

Thursday, August 16, 2007

Dorothy Fonow  
Executive Director  
Western Fairfax Christian Ministries  
13981 Metrotech Drive  
Chantilly, VA 20151

Dear Dorothy Fonow:

I want to take this time to commend the good work and operations style of Western Fairfax Christian Ministries as reported to me by Matthew Brouwer, Agency Relations Manager at the Capital Area Food Bank. Matthew gained a detailed account of how your food pantry operates on June 15<sup>th</sup> 2007 during an interview with your Food Pantry Coordinator, Hilda Rexach.

This interview was part of an ongoing project we're calling the Best Practices Tour through which the Food Bank intends to clarify the most effective habits of some of our member agency network's more seasoned members.

During my conversation with Matthew about the interview, I was impressed by several of the practices he described as standard operating procedure at Ways and Means. Foremost of these, you run a client choice facility, a model of food pantry that is gaining popularity throughout the country for achieving high degrees of efficiency and client satisfaction.

I was also struck by your organization's relational business environment, commitment to networking, recognition of volunteers, and efforts to acquire food and other resources from a number of different free and low-cost sources. According to Matthew's observations, all of these practices help ensure that Ways and Means provides a satisfying service to clients in a sustainable nonprofit setting.

Although the Capital Area Food Bank has yet to adopt a formal method for identifying and recognizing model programs, we will likely draw upon several aspects of your program as we develop a set of best practices for our member agency food pantries.

I want to thank you for Western Fairfax Christian Ministries' outstanding work alleviating hunger in Fairfax County. I look forward to working with you as a continued partner of the Food Bank as we seek to help improve the overall performance of our community partners and eliminate hunger in the DC Metropolitan Area.

Sincerely,



President & CEO  
Capital Area Food Bank