

Third Year

This is the third year we have been able to share the Partner Agency newsletter. There have been a lot of changes over that time (the name) and a lot of things to count on each month (consistent articles). Over the past couple years there has been a lot of really great feedback from numerous agencies about the newsletter. Feedback is encouraged and asked for each month. Let's plan on making this newsletter year the best of all. If there is anything your agency feels like sharing with each newsletter recipient please contact Katie Bond at kbond@safoodbank.org.



SAFB Kids

Give Back in the New Year!

Helping the San Antonio Food Bank Children's Programs is fun and easy. Only through your efforts can we achieve our mission of helping confront childhood hunger in the San Antonio area and throughout Southwest Texas. When you donate your time to the San Antonio Food Bank, you become a partner in the fight against hunger.

The San Antonio Food Bank is currently taking volunteers in our Community Kitchen to help create Kids Cafe meals. This includes cooking, cleaning and storing hot meals that go out to at-risk children within several of our Kids Cafe locations. Kids Cafes are safe, nurturing places where neighborhood children can go after school and receive a hot supper as well as help with homework from caring volunteers or staff members. The San Antonio Food Bank sponsors several Kids Cafe sites and by partnering with these local after-school sites we help bring effective child nutrition programs directly to the children and teens at the youth centers where they recreate.

Volunteering your time for Kids Cafe or any other San Antonio Food Bank program is as easy as filling out an online application and scheduling the date. For more information on volunteering or to sign up to volunteer please visit our web site at <http://www.safoodbank.org/index.php/get-involved/donate-time> or you can email our Volunteer Coordinator at volunteer@safoodbank.org

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Nutrition Corner

Tips for a Happy New You in 2011

Libby Lavender, R.D.

SAFB Nutrition Health & Wellness Division



Year 2011 is here and this is often the time when we start thinking of resolutions and goals we want to accomplish for the New Year. This is also a great time to make healthy changes in your diet and lifestyle. Eat in, not out. Cooking at home is the best way to cut down on sodium, saturated fat, and carbs, which all can lead to weight gain and a greater risk for heart disease.

- **Get more sleep.** Sleep deprived people have higher levels of the stress hormone, cortisol, which can lead to weight gain, diabetes, and depression. Aim for at least 7 hours per night.
- **Wear sunblock.** Protect your skin from damaging UVA and UVB rays-no matter what the season.
- **Turn down the heat.** Keep your home temperature between 65°-68° F to get a good night's sleep and feel energized throughout the day.
- **Eat a handful of walnuts.** They help to lower LDL (bad) cholesterol and can even help repair damaged arteries.
- **Declutter to destress.** Turning down visual “noise” like a messy room or cluttered desktop helps relieve stress.
- **Have a meat-free Monday.** Lower your risk of heart disease by 4% and stroke by 6% by replacing meat with more veggies at least one day a week.
- **Don't dial and drive.** More than 5,000 traffic fatalities were caused by cellphone use in 2008, the last year for which statistics were available.
- **Drink a cup of joe.** Coffee may decrease your risk of Alzheimer's disease, diabetes, liver cancer and heart disease.
- **Mellow out to Mozart.** Listening to 30 minutes of classical music every day while concentrating on slow, deep breathing can help bring down elevated blood pressure.

Now, here is to a happy and healthy new you in year 2011!

Shopping Blog

Thank you for all your hard work in the year 2010, We look forward to working with all of you in 2011. Thank you also for the patience and understanding with the changes made to improve our partnership. Here are a few reminders for all.

Store - Only two people per agency in the Store and only one cart per agency. Also, claiming a pallet of product is not allowed. Find the store coordinator and ask if more of that product is available so it can be pulled from the warehouse. Be polite as no one should block another agency from getting product off a pallet.

Mobile Pantry - The Mobile Pantry is up and running, Josh is ready for everyone to schedule distributions, he has food and will travel. Try to schedule ASAP as time slots are filling fast.

Warehouse Clerk - Thank you all for coming in at your scheduled times and bringing in your agency cards, just a reminder, if you need to schedule or reschedule a pick up time please give us a call, and follow up with an e-mail.

If you have any concerns or questions please feel free to call me at 210-431-8424 or oidrogo@safodbank.org

Farmers Market Insider

The newly open Farmers' Market (FM) "Main Plaza Farmers' Market", in the heart of downtown San Antonio, has been a huge success. The San Antonio Food Bank (SAFB) has joined the FM initiative and partnered with Main Plaza Conservancy to promote sustainability practices.

This initiative is designed to promote the intake of locally grown fresh fruits, vegetables, meats from grass-fed animals, and other organic products by making them available to all communities but mainly the low income and those living in food desert areas.

We will continue to strengthen the partnership with farmers via federal nutrition assistance programs and will promote the use of the EBT Lone Star cards at the FM. We will also promote the intake of fruits and vegetables at the market through education and promotion of sustainability practices on gardening (e.g. square foot gardening).

The FM has a wonderful variety of vendors that provide fresh local food. Catalyst Catering, a social enterprise of the SAFB, is one of the vendors at the market and serves lunch every Tuesday! For more information about Catalyst Catering and what the chefs will be serving at the market each week, visit <http://www.safoodbank.org/index.php/programs/farmers-market>. Make it a weekly event and stop by the "Main Plaza FM" every Tuesday to keep your Nutrition Bank at a positive balance with fruits, vegetables and other healthy foods!

Every Tuesday 115 Main Ave, San Antonio, TX. 78205
10-2p



New Years Resolutions with Compliance and Capability

Happy New Year Partner Agencies! With the New Year people tend to start new trends with the feeling of a clean slate. Let us embrace this feeling together! Here are a few reminders to keep all of us on track this year.

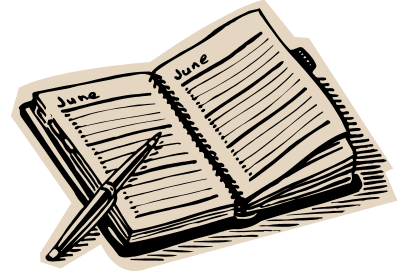
- Submit your monthly report on line no later than the 5th of each month, this has become a growing issue. Accounts will be suspended until all reports are submitted .
- As you may know, we have to visit each partner agency's site for the annual site visit. To make this process more efficient we are asking that the updated application and information needed is turned in by the time of or on the visit to complete the inspection. If items are not received at the time of the visit, the account will be suspended until all documentation is received.
- If you have not read the Agency Guidebook, now is a good time to pick it up (or read on our web site). Making sure to follow all the rules and regulations will make everyone's job easier. For instance, a lot of partners forget to ensure clients sign in each time they receive product. Always refer to your guidebook for questions regarding rules and best practices.

Please contact Genevieve Noriega with any questions or concerns with Compliance and Capability, 210-431-8340 or at gnoriega@safoodbank.org.

A Year to Come

Here are the San Antonio Food Bank Holiday closures to help you plan accordingly for your Agency. If you are supposed to receive product on a date below please contact a member of the Distribution Team to reschedule your time.

| | | |
|-----------------------------|---------------------|------------------------|
| Martin Luther King, Jr. Day | Monday | January 17th |
| President's Day | Monday | February 21st |
| Memorial Day | Monday | May 30th |
| Independence Day | Monday | July 4th |
| Labor Day | Monday | September 5th |
| Columbus Day | Monday | October 10th |
| Thanksgiving | Thursday and Friday | November 24th and 25th |
| Christmas | Monday | December 26th |
| New Year's | Monday | January 2nd |



The Food Bank will close at 12:00 noon on
 Friday - April 15th for the Battle of Flowers Parade
 Friday April 22nd in observance of Good Friday

Also do not forget, SAFB warehouse inventory days are on the fifth day of each month, no orders or store shopping will be allowed.

| | |
|------------------|-------------------|
| January 31 | July 29 |
| March 29, 30, 31 | August 29, 30, 31 |
| April 29 | September 29, 30 |
| May 30, 31 | October 31 |
| June 29, 30 | November 29, 30 |
| | December 29, 30 |

Senior Focus

Another holiday season rolls around and once again we celebrate the coming of our holiday with our annual Convoy of Hope. Ten trucks depart the San Antonio Food Bank, filled to capacity with holiday food boxes for senior citizens enrolled in our Senior Programs. The trucks then line up in front of City Hall where 10 of our City Council Men and Women or one of their representatives join us for a press conference. After the press conference the 10 trucks accompanied by our Council Men and Women dispatch to deliver the holiday food boxes to one Senior Center at each district. This year on December 6th over 1,300 of our client were honored by a representative of their district who was there to personally hand them their food box. Participating in the Convoy of Hope distribution were in order of district: West End Park, Redeeming Grace Church, Fair Ave. Apts., St. Vincent De Paul Senior Nutrition Center, District 5 One Stop Senior Center, O'Keefe Garden Apts., New Beacon Hill Baptist Church, Casa De Esperanza Apts., Pecan Hill Apts. and North East Senior Center. Our regular Participating Centers were Good Samaritan Senior Center, Guadalupe Community Center, and Holy Family Senior Nutrition Center. We want to extend a huge thank you to each of the site managers at those centers who answered the call to action. We also invite our other Senior Center Managers to sign up for next year's Convoy of Hope. Email us at jdenkewalter@safoodbank.org.

Tid Bits For Grants

The Time Saving Letter of Inquiry!

Much like a commercial business letter that is written in formal language and structure, a letter of inquiry (LOI) is typed on organizational letterhead and usually signed by the CEO/Board Chair, Executive Director or similar representative of that organization. A growing number of major foundations ask for this LOI from potential grant recipients. It usually includes a two, three, or four page appeal that might or might not lead to an invitation to submit a full proposal. The inquiry letter is designed to prevent nonprofit organizations from spending an excessive amount of time assembling application material for unlikely projects. On the other end of the funding process, foundation staff can quickly scan letters for appropriate projects and only request additional information when funding is a strong possibility. Rejection notifications usually arrive quickly when your project is clearly unsuitable.

For grant writers, letters of inquiry or LOI's also provide a valuable method for testing project ideas against potential funding sources. However, research of the foundation's priorities must be completed first. Respecting the funding source's stated preferences for geographic region, type of grant, and program areas are very important. Your letter should establish a clear connection between your project's goals and the foundation's philanthropic interests.

The secret to a successful letter of inquiry is to condense, condense, condense, while focusing on the impact any funding will have on the project. With only limited pages of text, each sentence must be scrutinized when editing. Focus on detail, clarity, and conciseness. But also remember to convey passion for the project.

In a nutshell, when writing a letter of inquiry always remember to be courteous, fairly short but long enough to adequately explain what it is that you are inquiring about. Be sure you include strategic contact information (cell phone, email, etc.) and if your inquiry is not selected follow up with a quick thank you note expressing your appreciation. To quote Emily Dickinson, "success is counted sweetest by those who ne'er succeed." So don't be afraid to send that thorough yet succinct letter, it might be the start of something good. To learn more about the letter of inquiry process and other aspects pertaining to grants, attend the San Antonio Food Bank's "Grant Orientation Workshop" on the 19th of January 2011 from 9am to 12am.

Advocacy and YOU....

82nd Texas State Legislative Session

With the looming Legislative Session right around the corner...Food Banks are gearing up for an interesting and contentious Session. With the State looking at an 18-21 billion dollar budget shortfall along with redistricting and a Speaker's race that will surely bring fireworks at the beginning...the defensive role begins with the strategy of preserving existing anti-hunger programs. Food Banks need to make sure that existing funding streams remain flowing for the many needy families and individuals that they serve. The dollars that local Food Banks receive from the state certainly assist in connecting hungry families to necessary nutrition that ensures a better quality of life. With regards to SNAP (formerly food stamps)...making sure that the application process is simplified and Food Bank Pilot Programs continue to work in order to ensure that SNAP benefits are available to individuals that need them in a timely fashion. With the demand for Food Bank programs and services on the rise...making sure that continued funding/donation availability is well protected, thus keeping the lifeline of emergency food assistance available to all the 19 Texas Food Banks. The San Antonio Food Bank (SAFB) will continue to advocate and follow the lead of the Texas Food Bank Network (TFBN); as we enter the 82nd Legislative Session - 2011.

Client Services

Bridging the Gap for the Elderly and the Disabled

Long-Term Care (MEPD)

MEPD (Medicaid for persons with disabilities) – MEPD Medicaid programs are for persons who are aged, blind, or disabled. MEPD also provides assistance paying your medical expenses, assistance with home care and nursing home facilities, or help paying Medicare cost-sharing expenses.



Do you know someone who has \$96.40 or \$110.50 deducted from their Social Security check for prescription coverage? They may be eligible for assistance with this payment.

SNAP-CAP

The Supplemental Nutritional Assistance Program-Combined Application Project (SNAP-CAP) helps our elderly individuals. The program provides elderly individuals with supplemental income for nutrition, which range from \$65.00 to a maximum of \$81.00. Do you know someone 50 years of age or older and receiving Supplemental Security Income (SSI)?

Bridging the Gap

The Client Services Department at the San Antonio Food Bank can assist with completing the applications for both Long-Term Care (MEPD) and SNAP-CAP. Our friendly, bilingual staff is only a phone call away. Our personnel are skilled and will screen for all social services. Another fact about the Client Services Department, we have outreach staff that is available to do presentations, on-site application assistance, and interviews. We do not determine eligibility; however, we will be available to guide clients through the process and submit proper documentation. Don't delay; apply today; friendly staff are waiting to assist you. Please call (210) 431-8326 or (800) 246-9121. Our hours of operation are Monday-Friday 8:00am to 8:00pm or Saturday 9:00am to 3:00pm.

Volunteer Hints

- Create an account on Craig's List under community/volunteering to advertise volunteering opportunities
- Reach out to the local schools, sometimes students are required to volunteer in order to graduate
- Contact the local United Way for community initiatives and groups
- Community centers (YMCA, etc.)
- Contact Boys & Girl Scouts of America. They have units that are always looking for volunteer opportunities
- Face book is a great way to promote your pantry as well

What you will need:

- Business card or agency contact info sheet about the agency that would enable volunteers to contact you
- A list of volunteer opportunities that include a schedule, times and job description
- Have an organization sign in sheet. Should include date, time in, time out, signature, and contact information (address, email, phone number). Include a sign up sheet for future opportunities

Technology the Great!!!

What's Your Brand?

A Brand Definition by Seth Godin: A brand is the set of expectations, memories, stories and relationships that, taken together, account for a consumer's decision to choose one product or service over another.

That's a great definition of branding by Seth Godin. Use it to determine the brand of your agency.

Ask these questions:

What are people expecting when they walk into your agency?

What are they expecting when they call you on the phone or interface with one of your staff or volunteers?

What memories are they left with?

What's the nature of the stories they are telling about you?

What kind of relationships are you building?



What's Your Flavor?

One thing I like to do is to ask people what our organization's "flavor" is? In other words, when you think of it, what words come to mind. You'll get different responses from your staff as from your clients, but if your mission is clear, they won't be too far apart! The experience should be similar on both sides.

A brand used to be something else. It used to be a logo or a design or a wrapper. Today, that's a shadow of the brand, something that might mark the brand's existence. – Seth Godin

A Confession

I remember when I first started here at the food bank not thinking much for our logo. I mean, honestly it was a bit too simple for my design taste.

I was so naïve!

Since then, I've had a complete turnaround! I've come to realize how strong our brand is! And because our logo is a shadow of that brand, it is **STRONG!**

Not an Accident

Our brand didn't become strong accidentally. It's the result of keeping focused on a consistent and unyielding purpose and vision. **Simply put - it's the result of not losing sight of why we're here – to fight hunger and feed hope!**

Hope that helps you to find or refine your brand! Happy New Year!

Rural Development Initiative - LaSalle Update

As a result of the partnership established on October 12, 2010, with La Salle County, the San Antonio Food Bank (SAFB) started providing some of the services in the Menu of Programs approved by the county. For the months of October thru December of 2010, the Project Hope Program provided 579 Senior Citizens with customized boxes of appropriate and nutritious food for a total of 24,810 pounds of food. The first Food Fair distribution that was held on November 22, 2010, provided 274 families consisting of 818 individuals/family members with 27,153 pounds of food. Social Services has also been providing application assistance for federal benefits thru the Call Center, 211 System and On-site.

These and additional services will continue to be provided this coming year of 2011. Our focus and mission is to address the hunger issues and food insecurity in our communities. We are excited and look forward to establishing strong partnerships with all of the counties we serve as we work together to ensure that every family and individual has access to nutritional foods through our numerous programs that not only solve the immediate problems of hunger, but help individuals and families gain long-term food security.

Again, we would like to congratulate the La Salle County Officials for their leadership, vision, initiative, but most importantly for their care and concern for the health and well-being of their community. We also want to wish all the citizens of La Salle County a Happy Holiday Season and a very Prosperous New Year.

Please visit us at:

www.safoodbank.org

www.flicker.com/photos/safoodbank

www.facebook.com/safoodbank

www.youtube.com/thesafoodbank

twitter.com/safoodbank

safoodbank.wordpress.com

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