



## Strategic Plan during COVID

April 2020 – 2021

We take the health of our volunteers, staff and clients seriously. In April, with the “Safer at Home” order for people 65 and older, we made the hard decision to temporarily suspend all programs for one month.

In an effort to still help our clients, prior to the shutdown, we handed out information packets with resources available. There was a list of the Harry Chapin Food Bank and Community Cooperative mobile pantries. We also included a list of the schools and bus stops in our area where meals for children were distributed.

There were changes to the Supplemental Nutrition Assistance Program (aka Food stamps). Families with children received a major increase in benefits and many of our client’s, who didn’t qualify before, now were eligible. We gave out the information to sign up online, in English and Spanish, as well as paper applications for those that could not use the internet. We did the same with the unemployment applications.

**In May 2020, all employees were back to work putting in place the CDC COVID 19 protocols.** Food pantries are considered essential services. Many of our clients have no practical alternative for obtaining food. The person on foot, on a bicycle, or down to a quarter tank of gas is not going to be able to navigate to an alternative food distribution site. People with money have alternatives. Hundreds of our clients do not. We remain a lifeline to those in our community.

### **Operating Plan**

1. No ICSL staff member will be required to work on-site.
2. **Facemasks are to be worn by all staff, volunteers and anyone entering the building and daily temperature checks will be done.**
3. If a staff member cannot be on-site, at least one BOD member must be in attendance. If that is not possible the pantry will close.
4. **April 2020 reopen plan:**
  - a. During the closed period ICSL distributed Walmart gift cards to clients. Volunteers called clients to arrange a time to pick up a gift card. Clients did not enter the building.
  - b. ICSL spread out the food receiving and processing duties to minimize the number of volunteers needed to process.



- c. A drive through process was put in place. Clients are registered at the back entry door, never leaving their vehicle. They continue around to the front of the building where volunteers put perishable and non-perishable items into clients vehicle's trunk. Clients are eligible to come through once a week vs once a month.
- d. Summer Lunch Program, English Classes and Mental Health Support groups are cancelled until further notice due to lack of meeting space.
- e. ICSL working with Lee County and other nonprofit partners, funded a financial assistance program to help those in need in our area.
- f. The Annual benefit dinner scheduled for April 16, 2020 was cancelled. **All sponsors and attendees allowed us to keep the money as a straight donation. No returns were requested.**
- g. April 2021 a letter was sent to all donors and supporters soliciting financial support rather than hosting an annual fundraising dinner. **To date \$45,000 has been raised.**

BOD to meet in the fall of 2021 to develop a new strategic plan post COVID.