



**FEBRUARY**



**Friday, February 1st, Agency Express Training**  
9:00am to 10:30am

**Tuesday, February 12th, Food Handlers**  
9:00am to 2:00pm, \$10.00 Per Person

**Monday, February 18th**  
SAFB Closed



**Tuesday, February 19th, Orientation**  
Food In / Food Out, 9:00am to 11:00am

**Thursday, February 21st, Grant Writing Training**  
2:00pm to 3:00pm

**Thursday, February 28th, Agency Store Closed**  
No Shopping, No Pick-Up's



**MARCH**

**Thursday, March 14th, Orientation**  
Food In / Food Out  
9:00am to 11:00am

**Friday, March 29th, Agency Store Closed**  
No Shopping, No Pick-Up

**Katie Martinez**

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**Roshunda Smith**

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**Adriana Barbosa**

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**Jennifer Brown**

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## QUOTE OF THE MONTH

*"To Love and Be Loved, Is Like Feeling The Sun From Both Sides."*

*~ Unknown*



## TIP OF THE MONTH

(Unopened)	Refrigerator
	Past Printed Date
Lactose-Free Milk lasts for	7-10 Days
Non-Fat Milk lasts for	7-10 Days
Skim Milk lasts for	7 Days
Reduced-Fat Milk lasts for	7 Days
Whole Milk lasts for	5-7 Days
(Opened)	Refrigerator
	Past Printed Date
All Milk lasts for	5-7 Days

**Practicing proper hygiene** and food safety techniques will help prevent foodborne illness. Although not a perfect test, your senses are usually the most reliable instruments to tell if your drink has gone bad. Some common traits of bad milk are discoloration, lumpy texture and a very distinctive unclean sour smell (which you will notice when removing the lid). These changes occur from lactic acid producing bacteria. If you have sour milk, it can be cooked or used in recipes that call for sour milk, but do not drink it without properly cooking it first. There are, of course, certain health risks associated with spoiled foods so always remember to practice food safety and enjoy your foods before their shelf life has expired!

**Keeping milk cold** is essential to extending its shelf life. You can help keep milk fresh longer by keeping it away from light and by placing it back into your refrigerator immediately after each use. Store milk on an interior refrigerator shelf rather than in the door, where the temperature fluctuates with frequent opening. In addition, opened milk should be stored tightly in its original container as the containers were specifically designed for this purpose.

**Unfortunately freezing milk**, although safe, isn't a great option. Freezing is not recommended because freezing destabilizes the molecular structure and the resulting product will be less desirable than the fresh product. If you do freeze your milk, it will keep for about 3 Months in the freezer. When thawed, the texture and color will be slightly altered, it will be lumpy and yellow but the product does remain safe.

# HUNGER FIGHTERS!!

**SAFB's  
MONTHLY  
HIGHLIGHT**



We wanted to thank all of our partner agencies!!! The SAFB is truly blessed with the best Hunger Fighters in our 16 county service area. It is never an easy job to highlight just one person.

*Our February Highlight is....*

**Sulema Arrecis:**

***Redwood Community Center***

Sulema Arrecis and her incredible dedication to her community has inspired us here at SAFB!!



Since partnering with the SAFB, Sulema Arrecis and Redwood Community Center has moved almost 1.5 million pounds of product!

Sulema's dedication to her community by hosting food fairs and making sure that all our furry friends get fed as well.

Thank you Sulema for being such a dedicated Hunger Fighter!!



# INFORMATION STATION

## Managing Conflict Among Volunteers

**You might hope that a group of volunteers would automatically get along and function well. But, even with a group of well-intentioned volunteers, problems will arise, and you will have to manage conflict at some point...**

**Understand the Issue:** When managing conflicts with volunteers, define the issue first. Conflicts are usually a result of one of three factors: character, competency, or chemistry. Identifying the factor will help you determine how to fix it. If the volunteer has a character problem, meaning she/he “lacks moral judgment,” then you should consider whether they should be retained or retrained. If the conflict is a result of a competency problem, meaning the volunteer doesn’t have the skills to perform the required task, then you might need to retrain him/her or reassign. Or, if the conflict is a chemistry problem, meaning the volunteer isn’t the right fit among other volunteers or beneficiaries, then you should consider shuffling volunteer personnel or reassigning the volunteer.

**Listen, and Then Be Direct:** You might have the best volunteer screening procedures on the planet, and you might have complete confidence in all of your volunteers. Still, once in a while, you’re going to hear several bad reports about one volunteer. The reports might mystify you; your interactions with the person might be nothing but positive. But, when more than one person is consistently reporting the problem, your antennae need to go up, and you need to manage the conflict. Listen to others’ reports, and then speak privately to the volunteer in question. Give he/she a chance to respond or explain, and, so long as the problem isn’t jeopardizing the safety of your personnel or beneficiaries, discuss a plan to solve the problem. Then, agree on a time when you will meet again to follow up, and keep all agreements in writing.

**Acknowledge Other Factors:** Sometimes, although one volunteer seems to be causing the problem, other factors are at play. Other factors could be anything from personal issues in the volunteer’s life to the time of day that the individual usually volunteers. It’s important to acknowledge these issues. Speak privately with the volunteer, and present the problems you’ve been noticing. Ask the volunteer if he agrees with your assessment, and if he can explain what’s going on. This conversation might provide very useful information on the best way to proceed. You might find out that he is disgruntled because he has to commute through rush-hour traffic to your office, where he does IT work. The simple solution? Let him become a virtual volunteer! No traffic, no disgruntled volunteer, no conflict! Showing volunteers that you care about other factors in their lives, and accommodating them where you can, gives volunteers a boost of motivation and makes them more likely to continue volunteering.

**Give Volunteers a Voice:** Occasionally, experienced volunteers might cause conflict when the organization introduces changes, especially major changes. Transitioning can be tough, and the dedicated volunteers who have been with your organization longer than some staff might feel like they have some ownership and resist change. This doesn’t set a good example for the rest of your volunteers, and it can undermine your authority. One way to manage this conflict, is to involve experienced volunteers in the process of policy change. If there is a working group, reserve one or two spots for volunteers, so that they can voice their opinions and discuss possible paths forward. That way, when changes are implemented, experienced volunteers will be less likely to cause conflict by resisting.

**Closing:** More often than not, problems with volunteers are the result of personality conflicts and unclear guidelines. Shuffling volunteer groups is usually an easy fix, but volunteer coordinators should ensure that all job descriptions, rules, procedures, and trainings are written with great clarity and detail. Plus, volunteer coordinators should implement regular refresher trainings, which remind volunteers of important rules and procedures and alert them to upcoming changes. Paying careful attention to this one area will help manage conflicts before they even arise.

<https://blog.mobileserve.com/manage-conflict-among-volunteers-with-4-simple-strategies>

## Adriana's Corner



When you arrive to shop or pick-up, please **sign in** at the window in the Agency Store.

**You must have your agency card.**



Checking in and out with the order clerk is **imperative**, lately this has been an issue.

Additionally, agency cards are getting left behind and invoices not processed. This is a greater concern when you need a credit or are requesting a refund. We will not be able to honor the request due to, your pending order in our system that was never properly checked out.



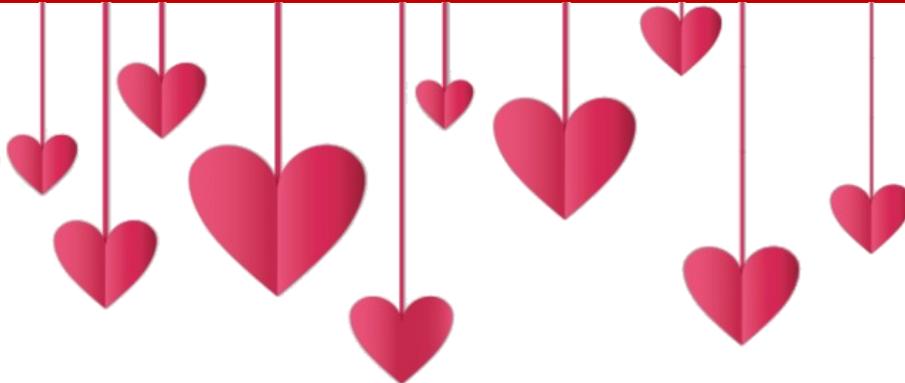
If you are sending a volunteer to pick up your order please emphasize; the importance of thoroughly checking the items received to ensure accuracy. Let's not forget to remind them to check in and out.

Any orders not picked up on time will incur a re-stocking fee as follows:

**Total Poundage of Order divided by 2 X 0.15¢**



# Compliance Corner



Please keep in mind, monthly reports are due by the 5th of every month and should be completed online only.



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## PARTNER AGENCY FORMS

### QUICK LINKS

- SAFB Agency Guidebook
- Partner Application Packet
- Potential Partner Inquiry Form
- School Commodities – Frequently Asked Questions
- **Monthly Agency Report**
- Grocery Rescue Retail Proxy Program Agency Report
- Pallets, Plastics & Bins Pick-Up Form
- Backpack/Produce Bag – Weekly Activity Report

### AGENCY EXPRESS LINKS

- Agency Express 3.0 Order System
- January Ordering Schedule
- Order Timeline
- How To Pick Up An Agency Order
- Mobile Pantry and Food Fair Schedule Form
- Quick Guide (PDF)
- Video Tutorial (YouTube)
- SAFB Credit Request



# Partner Agency Announcements



## San Antonio Food Bank's 11th Annual Golden Apple Awards

### NOW ACCEPTING NOMINATIONS:

Every year in March, the San Antonio Food Bank honors some of our best partner agencies at our Annual Golden Apple Awards. If you work with an organization that partners with the Food Bank and goes that extra mile for their customers, we want to know! Share their story and the impact they make in their community by submitting our online ballot.

### Submit your ballot here!

**LINK:** <https://safoodbank.wufoo.com/forms/mcbaqsh10xi4nd/>

Awards will be made in the following categories: Food Pantry of the Year, Best All-Around Multi Service Partner, Children's Program of the Year, Senior Program of the Year, Client Services Partner of the Year, Nutrition Partner of the Year, and Individual Volunteer and Group Volunteer awards. These awards are based on nominations received from San Antonio Food Bank staff, our partner agencies, and the wider community.

***Nominations are due February 15, 2019.***



# Government and Public Affairs

**Food For Today. Food For Tomorrow.  
Food For A Lifetime.**

Dear Hunger Fighters:

On Friday, January 25th - the White House announced a tentative deal was reached to Re-Open the federal government for three weeks (Feb 15).

As more forecast information continues to come out regarding the "Shutdown Showdown" perfect storm... Feeding America continues to communicate with our network regarding what this means for the federal employees that we continue to serve. Uncertainty remains for many federal workers and their families.

More news to come regarding this...

By, Mario Obledo, Jr.  
Chief of Government & Public Affairs

# Daisey Cares

We just wrapped up with 2018 as our most successful year yet.  
DaisyCares is blessed to celebrate 10 years in 2019.

**2018**  
impact report

**76,980**  
Pets Served



WWW.DAISEYCARES.ORG/DONATE

**335,970** pounds of pet food donated

**29,943** families assisted

**6,719** children received humane education