



Partner Services Newsletter

Special Visits

On Monday, August 23rd, the San Antonio Food Bank had the opportunity to host the US Secretary of Agriculture Tom Vilsack. As Secretary of Agriculture, Vilsack is working hard to strengthen the American agricultural economy, to revitalize rural communities, to protect and conserve our natural resources, and to provide a safe, sufficient and nutritious food supply for the American people. Under Vilsack's leadership, USDA is working to improve the health of America's children, targeting child hunger and obesity with efforts to encourage balanced meals, nutritious eating and increased physical activity.

Texas is the 2nd most food insecure state in the nation. We have one of the lowest participation rates in the country for SNAP benefits. We need to do more for the children, families and seniors in need, but we are making great strides. The visit gave the San Antonio Food Bank an opportunity to share our successes and to educate him on where more needs to be done. Sec. Vilsack highlighted the success Texas has accomplished with HHSC and Food Banks working together to increase enrollment of families accessing SNAP benefits.

We were excited to share with him everything the Food Bank does because it shows the community working together to give hope to families in crisis. It's a community that includes the programs that he leads and directs. It includes the Board and staff of the San Antonio Food Bank. It includes the more than 500 partner agencies that together put food on the table for 58,000 people every week. And it includes the great corporate partners, individuals and families that donate food, time, money and voice to help us fulfill our mission. Thank you for being our partners in the fight to end hunger in Southwest Texas.



Bid Adieu

It is sad to see but we have lost a very special partner agency, East Central Special Needs headed by Ms. Willie Gains have closed their pantry. Ms. Willie Gaines has been a loyal and hard working partner for almost 10 years. She has been the only school in any district to open a food pantry and continue serving clients without hesitation. Her team has grown and put forth the efforts to not only feed but cloth their families. Bringing services that other wise might not have been given to the families in their community service area. She started many other programs to help benefit the students of East Central to continue on their academic path no matter what obstacles stood in their way.



Giving families hope to keep going as well by offering everything and anything possible. Willie and her team know each one of their clients and know each step tackled to get where they are.

Again, a huge Thank You to Willie and her team. They will be missed by so many.

September

Agency Orientation	1
Culinary Orientation	3
Food In, Food Out How to run your food program	8
Square Foot Gardening	24
SAFB Inventory	29-30

October

Culinary Orientation	1
Agency Orientation	6
Food In, Food Out How to run your food program	13
Square Foot Gardening	26
SAFB Inventory	29

In This Issue:

- Circulation & Information
- Bid Adieu
- Nutrition Corner
- Order Clerk News
- Reminders & Updates
- Children's Programs

In This Issue:

- Advocacy & YOU
- Technology the Great
- Senior Program
- Kitchen Report
- What's Next
- Client Services
- USDA Undersecretary

Nutrition Corner

Fight Bacteria and Keep Food Safe!

By: Lauren Dicker Nutrition intern

Texas State University, San Marcos, TX

I was thrilled when asked to write this article on food safety. I am heavily involved in working and making a living in the restaurant business besides getting my degree in nutrition. I've been working in the food industry for 8 years and it has illustrated the importance of food safety for all the guests that come and enjoy the food there at the restaurant. Here are some tips that can keep you and your family safe from bacteria that can come from food or the utensils used in the kitchen to Fight Bacteria and Keep Food Safe!



Wash hands

Before preparing food, always wash your hands. Wash your hands in luke warm water and rub with soap for 20 seconds or for kids, sing the Happy Birthday song two times.



Cook correctly

There are certain temperatures that are specific to different types of meat products. To do this you must use a meat thermometer to check the cooked meat and make sure it is at the specified degree for it to be considered safe for you and your family to consume.

Ground beef or pork	160 degrees Fahrenheit
Fresh beef	145 degrees Fahrenheit
Chicken and turkey	165 degrees Fahrenheit

When in doubt, throw it out!

Is there food in your refrigerator that looks funny? Throw it out! If food has been in the refrigerator for more than 2 or 3 days it is a good idea to throw it out. Also, check the smell and appearance of food products before consuming them. Whenever you are unsure about a food product just go by this phrase "When in doubt, throw it out!"

Rinsing chicken

Ever hear that rinsing your chicken kills bacteria? Well, that is not true! Rinsing chicken spreads germs all around your kitchen surface areas through the water that drips off the raw chicken. To ensure that the bacteria is killed, meat must be cooked completely.

Order Clerk News

If you have not picked up this past month, we have a new system for picking up your order. If you have picked up you have seen a wonderful new change. We are now issuing a neon card with the specific pick up time. This is to ensure those who have the earlier pick up time will be served first. Make sure to show up at your scheduled time, sign in with the Order Clerk and you will be given a card. Once you receive your time card, you will stand by your vehicle and hand it to the Warehouse staff member who will bring your food out. If you are early you will not receive your card until your designated time.

Remember -

- Check your order before leaving the dock area, take as much time as you need to verify your order is correct. If you have any issues with your order this is the time to bring them up with the Order Clerk or a Warehouse staff member.
- Do not enter the warehouse through the big doors, only enter through the Store shopping area, this is a safety issue for ALL!!

Reminders and Updates

Now that the San Antonio Food Bank (SAFB) has 500 plus partner agencies it is important to keep up with the requests from Compliance and Capability section. There have been a few issues that have come up each month and to provide better serve each of our partner agencies it is important to adhere to the following:

Site Visit:

The SAFB is required to visit each partner agency annually and conduct a site visit (inspection) and collect all updated paperwork. As a standard practice a call will be made to schedule a time and date for the site visit. At this time, we will let the member agency know what items will be needed at the time of the site visit. It is important to have these items ready at the time of the site visit.

A list of items required are as follows:

Each Site:	Feeding Sites:	As Requested:
<ul style="list-style-type: none">• Updated Application	<ul style="list-style-type: none">- Updated Food Handlers License	<ul style="list-style-type: none">- 501c3
<ul style="list-style-type: none">• Updated Pest Control	<ul style="list-style-type: none">- Updated Health Inspection & Permit	<ul style="list-style-type: none">- Pictures
<ul style="list-style-type: none">•	<ul style="list-style-type: none">- Updated Licenses (daycare, occupancy, etc.)	

Training:

There are quite a few trainings available and required for each member agency. For each of these trainings it is required to R.S.V.P. with Genevieve for a few reasons.

- By doing a RSVP, it will inform the trainer of how many people to plan for
- Since space is limited for trainings we can let people know of a the next available date if the session is full
- Trainers are able to inform those who did RSVP of any updates or changes to a training time or date due to emergencies

This system is to make things for both the partner agency and SAFB staff member easier. Please communicate any issues or concerns with the Compliance and Capability Manager at gnoriega@safodbank.org.

Bring issues will help to restructure daily practices.

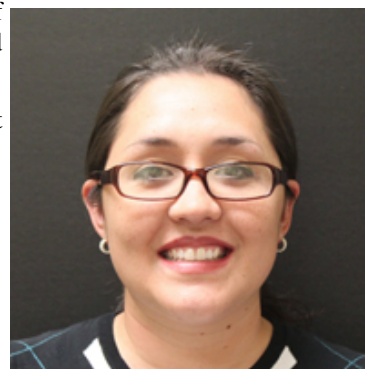
Children's Programs

First we would like to share, The Summer Food Service Program for the San Antonio Food Bank received the **Hunger's Hope Award – Child Hunger Program of the Year** at the Network Summit 2010 for Feeding America. For the 2010 Summer cycle they feed 120 sites for SFSP.

In other great news please help the San Antonio Food Bank in welcoming Michele C. Valadez. She is the new Children's Programs Manager. Some of you might have already had the pleasure of meeting her, for others please do so. Her goal this coming year will be to help educate our community and partner agencies in ways to help the children in our community fight against hunger. She would also like to keep the current title as the Child Hunger Program of the Year in 2011. With the Summer Food Service Program, Kids Café and the school based Backpack program there is a lot of ground to cover.

Any agency interested in pursuing any of these programs is encouraged to contact Michele at 210-431-8331 or by email at mvaladez@safodbank.org.

Again Welcome Michele !!!



Advocacy and YOU.....Planting Seeds

2012 Farm Bill

With the clock ticking this measure will be up before we know it...as agencies and advocates are trying to get thru Child Nutrition Reauthorization (CNR)...switching gears to the 2012 Farm Bill is in the near future...The House Committee on Agriculture will have its hands full with the reauthorization process pertaining to this vast legislation pertaining to rural counties. Committee Chairman Rep. Collin Peterson (D-Minn) has already been conducting town halls to receive feedback from rural folks around the country. Comments were give in person and online for the legislators to review as they try to work towards funding of vital rural programs ranging from water/wastewater infrastructure, community facilities, housing, renewable energy, farmers and other economic development initiatives.

What does this mean?...“No Farms...No Food.” A line used by American Farmland Trust...we have to protect our farmers and ranchers...they have a direct impact on our food system...the Farm Bill assists rural communities in terms of program assistance/funding. If we do not pass a comprehensive Farm Bill...our rural individuals and families will feel the economic end of things...the implications and ramifications will ultimately be felt by consumers in our urban areas.

For more information on the 2012 Farm Bill and the House Committee on Agriculture...log onto www.agriculture.house.gov .

Technology the Great - Quarterly Maintenance Tips

Clean your Keyboard, Mouse, Monitor& Peripherals

Peripherals

What are peripherals? Printers, scanners and the like. For the most part, all you'll need is a quick pass with a dust cloth. For other stains or residue like a coffee drip or ink smudge, you can usually get by with using a damp cloth.

Monitor

Start off giving your monitor the same electrostatic-cloth treatment you gave your peripherals. Unless you have the bad habit of poking your screen with your fingers, you should be able to get by for long periods with just a light dusting. Get rid of fingerprints, smudges, and the like with a very lightly dampened cloth. Always lightly dampen the cloth itself, never spray or pour liquid on any of your equipment. Don't use paper napkins or towels! They can scratch delicate LCD coatings. Stick to a 100% cotton or microfiber dust cloth. Do not use cleaning products on your monitor including ammonia-based window cleaner, alcohol cleaning sprays, or the like.

Keyboard

All day long, everything you touch between hand washings ends up on your keyboard. For starters, give it a good shot of canned air to remove loose stuff like crumbs, dust bunnies, etc. Then, you can use a damp cloth or sanitizing wipes like Clorox Disinfecting Wipes. They are perfect for this job. I always squeeze most of the excess liquid out of them first. Be sure you unplug or lock down before you give it a good firm wipe down with the disinfecting cloth. Repeat the same process for your mouse making sure to wipe it down all over.



What about the inside? That's a little more complicated Well, If you've never opened your computer, you may want to get someone with experience to do this for you. Here's a link to a step by step process.

<http://lifehacker.com/153409/geek-to-live--evacuate-pc-dust-bunnies>

Senior Program

In early November an elderly lady walked into the Food Bank looking for food assistance and a place to live. She had just left an abusive relationship. She preceded talk about her needs and what had led her to the life she was now choosing. She was almost to her last dime and was living in a condemned place that in a couple of weeks was going to be torn down. She needed immediate housing and food, but didn't have the funds for either.

Immediately we contacted one of our senior sites, the gentleman who manages the apartments, by luck said they had an opening. She could move in immediately, we enrolled her into the Healthy Options Program for the Elderly (H.O.P.E.) and referred her to our Social Services team so that she could apply for SNAP and other available assistance. By the end of that week she was living in a nice senior apartment rent free, was signed up to receive monthly assistance to cover her utility bill, she had enrolled into the SANP and had applied for SSI. Almost a year later she stopped by the SAFB and brought a home made cake and proudly announced that she has completed her citizenship classes and will be taking her exam to become a citizen of the United States. She caught me up on what is happening in her life. What made her come and thank us was that she now is also enrolled in the Commodities Supplemental Food Program (CSFP) and in the Farmers' Market Program our two newest Senior Programs. She states that she is now better able to stretch her funds.

She is only one of our many clients whose lives have been changed because they came to the SAFB for assistance. One of our seniors who started as a H.O.P.E. enrollee took our culinary arts course of study and completed the course. Others we have referred to the AARP and VIP programs they are making a little extra money so that they are better able to survive. Like many others her quality of life has changed. She states that she is happier then ever, she says, "I am free to do what I want, I may not have a lot but I am making it on my own something I had never know I could do. It feels good."



Through our many programs we reach out everyday to hundreds of people and when we get a visit from someone for who we have made such a difference in their life it is a good feeling. It makes us proud to be doing what it is we do here at the SAFB. Our senior programs put food on our seniors table, allowing them to purchase needed medications, and pay for utilities and rent with the little funds they do have. There is always a need for volunteers to help run these programs and we are always looking for new sites especially in the north side of San Antonio and in our rural areas. Currently 10,335 seniors are enrolled in our H.O.P.E. Program, 4,200 in our CSFP program and 1,800 in our Farmers' Market Program. That may seem like a lot but in a town this size I know there are many, many who are not being reached for various reasons some of those obstacles are being home-bound, illiteracy and dementia. Currently we are working with Christian Services' (Meals on Wheels) west side team we are hoping to build a partnership which will get the food to our home bound.

Kitchen Report

The San Antonio Food Bank kitchens have been quite busy this summer preparing meals for the Children's Summer Food Service Program, for summer 2010 they made 259,694 meals - surpassing last years number of 227,000 by far.

Currently the Community Kitchen headed by Chef Marco Salazar is training 23 students in three separate kitchens, San Antonio Food Bank, Methodist Mission Home and Haven for Hope. This program helps not only train those interested in culinary services, but also helps make the meals necessary to help feed children in the community.

Chef Salazar has 21 years of kitchen experience from hotels, country clubs and restaurants. He would like to let everyone know that it is an honor to follow in Chef Mario's foot steps since he has done so much for the SAFB and the program. He is happy to what is being done to make a difference for so many children.

Please contact Chef Marco Salazar for information on the Community Kitchen at 210-431-8337.

The San Antonio Food Bank has multiple programs working in the kitchen, besides culinary training and meal preparation it is also has a catering endeavor. If you or anyone you know is in need of a great catered event (business or personal) please call Catalyst Catering, Chef Mario Perez at 210-431-8328 or mperez@safodbank.org.



What's' Next

Orange is the color of hunger awareness.

The San Antonio Food Bank's **SA Goes Orange presented by Whataburger** campaign offers you the opportunity to make a difference. Launching on September 1st, 2010, and continuing throughout the month, companies and individuals alike will join efforts to raise funds and awareness for hunger relief. Everyone in San Antonio and our surrounding area, will have an opportunity to engage in an activity that will help build awareness about hunger and help combat hunger.

What is SA Goes Orange?

Imagine the city's skyline illuminated orange ... corporate employees wearing **Go Orange** campaign buttons ... cause related marketing initiatives and in-store campaigns raising funds for families in need ... a calendar of daily events with 30 Ways in 30 Days to fight hunger ...and media outlets covering their pages and incorporating orange into their broadcasts in support of hunger relief! **SA Goes Orange** engages San Antonians in public awareness and fundraising activities that will ultimately help the Food Bank end hunger in Southwest Texas.

How the Campaign Helps

As the major supplier of food for the hungry in Southwest Texas, the San Antonio Food Bank helps provide food for about 58,000 individuals each week through a network of almost 500 partner agencies within a sixteen-county service area. Every dollar donated, every **SA Goes Orange** campaign button worn and every means of public outreach helps us fight hunger and feed hope in Southwest Texas.

Why You Should Join

The **SA Goes Orange** campaign offers you a unique opportunity to make a difference in the lives of families and individuals in need in our community. When you go **Orange** you can take pride in knowing that each dollar collected during this campaign allows the Food Bank to distribute up to seven meals.

How YOU can Raise the Bar on Orange Awareness

- Join city landmarks like the Quarry Market and literally light up the sky **Orange** by changing your building lights to orange on September 1, 2010.
- Get creative in raising public consciousness about hunger in Southwest Texas by sitting with a SAFB staff person today and find out other ways you can join San Antonio as **SA Goes Orange**.

Contact Erica Benavides at ebenavides@safodbank.org or (210) 431-8312 for more information.

Canstruction

A foundation of the Society for Design Administration (SDA), Canstruction® is a trademarked design/build competition. Teams of architects, engineers, and students mentored by these professionals, compete to design and build giant structures made entirely out of canned foods. Canstructures will be on display at North Star Mall **August 29th- September 11th**. (last years winner)



13th Annual Harvest of Hope Brunch & Silent Auction

When: Sunday, September 26th from 11:00 am – 2:00 pm

Where: The Westin La Cantera Grand Ballroom

16641 La Cantera Parkway

San Antonio, TX 78256

The Harvest of Hope Brunch and Silent Auction is the San Antonio Food Bank's Premier Fundraising Event. Harvest of Hope is a tasting event; Guests are invited to sample signature dishes prepared by San Antonio's finest Chefs, Restaurants, Hotels and Catering Companies while listening to live music and bidding on San Antonio's most sought-after items in the Silent Auction.

For more information contact Heather Roberts at 210-431-8309 or by email at hroberts@safodbank.org

Client Services - Can we talk??

SAFB is now in its 8th year of providing friendly bi-lingual federal benefits assistance. In 2002, this program provided Food Stamp application assistance (now known as SNAP) in Bexar county. TODAY, we now also provide application and renewal assistance for CHIP, Medicaid, TANF, Women's Health, and WIC in 16 counties. Our Help Center is operational to provide assistance from 8 a.m. to 8 p.m. and 9 a.m. to 3 p.m. on Saturdays.

In addition, Client Services can now conduct the SNAP interview on behalf of HHSC (Health and Human Services Commission).

What does this mean? Applicants will not have to go to HHSC or wait for phone call interview from HHSC. This portion will be handled by SAFB HHSC team.

We currently have a staff of ten interviewers who are dedicated to conducting the official interview. We can also issue the Lone Star Card on-site SAFB. SAFB does not determine eligibility. Eligibility is communicated to client by HHSC.

If this sounds like something you believe would benefit those you are serving, *and we sincerely hope it does*, please contact Client Services today. We would like to set up a time to come by a meet you in person and discuss best options for referring individuals.

We have said it before and we will say it again, every one of us in the Client Services consider it an honor and a privilege to partner alongside of you in serving families in 16 counties. The work you do is essential in impacting generations and spreading seeds of Hope. Thank you for allowing us to be a part of it.

Yvonne Vaughan
Director of Client Services
Direct line (210) 431-8327
1-800-246-9121
yvaughan@safodbank.org



Seth Villalobos
Agency Outreach Specialist
(210) 431-8348
1-800-246-9121
svillalobos@safodbank.org

Distribution & Information

Hope everyone got off to a great start with the beginning of a new school year. The fall season is near bringing the holidays with it, saying this we look forward to serving your Food Bank needs what ever they may be. Please check your email on a regular basis to keep up with any information regarding special distributions, updated product info, deadlines or any other distribution information. Our goal is to keep you informed on current issues and opportunities available. By optimizing our communication we will be able to move product as well as keep everyone informed of future product.

Reminders:

- Agencies please refer to your Member Agency Guidebook for warehouse guidelines especially section 8. If you misplaced your Guidebook it is available on line under the Downloadable Forms.
- Extension for Thanksgiving Turkey orders will be until Friday, August 27, 2010 by 2:00P.M.
- If you unable to pick up on your scheduled day make sure to email the Order Clerk at jmartinez@safodbank.org so your agency will not be removed from the current schedule.
- If you need to schedule a pick update or reschedule also send and email to the Order Clerk at jmartinez@safodbank.org, please do not order if you do not have a scheduled pick up day and time.

Contact Oscar Idrogo the Distribution Manager with any concerns and or comments by phone (210) 431-8424 or via email at oidrogo@safodbank.org.



5200 Old Hwy 90 W
San Antonio, TX 78227-2209

Phone: 210-431-8339
Fax: 210-431-8339
E-mail: kbond@safodbank.org

Fighting Hunger...Feeding Hope



Please visit us at:

www.safodbank.org

www.facebook.com/safodbank

twitter.com/safodbank

www.flicker.com/photos/safodbank

www.youtube.com/thesafodbank

safodbank.wordpress.com

www.sagoesorange.org

Partner Services Contacts:

ERIKA BORREGO

Director of Partner Services

210-431-8329

eborrego@safodbank.org

GENEVIEVE NORIEGA

Compliance & Capability Manager

210-431-8340

gnoriega@safodbank.org

MICHELE VALADEZ

Children's Program Manager

210-431-8331

mvaladez@safodbank.org

JANE DENKEWALTER

Senior Programs Manager

210-431-8336

jdenkewalter@safodbank.org

OSCAR IDROGO

Distribution Manager

(210) 431-8424

oidrogo@safodbank.org

KATIE BOND

Compliance & Capability Coordinator

210-431-8339

kbond@safodbank.org

KAREN SCHORLEMER

Children's Programs Coordinator

210-431-8332

kschorlemer@safodbank.org

MARGIE ROSALES

Senior Programs Coordinator

210-431-8335

mrosales@safodbank.org

JOSHUA MARATEA

Mobile Pantry Coordinator

210-431-8345

jmaratea@safodbank.org



YOMEI FLORES

Senior Programs Coordinator

210-431-8426

yflores@safodbank.org

RANDALL NICHOLS

Store Coordinator

210-431-8323

rnichols@safodbank.org

JENNIFER LOPEZ

Order Clerk

210-431-8322

jmartinez@safodbank.org