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**SUMMARY KEYWORDS**

food, people, afn, mm, sectors, gotcha, food bank, flint, question, center, deliver, sandra, renee, delivery, mta, disparagement, dialysis, connection, add, system

**SPEAKERS**

Participant 208, Interviewer, Interviewer 2

**Interviewer 2** 00:02

Morning is now on. Cool. So the record is on again, your participation is totally voluntary, Sandra. And you can choose not to answer any question or withdraw from this research at any time. We'll keep the recording confidential within this research team, our research team, and we won't use or share your name or any identifying information in any of the results, any of the research results. However, we know that you're in your office. So be mindful if there's anybody who might be in the space or nearby you and able to hear your comments. So consider that as you're working with us. And as we go through this, when we're finished with the interview, if you have any follow on questions, you have to resist email, please, you know, reach out to her. And your consent is demonstrated by your continued participation in this interview. Do you have any questions about this before we get started before we move forward?

**Participant 208** 01:06

No.

**Interviewer 2** 01:07

Okay, wonderful. Thank you. Alrighty, so here's the first question. How would you describe your role or your experience with a local food system?

**Participant 208** 01:21

Question: When you say local food system, what do you have reference to, um,

**Interviewer 2** 01:26

with local food systems in general, like you live in Flint, you're part of the food system in Flint, um, or even outside of your experience in Flint. So with local food, like in Flint, the system is working in Flint. What experiencing

**Participant 208** 01:41

a system to system to me Renee means. Hold on, hold on. I'm sorry, this issue just a second. Okay. Okay,

**Interviewer 2** 02:00

got this? They'll talk about it in terms of food work.

**Participant 208** 02:20

Okay, when you I guess, a system means something that's uniform. So I have to ask why I was asking. Yeah. I don't know-have a uniform system in place. So I guess that's okay.

**Interviewer 2** 02:39

So let me let me let's go over the, the definitions of the sector's first, and then we'll come back and ask you that question about that. Okay.

**Participant 208** 02:49

Okay. So when we look at the,

**Interviewer 2** 02:53

at the food system, there's five different sectors in the local food system, and the first being production, so growing crops and raising livestock. And in any scale, whether it's small, and it's like in your backyard, or in the community, or if it's a large farm. So those are the producers. That's the first sector. The second sector is here, the processing and packaging. So those who take what's been produced and wash it and pack it, or also make value added products on it for a good example of that is we got this lovely tomatoes and somebody turns them into this amazing sauce, am I adding stuff to it? So that's the process, I think packaging. Then we have a wholesale and resale. So the folks who take those things that have been produced, and they're, they're getting that information they're getting that food out to they're taking all that food in so that they can resell it. So you grew some lettuce, they get the lettuce, you made some salsa, they're gonna get the sauce and so then wholesalers, they're gonna resale. Then we have the retail sector. And those are the folks that are getting the food to the rest of us. They get it to the farmers market. So as consumers, they're getting into the farmers markets, they're getting into the grocery stores. I mean, they're, they're operating those stores, the convenience stores, the restaurants, the caterers, chefs, those folks are all considered retailers and then of course we don't eat everything and not everything is edible. So some things are gonna go fall out of the system for s ways to composters and then sometimes what happens also in this sector caught waste is also the recovery of food rescue and and moving it on to other people. So those are the sectors. So when you go back to the question, do you have any questions about those or any?

**Participant 208** 04:53

No.

**Interviewer 2** 04:55

Okay, so So let's let's come back to when you

**Participant 208** 05:02

Okay, when I first of all, flat does not have a grocery store a large a large grocery store. Right? That's the first thing. So that question is, I mean, we have some we have some mom and pop stores. Right? Right. So in Flint, you do not have a chain chain of any size. Right? Right. be worth it. What are my feelings? About?

**Interviewer 2** 05:39

What? Yes, no, no, no, we're not quite there yet. What we want to know what is you in your role and what you do in Flint around food? How would you describe your role and your experience in the in the forces? How would you describe your role

**Participant 208** 05:56

based on my company?

**Interviewer 2** 05:57

What you do?

**Participant 208** 05:58

I know what you do not what I'm not me personally, no, we're not there yet. Okay.

**Interviewer 2** 06:05

Okay, it's you in your in your job or you in general, you how you see your role and your experience in the food system. And so we're talking about you right now.

**Participant 208** 06:16

Okay, so what are you asking? What are you saying, asking me?

**Interviewer 2** 06:20

What is what is your what work do you do and and flit around food? How would you describe the work you do in Flint around food? So for example, don't worry. Right, you do, what do you do at your place where you're working?

**Participant 208** 06:42

We are a non profit, so we don't do anything for profit. And that's why is that at the sector issues?

**Interviewer 2** 06:50

That though don't know, don't worry about the definition right now. Don't worry about the definitions right now. Just talk describe what you do. They are where you are, as far as food work calls.

**Participant 208** 07:04

We deliver food to people who are in need people who are disabled. Have people who have children, and cannot and don't have food, social services. The two one call, we handle those. And so we make sure that anybody who needs something, he gets it.

**Interviewer 2** 07:33

Okay, great. Great. Great. Is that primarily, do you have any other experiences that you work on in Flint around food besides in that particular program?

**Participant 208** 07:46

Oh, yeah, we also have the help center where people come and pick up, they can also come and pick up food. Okay, on Thursdays they come and pick up.

**Interviewer 2** 07:57

Okay. Okay. Food and having pickups

**Participant 208** 08:02

of full Bart. Okay, great.

**Interviewer 2** 08:05

Great. So when we take a look here, then in terms of these definitions, we'll come back to those the place where you have the most experience, you know, in in the food system where you would place yourself, um, is this place of delivering food and having places for people to pick up food? Would you say that in these sectors that are listed here? Would you say you have expertise in any of these other sectors? Because what you just described was the emergency food sector, right? Which is

**Participant 208** 08:44

getting well, no, no, we don't, that's not an emergency. These are people who can afford it. So I'm having to do an emergency but I think that's a great question. Oh, hold on, Renee. I think that's a great question. Because that's what's perceived from what I'm hearing you that that makes more sense to me. Why people feel that we're not necessarily should be finding that what you just say it people see it as an emergency. It is. This is an ongoing way of life with people. Guys, people, we we distribute peace or access and functional needs. That's what it's called. But we okay. If we refer to them as a offense, and they, as in Frank, but like functional, okay, Africa, and we deliver to them every single week.

**Interviewer 2** 09:47

I got your access function. What was the N stand for Sandra needs? It's okay. I got it. Okay. So,

**Participant 208** 09:57

no, but what you're what you're doing If you highlighted something, and I think that's what people see, which is why I was told by the truth, not Foundation, we don't fund basic needs, because they see it. They see that as an emergency, and it isn't. It's a way of life for these people.

**Interviewer 2** 10:21

Okay. So that's a great,

**Participant 208** 10:23

that's a great question. I'm glad you're asking.

**Interviewer 2** 10:26

Okay. So when we look at these particular sectors are in these that are listed here on the screen? So we've got that we're going to add that concept to combat for you. In these sectors here, are there any that you have, you know, experienced in that you want us to highlight or hone in on as we're doing the model today, out of these five sectors here? Is there any one of those in particular?

**Interviewer 2** 11:02

From an expertise standpoint.

**Participant 208** 11:09

So we don't sell any of that. So wholesale, and retail would be closer to what we would do? Because we don't, we don't feel

**Interviewer 2** 11:20

okay, no. All right, then we're gonna go with the will add the concept that you just gave us. And as we walk through it, you can help us see any connections to these sectors, as we walk through it. So that's perfect. Okay, before we get back into this, because it's probably going a little bit, Chris is gonna do a little refresh around how we actually build this beautiful model.

**Interviewer** 11:49

And so if you remember from last time, he'll basically, last few questions, you'll talk about your experience and perception of what's going on in the system. And I'll be the one, you know, making the connections, but we want to make sure that you, you know, have ownership over it, you know, feel free to jump in and say I wouldn't word it that way, I wouldn't connect it that way, I think you're doing it wrong. So that you know, just sort of correct my work. So it is really your map. And so basically, as we build out, you know, the map of of the food system will draw connections between concepts. Once we've drawn a connection, so like I'm looking at, like what impacts or influences traffic, I might say the number of cars basically decide if it's a positive or negative connection. And that doesn't mean like inherently good or bad. It just means if one, like increases, does the other one also increase? Or does it decrease? So number of cars, if there's more cars, there's also more traffic in the same direction, it'll be a positive connection, public transportation might be more of a negative connection. So if there was more public transportation, or a better public transportation system, there might be less traffic because more people are taking a bus and driving their own cars. So that'll be an orange arrow versus a blue arrow. And my last decision is if it's a weak, medium, or strong relationship, so how influential is one thing on another? So cars to traffic?

**Participant 208** 13:28

[Interviewer], I'm lost. I know what's you're saying, but what does that have to do? What is it connected to? Are you talking about people who need to go and pick up food or purchase food?

**Interviewer** 13:44

This was just an example of the process. We'll talk about like this specific system in a second. This could also be like, flooding, it could be you know, just as an example of what the process is going to be like

**Interviewer 2** 14:00

Just to give you some refresher on how she feels the model. So we can we can, yeah, kind of talk through it as we go to. If that's helpful. Yeah. So the the image here are those the sectors that we talked about, and [Interviewer] is going to add your concept, your AFN concept where you talked about your work, being the delivery of food to people, so AFN access functional needs, and what we're going to want to talk through Sandra is your connection and the work that you do in access functional needs. And how does that connect to? Um, what connections do you see in your work to the other work that folks are doing, for example, you provide food disabled to children and people who do the 211 calls and posts that come To the Help Center, how do you see the connection between and you deliver food through the Help Center? How do you see the connection of that word?

**Participant 208** 15:10

Okay, the Help Center is totally separate. That's a separate division from us. AFN is your delivery. It's where they just come through and pick up.

**Interviewer 2** 15:28

Just pick up. Got it.

**Participant 208** 15:29

That's right. That's right. AFN is delivery, Help Center is pickup.

**Interviewer 2** 15:36

Got it. Okay. Okay. So when we think about those two things that you do, let's talk about the connection of those things to other parts of the food system. So do you see any connections between those two things and the people who are actually producing food? Or between the people who are doing a wholesale or resale for example or?

**Participant 208** 16:03

Wholesale and resale would be it because we purchase from the food bank. We purchase the food from the food bank. Now there is a section that you don't have up there and some of the foods for the health center come from the food bank, but it's financed through the state. Okay. All right, like MDA, like MDHHS. Michigan Department of Health and Human Services, pays for that food.

**Interviewer 2** 16:45

Okay, that you get from the food.

**Participant 208** 16:49

Particularly for the Help Center only. Okay, now on the AFN side, where we deliver, we also purchased from the food bank, but we also are a part of the commodities division, which is the emergency food assistance program for the state. That's food that we don't have to purchase. Okay, so we put that...

**Interviewer 2** 17:19

Okay, so the food bank you buy food from and then you said the second one was the emergency?

**Participant 208** 17:25

No it's called... no, no, no, no.

**Interviewer 2** 17:27

I'm sorry. What was the second one?

**Participant 208** 17:31

Okay. Because I don't want to get it confused. The AFN food is purchased from the food bank. It is also-we also received commodities from the state.

**Interviewer 2** 17:54

Okay and you gave some initials for that state program commodities from the state, which was...?

**Participant 208** 17:59

One is one of them is GCCARD. MVA. under the delivery for AFN. That's gonna be GCCARD. And the food bank.

**Interviewer 2** 18:13

Okay. And the food bank. Gotcha. Okay. Okay.

**Participant 208** 18:17

Under the Help Center, which is... which is the food pickup. Mm hmm. Okay, that's going to be through the food bank, but financed by MDHHS, the Michigan Department of Health and Human Services.

**Interviewer 2** 18:39

Okay. All right. So the food comes from the-

**Participant 208** 18:41

Does that make sense?

**Interviewer 2** 18:42

Uh huh. The food comes from the food bank, but the money that pays for it comes from MDH HS. Okay. Got it. So under pickup, [Interviewer] can you put in parenthesis behind that help center? Food pickups from the Help Center? Great, thank you, that way we'll keep that real clear. Okay.

**Participant 208** 19:06

You want to keep separate. And then you want to show AFN, you need to put AFN.

**Interviewer 2** 19:19

again. Mm hmm. Okay, gotcha. Okay. And primarily from from a wholesale standpoint, that's really driven through like you said, the the food bank and then the commodities that you get from G car. Right. The food itself, okay. Do you have any direct connections with the producers at all, [Participant 208], in terms of the farmer grew it and you get any food directly from farmers?

**Interviewer 2** 19:57

Oh, no. Okay, no. What about people who turn lovely tomatoes into salsa? Do you get anything from folks who process-create products out of food? You don't get anything directly from them either. Okay, alrighty. Alright, so let's just chat a little bit about, any food that comes in. Because we know that when people ship things that they traveled stuff wilts along the way or might have just, you know, whatever, but it wasn't edible. So what do you do with the foods that come in that are not edible things that would be wasted? What do you do with that food?

**Participant 208** 20:40

Call the Food Bank and tell them come back and pick it up.

**Interviewer 2** 20:44

Okay so you give it back to the food bank. Okay,

**Participant 208** 20:49

If I don't give it back to the food bank, if they don't come and pick it up, then I call farmer.

**Interviewer 2** 20:56

You call a farmer, okay. So then you'll have a farmer who composts? Okay.

**Interviewer 2** 21:05

Got it. Okay. So you return food waste to the food bank, or you're going to get it to a farmer.

**Participant 208** 21:10

And that's mostly-and it's not me. Farmers don't want me.

**Interviewer 2** 21:18

No, they don't.

**Participant 208** 21:21

No, they don't want me but they will take the produce.

**Interviewer 2** 21:23

Okay. So you'll get to a composter, who happens to be a farmer. Okay. All right. Great, that's helpful. That helps us see where your where your connections are. Great, so return and then to composters. Alright, so we've got that. Great. Now the question we would have, anything else we should add to that, [Participant 208], because we've got a pretty clear picture of how your work is working, your AFN and your help center work, how you tied it to the funding but also to where the food comes-

**Participant 208** 22:07

Social workers come and they pick up food for their clients from us as well.

**Interviewer 2** 22:15

Okay. Okay. So you, direct, and they're getting an-

**Participant 208** 22:26

That's your AFN. Okay, that's AFN food. Got it. Okay, great. Perfect.

**Participant 208** 22:33

So you have social workers, you have your 211s.

**Interviewer 2** 22:37

Okay. So 211s, say what 211s is.

**Participant 208** 22:42

That's your emergency, when people call the city emergency calls?

**Interviewer 2** 22:45

Okay, it is that, and you deliver, that's still AFN?

**Participant 208** 22:50

We'll deliver to them through AFN or a social worker could also go and pick up from us for them. Okay.

**Interviewer 2** 23:02

All right. Got it. So that's also delivery. And social workers can do that, too. Okay, great. Great, right. Those are good adds. We didn't have any of that in the first map. I don't think, okay, cool beans, anything else that you see that?

**Participant 208** 23:23

You have walkups-I have people who know what we do, and they'll call and they walk up, I mean, they'll walk or drive, but they'll stop, knock on the door, and say, you know, my children are hungry, I heard you give away food.

**Interviewer 2** 23:46

And that's on the health center side.

**Participant 208** 23:49

No, that's on the AFN side. Still on the AFN side.

**Interviewer 2** 23:55

Okay. Okay. So even though it's delivered they just walk up. Okay.

**Participant 208** 24:00

That's right. That's right. See the the help center side is only one day a week. The AFN is Monday through Thursday. We work 10 hour days.

**Interviewer 2** 24:16

So the help center side or drive ups, those are the people that are coming up, coming through, like the line and picking up food.

**Participant 208** 24:24

That's right. Food and water. Okay,

**Interviewer 2** 24:27

Do you take any walk ups on those days or just driving?

**Participant 208** 24:30

No-um, we will, but where we are, we don't get a lot.

**Interviewer 2** 24:36

You don't get a lot of that. Okay, so they're driving up. Okay. Got it.

**Participant 208** 24:40

Most of our people drive it up.

**Interviewer 2** 24:43

Okay. Okay, anything else we should add to that?

**Participant 208** 24:49

I really can't think of anything else. That looks good.

**Interviewer 2** 24:55

So let me ask this question about the what we see there. So we want to get some sense around the impacts of racial inequity on the food system? The question to ask you based upon the work that you do that you've mapped here, are there some ways that racial inequity impacts your participation? You know, this work in the food system, whether is your own work or even in some of these other sectors-

**Participant 208** 25:31

The food we get in Flint is not comparable to the food that we get-that other cities get that's not primarily black or minority. Mm hmm. From the food bank, okay. Also, they do have free trucks, we're not afforded of, we don't get free trucks. We pay for all of our food that we get with the exception of the food on Thursdays, and that's because it's paid for by the state.

**Interviewer 2** 26:10

Okay. So when you say free trucks?

**Participant 208** 26:16

That means that can bring you a 18 Wheeler load it with commodity, okay, with food, and they do give them to other sites. But you don't-they're not? I don't know what their rationale is for how they go about choosing who they want to give a free truck too. Mhmm. And then the food that, nope, however, they do have them. You see what I'm saying?

**Interviewer 2** 26:57

yes,

**Participant 208** 26:58

They do have them but we don't get them.

**Interviewer 2** 27:01

Gotcha

**Participant 208** 27:02

And then, however, that is not the case with GCCARD. GCCARD, everything that we get from them is high quality.

**Interviewer 2** 27:18

Hmm, okay.

**Participant 208** 27:21

It doesn't matter that it's a minority city. Hold on one second, [Interviewer 2]. ...not to go outside. Uh huh. We stopped right here in my door as I was on my phone call. And he stopped me. He said, I told [Name] not to go outside is cold.

**Interviewer 2** 27:50

So [Interviewer[ offer the commodities program at the top we've got a high quality food food quality connector there. Yeah, there you go. Thanks. All right.

**Participant 208** 28:03

Wonderful young man works for us, he had dental work done yesterday and they packed his tooth. And they do a lot of work outside. Mm hmm. So [Name] was trying to tell him not to go outside. Because it's too cold, too cold air in that tooth, he could get really sick.

**Interviewer 2** 28:27

Yeah. Any other inequalities from a racial standpoint that you see in the work?

**Participant 208** 28:34

Of course, there's no stores here in the city of Flint where we could? In other words, [Interviewer 2], let's just say for the sake of saying, let's say that there was a Kroger's here, or let's say that there was a Target here, or a Meijers, you know, one of the larger chains or even a Walmart, here in the city of Flint, we could be the recipients of some of that food. Right, but we're not. And for whatever reason, a big, you know, we're the last little chicken over the fence. Mm hmm. And I say that not in being disparaging, however, Food Bank has been in existence for years, so they've made those relationships. Right, you see what I'm saying? We only came into being because of the water crisis, and so the ethnic, ethnic disparaging part of that is we were an [inaudible] city and we are still experiencing problems with the water even though they don't want to accept that. But what I'm learning is in other cities, Flint was the first one to come up and say we're having problems with water right across the country, and everywhere else that they are have having these problems, [Interviewer 2]. The pipes in the houses have been changed out, they did not change the pipes inside the house here, they change the pipes in the street, how does that affect what we're talking about? And that's why we have the Help Center. The Help Center was designed for them... that's right. And the MDHHS came about because once you've been exposed to lead poisoning, after 28 days, and you've not had blood tests, and you know, they'd been crazy trying to give blood tests for over 100,000 and some odd people, right. So the only way to combat that is through lead mitigating food, right? Mm hmm. That's how MDHHS came in to be. Mm hmm. As far as paying for the food, because of exposure, that so many have gotten from lead poisoning,

**Interviewer 2** 31:17

Lead poisoning. Okay, so that's a wonderful connection.

**Participant 208** 31:22

... prices. So what they have to do is have access to foods high in vitamin C, D, protein is an absolute must, those kinds of things help them, and so that's really how even we got started was with the AFN, because in the process, we found that Flint is a food desert. There's so many people, [Interviewer 2], we feed from my site, if you take an average of three to four people in a household, we feed about 3300 people a week.

**Interviewer 2** 32:12

Okay. Okay.

**Participant 208** 32:14

So if you want to talk about ethnic disparagement? Uh huh. There it is. Okay, what the system did not take into consideration or those people who are not minorities, they're in the same situations. Cause if you don't have high paying jobs, good jobs, grocery stores, and all that, we have the farmers market, and you know, that people go to, but you still gotta have the money to buy the food. So even though for my site from the Help Center, I would have to say 65% of those who come through my site are not black or not minorities.

**Interviewer 2** 33:02

Okay, from the Help Center.

**Participant 208** 33:05

From the Help Center, the drive throughs 65% of them are not minorities. Okay. Mm hmm. Okay. Okay. Now, my deliveries are about 50/50.

**Interviewer 2** 33:23

About 50/50, AFN.

**Participant 208** 33:26

Okay, exactly. And, [Interviewer 2], I don't know if this is the right spot to put this in, [Interviewer], or not. However the issue has to do with people make the assumption. And so if you are poor and white, they treat you just as bad as if you are black. So we talk about the racial prejudice that exists, but we don't talk about the social prejudice isms. That exist. Does that make sense what I'm saying?

**Interviewer 2** 34:03

Yes, absolutely.

**Participant 208** 34:04

We talk about ethnic disparagement, but I see so many of the whites who come through and the children need clothing and everything else. So it's what we're dealing with in this day and time.

**Participant 208** 34:22

I gotcha.

**Participant 208** 34:24

Does that make sense-

**Participant 208** 34:25

So from an ethnic disparagement perspective, where we're located, here, where we're located, is deprived. No grocery stores. Over in this northeast part of Flint. But it's a mixed over on the, on the west side of the north side is is primarily black, on the east side where I am it's a mixture. You see what I'm saying? Yes. Mm hmm. It's a mixture. Because so there's nothing here for this side of Flint, right behind our church, you have the Flint housing and right behind that you've got section eight, but behind that you got homeowners who are white. Do you see what I'm saying?

**Interviewer 2** 34:25

Absolutely.

**Interviewer 2** 35:28

Gotcha. Gotcha. Yes.

**Participant 208** 35:31

So from my perspective, Mm hmm. I would have to say, because Flint is a minority city and because you have poor whites in the city, I'm not seeing people want to bring the money in the outer part. They don't have a problem bringing it downtown. You understand? But they're not hitting the communities.

**Interviewer 2** 36:02

Gotcha. Okay.

**Participant 208** 36:05

So that's why I am in doing what I do. Okay. It's because the need-okay, so wait, if I stopped getting funding tomorrow, it would be about 12 people put out of jobs. Mm hmm. Gotcha. If I stopped doing what I'm doing, there would be about 3300 people a week who don't receive food. Now, because food bank, remember, they don't deliver. You see what I'm saying? Now GCCARD card has certain programs where they do food bank does, I think you'd have to talk to [Name] about that. I think they have programs and so forth for children. You know what I mean? I'm talking about the family as a whole.

**Interviewer 2** 37:07

Gotcha. As a family. Okay.

**Participant 208** 37:10

Okay. So we're the only ones in the city that do what we do.

**Interviewer 2** 37:17

Okay. Got it.

**Participant 208** 37:20

You know, emergency.

**Interviewer 2** 37:25

Yeah. Different. Yes. You clarified that today.

**Participant 208** 37:30

It was good that you said it. Because I believe that's how so many people see it. They see it as an emergency. They don't see it as what it is for every day. Gotcha. Okay. And they don't realize that we're delivering every day to the same people. Gotcha. Yeah, I mean, every week.

**Interviewer 2** 37:54

So that 3300 you're talking about is this every week?

**Participant 208** 38:00

Yes, ma'am. And not-and the nice thing about it, though is if those people get on my feet, they'll call us and say we don't need our boxes anymore. Okay, but if I have one that calls, that said we don't need it anymore, I've got three that will call and say can you add me to your list? Gotcha. Okay, okay, you the forgotten-I'm gonna tell you who the forgotten are: your seniors and your disabled (and they don't perceive people on dialysis as disabled). See, because you can go and get treatment. And supposedly, people on dialysis are still functioning human beings. You see, if you go to dialysis today, this morning? You really tow up for the rest of the day. And so those people are forgotten. The people who are cancer patients that have to go and take chemotherapy.

**Interviewer 2** 39:17

Mm hmm.

**Participant 208** 39:18

Those are our disabled. Mm hmm. So you tell me out of the list that I'm giving you, how can some of those people go to the grocery store, buy what they need? Okay, let's say that our church got a free truck from the food bank. But that person can't come and pick it up.

**Interviewer 2** 39:44

And you got to deliver it. Right.

**Participant 208** 39:46

You see, so those to me, would you look at ethnic disparagement, that's what I'm looking at. Because many of us have diabetes, heart trouble, which leads into kidney failure. Gotcha. So there's your ethnic disparagement right there. Gotcha.

**Interviewer 2** 40:06

Yeah. Between that and the folks that just don't get disabled. Okay. Mm hmm.

**Participant 208** 40:14

Disabled are not always seniors either, because many times we might have someone called and said, Well, you came, because I see your knock right on my door, but I'm on a walker. And so I couldn't get to the door in time. So we'll try to keep the double back to them that day, or try to get them the next morning just depends. And so I'm saying the disabled population, in my opinion, is neglected. Every program that you see is not for the disabled. It is not for seniors. And I'm a senior, [Interviewer 2], but I'm a rare senior, where I'm functioning at 74, getting up moving around, don't need a cane, don't need a walker, don't have high blood pressure, don't have diabetes, don't have kidney failure, don't have-you know what I'm saying? I'm in the minority. Yeah. But my [family member], who is eight years younger than me, she's on dialysis. Three days a week.

**Interviewer 2** 41:28

Oh, big difference. You see what I'm saying, baby?

**Participant 208** 41:35

And her dialysis came from her being a diabetic. Okay. That's a disease that's prominent in the black community

**Interviewer 2** 41:46

Black community. Okay, chronic diseases. Mm hmm. Yeah, we got it.

**Participant 208** 41:50

Yeah diabetes is is at the top of the list for us. Mm hmm. And from that, it can lead to kidney failure. And so I'm saying and our senior population, those who have transportation and so far, they do but they don't want us to come. So when we go to senior places, they're happy to see and know that we're consistent. Mm hmm. When you talk about ethnic disparagement, to me, that's it? Does that make sense?

**Interviewer 2** 42:31

Absolutely. Yeah, absolutely. Got it. That's great. And you already picked up the Flint water crisis. Anything you would add around COVID before we move on to our last?

**Participant 208** 42:48

COVID has plagued our city but because we are a vaccination shot center, I have been very fortunate with the help center as they drive through every single Thursday, we ask them, have they been vaccinated? Okay. But those who have not, we give little extra gifts and stuff like that. Did I see-we never closed our doors, [Interviewer 2], you need to write this down, not one day. Not one day, because we knew if we did, we knew that there would be so many people who did not get food. We were very fortunate. We took very strong health precautions. Okay. It was mandatory that you got vaccinated to work here. Not because I was afraid that I was going to get it. But I was afraid that you were going to get it from the people you're delivering to. Okay. So that was my way of protecting our people. And then we we were receiving calls from people who said, I've got COVID I can't go to the grocery store. I can't go buy food. Okay. My [family member] was coming to help me, now he has got it. Okay. My [person] has it. So we were delivering to people who had told COVID so of course, you know, my rules had to change.

**Interviewer 2** 44:29

Right? Right. Right.

**Participant 208** 44:31

And those rules were, we will call you when we're outside of your house, and we will knock on your door. We must we must see you either in the door or the window. Yeah, we'll leave your box on the front steps but nobody ever stopped to think about all of these people that could not go to the grocery store, which is why this stuff continued to spread because these people needed to have food.

**Interviewer 2** 45:01

Right.

**Participant 208** 45:03

And a lot of them-this girl was gone to the grocery store that had and the lady told me she said, Well, I heard about you. But I had been sending my son. And I'm like, But didn't you tell me he had COVID? Yes ma'am, but we needed to eat. So I think that that's a good place something you should write, the reason I'm suggesting it, [Interviewer 2], is because-look at me-it ain't over.

**Interviewer 2** 45:34

No it's not. It ain't over. It's not over.

**Participant 208** 45:37

You know what I'm saying? And if it it's going to be something else.

**Interviewer 2** 45:47

Thank you for all of that. When you look at this, and this is all bridged right out of your work with your access, you know, functional delivery, and with your help center work, when you look at this, and you consider this, what changes would you make to improve this current system that you just described? What changes would you see making?

**Participant 208** 46:23

First of all, what the first change I would make, is to stop looking at us as an emergency food assistance, because we're not. That's the first change. The second change that I would make, is, I think all of the food should be free to these people. I don't feel that our center should have to buy food.

**Participant 208** 46:54

The problem is not going to go away, [Interviewer 2] it's going to get worse. Because if I have to make a choice to buy gas, or buy food, I need the gas to go to work. I need the gas to go to the doctor. I need the gas to get my grandchild to school. So, and you say well, but you need the food in order to feel good to be able to get the gas. That's my point. But if I've got limited dollars, I'm gonna buy the gas. Because if I don't have the gas, I can't even get to the grocery store.

**Interviewer 2** 47:37

Right.

**Participant 208** 47:39

So I'm not- and don't misunderstand me, I'm not advocating being in the system and on the system. I'm a child born right at the end of World War Two, and going to school during the Korean War. So I'm not an advocate of having a lot of social services. That's not what I'm talking about. We ask specific questions before we put you on the list. I'm not going to put somebody on the list and they're getting $200 or $300 in food stamps. And so you're gonna take my food, because you want to go sell your food stamps, because you need the money to buy the gas. I'm sorry, but that's the way it is. Imma sell my food stamps because I got to go to the doctor, or I'm selling my food stamps because I need my medication. See, nobody stops to think about this stuff. The first- they say, well they on the system, they need a job, they need to work. But I agree with all of that. But then you're still gonna have that fraction that that does not apply to. So what is happening is I've picked up the slack for those that have fallen through the cracks. Okay, am I making sense?

**Interviewer 2** 49:13

Absolutely perfect sense. Got it? Yes. Absolutely. What else would you change? So you would you would you wouldn't change being classified as part of the emergency food sector. You would have programs for AFN that it would the food you get would be free. Is there anything else that you would change?

**Participant 208** 49:36

There should be transportation available for us. Because the Metropolitan Transit Authority, MTA. comes and picks up our workers. I want to add that to your chart, [Interviewer] and that's how we deliver. So who's paying for that driver? Who's paying for the repairs on that truck, paying for the truck itself? So, what's happened is, we are having to try to find a way for MTA to be paid. And when we started out, whenever we started out with about 27 people that we were delivering to, we can actually use three trucks. So MTA increased us from one truck to two trucks. And during the pandemic, they gave us three trucks, but then they're having a hard time finding drivers.

**Interviewer 2** 50:47

So Sandra, let me clarify a couple quick things out of what you said. So how the food is trans transported, delivered delivery using is using MTA you use today as your as your as your service provider for deliveries, but you use them through MTA, and then you you pay MTA is that what happened?

**Participant 208** 51:09

No, no, no MTA then. We're- they're wanting us to now. Let me just put it like that. But initially, they were getting their money's from rides to groceries. Because of the water crisis.

**Interviewer 2** 51:28

Okay, got it.

**Participant 208** 51:32

The ride to groceries. It's gonna to be in effect.

**Interviewer 2** 51:39

Got it. Okay, now I got it.

**Participant 208** 51:44

Now we're having to go to the Community Foundation and see if there's money there. That can pay for the truck. Pay MTA. Now, is that something that I would want to take on? We could, but I can't afford an Eldorado truck. Three trucks. That would mean that I would need to hire three people. You see what I'm saying?

**Interviewer 2** 52:21

Right. So MTA is your service provider right now. and I are providing it through a water crisis based program. So there's an absolute ta delivery and the water crisis. So yeah, so there, you're there. You're there. Your service there your transportation provider right now. Okay. Got it. Okay. Okay, so another another element in your piece was just vehicles, you know, delivery vehicles is where right so more vehicle delivery vehicles.

**Participant 208** 53:02

Exactly. I loved- [Interviewer] will you get through with your map girl, I'm telling you.

**Interviewer 2** 53:13

Because all that was in your beautiful brain that's why.

**Participant 208** 53:19

This brain is tired, girl.

**Interviewer 2** 53:21

Yeah, but it's still beautiful. Thank you for all you doing.

**Participant 208** 53:26

Nobodies- they don't stop to think about us housing this food. They don't think about the inventory management control that we must have. They don't think about the fact that we must have a menu that is a complete menu that's made up of dairy, protein, you know what I'm saying? Those kinds of things. We don't just randomly put food in a box. And then we have to have a place where the food can be inventoried properly. Right where it can be stored properly. Where it can be handled properly. You see what I'm saying? We have to make sure that we have proper gloves, proper clothing on. All of the supplies. Girl, listen, do you know to buy one box? One box costs 69 cents. If you feeding 3300 people a week. I started 300- well I believe it's only like 965-1000 boxes. But multiply that times four. So what we do is we try to partner with Sam's and the Krogers, but none of those, remember, are in the city. So we have to go outside of the city to pick them up, and nobody stops to think about the gasoline that you have to use to go pick it up.

**Interviewer 2** 55:16

Okay, so you got partnerships, okay?

**Participant 208** 55:19

Yeah, you must have. If you don't have partnerships, you're not gonna make it. You're not gonna make it. But inventory management is so key, social skills are key, because you have a line, and people have to work together on that line to get those boxes filled. So when the MTA comes back, you see what I'm saying? All you have to do then is everyone comes together and put the boxes on on the truck.

**Interviewer 2** 55:57

Put the boxes on the trucks. Got it.

**Participant 208** 56:00

Absolutely.

**Interviewer 2** 56:01

Wow. That's, there's a lot there. And so, you know, as we bring it in, you listed a number of things from the change standpoint, I think we got those in terms of not looking at AFN as emergency sector, the free food, as well, as you talked about the delivery vehicles, as well as other elements that allow you to operate all the operational function things like storage.

**Participant 208** 56:37

So yes, if you've got to have you have to have a cooler. Cooler, refrigerator that's large enough to accommodate your dairy, you got to have a freezer, large enough to accommodate frozen foods.

**Interviewer 2** 56:52

So you're saying all of those are considerations when you think about this?

**Participant 208** 56:57

Yes. It's not like you just wake up one morning and say I'm gonna feed somebody.

**Interviewer 2** 57:02

That- Exactly. Okay. Okay. Okay. Well, have we forgotten to ask you anything?

**Participant 208** 57:09

I don't know. I think even in our last interview, I think we covered you know, quite a bit. The only thing that- if I was going to add anything, [Interviewer 2], I would say, Please don't forget the laws. Please don't look at them as basic needs. Because without basic needs, they'll never become functioning people. And you're gonna end- and the Bible says, the poor. Listen to what the Bible says, will be with us. always. I feel that there should always be a budget for the poor. There should always be a budget for the poor. That's how Catholic Charities is so strong, they're charitable, they try to look at the whole need. Do you need toothbrushes? Do you need deodorant? Do you need a comb to comb your hair? You know what I'm saying? And so we're talking about food, but we put special needs in people's boxes. We put Lysol wipes, deodorant, soap, toilet paper, if we have it, toothpaste, toothbrushes, anything that we owe, and our seniors and our sick and shut in. We have pads, special padding for them, all those kinds of things. And a lot of that we get in working with [organization]. As you can see, I'm a big proponent of partnership. I just believe that no man is an island. That phrase was coined years ago, but it's the truth.

**Participant 208** 59:20

I'm saying, You [Interviewer 2]. The old saying and you've heard it before, right? I can feed you every day. Or I can take you to the river and teach you how to fish. And you can eat every day. What do you mean by that, [Participant 208]? You want me to get a job? I can't even take a test because I can't think cuz I'm hungry. Right? Mm hmm. Can I change? My child sitting in church in school and acting up? Because I didn't have dinner last night? Yes, I know you don't give them breakfast. in the morning, but it's a quickie Virtus you're not feeding them eggs and bacon and toast and a glass of milk. You say? Am I making sense? Oh, totally. I mean, absolutely, totally. So we want to put, we want to make sure that all of these programs are available for for the future. But I'm hungry. And you want me to play basketball, you want me to learn how to read. You want me to not act up in class, you want me to just be that good child. But then you don't know that when I was home yesterday, after I left school, I got hungry, why I'm a child. And so we have a lot of Disabled Parents, grandparents, that's raising their grandchildren. So in our AFN delivery, you're going to find a lot of the grandparents have at least two children that they're raising.

**Interviewer 2** 1:01:12

Gotcha. So we got hungry kids.

**Participant 208** 1:01:14

that daughter is out in the street. Or that son, or grandson is in prison. So these are the things that you talk about ethnic disparaging. Yeah, man. Those are the kinds of things that we have to go deeper. Dig deeper, and look at why is this family hungry? Why does Mother Jones and them need to exist?

**Interviewer 2** 1:01:47

Mm hmm. Got it?

**Participant 208** 1:01:51

Because if I don't exist, that girl is gonna hook up with some job that she thinks is gonna take care of her. Mm hmm. This way her children affair. She go hook up with Joe, she on our own. Makes sense.

**Interviewer 2** 1:02:09

Absolutely. Absolutely. Thank you so much. Every time every time we talk to you, it's just an absolute blessing. So we appreciate it. We got it. Both in the map in our notes and our recording, which we'll use to capture anything that we need to go back to. Again, we just thank you for the time if anything else comes up that you feel that you want to share. You've got Chris's email, you know how to reach out to us. Okay, we'll have anything else, you're gonna get a survey. So either you want to drop the link here or email it to you can do that as well.

**Participant 208** 1:02:50

Yeah, I've read that email. That way I see it. You know, but here's the thing I would suggest to you is when you do the interview with others, ask them what do they do about the sick and shut in? Mm hmm.

**Interviewer 2** 1:03:09

Okay. Make that

**Participant 208** 1:03:11

a part of your because what it'll do, Renee. It'll help to give what you're doing

**Interviewer 2** 1:03:18

validity to sick and shut in. Okay. Thank you for adding that. All right. Well, thank you, dear. We definitely we will be drawing some mail. She works. It's all it's all you. It is. It is it is all right. Yes. Renee, thank you. Yes, yes, yes.

**Participant 208** 1:03:44

I'll give you you know about, you know, to share 10 Detroit.

**Interviewer 2** 1:03:49

Uh huh.

**Participant 208** 1:03:51

You know, you know, Bishop Bruce here it is now. I presiding bishop.

**Interviewer 2** 1:03:56

I'm gonna I'm gonna be blunt on Thursday. I'll give you a bucks.

**Participant 208** 1:04:03

Give me a buzz. I will. Thank you, dear. Thank you. Thank you. Alright, bye bye.

**Interviewer** 1:04:15

All right.

**Interviewer 2** 1:04:18

So we'll bounce back in right