After shelter-in-place orders were enacted, the number of people who rely on Second Harvest for food every month doubled to an unprecedented level – half a million clients.
Our response to COVID-19

Second Harvest of Silicon Valley faced the unexpected — an extraordinary year that required an unparalleled level of support for those most impacted by the economic downturn caused by COVID-19.

Since our counties were ordered to shelter in place, Second Harvest has been on the front line every day to ensure that anyone who needs nutritious food can get it. As the need for food assistance exploded in the first weeks of the pandemic, we had to quickly overhaul our operations to implement social distancing protocols that kept the safety of our clients, volunteers and staff a top priority while also dramatically increasing our output.

Click here to watch a video about how we’ve responded to the pandemic.

Even before COVID-19, Second Harvest was already responding to a food insecurity crisis, providing groceries to a record number of clients — after the pandemic hit, that number increased to 500,000 people on average every month. It will take a long time for the most vulnerable families to recover from this economic crisis and we expect to see this extraordinary level of need continue for at least another 12-18 months.

We can’t do it on our own.

— LESLIE BACHO
CEO, Second Harvest of Silicon Valley

With the help of our community’s generous philanthropic and volunteer support, we were able to quickly scale our operations to double our impact and output while also investing in new ways to distribute food.

The number of clients we served skyrocketed to 500,000 each month*, double prepandemic levels.

We distributed over 11 million pounds of food every month*, twice as much as we did the previous year.

We went from 3 to 130 safety-focused drive-thru distributions, providing a nutritious mix of pre-boxed food to clients while adhering to social distancing protocols.

We went from serving 1,000 households to 5,500 households each month* through our grocery home-delivery program for seniors and homebound adults.

*Monthly average

Second Harvest overhauled its operations within the first weeks of the pandemic to respond to the urgent need

First confirmed case of coronavirus in United States
The World Health Organization declares novel coronavirus a global health emergency
Six Bay Area counties institute a shelter-in-place order; Second Harvest named an essential service provider
Low-touch drive-thru sites distributing pre-boxed food begin to open
Governor Gavin Newsom deploys California National Guard to support food bank staff due to surge in demand
Home delivery program for seniors and homebound adults launches
Second Harvest acquires, equips and moves into a temporary fourth warehouse space to support expanded operations
Our multilingual Food Connection hotline reaches its peak number of callers in a single day
Additional trucks/tractor trailers are added to our transportation fleet to help make more deliveries
In response to the pandemic, we worked with our community partners to go from three to 130 safety-focused, low-touch drive-thru distributions in Santa Clara and San Mateo counties so we could provide clients with pre-boxed food.
Operations overhaul at Second Harvest

When many local businesses began to close in March, Second Harvest remained open as an essential service provider. In a matter of weeks, we completely changed our operations processes and moved to a safety-focused, low-touch model. Our immediate emergency response efforts were only possible thanks to the outpouring of support from our community partners, volunteers, the California National Guard and donors.

Sourcing food for pandemic proportions

To meet the increased demand of our community, we had to double the amount of food we sourced and distributed to clients. Our Food Sourcing team worked diligently to find new and varied suppliers, which allowed us to maintain a nutritious mix of staples — including fresh produce, dairy, protein and dry goods — which we were able to do even in the midst of national supply chain disruptions.

In my world, working with food donors and vendors is all about the relationships, which are extremely important right now. What we tell our donors and vendors is any money we can save (in food procurement), we can use to buy more food to give to our clients for free.

— BARBARA GEHLEN, Director of Food Sourcing and Inventory

Help is just a phone call away

Our Food Connection hotline staff are often the first point of contact for neighbors seeking help. When the COVID-19 economic crisis began, the team worked tirelessly to keep up with the increased volume of calls. At its peak in April the hotline received over 14,000 calls, a 989% increase over February. Our Food Connection staff also helped submit more than 500 CalFresh applications in April, a 116% increase over February.

A lot of clients are very shy to ask for help. It is hard for them to even make the call to our Food Connection hotline. I can imagine how hard it is to have to say, ‘I need food assistance.’ We are here to comfort them.

— KELLY CHEW, Director of Services

“Our entire operation is need-driven. We have been faced with pivoting to serve new and more people in a very safe and secure way. This has made us change our method of distribution an incredible amount.”

— STAN EDDE, Chief Operating Officer

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Providing food to our community

Food delivery for our most vulnerable neighbors

When the COVID-19 crisis began, we quickly realized we needed a way to get food to our highest-risk clients who didn’t feel safe leaving their homes. Before shelter in place, we only had a handful of volunteers and partners providing home delivery, but by June, we were delivering groceries to 5,500 households twice a month, helping seniors, the immunocompromised and other homebound adults during the pandemic. The expansion of this delivery program couldn’t have happened without our home delivery partners Cathedral of Faith, Catholic Charities, Helping Hands, Nuro, Support Life and Team Rubicon, who all helped deliver food directly to the doorsteps of people in need.

Providing meals for school children and their families to go

When the pandemic hit, all school and summer meals became grab ‘n’ go and because of federal policy adjustments they were available to anyone 18 or under. Second Harvest worked to promote these meals through Spanish language TV ads and on social media, as well as sharing best practices through our Child Nutrition Coalition. The 2020-21 school year is like no other and we will continue to work with our partners to ensure that families can access meals at schools.

Elizabeth and her husband live with their teenage daughter, 11-year-old and three-year-old son in an apartment in San Jose. Elizabeth is a hairdresser who has been out of work due to the current restrictions on beauty salons because of COVID-19. Her husband is an essential worker who is now the sole provider for their family. Elizabeth began visiting our drive-thru grocery distributions for the first time after the pandemic hit. Now she relies on Second Harvest to help provide food for her family as she awaits being able to go back to work and rebuilding her family’s savings.

Feeding children by leveraging federal funding

Second Harvest believes that universal school meals build community and ensure that students have the nutrition they need to focus and learn. Many schools in our counties qualify for federal universal meal programs, but small funding gaps prevent them from taking part in them. Second Harvest advocated to fill these funding gaps through co-sponsoring a state bill and partnerships with our counties. Through these county efforts, over 18,000 students will be part of universal meals programs through the 2023-24 school year. Universal school meals will remain an important area of advocacy in the year ahead.

Now I don’t have to worry about shopping for food because it is delivered to me. I feel that it provides lots of convenience to seniors who cannot drive. The types of food are abundant, including milk, eggs, chicken, rice, bread, vegetables and fruits. The hardworking staff and volunteers of Second Harvest have made us homebound seniors feel grateful and joyful.

— LIYING, home delivery client

On one hand, you miss what you used to do, but on the other hand, you value what really matters in life. Perhaps you do not have what you wanted anymore, maybe you cannot go out as you used to, but it is a precious time to be close to your loved ones.

— ELIZABETH, client, San Jose

10 11
In late March, Governor Newsom deployed the California National Guard to support food bank operations; at its peak Second Harvest had 140 service members helping streamline processes and pack food boxes on site.
Tremendous growth in one year

Many of the clients we began serving post-pandemic indicated it was the first time they’ve received help from a food bank.

We went from distributing an average of 5.8M lbs to distributing more than 11M lbs every month, a 91% increase.

We went from serving 1,000 to 5,500 households each month through our home delivery program for seniors and homebound adults, a 450% increase.

We expanded our operations to include an additional 40,000 square foot warehouse.

Make Hunger History Awards

$1 raised = 2.5 points
1 pound collected = 1 point

Brass Ring
Companies, organizations or groups that earned $50,000 points or more in a year
Applied Materials
Chegg
Cisco
Cypress Semiconductor
Fenwick & West
Intel
Intuit
Google
Maxim Integrated
Safeway
ServiceNow
Silicon Valley Leadership Group Foundation
Sobrato Family Foundation
Whole Foods Market

Bumper Crop
Companies, organizations or groups with incredible food drive growth
Arista Networks
Cohesity
Proofpoint
Rubrik
Veritas

Community Champion
Organizations or groups with the highest total points in each of the three size categories
Fewer than 250 participants
Gloombahs Car Club
250 to 1,000 participants
Carlos Dunlap’s A-List Fundraiser
NVIDIA-Family-Friends
More than 1,000 participants
Menlo-Atherton High School

Corporate Champion
Companies with the highest total points in each of the three size categories
Fewer than 250 participants
Star One Credit Union
250 to 1,000 participants
Cypress Semiconductor
More than 1,000 participants
Applied Materials

Corporate Food Bowl
The company with the highest per capita points and more than 50,000 total points in a year
Cypress Semiconductor

Employee Food Bowl
The company with the highest per capita employee points (corporate gifts not included) and more than 50,000 points in a year
Applied Materials

Golden Apple
School groups achieving extraordinary efforts
Dartmouth Middle School
Woodside Priory

Hunger Hero
Companies, organizations, groups and individuals demonstrating an exceptional level of commitment to hunger relief
Chegg
Rita Holiday, Intel
Steve Rodgers, Intel
Intuit
Michelle Mann, NetApp
Steve Norris
United Airlines
Vasona Vibrations

Hunger Hero
Recognition given to exemplary food drive coordinators
Michelle Danzer, Zscaler
Sandra Escalante, Valley Transportation Authority (VTA)
Ariz Maldonado, Bellarmine College Preparatory
Sandy Rodriguez, Marvell
Semiconductor

Outstanding Drive Coordinators
Recognition given to exemplary food drive coordinators
Michelle Danzer, Zscaler
Sandra Escalante, Valley Transportation Authority (VTA)
Ariz Maldonado, Bellarmine College Preparatory
Sandy Rodriguez, Marvell
Semiconductor

Outside the Barrel
Recognition given to exemplary food drive coordinators
Caliber Collision
Cambrian Haunted House / Boo Crew
Equinix
SAP
Thomas Ray Walker, Light the World Campaign

Outstanding Y outh
Recognition given to exemplary students
Audrey Howard

Spirit Award
Outstanding faith-based food drive
Congregation Kol Emeth Synagogue

For the Kids Outstanding Achievement Award
The company, organization or group demonstrating the most excitement during our For the Kids campaign
Almaden
HP
ServiceNow

Million Meals Club
Companies, organizations and groups that accumulate the equivalent of 1 million points. Totals are cumulative year over year and will be recognized in increments of 5 million.
60 million meals
Applied Materials
35 million meals
Google
5 million meals
Maxim Integrated
1 million meals
Sobrato Family Foundation

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Sandra Escalante, Valley Transportation Authority (VTA)
Ariz Maldonado, Bellarmine College Preparatory
Sandy Rodriguez, Marvell
Semiconductor

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Thomas Ray Walker, Light the World Campaign

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Equinix
SAP
Thomas Ray Walker, Light the World Campaign
### Thank you to our 2019-20 major supporters

#### Groundbreaker Circle ($500,000 and up)
- Anonymous (5)
- Apherism Foundation*
- Aneel and Allison Bhui
- Chronicle Season of Sharing Fund
- John and Ellen Doheny*
- John and Ellen Donahoe*
- Bill and Amy Gurlay*
- Khosla Family*
- Chris and Lyna Larsen
- Sheryl Sandberg and Tom Bernhart*
- Michael Schroepfer and Eric Hollarman*
- Sergey Brin Family Foundation
- Sobrato Family Foundation*
- Silicon Valley Community Foundation.

#### Raimaker Circle ($100,000 and up)
- Anonymous (3)
- Ginetto Addiego
- Eric A. Anderson
- Anne Wojcicki Foundation
- Bank of America Charitable Foundation
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- The Strongpoint Foundation
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- The William G. Irvin Charity Foundation
- Trotter Wojcicki Foundation
- United Way Bay Area
- Gary and Janice Valenzuela
- Warrnhozen Family Foundation

#### Harvester Circle ($50,000 to $99,000)
- Anonymous (15)
- Phyllis Baer
- Edward and Jvn Barnholt
- Brian Bitwise and Julie Bornstein*
- Shen Sobrato Brinson and Eric Brinson
- Jody R. Buckley
- Sarah and Ay Cahill
- Jeff Chambers and Andri Okamur*
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- Dr. John M. Robertson
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- Mario and Angela Molinos
- Mike and Stephanie Moreland
- Paul and Cynthia Yock

#### Cultivator Circle ($25,000 to $49,000)
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- Byrd Family Charitable Fund
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- Sand Hill Foundation
- Sanders Dickinson Foundation
- Greg and Sarah Sands
- Robert Sargent
- Robert Sawyer
- Allan and Judith Schwettman
- Jerome Simon and Hary Bates
- Smith Family Foundation
- Sodexo Stop Hunger Foundation
- Kevin Spain and Christina Goensnik
- Sutter Health
- Sweeney Family Fund
- Norm Taft and Julie Bennett
- Ford and Sheila Tamer
- Donald B. Tanklage and Carol F. Tanklage Foundation

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*Denotes For the Kids Council member

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Thank you!
Ed and Christine are just two of our many generous donors who support our food bank, and they remind us why many are called to give back:

“We try to give across a spectrum that hopefully has a good impact overall on society and on the quality of life in our area and around the world. I think that’s an important piece of life; to be satisfied that you’re not totally selfish.”

Second Harvest is determined to provide fresh, nutritious food to anyone who needs it in Santa Clara and San Mateo counties, and it is legacy donors like Ed and Christine who help us achieve our goals, now and in the future. If you are including us in your legacy plans and would like to be included in this listing next year, please contact Donor Relations at 1-866-234-3663 or donor.relations@shfb.org.

To learn more about leaving a legacy, go to plannedgiving.shfb.org

Thank you to the members of the Ashawna Hailey Legacy Society

Anonymou (34)
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Patience Putnam
Clare Sinanian
Claro and Editha Soberano
Norm Taffe and Julie Bennett
Onoolee and Orlin Trapp
Steve and Tammy Ursenbach
Cynthia Williams
Patricia F. Winter

Building their legacy now for the future

Professor Emeritus at Stanford University and current microbiology and immunology professor at Emory University, Ed Mocarski is used to trying to hold the attention of an audience. So, it got our attention when he said:

“It’s amazing how much money we have in the Bay Area. No one should go needy, that’s for sure.”

There were two reasons Ed Mocarski and Christine Martens became aware of the need to feed people in Silicon Valley. One was their church, where they participated in regular food drives for Second Harvest of Silicon Valley, and the other was their local food kitchen, where they had their first personal experience volunteering to serve people who were hungry.

“The concept is very practical,” said Ed. “The idea of distributing food that wouldn’t otherwise be going to market, that’s compassionate use.”


Living in California for 37 years has opened Ed and Christine’s eyes to the evolving financial challenges one faces in Silicon Valley:

“The thing I worry about most here is the cost of housing,” says Ed. “Housing prices and rents are going through the roof and people can’t afford living here, even with full time jobs. It makes food security even more of a concern because if you don’t have a house over your head, you’re gonna fight for that at least as hard you fight to get food.”

Ed and Christine have been Second Harvest donors since 1990. Philanthropy has always been important to them; they have given locally and nationally while working in laboratories and universities throughout the country. But it was in a recent conversation with a financial advisor that Ed said he learned something surprising:

“Something that wasn’t so clear to me was if you have an IRA, and the beneficiary is a person, they might get an advantage (like if it’s our daughter), but they have to pay taxes on it. But if money is donated directly to a nonprofit, it goes completely without triggering taxes. I didn’t know that. It’s so simple of a concept that we will probably make further adjustments to how we decide to divvy up the estate. Rather than having IRAs go to people, we’ll have them go to nonprofits.”
Cisco’s success over 35 years is deeply tied to the Silicon Valley community, and for more than three decades we have engaged in supporting basic human needs in the Valley as part of our commitment to our home. Throughout that time, Second Harvest has provided a foundation for addressing the most vital of needs. Our corporate purpose is to build an inclusive future for all. Second Harvest’s focus on eradicating food insecurity and hunger in the Valley is a basic building block. This year’s crisis has sharpened our focus and accelerated the urgency of our engagement with Second Harvest.

—MARK CHANDLER,
EVP, Chief Legal Officer and Chief Compliance Officer, Cisco
Board member, Second Harvest of Silicon Valley

We are grateful for the support of the corporations whose critical donations provided emergency relief at the outset of our initial COVID-19 response. View a complete list online at: www.shfb.org/impact/covid-support
**2019-20 Revenue and Expenses**

### Annual Funding Sources

- **69%** Individuals
- **17%** Corporations
- **7%** Foundations
- **5%** Government
- **2%** Organizations

### Revenue

- **Individuals** $67,870,774
- **Corporations** $16,472,199
- **Government** $4,633,574
- **Organizations** $2,141,812
- **Subtotal** $98,376,734

### Donated food and in-kind contributions

- **$165,903,669**

### Total Operating Revenue

*This Revenue does not include the following:*

- Board Designated Endowment Fund $540,721
- Investment Gains/Losses $723,751
- Others (Accounting and related Revenue) $287,499

**Total Non-Operating Revenue** $1,551,971

**Total Revenue** $215,957,607

### Annual Operating Expenses

- **95%** Programs/food distribution
- **3%** Fundraising
- **2%** Management

### Expenses

- Programs/food distribution $165,903,669
- Fundraising $4,521,374
- Management $4,244,995

**Total Operating Expenses** $174,670,038

### Net Assets

- *Net assets* $125,431,046

*This figure includes value of food on hand as of June 30, 2020.

For the 14th year in a row, Second Harvest received Charity Navigator’s 4-star rating for financial stability, accountability and transparency — exceeding industry standards.

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- Management $4,244,995

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