

## **FISH Food Bank**

**February 2018**

### **Coordinators Newsletter**

As I was driving to Odell, my mind pondered on the question of "What Makes You Smile and Warms Your Heart?" A lot of different things make me smile, but when I think about FISH these are a few of the things that put a smile on my face:

- New babies in the FISH waiting rooms (we have had a few this winter)
- Watching the clients who have been waiting for the doors to open and seeing them make sure the person waiting the longest gets the first number
- The wonderful teen volunteers who are always at the Parkdale Food Bank
- Honest clients who have been in once this month but didn't get their card punched
- Listening to the volunteers talk and share with the clients
- Bruce, who volunteers at the Hood River Site always makes me laugh with his corny jokes
- The volunteers who during rain, sleet, snow or sunshine (like mailmen) go to the many stores and pick up the food every week without having to be reminded
- Hugs, from both clients and volunteers
- Volunteers who travel around the world like to Mexico and Tongan, but still worry about FISH during their travels
- A Board of Directors that is truly concerned about hunger in Hood River County, and always looking at how to address this issue beyond the sites
- Listening to the volunteers talk, laugh and share as they are working
- The volunteers who want to give back because they are not only volunteers but also clients
- The dedicated Church/Group coordinators who spend hours making sure there is a group of volunteers to help at the distribution
- Our FISH Board Treasurer, Becky who donated more than 485 hours keeping our finances in order
- The dedicated truck crew, who come every two weeks with smiles on their faces and who welcome new volunteers with open arms
- All 519 different individuals who volunteered time to the FISH Food Bank. With Alan volunteering the most hours to FISH at 597 followed by Becky, followed by Bruce volunteering 474 hours. All total the 2017 volunteers donated 11,168 hours of time to FISH.

So what makes you smile? I hope helping at the FISH Food Bank puts a smile on your face and warms your heart. Wishing you a Happy Valentine's Day.

## **Reminder for Registration of Clients**

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As I was catching up on paperwork this month, I recognized a few things that I would like you to share with your volunteers that work the registration during the FISH distribution:

\*When a person needs a card reissued, it is very important that you **always** do a Green Reissue Form. If they have their old card, please attach the card to the green form.

\*If a client comes in and does not have their card, the first thing you do is look up their file on the computer. First check to see the date when the card was issued. If it is still within the year, find out if the card is lost or if they just forgot it this month. If they think they have it somewhere, do not give a new card. Just mark in the computer they received food, but did not have the card. If the card is older than a year, then they need a new card. If they lost their card, please mark on the green form the card was lost.

\*Please remember that their card is good for **one year from the date issued**. Just because it has a 2017 date does not mean it automatically needs renewed.

\*If the client comes in and does not have a card, again pull up their file in the computer and check who is in the household. The person getting the food needs to be listed as a family member. If not, find out what is going on, technically they should not be getting the food. For example, a client was getting food in Hood River and she was the only one on the card. At another site, someone else was getting food from this card and they were 4 or 5 people, but not on the original card. This family needs to get their own card.

\*When an individual signs up for FISH, we need a physical address not a Post Office Box. What we are looking for in an address is if they are living in Hood River County or Mosier. Often times if an individual has a PO Box it often means they are homeless, and they can get a card with the homeless address. Please ask questions.

\*When clients are signing in, some volunteers have the client fill out the USDA form. We would like to ask the volunteer to please fill in the information and just have the clients sign the form. The information on the form is confidential and technically the other clients should not be able to see the information.

Thanks for your help, if you have any questions please ask and I will help.

## **Supporting those who Support FISH**

On February 14, is **Dutch Luv Day** at Dutch Bros Coffee. On this day, they donate \$1.00 of every drink purchased to local food banks and this year they have selected FISH as their recipient of this donation. So if you are inclined to buy coffee at Dutch Bros that might be a good day to buy. Thank you to Dutch Bros Coffee, for their support of our mission.

On February 10, is **Heart and Souls Day** at Foot Wise in Hood River. On that day 30% of the sales goes to FISH. Also if you bring a food donation to the store, you will receive a special in-store coupon. So if you need a new pair of shoes that would be a good day to buy.

FISH would like to thank both of these business for their support. If you shop at either of these business it would be nice to say thank you from FISH.

### **CAT Bus Clients**

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A quick reminder that we do have clients that ride the CAT Bus to FISH. Because the bus runs on a limited schedule, it is important we try to accommodate our clients. Many of the "CAT rider clients" come early, so they can be first in line but some are not able to do this.

So if you know the client is riding the CAT Bus and the bus is coming back at a specific time, we need to try and work the clients in early because the bus cannot wait on them. This is touchy because other clients are waiting, but most of the time the others do not mind if this person moves ahead. But we need to work with the clients so they are able to make the bus arrangements.

Thanks for your help.

### **Oregon Food Bank Truck Time Change**

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The Oregon Food Bank asked FISH to change the time of the bi-weekly truck delivery from 7:00 AM to 8:00 AM. For most volunteers this was not a problem, unfortunately it does mean a few volunteers will not be able to help.

This could change how Mid-Valley and Cascade Locks organizes their volunteers and the trucks coming to pick up food.

### **FISH Board Meeting—February 14**

The February FISH Board meeting is scheduled for Wednesday, February 14 at 12:00 Noon at the Hood River FISH Site. We realize that this is Valentine's Day, but since this is a noon meeting we are hoping it does not conflict with your plans.

The meetings are open and anyone who would like to attend is welcome.

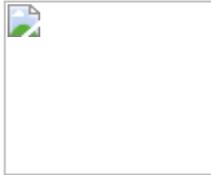
### **Important Dates to Put on Your Calendar**

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| <b>February 14</b> | FISH Board Meeting, 12:00 Noon, Hood River FISH Site                        |
| <b>February 8</b>  | Oregon Food Bank Truck delivery, 8:00 AM, Hood River FISH Tucker Road Site. |
| <b>February 22</b> | Oregon Food Bank Truck delivery 8:00 AM, Hood River FISH                    |

Tucker Road Site.

**“This institution is an equal opportunity provider.”**

**Happy Valentine’s Day as Volunteers are the heart of the FISH Food Bank**



Have a good February.

Billie Stevens

FISH Food Bank

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