

What is the Phoenix Food Hub?



The **Phoenix Food Hub** is a collaborative project spearheaded by **Greater Lynn Senior Services (GLSS)** as part of the **Lynn Food Policy Council**. It involves many organizations across the region and brings together as many nutrition-related supports as possible. The Phoenix Food Hub **serves people of all ages with nutrition needs in and around the Lynn area**. The Phoenix Food Hub is a one-stop shop where individuals and families at risk of nutrition insufficiency can access a variety of resources to help them better manage their overall health and well-being.

This innovative Food Hub model is designed to address both the immediate needs that might bring people into the food pantry part of the Hub, for example, and providing them, while they are on-site, with a range of other nutrition and related services which may be required to truly eliminate nutrition deficiencies.



Greater Lynn Senior Services

8 Silsbee Street • Lynn, MA 01901 • (781) 599-0110 • www.glss.net

How did the idea for the Phoenix Food Hub come about?

There were really two currents intersecting in ways that made a Food Hub for Lynn seem like an excellent solution to a critical community need. First, GLSS has always been aware of food insecurity needs relative to its own consumers and has operated Meals on Wheels and congregate meal sites throughout its catchment area for many years. The pandemic, of course, intensely exacerbated this issue. Discussions with the Lynn Food Policy Council (formerly the Lynn Food Security Task Force) made clear that together—as many organizations collaborating—we could strengthen our capacities to effectively reach more at-risk individuals and deliver more comprehensive nutrition supports.

At the same time, GLSS was considering how it was going to re-purpose the very large first floor space in its 8 Silsbee Street office that had previously housed the Lynn Senior Center. Using that space to support a different kind of Center—one that focused on the nutrition needs of all Lynn residents—resonated as an excellent solution both within GLSS as well as with the Lynn Food Policy Council. Having a space large enough to provide food distribution; screening, education and counseling; other vital nutrition supports; as well as wrap-around services—all delivered as a result of great partnering across multiple organizations—is an exciting solution to a hugely important problem.



Construction, November 2022

What agencies are involved in the Phoenix Food Hub?

GLSS is the lead agency responsible for operating the space, managing the infrastructure, and making sure the programs are running well on a day-to-day basis. GLSS is working closely with the Lynn Food Policy Council to help ensure all is going according to plan; that the various partners are able to effectively offer their programs to their constituents; and that together we are reaching our goal of eliminating food insecurity and improving health outcomes for as many people as possible. It is the collaborative and comprehensive nature of the Phoenix Food Hub that both distinguishes it as a pioneering effort and that ensures its success.

Lynn Food Policy Council Members

City of Lynn • Catholic Charities • Greater Lynn Senior Services • LEO
Lynn Community Health Center • Lynn Grows • Lynn Public Schools • Lynn Salvation Army
Mutual Aid Lynn/Creative Collective • My Brother's Table • New American Center
New Lynn Coalition • The Food Project • UMass Extension Nutrition Education Program • YMCA

Subcommittee Members

Mass General Brigham Salem Hospital • Project Bread

- Norris Guscott is the Public Health Coordinator & Chair of the Food Policy Council, for the City of Lynn.
- Catholic Charities operates a food pantry adjacent to the Phoenix Food Hub program space.

Phoenix Food Hub Consumer Services

- A state-of-the-art teaching kitchen offering healthy cooking classes
- Food distribution events including monthly Brown Bag events and indoor winter farmer's markets
- Delivery of meals to younger adults who are ineligible for the elder services Home Delivered Meals program but who are at risk of nutrition insufficiency
- Nutrition screening, counseling and education (1:1 and workshops), and tracking of appropriate clinical indicators
- Counseling through the *Food and Thought* program to help consumers identify—and benefit from—the key connections between nutrition/diet and mood
- A printable, centralized digital nutrition resource inventory
- Supports for getting to markets, reading labels, planning menus, managing dietary requirements
- SNAP, HIP, WIC, and other nutrition-related benefits counseling
- Wrap-around service supports including counseling related to mobility, stress management, financial management, and more



In addition to these programs and services, consumers have access to an adjacent, on-site food pantry funded and operated by Catholic Charities.

Phoenix Food Hub data systems capture both social determinant of health indicators as well as clinical indicators, correlating these appropriately, and clearly identifying how Phoenix Food Hub and its programs are improving overall community health and lowering health care costs.

Referrals to the Nutrition Counseling Program

Phoenix Food Hub welcomes referrals from other local agencies whose consumers would benefit from not only nutrition counseling but also other supports related to the social determinants of health.

- To initiate a referral, please visit www.phoenixfoodhub.org/For-Providers and fill out the online **Referral Form**.
- A Phoenix Patient Navigator will receive your form request and will facilitate your referral.
- A Phoenix nurse and nutritionist will assess, counsel, and monitor consumers referred to the Phoenix Food Hub.
- Community Health Worker(s) will assist consumers in effectively accessing and preparing healthy foods as well as managing special diets.
- Referred consumers are eligible for: classes/workshops on healthy eating and food prep; food distribution; and access to other wraparound supports (mobility counseling, stress management counseling, etc.).



Funding for Phoenix Food Hub

Phoenix Food Hub is funded by:

Alfred E. Chase Charity Foundation, Bank of America, N.A., Trustee; Beverly & Addison Gilbert Hospitals; City of Lynn and the U.S. Treasury through ARPA; City of Lynn Community Development Block Grant program funded through the Department of Housing and Urban Development; Mass General Brigham; Massachusetts Office of Elder Affairs through ARPA; Point32Health Foundation; and the U.S. Department of Agriculture.

In addition, Phoenix Food Hub has received many donations from private individuals and organizations.

GLSS and the Lynn Food Policy Council will continue to seek funding to ensure Phoenix Food Hub can develop and maintain critical communications and database infrastructures (to demonstrate program impact), ensure appropriate staffing to fully deliver programs that meet the needs of all residents, and maintain the facility as well as secure necessary equipment (e.g., freezers, mobile refrigerated vans, stove, etc.).

GLSS is an equal opportunity employer.



Contact

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Web:

www.phoenixfoodhub.org

Facebook:

www.facebook.com/PhoenixFoodHubLynn/

Events

Phoenix Food Hub welcomes other organizations to host their events in our 1st floor space.

For inquiries, please send an email to phoenix@glss.net and include *Attn: Marilyn Long* in the subject line.