

# Partner Agency Services Team

Updated March 2024

## Foodbank of Southeastern Virginia and the Eastern Shore

800 Tidewater Drive, Norfolk, Virginia 23504

Telephone: 757-627-6599

Fax: 757-627-8588

### *Who's Who and What We Do!*

#### **Director of Agency & Program Services - Robby Rockey 757-201-6290**

[rrokey@foodbankonline.org](mailto:rrokey@foodbankonline.org)

- Agency Advisory Council
- All Agency Call
- Statistics & Segmentation
- How do I grow my pantry and serve more
- Comments on Staff



#### **Partner Relations Manager – Beth Brooker 757-644-5903**

[bbrooker@foodbankonline.org](mailto:bbrooker@foodbankonline.org)

- I know someone who wants to become a partner
- My delivery is not here yet
- There was a problem with my order
- I would like to suggest you get a product
- I need to update my point of contact and shoppers
- I would like a Foodbank staff to visit my pantry
- Feedback for the Foodbank and general questions



#### **Partner Support Coordinator – Jacqueline Dominik 757-201-6286**

[jdominik@foodbankonline.org](mailto:jdominik@foodbankonline.org)

- Send me Monthly Reports - Non-USDA Reports
- Am I in compliance? I need to schedule my inspection
- Feedback for the Foodbank and general questions
- I would like a Foodbank staff to visit my pantry



#### **Marketplace Assistant – Dale Parson**

[dparson@foodbankonline.org](mailto:dparson@foodbankonline.org)

- Provides assistance in the Marketplace with order pickup and shopping



#### **Federal Programs Manager – Moriah Jackson 757-600-7027**

[mjackson@foodbankonline.org](mailto:mjackson@foodbankonline.org)

- How do I join TEFAP or CSFP?
- What are TEFAP and CSFP?
- Am I in compliance with state and federal guidelines?
- I need my annual Civil Rights and/or Program Overview training(s).
- I need advertisements for my federal food distributions that meet the
- Civil Rights requirements.
- Oversee CSFP distributions at non-Partner Agencies
- Manage CSFP caseload
- Procure nutrition education for CSFP
- Collaborate with Food Sourcing to procure federal foods including creating the CSFP menu
- Summarize data for reports for VDACS and USDA
- Predict monthly productions needs for pre-boxed federal products



**Federal Programs Compliance Coordinator - Dont'a Selden 757-822-0564**

[dselden@foodbankonline.org](mailto:dselden@foodbankonline.org)

- I need \_\_\_many boxes for my CSFP order.
- I need to have my annual site review during my distribution.
- How do I do intake for federal programs? What forms do I use?
- I need to turn in my SDIs since it's been two years.
- CSFP Reporting and Temp Logs
- USDA Reporting and Temp Logs
- Online referrals for clients who want to participate in federal programs
- Help with CSFP non-Partner Agency distributions
- Backup and answer any questions in the absence of the Federal Programs Manager



**Administrative Specialist - JoAnn Ross 757-314-4550**

[jross@foodbankonline.org](mailto:jross@foodbankonline.org)

- Weekly Emails (Hot Sheet) and others when needed
- Send stories about your agency and volunteers
- Send photos of your pantry and volunteers
- Questions about statistics
- Other admin duties as needed



**Agency Distribution Coordinator - Barbara Hayes 757-314-4571**

[bahayes@foodbankonline.org](mailto:bahayes@foodbankonline.org)

- Contact if you have AE3 questions/issues
- Agency contact for AE3 training
- What are the Marketplace hours
- I'm having trouble with my order on AE3
- I have questions about my invoice



**Retail Rescue Program Coordinator - Leonna Benson 757-314-4573**

[lbenson@foodbankonline.org](mailto:lbenson@foodbankonline.org)

- Contact me if you would like to participate in the Retail Rescue program
- Having issues with Retail Rescue donors?
- Questions about food safety
- I am unable to pick-up retail rescue for by scheduled day
- Scheduling and coordination of donor requested pickups



## Other Resources Outside of Partner Agency Services:

**Finance Department 757-314-4570**  
**(Billing Questions ONLY)**

**Food Rescue Coordinator – Christopher Taylor 948-203-3226**  
[ctaylor@foodbankonline.org](mailto:ctaylor@foodbankonline.org)

Having issues with Retail Rescue donors  
Having issues with the quality of Retail Rescue product

**Health Equity Programs Manager - Priyanka Montagna 757-201-6279**  
[pmontagna@foodbankonline.org](mailto:pmontagna@foodbankonline.org)

Provide guidance related to health equity and nutrition programs to improve food equity and healthy food nutrition education.  
Work with partner agencies on conversion to a healthy client-choice food pantry model.  
Healthy Food Pantry Program

**Service Insights Analyst – Tiara Sumner 757-201-6281**  
[ssumner@foodbankonline.org](mailto:ssumner@foodbankonline.org)

Contact if you have Link2Feed questions  
Contact if you have Service Insights questions

### **Eastern Shore Branch**

24530 Coastal Boulevard, Tasley, Virginia 23441

#### **Mailing Address**

P.O. Box 518, Onley, Virginia 23418  
Telephone: 757-787-2557

ES Branch Manager  
ES Distribution Coordinator  
ES Warehouse Assistant

Colleen Brennan  
Angel Fields  
Kassandra Smith

[cbrennan@foodbankonline.org](mailto:cbrennan@foodbankonline.org)  
[afields@foodbankonline.org](mailto:afields@foodbankonline.org)  
[ksmith@foodbankonline.org](mailto:ksmith@foodbankonline.org)