

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

Chief Neighbor Experience Officer (CXO)

757-201-6290

rrokey@foodbankonline.org

- Oversees Partner Agencies Services & Neighbor Wellness Support Departments
 - Healthy Pantry Initiative
 - School Backpack Program
 - Mobile Markets
 - Neighborhood Food Hubs
- Statistics & Segmentation



BETH BROOKER

Director of Partner Agency Services

757-644-5903

bbrooker@foodbankonline.org

- Oversees Partner Agency network and programs
- Build and nurture community partnerships
- Supports and advocates for partner agencies
- Feedback for the Foodbank and general questions



BRYAN ARMOCK

Regional Partner Agency Manager

Eastern Shore, Norfolk, Western Tidewater

757- 269-9557

barmock@foodbankonline.org

- New Agency Onboardings
- Helps with AE3 orders
- Let him know if you have product ideas
- Send pantry point of contact and shopper changes
- Need to increase your credit limit?
- Feedback for the Foodbank and general questions



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VACANT

Regional Partner Agency Manager
Chesapeake, Portsmouth, Virginia Beach

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- Helps with AE3 orders
- Let him know if you have product ideas
- Send pantry point of contact and shopper changes
- Need to increase your credit limit?
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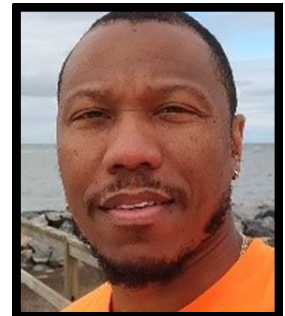
DONT'A SELDEN

Federal Programs & Compliance Manager

757-822-0564

dselden@foodbankonline.org

- Oversees USDA TEFAP & CSFP programs
- Am I in compliance with state and federal guidelines?
- Conducts Civil Rights and/or Program Overview training(s).
- Conducts inspections or TEFAP Site Reviews
- Manages Food Safety test and certificates
- Manages Monthly Reports
- Service Insights Guru – have questions, ask me!



DANA CARHART

Federal Programs & Compliance Coordinator

757-201-6284

dcarhart@foodbankonline.org

- Oversees USDA CSFP Program
- Conducts Agency inspections or TEFAP Site Reviews
- Monitors & tracks monthly reporting
- Conducts USDA Civil Rights training
- Monitors compliance for Mobile Pantries run by agencies
- Assists with SIMC onboard training



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BRIDGETTE BELL

Partner Support Coordinator

757-644-5860

bbell@foodbankonline.org

- Supports Marketplace operations
- Assists with Monthly Reports
- Visits agency distributions
- Assists with SIMC onboardings and questions



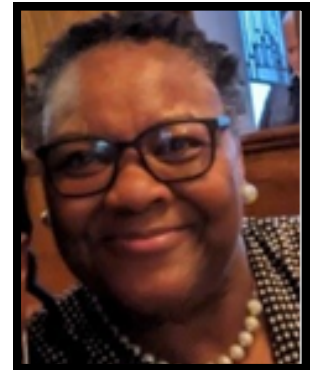
JOANN ROSS

Partner Agency Support 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
- Assists with SIMC Agency trainings/onboardings
- Questions about statistics



DALE PARSON

Marketplace Assistant

dparson@foodbankonline.org

- Provides assistance in the Marketplace with order pickups and shopping



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



Foodbank of Southeastern Virginia and the Eastern Shore

COMMUNICATIONS DEPARTMENT

Mallory Reckling, Director of Development & Marketing
757-314-4575 | mreckling@foodbankonline.org

- Have stories to share about your agency

EASTERN SHORE BRANCH

24530 Coastal Blvd, Tasley, VA 23441 | 757-787-2557
Colleen Brennan, ES Branch Manager
cbrennan@foodbankonline.org

FINANCE DEPARTMENT

Tony Crudup, Account Manager
757-314-4570 | tcrudup@foodbankonline.org

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

PRODUCT SOURCING DEPARTMENT

Leonna Benson, Retail Rescue Program Manager
757-314-4573 | lbenson@foodbankonline.org

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

SERVICE INSIGHTS ON MEALCONNECT (SIMC)

Audrey Lamont, Director of Data Intelligence
757-644-5414 | alamont@foodbankonline.org
Emily Settlemyre, Data Analyst
757-201-6286 | esettlemyre@foodbankonline.org

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