

Second Harvest Food Bank Advocacy and Agency Update



A Program of the Community
Action Committee of the
Lehigh Valley



**July
2017**

**Free Friday
items are now
viewable on our
ordering page
every Friday
morning.**

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News You Can Use

You are invited to attend the upcoming agency meeting for ordering and logistics issues. The last year has seen a number of changes in ordering, pickups, deliveries, and retail pickup reporting. We will be reviewing those changes and discussing how they can improve our operations and the level of service that we can provide to you. We have 6 meetings available.:

July 27, at 9 am, 11 am, and 1 pm

July 31, at 9 am, 11 am, and 1 pm

While this is not a mandatory meeting, if you have questions about any of these changes, or feedback you would like to share, we encourage you to attend. Seating is limited, please call Dave to reserve a spot.

The agency renewal applications have been mailed. There are quite a few changes to the literature in the application. Please read, complete and return the application, and all requested documentation, to Second Harvest by



July 19, 2017. If you didn't receive it, please reach out to Dave.

Failure to return will jeopardize your agency's membership with Second Harvest.

More News You Can Use

Milk Ordering Process

In an effort to provide better customer service we will be removing milk from the order sheet. Milk is ordered every Monday and delivered to the food bank on Wednesday. To order milk you must call the food bank to place your order before Monday the week before your pickup, if the order is not received by the food bank by that time it will not be on that week's milk delivery. If you already have communicated that you would like to set up a recurring order for your agency we will continue to order milk as agreed. To set up a recurring order please contact Valerie to be set up with a pickup date and select which products you would like.

Billing and Monthly Statements

There have been a lot of phone calls and concerns regarding monthly statements. Statements are generated on the last day of the month and contain everything that was invoiced or processed during that month. If an agency payment is received after the last day of the month it will appear on the next month's statement. For instance, if a payment for April's invoice is sent during the first week of June and you received your statement indicating that there is still an amount owed for April, there is no need for concern as your payment will be shown on the statement for the month when it was processed. If you have any questions or concerns regarding the matter please contact Kent Beers.

Even More News You Can Use

Hunger Hero Volunteer of the Year Award

Each year at our Empty Bowls dinner we present the Hunger Hero Award to a volunteer that has demonstrated remarkable commitment to Second Harvest. This year, at Empty Bowls (October 14, 2017) we would like to offer this award to a volunteer who has made an impact at one of your organizations. We will be sending out a nomination form with the August newsletter (which will also be available via email), and would like to share the following details:

- Nomination forms will be due by September 1, 2017
- The winner will be notified by September 15, 2017
- The award winner will receive a complimentary ticket to Empty Bowls for him/herself and a guest
- A bio and story of each nominee will be featured on a display board at the Empty Bowls dinner

Questions? Feel free to contact Erin Dallago at edallago@caclv.org or Briana McGonagle at bmcgonagle@caclv.org for more details.

We are really looking forward to hearing about all of the awesome volunteers that help make everything possible!

Reminders:

July 1st is the beginning of the fiscal year. Please start using the new fiscal year self-declaration forms at your pantry. If you didn't receive it, please let us know and we will send it to you.

Also, please report all distribution numbers as soon as possible.