



MEMBER'S GUIDE

FEBRUARY 2016

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Introducing Online Ordering at the Food Bank!

Ordering with the Food Bank just got easier and more convenient with access to live inventory, grant balances, invoices, and much more!

To begin online ordering, agencies must attend a training offered during Food Bank Orientation, so please keep an eye out for invitations to upcoming workshops if you are interested!

Orientations are offered almost every month at either the Regional Food Bank in Latham (Albany County) or at Solid Rock Church of God in New Windsor (Orange County). Agencies will receive log-in information and are able to place orders upon completion of the course.

The transition to online ordering is ***not mandatory***; agencies may, of course, continue ordering as usual by email, phone, or fax.

If you have questions regarding online ordering, please contact Cheyenne Bratton at cheyenneb@regionalfoodbank.net, or 518-786-3691 ext. 259.

OPT OUT OF THE PAPER MEMBER'S GUIDE:

Do you find yourself throwing away copies of this guide due to the inventory being outdated?

If so, there is an alternative! You may choose to "opt out" of receiving the paper version of the Member's Guide each month, minus the outdated inventory! You will continue to receive it via email each month (if you have signed up for emails) and you may access it on our website.

For those of you who would like to **help us save paper, time and money**, by opting out of the paper version, please reply to:

MGSurvey@regionalfoodbank.net

SUBJECT LINE: OPT OUT

IN THE BODY OF THE EMAIL, INCLUDE: AGENCY NAME & AGENCY NUMBER

INVENTORY UPDATES ON WEBSITE...

Stay in the know about what's in and what's out!

Did you know that we now post an updated inventory on our website on Mondays, Wednesdays, and Fridays? Go to www.regionalfoodbank.net, click on "inventory" in the upper right corner and then "click here for a PDF copy of our current inventory".

Chicken Leg Recipes

DID YOU KNOW...

You can cut a recipe's calories nearly in half if you don't use the skin of the chicken?



To skin a chicken leg:

- Hold the small end of the chicken leg with a paper towel
- Use another paper towel to grab the loose skin at the top of the chicken leg and pull down
- You may need to cut the skin off at the bottom end

Garlic Roasted Chicken

Ingredients:

4 chicken leg quarters, skinned
 4 cloves garlic, finely chopped
 1 teaspoon oregano
 1/2 teaspoon salt
 1 teaspoon chili powder
 1/4 teaspoon ground cumin
 1/4 teaspoon black pepper
 2 tablespoons vegetable oil
 1/2 cup chicken broth

Directions:

1. Preheat oven to 425°F.
2. Lightly oil a 9x13 pan, or line it with foil.
3. Combine the oregano, salt, chili powder, cumin and black pepper in a small bowl. Add vegetable oil and mix well.
4. Arrange the chicken in the prepared pan, and rub with the spice mixture.
5. Pour chicken broth in the bottom of the baking dish.
6. Bake for 40 to 50 minutes, or until the thermometer reads 165°F.

Variation:

Cut up about 1 1/2 to 2 pounds of potatoes and 2 to 3 carrots, toss with a tablespoons of oil, and arrange the vegetables around the chicken pieces. Roast until the chicken is done and potatoes are tender.

Adapted from Southernfood.about.com

Easy BBQ Chicken

Ingredients:

4 chicken leg quarters, skinned
 1 1/2 cup BBQ sauce, divided
 Salt and pepper to taste

Directions:

1. In a glass bowl, marinate chicken in 1 cup BBQ sauce, salt and pepper for 15 minutes.
2. Preheat oven to 400°F.
3. On a cookie sheet, tightly wrap the chicken in foil, making sure it is tightly sealed.
4. Bake for 45 minutes or until thermometer reads 165°F.
5. Spoon remaining 1/2 cup BBQ sauce over chicken.

Adapted from Cooks.com

Cranberry Mustard Chicken

Ingredients:

4 chicken leg quarters, skinned
 1 can cranberry sauce (whole berry or jellied)
 1 envelope onion soup mix
 1 bottle French dressing
 2 tablespoons mustard, Dijon if possible

Directions:

1. Preheat oven to 350 °F.
2. Mix all ingredients except chicken in a 9x13 baking dish. Add chicken and spoon mixture over top of chicken, making sure to cover completely.
3. Bake uncovered for 1 hour until thermometer reads 165°F, spooning liquid over the chicken periodically.

Adapted from Cooks.com

For nutrition information or other recipe tips, contact:
 Kerry Leary, Nutrition Resource Manager at the
 Regional Food Bank of NENY at:
 KerryL@regionalfoodbank.net or at 518-786-3691 x260

FOOD SAFETY TRAINING & FOOD BANK ORIENTATION
(WITH ONLINE ORDERING TRAINING!)



February 25: 9:00 a.m.-3:30 p.m.
Solid Rock Church of God
20 Holloran Road
New Windsor, NY 12553



FOOD SAFETY: 9:00 a.m.-12:00 p.m.

NEW PROGRAMS ARE ENCOURAGED TO ATTEND &

FOOD SAFETY IS NOW A REQUIREMENT FOR ALL HPNAP FUNDED AGENCIES.

You will learn more about code dates, food recalls and the safest way to provide food to your clients.

ORIENTATION (WITH ONLINE ORDERING): 12:30 p.m.-3:30 p.m.

Join us and learn how using the Food Bank can benefit your agency and clients.

We'll cover policies and you'll leave with a clear understanding of the different parts of our inventory and how to put this knowledge to best use when placing orders.

******New in 2016: Orientation will include a training of our ONLINE ORDERING SYSTEM!******

Agencies may begin using the system immediately following the training.

A complimentary lunch will be offered to full day attendees.

Please Note: Due to the cost of lunch and supplies, a \$10 fee will be assessed to representatives from any agency missing the workshop without providing us at least 24 hours notice.

Please RSVP to Elizabeth at 845-534-5344 x107 or at EHarris@foodbankofhudsonvalley.org no later than February 18.



FOOD BANK WORKSHOPS:
ALPHABET SOUP & ADVOCACY 101
(Attend One or Both Workshops)



ALPHABET SOUP: 10:00-12:00

Learning the ABCs of State and Federal Nutrition Programs

Confused about programs like SNAP, WIC and CACFP and what resources are available to help your agency and those you serve?

Join us to learn more about these programs and make your program a S-U-C-C-E-S-!!!

ADVOCACY 101: 12:30-2:30

Advocacy can seem complicated and intimidating, but it does not have to be. There are some basic rules that anyone can follow, and everyone – including the least experienced – can learn to be effective. After all, you are your program's expert, and if you don't speak for those in need, who will?

We will define advocacy and different techniques, teach you how to engage with elected officials, highlight statistical resources, and work with you to brainstorm your own advocacy campaign.

CHOOSE FROM ONE OF TWO DATES AND LOCATIONS:

Thursday, January 28

Solid Rock Church of God
 20 Holloran Rd. New Windsor, NY 12553
 RSVP to Elizabeth at 845-534-5344 x107 or
 eharris@foodbankofhudsonvalley.org by 1/21/16

Thursday, February 4

Regional Food Bank of NENY
 965 Albany Shaker Rd. Latham, NY 12110
 RSVP to Mary at 518-786-3691 x236 or
 maryr@regionalfoodbank.net by 1/28/16

*****A complimentary lunch will be provided to full day attendees.*****

Due to the cost of lunch and supplies, a \$10 fee per confirmed attendee will be assessed for not attending without providing 24 hours notice.

WHAT YOU NEED TO KNOW

To Order for Our Latham Facility or a Delivery:

Access our updated inventory every Monday, Tuesday and Friday by visiting www.regionalfoodbank.net Order weekdays from 9-2, 2-5 business days before your pick-up date as follows:

- ~By phone at 518-786-3691
- ~By fax at 518-786-3004 (use the enclosed form)
- ~By Email at fborders@regionalfoodbank.net

Place orders with an Order Taker by phone, fax, e-mail or online (following a formal training).

Appointments for Latham pick-ups are on Mondays, Tuesday Mornings, Thursdays, and Fridays. Pick up and delivery dates are listed at the end of this guide.

To Order from Our Cornwall-On-Hudson Facility:

Access our updated inventory every Monday, Tuesday and Friday by visiting www.foodbankofhudsonvalley.org Order weekdays from 9-2, 2-5 business days before your pick-up date as follows:

- ~By phone at 845-534-5344
- ~By Email at orders@foodbankofhudsonvalley.org
- ~By fax at 845-534-5256 (use the enclosed form)

Appointments for Cornwall-on-Hudson pick-ups are on Mondays, Wednesdays, and Fridays. Pick-up dates are listed at the end of this guide.

WHAT ARE THE FOUR PARTS OF THIS INVENTORY:

Donated: Donated items are generally available for a handling fee of 16¢ per pound, which helps offset some of the cost of shipping and storing large amounts of food.

Salvage: A variety of name brand items are sorted by category and repacked into cases. Salvage is available at the 16¢ per pound handling fee; the total fee is based on the weight of the product in the box. When ordering Salvage and referring to the Available in Latham Column.

Co-op: Co-op items are purchased by the Food Bank and provide nutritious products at cost. These items are NOT 16¢ per pound. Prices listed may change, as cost averaging is applied to new purchases.

USDA: Nutritious USDA foods are provided free to food pantries, soup kitchens, and emergency shelters. Apply now if you are not already qualified!

Product Limits: The Food Bank may limit items that are in stock in limited quantities.

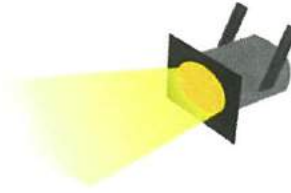
The Food Bank is not responsible for typographical errors that may appear in this Guide.

UPCOMING CLOSURES AND SCHEDULE REMINDER:

The Regional Food Bank in Latham and the Food Bank of the Hudson Valley in Cornwall-On-Hudson will be closed for Presidents Day on Monday, February 15. The Regional Food Bank in Latham will be closed for Inventory on Friday, February 26, but agencies may still stop in for bread, produce and cooler Salvage. There will be Alternate Distributions to make up for these closures as follows: Regional Food Bank in Latham: Wednesday, February 17; Wednesday February 24. Food Bank of the Hudson Valley in Cornwall-On-Hudson: Tuesday, February 16.

Order By 2 p.m. On:	To Pick Up In:	To be picked up on:
Thursday, February 11	Alternate Distribution Cornwall-On-Hudson, Latham AM only , Kingston, Monticello and Food Express	Tuesday, February 16
Friday, February 12	Alternate Distribution Latham, Cornwall-On-Hudson, Kingston, Monticello and Food Express	Wednesday, February 17
Wednesday, February 24	Latham (a.m.) Food Express, Kingston, Monticello and Cornwall-on-Hudson Alternate Distribution	Monday, February 29

**AGENCY SPOTLIGHT:
VOLUNTEER MANAGEMENT AT
COOPERSTOWN FOOD PANTRY**



Welcome to the Agency Spotlight, where we highlight accomplishments of our member agencies and best practices that we think may be useful to share.

Here is a little bit about the Cooperstown Food Pantry:

The Cooperstown Food Pantry serves an average of 195 families a month in northern Otsego County. The pantry is full client choice, and is run exclusively by volunteers. The Directors do an amazing job of getting and organizing these volunteers!

Your food pantry is run completely by volunteers. How are responsibilities divided?

We are fortunate to have two volunteer Directors willing and able to work 10-20 hours a week each. They work as a team trading duties and responsibilities as needed. A major concern is the continued smooth operation of our pantry should either or both Directors be unable to continue. To this end, we have organized teams of volunteers to either oversee or run various aspects of the pantry: Backpack Program, Volunteer Coordinator, Finance, Facilities, Inventory, etc. Many of the chairs/team leaders also sit on our Oversight and Advisory Board. The President of the Board is a long term volunteer who staffs a weekly shift and works closely with the Directors on a weekly basis.

Who is your Board comprised of?

Our 13-member Oversight and Advisory Board is comprised of active pantry volunteers who chair Operational Committees (BackPack, Inventory, Volunteers, Facilities, etc.) plus a member of our local Ecumenical Council of Churches, members of our sponsor the First Presbyterian Church (some wear two hats and are also volunteers) and a "member at large" who is not affiliated with either the pantry or the church. The Co-Directors are ex-officio members.

Please tell me about your Operational Committees, and why you have chosen this format?

Operational Committees are our way of sharing the workload and making sure that more than just one or two people in our all-volunteer organization know how various aspects of the food pantry work. The chairs (or a member) of most committees or "teams" are represented on our Board. That allows for informed discussion and problem solving when issues arise. For example, our Inventory Team meets once a month to take inventory, review what items are available from the Food Bank, and decide with the Directors what to order based on available space and budget. Directors sit on every committee and take an active, supervisory role.

Where do you get volunteers from?

Our volunteers live in the greater Cooperstown area. Many are members of local churches and civic organizations that support the pantry financially; often new volunteers are recruited by friends or family members who are active food pantry volunteers. One of our Directors is a frequent guest speaker at local events and meetings of civic organizations where appeals for volunteers are a part of the presentations.



Have you been able to tap into any unique volunteer groups or individuals?

Our LEO Club (junior members of the Lions Club) at Cooperstown High School plays a key role in our Backpack Program. One of our Directors is a guest teacher at a high school social studies class for 2 days every spring. The students learn about hunger issues, create a fund drive or food collection for us and participate in a delivery.

What information do you collect from potential volunteers?

Their interests, any special skills, physical limitations, schedule availability, plus contact information.

Tell me about how your volunteers are trained:

When someone expresses an interest they are invited to take a tour of the pantry with a Director. How we do what we do is explained and information about local and national hunger and food insecurity issues is discussed. We then talk about schedule, availability and physical challenges (bending, lifting, etc). Some people's idea of what a food pantry is, or what their tasks might be, is very different from they had expected and they decide at this point not to volunteer. If they are interested, they are given a comprehensive Volunteer Handbook that explains in detail how the pantry is organized and how to carry out various duties. They work at least one training shift with a Director, and then as many shifts as "an extra pair of hands" as they need to feel comfortable before either joining a weekly shift or becoming a substitute.

How do you match volunteers up with a task that needs to be completed?

The majority work 2-hour shifts that have the same job description - client record keeping, overseeing the client choice process of food distribution, restocking of distribution shelves, basic housekeeping. Some do not like client interaction and help as an extra pair of hands to keep shelves stocked and the pantry organized. We also have a large group that help out once a month on delivery day to pick up, deliver, unload and organize our stock. Our Backpack Coordinator has her own crew of volunteers—both high school students and adults.

How are volunteers scheduled?

We are open 10 a.m. to 4 p.m. Monday – Friday, and the last two Saturdays of the month. We have three, two-hour shifts daily, staffed with permanent teams of two or three people per shift. When a weekly volunteer is unable to work they contact our substitute coordinator who finds them a sub from her list. She keeps track of who can work when, and ensures that requests are made as fairly as possible.

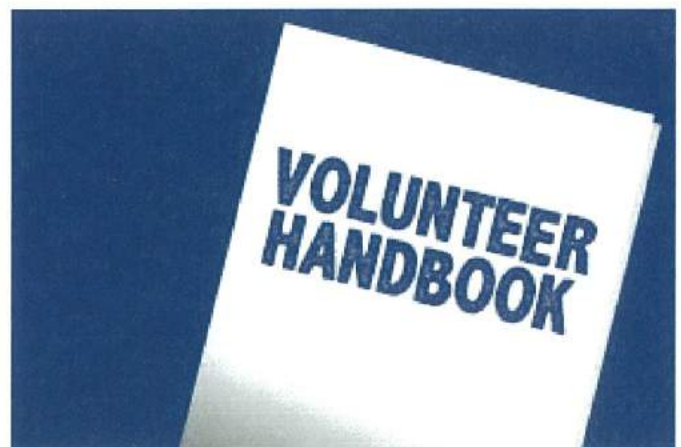
How do you keep your volunteers?

At last count we have just over 100 volunteers. We have a low turnover rate due in part to our training methods, flexible schedule, and a well organized storage and distribution system. Regular volunteers work weekly 2 hour shifts in teams of two or three. Many volunteers have formed close and long term friendships with those they work with. Substitute volunteers appreciate the flexibility to work at their convenience. We have a Substitute Coordinator who oversees the scheduling of staff.

How are volunteers shown appreciation?

The Directors make a point of thanking our staff at every opportunity. Volunteers' opinions and suggestions are actively solicited – and are implemented when practical. We have an annual meeting that includes an appreciation luncheon and an annual picnic.

Thank you to everyone at Cooperstown Food Pantry for your wonderful work!



February 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 Latham Cornwall Glens Falls Cobleskill/Oneonta/Hamden	2 Latham AM Only Kingston Monticello	3 Cornwall Kingston Monticello	4 Latham Saranac Lake/Malone Walden	5 Latham Cornwall Amsterdam/Gloversville	6
7	8 Latham Cornwall Schroon Lake/Plattsburgh Highland	9 Latham AM Only Stony Point West Nyack	10 Cornwall Stony Point West Nyack	11 Latham Saranac Lake/Malone Brewster	12 Latham Cornwall Coxsackie Ft. Edward	13
14	15 CLOSED: Presidents' Day	16 Alt. Distribution: Cornwall Latham AM Only Kingston Monticello	17 Alt. Distribution: Latham Cornwall Kingston Monticello	18 Latham Oneonta Walden	19 Latham Cornwall Cobleskill Amsterdam/Gloversville	20
21	22 Latham Cornwall Glens Falls Highland	23 Latham AM Only	24 Alt. Distribution: Latham Cornwall Stony Point	25 Latham Saranac Lake/Malone	26 <i>Latham Closed: Inventory (Open for Produce, Bread, and Dock Shopping)</i> Cornwall Hudson	27
28	29 Latham Cornwall Schroon Lake/Plattsburgh Cobleskill/Oneonta/Hamden					

March 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Latham AM Only Kingston Monticello	2 Cornwall Kingston Monticello	3 Latham Saranac Lake/Malone Walden	4 Latham Cornwall Amsterdam/Gloversville	5
6	7 Latham Cornwall Glens Falls Highland	8 Latham AM Only Stony Point West Nyack	9 Cornwall Stony Point West Nyack	10 Latham Saranac Lake/Malone Brewster	11 Latham Cornwall Coxsackie Ft. Edward	12
13	14 Latham Cornwall Schroon Lake/Plattsburgh	15 Latham AM Only Kingston Monticello	16 Cornwall Kingston Monticello	17 Latham Oneonta Walden	18 Latham Cornwall Cobleskill Amsterdam/Gloversville	19
20	21 Latham Cornwall Glens Falls Highland	22 Latham AM Only	23 Cornwall Stony Point	24 Latham Saranac Lake/Malone	25 Latham Cornwall Hudson	26
27	28 Latham Cornwall Schroon Lake/Plattsburgh	29 Latham AM Only	30 <i>Latham Closed: Inventory (Open for Produce, Bread, and Dock Shopping)</i> Cornwall	31 Latham		

FOOD BANK DELIVERY SCHEDULE FOR 2016

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Holiday Closings	1,18	15			30		4,29	19	5	10	24,25	23,26
Latham: Inventory Closure*	28	26		28	27			30	29	28	29	27,28,29,30
Alternate Dist - RFB	6,20,27	17,24		27	25	1	6,20	17,31	7,28	12,26	22,23,30	20,21
Alternate Dist - FBHV	5,19	16			31		5,28		6	11	22	20,22
Amsterdam/Gloversville	8,22	5,19	4,18	1,15	6,20	3,17	1,15	5,19	2,16	7,21	4,18	2,16
Brewster	14	11	10	14	12	9	14	11	8	13	10	8
Coxsackie	15	12	11	8	13	10	8	12	9	14	11	2
Cobleskill	22	19	18	22	20	24	22	19	16	21	11	16
Cobleskill/Oneonta/Hamden	4	1,29		4	2	6	1	1	2	3,31	29	
Fort Edward	15	12	11	8	13	10	8	12	9	14	4	9
Glens Falls	4,25	1,22	7,21	4,18	2,16	6,20	11,25	1,15	12,26	3,24	7,21	5,19
Highland	11,25	8,22	7,21	11,25	9,23	13,27	18,26	8,29	19,27	17,24	7,21	12,22
Hudson	29	26	25	29	27	24	22	26	23	28	18	9
Kingston	5,6,19,20	2,3,16,17	1,2,15,16	5,6,19,20	3,4,17,18	7,8,21,22	5,6,19,20	2,3,16,17	6,7,20,21	4,5,18,19	1,2,15,16	6,7,20,21
Monticello	5,6,19,20	2,3,16,17	1,2,15,16	5,6,19,20	3,4,17,18	7,8,21,22	5,6,19,20	2,3,16,17	6,7,20,21	4,5,18,19	1,2,15,16	6,7,20,21
Oneonta	21	18	17	21	19	23	21	18	15	20	10	15
Saranac Lake/Malone	7,14,28	4,11,25	3,10,24	7,14,28	5,12,26	2,9,23	7,14,28	4,11,25	1,8,22	6,13,27	3,17	1,8,22
Schroon Lake/Plattsburgh	11,26	8,29	14,28	11,25	9,23	13,27	11,25	8,22	12,26	17,31	14,28	5,19
Stony Point	12,13,27	9,10,24	8,9,23	12,13,27	10,11,25	14,15,29	12,13,27	9,10,24	13,14,28	11,12,26	8,9,23	13,14
Walden	7,21	4,18	3,17	7,21	5,19	2,16	7,21	4,18	1,15	6,20	3,17	1,15
West Nyack	12,13	9,10	8,9	12,13	10,11	14,15	12,13	9,10	13,14	11,12	8,9	13,14

*** Please note that the warehouse will be closed for physical inventory on these days. However, the office will be open and we WILL continue to distribute bread, produce, and cooler salvage on these days, so stop on by!**



Please remember to bring at least two people with you to each delivery!



RFB = Regional Food Bank in Latham

FBHV = Food Bank of the Hudson Valley in Cornwall-on-Hudson