner agency** – One of the more than 550 agencies that serve meals to hungry people directly, or provide them food they can prepare themselves at home. Agencies vary in size from the very large operations of the Salvation Army and Capuchin Soup Kitchen to small volunteer-run pantries in churches or community organizations.
- **Poverty** – is the state of not having sufficient resources to obtain necessities.
- **Poverty line** – The official measure of poverty as defined by national governments. In the United States the poverty line was instituted in 1967 and was based on a study that concluded that an average family spent one-third of its net income on food. Subsequently, the net cost of poverty level living was set at triple the cost of the "Economy Food Plan" deemed a subsistence diet by the U.S. Department of Agriculture. In 2006, the poverty line for an individual was set at \$9,800 annually; for a family of four, \$20,000 annually.
- **Shared maintenance** – A program in which partner agencies pay a portion of the cost of handling and delivering food provided to them. The program is an efficient way to use the large buying power of Gleaners provide a steady supply of nutritional foods without relying entirely on the food donations that happen to arrive every day.
- **Shelter** - Within this context, shelter refers to temporary lodging made available to homeless individuals. This service is designed to protect homeless from inclement weather and street crime as well as provide a meal, a bed, shower facilities, clean clothing and/or modest medical care. Shelters are most often operated by private nonprofits or local governments. Shelters may be specific to other specific target groups such as war veterans or abused women.

- **SmartBites Program (formerly KidSnack)** – A program that provides schools with 60 five- to ten-pound bags of individual snacks twice per month. The snacks include items such as applesauce cups, granola bars and snack crackers. Teachers use the snacks at after-school tutoring programs and in the classroom.
- **Social safety net** - Government and private charitable programs designed to meet the needs of low-income, disabled, elderly, and other vulnerable people.
- **Temporary Assistance for Needy Families (TANF)** - Federally funded, cash assistance program signed into law in August 1997. This new program is often referred to as "welfare." People must meet income qualifications, have dependent children and begin employment in order to receive TANF benefits. TANF is administered by states and implemented by state offices in local counties.
- **The Emergency Food Assistance Program (TEFAP)** -Under the new Welfare Reform Law, TEFAP and the Soup Kitchen/USDA Commodities have been merged into one program. TEFAP is typically administered by the commissioners for individual counties throughout the state and distribute to needy people.
- **Vulnerability to hunger** - A condition of individuals, households, communities or nations who have enough to eat most of the time, but whose poverty makes them especially susceptible to hunger due to changes in the economy, climate, political conditions or personal circumstances. Also referenced as "at risk to hunger."

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