

# FISH NEWSLETTER

May-June 2015

## PRESIDENT'S MESSAGE

FISH volunteers voted to change the FISH Bylaws to eliminate transporting clients to medical appointments. The Board wishes to express our appreciation to the volunteers who supported that program over the years.

FISH entered into an agreement with the Community Services Center which calls for the Community Services Referral Network (CSRN) to screen clients for financial eligibility. We do not expect this to significantly reduce the number of clients served by FISH. As mentioned in the March – April President's Message, FISH volunteers are invited to spend one-half an hour with Ed Rose in the CSRN to see how he interacts with clients. Please take advantage of this opportunity.

Thank you for your suggestions for improving the efficiency of our operations. Those suggestions are very helpful. Jim Miller, the husband of Ginger Miller, a FISH volunteer, has been extremely helpful. Jim has considerable training and experience in workplace efficiency. He provided several recommendations and drawings for modifying the pantry and office/food storage rooms. Board members are currently reviewing and evaluating recommendations.

Please remember that the number of individuals in a household served by FISH may have changed since the last visit, and therefore, the last time our database was updated. Do not assume that the referral form is incorrect. Find out who has joined or left the household and document the changes on the client visit form so our data base may be updated.

If a client requests hygiene products only, that counts as a food visit. Please advise the client requesting hygiene products only that they will not be eligible for food for one month. If they still want only hygiene products, provide them and complete the client visit form. If a client requests clothing and hygiene products, that doesn't count as a food visit, but as a clothing visit.

FISH cannot accept or dispense medical supplies or equipment.

At the request of the police, FISH cannot put powdered baby formula on the bench in the waiting area for clients to pick up. Apparently powdered formula is used to "cut" powdered illegal drugs. Powdered formula on our shelves with a current "use by date" may be provided to clients upon request.

FISH accepts referrals from Avalon, Colonial Corrections, churches, and other groups. Those clients do not have to go to United Way or Community Services Referral Network for another referral.

One or two volunteer teams have reported an apparent computer glitch that prevented them from printing the client visit form. If there is another person in the household, try entering the last four digits of that person's social security number. The Computer Operations Team is working to correct this problem.

Thank you for all you do for FISH.

Don Butts

## FISH @ 40

A letter from Karen Berquist

Dear Fish Volunteers –

As you know, 2015 marks Fish's 40 year in Williamsburg. With the Board's encouragement we have taken steps to preserve our history and acknowledge the people, churches and organizations that have worked together.

Now we want your help! And the topic is: Inspiration!

Every volunteer I meet has an interesting story. Some recall how they first learned about Fish and were drawn to help. Others remember an inspiring person or incident. Others recollect inspiration that came long before they learned about Fish: lessons learned from a parent, grandparent, neighbor or stranger. We all learn and grow when we share our best moments of inspiration.

You are ALL workers and doers! Quiet moments may not be part of your daily routine.

Consider this -- The care, concern, and compassion that you bring to Fish are more important than our building or statistics.

Your experiences add an important, personal element to our daily operations. The work you do is not always convenient or easy. However, many people find that when they work to improve the lives of others, their own lives are enriched.

You can send your thoughts by e-mail or in print; we'd love to hear from you by July 1, 2015, so don't delay!

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