MANAGING VOLUNTEERS WHO NEED FOOD

Second Harvest Food Bank has often reminded the community that the face of hunger is ever-changing. What we see now is the “New American” population growing, working professionals struggling to meet basic needs, multi-generational families living under one roof, an affordable housing crisis causing shifts of poverty past county lines, grandparents raising grandkids on limited incomes, and yes even pantry and food giveaway volunteers needing food too.

Many of our Partner Agencies have shared how good help is hard to find and how it’s not uncommon for them to have help from former clients or to use volunteers that need emergency or supplementary assistance as well. What is the best method for managing this process? It can be challenging to find a method of service for volunteers that is fair and equivalent to what you provide the public.

To maintain fairness, here are some additional management suggestions to follow:

Keep the frequency the same: If families can receive food once a month, then so should volunteers. Of course, there are a few emergency situations that may require you to give an additional box if anyone is in a dire situation.

Keep the tracking the same: Include volunteers in your tracking method. Have them sign-in, log visit, or complete an application if this is how you capture information for everyone you serve. Not only will this help keep reporting accurate, it also helps you document when, how often, and sometimes what the volunteer received.

Eligibility: Volunteers cannot receive food as payment for their hours of work. It should only be given if they express a need for food assistance.

Timing: If it becomes difficult for volunteers to pick up food during your feeding program’s hours of operation, then consider adjusting their shift slightly to accommodate the time needed to work them in. Or whoever is overseeing the program could allow volunteers to pre-schedule a pickup, which could be ready and prepared during the beginning or end of their shift (remember they must follow the same guidelines as any other client would).

Distribution Method: If your pantry distributes pre-packed boxes (and families have no input on what they receive), then volunteers should receive the same. It is highly recommended that the pantry manager or someone other than the volunteer assemble the box or assist the volunteer in their shopping process if they practice client’s choice. Follow the same format for mobile giveaways and meal programs as well. This will help ensure that volunteers aren’t hoarding the best products for themselves, a common complaint voiced by clients.

Ordering/Shopping: If volunteers are ordering or open shopping at the Food Bank, they should consider what gaps they need to fill in your food supply and stick to whatever budget they are given. It’s recommended that only 1-2 people have access to eHarvest vs. your entire volunteer team.

For more tips and suggestions on how to best manage volunteers at your program, contact your Agency Relations Manager.
**NEW ONLINE ORDERING SYSTEM DEBUTING IN 2018!**

Second Harvest is happy to announce that a new online ordering system, AgencyLink, will be introduced sometime in the first half of 2018! AgencyLink will replace the current system, eHarvest, and will include a streamlined ordering process, links to helpful websites, and customized agency dashboards. Training dates for the new system will be announced closer to the release, as well as the development of User Guides and Tip Sheets. Stay tuned!

**PRE-PACKED HOLIDAY FOOD BOXES**

Each holiday season we add holiday food boxes to our eHarvest online inventory. These are pre-packed with 14 non-perishable food items making them easy for agencies to store and disperse to families. They are now available on eHarvest for a limited time. We will continue to add more to get us through the holiday season.

**REMINDERS**

- **Agency Changes >>** If you've had a change in your Partner Agency’s personnel, service hours, program, or location, you should complete and submit an [Update Form](mailto: Jan.miller@secondharvestmidtn.org).

- **Invoice Payment >>** Please include your Partner Agency AND invoice numbers on payments. Only checks from your Partner Agency are accepted; no cash or personal/third party checks.
HOLIDAY CLOSURES AND CHANGES

The food bank will be closed to observe Thanksgiving, Christmas, and New Years. This will affect eHarvest cut-off dates and routes. Below is a listing of changes:

NOVEMBER

Thursday, 11/23 (holiday; food bank closed)
- Perishable Route to Gallatin/Cookeville – cancelled
- Perishable Route to Murfreesboro/Woodbury – cancelled
- MTT Redirect to Parsons – cancelled
- Rural & Perishable route to Dickson/Waverly/Erin – rescheduled to Monday, 11/27

Friday, 11/24 (holiday; food bank closed)
- MTT Redirect to Milan – cancelled
- Rural Route to Fayetteville – moved to Monday, 11/20

Monday, 11/27
- Perishable Route to Springfield/Clarksville/Dover – cancelled
- For orders delivering this day, eHarvest cutoff deadline is Mon 11/20 at midnight

Tuesday, 11/28
- Perishable Route to Shelbyville/Winchester – potentially a light load due to inventory
- MTT Redirect to McEwen – potentially a light load due to inventory
- For orders delivering this day, eHarvest cutoff deadline is Tues 11/21 at midnight

DECEMBER & JANUARY

Friday, 12/22 (holiday; food bank closed)
- Rural Route to Fayetteville – moved to Thursday, 12/21
- MTT Redirect to Milan – cancelled

Monday, 12/25 (holiday; food bank closed)
Rural Route to Columbia/Hampshire – rescheduled to Tuesday, 12/26
- MTT Redirect to Lexington – cancelled
- Perishable Route to Springfield/Clarksville/Dover – cancelled

Tuesday, 12/26
Perishable Route to Shelbyville/Winchester – cancelled
- MTT Redirect to McEwen – cancelled
- For orders delivering this day, eHarvest cutoff deadline is Tues 12/19 at midnight

Wednesday, 12/27
- Perishable Route to Camden/McKenzie – potentially a light load due to inventory
- Perishable Route to TN Ridge/Paris – potentially a light load due to inventory
- For orders delivering this day, eHarvest cutoff deadline is Wed 12/20 at midnight

Monday, 1/1 (holiday; food bank closed)
- Perishable Route to Lewisburg/Shelbyville/Tullahoma – cancelled
- MTT Redirect to Savannah – cancelled
- Rural Route to Clarksville/Ashland City – rescheduled to Tuesday, 1/2/18

Tuesday, 1/2/18
- Perishable Route to Lawrenceburg/Waynesboro/Collinwood – cancelled
- MTT Redirect to Waverly – route will run; potentially a light load due to inventory
- For orders delivering this day, eHarvest cutoff deadline is Wed 12/27 at midnight

Wednesday, 1/3/18
- Perishable Route to Dickson/Centerville – potentially a light load due to inventory
- Perishable Route to Lexington/Henderson/Savannah – potentially a light load due to inventory
- For orders delivering this day, eHarvest cutoff deadline is Thurs 12/28 at midnight
RESOURCES

• **Meals on Wheels >>** Find the Meals on Wheels program closest to your community at [Meals on Wheels America](#).

• **Council on Aging >>** Do you work with seniors? Do you need help finding services for them? If so, visit the [Council on Aging](#) to utilize their search engine for more information.

• **2-1-1 >>** One of the easiest ways for your clients to find help is to dial 2-1-1, Tennessee’s community service hotline. When clients call, they’ll talk with a real person who is trained to help sort out needs and provide phone numbers and addresses of the closest places to obtain help. 2-1-1 has a database of more than 10,000 health and human services programs, which are cross-referenced for all sorts of keywords. All calls are free and confidential. For more information visit [http://tn211.mycommunitypt.com/](http://tn211.mycommunitypt.com/).

• **Online Food Handlers Certificate >>** If you prepare and/or serve snacks and meals, a food handlers course is required for your agency’s file. For information on classes, contact your local Health Department or visit the [TN Food Safety for Handlers website](#) for an online course. For a small fee, you can take an online course and obtain your certificate, which will be valid for up to 3 years.

• **Basic Food Handlers Class >>** To sign up for a free Basic Food Handlers course offered by Nashville’s Public Health Department call 615-340-5620 or visit [Food Protection Services](#).

• **Agency Zone >>** For Partner Agency resources, visit [secondharvestmidtn.org](http://secondharvestmidtn.org), scroll to the bottom of the homepage and look for the “Agency Zone” text link under the Resources heading.

• **Good Neighbor Rx >>** With Good Neighbor Rx, residents can save up to 90% on their prescriptions with average savings coming in at 63% per prescription filled. Residents have completely free options to find their savings by searching their prescriptions at [goodneighborrx.org/search](http://goodneighborrx.org/search) or using the mobile app. To learn more, visit [goodneighborrx.org/hunger](http://goodneighborrx.org/hunger).
AGENCY SPOTLIGHT: 
THE LITTLE PANTRY THAT COULD

Since 2010, The Little Pantry That Could has been distributing fresh produce, shelf stable foods and basic necessities to their neighbors in need each Saturday in downtown Nashville. Director Stacey Downey shares, "Our neighbors in need don't come to us from just one demographic; they come from all walks of life. Diverse paths and life circumstances have brought them to us." Up to 200 families each week frequent the pantry. "Some are homeless, live in cars, abandoned buildings, shelters or less adequate housing. Some are parents of small children, underemployed, and retired. While some live close by, we've had travelers, as well," adds Downey.

At The Little Pantry That Could, you won't find any judgment or questions asked. What "neighbors" will find when they step inside is a welcoming living room with breakfast and coffee and a one-on-one personalized, friendly atmosphere. Each receives a number and, once called, is allowed to browse the shelves like a grocery shopper, making selections of products they can use with the help of a volunteer. Occasionally, some have special needs like clothing and they are encouraged to complete a Wish List. These wishes are fulfilled through donations received accordingly.

In addition to shopping, volunteers are also needed for packing bags, coordinating food drives, and for preparations on Fridays. No matter the role, each strives to make personal connections with shoppers letting them know they are cared for and important.

The Little Pantry That Could just celebrated a grand reopening in October. Its newest location will allow for more space as well as laundry and shower facilities. For more information on The Little Pantry That Could, visit their website.
STAYING HEALTHY OVER THE HOLIDAYS

1. **Add in extra steps** - Try parking farther away at the mall or taking the stairs instead of the elevator or escalator, or go for walks with family and friends to spend quality time together. Adding in these extra steps throughout the holiday season will help combat the extra calorie intake.

2. **Bring a healthy dish** - By bringing a healthy dish to holiday gatherings, you know there is at least one healthy choice available. Try making your holiday favorites a little healthier as in the recipe below for a healthier green bean casserole.

3. **Don't skip meals** - Many people think skipping meals will help them save calories, but it typically results in overeating and poor dietary choices later. Make sure to eat sensible meals, especially breakfast, throughout the holiday season.

4. **Enjoy your favorites** - Remember to enjoy your favorite dishes and desserts and skip the ones you don't love. There are 3,500 calories in one pound, so occasionally indulging in your favorites will not lead to weight gain.

5. **Limit empty calories from drinks** - Holiday drinks can be loaded with calories and sugar, so monitor your intake to avoid empty calories.

6. **Avoid mindless grazing** - Always make a plate at parties so you are aware of how much you have eaten. Situate yourself further than an arm's length away from appetizers and dips to avoid mindless eating. At home, make sure to keep the cookies and treats in your pantry and out of sight to avoid snacking when you are not hungry.

HEALTHIER GREEN BEAN CASSEROLE

*Serves 6*

**Ingredients:**
- 1 pound green beans
- 2 tablespoons olive oil, divided
- 1 pound mushrooms, quartered
- 1 onion, thinly sliced
- 1 cup plain Greek yogurt
- 1/4 cup milk
- Dash of salt and pepper

**Instructions:**
1. Preheat oven to 350°F.
2. Add green beans to a pot of boiling water and boil for 5 minutes. Drain and move to a large bowl.
3. In a sauté pan, heat 1 tablespoon of olive oil. Add mushrooms and cook on medium heat, stirring for 3-5 minutes. Add cooked mushrooms to green beans.
4. Add 1 tablespoon of olive oil to pan and add onions. Sauté for about 3 minutes until browned.
5. In a small bowl, whisk together the yogurt and milk until smooth. Pour yogurt mixture on top of green beans and mushrooms. Stir gently to coat vegetables. Season with salt and pepper.
6. Pour green beans into a greased casserole dish. Top with cooked onions. Bake for 15 minutes or until the casserole is warm in the center and the onions are golden brown.