



# AGENCY NEWS

Fall/Winter 2010

**\*\*\* BIG NEWS! \*\*\***

## Shared Maintenance Fees Lowered Until the End of 2010!

Mid-South Food Bank realizes that our agencies are struggling to meet the increased need for wholesome food and other groceries. Therefore, the Food Bank board of directors has unanimously voted to reduce shared maintenance fees to a maximum of 7 cents a pound until the end of the year. (See special offer below for Shelby County only). Anything that is currently offered at less than 7 cents or no shared maintenance will remain at those levels. But for everything else - meat and other protein products, soups, vegetables, frozen items - everything is 7 cents per pound! You will see the changes on the shopping list starting November 1. The delivery fee of 3 cents per pound remains in effect.



*Wow! There's lots of food for me now!*

### Items Designated for Shelby County: NO SMF

In addition to lowering SMF for everyone, the Food Bank board voted to eliminate all shared maintenance fees for the products funded through Shelby County Community Service (SCCS) until the end of the year. These products are designated for Shelby County agencies only. Delivery fees still apply and monthly reports will still be due no later than the 5th day of the month.

## Free Client Management Software and Training

At the agency conference in August, many people saw a demonstration of the Client Management computer program developed by Angie Wright, a volunteer at F.A.I.T.H. Food Pantry in Nettleton, Mississippi. This easy-to-use software program makes it easier and faster to store, recertify and update existing clients and to screen new clients. Now, Angie and the board of F.A.I.T.H. have graciously decided to donate the software to Mid-South Food Bank so that we may make it available to all member agencies. In the next few weeks, Angie will train Food Bank personnel on how to use the program.



*Angie Wright demonstrating Client Management Software at the agency conference.*

F.A.I.T.H. and other food pantries that are using it say it has increased their efficiency tremendously with its ability to maintain more accurate records, figure certification information and track distribution.

We are so very grateful to Angie, F.A.I.T.H. Food Pantry director Marolyn Hester and the pantry's board for making this generous offer. This kind of software package and training can cost hundreds of dollars for each user. Making it available at no cost is a wonderful gift. More information is coming soon about the availability of the Client Management Software.

# Agency Conference Fun and Informative

Mid-South Food Bank's annual agency conference was held in August and more than 180 agency representatives came to enjoy a bountiful breakfast, learn valuable information at workshops on nutrition, volunteers, mobilizing the community to fight hunger and see a demonstration of two different computer programs to help agencies track their clients. The keynote address featured former TV personality and current associate pastor of First Congregational Church and Food Bank board member, Rev. Sonia Walker. There were numerous door prizes and free gifts for everyone, but the highlight of the day is always the awards luncheon. This year's award winners ran the gamut from small to large agencies, with both rural and urban agencies recognized. The staff and board of Mid-South Food Bank are so grateful to the volunteers and staff at all our agencies. We know it is your hard work that makes it possible to feed so many people in the Mid-South who are struggling. Even though we recognize you once a year, we are thankful for you every day!

Congratulations to all our award winners. In addition to the award plaques, winners also receive a gift certificate for \$25 off their shared maintenance fees (\$50 off for the Agency of the Year). So remember to nominate your agency next year!



*F.A.I.T.H. Food Pantry, Nettleton, MS won the Feed the Need award for Agency of the Year*



*Moscow Community Food Pantry won the award for Outstanding Performance*



*First United Methodist Church/Bread of Life Ministries in Covington, TN won Outstanding New Agency*



*Memphis Union Mission was recognized at the Outstanding On-Site Feeding Program*



*Coldwater United Methodist Church Pantry, Coldwater, MS, won the Outstanding Pantry award.*



*The 2010 agency conference attracted the largest crowd ever.*

## Felix Anderson Joins Food Bank as VP Programs



If you attended the Agency Conference, you met Felix Anderson, who joined the Food Bank in August in the new position of Vice President of Programs. He is responsible for agency relations, childhood hunger programs, the mobile pantry and our Pantry. He has already met many agency representatives and traveled to several of the counties in our service area. His hope is to visit every agency just as soon as he can. Felix brings tremendous passion and true sense of purpose and urgency to his work at the Food Bank.

Felix was most recently the director of guest services at the Word of Faith Foundation in Jackson, Mississippi. But before that, he served as director of agency relations at the Mississippi Food Network in Jackson, a food bank that serves 61 counties. Felix is a native Mississippian and is in the process of moving his wife and two-year old son to Memphis.

### Agency Survey Planned

Mid-South Food Bank has granted permission to an organization interested in collecting statistical data through a survey on the Food Bank's service performance to member agencies. The data collected will provide insight on how agencies can be better served in areas from customer service to community funding. The Mid-South Food Bank will not be administering this survey; however we are encouraging all member agencies to participate.

"We want to ensure that our agencies have all of the resources and tools needed to provide quality customer service to members of their communities," said Felix Anderson, vice president of programs. "This survey will help identify the key challenges our agencies face and help us implement solutions to those problems."

Agencies will be asked specific information concerning their interaction with Food Bank staff as well as the food and grocery items they receive. Mid-South Food Bank will be informed of the survey results so that it can better serve member agencies. The survey will be administered within the next six months.

### Tashanta McCraven Moves into Childhood Hunger Programs Post

Tashanta "Tasha" McCraven, known to most agencies as the manager of the Food Bank pantry for the past three years, has accepted the position of manager of childhood hunger programs, with responsibility for Kids Cafe and the Food for Kids BackPack Program. Before she went to work in the pantry, Tasha was the childhood hunger programs assistant.

Prior to joining the Food Bank, Tasha was with Southside Boys & Girls Club and continues to do volunteer work at Boys & Girls Clubs in Memphis. She is also involved with the Memphis Grizzlies House in Memphis, a residential facility for patients and families of St. Jude Hospital.



## Agency Open House to Honor Susan Sanford

Mid-South Food Bank President & CEO Susan Sanford has announced that she will retire at the end of 2010 after almost 20 years as head of the Food Bank. When Susan started in 1991, the Food Bank distributed five million pounds of food. During her tenure, distribution has doubled, and the Kids Cafe, BackPack and mobile pantry programs began. There will be an open house for all agencies on **Thursday, December 16, 1:00 p.m. - 3:00 p.m. at Mid-South Food Bank.** Please plan to come by, enjoy refreshments and say farewell to Susan.



### New Agencies and New Programs

All of these agencies are Food Pantries

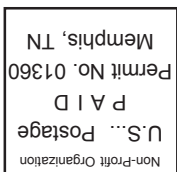
Good Neighbor Love Center, West Memphis (Crittenden County)

Capleville United Methodist Church (Shelby County)

New Hope Outreach Center, Memphis (Shelby County)

St. Jude Missionary Baptist Church, Memphis (Shelby County)

Emmanuel Church of God in Christ, Tupelo (Lee County)



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