Fall Updates 2020: Agency Partners

October 28, 2020
Please stay muted. If you have any questions, please enter them in the chat, thank you!
Agenda

➢ Welcome – Anna Dyer
➢ Second Harvest updates, pandemic response – Leslie Bacho
➢ Resources for clients and partners – Genesis Cerna
  • Pandemic Response/COVID-19 signage
  • Partner Section on Website with Resource Materials and Recall Information
➢ Holidays
  • Closure Dates, Rescheduling – Tracy Huynh
  • Allocation Process – Rubi Santillanez
    • Changes to gift cards/chickens
➢ Nutrition and Food Safety – Alex Navarro and Diana Garcia
➢ Food Connection – Sergio Martinez
➢ Grocery Rescue/Meal Connect – Food Sourcing team
  • Benefits of a Grocery Rescue Partnership
  • Additional food donation opportunities with MealConnect
➢ Questions?
Second Harvest update, Pandemic Response

Leslie Bacho, CEO
Thank You!

Thanks to this incredible network we are now:

• Providing food to 500,000 people each month (twice as many as we served pre-pandemic)

• Supporting 130 safety-focused, low-touch drive-thru distributions providing pre-boxed food

• Providing home delivered groceries to more than 5,500 households on average every month
Growth in Food and People Served

We now provide food to over 500,000 people, a 100% increase vs. pre-pandemic (SCC: >350,000 clients; SMC: >150,000 clients)

June new record: 12.2M pounds!
Food Distribution Changes During COVID-19

Pre-COVID-19: (client choice focus): Free Community Markets

During COVID-19 (volume, speed, safety concerns): 130 drive-thru locations, loading boxed product into trunks
Labor to Box Food

- Up to 140 National Guard at the peak
- San Jose has funded San Jose Conservation Corp with CARES $
- Community volunteers at our facilities and sites are key
Infrastructure Growth

- 20 trucks grew to 30
- Additional SJ warehouse + donated Watsonville cold storage
- Receiving 90+ tractor-trailer loads of food a week
Sourcing almost double the food

Food sourcing has been a challenge, but we have been able to maintain just under 50% fresh produce and 25% meat and dairy*

- Now purchasing 33% of our food (vs. 21%)
- Federal commodities account for 30% (vs. 14%)
- Donated produce is 20% (vs. 44%)
- Food rescue is 14% (vs. 17%)

*based on most recent quarter
Planning for the future

Focus on ensuring we have the infrastructure to continue this level of support for the foreseeable future
After 2008 recession, we maintained the increased level of clients.
COVID-19 vs. 2008 Recession

- Unlike 2008, this recession is not hitting all economic levels equally
- Disproportionately impacting
  - Low-income households
  - Communities of color
  - Women and families
- A quick recovery for low-income households is not expected and need is unlikely to go down long-term
- COVID-19 crisis likely helped people already in need of our services find us
Thank you!

Questions?
Resources for Partners

Genesis Cerna, Special Programs Manager
Pandemic Response
COVID-19 Signage

• When COVID-19 hit in March, Second Harvest had to make changes to the way we distributed food by moving to pre-boxes and maintaining social distancing at distributions

• We constantly maintained communication with our agencies, giving agencies materials to keep feeding people in our communities

• We created social distancing packets, posters, and signage for our agencies
COVID-19 Posters
Mask Required Poster

WEAR YOUR MASK HERE

Everyone must wear a face covering and stay 6 feet apart.*
Covering your face helps prevent the spread of Covid-19.
*This order does not apply to those 12 years old and younger.

Somos un negocio esencial abierto*
Usted tiene que usar un cubrebocas y mantener 6 pies de distancia de los demás durante su visita.
* Esta orden no aplica a aquellos que tengan 12 años de edad o menos.

Tất cả mọi người phải mang khẩu trang và đứng xa 6 feet*
Mang khẩu trang giúp ngăn chặn sự lây lan của COVID-19.
* Luật này không áp dụng cho những trẻ em 12 tuổi trở xuống.

我們是營業中的基本服務行業*
到訪時請務必遮蓋臉部和保持6尺社交距離。
* 某些規定不適用於12歲或以下人士
Partner Section on Website with Resource Materials and Recall Information
Pandemic Resources

- Link: [https://www.shfb.org/partner-resources/](https://www.shfb.org/partner-resources/)
- On this page you will find everything needed such as presentations, emails sent out to partners, COVID-19 materials, social distancing protocol packet, and other resources such as school meals information and Second Harvest response to COVID-19
- Purpose is for us to be connected to our agencies and sites and keep all of you updated
Website Resources: Recalls

• We created a standalone page dedicated to recall notices

• Link: https://www.shfb.org/recall-notices/

• On this page, we post the link to the email Second Harvest sends out pertaining to an item being recalled and other information on items being recalled
Recall Notices Page

We receive recall notices from the USDA, FDA and FSIS. We email them to agency partners and Second Harvest programs as soon as we receive them.

- For general information about how to handle recalled items, click here.
- Second Harvest’s product recall guidelines for agencies and sites can be found here.

### October 2020

<table>
<thead>
<tr>
<th>Brand</th>
<th>Foods Recalled</th>
<th>Date</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hadson Toko Trading Co.</td>
<td>Eishindo Mini Jelly Cups</td>
<td>10/19/2020</td>
<td>Email announcement</td>
</tr>
</tbody>
</table>

### August 2020

<table>
<thead>
<tr>
<th>Brand</th>
<th>Foods Recalled</th>
<th>Date</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oberto Snacks Inc.</td>
<td>Cattleman’s Cut Smoked Sausages</td>
<td>08/25/2020</td>
<td>Email announcement</td>
</tr>
<tr>
<td>Faribault Foods Inc.</td>
<td>Progresso Organic Chicken Noodle Soup</td>
<td>08/20/2020</td>
<td>Email announcement</td>
</tr>
<tr>
<td>Thompson International Inc.</td>
<td>Onions</td>
<td>08/01/2020</td>
<td>Email announcement</td>
</tr>
</tbody>
</table>

Link: [https://www.shfb.org/recall-notices/](https://www.shfb.org/recall-notices/)
Website Resources

We have two flyers for agencies as a resource for recalls:

1. **Recalled Items Flyer:** For general information about how to handle recalled items

2. **Second Harvest’s Product Recall Guidelines:** For agencies and sites, so they can see what to expect of Second Harvest when a recall is made
Website Resources: General Recall Flyer
# Product Recall Guidelines for Agencies and Sites

Second Harvest of Silicon Valley receives recall notices from USDA, FDA and FSIS.

The table below is provided as a guide to supplement Second Harvest of Silicon Valley’s product recall policy.

<table>
<thead>
<tr>
<th>Recall Category</th>
<th>The Risk Is</th>
<th>Action to be taken</th>
</tr>
</thead>
</table>
| I               | Certain. Recall is confirmed to have been received by and distributed by Second Harvest of Silicon Valley | • All agencies and sites contacted via e-mail within 4 hours of notice  
• If agencies or sites received product from Second Harvest, they will be contacted via phone call by their program manager and given instructions to dispose of recalled items  
• Agencies and sites will be instructed to provide food recall or advisory information promptly and efficiently to their clients  
• Links of recalls will be added to the Partner Resources page on our website |
| II              | High. Recall Product may have been received by Second Harvest of Silicon Valley.  
1. A high volume of product was mass distributed to agencies or sites  
2. Partner agencies may have received product via grocery rescue | • All agencies and sites contacted via e-mail within 4 hours of notice  
• If agencies and sites received product from Second Harvest, they will be contacted via phone call by their program manager and given instructions to dispose of recalled items  
• Agencies and sites will find out how much product is on hand and dispose of product according to the manufacturer’s instructions  
• Agencies and sites will either destroy product or send back to Second Harvest of Silicon Valley  
• Agencies and sites will be instructed to provide food recall or advisory information promptly and efficiently to all clients  
• Links of recalls will be added to the Partner Resources page on our website |
| III             | Marginal. There is a slight chance the recall product was received by Second Harvest of Silicon Valley. | • All agencies and sites will be contacted via email within 4 hours of notice  
• Links of recalls will be added to the Partner Resources page on our website |
| IV              | Very Low. Remote chance that recall products were received by Second Harvest of Silicon Valley.  
• Product confirmed as not having been in inventory. | • All agencies and sites will be contacted via email within 4 hours of notice  
• Links of recalls will be added to the Partner Resources page on our website |

Website Resources: Recall Guidelines
Contact for Recalls

Genesis Cerna, Special Programs Manager

gcernacastaneda@shfb.org

408-266-8866 x 449
Rescheduling and Closure Dates

Tracy Huynh, Regional Program Manager
Rescheduling and Closure Dates

November Holiday Schedule:

- Second Harvest will be closed November 26th - November 28th
- Your Program Manager will reach out to you two weeks before Thanksgiving to confirm agency open dates
- Remember to reschedule any distributions and appointments between 11/26-11/28
- Let us know if you have any other additional closure dates as soon as possible
Rescheduling and Closure Dates

December / January / February Holiday Schedule:

• Second Harvest will be closed:
  • December 24\textsuperscript{th} - December 26\textsuperscript{th}
  • January 1\textsuperscript{st}
  • January 18\textsuperscript{th}
  • February 15\textsuperscript{th}

• Remember to reschedule any distributions or appointments that fall on our closure dates

• Let us know if you have any other additional closure dates as soon as possible
Allocations

Rubi Santillanez, Program Coordinator
Holiday Allocations

- You will receive an email from Rubi Santillanez pertaining to your agency’s Turkey allocation for the holiday season 2020 by the end of this week.
- If you did not submit a survey, you will not get turkeys, but will get whole chickens or another kind of meat.
- If you have any questions about your allocations, please email your manager or agencyhelp@shfb.org.
Holiday Allocations

• You will get other kinds of meat in the beginning of November and December, and whole chickens towards the end of the month.

• We will not be giving out gift cards this year so we can focus on purchasing enough food to meet the increased need due to COVID-19.
Nutrition

Alex Navarro, Senior Nutrition Education Manager
Diana Garcia, Nutrition Education Manager
Food Safety

- We continue to make food safety a top priority!
- **Training webinar** made easily accessible for all
- Fill out **questionnaire** for credit
- **Resources** such as training manuals and flyers
Food Safety

Keep your food safe

CLEAN
hands, surfaces (including cutting boards) and utensils to prevent contamination

- Wash hands with warm water and soap for at least 20 seconds before and after handling fresh fruits, vegetables, and other fresh foods

RINSE
fruits and vegetables just before eating

- Just before use, rinse only the fruits and vegetables you plan to eat, including those with skins that are not eaten
- Firm-skinned fruits and vegetables should be rubbed by hand or scrubbed with a clean brush while rinsing under warm running tap water
- Do not use soap or bleach to wash fresh fruits or vegetables

SEPARATE
fruits and vegetables from raw meat, seafood, poultry, eggs

- In refrigerator, keep fresh fruits and vegetables separate from raw meat, poultry, seafood, and eggs
- When preparing food, keep fresh fruits and vegetables separate from raw meat, poultry, seafood, and eggs
- Do not use same cutting board or utensils without cleaning them with hot water and soap before and after preparing fresh fruits and vegetables

REFRIGERATE
or freeze meat, poultry, eggs, and fresh cut fruits and vegetables as soon as you bring them home

- Never let raw meats or cut fruits and vegetables sit at room temperature for over 2 hours
- Never defrost food at room temperature. Always defrost food in the refrigerator, in cold water, or in the microwave

Food Safety Flyer
Nutrition Center!

Browser the Latest Nutrition Posts

- **Zucchini Whole Wheat Pasta**
  20m | Easy/Medium | Italian
  A key to eating healthy is knowing how to prepare nutritious foods in a way you will enjoy. Whole wheat pasta with zucchini, lightly sautéed...

- **Tuscan White Bean and Kale Soup**
  30m | Easy/Medium | Italian
  With a mix of pantry items and fresh vegetables, this Tuscan white bean and kale soup is a quick but delicious recipe.

- **Sweet Potato Black Bean Quesadilla**
  30m | Easy/Medium | Mexican
  Quesadillas with black beans, hearty sweet potatoes and avocado make for a filling and nutritious meal!
Cooking Videos
Join us in learning new ways to stay nourished, healthy, and stress-free!

Our various nutrition education videos will provide you with tips on how to live a well-balanced life through food, mindfulness, and physical activity.

Virtual Nutrition Videos

1. Boosting your Immune System
2. Young Kitchen Helpers
3. Mindful Eating
4. Nutrition Throughout the Day
5. Staying Active to Reduce Stress
6. Nutrition for Hypertension
7. Nutrition for High Cholesterol
8. Plant-based Eating
Live Classes
Teaching Beyond Nutrition Ed

- **ENGAGE** with our clients around food choices
- **CELEBRATE** how our food can nourish and heal
- **SHOW SELF-CARE** through cooking and mindful eating
Nutrition or Food Safety Questions?

Contact the Nutrition Department: nutrition@shfb.org
Food Connection

Sergio Martinez,
Community Outreach Network Senior Coordinator
Food Connection Team

We connect clients to groceries and help them apply for CalFresh
• 18 bilingual staff
• Most calls are answered ‘live’

We have the most current information regarding distribution sites and programs

We will provide you with the support needed for your food assistance efforts
Free healthy food when you need it.

Call 1-800-984-3663  Weekdays 8 a.m.-5 p.m.

You can also:  Learn more at SHFB.org/getfood
Text “FOOD” to 1-408-455-5181
Email food@shfb.org

Contact Second Harvest Food Bank today.
Our friendly staff speak English, Spanish, Vietnamese, Chinese and Tagalog.
Second Harvest is not a government agency.
The Gift of Food

During the holidays, clients may need more food

- Clients can sign up for multiple programs
- We help with Calfresh! Approved households get an average of $236/month for food.

Outreach materials: https://shfb.photoshelter.com/

- Invite us to share more with your team and clients
Free, healthy food when you need it.

Living here is expensive. Getting healthy food doesn’t have to be.

Call 1-800-984-3663
Weekdays, 8 a.m. - 5 p.m.

You can also:
Learn more at shfb.org/getfood
Text “FOOD” to 1-408-455-5181
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Contact Second Harvest of Silicon Valley today.
Our friendly staff speak English, Spanish, Vietnamese, Chinese and Tagalog. Second Harvest is not a government agency.

Comida saludable gratis cuando lo necesite.

Es caro vivir aquí. Comer saludable no tiene por qué serlo.

Llame al 1-800-984-3663
Entre semana, 8 a.m. - 5 p.m.

También puede:
Aprende más en shfb.org/comida
Envíe “COMIDA” al 1-408-455-5181
Mande un correo electrónico a food@shfb.org

Comuníquese con el banco de comida Second Harvest de Silicon Valley.
Nuestros amables empleados hablan inglés, español, vietnamita, chino y tagalog. Second Harvest no es una agencia del gobierno.

Free, fresh produce and groceries
Frutas, verduras, y más comestibles gratuitos

Prepared meals
Comida preparada

School and summer meals for kids
Comidas para niños en verano y en las escuelas

CalFresh (EBT)

Women, Infants and Children (WIC)
Food Connection Contacts

Outreach
Maria Huerta, Senior Food Connection Manager
mhuerata@shfb.org
408-266-8866 x 448

Hotline
Vu Tran, Hotline Manager
vtran@shfb.org
408-266-8866 x 263
Grocery Rescue and MealConnect

Melissa Gaherty, Regional Food Rescue Manager
Grocery Rescue

- Pair partner agency with retail stores nearby (Target, Sprouts, Costco)
- Pickup unsold produce, meat, dairy, bakery, non-food items
- 5.7 M lbs. rescue in FY19/20
- Currently 70 partner agencies and 100 retail stores participate in the program!
The Process

1. Agency representative goes to the store
2. Agency representative collects food from store associate
3. Agency representative delivers food to agency
4. Agency representative weighs food and reports to Second Harvest
5. Agency distributes food to clients
What Does it Take to Participate?

• A vehicle for transport
• Volunteer or staff driver(s)
• Food storage space onsite (fridge, freezer)
• Weekly commitment
• Dedication to picking up and reporting consistently

Don’t have the right resources? Let us know what it would take for you to participate or expand participation!
Grocery Rescue Training

Second Harvest will:

- Review program requirements
- Assist with first pickup
- Train agency on food safety and reporting
- Provide ongoing support to resolve issues and perfect the program
Grocery Rescue Equipment

Second Harvest provides:

- Thermal blanket
- Thermometer
- Scale to weigh donations
- Receipt books
- Nametag
- MealConnect log in for reporting
MealConnect and RealTime

- Tool for reporting Grocery Rescue donations
  - Reporting is essential!
- Also offers RealTime:
  - Ad-hoc donors post offerings
  - Algorithm matches your agency with offering
  - Can choose to accept or not accept
  - No weekly commitment
Want to learn more?

Email our team!
GroceryRescue@shfb.org
thank you
Questions?