

Partner Program Workshop & Networking Series

Friday, March 22, 2019
12:30 pm - 2:30 pm



1 Carrot Way
Ann Arbor, Michigan



Welcome to our first session of the Partner Program Workshop & Networking Series.

We are glad you were able to join us!

Your willingness to serve as leaders in your partner program ensures that those in your community who need food have access to it. In recognition of your hard work, leadership, and dedication to partnering with us in our mission to **alleviate hunger and eliminate its causes in our community**, Food Gatherers created this Partner Program Workshop & Networking Series for you. The goal of this series is to:

- Provide additional resources to partner program leaders,
- help strengthen your leadership by gaining additional knowledge,
- and to allow food pantry leaders to connect with other partner programs.

Rather than just facilitate networking opportunities, staff in the **Community Food Programs Department** decided to create a series that combined networking opportunities with a workshop session so our partner program leaders can **engage with other agencies, learn best practices on a variety of topics, and share challenges and success strategies** with one another.

Each session in the Partner Program Workshop & Networking Series will have a workshop theme, with this first session focused on **Volunteer Management, Recruitment, & Retention**, and will offer a networking lunch. The theme of this upcoming workshop was selected in response to feedback from some of our partner program leaders who expressed a need to network with other food pantries.

We hope you enjoy the next two hours of learning, networking, and lunch. And we welcome your feedback and input on topics for future sessions in the series, as well as general feedback on any topic.

If you have questions, concerns, or suggestions, you can reach out to the Community Food Programs Department.

It is our pleasure to have you here today!

Address:

Food Gatherers
1 Carrot Way
Ann Arbor, MI 48105

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Agenda

Session I:

Volunteer Management, Recruitment, & Retention

Facilitated by **Erin Freeman**, Community Food Programs Coordinator

WELCOME!

12:30 pm - 12:35 pm

Led by **Markell Miller**, Director of Community Food Programs

Markell will introduce herself and go over the structure of the Workshop and Manual

INTRODUCTIONS & GROUP ACTIVITY

12:35 pm - 12:45 pm

Led by **Journey McAndrews**, University of Michigan MSW Intern

Introduction Activity:

- Attendees select a question,
- then introduce themselves AND state what partner program they are with,
- followed by reading their question to the group,
- and responding to the question they selected.

NETWORKING LUNCH

12:45 pm - 1:15 pm

Please help yourself to lunch catered by **Tio's of Ann Arbor**. Fill a plate and mingle with other partner program leaders and Food Gatherers staff!

Menu: **American Taco Bar** with drinks and cookies!

See **Conversation Starters** on **page 5**

WORKSHOP

1:15 pm - 1:45 pm

Led by **James Everhart**, Manager of Volunteer Programs

w/ assistance from **Community Food Programs Department Staff**

Topic: **Volunteer Management, Recruitment, & Retention**

A. Individual Brainstorming Activity

Go to **page 6** and answer the questions

B. Partner Program Leaders Pair & Share

Attendees divide up and share their agency's challenges and successes with volunteering, which was completed in **Exercise A**

C. Community Food Program Staff

Led by **James Everhart & Community Food Programs Department Staff**
compile pair/share lists for a larger group discussion & brainstorming activity

D. 1. Handbook Resources

Led by **Erin Freeman**, Community Food Programs Coordinator

2. Volunteer Recruitment & Retention

Led by **Journey McAndrews**, University of Michigan MSW Intern

3. Thank You Cards & Examples

Led by **James Everhart**, Manager of Volunteer Programs

4. Waivers

Led by **Community Food Programs Department Staff**

E. Goal Setting Action Plan

Led by **Community Food Programs Department Staff**

Attendees create an action plan and goals for their agency related to volunteering

Workshop Q & A

1:50 pm - 2:00 pm

Led by **Community Food Programs Department Staff**

Open Q & A for partner program leaders to ask additional questions on volunteer management, recruitment, and retention.

LOOKING AHEAD

2:00 pm - 2:15: pm

Led by **LeRonica Roberts**, Community Food Programs Coordinator
w/ assistance from **Community Food Programs Department Staff**

Topic: **Succession Planning**

CONCLUDING REMARKS

2:15 pm - 2:30: pm

Led by **Markell Miller**, Director of Community Food Programs

Tasks:

- Complete Workshop & Networking Series Feedback Form on **page 23**

FOOD GATHERERS TOUR (optional)

2:30 pm - 3:00: pm

Led by **James Everhart**, Manager of Volunteer Programs

NETWORKING LUNCH

Conversation Starters

Select any of the topics below to start a conversation with the person beside you or the rest of the group:

1. What's the most interesting thing you've read lately?
2. What brought you here today?
3. What do you hope to learn from this workshop?
4. What skills or characteristics do you admire in a leader?
5. How would you sum up your commitment to ending hunger in your community?

WORKSHOP ACTIVITY MATERIALS

A. Individual Brainstorming Activity

Write down some **challenges** you face with **Volunteer management**:

Example: My volunteers continue to arrive late for their shift

1. _____
2. _____
3. _____
4. _____

Write down some **challenges** you face with **Volunteer recruitment**:

Example: We are not gaining enough new volunteers

1. _____
2. _____
3. _____
4. _____

Write down some **challenges** you face with **Volunteer retention**:

Example: Volunteers show up one time then we never see them again

1. _____
2. _____
3. _____
4. _____

List some **successful strategies** you have used for **Volunteer management**:

Example: I offer personal feedback (praise and suggestions) to our volunteers

1. _____
2. _____
3. _____
4. _____

List some **successful strategies** you have used for **Volunteer recruitment**:

Example: We ask for pantry volunteers during announcements at church services

1. _____
2. _____
3. _____
4. _____

List some **successful strategies** you have used for **Volunteer retention**:

Example: We have a volunteer recognition board and celebrate volunteers once a month

1. _____
2. _____
3. _____
4. _____

B. Partner Program Leaders Pair & Share Activity

Complete the following steps for this activity:

1. Attendees will pair with the person next to them
2. While in pairs, attendees discuss what they identified as their **challenges** and **successes** with **Volunteer Management, Recruitment, and Retention**
3. Pairs select at least **one challenge and one success** to discuss with the larger group
4. Attendees rejoin the group

C. Community Food Program Staff

1. Pairs take turns sharing the challenges and successes selected in **Exercise B**
2. **James Everhart** and **Community Food Programs Department Staff** compile challenges and successes list for a larger group discussion & brainstorming activity

ADDITIONAL RESOURCES ON VOLUNTEERING

D.

I. Handbook Resources

Led by **Erin Freeman**, Community Food Programs Coordinator

The following information is taken from pages 24-25 of **Food Gatherer's** Partner Program Handbook:

Volunteer Management Procedures

You will need to ensure that you have sufficient volunteer help available to distribute food. We recommend you have about 12-20 volunteers.

Recruit Volunteers: You will need to ensure that you have sufficient volunteer help available to distribute food. We recommend 12-20 volunteers and assigning volunteers roles and tasks to complete.

Recommended Volunteer Roles:

- **Set-Up/Distribution:** 8-12 volunteers should set up, clean and sanitize tables, arrange food, inspect food for quality, set up signs, etc..
- **Registration:** 1-2 volunteers should help clients register/sign-in – pre-train these volunteers if possible.
- **Carriers:** 2-5 volunteers should plan to help elderly and disabled clients carry food.

Clients who are also volunteers: You may find that some people who are interested in helping you also need food.

- While it is very important that these people get the help that they need, avoid giving anyone the impression that clients must work to get food

- On the other side, volunteers cannot receive preferential treatment – they can't go first in line, start receiving food before the distribution officially starts, cannot get more food than other clients or the "best" food because they're volunteers
- If at all possible, volunteers who need food should receive it from a different site or not volunteer.
- If you must have volunteers who also need receive food from the distribution, here are two practices you might consider to help manage the resulting challenges:

Client/Volunteer Option 1: Ask the volunteers in question to assist with only the set-up phase of the process (setting up tables, bagging bulk food, etc.) and then participate in the actual distribution as all other clients do.

Client/Volunteer Option 2: If you are serving clients by number, you might reserve a set of numbers (for example, every multiple of eight or ten) and distribute those numbers at random amongst your volunteers who need food assistance – this ensures that they will be pulled off their regular duties to go through the line in a predictable fashion, and are less likely to be seen as receiving unfair advantage as a result of their work.

***In all cases, it is not acceptable for anyone to "set aside" product specifically for volunteer clients. They should have the same opportunities as anyone else served.**

2. Volunteer Recruitment

Led by **Journey McAndrews** and Community Food Programs Staff

The following tips and suggestions for recruitment are adapted from Gleaners (Detroit, Michigan) Agency Resource Packet:

Finding volunteers for your event just got easier. **VolunteerMatch** is a platform to share volunteer opportunities by location, skill and interest. Create a free account and encourage site visitors to download the app and keep up with involvement opportunities right from their smartphones (www.volunteermatch.org).

Powerful Group Organizing Features with Sign-Up Genius

Say goodbye to paper sign ups and reply-all emails and hello to smart online sign up tools. Be a genius! Get started in minutes with our intuitive step-by-step wizard and create unlimited online sign ups to simplify event planning and volunteer coordination. Invite participants and keep everyone updated with flexible messaging options. Recruit more participants with simple signup options that take the pain out of event and volunteer coordination. Coordinate large groups and create more complex online sign ups with advanced tools and reporting (www.signupgenius.com).

High Schools

Many high schools now have a community service requirement for graduation. Reach out to your local high schools for more information.

School organizations such as the **National Honor Society**, **Marching Band**, and sports teams are also potential resources for volunteers.

Colleges & Universities Some fraternities and sororities have community service requirements.

*Social Work and Business Major and Minor programs also usually have volunteer requirements for graduates.

Community Organizations

Networking with your local community organizations could provide your agency with a steady rotation of volunteers. Some examples of community organizations are:

Jaycees	Moose Lodge	Rotary Club
Lions International	Optimist Club	Boy Scouts
Kiwanis	Elks Club	Girl Scouts
Key Club	Masons	

ADDITIONAL RESOURCES

United Way (2-1-1)

Register your non-profit: <http://www.volunteerwashtenaw.org/>

*The United Way links with EMU and UofM student volunteers.

Points of Light:

<http://www.pointsoflight.org>

All for Good:

<https://www.allforgood.org/?webSyncID=02aab44b-e434-c6e9-c23b-c4039c0bb756&sessionGUID=0dedb7be-8412-a959-b992-e4024253352a>

Volunteer Match:

<https://www.volunteermatch.org/nonprofits/#nplp-who>

Social Media

Create a Facebook page to put out “need for volunteers” announcements across social media.

Possible names: Washtenaw County Food Pantry Volunteers
Food Pantry Volunteer Network of Washtenaw County

Set Some Rules

- Make sure multiple food pantry leaders have access to the page and share Admin duties
- Invite other food pantry leaders to join so they can advertise their need for volunteers
- Agree upon a few “rules” for managing the page AND for page users—common rules would cover issues such as not using abusive language, not deleting other pantry volunteer requests, and not directing volunteers to ONLY your pantry

RETENTION

One way to retain volunteers is through Recognition efforts. According to *501 Commons*, volunteer recognition is important because:

Formally recognizing the hard work of your organization’s volunteers is an essential part of making them feel appreciated and accomplished. Think of it as a form of compensation for their efforts. There are many ways to recognize volunteers: from having a volunteer appreciation event, handing out awards, mentioning them in newsletters, to simply making a point of saying "thank you." There are options for all budgets, so be creative! (for more information visit https://bit.ly/2_GUfIR0).

Say ‘Thank You!’ to Volunteers

3. Thank You Cards

Led by **James Everhart**, Manager of Volunteer Programs

***James** will speak about the volunteer postcards and staff writing a quick note at **Food Gatherers**

Some additional suggestions for ways to say ‘**Thank You!**’ to your volunteers appear below.

Words to Thank Volunteers

Volunteers are worth their weight in gold. They share their time and talents without any compensation, so it’s crucial to acknowledge their contributions and let them know they are valued. Thanking them can go a long way toward accomplishing this goal, so it’s worth taking the time to find just the right words to show your appreciation. (for more information visit https://charity.lovetoknow.com/Words_to_Thank_Volunteers).

Examples of Written ‘Thank You’ Notes

Sending volunteers written thank you notes gives them something they can hang on to and read again, especially during times when they begin feeling a bit drained. Your notes can become a constant source of encouragement that gives them the lift they need to continue donating their time and efforts. The following examples will give you an idea of how to word your own notes. (for more information visit https://charity.lovetoknow.com/Words_to_Thank_Volunteers). **Food Gatherers** has blank thank you cards on hand that staff can fill out and then the Volunteer Department mails them to the volunteer

*The following ‘Thank You!’ notes are adapted to some activities volunteers might perform at food pantries:

Dear Jane,

The compassion you show to the people we serve is an inspiration to us all. I've noticed how you treat every pantry shopper with respect and kindness, no matter how busy we get. We both know how stressful it can be for the people to find themselves in need of food, and your words and actions go a long way toward helping our shoppers retain their dignity. I just want you to know that your work hasn't gone unnoticed. Thank you for all that you do.

Great job, John!

I wanted to let you know what an outstanding job I think you're doing with managing the sign-in table and coordinating the line movement at the pantry. Shoppers really respond to you, and that's probably due to how patient you are with them. You also ensure that the shopping experience runs smoothly because you do such a good job explaining the rules during the sign-up process. And you have such a wonderful ability to engage with a variety of personalities. We really appreciate all you do!

Hey Reilly,

Thank you for helping sort and organize all the donations we have received these past few weeks. I know it has been a lot of work, but you've done a wonderful job keeping the inflow and outflow running smoothly. You're such an important part of our organization, and I hope you know that. Thank you!

Sheila, thank you so much for the wonderful job you do packing food boxes. I've heard from delivery drivers at Food Gatherers and other volunteers how friendly, helpful, and professional you are, and that really inspires confidence in our organization. We're so lucky to have you.

VOLUNTEERS ARE VALUABLE

- Think about what your volunteer does for you or your organization.
- Focus on the areas where he or she really shines.
- Jot down some notes so you don't forget anything.
- Write out a rough draft, and make changes until it reads just the way you want it to.
- When the ‘Thank You’ note is perfect, transfer it into a thank you card.

If you prefer to talk with the volunteer and say thanks, you can use the note as practice for what you want to say; but a handwritten note gives volunteers something to keep and read again later.

When to Express Your Gratitude

It's always a good time to thank a volunteer, but there are times when it's especially appropriate.

- For a one-time volunteer event, thank the volunteers in person near the close of the event.
- Send a thank you card within one week of the event so your gratitude doesn't seem "stale."
- For volunteers that work with you on an ongoing basis, thank them whenever it seems appropriate, like when they come up with great ideas, complete a project, or go above and beyond your expectations.
- It's especially appropriate to have some words prepared for a volunteer appreciation event, like a luncheon or dinner, as well as any time you present a volunteer with gift to show your appreciation.

Let Volunteers Know You Care

Always keep in mind that volunteers are not the same as employees. They can choose to stay or walk away at any time without any real loss to themselves, and that's one reason why it's so important to show your appreciation. They are critical to the success of any organization, so make sure you take time out of your day to thank them, and remind them of how special they really are!

(for more information visit https://charity.lovetoknow.com/Words_to_Thank_Volunteers).

VOLUNTEER AGREEMENT & CONFIDENTIALITY FORMS

Led by **Community Food Programs Department Staff**

It's important for your program to share your expectations of your volunteers before they begin volunteering with you. They will need to know about confidentiality, building safety, what to do if they are ill or suffering from a foodborne illness. This is commonly achieved by having your volunteers sign an agreement with your program stating that they understand the expectations of them. Having a signed agreement also protects your program from being held liable if a volunteer was to be injured while volunteering.

4. Waivers: Volunteer Confidentiality & Agreement Examples

A. Example from *Feeding America*:

Northern Illinois Food Bank Confidentiality Policy as of February 6, 2013

Northern Illinois Food Bank (NIFB) also referred to as the organization, is committed to the ethical collection and use of information in the pursuit of legitimate organizational goals. Confidential information about stakeholders, as well as confidential information about the organization, shall be scrupulously protected so that the relationship of trust between the stakeholders and NIFB is upheld. Stakeholders include donors, employees, prospects and volunteers.

Stakeholder records and other organizational data are highly confidential. Records are all written documents or other documentary materials in any medium. Non-public information, or information compiled by the organization, is the property of the organization, and shall not be given to persons other than those who need that information in the performance of their duties for the organization.

This document applies to volunteers utilized by the Northern Illinois Food Bank.

Confidentiality and Ethics

The confidentiality and ethics guidelines at Northern Illinois Food Bank are informed by the Code of Ethics from the Association of Professional Researchers for Advancement (APRA), the Donors Bill of Rights from the Association of Fundraising Professionals (AFP), as well as by policy and procedure that is appropriate to the culture of Northern Illinois Food Bank.

- The collection of prospect information at NIFB respects all applicable laws and organizational policies.
- In the course of prospect research, NIFB volunteers will only seek information about prospects from publicly available sources.
- Any information that NIFB volunteers receive in the course of conversation with prospects, volunteers, and staff, (i.e. non-public sources), will be shared and stored with utmost sensitivity, discretion and respect for privacy, bearing in mind that the prospect has the right to see their own record.
- Volunteers will make every effort to acquire, confirm, and report only accurate and true information about stakeholders.
- Volunteers will not knowingly generate false or misleading information about stakeholders.
- Volunteers will seek, store, and share information about stakeholders that is relevant only to the efforts at NIFB.
- Whenever possible, volunteers will cite the source of any information gathered about NIFB stakeholders.
- Volunteers will not seek personal benefit or permit others to benefit personally by any information that is gathered for NIFB purposes.
- Volunteers will not exhibit or divulge the contents of any record or report or any other

confidential information to any person unless critical to the cultivation and solicitation of a stakeholder.

- Access to the information within the database is only available to those volunteers who have been properly trained and given security privileges by a NIFB staff member.
- Volunteers are responsible for documents that are printed and faxed, and should note that printer and fax machine counters are not secure areas. Confidential information should be picked up or disposed of in a timely manner.
- Care should be taken to assure the confidentiality and security of files, reports, and other documents. Such documents should not be left in public places, and in some cases (as directed by a NIFB staff member) should be kept in a locked file cabinet.
- Volunteers will not physically remove any official record from the premises where it is kept except in performance of authorized work duties, and with prior approval from their NIFB staff supervisor.
- All printed documentation containing stakeholder information should be shredded when discarded.
- If applicable to your role, when providing information for Challenge and Organizational Grants, the minimum amount of information requested by the challenge donor shall be submitted.
- Volunteers do not provide stakeholder names and addresses in the form of guest lists, mailing lists, etc., to outside entities, including other institutions, event sponsors, or donors.
- Volunteers should use discretion when sending any donor information via e-mail to NIFB staff and high level volunteers.

I have read the Confidentiality Policy and I understand my role and responsibilities relating to maintaining information, records and confidentiality and I agree to follow this policy.

Date: _____

Volunteer Name: _____

Signature: _____

B. The following example is from **Food Gatherers**



Group Member Volunteer Form

Name: _____ Date: _____

Home Address: _____ City: _____ State: _____ Zip: _____

Home Phone: _____ Cell Phone: _____

E-mail: _____ Date of Birth: _____

(if you are under 18, you will need a parent/guardian signature on this form)

Date of Volunteer Shift: _____

Name of group/organization: _____

Emergency Contact(s)

Name: _____ Phone #: _____

Relationship to you: _____

I understand that I will be volunteering for **Food Gatherers**. **Food Gatherers** and its employees will not be held liable for accident or injury while I am volunteering. I have read all necessary safety information and will follow all posted and other safety information.

I attest that I am not suffering from any illness (**including fever, diarrhea, vomiting, jaundice or sore throat with fever**) and do not have any pustular lesions on any exposed body part. I also attest that I have not/am **not now suffering from Norovirus, Salmonella, Shigellosis, E. Coli or Hepatitis A**. If I develop any of the preceding symptoms or am diagnosed with the preceding diseases, I will inform the volunteer coordinator and/or person in charge.

Signature: _____ Date: _____

Parent/Guardian Signature (if under 18)

***Food Gatherers** reserves right to decline the service of a volunteer at any time. A volunteer who violates policies, disobeys safety procedures, behaves inappropriately with staff, other volunteers or anyone they encounter while volunteering at **Food Gatherers**, will be asked to leave and may be permanently excused from further volunteer activities with **Food Gatherers**.*

*Please check this box if you would **not** like to receive email notices regarding volunteer opportunities and **Food Gatherers** events. In general, you will get 1-3 emails per month.*

If you would like to volunteer with **Food Gatherers** as an individual, please register on our online system at foodgatherers.volunteerhub.com!

C. Example from *Feeding America*:

Second Harvest Volunteer Profile

Date: _____ Birthdate: Month _____ Day _____ Year _____
Last Name _____ First Name _____ Middle
Initial _____ Female _____ Male
Name you go by if different than listed _____
Address: _____

City: _____ State: _____ Zip: _____
Telephone: _____ () Cell () Home () Work ()
School _____
E-mail: _____
Emergency Contact Name: _____

Relationship: _____ Telephone: _____

Please choose from the following that fits your interests/needs: _____ **Special Events**

- _____ **Food Operations** (_____ **Warehouse** _____ **Salvage** _____ **Mobile Food Pantry**)
- _____ **Administrative**
- _____ **Court-Mandated**
- _____ **School Based Community Service** _____ **Other**

Schedule Preference:

___ **Mornings (9am-12pm)** ___ **Afternoons (1pm-3:30pm)** ___ **As needed**

Second Harvest Volunteer Agreement

I understand that it is prohibited for me to remove any Second harvest Food Bank product and confidential information (files, forms, emails other written or electronic documentation, etc.) for any personal use. I give Second Harvest Food Bank of Northeast Tennessee, Inc. permission to conduct a background check on me prior to or during my volunteer service. I understand that volunteer service is at will and can be terminated, for any reason, or for no reason at all, and with or without advance notice, at any time by Second Harvest Food Bank of Northeast Tennessee, Inc. or by the volunteer. The policies relating to volunteers are intended as guidelines for volunteers and are subject to change at the sole discretion of Second Harvest.

Model Release and Consent Agreement

I, the undersigned, hereby irrevocably consent to the unrestricted use by Second Harvest Food Bank of Northeast Tennessee, Inc. and/or its clients, customers, successors and assigns and those acting under its authority, and those for whom it is acting, the absolute right, for as long and as often as they may elect to copyright and/or use and/or publish any media pictures of me

and in which I may be included in whole or in part, whether such pictures may be retouched, otherwise changed in character or form, or included as part of a composite picture in conjunction with my character or form, or included as part of a composite picture in conjunction with my own or fictitious name or reproductions or versions thereof in color otherwise, made through any media on or about me for art, advertising, trade or any other lawful purpose whatsoever. I hereby waive any right to inspect or approve the finished photograph, advertising copy, or printed matter that may be used in conjunction with, or to the eventual use that it may be applied. In conjunction with the foregoing, I hereby release and hold harmless Second Harvest Food Bank of Northeast Tennessee, Inc. and each of the above from all- liability. I hereby warrant that I am providing modeling services as a professional, freelance and/or independent contractor

This agreement constitutes the complete and exclusive agreement between me and Second Harvest Food Bank of Northeast Tennessee, Inc. and I am not relying on any other representation whether oral or written.

Signature _____ **Date** _____
Print Name _____

E. Goal Setting Action Plan

Led by **Community Food Programs Department Staff**

Partner program attendees reflect on what was discussed about **Volunteer Management, Recruitment and Retention**, then complete the following:

1. Determine **an area of volunteering you want to improve upon**:

2. What do you expect the **outcomes** to be for the area you want to improve upon in volunteering?

3. **List one or two goals** related to volunteer efforts within your program that you can try or implement immediately:

4. **Set a date** to reach the one or two goals you identified as needing improvement in volunteering efforts within your program:

Thank you for joining us today!

CFP STAFF

Director of Community Food Programs,
Markell Miller, MPH
Community Food Programs Coordinator,
LeRonica Roberts
Community Food Programs Coordinator,
Erin Freeman, LMSW

Program Evaluator, **Larry Sanna, PhD**
Nutrition Projects Manager, **Shaira Daya, MPH,**
RD
Community Kitchen Manager, **Scott Roubek**
Community Kitchen Coordinator, **Amy**
Diehl



Partner Program Workshop & Networking Series Feedback Form

Thinking about today's workshop...

1. What did you like best?
2. What would you like to see for next time?
3. What other workshops would you like to see **Food Gatherers** host?
4. Do you have **any additional comments or suggestions** at this time?
5. What questions do you have that you would like us to follow up with you about?
6. Did the format of the workshop feel engaging? [please explain]
7. Did the workshop hold your attention? [please explain]

Name (optional): _____

Agency (optional): _____