

Fall 2016

INSIDER

The Magazine of ACFSA
The Association of Correctional Food Service Affiliates

2016 Conference Wrap-Up Issue

Association of Correctional Food Service Affiliates

Fall 2016

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The ACFSA Mission Statement:

Develop and promote educational programs and networking activities to improve professionalism and provide an opportunity for broadening knowledge



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President's Message

By Lt. Tim Thielman, CFSM, CCFP, ACFSA President

Collaboration is the Solution

I am honored that I have been entrusted by the members of this Organization to serve as your President for the next year. I have learned from my years of serving on the Board with several presidents that being president is not an easy task and I want to thank all of our past presidents who have led this Organization for the past 47 years and have gotten us to where we are at today. I am looking forward to this next year and have high hopes for the success and growth of our Association.

Thanks and Praise

I would like to thank Laurie Maurino for her service as president and I look forward to working with her during my term as president. Laurie has several initiatives that she started during her term and will continue to work on as Past President. I would also like to recognize and thank the outgoing Board Members: Past President, Robin Sherman, Region I Director, Robert Pennix, and Equipment & Supplies Vendor Liaison, Myron Wiley, for their service on the Board and for their contributions to this Association. Similar to Laurie, they will continue to work for the betterment of the ACFSA. I would also like to welcome the new board members: VP Elect / Treasurer, Jessica Harlow, Region I Director, Julie Hobbs, and, Vendor Liaison for Equipment & Supplies, Barbara Kane. I'm really looking forward to working with all of you.

2016 Conference Wrap

The 2016 International Conference that was held on August 28 – 31, in Minnesota was most definitely a successful event. The feedback received from all aspects of the conference has by and large been very positive. I would like to thank my co-chair, Phil Atkinson for the tremendous amount of effort he put into planning this conference with me. I would also like to thank all the vendors who sponsored the many events at the conference. We sincerely appreciate all of your support, and we know how important you all are to this organization.



*2016 Conference Co-Chairs
Tim Thielman and Phil Atkinson*

Continued on Page 3



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Benson Li and Larry Mendez have already been working on the 2017 Conference that will be held in San Diego, California , September 24-27, 2017. I hope you will be able to make it, because it is going to be a fantastic conference. You can read more about the 2017 Conference in this issue of the INSIDER.

Looking Ahead

We want to make sure that you are getting the most out of your membership so we will continue offering our Webinar Series. We have received some really good feedback on the webinars and if you missed any of these, you can listen to them and view the power points in the members' area of the ACFSA website. You can also find the power points from breakout sessions from all the conferences in the members' area. Also coming soon to the website will be two new areas: the Volunteer Page where you can volunteer to

be on one of the many committees, you can offer your services as a speaker for conferences and regional events, or if you have a certain area of expertise, you can let us know and we will have you as a resource for our members. The other new area of the website is a News Release section where you can read all of the breaking news within our organization. If you haven't done so, or if it has been a while, I would encourage you to check out the ACFSA website and check out all of the resources available to you on the website. www.acfsa.org





Vice President's Message

By Carlos Salazar, Jr., ACFSA Vice President

First I want to thank Phil and Tim for such a great conference. The classes were great and I received a lot of valuable information as well as good leads for some potential products. So hats off to the both of you.

At this writing, looking ahead, I will be attending the California Chapter Conference in Dana Point. They have a good agenda lined up and I can't wait to attend.

I would like to take this opportunity to let you know that we are always looking for members to help assist with the committees. I feel that our Association

is on the upward swing and we need to keep the momentum going. I want to challenge you to help push our Association and talk to other Food Service Departments in neighboring counties and facilities. We need to let them know what ACFSA can offer them. I continue to preach that ACFSA is what you make of it (Thanks Phil).

Save the Date. We will be heading to the beautiful Town and Country in San Diego, California in 2017. The dates for the show will be September 24-27, so mark those calendars and save those dates today!

I hope to see you there!



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Your 2016-2017 ACFSA Board Members



Back Row, left to right: Jon Nichols, Janine Nichols, Carlos Salazar, Kerry Jacobson, Barbara Kane, Laurie Maurino, Tim Thielman
Front Row, left to right: Linda Mills, Wayne Fish, Jessica Harlow, Julie Hobbs, Dawn DeMelo
Inset: Donna Kaminski (top), Marcella Maki (bottom)

Professional Partner Liaison Messages



*By Kerry Jacobson, KAJ Foods, LLC,
ACFSA Professional Partner Liaison - Food*

The International Conference at the Mall of America was a huge success. The vendor booths were sold out with one last company driving all the way from Texas to secure the last booth. There were 83 exhibit booths with a total of 359 people in attendance!

The show was a huge success due to the group effort of all the committees and attendees. The ACFSA is a great organization and it is that way because of the combined efforts of both the Food Service Professionals and Professional Partners and those who support us along the way.

If you missed this year's conference, don't worry, you have the opportunity next year in sunny San Diego. In the meantime there are still great ways to utilize your membership with the ACFSA website and social media accounts. Be sure to join our group on Linked in, Facebook, Twitter and Instagram. #ACFSA!

Thank you again to each one of you for your contributions and support of the ACFSA.

Kerry Jacobson



*By Barbara Kane, Ecolab,
ACFSA Professional Partner Liaison
- Equipment & Supplies*

What an amazing conference in Minneapolis! Congratulations to Tim Thielman and Phil Atkinson for the great job they did giving us one of the best conferences I've attended! And a BIG thank you to Laurie Maurino for her leadership as President this past year.

It is such an honor to be chosen as your Industry Liaison – Equipment & Supplies for the 2016-17 Board of Directors. To those of you that do not know me, I have been in the foodservice industry for over 25 years, and have loved every minute of it!

Ecolab strongly believes in giving back to our industry, so my role for the past 12 years has been supporting food service trade associations by not only sponsoring them, but also by giving my expertise in running an association. I currently work with over 11 Associations, and there are many things they do right that I can share with ACFSA.

Your board of directors will work tirelessly this year to bring you programming and support to help make you better and more efficient in your roles as foodservice professionals. Please continue to check back with us, and continue to read The Insider for updates on how we will all work together to make ACFSA your main source of educational and networking information. I am looking forward to a great year, and another great National Conference!



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Executive Director's Message

By Jon Nichols, IOM, ACFSA Executive Director

Utilizing the Tools & Benefits of Membership

Watching this election cycle of 2016, all I can say is, "Thank Goodness ACFSA elections don't get this childish and nasty!" And then it occurs to me that our Nation's Presidential candidates could learn a thing or two from the good people that choose to serve our Association. While we may not be so lucky to have politicians that we can count on to do the right thing, ACFSA is blessed to have great leaders that step up to the plate to guide us through the future.

At the 2016 Annual International Conference in Minnesota this past August, we said goodbye to three long time Board Members and welcomed three new ones. I want to take an opportunity to thank all of the out-going members for their service to ACFSA.



Past-President, Robin Sherman; Professional Partner Liaison - Equipment & Supplies, Myron Wiley and Region I Director, Robert Pennix served ACFSA

with passion and tireless effort. I feel extremely fortunate to have had the chance to work with them for these past few years and I thank them for all they have done.

Joining the Board this year are Vice President-Elect, Jessica Harlow, Region I Director, Julie Hobbs, and Vendor Liaison - Equipment & Supplies, Barbara Kane.



Jessica and Julie are both from 2016 Chapter of the Year, Virginia and Region I. I'm sure most of you are aware of the great participation in that Region and specifically in the Virginia Chapter. I guess my point is that we are in great hands with the energy these two will bring to the table!

And that goes for Barbara, too! Barbara is with Eco-lab and has quite the pedigree in the Food Service Industry. Additionally, Barbara has served or currently serves on Industry-related Boards and has been a champion for ACFSA as a loyal Professional Partner.

I know that we are poised for great things with these great leaders joining the Board!

Continued on Page 9

Invest In Yourself!

Barbara Holly, ACFSA INSIDER Editor, penned a great article that you can find on Page 15 of this issue of INSIDER. It is a piece that asks you to assess your value and to consider investing in yourself if your institution or boss will not cover your dues and/or expenses relative to membership in ACFSA. In my opinion, this is maybe the most important message in this issue. I have spoken to many members that have not rejoined, or potential members that have not joined because their dues and expenses have to come out of pocket, and that is a shame.

It's understandable that money can be tight in today's economy. Everything costs more and there are the times that unexpected expenses come up, but ACFSA's dues are pretty reasonable for an International Association - Currently \$79 per year for a Food Service Professional! That's a small monetary investment to make in YOU.

What are the benefits of membership? Well, that can certainly be subjective but, for me, the potential for career development and enhancement is immeasurable. ACFSA's certification programs make you an invaluable resource to your institution's day-to-day operations and ultimately it's bottom line. And these "tools" translate to any food service operation, not just the Correctional Food Service Industry.

Certified or not, ACFSA's Educational Sessions at State, Regional and at the Annual International Conference each year provide the latest trends and topics affecting the industry. And don't forget the networking opportunities that come with membership! I mentioned in the last issue the under-utilized tool on our website, The ACFSA Message Board, where members can ask each other questions about anything under the sun. This is open to members 24 hours a day/7 days a week/365 days a year! I do hope that you will use it when you have a question.

But it doesn't stop there! If you don't have the time to wait for answers on the Message Board, Members have access to the Member Directory and can contact colleagues and peers all over the country for answers to specific questions. How cool is that!?

And, another under-utilized section of that very same ACFSA website (ACFSA.org, if I didn't mention it) is the Marketplace. Why aren't you using THIS great tool!? This section lists all of our Professional Partners by product, location, etc. and is the best option when you are looking for anything Correctional Food Service related. It saves time and potentially money, so make it a point to visit when you need something!

Our Professional Partner's Commitment

Those of you that were at the Business Meeting on Monday morning at Conference heard my plea to support our Professional Partners however and whenever you can. I've said the same a few times on the pages of INSIDER, and I'm about to say it again. I ask that you please take the time to read this and not skip over it.

Our Professional Partners support this Association with their time and money. In many cases, a great deal of money! We are so fortunate to have vendor members who are as passionate about what they do as you are in your food service operations. That said, I urge you to think of them first when you have questions about products and services. You need a new piece of equipment for a specific task? Contact one or a few of our Professional Partners and see if they have ideas or what they can do for you. I'm confident that they will have answers for you and if they don't have those answers at their finger-tips, they can and will find out for you as soon as humanly possible!

So, make it a point to utilize the Professional Partner "tool" available to you as an ACFSA member!

So, make that investment in yourself if your boss or institution will not do it for you. If they don't at first recognize the value, they soon will when they see what you can bring to the table as a member of ACFSA.

I thank you for taking the time to read this and I will be in touch.

Leadership Spotlight:

Leadership Lessons From A Mom

By Beth Coleman, Instructor, Executive Programs Instructional Unit

Reprinted with permission of the FBI Bulletin

Recently as I listened to my 22-year-old son prepare for his first “official” job interview after graduating from college, I remembered my own life at that age, which took a different trajectory. At 21 I got married, became a mother, and started my initial “real” job, all in a 6-month span. I did not have a college education or specific career goal, but simply focused on getting through each day.



While I watched my son rehearse interview questions, it dawned on me that my life’s path, while dissimilar to his, has given me valuable, sage advice for this young man standing before me.

Be confident, but also humble. Learn to show passion for your work without becoming overbearing or overeager. Never be something you are not. Always stay true to yourself. Others will seek to measure your sincerity, and if you are not true to yourself, people will see through

it. Failure is OK because it always serves a purpose and leads to growth—if you allow it.

These messages resembled the same ones I have communicated to law enforcement leaders in FBI Academy classes. I was coaching my son much like I do my students.

The advice I wanted to impart included lessons every leader needs to know regardless of experience, rank, position, education, or age. I need to remember them myself. Outstanding leaders seek to understand where they came from, how they got here, and why that matters. They continue to want something better for the collective whole.

Much like my son, great leaders have a vision, goals, and a belief that they can conquer the world. They never lose touch with the passion of youth that drives them to take calculated risks and reach for goals that often seem unattainable. Such leaders have contagious excitement and energy. They tap into their vigor and enthusiasm to motivate up-and-comers to become effective future leaders. Watching my son, I realized that I learn more from him than he does from me. The coach is being coached. My “leadership lessons from mom” approach turned into me reconnecting and remembering lessons learned long ago. Thanks, son!

Beth Coleman, an instructor in the Executive Programs Instructional Unit, prepared this Leadership Spotlight.

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Make it point to utilize this great member benefit !

Professional Partners, Please make sure that your company is listed AND that your information is correct and up-to-date! If you need to make any changes, just log into your profile and update. Should you have any questions, please contact the office at (818) 843-6608, or via email at Amber@acfsa.org, and we'll be happy to help!



Networking Luncheon Highlights Minneapolis



By Barbara Wakeen, MA, RDN, LD, CCFP, CCHP

Happy Fall Everyone,

It's hard to believe the 2016 ACFSA International Conference is over, it's mid-October and the leaves in Ohio are beginning to change color! The format of the Dietitians in Corrections (DIC) Annual Networking Luncheon also had some changes this year, as well, which will be the highlight of this article.

A special *THANK YOU* to GoodSource Solutions for their continued support of our DIC networking group, their sponsorship of the luncheon meeting and for enabling this event to happen. It was one of the best!

DIC had a two-hour plus networking meeting and a delicious lunch, with a special presentation by Commander (CDR) Mitchel Holliday, Chief Dietitian for the Federal Bureau of Prison (BOP). CDR Holliday presented a 'Call to Action' for correctional dietitians to step-up to help in the management of obesity in corrections. He highlighted how the prevalence of obesity is even higher among incarcerated populations and provided potential justifications for this. He also reviewed public health

and clinical nutrition areas within corrections where dietitians could make an impact to better improve present practices and provided examples for some of the efforts presently being made by the BOP.

I shared updates from Academy of Nutrition and Dietetics, DHCC and NCCHC:

- FNCE in Boston October 15–18, 2016
- DHCC activities at FNCE – (see below for details)
- The Academy's *Nutrition Care Manual* revision will include a Corrections Chapter
- Child Nutrition (NSLP/SBP) updates – still awaiting Senate approval
- Professional Development Portfolio (PDP). If you are unfamiliar with the PDP changes, visit www.cdrnet.org as this will impact all RDNs and our reporting process for continuing education
- Consumer Protections and Licensure Sub-Committee (CPLS) activities
- NCCHC Standards Revisions
- 2015 USDA Dietary Guidelines for Americans

Continued on Page 13

- Nutrition Facts Panel revisions - impact in Corrections

Laurie Marino updated us on the sponsorship from Coca-Cola discussion from previous luncheons. For those not aware this has sparked much discussion from RDNs nationally in the past couple years. Coca-Cola has since dropped their sponsorship with the Academy.

Other discussion topics included:

- Reducing and disposing of waste when producing for 100% of the population
- Kosher and Halal diets
- Vegetarian meals
- Sodium dietary recommendations and discrepancies
- Sodium content of meats for renal diets
- Impact of revised nutrition labels for RDNs and for food distributors, manufacturers and processors

I would also like to thank the ACFSA Conference Planning Committee for scheduling extra time for the luncheon and the follow-up Dietitians' Panel, for vendors and attendees to partake. This was an interactive discussion/presentation on topics discussed in the luncheon, along with food, diet and nutrition related items to benefit both the vendors and attendees. The panel RDN's expressed the need for foods that meet multiple standards or qualifications, such as:

- Meats that are both low sodium and low potassium
- Entrees that are both Halal and kosher certified
- Vegan food items
- Foods that eliminate common allergens such as egg and soy

The use and over-use of mechanically separated chicken and turkey created a lively discussion. BOP food specifications and public perception of corrections menus were also discussed.

We welcomed two new ACFSA members and first time attendees, Betty Hansen RDN, from the Oregon

DOC and Elena Guevara RD, LD from the Minnesota DOC to DIC. Also, congratulations to Robin Norris, RDN, LD who retired this year from the Missouri DOC. We missed many of you this year, but hope to see you at FNCE and/or in San Diego next year.

Continuing Education Credits

As a reminder to all RD/RDN/DTRs, you can get more than a year's worth of CPEUs at this conference. Credits are hour-for-hour attendance based on the sessions you attended. Just as with other educational events, track your hours according to what you attended. Exhibits count too. Don't forget to keep your certificate of attendance and conference program book for your records.

Meetings and Conferences

NCCHC

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ACFSA Networking Discussion Group Information

If you would like to be added to the Dietitians in Corrections networking listserv, please email me directly at bwakeen@neo.rr.com. This is an informal discussion group and your name/email address will be listed in each email sent to the group. You do not have to be a dietitian to be on the list.

DHCC EML

Dietetics in Health Care Communities (DHCC) has an electronic mailing list (EML) for the Corrections Sub-Unit. To participate, one must be a DHCC member, which requires one to be a member of the Academy of Nutrition and Dietetics as well. Emails communicated through this group are sent through a private email address for DHCC members only. To join, visit www.DHCCdpg.org or contact Julie Driscoll at jdriscoll@bop.gov. There are many member benefits including networking, publications, webinar and continuing education credits.

2016-2017 ACFSA Committees

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Where Do You Want to Be Tomorrow? It's Time to Invest In Yourself!

By Barbara Holly, BS, CDM, CCFP, CFPP

There are a lot of folks that read the INSIDER who aren't members of ACFSA. Their "cop-out" is "my facility will not provide financial help for my membership or for me to attend meetings." Well, I feel that I need to say, "it's time for you to invest in yourself."

**THE BEST
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YOU**

For years I paid my own way to ACFSA and ANFP Conferences. The Commissioner would not approve out-of-state training costs, so my Wardens would give me the time off calling it "a change of duty station," since they realized how important 'work specific' training was, not only for my continuing education, but how important it was to the institution, as well. I would save my income tax refund every year and use it to help offset the cost. I am now retired and can only afford to attend one conference. My allegiance is to ACFSA.

Belonging to an association is like life; you get out of it whatever you put into it. The benefits of belonging to ACFSA offer you two excellent certification programs whereby you can achieve a professional level that will put you in line for promotions, (and we know that everyone can use more money these days). The educational sessions at the conferences give you knowledge you can use in your facility and provide you with valuable CEU's. The networking with other

correctional food service professionals is invaluable. You can share like challenges and acquire problem solving techniques. At the conferences there is also a Vendor Expo. Here you can see and learn about new equipment and products. You can gain a lot from vendors on unanswered questions you might have about some of your present equipment. Once you attend one of these conferences, you can hardly wait for the next one and to see the friends you made. Keep up with those CEU's and use them to update your résumé. They can be very impressive to your supervisor and can lead to other employment avenues, such as promotions.

My background was hospitals and nursing facilities where I functioned as a department head. When I applied with the state, I didn't realize that I would end up working in prisons. For a long time I wouldn't go because they wanted to start me off at the bottom. Finally a friend talked me into joining the ALDOC. He told me that the DOC promoted from within and never hired beginners for supervisory positions. I started off as a Steward I in the only female prison in the state. It wasn't long before I was a Steward II and then Chief Steward (that's as high as you can go in the institution). I invested in myself, I documented every Conference and each CEU earned. This information was presented when I applied for a promotion, all of which, including my certifications, and two years food and nutrition qualified me for the top food service position in my state.

So come on, join ACFSA, reach your potential, and become part of one of the greatest groups of food service professionals you will ever meet. And if your employer will not make the financial commitment for you to join ACFSA and/or to attend meetings and conferences, then invest in yourself! You deserve to be the best you can be and YOU are worth it!

*Navigate Your Way
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Opportunity*

Minneapolis 2016



www.ACFSA.org

**THE 2016 A
CONFERENCE**



ACFSA ANNUAL INTERNATIONAL CONFERENCE & VENDOR SHOWCASE AUGUST 28-31, 2016 WRAP-UP



By Jon Nichols, IOM, ACFSA Executive Director

The 2016 ACFSA Annual International Conference and Vendor Showcase took place at the beautiful Radisson Blu Hotel in the Mall of America in Minneapolis, Minnesota. The theme of the conference was “Navigate Your Way Through a World of Opportunity!” To that end, educational sessions were focused on that aspect of Correctional Food Service, but also included a number of other industry specific topics, including Goal-Setting and Exceptional Leadership.

The conference began on Sunday morning with our Annual ACFSA Golf Tournament which, this year, took place at the Valleywood Golf Course. Twenty-eight golfers participated and had a great time on the links. Additionally, many of our attendees took the opportunity to visit the World Famous Mall of America where shopping isn’t the only attraction! Great restaurants, a movie Cineplex, and an Amusement Park are just a few of the great things to do.

Opened in August of 1992, The Mall of America Is the largest mall in the United States and is nearly 100 acres, so our attendees had plenty of room to roam!

Sunday night culminated with the Welcome Reception in the Sky Bridge of the Radisson Blu. The space is wide open on the second floor of the hotel and was a huge hit with those in attendance. Our Day 2 Keynote Speaker, Adam “Teddy Roosevelt” Lindquist, was with us to take photos and chat with attendees and was a huge hit! Great networking and delicious food kept



Our official kick-off of Conference took place on



Monday morning with Breakfast (*Sponsored by Ali Group North America*) and then we were treated to a presentation of the colors by the Hennepin County Sheriff’s Honor Guard.

We were honored to receive an Official Proclamation from the State of Minnesota declaring it “ACFSA International Conference Week!” Minnesota Department of Corrections Commissioner, Tom



Roy, was on hand to read the text to attendees. A copy of the Proclamation can be seen on page 19.



Our Annual Business Meeting followed and each of our International Board Officers shared their reports with attendees.

Keynote presenter Patti Dobrowolski’s “How Visual Goal Setting Will Change Your Life,” provided a simple, visual, goal-setting process designed to immediately help you turn your vision (what you

Continued on Page 20



STATE of MINNESOTA

Proclamation

WHEREAS:

Correctional food service professionals are trained industrial food service professionals, keeping up with the latest trends, certification, and training to prevent possible outbreaks from contaminated or mishandled food; and

WHEREAS:

Correctional food service professionals help to makes lives better in their institutions and communities; and

WHEREAS:

Correctional food service professionals work to respectfully meet the specific religious diets and dietary needs of offenders; and

WHEREAS:

Correctional food service professionals create positive, constructive environments in their institutions by providing resources and training to offender workers, supporting and improving recidivism rates by expanding opportunities for offenders post-incarceration; and

WHEREAS:

Correctional food service professionals seek the most cost-efficient ways to save taxpayer resources while also providing nutritious, well-balanced meals for incarcerated individuals; and

WHEREAS:

Correctional food service professionals continuously grow and evolve in how they provide for the needs of every member of the Association of Correctional Food Service Affiliates (ACFSA) and, ultimately, their communities; and

WHEREAS:

The State of Minnesota recognizes the important contributions of its correctional food service professionals and joins in celebrating ACFSA International Conference Week.

NOW, THEREFORE, I, MARK DAYTON, Governor of Minnesota, do hereby proclaim the week of August 28-September 3, 2016, as:

ACFSA INTERNATIONAL CONFERENCE WEEK

In the State of Minnesota.



IN WITNESS WHEREOF, I have hereunto set my hand and caused the Great Seal of the State of Minnesota to be affixed at the State Capitol this 20th day of June.

Mark Dayton GOVERNOR

Steve Pimm SECRETARY OF STATE

daydream about being or doing) into reality. Patti's presentation was fun and engaging and attendees were encouraged to participate and draw their own "flow-chart" to success. It was an inspirational session for sure! *Sponsored by The Bob Barker Company.*



The day was rounded out with educational sessions, and the Annual Vendor Reception which was set up this year as a Karaoke Showdown that proved to be a HUGE hit with everyone! *The Night was sponsored by Good Source Solutions, National Food Group, The Jones Zylon Company and KAJ Foods, LLC.* Kerry Jacobson and her Mom, Jane Pelant, donated time and decorations for the party that were just

beautiful and were the perfect backdrop for the festivities! To my eye it was a little like a Dr. Seuss artwork and the lighting that night just accentuated it!



Tuesday morning began with our 2nd Keynote Presentation of the Conference and it was three-time national champion Theodore Roosevelt reprinter Adam Lindquist discussing "Theodore Roosevelt's 7 Habits of Exceptional Leadership." *Sponsored by ITW Hobart.*

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The Annual Vendor Showcase was a sell-out this year and we couldn't be more proud and appreciative of our Professional Partners who always come through for us! The traffic on the Show Floor was heavy and the theme was "Tailgate Party."



We had some outstanding booths decorated with favorite sports teams from all sports! Our vendors got really creative with some you'd swear had backed a truck into the booth for an actual Tailgate Party!



Great job all! It sure was fun!

More educational sessions followed the Vendor show and then we had "Cupcake Wars!" This competition pitted Five teams (The 5 Regions) of two people decorating 12 cupcakes each (60 total). The cupcakes were pre-baked and the teams had 30 minutes to dec-

orate and design them. We had some spirited and creative competition. Look for more on that in another article!

The night finished out with the Annual Awards Banquet. This was held in the Mall of America Parkview Event Center in the heart of the Mall. It was a beautiful room and the company and food were terrific. Annual Awards were handed out and you can read about them on later pages in this issue of INSIDER.

We also said thank you to our out-going Board Members for their service to ACFSA.



*ACFSA Out-going Board Members
Past-President, Robin Sherman; Professional Partner
Liaison - Equipment & Supplies, Myron Wiley
and Region I Director, Robert Pennix*

Additionally, we awarded our CCFP's that either qualified or re-newed this year with their certificates. What an outstanding achievement this is. If you are interested in knowing more about the CCFP or CFMS Certification, please contact Education Chair, Tim Thielman.

Wednesday was our last day of educational sessions but kicked off with the Annual "Fun Run/Walk" *sponsored by Good Source Solutions*. Since we were in the largest mall in the United States, it was only fitting that it was a "Scenic Window-Shopping Stroll!" As is always the case, it was a great time.

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Most of our attendees had already made their way home on Wednesday evening or early Thursday, but our final day of Conference we had a small group visit the Ecolab facility in Minnesota. Our new Vendor Liaison for Equipment & Supplies, Barbara Kane, extended this very exclusive invitation and it was really a great experience for all that made it!

For those of you that were able to be with us, attendees and exhibiting Professional Partners alike,

we thank you and appreciate your time and effort. For those of you that could not be with us, you were missed.

We hope to see you when we all gather together in San Diego for the 2017 Annual International Conference and Vendor Showcase. There is some more information in this issue of INSIDER magazine and also on the website. Make sure that you save the dates now, **September 24-27, 2017!**



Congratulations Chapter of the Year!

The Virginia Chapter



Your hard work in making Region I so successful and putting on a great conference, along with a terrific website are just a few of the reasons you won this award. You are all a great inspiration to the rest of our Membership and you make us proud with your dedication and service to the ACFSA Members in the Virginia Chapter!



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2016 FOUNDER'S AWARD

Michael Robertson



By Michael Robertson

As I sit in the airport, I was thinking back on last night and the Awards Banquet. For one of a very few times in my life, I was shocked and surprised. I know my mind was in a fog as I went on stage when my name was called. I worry now about what I said and what I failed to say. My apologies if I repeat myself. As I looked out in the audience, I saw so many who I feel have worked harder and longer for this great organization. It is difficult and humbling to see myself compared to these dedicated members. I must first thank the ACFSA Board for considering me for this honor. To be recognized by your peers is probably the highest compliment you can ever hope for. I consider this to be one of my proudest moments serving this organization.

As many vendors have probably done, I joined ACFSA for a great networking opportunity with others in this industry. Little did I know at that time that it would change from a business venture to acceptance into a family of very close and dear friends.

I must also thank my Company, Jones Zylon and our new owners, Rob and Tracey Zachrich for allowing me to spend the time needed to serve. Without their support, my dedication to ACFSA would not have been possible.

This is not a goodbye. As I said once before at Conference, "I'm not going anywhere. You won't get off that easy." I hope to continue educating and encouraging vendors to step up and take an active role in ACFSA. What contributions you make will come back to you ten-fold in education and new friendships. Again, thank you for all the support over the years and for this prestigious recognition. Hope to see you next year in San Diego, if not sooner.

Respectfully,
Michael Robertson



2016 PRESIDENT'S AWARD

Robert Pennix



By Laurie Maurino, RD, ACFSA Past President

It was my honor and privilege to present this year's President's Award to Robert Pennix of Virginia. Robert has been on the International Board for ACFSA for several years as the Region 1 representative. He has always been a hard-working, dedicated member of the Board. He has shared some real insight through his Insider articles with some very thoughtful content.

Robert lives in Lynchburg, Virginia with his lovely wife, Lori. He met Lori while working as a Food Service Manager for Liberty University. They have three boys, Lenny, Vincent and Dominic. Robert enjoys playing basketball and competed in a Hoop it Up tournament in Washington DC where he along with his brother and cousin placed 1st out of 128 teams. He is a talented artist and photographer. We have featured his art work at our ACFSA conferences.

Mr. Pennix has been on the Board of the Virginia Chapter of ACFSA from 2007 to 2015, filling the roles of President and Past President several times. He was the Region I Co-Chairman for 3 years.

We honor Robert for all of his hard work and dedication to ACFSA on a local and international level. He is planning to retire soon so we wish him the best of luck in the future. Thanks Robert!

2016 OPERATOR OF THE YEAR AWARD

Karen Stiltner



By Laurie Maurino, RD, ACFSA Past President

At the 2016 ACFSA International Conference in Minneapolis, I had the distinct honor to present the Operator of the Year Award to Karen Stiltner, National Food Service Administrator for the Federal Bureau of Prisons (BOP). In this role, Ms. Stiltner oversees BOP food service management that serves approximately 160,000 inmates per day across the country, in 120 BOP facilities. During her tenure, Ms. Stiltner has demonstrated exemplary leadership and successfully implemented numerous Food Service Strategic Plan Initiatives. Some of the most noteworthy include:

- Implementation of an eco-digester system to help reduce food waste
- Enhancement of food safety procedures in the area of Foodborne Illness Management Guidelines
- Promotion of inmate health through a 15% reduction of sodium on the BOP National Menus.

Karen was nominated by her colleagues at BOP. At the Awards ceremony, Mitchel Holliday spoke highly of her and mentioned that she always made him feel appreciated. She will be retiring next June and will be missed by all.

Karen has been a huge supporter of ACFSA and has attended and presented at many of our conferences. She has always been a source of information and collaboration to me as President. We love to have the Federal BOP members at our conferences, and she has encouraged their participation. Karen is an easily approachable lady with a sparkle in her eye. It was my pleasure to present the award to her.

2016 HEROISM AWARD

Paul Scofield



By Jon Nichols, IOM, ACFSA Executive Director

Paul Scofield, Retired - Regional Food Service Admin, Federal Bureau of Prisons, and his wife Wendy Shanks-Scofield, Correctional Division Manager at Global Foods, Inc., make their home in Las Vegas, Nevada. This past summer, severe weather brought deadly flash floods to the area and warnings went out to residents and visitors to stay safe and be vigilant for any potential floods. Not everyone got the message and on a day with savage thunderstorms, lightning and heavy winds, came rain and hail, and predictably, flooding, a homeless man was caught off-guard while seeking refuge in the basin when he was swept away by strong flood waters. As the man's luck would have it, Paul and Wendy happened to be in the perfect spot to see the helpless man in the waters and, realizing that there was no time to contact local authorities, Paul sprung into action and entered the raging waters in a effort to help the drowning man caught in the intense and dangerous current. Fighting the treacherous deluge of flood waters, and using only flimsy brush to secure himself, Paul made his way to the ideal spot to grab hold of the man before he slid by. The exhausted men made their way to the bank and safety. It was a selfless act that no doubt saved the homeless man's life.

Carlos Salazar, ACFSA Vice President nominated Paul for this award and I'd have to say, there is no more deserving individual. In Carlos' words as he presented the award at the 2016 Annual ACFSA Awards Banquet, "It is not often that you meet someone who would risk his life to save another, especially one he that he does not know. If it wasn't for Paul's heroic act, a life would have been lost. A true act of human kindness. Paul truly has a beautiful soul and I thank him for such a heroic act."

Unfortunately, due to another committment, Paul could not be present at the banquet. However, Wendy was there in her customary support of ACFSA and accepted the Award on his behalf.

Thank you and congratulations Paul!

2016 Vendor Showcase - Best Booths

Each year, many of our Professional Partners that exhibit at the Annual Vendor Showcase will go all out in decorating their booths. There is a monetary incentive for winning the 1st, 2nd and 3rd Place spots, but the main reason for the decorating is bragging rights! This year's "Tailgate Party" Theme was a great deal of fun for those decorating and especially for attendees visiting their booths.

Here are the Best of 2016 as judged by our expert secret panel of judges!

First Place - It Was a Tie!



Global Foods, Inc.



CJ Foods

Third Place



Highland Wholesale

Honorable Mention



Benjamin Foods

*Congratulations to our winners
and thank you to all who participated!*

Thank You **SPONSORS!**

PREMIER



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Food Concepts
Global Foods

Highland Wholesale Foods, Inc
Kitchens to Go - Built by Carlin
Seco Select
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CONGRATULATIONS TO OUR 2016 SCHOLARSHIP RECIPIENTS

Maine - Jason Goggin - Maine Department of Corrections

Virginia - Jessica Harlow - Albemarle Charlottesville Regional Jail

Indiana - Millie Smeltzer - LaGrange County Jail

Ohio - Barbara Wakeen - Correctional Nutrition Consultants, Ltd.

Oregon - David Fanger - Oregon Department of Corrections

Washington - Russ Longcrier - Jefferson County Jail

Arizona - Michael Pinnix - Coconino County Detention Services

Canada - Nancy Guppy, RD - Ministry of Community Safety and Correctional Services

Canada - Sandra Walker - Thunder Bay Correctional Center

2016 REGIONAL COMPETITION CUPCAKE WARS



By Lt. Tim Thielman, CFSM, CCFP, ACFSA President

The battle for annual bragging rights continued on Tuesday, August 30th, 2016, at the International Conference when Food Service Members from the regions showed off their decorating skills in the ACFSA version of Cupcake Wars. The two person teams had 30 minutes to use their artistic abilities in decorating 12 cupcakes. A crowd of onlookers cheered on their region during the competition.

The contestants from each region were as follows: Region I: Leticia Effraim, and Sunday Joshua, Region II: Wayne Fish, and Renee Hinojosa, Region III: Dawn DeMelo, and Roger Burczyk, and Region IV, Brian Wynn, and Donna Kaminski. The judges for the competition were ACFSA Past President, Teddie Mitchell, CDR Mitchel Holliday from the BOP, and Vendor Arthur Kessler. The teams were rated on creativity, originality, and presentation.

The winners were awarded some pretty cool medals at the Awards Banquet that night. The Gold Medal was awarded to Region III, the Silver Medal went to Region IV, and Region I was awarded the Bronze medal. You can watch the recorded live feed of the competition on the Region I Facebook page.



As I Leave Office

By Robert Pemix

“**S**uccess is a product of the work you have put in.” This is a statement I have used for years. I first started using the statement when I was coaching my children. I used this statement as a means of motivation.

I now use this statement at the beginning of each ServSafe class my facility offers to the inmate workers. Does it motivate them? I am not sure a statement would be the motivating factor to encourage them to be an active participant in the class? The statement does give them something to think about.

We all have heard great statements and quotes from famous individuals. Many of those individuals live their lives in the manner in which they speak. Biblical teaching tells us “as a man thinketh in his heart so is he”. I believe great speeches come from great thoughts and most recognizable quotes come from speeches. Does our personality define the manner in which we speak and the way we think?

How do others see us? What do our peers think? We are all drawn to leaders. Are they the best person to get the job done? I had another practice I used when I coached. I let every individual on my team pick the Team Captain. I would let a couple of weeks of practice past before the team captain was chosen. Then one day at the end



of practice as the parents picked them up, I would tell the team I was evaluating them individually. I told them I was going to tell everyone what their strengths and weakness were. When we met they quickly

realized that was not the intended conversation. As I met with each players and before I released them to their parents I would ask them to pick a player that they thought should be the captain of the team. The only criteria were they could not choose themselves. They could only choose the player that had shown leadership for those first couple of weeks. Many times it wasn't the best player. It wasn't the most athletic person. It wasn't the most popular person.

Once the chosen player became captain, he realized his responsibility. They knew the team depended on them. They stepped up. They were the motivating factor the team needed.

Practicing what you believe in is hard for everyone. Being the person others expect you to be is nearly impossible. Being the person you are is the only way to be true to yourself.

“As a face is reflected in water, so the heart reflects the person.” Normally your actions are true to your being. It reflects who you are and what you believe in. I have always believed in this association. With much encouragement and a lot of hesitation I chose to run for my first term as Region I Director. I am not a person who wants to be out front. I will however, if chosen, try to perform all aspects of the job to the best of my ability.

The second term took a lot more encouragement from my peers to run. Once I ran and was elected the decision to continue to work hard was much easier. I had learned the requirements of the job. I thought if I met my deadlines, attended meetings, and reach out to the members in my region I would finish my task with a thank you for a job well done.

I never imagined I would be the recipient of the President's Award. The night and the presentation was a shock. As I said earlier I had made every effort to fulfill the requirements of my job. I do not consider anything I have done as the Region I Director extra or special. I appreciate the belief that my region had in me. I appreciate the support and encouragement I received from my ACFSA family.

Thinking back to the 2016 Awards Banquet and some of the words Laurie used to describe me, reminded me of some of the captains I have coached on my youth teams. Once they were given the captain position and a leadership role they stepped up. They got it “Success is a product of the work you have put in.”

Laurie said “he quietly does his job, he makes calls, he writes articles and he always has a Regional Report.” It sounded too simple and not worthy of an award. That being said, the presentation did however make me feel I had a successful run. The award was a product of fulfilling my job duties and I am grateful for the recognition.

I would like to end with a “Thank You” to everyone that I served with. I would especially like to “Thank” President Laurie Maurino for the recognition. (Now Past-President)



Did You Know..... Repair or Replace Equipment?

By Linda Mills, MBA, RDN, FADA, ACFSA Secretary
Corporate Dietitian - Community Education Centers



If you didn't attend the International Conference in Minneapolis in August, you missed a great opportunity to talk with vendors. As I walked through the exhibit hall, I stopped at all of the equipment related vendors and asked for a pearl of wisdom they could share regarding the decision to repair or replace equipment.

Please note: Out of consideration for the non-equipment vendors, who also provided valuable information regarding their product or service and supported the conference, no vendor names are being included in this article. ACFSA greatly appreciates all of our vendor members.

Repair considerations

- Parts – Are new parts available? Can you find used parts that are in good working order? Do you have spare parts on-hand for those items that need to be regularly replaced? Support for parts is usually five to ten years, after that,

parts may be harder to find. Check to see how long the manufacturer stocks parts.

- Down-time – What is the cost of the piece of equipment being down? Are extra labor hours needed? Do grievances increase (or worse yet a riot break out) because the menu was changed? That needs to be included in the cost of repairs along with parts and labor to repair the piece of equipment.
- Documents – Keep the model number, serial number, voltage, and parts list for all equipment. This is a huge help when repairs are needed.
- Track repair costs – As the repair costs increase, budget for a new piece. Consider how long it would take to pay for a new piece of equipment. For example, if a new piece of equipment costs \$10,000 and you are paying \$2,000 for repairs each year, it would only take 5 years of repairs and you could have purchase a new model!

Continued on Page 28

- Local service provider – Check with a local service provider for a preventative maintenance plan. Many are worth the cost to get a greater usage time for that piece of equipment. Think of this like oil and filter change and tire rotation for your car.
- Three Years – Will the repair last at least three years? If not, replace!
- 50% Rule – If the cost to repair is 50% of the cost of a new model in one repair, replace it instead.

Replace considerations

- Heavy Duty Equipment – When you purchase a new piece of equipment, spend the money on a heavy duty version. In the end, it will save you money on repairs. Remember that most pieces of equipment have a good, better and best model.
- Warranty - Check the warranty to make sure it will handle heavy use.
- Buy American made!
- Before Buying – Always check the service record and get testimonials from other users of that particular piece of equipment.
- Water Concerns – if you are in an area where water is an issue, consider purchasing boiler-less units.
- Energy – At the time of replacement, consider an energy audit. A 20% energy savings would reduce your utilities by a lot over time. Today, the same results are from a 270,000 BTU piece of equipment as your current 350,000 BTU piece of equipment. This is like going from an 8-cylinder to a 6-cylinder or 4-cylinder auto.
- Energy Star – Institutional equipment now has Energy Star ratings and rebates just like home appliances.
- Inside Technicians – This is another name for your maintenance staff who have been trained by the factory to repair their equipment.
- Dishwashers – new models save money by using less water, less energy, and less chemicals.

Refrigeration – This is a very hot topic right now since huge changes are coming. The Environmental Protection Agency (EPA) has banned R134A and R404A refrigerants as of 2019. Manufacturers need to change the refrigerant in models starting on March 27, 2017. It is possible that some equipment distributors will discount the units they have with these two refrigerants in order to get rid of them to unknowledgeable buyers. In 2011 the EPA approved R290 refrigerants for use in commercial equipment. Underwriters Laboratories (UL) and American National Standards Institute and American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ANSI/ASHRAE) have already established standards for the use of R290 in self-contained refrigeration units. In the case of repairing or replacing refrigerators, that will depend if your issue is the refrigerant or another part. Consider adding new refrigeration to your capital equipment budget now.

Help from NAFEM– If you need help making the decision to repair or replace equipment, the North American Association of Food Equipment Manufacturers (NAFEM) has a life cycle tool to help decide if you should repair or replace equipment. To download the free full version of this tool, go to: http://www.nafem.org/nafeimis/NAFEM/Information_Resources/Life_Cycle_Tool_Download.aspx

Bottom line – From a medical prospective consider if your piece of equipment needs a Band-Aid, surgery, or a transplant? If it's a Band-Aid, repair. If its surgery, is this the first time or have there been multiple surgeries and how far apart have those surgeries been? This decision can go either way. If a transplant is need, replace immediately to stay alive!

Equipment Life Cycle

By Shayne Varnum, Director, Consultant Services, Hobart Corporation

Deciding when to fix or replace a piece of kitchen equipment can be stressful. How much will it cost? Is it in the budget? Who do we use to fix it? Can we make do without it? How or where do I purchase a new one? I suspect you have asked yourself some of those questions over the course of your career.

The average life of a commercial piece of equipment is highly dependent on three key factors: employee training, daily operation and care, and regular preventative maintenance. For our purpose we will look at two very important pieces of equipment, Dishwashers and Refrigerators/Freezers.

Dishwasher

Turnover in the dishroom is typically the highest of any position in food service establishments. Employee training is critical to ensure that the dishwasher is operated and maintained in accordance with the manufacturers recommended operating procedures.

Daily cleaning and maintenance of the machine will extend the life of a dishwasher. Regular cleaning of key items such as sump heaters, floats, and actuators will prevent buildup of food soil and lime scale which may improve efficiency and life of critical components. Operators that inspect the wash arms, strainers, and baskets can also identify bent or broken parts that can be replaced before a larger issue causes machine downtime. Water quality to the dish machine should also be considered and in most cases a water softener is recommended to prevent lime scale buildup. This will help prevent the dishwasher going down on Mother's Day!

Regular Preventive Maintenance (PM) programs are recommended on commercial dishwashers to replace worn parts. PM programs typically will replace

O-rings, curtains, and in some cases pump seals to prevent breakdowns at inopportune times. A regular PM program will also identify opportunities to replace or repair parts that are not broken but require immediate attention to prevent a future breakdown. For example, a damaged strainer basket would not prevent the machine from operating but may allow a utensil to be ingested by the wash pump causing a significant expense. These PMs can also be scheduled at a convenient time, and not during a busy meal period because it is "down."

When considering machine replacement the facility should consider a couple of key factors. Most manufacturers offer new technology in machines that offer significant operating energy and labor savings over machines that are 8-10 years old. Depending on the hours of operation, a new machine can pay for itself in two years or less. The yearly service costs for a machine should also be considered when looking at a replacement in addition to the downtime of the machine.

Refrigeration

Deciding whether to repair a broken commercial refrigerator/freezer or buy a new one often feels like an expensive guess. In the case of commercial refrigerators they either stop working altogether or work poorly - don't keep temperature within the safe zone, that lead to indirect expenses such as waste of produce and customer safety. As you know it also happens when the health inspector walks into your kitchen!

So, when a commercial refrigerator breaks down, here's what you need to consider:

Continued on Page 37

If your product is under manufacturer's warranty, you'll need to use a factory-authorized repair servicer or risk voiding the warranty. Warranty period and coverage vary by manufacturer, so reading the fine print is of essence.

When products aren't covered by warranty, calling a trained service provider that is well versed in servicing your equipment is needed. A good rule of thumb to determine whether to repair or buy would be:

- ✓ Don't spend more than 50% of the cost of a new commercial refrigerator on repairing an old one.
- ✓ If your refrigerator is over 10 years old and has already broken down twice over the past 90 days, replacement may make more sense.



The best way to prevent a repair is to take the following steps:

- ✓ **Condenser Coil** - Routine condenser coil cleaning is perhaps the single most important thing that can be done for a refrigerator because it extends the compressor's life. Checking the condenser coils monthly, and cleaning them when necessary, can save kitchens thousands of dollars in service. This maintenance will also help retain unit temperature and reduce electricity costs.
- ✓ **Inspect Doors and Gaskets** - Replace loose, torn or cracked gaskets to keep the door sealing properly so air will not leak out, reducing energy efficiency. The gaskets should also be cleaned regularly, as often as once a month.

- ✓ **Unobstructed Air Circulation** - To ensure a regular and even airflow throughout the refrigeration cabinet, it's important to make sure that food is loaded properly. Food that obstructs the airflow can place more stress on the refrigeration system and can unexpectedly freeze or cause warm spots in the refrigerator. These stressors can eventually result in unnecessary repairs, not to mention food loss.
- ✓ **Inspect Shelves and Interiors** - When selecting a refrigeration unit, it is important to find one that is particularly durable to handle the everyday bumps that come with heavy use. Stainless steel units last longest, as refrigerators with plastic interiors, door pans, breaker caps, and handles can be prone to cracking. These parts should be inspected regularly to make sure there are no gaps in construction and no exposed insulation. Similarly, shelves should be washed so that spills don't cause cross-contamination, which can result in food safety hazards and waste.

Benefits

Maintaining food quality is vital to a smooth kitchen operation. A refrigerator that is properly cared for will last longer, keep food fresh, reduce food loss and expense, ensure food safety, and that prep lines running smoothly.

It is always a good idea to contact the manufacturer early in the process to help you identify your best plan. They can help suggest service companies in your area. You will also be able to get competitive bids, comparing apples to apples. Get as many of the decision makers around the table as possible to help determine whether to continue servicing an existing piece of equipment or purchasing a new one. Planning out the life cycle of an important piece of equipment will be easier if you have budgeted for what works best for you or your facility.

Hopefully, the next time you ask yourself should I repair this refrigerator/dishwasher you will now have a better feel for how to answer that question.

By Robin Sherman, CFSM, CCFP, ACFSA Past-President

BEST PRACTICES

Hello Everyone! We are introducing this new Best Practices Column and need to hear from YOU!!! Food, Equipment, Operations, County, State, Federal. You name it; we want to hear about it! I will start the first best practice:

President Tim recently shared one of his best practices with me during my recent visit to his facility in Saint Paul, Minnesota. President Tim has written articles on his 8-week inmate culinary program. He was gracious enough to share with me his many great ideas. This program has become very successful within his institution.



I was asked by one of our partners to design a 10 week curriculum for a Culinary Arts Program at the Kalamazoo Probation Enhancement Program (KPEP) and Michigan Career & Technical Institute (MCTI). The students will consist of community corrections residents and Michigan Works participants who are interested in Culinary Arts. After completing all 10 weeks of classroom time, kitchen procedures, on the job training, and exams, each participant will graduate in a cap and gown ceremony held at the MCTI Institute. The curriculum is designed to train each student in Basics of Food Safety & Sanitation, Serv-Safe Certification, Basic Culinary Baking & Pastry Techniques, Measuring and Culinary Math, Smart Shopping and Nutritional Labels, Career Planning and much more. Upon completion, each student will receive two state certifications and have a wide view of job placement opportunities.

Our two instructors for this program are Kristin Turner and Casey Roggow, both with backgrounds in Culinary Arts and Pastry Chef. Both Chef Kristin and Chef Casey have put their unique twist on this program to make it fun, innovative and rewarding, and it has started off very successfully.



FEMALE HONOR FARM SEWING PROGRAM



By Senior Correctional Deputy Lisa Piotrowski

The San Luis Obispo County Jail is implementing changes in many aspects associated with incarceration. An extremely beneficial change has been a Program's based approach. We are no longer just housing and taking care of basic needs, we are teaching valuable skills, assisting with post release care, offering substance abuse programs, opening up numerous vocational experiences, and so much more.

Sewing has been proven to have rehabilitative benefits. It helps pass the time. It alleviates tension. It promotes pride and accomplishment. It allows for conversation, reflection, cooperation and patience all of which improve social skills. It also builds fundamental skills, such as math, measuring, tool and equipment usage, reading and comprehension.

The Women's Honor Farm Sewing Program began in the fall of 2013 with a donation of handcrafted backpacks to the Department of Social Services for the children being removed from their homes and needing something besides a garbage bag to store

their personal belongings in. We have since donated more than 100 backpacks and tote bags. 200 satin superhero capes were also designed for the children participating in a foster care retreat.

The Women's Honor Farm has sewn over 60 teddy bears and over 100 Christmas stockings for the Get on the Bus Program over the past two years. The bears and stockings are given to State Prisoners to present to their visiting children, some of whom only see their incarcerated parent once a year. We are currently working on another donation of 30 teddy bears for this year's Get on the Bus event in June 2016.

The Women's Honor Farm completed 37 super capes created specifically for a child based on age and gender. These were given to children with cancer during an annual summer camp hosted by Jack's Helping Hand. A quilt made with the scraps from the capes was also presented to Bridget Ready, the Co-founder of Jack's Helping Hand.

Continued on Page 41

Over 75 baby quilts and Afghans have been donated to the Teen Academic Parenting Program which assists pregnant teens with education and childrearing. This is an ongoing project based on the needs of the Program.

In November 2014, 50 lap quilts and Afghans were donated to Bella Vista Transitional Care for the patients and residents of the facility.



Afghans and quilts have also been donated to the Homeless Outreach Program through Transitions Mental Health, the San Luis Obispo Sheriff's Office Detective's Bureau for adults and children who have to undergo a SART exam, as well as multiple creations for the Sheriff's Auxiliary and Restorative Partners. These items are made for auctioning and fundraising purposes which help assist our Sewing Program with the purchase of specific supplies.

This past Christmas, on behalf of the Sheriff's Auxiliary, felt stockings were made for the Sheriff's Office Annual Bicycle Giveaway. They were filled with candies and presented to the children receiving the bicycles.

Over 125 crocheted scarves and beanies have been donated to the Pirate's Closet for students in need, who attend the Morro Bay School District. This is another ongoing project based on the needs of the program.

A total of 85 scarves and 85 beanies were also donated to seven of our local Sober Living and Residential Homes in our Community, during the holiday season.

The largest donation so far, in November 2015, over 100 Afghans and quilts were created for the clients of the Maxine Lewis Memorial and Prado Day Center. Every day, approximately 100 people seek refuge and assistance there. Over 30% of the center's participants are now women and children.

We are currently working on lap size afghans and quilts for the Veterans requiring medical assistance in our nearby Veteran's Hospitals in collaboration with the Elk's Lodge. The women thoroughly embraced this. Most, if not all, of us have a friend or family member who has served or is still serving in the Armed Services.

These sewing projects promote the love of the craft, the creating process, the completed projects, the camaraderie, and the paying it forward. These positive feelings belong to all who participate in one way or another.

Although, they are incarcerated, their crafts and creativity have touched the lives of many. I have seen it click with many of the ladies who participate. Some of them openly admit to how they have repeatedly taken and cheated to feed their addictions. They then acknowledged this was a small way of giving back to the community they have taken from. This is the paying it forward I'm always talking about. They are giving back to society, learning new skills, and representing the Sheriff's Office in a positive manner. Jail can be a negative period in many of these ladies' lives but when they become involved in the creative process of sewing, knitting, crocheting, or the other crafts we engage them in, we see some very positive benefits: I call these the 5 "C"s

The first benefit is the **Camaraderie**. When you get a group of women together, what do they do?

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They talk! They talk and share and open up which helps develop positive relationships! They create a sisterhood based on recovery and hope.

The second benefit is **Communication**. We regularly see one of our ladies instructing a beginner on a sewing machine or how to crochet for the first time. I had a lady who easily knitted a scarf every other day. She admitted to having some social anxieties and yet she was willing to teach the new ladies how to knit and was always helpful and encouraging. Helping someone else is a rewarding experience and a positive self-esteem booster.

The third benefit is **Confidence**. As their skill levels increase so does their confidence which spills over into other areas of their lives and their goals. We have a lady who was literally almost terrified of trying to sew. She was afraid of failure and the unknown. Correctional Deputy Calvert and I helped her learn in a slow and easy manner. She was responsible for at least five of our recent donations. I have watched her confidence develop over the past year. She told me she can actually see herself succeeding with a new job skill, and plans to continue after her release.

The fourth benefit is a **Completed Project**. They have so much pride in a completed project and a sense of self-worth and purpose that many were missing before. It's easy to give up if things become difficult. The ladies are learning how to set goals and complete what they start. I have a lady here who still proudly remembers her first quilt. I know there were many times she wanted to just throw the whole thing out and yet she stuck with it and kept trying to get it right, just like she's trying to do with her recovery.

The fifth benefit is **Community**. Giving back to the community is one of our Sewing Program's primary goals. We received a thank you and photo from a family member of an elderly lady who resided at Bella Vista Transitional Care where we donated Afghans and quilts last year. The lady received a quilt and lovingly displayed it on her bed until her demise. The family now cherishes it as a reminder of her. Many of our projects strike a personal chord in the lives of the ladies and it's what motivates them. They are learning what it feels like to be a value to

society, to someone in need. The act of giving back makes their lives more relevant and helps bring rehabilitation within reach.

We are like a quilt; it takes many individual pieces of various fabrics and a strong thread to tie it all together.

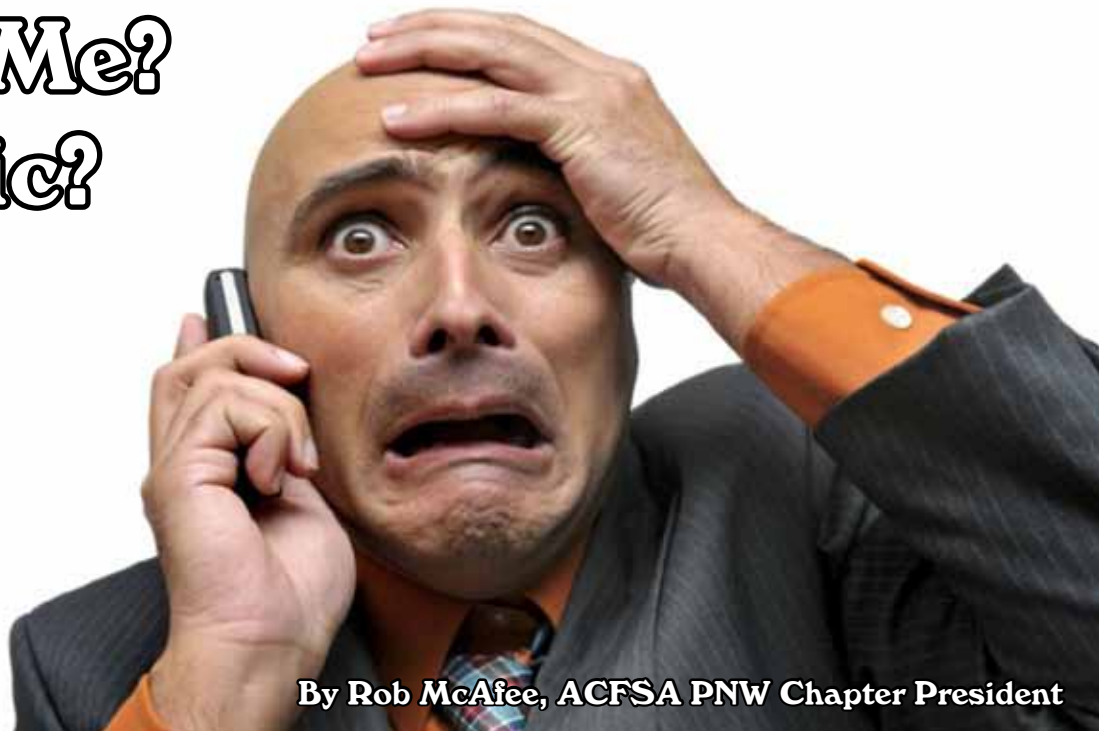


Recently, the Women's Honor Farm inmates donated more than 120 baby quilts, 100 bibs, and 50 baby beanies they had made to San Luis Obispo ALPHA.

San Luis Obispo ALPHA, Inc. is a nonprofit organization providing support, practical assistance during pregnancy, through a child's first year, and education on pregnancy and early parenting.

"This program is designed to work on the heart, the human element. Sewing the quilts for the newest members of our community has been a rewarding experience for the female inmates and helps them feel connected. The baby quilts allowed the women who cannot be with their own children to help someone else's children," said Senior Correctional Deputy Lisa Piotrowski.

Who, Me? Panic?



By Rob McAfee, ACFSA PNW Chapter President

The day was winding down, the ACFSA International Conference/Vendor Show in Minneapolis was over, and some of the people holding over until Thursday morning were kicking around ideas for dinner and rides to the airport the next day. What had been a great week of education, networking, idea sharing, discussion, and fun was winding down. My phone buzzed in my hand, and I looked at the screen to see a familiar number: my kitchen office back in Newport, Oregon. Taking the call, I expected to hear the regular updates of changes in inmate workers, ordering issues, and the typical generalities of what was happening at the Lincoln County Jail. “Are you sitting down,” sounded the familiar voice of my senior cook. His voice was wavering a bit, and I replied shortly, “No, what’s wrong?”

My day was just winding up; I began to think, as my senior cook explained the cleaning philosophy of a particular inmate worker. Assigned the task of cleaning our new-in-2014 Hobart 40-qt. mixer, this particular worker decided 5 gallons of warm water poured over the top of this electronic, computerized machine was the best course of action. For good measure, of course, one bucket wouldn’t do the job, so 2 would be best. An electronically dead mixer awaited my return to work. My questions came out

machine gun style in quick, targeted bursts. “Who did this? Did you fire the worker? Did you write a report?” Affirmative responses assured me that protocol was being followed. “Did you call maintenance? Did you turn off the breaker? Did you notify the jail commander?” A mixed bag of responses awaited that volley, so I had to start working on something. Our ENTIRE breakfast at the Lincoln County Jail is the Super Muffin, and without a mixer, we can’t make them. No cookies, no muffins, no cupcakes, no biscuits. We make everything from scratch, except our bread and buns, so this was a big issue.

My mind switched into searching for the right person to contact. Laura Barrentine, at Baxter Manufacturing was my first thought. Vendor liaison to the PNW Chapter, Laura is a good friend and Baxter umbrellas over Hobart, but may not have the answers/expertise that I need for this specific issue. Stephanie Luros-Gilbert was almost instantly in my head. I had JUST seen her hours earlier, and she IS Hobart. Stephanie has helped me in the past with another Hobart question, so I just needed to get a hold of her. Send her a message! Facebook is a great tool for most of us with family pictures and friends favorite meals and places to visit, but did you know when you’re logged into the WiFi

Continued on Page 44

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on a plane, you can get Facebook messages? I didn't, but I do now. I messaged Stephanie and the ball was rolling. Calls from a service manager, a sales rep, and more messages from Stephanie came rolling in to get my problem solved as soon as humanly possible.



Now it may seem that I panicked, but I thought there was reason to. It may not matter that my maintenance department was able to get the mixer working in short order (great engineering/manufacturing!). It may not even matter that it was merely a blip in the otherwise mundane afternoon for me in Minneapolis. What mattered is this: I had a Hobart service rep in my kitchen on Wednesday to make sure everything with the mixer was working well. I had faith in Stephanie and everyone at Hobart to solve, or at least get me going in a direction to solve my emergency.

Most of all, I came to appreciate, even more, why we have Professional PARTNERS. Without partners in this, or any other, industry, we are stuck in the mud when the boat bottoms out.

I've written it to members, I've said it to members, and I've read it and heard it too: rely on our Professional Partner members when you have a need. Being at the ACFSA International Conference & Vendor Show is where I met Stephanie. It's where I've met several of our Professional Partners, where I, and they, have built relationships with them, where I, and they, have cultivated trust among ourselves. It matters! Going to every meeting, every conference, and every show may not be possible for all of us, but when you can go to one, DO IT! Take advantage of the resources this wonderful organization supplies us all with, invest in your professional life as you would in your personal life, and apply all of your knowledge, resources, experience, and relationships to your problems to make the panic into a blip.

What Customer Service?

Submitted by Barbara Holly, INSIDER Editor

I do business with other state agencies from my home computer. One of those agencies called me and informed me that their system filter showed that I had a virus on my computer. I have Bellsouth Security and checked out my system and found that everything was “operating.”

Then the unmentionable happened.....my (Dell) computer crashed! I couldn't get it to do anything. (This was January 19) I immediately called Dell Technical Services (BIG MISTAKE!) At 11:00 am I got someone on the phone whom I couldn't even understand their name. We spent one hour of me saying, “Excuse me, would you please repeat that, I'm sorry, I don't understand you, etc.” He then transferred me to a fellow named Rod and I stayed on the telephone with him until 4:30 pm (5 ½ hrs on the phone).

While we were on the phone, he informed me that this interaction would involve a service charge of \$130+ for this single service or \$237 for a one year Dell service contract. He also suggested that I purchase a Norton Anti Virus system to put on my computer which I ordered at this time. He suggested that we take a break and someone would call me back at 7.

At 7:00 pm a fellow named Kevin called me and we stayed on the phone until 8:30 pm (7 hrs). He said that he could clean up my computer but I would lose my files. If I could get someone to transfer my files to a CD and then call them back, they could then finish getting my computer set up like it was before it was “infected.”

I called someone I knew to transfer my files (should have called them first). They cleaned-up my computer and found that I had **23** viruses on my computer. (So, I wonder what protection I was paying for?) You think that is the end of my story.....Ha,

I'm just beginning. The person who cleaned-up my computer didn't want to connect me to the internet until my anti-virus protection was delivered.

I ordered it on the 19th. I called on the 24th to check on the order and was told (by an automated voice) that it shipped on the 19th. On the 26th I called again and was told (again by an automated voice) that it shipped on the 22nd. I called again on the 28th and was told (you guessed it, by an automated voice, again) that the order was cancelled. I finally got a real person and was told it was cancelled by the credit office and I would have to talk to someone in that department. If you have ever called Dell you know that there are so many buttons to punch and so many automated voices to listen to that it can drive you crazy! When I finally got a real person to talk to, I was disconnected and had to go back to the automated system again. I was disconnected three times!! Finally I got someone in the credit department and they told me that I was a Preferred Customer (boy, I sure don't feel like one!) and there was no reason for the order to be cancelled. I asked them could they reorder it for me. They said no, they were sorry that I would have to go through the sales department. You guessed it, the automated system again.....**no wonder people lose it and go postal.** Today is February 1 and I am still waiting on my delivery. Dell gave me a tracking number. I called DHL yesterday at 6:47 pm and they told me it was delivered yesterday at 5 pm. What a joke!

And to top it all off.....it cost \$79.95 and a friend told me I could get it at Sam's for \$66.

On a scale of 1- 10, I give my Dell computer a 10 but I give **Dell Customer/Tech Service a big fat ZERO!**

Sign me, Frustrated and Disgusted

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Doing The Best With Less

By Bemson Li, ACFSA Past President, 2017 ACFSA Conference Co-Chair
Los Angeles County Sheriff's Department

Correctional Food Service is an ever changing business.

The correctional food service professionals have to change according to the dynamic of their business.

- We have less professionals entering the field.
- We have less budget for our operations.
- We have less qualified kitchen workers.
- We have less working equipment and tools.
- We have less resources allocated to do our daily jobs.

On the other hand:

- We have more inmates to feed.
- We have more regulations and laws to follow.
- We have more violent inmates as workers.
- We have mental health inmates in our system.
- We have more price increases due to wages and ingredient costs.
- We have more lawsuits and settlements in corrections.

The 2017 ACFSA Conference in San Diego, California is working towards recommendations and training on how to do the best with less.

The presenters will share with you:

- How to keep you motivated.
- How to organize and build a better kitchen for food production.
- How to select better and durable kitchen equipment.
- How to be more energy efficient and environmentally friendly.
- How to train your workers to be a better correctional food service professional.
- How to select the right foods and menus to lower your food costs.
- How to deal with emergency situations.
- How to make ethical decisions.
- How to meet the nutritional guidelines for the inmates.
- How to comply with food safety modernization.

The network of ACFSA foodservice professionals can assist you with problem solving today as well as in the near future.

See you in San Diego, California, September 24-27, 2017.
Your ultimate learning journey awaits you.



EARLY BIRD

Exhibitor Registration Opportunity

2017 Annual Conference

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Town and Country – 500 Hotel Circle North. – San Diego, CA

I am the AUTHORIZED REPRESENTATIVE (office contact person with address information) to receive all corresponding materials relating to Exhibits, Exhibiting at the 2017 ACFSA Conference in San Diego, CA. (* Indicates a REQUIRED FIELD)

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I would like to be Scholarship Sponsor for 2016 Conference! *Minimum Contribution \$250* **YES** _____ Total _____

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EARLY BIRD PRICING DEADLINE IS DECEMBER 31, 2016 - REGULAR FEES APPLY AFTER THIS DATE

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CANCELLATION DEADLINE IS MAY 15, 2017

CANCELLATION REQUESTS MUST BE MADE IN WRITING ON OR BEFORE MAY 15, 2017 - NO REFUNDS WILL BE MADE AFTER THIS DATE

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CHAPTER REPORTS

CALIFORNIA

by *Brian S. Wynn, President California Chapter*



Hello from California,

The 2016 International Conference was outstanding at the Radisson Blu, in the Mall of America. Next year's International Conference will be in the great State of California at the Town & County Resort & Convention Center in San Diego. The California Chapter will be hosting the Golf Tournament at the conference so bring your clubs or rent some. But we will make sure you have clubs.

California is getting ready to have our 2016 Conference at Dana Point, California, October 16th through the 19th. The California Conference is like a little international conference. We are ecstatic to have many other members and non-members coming to our conference from Washington, Utah, Nevada, Hawaii, Idaho, Oregon, Texas and California. I am hoping that after the conference the non-members will become members of this great organization. We are having some great classes on Obesity Behind Bars, Energy Saving, Food Waste, Water Conservation, and Emergency Preparedness.

With our increasing membership, I am looking forward to 2017. It will be a great year for the California Chapter. We will be having our quarterly meeting January 2017 at Highland Wholesale. Our April meeting will be at San Diego County Sheriff's. The June meeting will be announced and we will be attending the International Conference in September.

MICHIGAN

by *John DeMelo, Michigan Chapter President*

Hello Everyone,

Fall is upon us! One can feel the crispness in the air. We welcome the changing weather and breathe a sigh of relief to the heat we endured through the summer.

Summer did not come without its merits. At the end of August, some of us were fortunate to attend the ACFSA International Conference at the Mall of America in Minnesota. What a tremendous opportunity to network, attend educational seminars, trade show, meet up with old friends and make some new friends. If you've never attended, make a plan for the future Conference in San Diego next year; you'll be glad you did. The Michigan Chapter is gearing up for our Spring Conference next April to be held at a local casino. Many topics are being discussed to present at this annual Conference. All are welcome.

CHAPTER REPORTS

NORTHERN LAKES

by Christine Berndt-Miles, RDN, CD

“Far better it is to dare mighty things, to win glorious triumphs even though checkered by failure, than to rank with those poor spirits who neither enjoy nor suffer much because they live in that gray twilight that knows neither victory nor defeat.”

- Teddy Roosevelt

Congratulations to NL Chapter Member Tim Thielman as our new ACFSA President!

As ACFSA begins a new “reign” of leadership, the Northern Lakes Chapter will see changes as well. Our Chapter president recently resigned her position, so we are reshuffling duties. More information will follow.

As the International Conference Hosts, we congratulate Tim Thielman, Phil Atkinson and the Conference Planning Team on the outstanding event in Minneapolis. The venue was excellent, topics were relevant and (lucky for us) the location was not far from home. You hit the ball right out of the park – thank you!

Conference highlights included a leadership presentation in which the speaker Adam Linquist impersonated Teddy Roosevelt. His likeness was uncanny. Not only did he present valuable professional information, but a bit of a history lesson as well. Bully!

The Dietitians in Corrections Luncheon was also a favorite. Thank you to Good Source Solutions for hosting the meal, and thank you to the planning team for the two hour time slot. This gave us a solid block of time to share and problem-solve. For more information on the DIC Luncheon, see Dietitian’s Corner.

Other highlights included:

- Food Service, the Courts and You
- Drawing Solutions (a.k.a. visual goal setting) was a great exercise for goal setting and overcoming barriers to success.
- Big 8 Allergens – Good information if you’re not already familiar, and a nice review for those who have heard it before.
- Hepatitis A Presentation – Summarized recent outbreaks and the conditions that led to them.
- Multicultural Initiatives, by the American Heart Association showed health trends for various

populations, and health education strategies for improving health outcomes.

- Emergency Preparedness – By our very own Sheila Packwood, RD and Jo Miller, RD from the Minnesota Dept. of Corrections.

The vendor expo was helpful in that attendees could confer with vendors and manufacturers of food and equipment – to convey new or unique needs in the correctional industry. Two items the Wisconsin Department of Corrections may be interested in are: a shelf stable complete meal replacement product that is Vegan, Kosher and Halal and could take the place of the Nutri-Loaf. In the equipment area, we’d like to see a way to prevent access to hot liquids in a steam jacketed kettle – yet retaining the ability to see and stir the product. These needs were discussed with multiple vendors, face to face and at length. ONLY the ACFSA International Conference provides networking opportunities with a correctional focus.

Hopefully this report will help persuade you to attend next year’s International Conference, and/or conferences and meetings in your area!

We must persuade potential members to invest in themselves and their future by joining ACFSA!

Finally, the NL Chapter is working to increase membership. Like many professional and volunteer organizations across the country, our numbers are decreasing as people relocate, change careers and retire. We must persuade potential members to invest in themselves and their future by joining ACFSA and taking advantages of the many, many learning opportunities provided at meetings, on our website, webinars and more. Ideas for reaching would-be members are always welcome!

CHAPTER REPORTS

PACIFIC NORTHWEST

by Robert McAfee

The Pacific Northwest chapter has had a successful first year, beginning with an initial “kickoff” meeting in October of 2015, with 9 members. The Pacific Northwest chapter then held meetings in January in Washington, July in Boise, and Oregon in October.

Combined with a Chapter Conference in April 2016 in Vancouver, WA, the PNW Chapter had a great turnout and participation from all three states. We had 7 members attend the International Conference in Minneapolis as well, which was great.

This coming year, the PNW Chapter will host meetings in January, July, and October. Our Chapter Conference in April will be in the Portland/Vancouver metro area. Dates and locations will be announced on the ACFSA.org website, so stay tuned.

2017 looks to be another great year for our newest chapter!

ONTARIO

by Marcella Maki, Ontario Chapter President-Elect

Well it sure has been awhile since our last newsletter, so I will bring you up to date on what is happening with the Ontario Chapter. Unfortunately we did not have time to put on a conference this year. Many of us who were part of the Board had a lot going with our jobs.

We also had some changes made on the Board. Dave Sharma, who was President of the Ontario Chapter, has stepped down as President and though he has left the Board we would like to thank Dave for all the years he has been involved with the Ontario Chapter. Dave was a member of this Board for over 20 years, and during his many years of dedication, has served the Ontario Chapter as President, President Elect and Treasurer. He will always be remembered not only by the Ontario Chapter members but also by the International Board, as Dave made a lot of friends.

Dave, we the Ontario Chapter would like to thank you and wish you all the best with your retirement. We all will miss you.

In the coming 2017 year, the Ontario Chapter will be getting ready to start planning a conference. I will let you know more as we go along. The present Ontario Chapter Board members are as follow: President Marcella Maki, President Elect Yvette Kloepfer, Treasurer Martin Ridland, and Secretary Les Wall. Our Vendor Liaisons are Dino Biasone from Shafer – Haggart and Jennifer McErlean from Brama Inc. I know with the help of this committee we will have a great conference next year.

CHAPTER REPORTS

VIRGINIA

by Jessica Harlow, ACFSA VA Chapter President

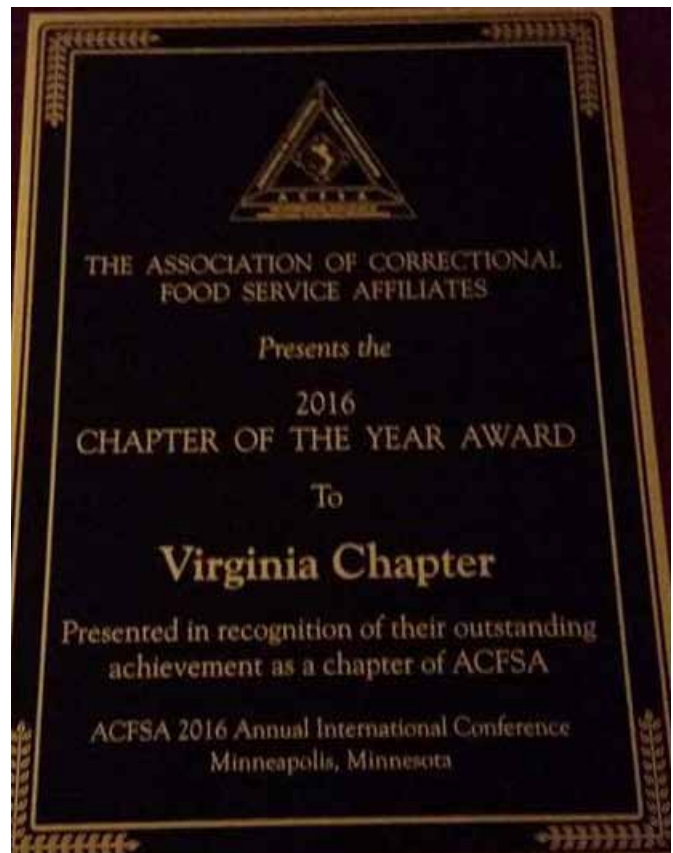
Just returning from the Conference in Minnesota, I have to start off with WOW! Those involved in putting this conference together need a huge pat on the back. That was a great conference! I always love it when I get home with all the new knowledge that I have obtained either from the sessions or from talking with fellow colleagues. It's like a fresh set of eyes. This year was especially insightful for me because I was able to take one of my employees with me and get his input as well. It gives me a lot to look forward to in the coming months ahead.

And thank you to every member of the VA Chapter for helping us earn The Chapter of The Year Award! Also, congrats to Robert Pennix and Mike Robertson for their well-deserved awards! Congratulations to all the award recipients!

I also want to thank everyone who contributed to the VA Chapter Raffle. We had the help of some great and always supportive vendors. And all of you, who purchased a ticket for the big prizes, thank you! Because of the success of the raffle we are pleased to be able to offer numerous scholarships next year.

I would like to give a huge shout-out to our competitive, but always fun group that joined the Karaoke Competition and also the Cupcake Competition. It takes a lot of nerve to get up in front of people and showcase your talent. Thank you to Robert Pennix, Ricky Clark, Sunday Joshua and Leticia Efracim for stepping up and doing a great job.

Looking ahead, I would like to remind everyone to start thinking about the Region I Conference next April. We are already getting everything together for the event. It has been a great success for us and has shown growth every year. We are looking for this to be our best one yet. All are welcome. Come Join Us!



REGIONAL REPORTS

REGION I

by Julie Hobbs, CDM, CFPP, Region I Director

Hello everyone. Let me start my first region report by saying how excited I am to be your new Region I Director. I know many of you already, and hope to meet the rest of you during my term. Feel free to contact me with any questions or concerns you may have.

On July 21, 2016 the Virginia Chapter held their quarterly meeting at the Virginia Department of Corrections, Academy for Staff Development West, in Marion, Virginia hosted by Cliff Fitchett. Training was provided on Litigation as it Relates to Food Service, by Regional Ombudsman, Curtis Parr. A second session on Cardiac Disease and Allergies in Corrections was conducted by Rachel Wells, Director of Nursing at River North State Prison.

The next meeting is planned for October 20, 2016 at Peumansend Creek Regional Jail hosted by Hassan Abadi.

Region I was well represented at the International Conference. We had several first time attendees this year. It was a great conference and everyone I spoke with enjoyed themselves.

Congratulations to the Virginia Chapter for winning Chapter of the Year!

Plans are moving forward to have a Region I Conference in 2017. The committee has decided on Williamsburg, Virginia with tentative dates of May 1-3, 2017. They hope to finalize the hotel by the end of September. Once this is done they will be sending out information to the vendors and attendees. Watch your email for more information.

In closing I want to thank Robert Pennix for the many years of service he has given both to the International Board and the Virginia Chapter. He may have stepped down but he continues as a mentor to anyone who needs his advice.

REGIONAL REPORTS

REGION II

by Wayne Fish, CDM, CFSM, CCFP, Region II Director

As all of the beautiful fall colors start appearing here in North Carolina it is hard to believe that the 2016 International Conference in Minnesota has come and gone already. What a great conference it was. The week was full of educational sessions and many networking opportunities. Highlights from the sessions offered included visual goal setting, the seven principles of leadership and some great information on all of our biggest challenges in our profession with food allergies and food borne illnesses. I'm so glad that this organization exists to provide me with all the tools and resources I need to run a successful operation.

I want to thank all the vendors who attended the conference. We have the best vendors in the ACFSA and we really appreciate all they do for us. The 2017 Conference will be held in San Diego, California and I hope you can make it. I know the Conference Committee is already hard at work and it is going to be a great conference.

At the Annual Conference Board Meeting in Minnesota I addressed the membership with my annual report and my goal of increasing membership in Region II. If you are interested in helping me increase membership or form new chapters in Region II please feel free to contact me at j.wayne.fish@gmail.com

Best Wishes, *Wayne*

The Regions of ACFSA



Connecticut Delaware Maine Maryland Massachusetts	Region I New Hampshire New Jersey New York Pennsylvania Rhode Island	Vermont Virginia Washington DC West Virginia
Alabama Arkansas Florida Georgia Kentucky	Region II Louisiana Mississippi North Carolina Oklahoma South Carolina	Tennessee Texas Virgin Islands
Illinois Indiana Iowa Kansas	Region III Michigan Minnesota Missouri Nebraska	North Dakota Ohio South Dakota Wisconsin
Alaska Arizona California Colorado Hawaii	Region IV Idaho Montana Nevada New Mexico Oregon	Utah Washington Wyoming
	Region V Canada	

REGIONAL REPORTS

REGION III

by Dawn DeMelo, CCFP, CFSM, Region III Director

Hello everyone, the weather is starting to change here in Michigan. I don't know about all of you but I am not ready for the cold.

If you did not attend the International Conference at the Mall of America you MISSED one of the best conferences. It was packed full of information with great speakers, and a great vendor expo. THANKS to all the vendors for your time and support! Roger Burczyk from Northern Lakes Chapter and I represented Region III in the Cupcake Challenge and took first place!!

Here is what has been happening in Region III:

Northern Lakes Chapter



The new Board of Directors are as follows: **President:** Becky Kirsenor, **Vice President:** Diane Burczyk, **Past president:** Roger Burczyk, **Vice President/Treasurer:** Phil Atkinson, **Secretary:** Teddie Mitchell, and **Vendor Liaison:** Indianhead Food Service Distributor.

In 2016 Northern Lakes had several meetings; one at the Milwaukee Food Expo and the other in Eau Claire at the Indianhead Food show. They had another meeting at the International Conference. Currently, they had another meeting at Indianhead Food Show September 20, 2016. Fund raising and membership were discussed along with the upcoming meeting in MN and Milwaukee.

Michigan Chapter



The new Board of Directors are: **President:** John Demelo, **Past President:** Ricc Riccardi, **Vice President:** Millie Smeltzer, **Treasurer:** Cheryl Smith, **Secretary:** Joan Estrada. In April, 2016 Michigan Chapter had a workshop at the Soaring Eagle Casino and Resort in Mt Pleasant, Michigan. Their theme of the workshop was, "The Games Criminals Played Then: and The Art of the Con Today." They had great speakers and a great reception. The Michigan Chapter is currently planning their 2017 workshop in April at the Gun Lake Casino in Wayland, MI. Thank you!

Education Report

Inspiring Interest in the Field of Correctional Services

**Submitted by Lt. Tim Thielman CFSM, CCFP
Education Committee Chair and ACFSA Vice President**



The Certified Correctional Food Systems Managers (CFSM) met for lunch on Monday, August 29, 2016, during the International Conference in Bloomington, Minnesota, at the Mall of America, Hard Rock Café. The luncheon was once again sponsored by Design Specialties, Inc. President, Pattie Whitlock. Pattie is a long time member and supporter of the ACFSA and the CFSM program. The group took the time to catch up with one another and discuss the CFSM program. A huge thank you goes out to Pattie for her continued support.

On August 27, 2016 the Board approved my recommendation of combining the Education Committee and the Certification Committee. The reason for the recommendation was because the committees' descriptions were similar and the Education Committee was already performing duties listed in the Certification Committee job description.

Three new CCFPs were recognized at the Awards banquet at the Mall of America's Parkview Event Center on August 30, 2016: Dan Kiser, John DeMelo, and Millie Smeltzer. There were also two new CCFPs not in attendance who were recognized: Travis Pencilla, and Jessyca Tyler. The CCFPs that were recertified at the Awards Banquet were: Benson Li, Dawn Demelo, Holly Martin, and Robin Sherman.

There were three new CFSMs not in attendance that were recognized at the banquet. Congratulations to James Conley, Janet Heyboer, Christopher Revis. Additionally, Sandra Adam-Sias, Constance Clark, Wayne Fish, Christopher Gendreau, Kimberly Harris, and Donnie Holland were also recognized for recertifying CFSMs.

If you would like more information on the CFSM Course or would like to enroll yourself or your staff in the course you can download the course brochure and application from the ACFSA International website at <http://www.acfsa.org/certificationCFSM.php>

You can also contact me directly at 651.266.1498 or by email me at: tim.thielman@co.ramsey.mn.us



Start Earning Your CFSM Designation Today!

*To begin your journey of becoming a CFSM,
fill out Enrollment Form found
on the opposite page and send it in!*

CFSM maintenance insures that you remain active in the industry by logging your continuing activity in the industry.

Maintenance Period

The maintenance period runs from August 1st of the first year you receive your CFSM designation to July 31st of the second year.

Maintenance Forms

Each CFSM is responsible for submitting his/her own maintenance. When you were certified, you were provided update forms; if you require more, you can request them from the ACFSA Executive Office. With the forms, you must submit back-up materials showing proof that you actually did participate in the activity, such as copies of badges from shows, agendas of seminars, copies of articles you have written, etc. You may submit your forms throughout your maintenance period or all at once at the end of the period - whichever works best for you. Your forms will be acknowledged in writing.

Maintenance Fee

You will receive an invoice for \$35 at the end of your 2-year maintenance period, at which time the maintenance forms will be due. Individuals who are currently certified by the Association of Nutrition and Foodservice Professionals (ANFP) as Certified Dietary Managers (CDM) are eligible to apply for the CFSM program with the following:

- Application to ACFSA for CFSM, designating current and active CDM status (proof of CDM certification must be included in the application).
- \$299.00 application fee - ACFSA Members
\$374.00 application fee - Non-Members
- Completed Custody, Security and Working with Inmates module, following guidelines as delineated in CFSM Course Workbook. No exam will be required. CDM certified ACFSA members would be eligible to receive CFSM status under these guidelines.

CFSM Enrollment Form

Please Type or Print Clearly

CFSM Course Fee \$299.00
Non-Member Fee \$374.00

CFSM for CDMs \$149.00
Non-Member Fee \$199.00

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Title _____

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Phone _____ FAX _____

Email _____

*Include processing instructions and contact name & phone number.
Materials will be sent after payment is received*

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If paying with a credit card, you may FAX completed form to (818) 843-7423
Questions? Please email Katherine Dickersen at Certification@ACFSA.org
or Call (818) 843-6608



A Membership Opportunity for You!

The Association of Correctional Food Service Affiliates is an International Professional Association created to serve the needs and interests of Food Service Personnel in the correctional environment. The ACFSA brings together highly-skilled Food Service Professionals who are interested in the common goal of providing nutritious, cost-efficient meal service for confined populations.

By joining ACFSA, you will keep up-to-date on trends in the industry through INSIDER magazine and other special mailings. At ACFSA conferences, you will sharpen your leadership and management skills, as well as gather practical information to put to use in your daily operations. ACFSA publications and conferences will also expose you to new ideas concerning foodservice equipment, food products, specialized services, cost management and many other topics that are important to you. You will meet other professionals in your field with whom you will be able to exchange information and experiences and build a network of contacts who can be called upon--a network that includes many of the top correctional food professionals throughout the United States, Canada and a growing number of other countries. You will also be supporting ACFSA's effort to strengthen and increase recognition of correctional foodservice personnel as professionals.

A Sampling of the Benefits of Membership

Education programs which qualify for credit in the Certified Correctional Foodservice Professional (CCFP) program as well as a variety of other continuing education and certification programs.

Reduced rates for ACFSA certification and re-certification (CCFP)

Participation in state and regional educational seminars and conferences at reduced rates.

Professional, high-quality membership certificate and card.

Participation in the Association's Annual International Conference and trade show at reduced rates.

Subscription to ACFSA's quarterly INSIDER magazine, with news pertaining to correctional foodservice activities of the Association, fellow members, and industry-specific educational articles.

Membership in the growing network of state chapters.

Communication regarding professional and organizational matters with your designated state representative.

Listing in the National Membership Directory--which includes you and all other individual members, institutional members and professional partners--in a convenient networking-index format with address, phone, fax, e-mail and web site information.

Reduced rate on purchase of the ACFSA Food Service Manual, a practical guide for providing high quality food service, which was written by professionals for correctional and detention facility staff.

Eligibility to apply for one of the annual ACFSA Scholarships of up to \$750, to finance continuing education and related professional development activities including attendance at conferences.

Eligibility to apply for professional recognition awards (up to \$1000 to be used to attend the International Conference.)

Membership Options

Professional Foodservice Member:

Persons actively engaged in correctional food or farm service operations is eligible to become a professional foodservice member. Professional foodservice members may vote for and hold Exec. and Reg. Director positions on the Board of Directors. **Annual dues: \$79**

Institutional Member:

Correctional Facilities. The membership is not carried in the name of a specific person, but the institution is entitled to privileges of active membership by appointing a representative who has the power of one vote for and may hold Executive or Regional Director positions on the Board of Directors. **Annual dues: \$134**

Retired Member:

Retired correctional foodservice professionals who are not currently industry consultants, manufacturers' representatives or employed in any capacity by Companies that could potentially sell to correctional foodservice professionals. Retired members may vote for Executive or Regional Director positions on the Board of Directors. **Annual dues: \$34**

Student Member:

Student Members of ACFSA are those individuals who are currently enrolled in a Food Service program and considering the Correctional Food Service Industry as a career option. Student Members will have access to Professionals currently in the industry and have the opportunity to learn the industry and to foster important relationships. **Annual dues: \$34**

Professional Partner:

Companies providing products/services that can be used in the correctional foodservice environment. Professional Partners may vote for and hold the office of Professional Partner Representative on the Board of Directors. **Annual dues: \$384**

Associate Professional Partner:

Individual employees or representatives of Professional Partner companies who want to receive all Association's mailings. Associate Professional Partners may vote for and hold the office of Professional Partner Representative on the Board of Directors. Manufacturers' Representatives may become Assoc. Professional Partners, in conjunction with a Professional Partner Co. if they use the membership to sell that professional partner's products only and are listed under that company's name only. **Annual dues: \$109**

Chapter Professional Partner:

Those companies that target a limited geographic area. Chapter Professional Partners will receive ACFSA's quarterly INSIDER Magazine, but not the International Membership Directory. They may not vote for or hold international office. They may participate in Regional or International Conferences without submitting Professional Partner membership dues or registering as a non-member Professional Partner if the conference falls within the geographic limits of their chapter. **Annual dues: \$159**



ACFSA MEMBERSHIP APPLICATION

To begin receiving the benefits of Membership in The Association of Correctional Food Service Affiliates, simply fill out this application and forward with dues to ACFSA Headquarters Office.

Name _____

Title _____

Facility/Organization _____

Phone _____ Fax _____

Email Address _____

Directory Address _____

Preferred Mailing address _____
(If different from Directory Address)

Preferred Billing Address _____
(If different from Directory Address)

Recruited by _____

Employed by (For Food Service Professional Active and Institutional Members Only):

Federal State/Prov. County Private Other _____

ACFSA MEMBERSHIP DUES (IN U.S. FUNDS) Check box for Member Type below

* Depending on the month you join ACFSA, your dues may be prorated. Dues are paid annually. Members joining after March of the current Calendar year will include the remainder of the current Calendar Year AND the following FULL Calendar Year.

Example: If joining in June of 2015, Dues will be paid through December of 2016

Member Type - Check One	January-March	April-May	June-September	October-December
<input type="checkbox"/> Food Service Professional	\$79	*\$139	*\$119	*\$99
<input type="checkbox"/> Institutional	\$134	*\$236	*\$202	*\$168
<input type="checkbox"/> Retired	\$34	*\$60	*\$51	*\$43
<input type="checkbox"/> Student	\$34	*\$60	*\$51	*\$43
<input type="checkbox"/> Professional Partner	\$384	*\$672	*\$576	*\$480
<input type="checkbox"/> Associate Professional Partner	\$109	*\$190	*\$163	*\$136
<input type="checkbox"/> Chapter Professional Partner	\$159	*\$279	*\$239	*\$199

Total Amount Due \$ _____

Check Enclosed (Made Payable to ACFSA) Check # _____

Credit Card Payment: VISA MasterCard American Express

Cardholder's Name _____

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Authorized Signature _____

PLEASE SEND COMPLETED APPLICATION WITH PAYMENT TO:

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Credit Card Payments May be FAXED to (818) 843-7423 • Questions? Call (818) 843-6608

* Depending on the month you join ACFSA, your dues may be prorated. Dues for members joining after March of the current Calendar year will include the remainder of the current Calendar Year AND the following FULL Calendar Year.

Example: If joining in June of 2015, Dues will be paid through December of 2016

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2016-2017



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(905) 826-3211
dino.biasone@shafer-haggart.net

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Membership is required for access.

Call ACFSA Headquarters if you want

contact information for any of the Chapters above

(818) 843-6608

* Chapter President

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If you are an ACFSA member from outside the United States and do not know what ACFSA region you are in, call the Headquarters office for answers at (818) 843-6608.

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Massachusetts

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Pennsylvania
Rhode Island

Vermont
Virginia
Washington DC
West Virginia

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Kansas
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Missouri
Nebraska
North Dakota
Ohio

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Wisconsin

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Barbara Holly, CCFP, CDM, CFPP

and **Christine Berndt Miles, RD, CD**

INSIDER is published four times annually by the Association of Correctional Food Service Affiliates.

The Fall issue mails in October, the Winter issue mails in January, the Spring issue reaches your mailbox in April, and the Summer issue will arrive in August. We welcome any suggestions or articles for future issues.

Editorial Statement and Procedure

The mission of the Association of Correctional Food Service Affiliates (ACFSA) is to develop and promote educational programs and networking activities to improve professionalism and provide an opportunity for broadening knowledge.

Statements of fact and opinion in this publication are the responsibility of the authors alone and do not imply an opinion on the part of the members, directors, or staff of ACFSA. The Association reserves the right to edit submissions. Materials may not be reproduced without written permission, so please obtain permission to reprint from its source when submitting an article.

To submit an article for the Winter 2017 Issue:

1. Please send via e-mail by November 15, 2017 to:

ACFSA—INSIDER

INSIDER@ACFSA.org

2. ACFSA does not guarantee that submitted articles will be published. Articles may be edited, and placement is determined by the editor.

3. You may also include a photograph, simple graphics, charts, or pictures that you think may be useful to the article.

4. If you have submitted or will submit the article to other publications, please notify us at the time of submission of the publication name, editor, and phone number.

Letters to the Editor

Please email your articles submissions and/or comments to the editors:

INSIDER@ACFSA.org

Please specify that you are contacting us regarding the "Letters to the Editor" column.

INSIDER reserves the right to edit submissions for clarity and space.





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“We used the cart for both hot and cold holding and were really happy with the temperature retention and quality of our food. This cart has so many uses! We used it as a mobile heated cart...then to move stuff back to the trucks...we loved it, and so did our customers!”

- Keith Lord, Executive Chef Festivities Catering and Special Events



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