



ReThink Hunger Evaluation

The Central Texas Food Bank has completed the first annual evaluation of partner agencies for the ReThink Hunger initiative.

What is ReThink Hunger?

ReThink Hunger's purpose is to better allocate food and resources to organizations that align with the mission of ending hunger and encourage agencies to build their capacity to meet the needs of our community.

How was my agency evaluated?

Each agency was evaluated on information from their agency file and data collected from the March 2016 monthly report. This email includes the scoring rubric of the evaluation and performance results of the partner agency network. Slight adjustments were made to the scoring rubric which may have affected your overall score from the mock evaluation released in January. Your agency will have the option to request to be reevaluated in January 2017. All Central Texas Food Bank partner agencies will be evaluated annually in the spring.

What does this mean for my agency?

Each partner agency will receive an evaluation of their engagement in the ReThink Hunger initiative in the next few days (the evaluation will be emailed to the agency contact). Unlike the mock evaluation sent out earlier this year, the scores received in this evaluation are **tied to rewards and drawbacks**. The rewards and drawbacks are distributed by 5 levels (Platinum, Gold, Silver, Bronze, and Community Partner) and are listed below. These changes will go into effect on **August 1, 2016**.

How can my agency engage in ReThink Hunger?

To find out how to attain full engagement in the goals of ReThink Hunger please visit the resource section at <https://www.centraltexasfoodbank.org/rethink-hunger>. Your agency will be provided the opportunity on the ReThink Hunger webpage to share resources offered through your organization. We encourage your agency to share with others so they may refer clients to your services.

Rewards and Drawbacks by ReThink Hunger Engagement Level



Platinum Level Partners

- Handling fee reduced from 14 cents to 10 cents per pound
- Priority for Agency Capacity Building Grant and external grants
- Priority for bonus product
- Spotlight in Agency Newsletter
- Priority for Central Texas Food Bank pilot programs
- Priority for Agency Retail Pick-Up
- Unlimited credit limit
- Priority for direct delivery
- Access to training and capacity building opportunities



Gold Level Partners

- Handling fee reduced from 14 cents to 12 cents per pound
- Priority for Agency Capacity Building Grant and external grants (after Platinum level partners)
- Priority for bonus product (after Platinum level partners)
- Priority for Central Texas Food Bank pilot programs (after Platinum level partners)
- Priority for Agency Retail Pick-Up (after Platinum level partners)
- Unlimited credit limit
- Access to training and capacity building opportunities



Silver Level Partners

- Handling fee maintained at 14 cents per pound
- Priority for Agency Capacity Building Grants and external grants (after Platinum and Gold level partners)
- Access to training and capacity building opportunities
- Central Texas Food Bank will continue to support Partner Agency with current level of food distribution and all partner services



Bronze Level Partners

- Handling fee increased from 14 cents to 16 cents per pound
- Access to Agency Capacity Building Grants and external grants with specific written plan to meet Silver level or higher
- Access to training and capacity building opportunities
- Central Texas Food Bank will continue to support Partner Agency with current level of food distribution and all partner services



Community Partner Level Partners

- Handling fee increased from 14 cents to 19 cents per pound
- Access to training and capacity building opportunities
- Central Texas Food Bank will continue to support Partner Agency with current level of food distribution and all partner services

ReThink Hunger Goals & Metrics

Each Partner Agency was evaluated on the four goals of ReThink Hunger and the corresponding metrics:

Goal #1: Improve the capacity of the network to handle and distribute large quantities of nutritious and perishable food.

Goal #1 Metrics:

- Pounds distributed: Total pounds annually ordered from Central Texas Food Bank or received through Agency Retail Pick-Up
- Nutritional content of product: Annual Choose Healthy Options Program percentage score 1 & 2 of product ordered at Central Texas Food Bank by agency

Goal #2: Increase availability and access to food for those in need.

Goal #2 Metrics:

- Hours of operation: Agencies opening up at least one day a week or on evenings/weekends
- Frequency of distribution: Agencies distributing to clients more often by removing restrictions on service or frequency restrictions

Goal #3: Engage in SNAP (Food Stamps) outreach to ensure that clients are receiving supplemental benefits.

Goal #3 Metric:

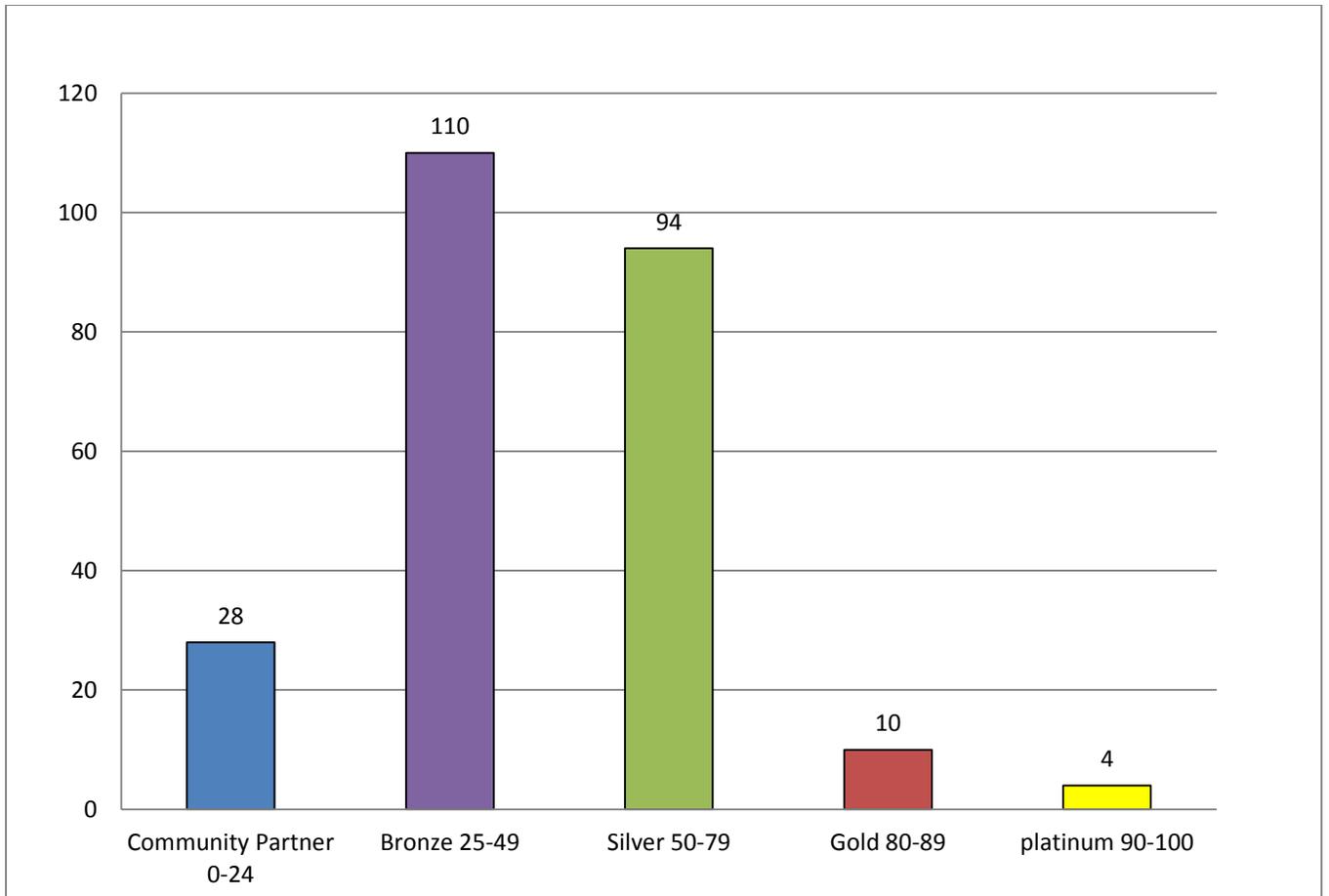
- SNAP Outreach: Agencies engagement in SNAP outreach by providing informational materials, referrals by phone or email, or onsite outreach at least once per month

Goal #4: Collaborate with social services to address the root causes of hunger

Goal #4 Metric:

- Link to social services: Agencies engagement in health and economic opportunity outreach by providing informational materials, referrals by phone or email, or onsite outreach at least once per month

Overall Network Engagement



5 Level System

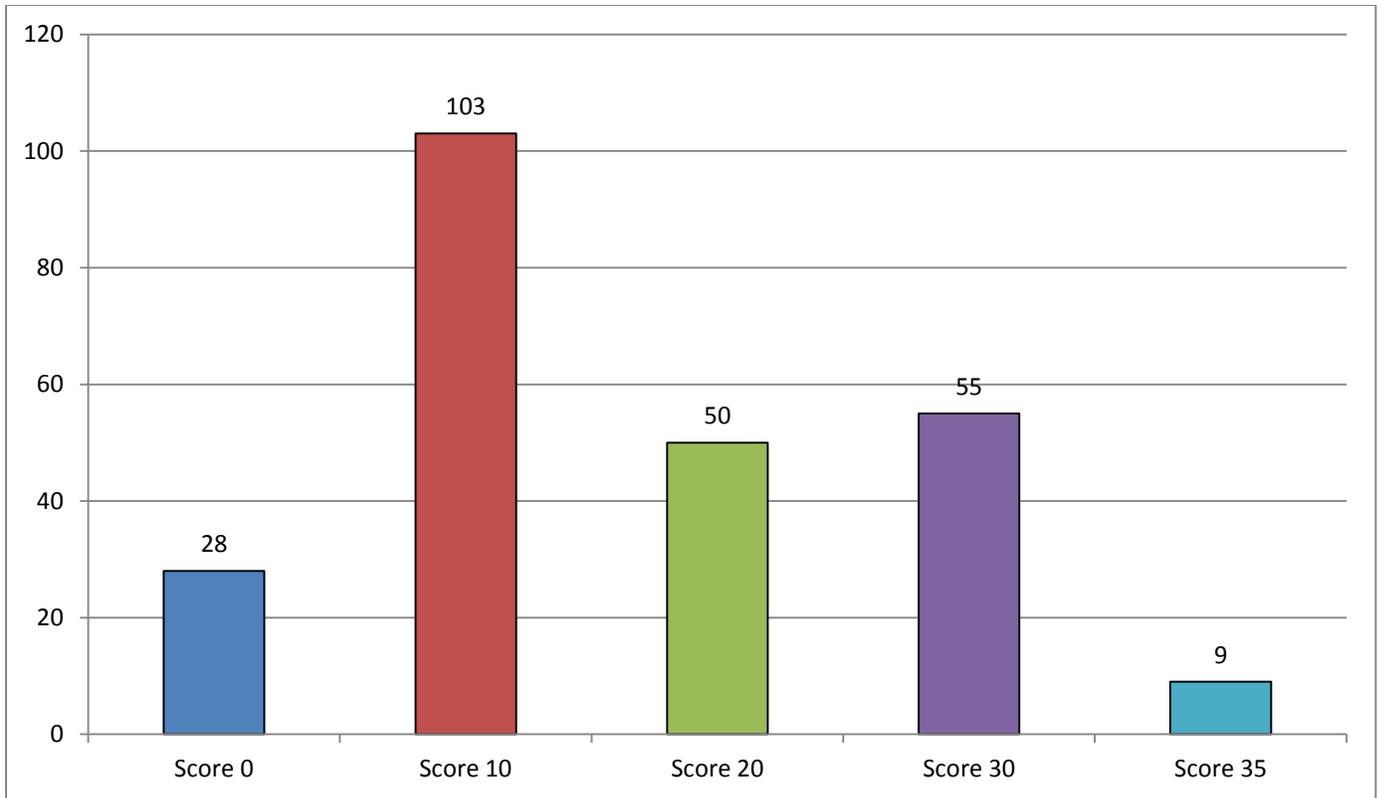
- Platinum: 90-100 points (4 partner agencies)
- Gold: 80-89 points (10 partner agencies)
- Silver: 50-79 points (94 partner agencies)
- Bronze: 25-49 points (110 partner agencies)
- Community Partner: 0-24 points (28 partner agencies)

Total Agencies: 246

Average Score: 47/100

Food received through Central Texas Food Bank

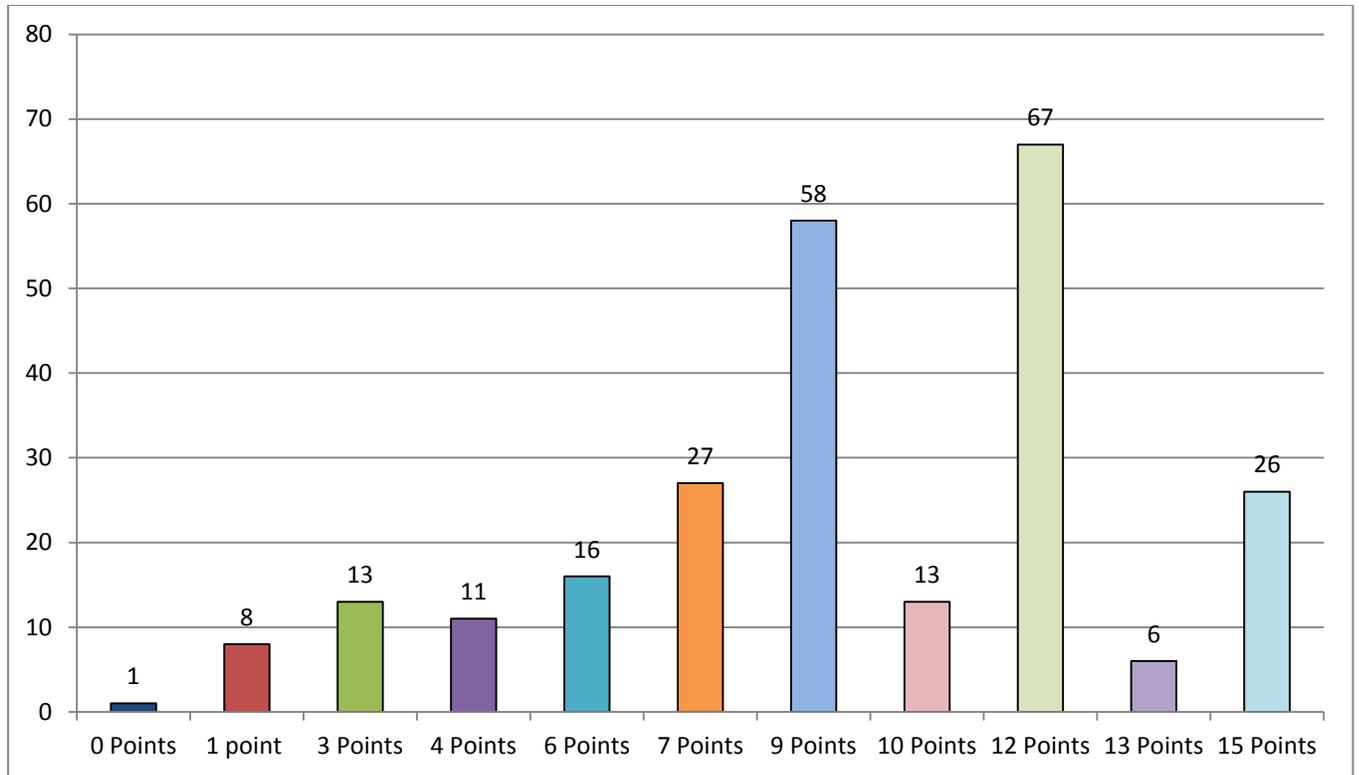
Pounds received from Central Texas Food Bank/Agency Retail Program: 35% of total score, Total Points: 35 (Average Agency Score: 16.2)



- 0-10,000 pounds = 0 points
- 10,000-50,000 pounds = 10 points
- 50,000-100,000 pounds = 20 points
- 100,000-500,000 pounds = 30 points
- 500,000 pounds and up = 35 points

Access and Availability

Availability and Access 15% of total score, Total Points: 15 (Average Agency Score: 9.3)



Open one day a week: Yes (6 points), No (0 points)

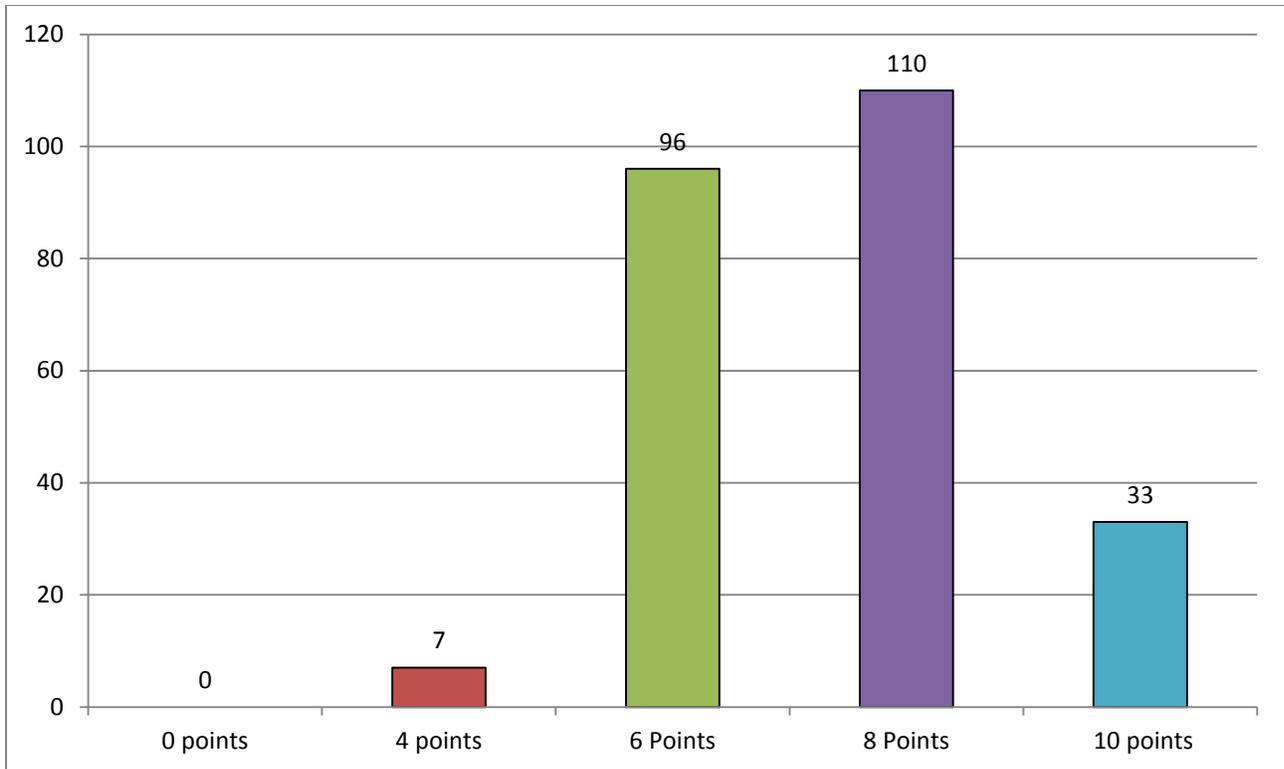
Open Evenings or Weekends: Yes (3 points), No (0 points)

Restrictions on service: Yes (0 points), No (3 points)

Frequency restriction: No restriction or clients may visit more than 1x per month (3 points), Clients may visit at least 1x per month (1 point), Clients may visit less than 1x per month (0 points)

Nutritional Content

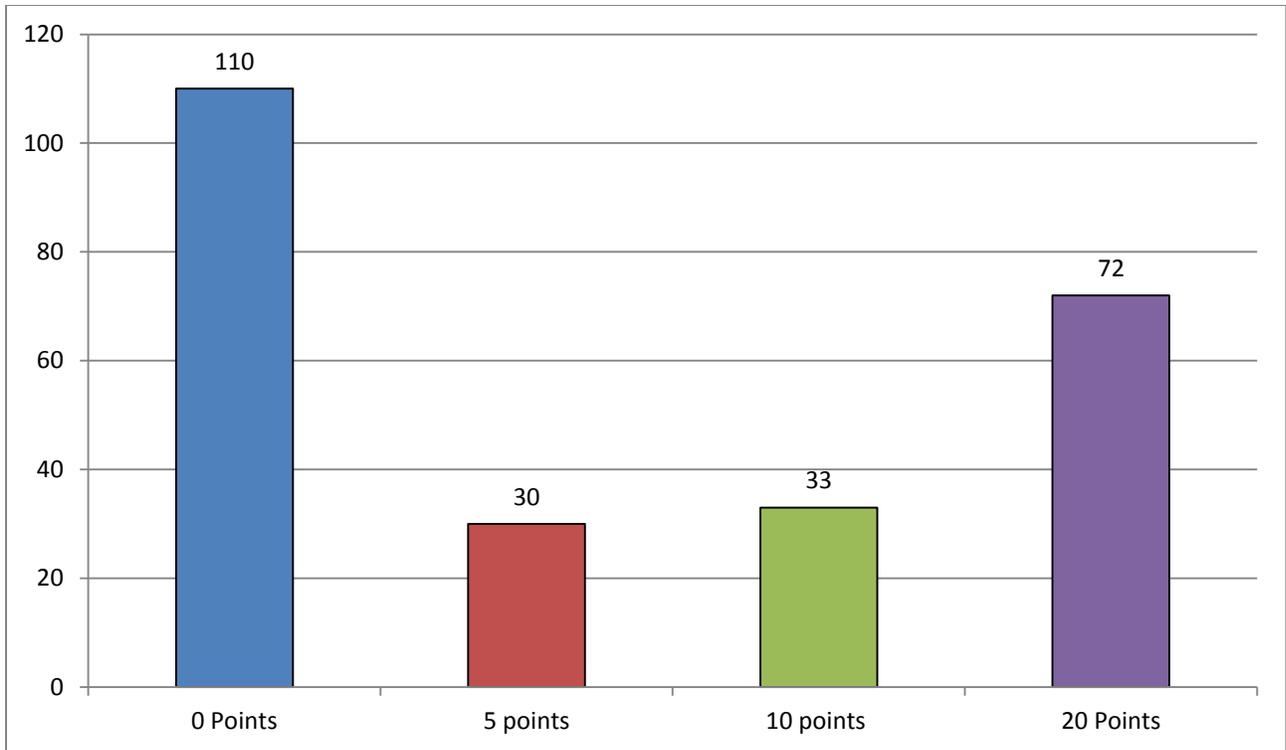
Nutritional Content 10% of total score, Total Points: 10 (Average Agency Score: 7.4)



- CHOP percentage of 1 & 2 foods 0%-39% = 0 points
- CHOP percentage of 1 & 2 foods 40%-60% = 4 points
- CHOP percentage of 1 & 2 foods 61%-80% = 6 points
- CHOP percentage of 1 & 2 foods 81%-90% = 8 points
- CHOP percentage of 1 & 2 foods 91%-100% = 10 points

SNAP Engagement

SNAP 20%, Total Points of total score: 20 (Average Agency Score: 7.9)



Does not provide any type of SNAP outreach = 0 points

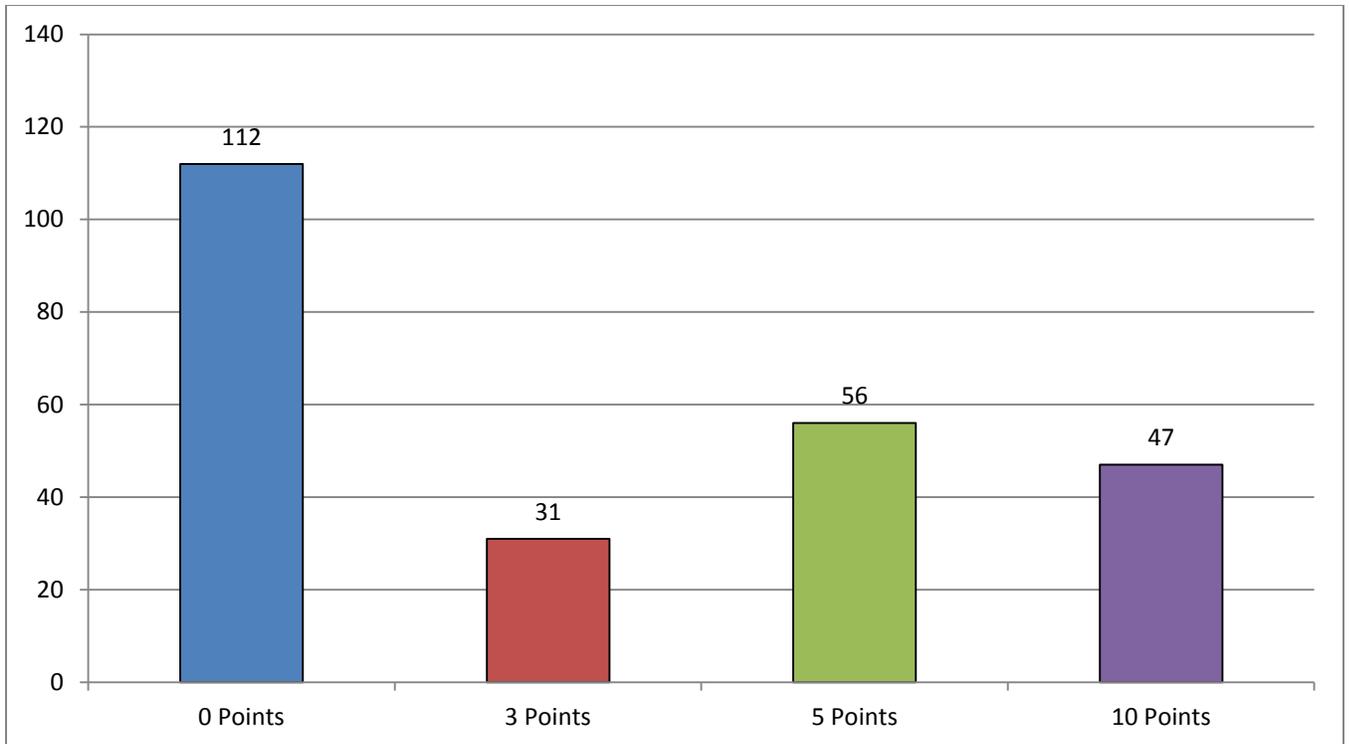
Provides informational materials on SNAP= 5 points

Provides referral to SNAP services= 10 points

Provides SNAP onsite outreach= 20 points

Link to Health Services

Link to Health Services 10% of total score, Total Points: 10 (Average Agency Score: 3.42)



Does not provide any type of health outreach = 0 points

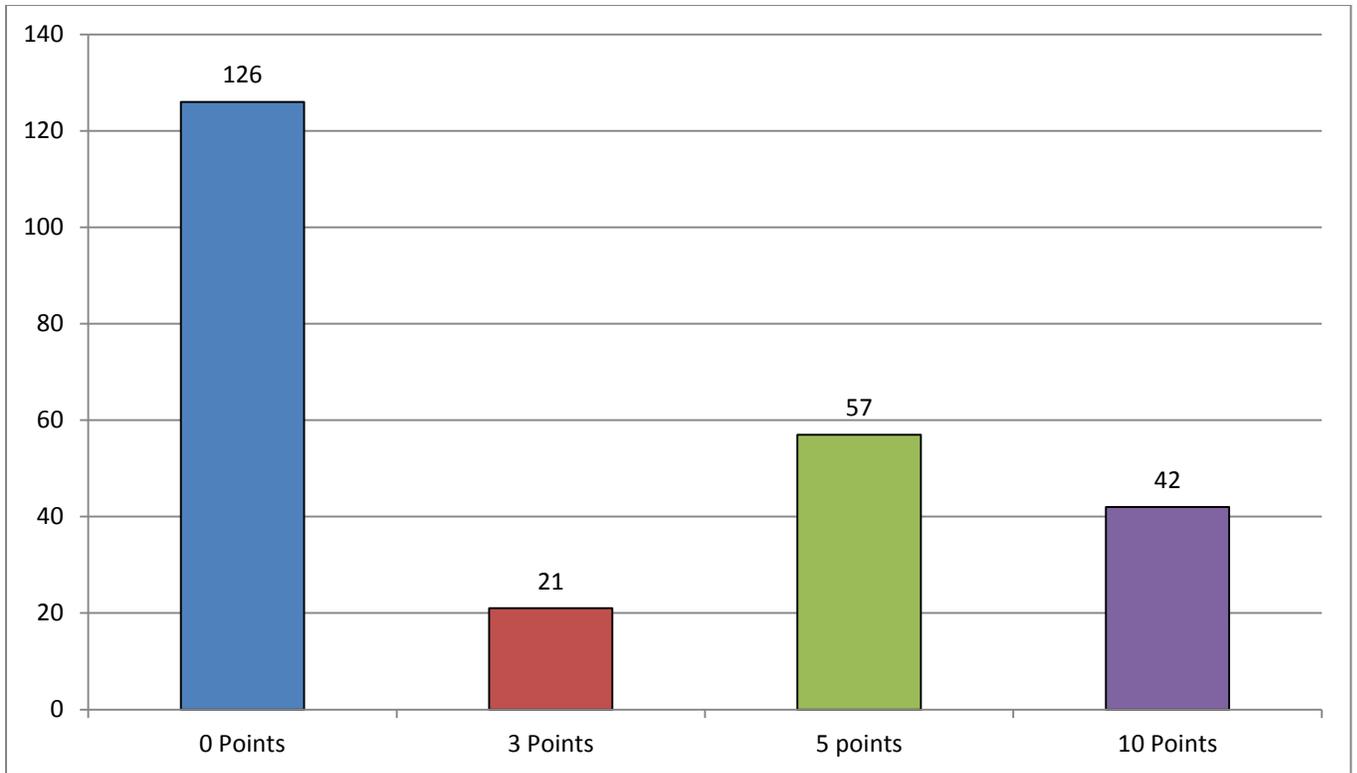
Provides informational materials = 3 points

Provides referral to services= 5 points

Provides onsite outreach= 10 points

Link to Economic Opportunity Services

Link to Economic Opportunity Services 10% of total score, Total Points: 10 (Average Agency Score: 3.12)



Does not provide any type of economic opportunity outreach = 0 points
Provides informational materials = 3 points
Provides referral to services= 5 points
Provides onsite outreach= 10 points

For more information on ReThink Hunger, please visit <https://www.centraltexasfoodbank.org/rethink-hunger> .

If your agency has any questions on how their score was calculated, please email Kara Prior at kprior@centraltexasfoodbank.org.