

PARTNER AGENCY SERVICE TEAM

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!

ROBBY ROCKEY

Director - Partner Agency Services
757-201-6290
rrokey@foodbankonline.org

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



BETH BROOKER

Regional Partner Agency Manager
Chesapeake, Portsmouth, Virginia Beach
757-644-5903
bbrooker@foodbankonline.org

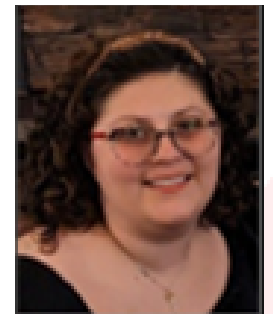
- I know someone who wants to become a partner
- There was a problem with my order
- I would like to suggest you get a product
- I need to update my point of contact and shoppers, or increase my credit limit
- I have questions about USDA TEFAP
- Am I in compliance with state and federal guidelines?
- I need my annual Civil Rights and/or Program Overview training(s).
- Feedback for the Foodbank and general questions



MORIAH JACKSON

Regional Partner Agency Manager
Eastern Shore, Norfolk, Western Tidewater
757-600-7027
mjackson@foodbankonline.org

- I know someone who wants to become a partner
- There was a problem with my order
- I would like to suggest you get a product
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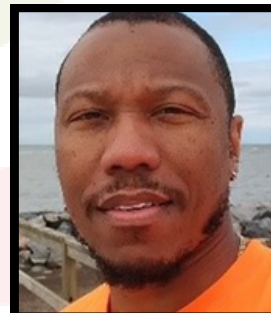
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DONT'A SELDEN

Regional Partner Support Coordinator
Eastern Shore, Norfolk, Western Tidewater
757-822-0564

dselden@foodbankonline.org

- Manages Monthly Reports
- Service Insights Guru – have questions, ask me!
- Am I in compliance? I need to schedule my inspection or TEFAP Site Review
- Feedback for the Foodbank and general questions
- I would like a Foodbank staff to visit my pantry
- Manages Food Safety test and certificates



EMILY SETTLEMIRE

Regional Partner Support Coordinator
Chesapeake, Portsmouth, Virginia Beach
757-201-6286

esettlemire@foodbankonline.org

- Manages Monthly Reports
- Service Insights Guru – have questions, ask me!
- Am I in compliance? I need to schedule my inspection or TEFAP Site Review
- Feedback for the Foodbank and general questions
- I would like a Foodbank staff to visit my pantry
- Manages Food Safety test and certificates



JOANN ROSS

Administrative Specialist
757-314-4550

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



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BARBARA HAYES

AE3 & Order Specialist

757-314-4571

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



DALE PARSON

Marketplace Assistant

dparson@foodbankonline.org

- Provides assistance in the Marketplace with order pickups and shopping



LEONNA BENSON

Retail Rescue Program Coordinator

757-314-4573

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



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FINANCE DEPARTMENT

Tony Crudup, Account Manager

757-314-4570

tcrudup@foodbankonline.org

- Need to pay your account
- Have questions about your account

SERVICE INSIGHTS ON MEALCONNECT (SIMC)

Audrey Lamont, Director of Data Intelligence

757-644-5414

alamont@foodbankonline.org

- Contact if you have questions on SIMC

HEALTHY PANTRY INITIATIVE

Priyanka Montagna, Health Equity Programs Manager

757-201-6279

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

SNAP PROGRAM

Tori Stamps, SNAP Community Access Manager

757-273-7294

tstamps@foodbankonline.org

- Contact to enroll your neighbors in SNAP
- Schedule a time for me to come to your pantry distribution

EASTERN SHORE BRANCH

24530 Coastal Blvd, Tasley, VA 23441

757-787-2557

Colleen Brennan, ES Branch Manager

cbrennan@foodbankonline.org