

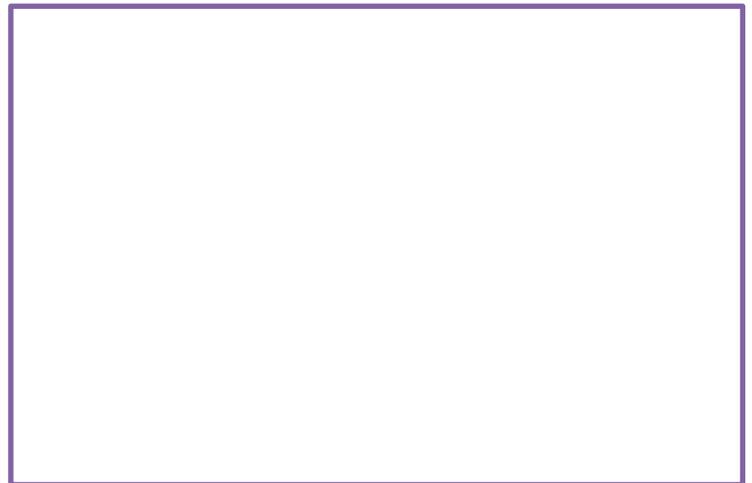


The Communications Director will need to immediately update the website/social media and work with the local volunteers to let people know as soon as possible. This could be challenging since not all clients have access to technology and you do not know who was planning on coming. Additionally, this food will have to all be put away in the warehouse.



This means that the Food Acquisition Program Manager will need to communicate this issue with the donor without offending them. This also means the volunteer group that was supposed to work on it, no longer can and the volunteer center will need to shift to another project.

Most of the Food Bank staff has the capability to work offsite, but the warehouse and distribution staff needs access to the Food Banks' systems to complete their work. This outage will create a delay in orders being pulled and processed which could delay deliveries and pickups.



A mobile pantry is cancelled at the last minute.  
Remove 1 Blue piece and 1 Purple piece.

The internet goes down building wide.  
Choose 1 to remove from Green, Blue, Yellow, or Red. Remove 1 of the Purple pieces as well.

Donor tells you they have a truck full of good produce, but it is all unusable when it arrives.  
Remove 1 Green piece and 1 Yellow piece.

Some people like the food purchaser and the philanthropy team would be able to work remotely and still do most of their job, but the warehouse staff, the volunteer center coordinator and the volunteers would not be able to work outside of the building. This would cause scheduled deliveries and pickups to be pushed back.

The Food Bank will need to communicate with the agencies that received the product about the recall and insure no client receives it. They need to take this item off of orders that have not been pulled as well as the ones that have already been pulled. This may mean agencies change orders to replace the recalled item as well.

The Food Bank will need more money to come through. The already taxed philanthropy team will need to make sure they are bringing in as much money as they can from events, grants, and donors. It also may include limiting funds to other areas such as supply orders and purchasing which would affect the overall operation.

It will be time consuming to receive and go over 3 different bids from companies. The Food Bank will need to continue using the unreliable service during this process.

This person's employment will need to be terminated. The Food Bank will need to coordinate with local law enforcement on this issue as well as communicating with staff, partner agencies, donors, and the media.

The Food Bank will need to work hard to find more money. This would include reaching out to previous and new donors, looking for any grants that can offset this large cost as well as capitalizing on fundraising events.

The agency will be suspended until they are able to make their payments. This will limit their access to food, ultimately affecting the clients they serve. The food bank has missed out on a potentially significant amount of money and will have to take the time to develop new processes to avoid future errors.

The volunteer group will probably not get through nearly as much as planned. This means there may be other projects that will not be completed and pushed back for other groups to work on.

A recall notice is sent out for a food item that has already been distributed.

Remove 1 **Blue** piece as well as 1 **Purple** piece.

The warehouse has a small electrical fire which forces the whole building to evacuate for a couple hours.

Remove 1 piece for each color.

The outsourced IT services are not meeting the office's needs. Procedure requires bids from 3 companies.

Remove 1 **Red** piece.

There is a large payment due in one month. Currently, there are not available funds to make this payment.

Remove 1 **Red** piece.

You are fundraising for a \$7,000,000 warehouse remodel. At the end of the remodel, your fundraising has fallen \$1,400,000 short of goals.

Remove 2 **Red** pieces.

It is found out that an accountant has been embezzling funds.

Remove 2 **Red** pieces.

A volunteer shift is planned for 20 volunteers, but only 6 show up.

Remove 1 **Yellow** piece.

An agency's payments have not been going through for months and no one notices.

Remove 1 **Red** piece.

Since it is a project that requires specialized skills and training, not just anyone can fill in. Finding another person at the last minute may be difficult and will eat up the time of the Volunteer Program Manager. If it is a volunteer center project they may need to shift to something else.

Since the shift was planned for less people this may mean that the volunteer center needs to be reset for that number. It also means that the group will most likely complete more than planned and will need to work on another unplanned task.

Whatever their task was will now not be completed and will have to be pushed back. Thankfully since it was due to bad weather it was not a surprise cancellation.

The task they were going to work on will not get completed. It will become a task that goes to another volunteer shift now. Since there was no warning all of the prep work for the shift will have to be undone.

The Food Bank will most likely not be able to take part in this event. They will have to politely decline and try not to offend the corporate partner.

The Food Bank may see the amount of donations decrease as a result. The Food Bank will need to address this article and its concerns with donors and the public.

This means none of the agencies have access to order food. The warehouse does not have access to fill orders and clients do not have access to the list of pantries near them. This will delay orders and may prevent people from seeking help.

The event will probably not bring in much money to the Food Bank. The low attendance may give the donors who did show up a bad impression of the Food Bank as well.

A volunteer shift is planned for a group of 17 volunteers and they show up with 10 extra volunteers.

Remove 1 **Yellow** piece.

A volunteer for a project that requires specialized skills woke up sick and can no longer come in that morning.

Remove 1 **Yellow** piece.

A large group of volunteers cancels their shift without letting anyone at the Food Bank know.

Remove 2 **Yellow** pieces.

A large group of volunteers cancels their volunteer shift due to winter weather.

Remove 1 **Yellow** piece.

An inaccurate media piece claims people who are food insecure are not truly in need.

Remove 1 **Blue** piece.

A corporate partner calls the Food Bank about an opportunity to collaborate on an event that is in 2 days.

Remove 1 **Blue** piece.

Not enough advertisement is done for a fundraising event and not very many people show up.

Remove 1 **Blue** piece.

The Food Banks's website goes down overall.

Remove 2 **Blue** pieces.

If that money always went to a specific program then you must now scramble to find money. If you do not find money then you may have to cancel a program or take money from another program. This will then hurt that program.

This will have a number of effects. The warehouse may need to shift plans since the arrival date is later. This food may not be distributed as soon as it is needed as well. This could be an issue for the agencies the Food Bank serves.

This food is no longer food safe, so you must reject the donation and dispose of it. You also must communicate this concern with the retail donor without offending them or discouraging them from donating in the future.

This food is no longer food safe, so you must reject the donation and dispose of it. You also must communicate this to the retail donor without offending them or discouraging them from donating in the future.

You must first try to organize the warehouse to make space, look for outside storage space, coordinate pickup/delivery, and/or reach out to other food banks to see if they can take it. If none of this works then you must carefully explain why you cannot accept it and ensure you are not offending them.

The Food Bank must pay for however much of this product they do not distribute. They must get creative in promoting the use of these food items as well. Some examples of these are cranberries or dry pinto beans.

You must first determine if you can accept real estate. Then you will need to decide if the management and selling of the property is something you have the time and ability to undertake.

You may be unable to direct this money in that specific way. You must discuss with them what other options they have without offending them.

Purchaser accidentally puts in the wrong date and doesn't realize until it's too late, so the food delivery comes in later than planned.

Remove 1 Green piece.

A donor who gives a significant yearly donation decides to no longer give to the Food Bank.

Remove 1 Green piece.

A Retail donor forgets to put food in the fridge that will spoil.

Remove 1 Green piece.

A Retail donor freezes food that cannot be used after being frozen.

Remove 1 Green piece.

The USDA offers a large quantity of a food item that is not very popular.

Remove 1 Green piece.

A company that you have a strong relationship with offers an extremely large donation that is far beyond the warehouse capacity.

Remove 1 Green piece.

A donor offers a financial gift that is restricted to youth in a specific county.

Remove 1 Green piece.

A donor offers real estate as a gift to the Food Bank and you are not sure if you can accept it.

Remove 1 Green piece.

The Trucks must now be rescheduled. Since there are only so many spots open for this, these deliveries will need to be balanced with previously scheduled deliveries happening on the same days.

The Food must stay at refrigerated temperatures or it is no longer safe for consumption. This means the truck will need to stop and immediately be worked on. The route will either be delayed or cancelled altogether.

Some communities will see an increase in the amount of clients they serve. The Food Bank will need to communicate with agencies to work on getting extra food out or even setting up new mobile pantries.

Without an income many people will struggle to make ends meet. This will mean an increase in clients served by local agencies. The Food Bank will need to work to get extra food to these agencies as well as potentially setting up new mobile pantries.

This will need to immediately be fixed, meaning the warehouse may be unable to operate. This domino effect will mean that deliveries and pickups are all pushed back. This food has a very short window that it is still safe outside of a refrigerated unit, so if it is not repaired in time it will have to be thrown out.

The warehouse will be severely understaffed and every task will take significantly longer. This also means some people from the warehouse may be pulled for deliveries. This will cause many pickups and deliveries to be late or rescheduled.

Due to tariffs there is a significant increase in the amount of USDA food the food bank receives. Because of the increase there is an additional strain on an already taxed warehouse team and limitations on warehouse space, which might cause the food bank to have to turn down other donations.

You now must have some of the warehouse staff come back in. This may result in unexpectedly paying overtime and may negatively affect the morale of your employees.

In the middle of a delivery on a hot summer day the reefer unit on the truck stops working.

Remove 2 Purple pieces.

Due to winter weather the truck routes for a couple days must be cancelled.

Remove 1 Purple piece.

A factory that is the largest employer of a small town is hit by a tornado. This causes it to shut down and leaves all of the employees without a job.

Remove 2 Purple pieces.

Due to the shutdown of the federal government many government employees work without pay.

Remove 1 Purple piece.

The warehouse staff all eat lunch together and half of them end up with food poisoning.

Remove 2 Purple pieces.

The Food Bank's walk in fridge and freezer stop working and all the food will spoil.

Remove 2 Purple pieces.

A truck driver gets stuck behind a major accident and does not let you know about it. This results in their delivery arriving right as all the warehouse staff is leaving.

Remove 1 Purple piece.

Due to trade mitigation the Food Bank receives an extremely large quantity of extra food.

Remove 1 Purple piece.