



Fresh Take

Partner Agency News

Mission

Second Harvest Food Bank of Middle TN feeds hungry people and works to solve hunger issues in our community.

Contact Us

331 Great Circle Road, Nashville, TN
37228
615.329.3491

Reminders

- USDA signed inventory & client forms are due monthly.
- Enter service numbers on eHarvest by the 7th each month.
- Notify us of contact information or service hour changes immediately.

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. Under *Food Use and Restrictions* in the Partner Agency Manual, it states that volunteers may receive food if in need but that they must follow the same process and do so within the same distribution time as others. Food is not to be used as a payment for their volunteer services.

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.

Team

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NEWS

NEW ONLINE ORDERING SYSTEM DEBUTING SOON!

Second Harvest is happy to announce that a new online ordering system, AgencyLink, will be introduced sometime mid-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-p



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](#).
- **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

- **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/>.
- **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, scroll to the bottom of the homepage and look for the "[Agency Zone](#)" text link under the Resources heading.
- **UT Extension >>** UT Extension helps Tennesseans improve their quality of life and solve problems through agriculture knowledge, family and consumer sciences, and community development. They can be a wonderful resource for your Partner Agency and your clients. Visit [UT Extension](#) to learn more from your county office!

AGENCY SPOTLIGHT: COMMUNITY ACTION COMMITTEE

Community Action Committee (CAC) is committed to active outreach ministry in the Sewanee community and beyond. Working with Otey Parish, the School of Theology, volunteers, Chef Rick from the University of the South, St. James, and members of the community, the CAC has a deep and longstanding commitment to their work. CAC operates a food bank from 9-11 a.m. Monday through Friday. The food pantry program is vital in its community. It serves a number of community clients, who are free to stop by anytime and stock up on food and other household supplies. Most of the CAC's food supply comes from Second Harvest, however, community donations are always welcome.

Volunteers can come by any day of the week to stock and organize food, pack grocery bags, and share casual coffee and conversation with clients! The CAC is located on the campus of the University of the South and is blessed to have a great deal of student involvement as well.

The CAC currently maintains a garden at Otey Parish that provides clients with a source of fresh produce. The organization is currently developing a program that will allow CAC clients and community members to come together and learn more about sustainable gardening practices and share any knowledge they may already have! Volunteers are welcome to come during regular office hours to help with weeding, watering, planting, harvesting, etc.!

Second Harvest is honored to partner with Community Action Committee!



WHOLE GRAINS 101

Grains give us energy and are an essential part of a healthy diet. Pick whole grains over refined ones. Whole grains not only give you more fiber and nutrients but also keep you fuller longer. Eating whole grains may also reduce your risk of diabetes, heart disease, and constipation.

All grains start out as whole grains. Grains are made up of 3 parts: bran, germ, and endosperm. The bran contains most of the fiber and the germ contains a majority of the vitamins and minerals. When grains are processed to refined grains, the bran and germ are typically removed, which strips away most of the grain's fiber and nutrients.

Some common whole grains include: 100% whole grain breads, 100% whole grain pasta, 100% whole grain cereals, brown rice, barley, corn, popcorn and quinoa. Encourage your clients to pick whole grains by:

1. Highlighting them as a healthier choice or "diabetes friendly"
2. Providing samples of whole grains like brown rice or whole-wheat pasta
3. Provide recipes using whole grain products

BROCCOLI, RICE and CHEESE CASSEROLE

Serves 6 (Serving Size 3/4 cup)

Ingredients:

- 3 cups broccoli florets, bite sized
- 3 cups brown rice, cooked (1 cup uncooked)
- ½ cup vegetable stock
- 1 cup grated cheddar cheese
- Salt and pepper to taste



Instructions:

1. Place broccoli in a large, microwave safe bowl and add about an inch of water. Season lightly with salt and toss.
2. Microwave broccoli until tender. Usually takes about 4 minutes. Remove from microwave and drain.
3. Heat a skillet over medium high heat. Add broccoli, rice, ¾ cup cheddar cheese and vegetable stock. Stir to combine.
4. Let cook for a few minutes, stirring often, until cheese has melted. Season with salt and pepper.
5. Turn oven on broil and sprinkle remaining cheese over top of skillet. Place skillet in oven and bake until cheese has melted.

Nutrition Facts: Calories: 195, Fat: 7, Saturated Fat: 3, Carbohydrates: 26, Fiber: 4, Protein: 9, Sodium 225 mg