Annual Fall Agency Webinar

October 28, 2021
Housekeeping

- We are recording the presentation and will share both the recording and slides after
- If you have questions, please enter them in the Q&A
Agenda

- **Welcome & Second Harvest Updates** – Bruno Pillet
- **Holidays**
  - Closure Dates & Rescheduling – Tracy Huynh
  - Allocation Process – Rubi Santillanez
- **Near Future Updates** – Anna Dyer and Susan Takalo
- **Stretch Break**
- **Resources for Clients and Partners** – Olivia Teter
  - Resources on Second Harvest Website
  - Food Connection/CalFresh
  - Nutrition Website
- **Grocery Rescue** – Melissa Gaherty
- **State of Second Harvest** – Leslie Bacho
- **Questions?**
- **Raffle**
Welcome & Second Harvest Updates

Bruno Pillet, VP of Programs & Services
300+ partners working together to support our communities
Double the Food & Nearly Double the People Served Each Month

Pounds of Food Distributed & People (by fiscal year)

- FY19
- FY20
- FY21

Total Lbs
Annual Average People

- 20,000,000
- 40,000,000
- 60,000,000
- 80,000,000
- 100,000,000
- 120,000,000
- 140,000,000
- 160,000,000
- 50,000
- 100,000
- 150,000
- 200,000
- 250,000
- 300,000
- 350,000
- 400,000
- 450,000
- 500,000
And Also…

- 280,000 meals provided by our Soup Kitchen partners every month
- 130 Drive-Thrus, almost overnight
- Expansion of home delivery programs
- Adjustments to make our clients and volunteers feel safe
Holidays – Closure Dates & Rescheduling

Tracy Huynh, Regional Program Manager
Closure Dates and Rescheduling

November Holiday Schedule:

• Second Harvest will be closed November 25th - November 27th
• Your Program Manager will reach out to you two weeks before Thanksgiving to confirm agency closure dates
• Remember to reschedule any deliveries, pickups, and appointments between 11/25-11/27
• Let us know if you have any other additional closure dates as soon as possible
Closure Dates and Rescheduling

December / January / February Holiday Schedule:

• Second Harvest will be closed:
  • December 24th - December 27th
  • December 31st
  • January 1st
  • January 17th
  • February 21st

• Remember to reschedule any deliveries, pickups, and appointments that fall on our closure dates

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

Rubi Santillanez, Special Programs Manager
Holiday Allocations

• You should have received an email from Rubi Santillanez with your turkey allocation for this holiday season on 9/24/2021. If you did not receive an email, please let us know.

• If you did not submit a survey, you will not receive turkeys, but you will receive another kind of protein (fish, whole chickens etc.)

• If you have any questions about your allocations, please email your manager or agencyhelp@shfb.org
Holiday Allocations

• You will receive other kinds of protein like fish and chicken parts in the beginning of November and December, and whole chickens towards the end of the month.

• We will not be providing holiday gift cards to clients this year so we can focus on purchasing more food.
Handling During Distribution

- Ensure poultry items are rock-solid frozen.
- Place bagged poultry on top of table, tarp, or cardboard at the beginning of the distribution line.
  - Do not place bagged poultry back in their original boxes – this could lead to cross-contamination!
  - Use thermal blankets to regulate the temperature of the frozen poultry during distribution.
- Volunteers distributing meat/poultry items stay at their stations to prevent cross-contamination.
  - Sanitize and change gloves before moving onto a different food item.
- Breakdown and discard all poultry, milk and egg boxes. Do not reuse or distribute these boxes.

Email: nutrition@shfb.org for more food safety info.
Near future updates

Anna O. Dyer, Director of Programs
Deeper Partnership

• Study of gaps, make recommendations and plans
  • Meal programs
  • For those without cooking facilities, unhoused
  • Grocery programs, by region
• Quarterly cohort meetings for similar programs
  • Grocery, by region
  • Residential
  • Meal
  • Snack
• Partner Resource Website
Accessibility

- Partners are building access
  - Serving more people!
  - Increasing frequency
  - Meeting language needs
  - Providing culturally-resonant food options
  - Addressing physical accessibility
  - Reducing registration requirements
- Infrastructure and cash grants are available
Food for Partners

- **Sourcing more food** for all types of programs to meet increased need

- **Improving shopping** for shopping partners submitting AE3 orders under 2k lbs
Food for Partners

• Converting some Drive-Thrus back to Pantry or Farmers’ Market style
  • Maintaining pre-box for some
  • Return to client choice and walk-ups with cased/binned items for others

• Client preference for style
  ~60% prefer Drive-Thru for ease, comfort, and supports families/children, disabled
  ~40% prefer Pantries and Farmers’ Market style with client choice, especially smaller households, those without cars or gas money
Covid Vaccination Policy
Effective 12/10/21

• We do not require proof of vaccination for visitors to our buildings
  • We encourage agency partners to send only vaccinated individuals to agency shopping.
• Full vaccination required for staff, and for volunteers working in our buildings, starting December 10th.
  • Accommodations will be made for medical or sincere religious beliefs.
  • Weekly testing will be required for those with approved accommodation.
• Proof of vaccination for volunteers at food distributions is not required
Automated Menus

Susan Takalo, Director of Special Projects
What Are Automated Menus?

• Automated system to improve our supply chain
  • Process to streamline how Second Harvest provides product to our distribution partners
  • Limits or eliminates online ordering

• Who will be involved first:
  • Grocery programs
    • Pantries
    • Multi-service sites
    • Second Harvest Free Grocery sites

• Who will be assessed for potential inclusion later:
  • Meal programs
  • Snack programs
  • Residential partners
Why Automated Menus?

• Benefits for our partners and their clients
  • Saves time: no longer go online to order
  • Food availability: don’t miss out on the core items because they aren’t online
  • Consistency: provides the most desired core items
  • Increases consistency across partners for better client experience across sites
  • Customizable: can send different amounts of some categories to customize the menu and address unique needs of clients
  • Different days/dates can have different amounts of food

• Benefits for Second Harvest
  • Increases reliability, efficiency, and productivity
  • Consistency across sites allows Food Sourcing to better project need and procure enough of the core items
What Will Be Different?

- No longer order online
- Consistent core menu
- Less need to order extra or stockpile just in case it is not available next time
- Phase out pre-box for many agencies and provide food in cases & bins – allowing client choice
- More communication with staff for order counts and customizations
How Will It Work?

- **Demographics for each partner will be gathered:**
  - Number of households served per delivery/pickup
  - Special customizations beyond the standard
    - Specific preferences (ex: more/less tofu or tortillas when available)
    - Age and ethnic breakdown (i.e., 100% senior, 80% Latinx, 20% Asian)

- **Standard Menus based on category will be created for each partner/site appointment:**
  - Core items sent at agreed upon cadence
  - Items prioritized to be most cost effective: USDA, donated, then purchased
  - Additional items added by category

- **Menu:**
  - Weekly, twice monthly: 25 lbs. produce and 25 lbs. other items
  - Monthly: 50 lbs. produce and 50 lbs. other items
Menu

- **Core:**
  - **Produce** (assorted)
  - Protein-animal based
  - Eggs
  - Milk
  - Rice (75% white, 25% brown)
  - Beans

- **Selection from 30 additional categories such as:**
  - Baby products  Cereal  Nonfood  Grain  Pasta
  - Canned Fruit & Veggies  Cleaning Supplies
  - Snacks  Oil  Peanut Butter  Condiments
Timeline

October – December

• Pilot with Second Harvest Free Grocery sites, Agency Partners on pre-box, and Agency Partners who use online ordering
  • Contact all grocery sites to determine best start date

January – June

• Roll out grocery sites to automated menu
  • Begin needs assessment of meal, snack, and residential to determine possible automation
Stretch Break

Olivia Teter, Head of Client Innovation
Arrive and Stretch
Resources for Clients and Partners

Olivia Teter, Head of Client Innovation
Partnering for Excellent Customer Service

We are all working together to make something beautiful for our community.
Customer Service Trainings

Module 1: Self-Care for Client Care
Module 2: Creating a Safe and Welcoming Space for All
Module 3: Managing Challenging Situations
Module 4: Becoming a Trauma-Sensitive Organization
Learn nutritious ways to prepare food bank staples through fun cooking videos and easy-to-follow recipes!

The **Nutrition Center** provides:

- Recipes and cooking videos
- Nutrition tip handouts and presentations
- Information on food safety and expiration dates

https://www.shfb.org/nutrition-center
CalFresh Resources

- Food Connection Team connects clients to groceries and helps them apply for CalFresh
  - 18 bilingual staff
  - Most calls are answered ‘live’
- Available to clients
  - Phone: 1-800-984-3663, weekdays 8am – 5pm
  - Text: GETFOOD to 1-408-455-5181
  - Online at shfb.org/getfood
- Questions about CalFresh, foodconnection@shfb.org
Partner Resource Website

• Check out our Partner Resource page
• COVID-19 info, flyers, monthly reporting information, etc.
• Find slides and recording of this presentation posted later
Grocery Rescue and SB1383

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
- 6.7 million lbs. (over 5 million meals) rescued in FY20/21
- Currently 73 partner agencies and 127 retail stores participate in the program!
- 456 pick ups per week!
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!
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
  - Name tag
  - MealConnect log in for reporting
Website Resources

- Grocery rescue/food rescue

Program overview

- What is a grocery rescue partnership?
- Category list
- Customer service reminders
- Grocery rescue donation guidelines (English)
- Grocery rescue donation guidelines (Spanish)
- MealConnect quick reference guide

https://www.shfb.org/partner-resources/
SB1383

- Establishes organic waste reduction targets
- Sets a goal for Californians to reduce disposal of organic waste 50% by 2020 and 75% by 2025.
- Mandates food generators (retail stores, manufacturers) to donate the maximum amount of their surplus edible food to food recovery organizations and services
- **January 1, 2022**: Many generators must comply
How Does SB1383 Impact Us?

- More donors/generators expected to knock on our doors, asking for solutions
- Requires written agreement
- Reporting in MealConnect
- Food safety: waste vs. edible food
- We are not required to pair with every donor that contacts us; we have choices & can refuse
- Potential grants/resources to be provided by local government?
Want To Learn More?

Email our team!
GroceryRescue@shfb.org
Strategic Planning and Future Vision

Leslie Bacho, CEO
Thank you

Kimberly, Monserrat and Ana, Morgan Hill
FY22 Planning Themes

- Even when the pandemic goes away, high levels of food insecurity will remain. We will continue to tell the stories of our clients and marshal the resources to meet the need.
- August client survey results:
  - More than half of the respondents indicated their financial situation has gotten worse during the pandemic
  - 60% of survey respondents reported having less than $100 in savings
  - Nearly 50% of survey respondents were unsure if they would be able to pay next month's housing costs
- We anticipate continuing to provide this level of support for the foreseeable future
FY22 Planning Themes

- We want to build on the creative changes and innovations we made during the pandemic, while incorporating our pre-pandemic learnings. FY22 gives us the opportunity to evaluate how we need to work in this new world.

- Our IDEAL (Inclusion, Diversity, Equity, Access, and Liberation) principles will transform how we work together and how we work in the community. They will be integrated in all aspects of our work.
Advocacy Efforts Continue

- Universal School Meals is a huge win in California
  - Working with schools to help implement
- Advocating to bring CalFresh benefits closer to actual community need for the long-run
  - Provides 9 meals for every 1 provided by food banks
  - Was lifeline during pandemic. Some increases have/will expire, will be somewhat offset by permanent increase to the Thrifty Food Plan.
- Federal Food Cliff: We received an unprecedented quantity of federal commodities during the pandemic. Anticipating a 30-40% decline this year. Will be offset by increases in produce, grocery rescue, and purchased product.
Questions?
Raffle!