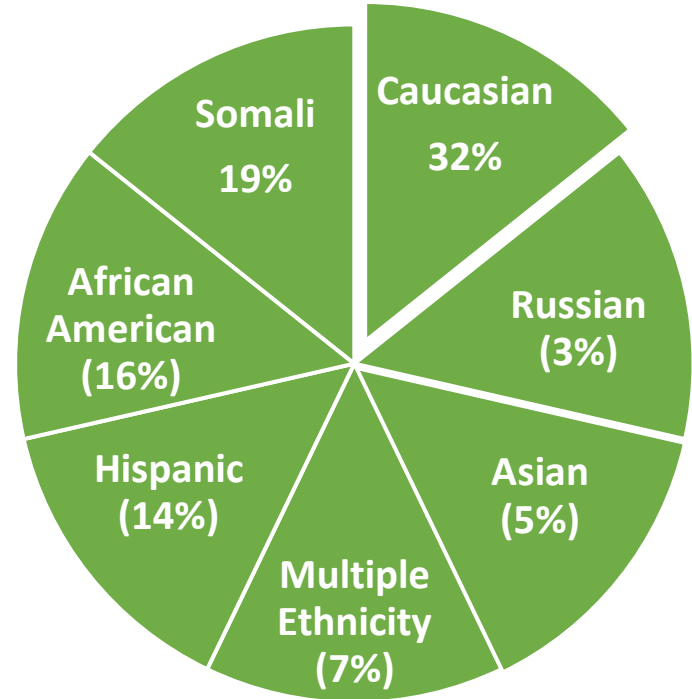


*Our mission
is to
compassionately
provide our
neighbors in
need with food
and financial
assistance and
to provide
support toward
self-sufficiency.*



Who Walks Through the Doors at PROP?

- ❖ 45% – about 1400 – are children
- ❖ 13% are seniors, a 52% increase since 2015
- ❖ 56% are female
- ❖ 39% of households has two or more adults and children in the home
- ❖ 32% single parent household



Ethnically diverse clientele but with similar challenges:

- ❖ 64% of PROP clients are employed
- ❖ 50% earn less than \$1,000 per month
- ❖ Half of the households are below the MN poverty line
- ❖ Nearly 50% spend over 50% of income on housing, 25% spend 80% on housing

24% of Eden Prairie
11% of Chanhassen

Schoolchildren qualify for free or reduced-price lunch



Client Experience and Internal Processes

Prior to COVID-19

Welcome to PROP, People Reaching Out to People



- ❖ Founded in 1971
- ❖ Serves 3,300 People Annually
- ❖ Eden Prairie and Chanhassen
- ❖ Food Programs and Short-term Emergency and Financial Assistance

Clients are welcomed to the office



- ❖ Clients take a # to position for requested type of service
- ❖ Volunteers prepare food order
- ❖ Clients proceed to the Fresh Choice Market
- ❖ PROP forms available in Russian, Somali, and Spanish. Access to Language Line provides interpretation for 15 languages.



PROP Food Shelf Warehouse Operations



- ❖ The majority of PROP food is donated by the community
- ❖ 770,000 pounds of food distributed
- ❖ 5,100 food orders processed
- ❖ 1,700 Summer Food For Kids meal kits
- ❖ 180 Senior mobile deliveries made
- ❖ 76% of clients visit the food shelf every month

Providing Individuals and Families with Household Items



- ❖ Personal care items offered such as shampoo, toothpaste, and toiletries
- ❖ Paper products: toilet paper, facial tissue, napkins, paper towels
- ❖ Baby food and infant care products



- ❖ 12,800 visits in 2019
- ❖ Promotes self-selection for clients
- ❖ Grab & Go Meals
- ❖ Dairy & Salads
- ❖ Bread, fresh fruits and vegetables

PROP Clients
Fresh Choice Market

- ❖ "It's great to receive healthy food."
- ❖ "Nice to get carrots vs junk food."
- ❖ "Fresh veggies was the most lovely part because I could cook them at home."

Local Community Gardens Supply Fresh Choice Market



- ❖ In 2017 PROP planted its own garden for a fresh and convenient supply of vegetables for the summer months

- ❖ A variety of faith-based and corporate gardens contribute between 1,300 to 2,000 pounds of fresh produce to PROP



Volunteers are a valuable resource

- ❖ 140 Weekly Volunteers
- ❖ 25 Daily Volunteers
- ❖ Volunteered 23,000 Hours in 2019
- ❖ Age range 16-86 years old



*PROP has remained open during the COVID-19 crisis
with procedural, process, and policy changes*



- ❖ Case managers help clients with financial services via phone
- ❖ Implemented no contact curbside pickup
- ❖ Mental health counseling offered via phone
- ❖ Early initiation of Summer Food For Kids Program
- ❖ Proposed new policy to provide a one-time payment to eligible households to support our clients struggling with a loss of wages or income impacted by the COVID-19 shutdown

Staff and Volunteers Practice Safe Social Distancing



- ❖ Limited # of people in the building to work safely and minimize risk: 2-3 staff and 7-8 volunteers at any one time
- ❖ Non-operational staff are working remotely helping clients with additional services
- ❖ Streamlined processes is key due to reduction in resources

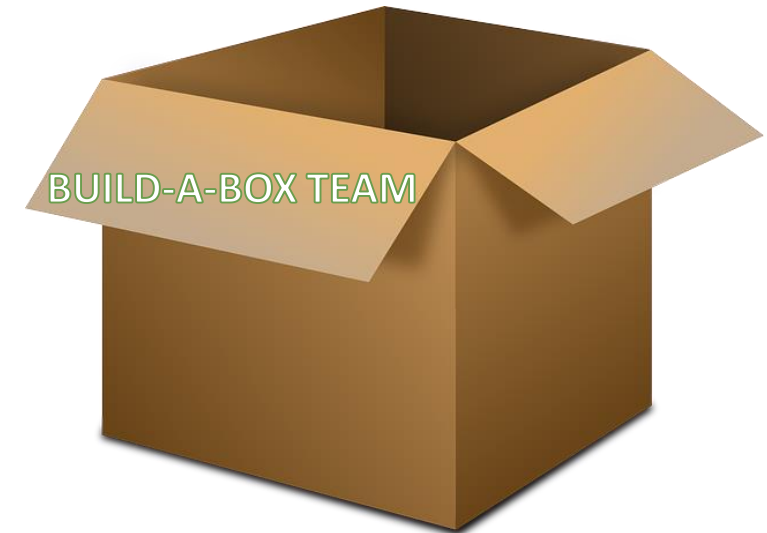


Fresh Choice Market Area Repurposed



- ❖ Buying 3x as much food to replace food rescue process from grocery stores and bulk food partners
- ❖ Boxes contain nonperishable items such as canned goods, pastas, cereals, paper products, and laundry detergent
- ❖ Each household receives 2 nonperishable food boxes and at least 3 bags containing milk, bread, eggs, meats, etc.
- ❖ A household of 5+ members leaves with approximately 150 pounds of items

Build-A-Box Volunteers Prepare for Influx of Need



- ❖ Team works staggered shifts outside of regular hours to put together nonperishable food boxes
- ❖ Streamlined process efficiently meets the growing weekly demand

New Option for Fresh Produce with Bix Produce Box

The Box!

Order a fresh produce box to take home and enjoy!

Lead time on boxes:

1-25 = 2 days 25-100 = 3 days 100+ = 4+ days



Item #42646
3 ct Romaine
1 ct Broccoli
1 ct Cauliflower
1 ct Head Lettuce
2 ct Yellow Onion
1 ct Red Onion
4 ct Potatoes
2 ct Avocados
1 ct Red Pepper
1 ct Green Pepper
1 ct Yellow Squash
1 ct Zucchini Squash
1 pt Grape Tomatoes
5 lb Carrot Slims



Item #42644
1 lb Strawberries
6 oz Raspberries
6 oz Blueberries
8 ct Apple
1 ct Pineapple
2 lb Grapes
1 ct Cucumber
1 ct Broccoli
2 ct Romaine
1 ct Lemon
1 pt Grape Tomatoes

*Items subject to change.



Item #42648
12 ct Apple
2 lb Grapes
5 lb Carrot Slims
1 ct Celery Stalks
1 ct Broccoli
(2) 1 lb Strawberries
6 oz Raspberries



- ❖ Established new partnership with The Bix Produce Company to purchase boxes of fresh produce
- ❖ Each Bix Produce box costs \$26
- ❖ Boxes contain produce that is not food rescue
- ❖ Fresh produce boxes delivered directly to PROP to provide to clients

Safely Supply Boxed and Fresh Food to Clients via Curbside Service

- ❖ Client places order and drives to PROP
- ❖ Upon arrival, client calls or texts PROP to provide their name and parking space #
- ❖ Volunteers deliver food order to clients
- ❖ New sign on PROP building indicates new food ordering and pick up instructions



Volunteers Delivering Food Order to Clients via No Contact Curbside Service



- ❖ New temporary hours to maximize safety and provide uninterrupted needed services

MONDAY

TUESDAY

THURSDAY

FRIDAY

WEDNESDAY

9:30am – 1:00pm

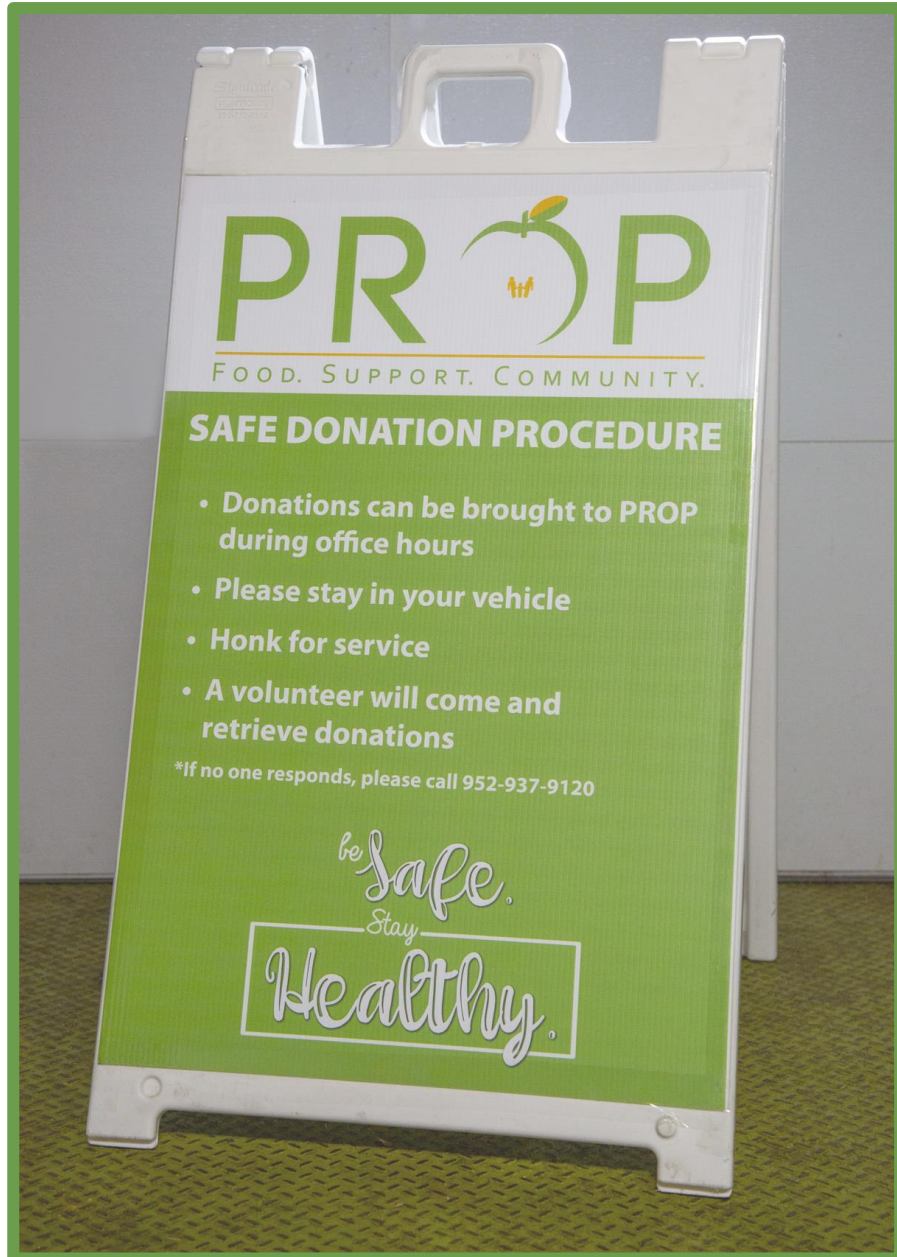
4:00 – 6:30pm

Established a New Partnership with SouthWest Transit



- ❖ Accommodates clients who use public transit or have been getting rides from friends to get to PROP
- ❖ 11% of PROP Clients do not have reliable transportation

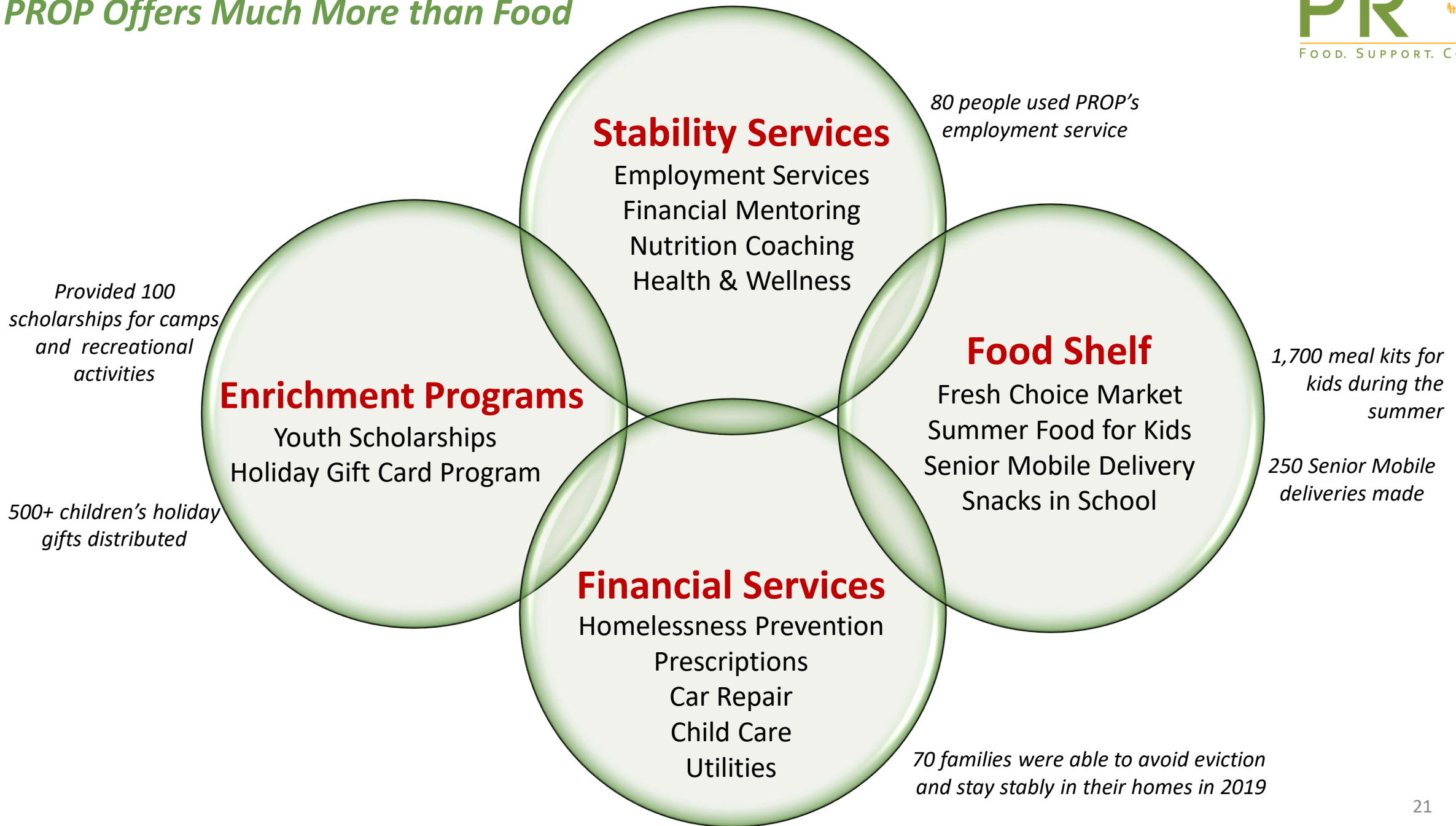
Implemented a Safe Donation Procedure



- ❖ Specifically requested items updated on PROP website and social media
- ❖ Tremendous community support throughout crisis period



PROP Offers Much More than Food





*“Thank you for everything.
I was very worried when I
saw the empty shelves at the
grocery stores on the news.
I’m so relieved to get food
here for my family,
especially since I can’t go to
work and the children are
home now.”
– PROP client*



*PROP and your neighbors in need are especially grateful
for **your support** during this critical time!*