



# Connecticut Foodshare

Our Community, Our Food Bank

## **Network Town Hall**

October 28, 2025



# Welcome!

- Enter your name, organization and town in chat
- **Enter questions in the Q&A** and we will answer at the end of each presentation
- To view captions for the presentation, click “show captions” in the meeting controls of your Zoom screen.
- Recording and slides will be available after the webinar

# Emergency Response Update

Jason  
Jakubowski,  
President &  
CEO



# SNAP Updates from DSS

as of 10/27/25

- Any previous balance will still be accessible after November 1, including carryover benefits.
- No new benefits will be added to cards until the shutdown ends. Starting November 1, households will not receive their regular monthly SNAP allocation.
- DSS is still accepting and processing SNAP applications. If someone is approved for benefits for October, those benefits will appear on their card when the federal government reopens.
- All SNAP requirements must continue to be met – including renewals

For more information, go to CT Foodshare's website <https://www.ctfoodshare.org/snap> we've linked to DSS FAQ



# Emergency Response Next Steps

- Additional food coming to the entire network, including Connecticut Foodshare Mobile Pantries and all agency partners
- Agency partners will access additional food through **GPP Credits** in Network Hub
- Credits will be available on accounts next week
- If someone needs help with food, direct them to [ctfoodshare.org/get-help](https://ctfoodshare.org/get-help)



# Important Meeting:

## CTFS Mobile Pantry Coordinators

- Tomorrow, Wednesday October 29
- 2:30 – 3:30 PM
- Invitations were sent via email earlier today
- Please plan to attend!





# Network Relations

## Tips for Agency Partners

Contact your **Network Relations Representative** if you need help. We are available to offer guidance, brainstorm and visit distributions.

Continue to direct questions about food orders and deliveries to our Support Team at [203-404-5597](tel:203-404-5597)



# Safe & Appropriate Product Handling

- This food should be handled like any other food from Connecticut Foodshare
- Only order what you can safely transport, store and distribute
- Food is meant to be distributed **now** to people in need following your usual intake procedure
- Follow product transfer guidelines- food **cannot** be transferred to organizations outside the Connecticut Foodshare network
- Continue to **prioritize the neighbor experience** through this rapid change





# Centering Neighbors

## Offering Services That Are:



# Update Your 2-1-1 Profile

**Step 1:** Review your listing on the 211 website by visiting [www.211ct.org](http://www.211ct.org) and entering the name of your food pantry in the search box

**Step 2:** To ensure your food pantry information is updated for 211, email changes to [info@ctunitedway.org](mailto:info@ctunitedway.org)

211 flyer with more information on updating your profile: <https://uwc.211ct.org/wp-content/uploads/2018/02/updateagency.pdf>



# Prepare for Additional Need

- In addition to 211, make sure your signage, website, voicemail and other promotional materials are up-to-date with correct distribution times
- Temporarily expand hours of operation and allow neighbors to come more often
- Update Connecticut Foodshare if you expand your hours
- Raise awareness throughout your community to let people know that help is available and you need support – food, funds, volunteers
- Be targeted in your requests – make a wish list
- Coordinate locally – engage town officials and nearby providers



# Anticipate First Time Pantry Guests

- To reduce stress and anxiety, be clear about what neighbors should expect:
  - Do I need a bag?
  - Do I need to make an appointment?
  - Can I pick my own food?
  - What is intake like?
  - How often can I come?
- Assign a greeter to help people know what to anticipate
- Be flexible – some people may not be able to come to your program in person
- Find creative ways to spread word – consider posting a video on social media so people can see inside your program and you can tell them what to expect



# Questions?







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## *Thank You!*



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[www.ctfoodshare.org/WebinarSurvey](http://www.ctfoodshare.org/WebinarSurvey)