

# **General Session Bi-Monthly Organization Meeting Minutes 13 January 2024**

Held at 8:00am at Canyon Bible Church at 1342 NM 333 Suite D in Tijeras NM in Bernalillo County.

## **Present:**

Kyle Campbell (President)

David Smith (CFO)

Cheryl Smith (Treasurer)

Amy Clements (Secretary)

Cindy Hunt (Receiving Specialist)

Sammie Hutchison (Pantry Manager)

Amy Rome (Community Engagement Team Chair)

Vicki Wheatley (Community Engagement Team Gratitude Specialist)

**Kyle, as President, will be presiding over the meeting. Kyle calls the meeting to order.**

**2023 Statistics (David Smith):** David will email the 2023 statistics as soon as they are available. For grant writing purposes, we need to have access to pantry statistics for 2021, 2022 and 2023.

## **Property Manager's Report (Sammie Hutchison):**

Due to the freezing temperatures, faucets in all suites have been allowed to drip. The roof repairs have been placed on hold due to inclement weather. The septic lines have been scoped but have not yet been fixed due to inclement weather. Their repair will be scheduled in the spring when temperatures reach above freezing.

## **Pantry Manager Report (Sammie Hutchison):**

We lost one home delivery driver. Sammie has been filling in for that driver. She currently has seventeen different households on seven different routes in the East Mountains. Cindy suggests that Sammie reach out to Cliff Renschler to recruit him as a delivery driver.

## **Receiving Manager Report (Cindy):**

Cindy's receiving team needs two more volunteers for Monday and Saturday:

The receiving team currently has nine volunteers for Roadrunner Food Bank shifts. One is currently out on medical leave due to an injury.

In December they unloaded and stocked 30,000 lbs of food.  
They also receive the Triangle and Costco deliveries throughout the week.  
Cindy needs two new drivers for Costco trips.  
The repacking crew needs at least one more volunteer.  
Linda Keagle works three hours every other week on Friday to clean the pantry.

Cindy is now ordering from Shamrock once a week. They deliver on Tuesday. They have a 1,000 lb minimum order. They carry things like cereal, produce and bulk items that we can repack.

### **CET report (Amy R):**

**CET Goals for 2024:** Met Jan 12 as a team to evaluate and set some goals for this year.

One of the things CET would like to start this year is an external newsletter for our supporters.

CET also evaluated the coin boxes and will remove the ones that don't receive a lot of donations.

CET will be making more connections with donors and potential donors.

Amy R is trying to bite size the workload so it's not overwhelming.

Vicki will be posting News You Can Use in the pantry during her Tuesday shift.

The CET team will meet again next week and then be ready to present to the Directors.

**Volunteer Appreciation:** Is CET responsible for volunteer appreciation and recruitment? No. Directors and Pantry Manager will take care of volunteer appreciation. Sammie is responsible for volunteer recruitment. Sammie is working on updating our list of volunteers. Volunteers don't want much, just acknowledgment. Some have suggested a shout out on HomeBase for anniversaries. We need to thank people often. April is volunteer appreciation month. The newsletter is also a great way to recruit help. Sammie and Cindy usually add information and a request for help with whatever positions we need filled.

**Team Meetings:** Amy R suggests that we have a 10-15 minute meeting during the downtime between shifts. David suggests that we notify the clients about any upcoming shift changes/meetings so they know they might have to wait a little longer for their box so we can have our meeting.

**Shift Lead Training:** The manager is responsible for shift lead training. Amy R suggests starting a pilot program for quick team meetings on Wednesdays with Becky and Karen and see how it goes. Cindy suggests that food safety training be part of the team meeting training. Kyle suggests that all shift leads complete the RRFB food safety

training course. RRFB food safety course is offered through RRFB. Cindy will provide a list of our shift leads who want to take the training to Micheal Jackson at RRFB.

**Outreach:** Judy and Amy R will be attending the round house meeting in Santa Fe. What would you like us to discuss? David and Kyle wrote some letters to talk to legislatures in all the counties we cover. David will share the letters with Amy R. Sammie will send Amy R the pantry fact sheets. We need to talk to the legislatures about the lack of Jr bill funding this year and that there is no funding for capital improvement. Both of these issues are a real concern for the Pantry. They are severely impacting our ability to fund the construction of a purpose built pantry building.

**Vicki's Presentation:** The CET is finding out that there are many businesses that want to help the Pantry with its mission. Appreciation is key to keeping these businesses involved and willing to help. CET will make appreciation of community partners one of their focuses this year. CET will use social media postings and handwritten thank you notes to help show appreciation to our partners. Vicki will spearhead this program as the CET Gratitude Specialist. She will need a monthly report of donor's names and contact information, the type of donation given (cash, food, time), and the amount. Cheryl has purchased Thank you stamps and has a bunch of thank you cards she will give to Vicki. We can print or purchase more when those run out. Cash donors will get monthly thank you notes. What will we do for food donors? What categories will we have? Categories should be partners who hold food drives, food rescue partners, people who support us in other ways and we also want to include organizations who send volunteers maybe once a month or once a quarter. Cheryl suggests we use the partnership email (Amy Rome) to send electronic thank you cards via email. We should also include an unsubscribe button in case the donor doesn't want to not be emailed. We need to create a list of donors before we start sending thank yous out. The card design and printing needs to be worked out. We also need to make an ecard that we can use. We can also create annual certificates for \$1.50-\$5.00 online and then they can be mailed or ordered and hand delivered to our Partners. Vicki will coordinate with Cheryl for donor reports each month. She will start with monthly thank you notes and go from there. Do we want to add a donor wall to our website?

We will need funding for these purchases. Vicki proposes starting with a budget of \$500 to fund donor appreciation. David makes a motion to use \$500 of our advertising budget to fund the thank you cards etc. Cindy seconds David's motion. Motion passes. **\$500 will be set aside for Donor Appreciation.**

**Donor Data:** We had 223 unique donors for 2023. What are the different donor categories? \$1-\$499 dollars is our most popular tier. Do we have recurrent large

donors? Yes. We need to thank them as well. We need to respect the anonymous donor but still give them a thank you card. The average donation is \$100.

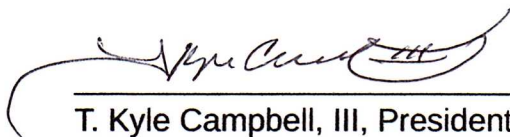
**Parking lot striping:** is on hold until spring.

**Next meeting:** Tuesday, March 12, 2024 6:00-6:45pm at Canyon Bible Church.  
(Put a link to each agenda in the newsletter).

**Meeting adjourned:** Amy C makes a motion that we adjourn our January Bi-monthly Organization meeting. Cindy seconds Amy C's motion. Motion passes. **Meeting adjourned.**

  
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Amy L. Clements, Secretary

ATTEST:

  
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T. Kyle Campbell, III, President