



# Volunteer Newsletter

*Thank you for all that you do!*

## Contents

### Volunteer Open House

### Mileage Reimbursement

Scan the QR code below to access the Mileage Reimbursement form\*



*\*Submit by 5<sup>th</sup> of each month*

### New Faces

Say hello to Sonia Placencio!

### Who's Who...

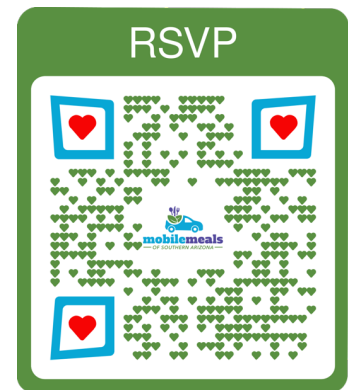
and how to reach them

### Meal Delivery Software

Optimizing services for clients and streamlining deliveries

## Mark Your Calendars! Holiday Volunteer Open House Dec 5th

Have you had a tour of the Mobile Meals of Southern Arizona facilities? Have you seen and tasted the creations of our fabulous Chef Melissa and her team? Get an “outside the bag” look at the quality food that comes out of our MMSA kitchen while getting a tour of the office and kitchen facilities. December 5, 2:00-4:00pm.



Scan to RSVP



**Welcome Sonia Placencio**, a great addition to our MMSA team! Sonia is our new accountant, having joined to manage the finances: processing payments (including mileage reimbursement) and prepare financial statements, among other things. Like the rest of the team, Sonia will be pitching-in wherever

needed, too, so take a minute to welcome her if you catch her answering the phone or covering front desk. Having worked in the non-profit sector previously, most recently for Community Partnership of Southern Arizona (now Intermountain Centers for Human Development), Sonia chose to come to MMSA because, in her words, “I love that MMSA provides nutritious meals with a personal touch to elderly and disabled members of the community.”

### Upcoming Dates to Keep in Mind:

Next Volunteer Training: **November 7<sup>th</sup>, 1:00pm**    Next MDS Training: **October 8<sup>th</sup>, 9:00am**

Holiday Open House for Volunteers: **December 5<sup>th</sup>, 2:00-4:00pm**

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Southern Arizona*

## Keeping MMSA Going and Growing

### Upcoming Holidays: No Meal Deliveries

- Veteran's Day, **Nov 11**
- Thanksgiving, **Nov 28 & 29**
- Christmas, **Dec 25**
- New Year's Day, **Jan 1, 2025**
- **MLK Day, Jan 20, 2025**
- **Presidents' Day, Feb 17, 2025**

We listened! We're trialing distributing paper menus with meals. Please share with your clients. Remind them to order, and let them know that help is available if they need it. Have them call us, or email [info@mobilemealssoaz.org](mailto:info@mobilemealssoaz.org) and we will give the client a call.

#### How? Where? Why?

Want to get all the answers to questions you've asked, and some you may not have thought of yet? Attend a newly-updated Volunteer Training session! Monthly sessions are offered whenever a minimum of 5 attendees enroll. Training is required for new volunteers, and recommended for existing ones. Meet fellow volunteers and learn how you can make the most of your valued efforts.

## Thank You Paul Roy!

### 6th Avenue and Kolb Driver Scheduling

It takes a lot to keep an organization like Mobile Meals of Southern Arizona running smoothly! Drivers are the 'feet on the street', but getting them on the road requires lots of logistics talent—and a boatload of time!

Due to personnel changes, MMSA had a big gap, and Paul Roy, a long-time MMSA volunteer, stepped-in to fill it. Paul did an amazing job of planning and coordinating all of the routes originating from 6<sup>th</sup> Avenue and Kolb Rd., accommodating both client and driver needs and requests—including through the difficult summer months. He carried that further, training Henry, MMSA's Program Coordinator, and has now passed the baton. Maybe now Paul can relax a bit.? Well, he does still serve as a driver....and as a Volunteer Ambassador...so maybe relaxation isn't his thing?

### Meal Delivery Software (MDS)

The move to full utilization of MDS is critical to our ongoing success. Mobile Meals of Southern Arizona uses Meal Delivery Software (MDS) to manage clients, meals, deliveries, volunteers and more. The MDS system provides MMSA with important information that can be used to improve our services to clients and volunteers. Of course, the quality and thoroughness of the data that we can get out of the system is dependent on the quality and completeness of the data going in.

*Continued on page 4...*

#### Drivers Needed

As people come back from a summer away, the search is on for a part-time employed driver is underway, and some volunteers who have been away are back on the road, but there is always need for additional drivers. We're growing our client rolls, so the need for more drivers continues. Encourage your friends to volunteer, and, if you can fit an extra run into your schedule, let us know!

**Other Volunteer Opportunities:** Visiting clients and helping with meal orders, Packaging food and bagging meals for delivery, Volunteer recruitment and training and more!

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Mobile Meals of Southern Arizona CEO, L'Don Sawyer

### Office Hours

*Monthly Volunteer Chat  
with CEO, L'Don Sawyer*

Join the Zoom Meeting on the last Friday of each month at 2:00 MST

<https://us06web.zoom.us/j/87876027466?pwd=udUBCyWW6XUS6OqXgNotAHF2O16u5u.1>

Meeting ID: 878 7602 7466  
Passcode: 728262

### Tips & Links

#### Clients & Ordering

If you suspect that a client is having trouble ordering meals, email us at

[info@mobilemealssoaz.org](mailto:info@mobilemealssoaz.org).

We can have a volunteer reach out to help them. Meals can be delivered as soon as 5 days after the order is placed.

## In Touch

### Communicating with Staff and Fellow Volunteers

### Who's Who at MMSA

*...and how to reach them*

L'Don Sawyer, CEO: [ldon@mobilemealssoaz.org](mailto:ldon@mobilemealssoaz.org), 520-622-1600

D.R. Park, Operations Mgr: [drpark@mobilemealssoaz.org](mailto:drpark@mobilemealssoaz.org), 520-620-9133

Melissa Hernandez, Director of Food Services: [chef@mobilemealssoaz.org](mailto:chef@mobilemealssoaz.org), 520-622-1600

Henry Gorton, Program Coord: [henry@mobilemealssoaz.org](mailto:henry@mobilemealssoaz.org), 520-622-2593

Sonia Placencio, Accountant: [accounting@mobilemealssoaz.org](mailto:accounting@mobilemealssoaz.org), 520-447-8924

Stella Montante, Assistant (pt): [admin@mobilemealssoaz.org](mailto:admin@mobilemealssoaz.org), 520-622-1600

### Volunteer Ambassadors

*Who they are, what they do, and how to reach them*

**Tyna Callahan** ([tynacaz@gmail.com](mailto:tynacaz@gmail.com)) – delivers meals and produces the quarterly Volunteer Newsletter

**Art Evans** ([arthevans@aol.com](mailto:arthevans@aol.com)) – delivers meals

**Mary Johnson** ([mrivolo@yahoo.com](mailto:mrivolo@yahoo.com)) – delivers meals and schedules drivers for Green Valley and La Posada pick-ups

**Richard Keith** ([richardkeith475@gmail.com](mailto:richardkeith475@gmail.com))

**Paul Roy** ([pauleroy@comcast.net](mailto:pauleroy@comcast.net)) – delivers meals and consults with Henry on scheduling for Kolb & 6<sup>th</sup> Ave pick-ups

**Sue Wells** ([wellsconsult@cox.net](mailto:wellsconsult@cox.net)) – delivers meals

Volunteer Ambassadors are volunteers ourselves, here to help other volunteers, and, by extension, Mobile Meals' clients. Contact any of us to ask advice, provide feedback, make requests and voice any concerns you may have.

**Your questions and feedback will help the volunteer program evolve and form the content for future newsletters!**

The MDS App streamlines delivery! It really does make the process easier. Client names, addresses phone numbers and notes are all easy to access through the MDS App, and with just a click, you're letting the office know you've delivered. If there's an exception, notification of that is quick and easy too. If you're not using it yet, or if you'd like a refresher, sign up for a workshop: session dates on pg 4!

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# Meal Delivery Software

*Continued from page 2...*

## MDS Workshops Scheduled:

Choose a workshop that fits your schedule, and register via the QR code to the right. Most workshops are being offered as hybrid sessions (in the MMSA office and online via Zoom.). Saturday sessions in person only.

### In the Office or via Zoom:

- Tuesday Oct 8, 9:00am
- Wednesday Oct 9, 2:00pm
- Monday Oct 14, 2:00pm
- Monday Oct 21, 5:00pm
- Thursday Nov 7, 2:00pm
- Tuesday Nov 12, 9:00am
- Tuesday Nov 19, 9:00am
- Thursday Dec 6, 1:00pm
- Monday Dec 9, 3:00pm
- Monday Dec 16, 5:00pm
- Tuesday Dec 17, 9:00am

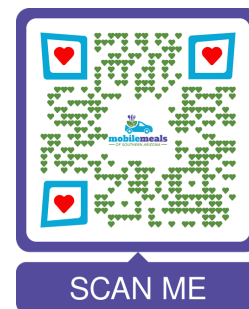
### In- Office only (no Zoom):

- Saturday Oct 19, 10:00am
- Saturday Oct 26, 2:00pm
- Saturday Nov 16, 10:00am
- Saturday Dec 14, 10:00am

Currently, only 36% of volunteers document their delivery of meals in MDS, which means that we have no documentation on the delivery for almost two thirds of MMSA meals. This missing information has ramifications for grant applications, donor requests, and client and contract accountability.

Earlier this summer, the use of MDS became a requirement for all new volunteer drivers. Up until now, the use of MDS by current volunteer drivers has been optional. However, to close this information gap, all volunteer driver (current and new) will be required to use MDS as of January 1, 2025.

**Scan to sign-up for one of the 15 MDS training sessions being held through the end of 2024!**



To help ensure a smooth transition, MMSA will provide the following support:

- MDS training, in-person, zoom and on-line scheduled. There are 15 trainings scheduled across Q4 2024: see the left margin for dates and times.
- Four Volunteer Super Users who will be available to help fellow volunteers set-up and use MDS

MMSA recognizes that our volunteers are the backbone of our organization. And we know that this might be a significant change for some of you. It isn't one that we make lightly. But the need to close the data gap is significant and implementation of this change is the best way to achieve that goal. While we know that MDS isn't a perfect system, please know that MMSA is continually working to improve it. We're confident that increased usage of MDS will positively impact our organization. We appreciate your willingness to embrace this change. Please reach out to DR if you have any questions.

**QR Codes** (the 'scan me' graphics embedded in this and other documents) are an easy way to access links to online forms and information. To use a QR code, just open your phone's camera and hold it over the image to uncover a URL (link). Click the link and it will take you directly to the associated form or information.