



Volunteer Newsletter

Thank you for all that you do!

Contents

Extra Help for Clients

MDS Mastery Ride-Along

**MDS Tip for Drivers:
Requesting Substitutes
and Picking-up Routes**

**New Opportunity:
Outreach Team**

Pricing Update

2024 Retrospective

**Handing-off Meal
Deliveries**

Who's Who

Upcoming Holidays: No Meal Deliveries

- Memorial Day, May 26
- Independence Day, July 4

Extra Help: Pima Council on Aging

At times, we get questions from clients about how to get no-cost meals, how to get help paying for meals and how to access other services. While we wish that we could help with everything, we must stick to our core competency: delivering healthy, nutritious meals to our clients. We charge a fee for meals to offset some of the costs—but it doesn't cover the true cost of meals. We are not an organization that exists due to government funding: Mobile Meals was founded by Tucson community members, and continues to receive the majority of our funds from individual donors and foundations. That funding, our tireless volunteers and the small fees that we charge clients keep the meals coming. We know that, however small we keep it, the meal charge can still be more than some clients can afford. For those clients, the following agencies may be able to help:

Pima Council on Aging serves the community through programs that they offer directly, and they also help clients find and access other resources in the community. One of their programs is Pima Meals on Wheels. While there has long been a waiting list for Meals on Wheels, PCO can advise on that and other programs—some have age and income restrictions, some do not.

Website: pcoa.org; Helpline: 520-790-7262

MDS Mastery Ride-Along

We now offer two kinds of ride-alongs: new driver orientation and MDS mastery ride-alongs! If you aren't yet comfortable using Meal Delivery Software (MDS), try a delivery run with a "super-user".

Contact Henry Gorton, Volunteer Coordinator to arrange a ride-along:

henry@mobilemealssoaz.org

office direct: (520) 622-2593

office main: (520) 622-1600

office cell: (520) 222-9878

Nourishing Tucson & Southern Arizona

Keeping MMSA Going and Growing

Remind your clients to **order at the beginning of each month**, and let them know that help is available if they need it. Have them call us: **520-622-1600**



Price Update for Therapeutic Meals

Effective March 1st, there will be a price increase for therapeutic meals, beginning with March deliveries. With costs continuing to rise, we are working hard to economize, but regret that we must pass some extra costs along to clients. The vast majority of clients order standard “healthy diet” meals, for which we are maintaining the current \$5 per meal price. The price of therapeutic meals for Cardiac, Diabetic, Higher Protein (cancer support), Renal and Vegetarian diets will increase to \$7. ‘Healthy’, La Posada and Handmaker meals will continue to be provided for \$5 each.

Drivers: MDS Tip

Using MDS to Pick-up Open Shifts



Log-in to the MDS application, and touch the green text: **Open Shifts** after your name. A list of Dates and Routes that need substitute drivers will load. Touch **will substitute** beside the date/route for which you’re volunteering. Touch **home page** to return to your main menu. You’ll get a follow-up notice when your offer has been accepted, then that route will be added to your list of “Routes Driving” on the main menu.

Volunteer Outreach Team

Whether it’s manning a table at an informational event, or visiting a community to give a presentation, volunteers make great representatives of the Mobile Meals of Southern Arizona program. Events like these help us to grow our client list, which helps us achieve the economies of scale that help us succeed. In the case of community presentations, as in an over-55 neighborhood, they even bring economies of location, as accumulating multiple clients within a community makes delivery extra-efficient! Send Henry an email or give him a call if you’re interested in being on the outreach team.

News Bites

Drivers Needed

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, community outreach and more!

Nourishing Tucson & Southern Arizona

Volunteers Retrospective: 2024 in Review

The MDS App is Helping Drivers, Clients, and the MMSA Budget!

We're getting more efficient, and gaining the data that we need in order to win grants. If you're still not comfortable with MDS—whether you need to get started, or just need a refresher, we're here to help.

Mileage Reimbursement

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



**Submit by 5th of each month*

FAQ: Why don't I know?

Q: We develop relationships with our clients, so it can be upsetting when a client suddenly drops off of our list. Why can't MMSA administration let us know what's happened?

A: We don't always know, but if sometimes we do, we are bound by client privacy rules not to share personal information. Occasionally a client will tell a driver and ask them to share with other drivers (Dilcia, a client on 6AVE8, for example, told me she's moving to Florida, and asked me to share that and a thank you with all of you).

In 2024, Mobile Meals of Southern Arizona volunteers logged a lot of hours and miles, and served a lot of grateful clients. Here are some statistics that show our 2024 commitment!



Hands-on Hand-offs

Don't leave it: What to do if no-one answers the door

There are important reasons why we cannot leave meals at the door when no one answers: (1) food left outside can spoil or attract pests and (2) a "wellness check" is an important benefit of using Mobile Meals of Southern Arizona. If a client doesn't answer the door, and their contact phone number isn't answered, then they could be out, having forgotten that they had a meal delivery coming. But, they could also be ill or injured, and we could be their lifeline.

- Call their emergency contact if the number is available to you.
- Call the Mobile Meals office if you're concerned but have no emergency contact number.
- If you have reason to suspect that they could be incapacitated or injured, call 911.

Mobile Meals of Southern Arizona endeavors to offer two very important and very special services to our clients: healthy meals and a wellness check/social contact.

Nourishing Tucson & Southern Arizona



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,
call us at

520-622-1600

We will 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, 520-622-1600

Tomas Smith, Process Improvement Director: driver@mobilemealssoaz.org,
520-620-9133

Melissa Hernandez, Director of Food Services: chef@mobilemealssoaz.org,
520-622-1600

Henry Gorton, Program Coord: henry@mobilemealssoaz.org, 520-622-2593

Sonia Placencio, Accountant: accounting@mobilemealssoaz.org, 520-447-8924

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

Volunteer Ambassadors

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

Tyna Callahan (tynacaz@gmail.com) – delivers meals and produces the
quarterly Volunteer Newsletter

Art Evans (arthevans@aol.com) – delivers meals

Mary Johnson (mrivolo@yahoo.com) – delivers meals

Richard Keith (richardkeith475@gmail.com)

Paul Roy (pauleroy@comcast.net) – delivers meals

Sue Wells (wellsconsult@cox.net) – delivers meals and crunches
numbers

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 or a ride-along.