



# Annual Fall Agency Webinar

October 27th, 2022





# Welcome

Anna O. Dyer, Director of Programs



# Housekeeping



Please **mute** yourselves.

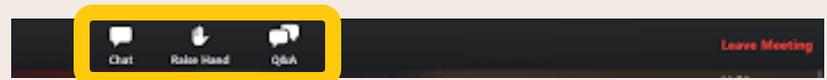


We are **recording** the presentation and will share both the recording and slides afterwards.



## Questions?

Please enter them in the **Q&A** or **click on "Raise Hand"** at the end of the presentation.





## **Welcome**

## **State of Second Harvest**

## **Holidays**

Closure Dates & Rescheduling

Allocation Process

Poultry Safety

## **Stretch Break**

## **Resources for Clients and Partners**

Client Innovation Workshops

Update Agency Resources website

Food Connection/Cal Fresh/Food Locator

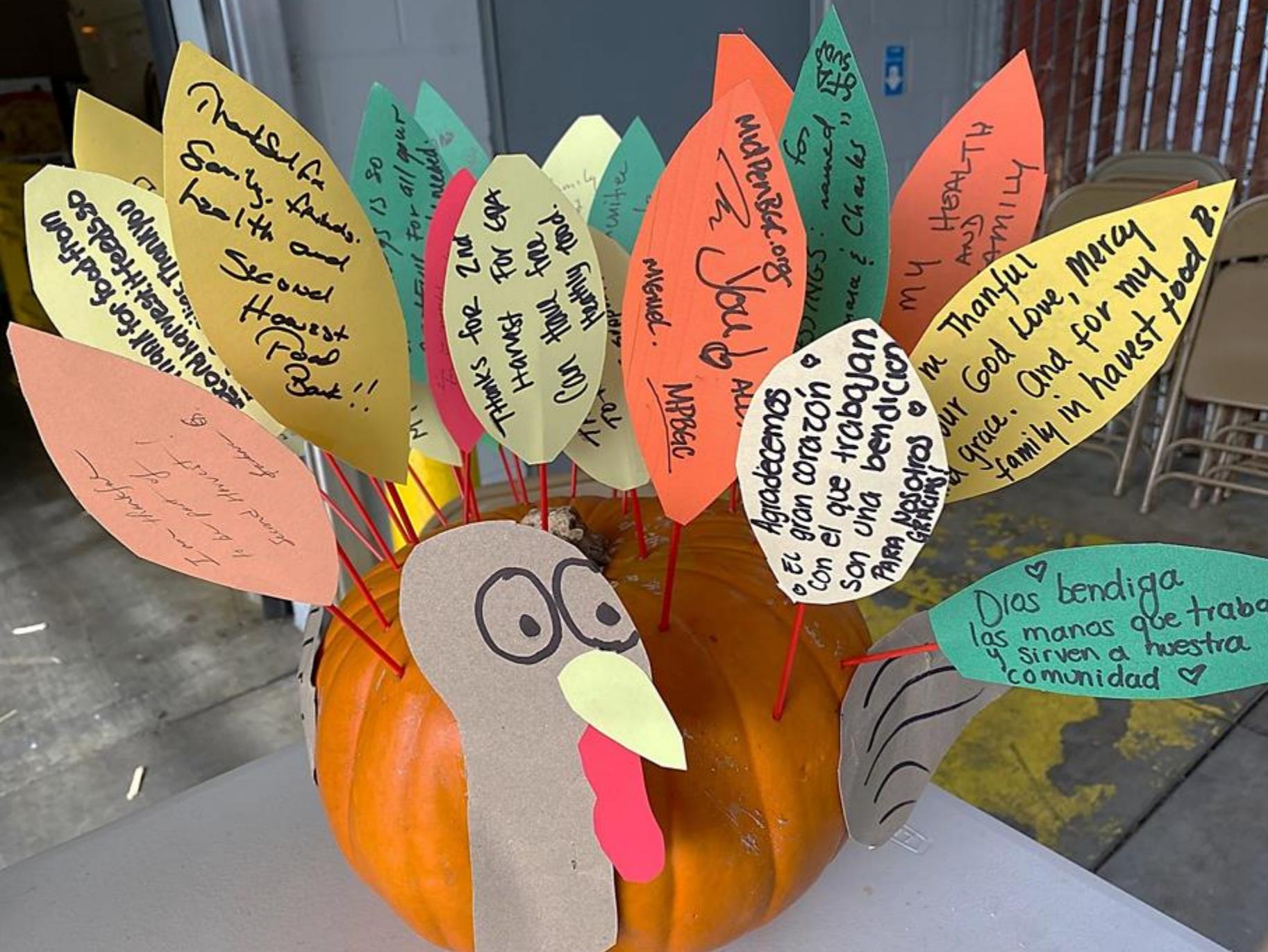
## **IDEAL – Our DEI Journey**

## **Second Harvest Superstar: Susan Takalo**

## **Raffle**

## **Q&A**





THANKS FOR FOOD FROM  
WASH STATE. THANK YOU  
FOR BEING PART OF  
OUR COMMUNITY.

THANKS FOR  
EARLY FRIENDS  
HEALTH AND  
HAPPY  
HARVEST  
POOR  
BUT!!

THANKS FOR  
HARVEST FOR  
HAPPY  
POOR

THANKS FOR  
HARVEST FOR  
HAPPY  
POOR

AGRADECIMOS  
CON EL GRAN CORAZÓN  
SON UNA BENDICIÓN  
PARA NOSOTROS  
GRACIAS

MY HEALTH  
AND  
FAMILY  
I'm Thankful  
for your God Love, Mercy  
and grace. And for my  
family in harvest food B.

DIOS BENDIGA  
LAS MANOS QUE TRABAJAN  
Y SIRVEN A NUESTRA  
COMUNIDAD



# State of Second Harvest

Leslie Bacho, CEO





**Thank  
You!**



# Thank you for your service!





# An Exciting Announcement!

Maya Murthy is Second Harvest's new  
Vice President of Programs and Services!



# THE DAILY JOURNAL

The Peninsula's home page

## Amid health crisis, nonprofits and public face new financial disasters in San Mateo County

Sierra Lopez Daily Journal Staff Jul 26, 2022



The San Mateo County Event Center hosted a food distribution site in partnership with Second Harvest of Silicon Valley. Harry Murray

# The Mercury News

## Collision of high prices threatens Bay Area residents, food banks trying to help

High inflation, gas and food prices bring wave of financial insecurity to residents and charities



# The New York Times

## More Americans Are Going Hungry, and It Costs More to Feed Them

The director of the nation's largest network of food banks is seeing support dwindle as need rises: "You're in the middle of a battle, and people are leaving the field."

© The New York Times



Alison Rosenbaum and her son, Kai, who volunteered at Tabitha's Way Local Food Pantry, helped Fishon Minter load food into his car at Spanish Fork, Utah. Mike Green/Redux for The New York Times

**Our network and clients continue to face significant challenges**



# Factors Impacting Our Clients

- **Inflation & Price Increases**
- **Loss of benefits**
  - End of Child Tax Credit in January 2022
  - Loss of Pandemic-EBT
- **End of Emergency Allotments on CalFresh leading to a ‘food cliff’ for CalFresh families**
  - Over 91,000 households in our two counties will lose \$15M per month (an average of \$167 in benefits per household).
  - Estimated timing: February 2023



# Client Survey Findings

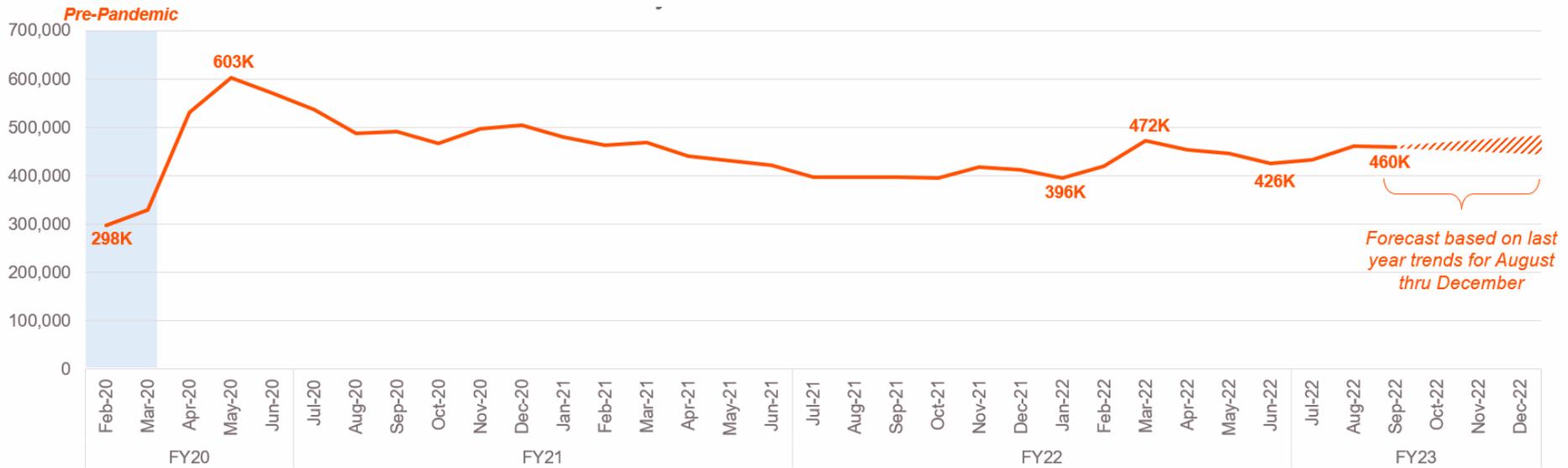
Instead of job loss, inflationary pricing is now the major driver of need and shows no signs of waning.

- **93% of clients** report they have bought less food due to the impact of inflation.
- **73% of clients** reported being worried about paying their rent or mortgage next month, a 25% increase over this time last year.
- **60% of clients** surveyed reported having less than \$250 in savings right now.



After a leveling out in first half FY22, people served is increasing again toward **450K / month.**

Total People Served By Month

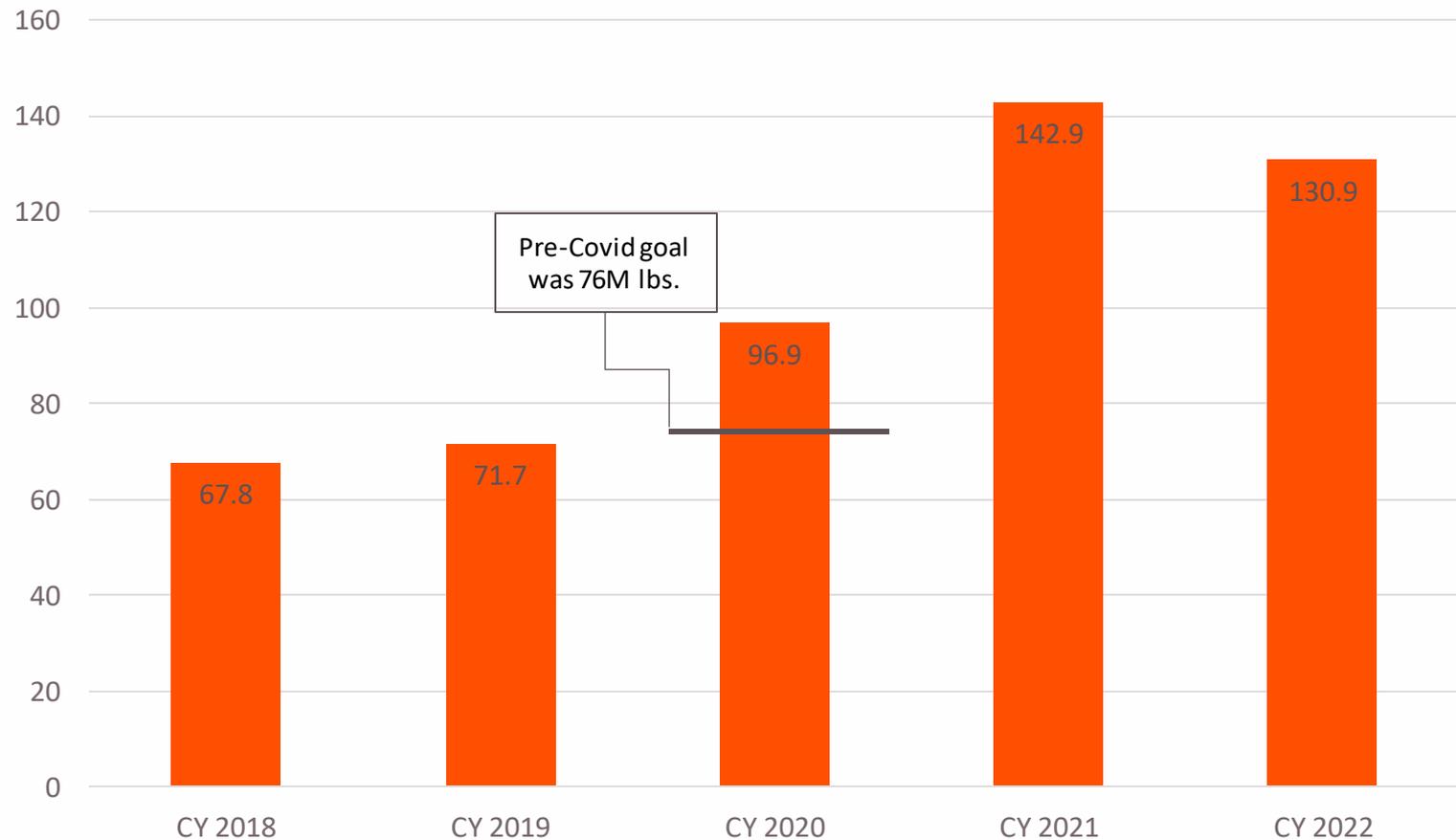


Due to the rise in inflation and the cost of goods and services, we have seen the need for food assistance begin to climb again. Since March of 2022, we have been averaging 450,000 people a month; in August 2022, we served more than 460,000 people.

# Pounds Of Food Collected

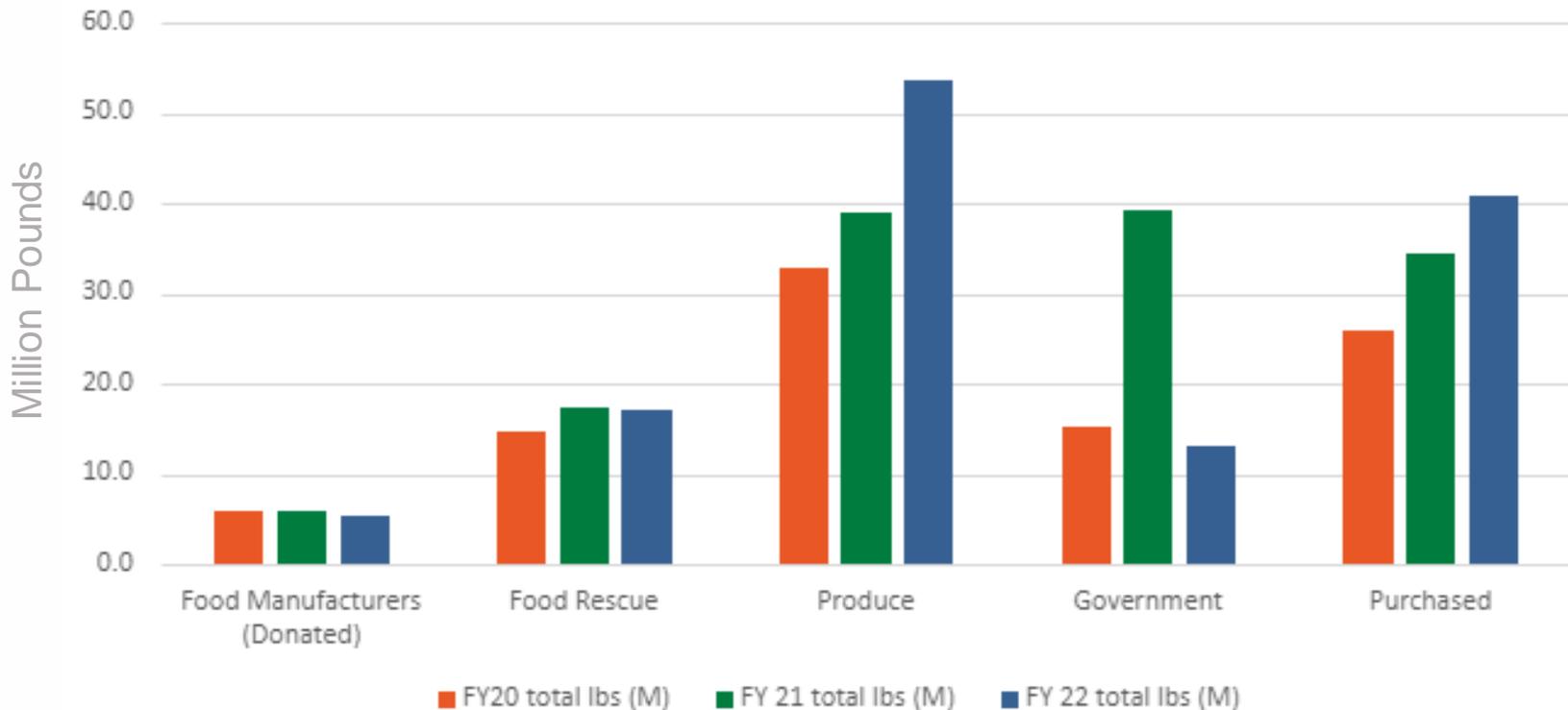
In FY22, we have doubled the amount of food we source and distribute over pre-pandemic levels.

Pounds Collected (in millions)



# Reduced Government Support Has Required More Purchased Food

Food Collection By Source





# Our Recent Menu Changes



While we have reduced quantities of some food categories, **our overall food budget this year increased by 8%** and is now twice what it was pre-pandemic.



We prioritized **client feedback** and other community data in determining what items to remove from the menu.



Pounds distributed per person has decreased slightly from the height of the pandemic and is **now more in line with quantities provided before the pandemic.**



We're working to help you leverage additional **grocery rescue opportunities** to provide additional variety.



**We're in this together.** Need support in handling more perishable food? Want to discuss allocation amounts? Please connect with your Second Harvest Program Manager.



# Policy & Advocacy

- School and Summer Meals
- SNAP/CalFresh
- Support of Food Banks
- Food and Agriculture Systems
- Food Rescue
- Voter Education & Outreach



## Policy Agenda 2022

Vision: A hunger-free community  
Mission: Lead our community to ensure that anyone who needs a healthy meal can get one

**Policy Principles:**

- Access to healthy food is a human right.**  
Food is foundational to community health and economic stability.
- All children should receive free school meals.**  
Free meals at school and in childcare settings creates equity and community by ensuring that every child has the nutrition they need to learn and to thrive. Sustainable government funding should allow schools and childcare providers to serve healthy meals.
- Policies should be evaluated for their impact on diversity, equity and inclusion.**  
Systemic racism is embedded in many long-standing policies and programs. We are committed to examining systems, policies and practices to ensure that they support racial and ethnic diversity and provide equity and inclusion for people from all different backgrounds and life experiences.
- Community voice matters.**  
The communities we serve need access to the electoral process to ensure their needs are met. Second Harvest will support nonpartisan efforts at the local, state and federal levels to increase access to voting and encourage voter registration.

**School and Summer Meals:**

School meals ensure that all children are nourished so they are ready to learn and to thrive. Universal school meals are a crucial tool to build community. Work can be done at the county, state and federal levels to provide adequate funding and support to school nutrition departments and improve every child's access to healthy school meals.

- Universal School Meals:** At the federal level, Child Nutrition Reauthorization provides an opportunity to fund universal school meals nationwide for the long term. Waivers provided during the pandemic have allowed all children to access meals at school and have demonstrated the importance of this nutrition. Until universal school meals are the standard, Congress must give U.S. Department of Agriculture the continued authority to issue and extend essential nationwide child nutrition waivers past June 30, 2022.
- California State Support of Universal School Meals:** In the 2021-22 legislative session, our collective advocacy resulted in significant state investment in universal school meals, offering every student free breakfast and lunch beginning in the 2022-23 school year. Based on feedback from our school partners, we will advocate for additional funding, infrastructure and administrative flexibility.
- County Support of Universal School Meals:** Second Harvest works with our county partners to help local schools access grants for kitchen and food distribution infrastructure.
- Summer and After-school Meal Support:** When schools are closed, students still need access to nutrition. Federal programs support summer meals, but they can only be offered in very specific areas at specific times. In addition, there is no option for other planned school closures, such as winter break. During the COVID-19 pandemic, Congress authorized Pandemic Electronic Benefit Transfer (PEBT), which provided money on debit cards to families whose children were missing school meals. We will advocate for these nutritional supports for our community.

Visit [shfb.org/advocacy](http://shfb.org/advocacy) for more information



Learn more at: [www.shfb.org/advocacy](http://www.shfb.org/advocacy)



# Facility Expansion Project





❁ ❁

# Maintaining Hope in Challenging Times

❁



# Holidays – Closure Dates & Rescheduling

Dori Lacey, Regional Program Coordinator



# Holiday Closures



## Second Harvest will be closed:

- ✘ November 24-26 Thurs-Sat
- ✘ December 23-26 Fri-Mon, 31 Saturday
- ✘ January 2, 16, 30 All Mondays
- ✘ February 20 Monday



Please remember to reschedule any pick-ups, deliveries, and appointments during these times.



Let your Program Manager know if you have any other additional closure dates as soon as possible.

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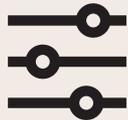




# Holiday Reschedules



Your Program Manager will reach out **during the end of October** to confirm any reschedule dates.



Work with your Program Manager to adjust any reschedules or pick-ups.



Please opt for a **Reschedule** rather than a Cancellation.





# Holidays – Allocations

Audrey Lopez-Valdez, Regional Program Coordinator



# General Updates



You should have received an email from **Rubi** with your turkey allocations for this holiday season on **10/14/2022**. If you did not receive an email, please let us know!



For questions about your allocations, please email your manager and CC **holidayallocations@shfb.org**.



**Turkey Office Hours:**

**November 9th at 2-3PM**

Check your email for the calendar invite.





# General Updates



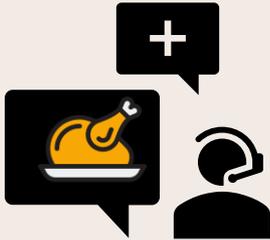
- We have created Turkey FAQ's! You will receive these in an email, or email **holidayallocations@shfb.org** to have them sent to you.
- No whole chickens.
- Fewer purchased turkeys, hoping to supplement with donations.
- We will not be providing holiday gift cards to clients to focus on purchasing more foods.



# Agency Updates



Agencies will not be ordering turkeys online.



Staff will be adding turkeys directly to your order.



Meal, pantry and residential programs get turkeys.





# Poultry Safety

Alex Navarro, Senior Nutrition Education Manager



## Loading and Transporting Raw Poultry



During transport, raw poultry and meats should be placed at the bottom of your food order.



Keep driving time in unrefrigerated vehicles to under 30 minutes.



## Handling Raw Poultry During Distribution



Volunteers must wash their hands for 20 seconds or apply hand sanitizer and wear gloves



Poultry is bagged and placed on top of table, tarp, or cardboard at the beginning of distribution line



Thermal blankets can be used to regulate the temp of frozen poultry



Volunteers distributing meat/poultry items are required stay at their stations to prevent cross-contamination



Boxes containing poultry, eggs and milk are discarded and are not meant to be reused



Sanitize and change gloves before moving onto a different food item



**Do not place bagged poultry back in their original boxes – this could lead to cross-contamination!**



# Food Safety Handouts

Community  
Nutrition

## When should I eat this?

For freshness and quality, it is best to consume these food items within the listed timeframe from date.

Food date labels such as "USE BY", "SELL BY" or "BEST BY" are used to inform you on the freshness and quality of foods. Food is still safe to eat past these dates.

All infant formula, baby food and nutritional supplements are not safe to eat past their expiration date.

### Perishable Foods



eggs  
4-5 weeks



milk, milk alternatives  
7 days



semi-hard cheeses  
1-2 months



yogurt  
1-2 weeks

### Dry and Canned Foods



bread  
7 days (6 months frozen)



tortillas  
3-4 weeks



brown rice  
12 months



white rice  
2 years



pasta  
2-3 years



dry beans  
1-2 years



cereal, oatmeal  
6-12 months



high-acid canned foods  
12-18 months



low-acid canned foods  
2-3 years



oil  
1 year

### Frozen Meats



chicken parts  
9 months



ground meat  
3-4 months



lunch meat  
2 months



whole chicken or turkey  
12 months



For more food safety tips, visit our nutrition center  
[shfb.org/nutrition-center/](http://shfb.org/nutrition-center/)



## What is a Food Allergy?



The immune system's response to a certain food after consumption

### The "Big 9" Allergens



Milk



Eggs



Wheat



Peanuts



Tree nuts



Soybean



Fish



Shellfish



Sesame

### Prevention Methods

- Know the "Big 9"
- Avoid the food you are allergic to
- Carefully read food labels
- Store allergens separately & double-check ingredient labels for allergens
- Wash hands before preparing allergen-free meals
- Use separate utensils and surfaces for allergens, or wash & sanitize utensils and surfaces before preparing meals

### Common Symptoms

- |                                |                      |
|--------------------------------|----------------------|
| • Hives                        | • Trouble Breathing, |
| • Eczema                       | • Swallowing         |
| • Nasal Congestion             | • Dizziness,         |
| • Coughing,                    | • Wheezing           |
| • Itchy, Watery, Red Eyes      | • Abdominal Pain     |
| • Itchy, Tingly, Swollen Mouth | • Diarrhea           |
|                                | • Nausea             |
|                                | • Vomiting           |

### What to do during an emergency

- Have epinephrine on hand and inject it immediately
- Call 911 if you notice anaphylaxis symptoms

## 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

<https://www.shfb.org/nutrition-center/> or email [nutrition@shfb.org](mailto:nutrition@shfb.org)



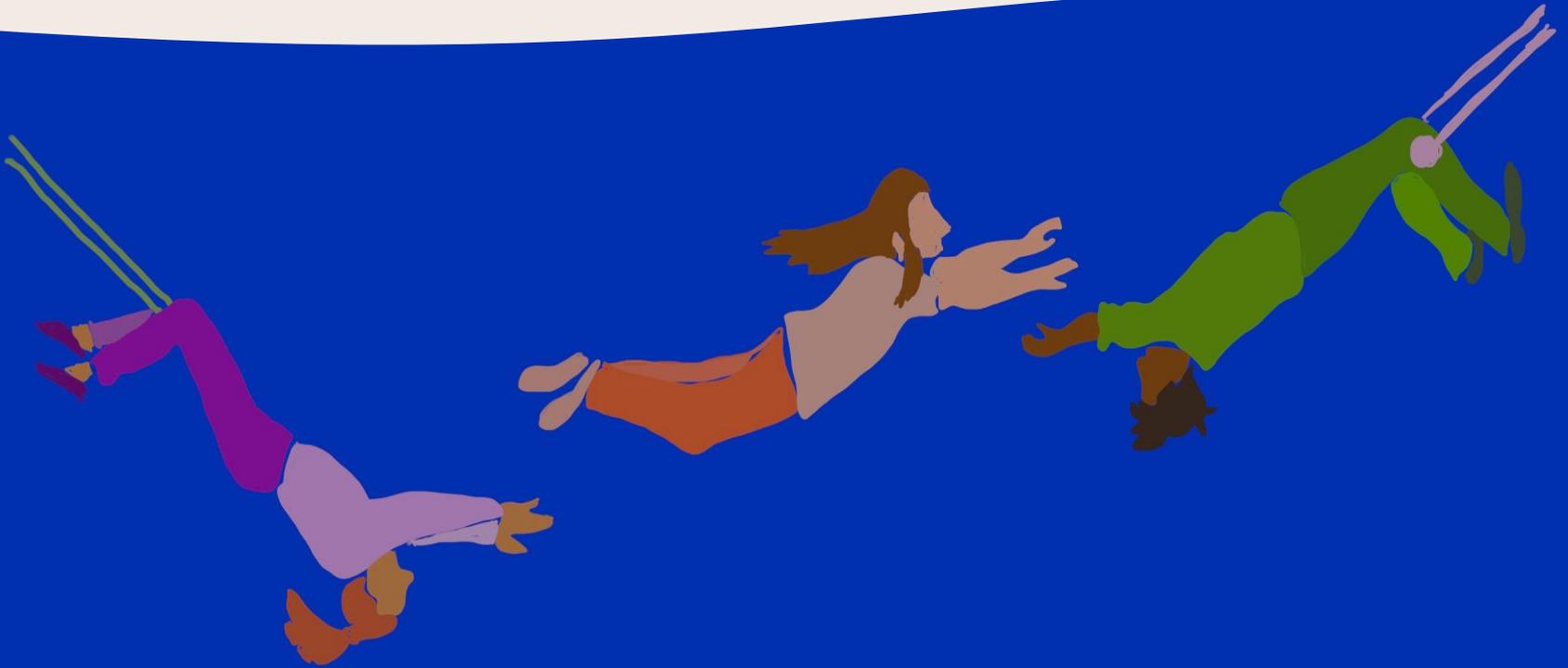


# Stretch Break

Olivia Teter, Head of Client Innovation



# Movement





# Resources for Clients and Partners

Olivia Teter, Head of Client Innovation

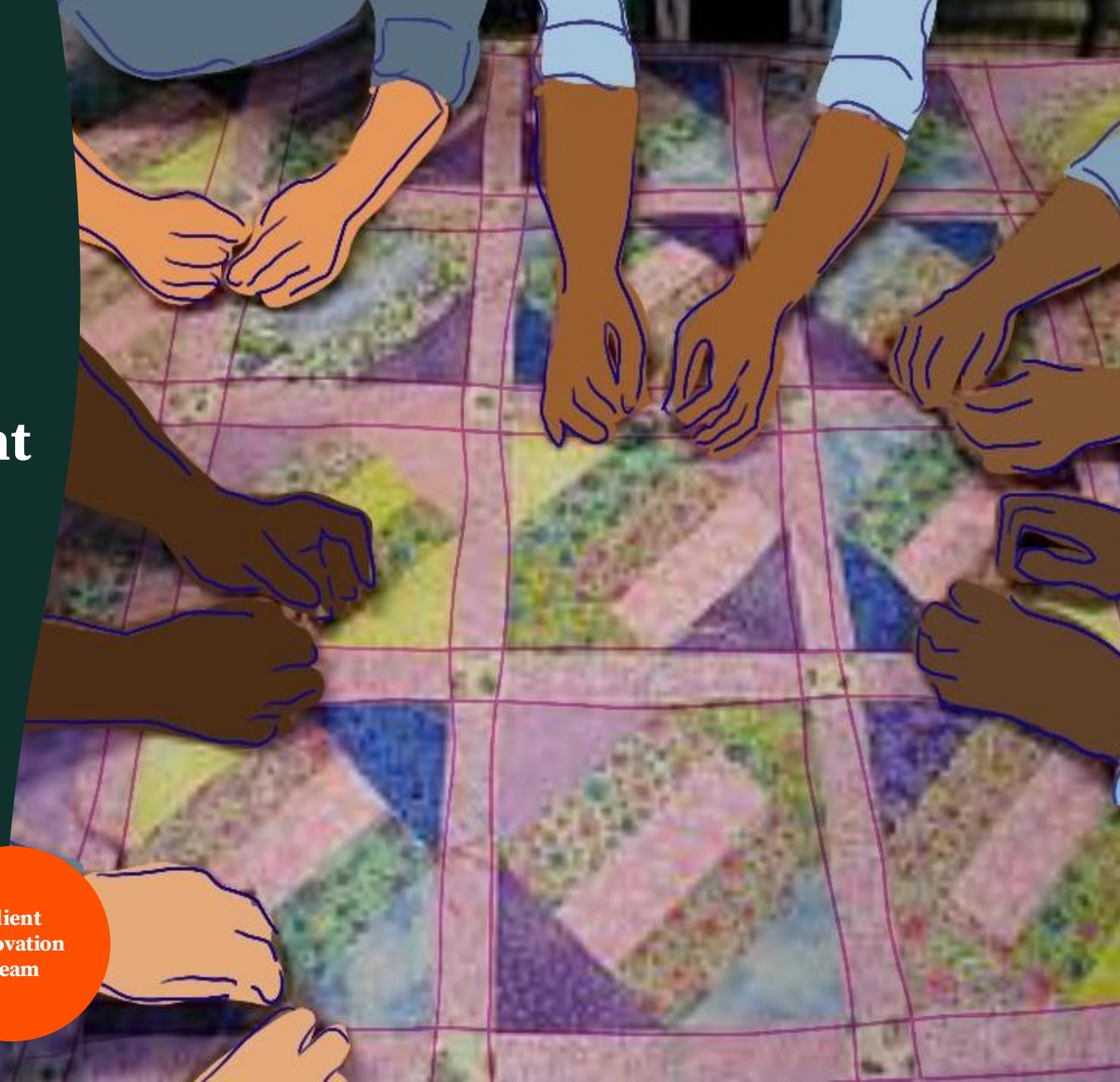




# Partnering for Excellent Customer Service

We are all working  
together to make  
something beautiful for  
our community

Client  
Innovation  
Team





Client  
Innovation  
Team

# Customer Service Workshops

- 1 Self-Care for Client Care
- 2 Creating a Safe & Welcoming Space for All
- 3 Navigating Challenging Situations
- 4 Becoming a Trauma-Sensitive Organization

# Serving Unhoused Communities Research

How do people access food, what kind of food is available and where are the gaps in service?

22 organizations, 145 individuals interviewed

Key learnings: growing number of unhoused people, disconnected services, food needs often not being met, everyone in need of more fresh produce, opportunity to lead coordination of services

**Happy to share our research!**

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Client  
Innovation  
Team



# Becoming a Trauma Informed Organization

Client  
Innovation  
Team



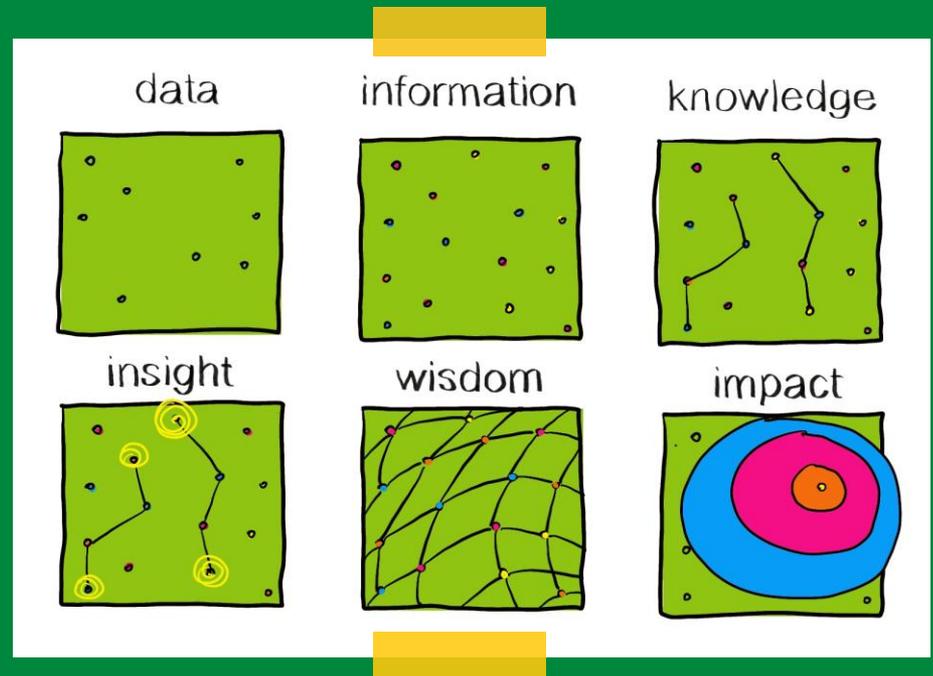
# Client Experience Tracker

Capturing client feedback.

Responding to issues.

Tracking trends.

Resolving systemic issues.



Client  
Innovation  
Team

**Olivia Teter**  
[oteter@shfb.org](mailto:oteter@shfb.org)

**Sam Carp**  
[scarp@shfb.org](mailto:scarp@shfb.org)





# Resources for Clients and Partners

Julie Nuñez, Regional Program Coordinator



# "Get Food" Page

Opportunity to refresh content and layout.

Focus on user experience – desktop and mobile.

Guide clients to the information they need, both within and outside of the Food Locator Tool.

## Get the food and nutrition you need

Eating in our region can be expensive. But you don't have to choose between paying full or eating healthy food. Second Harvest offers a number of free food resources. Many don't even require ID to apply.

Second Harvest is committed to providing free healthy food to anyone in need. This will be with regard to our food distribution sites, regardless of your citizenship or immigration status, ethnicity or sexual orientation. Second Harvest is an equal opportunity provider.



## Want free groceries?

There are a number of ways to get started.

Search by zip code:

Opening hours, program restrictions and program eligibility are subject to change without notice. For more information, please contact your local program. For more information, please visit our website.

## Other ways to find free groceries:

Call 1-800-984-3663  
Monday – Friday, 8 a.m. – 5 p.m.

Our staff speaks English, Spanish, Vietnamese, Cambodian, Mandarin, and Tagalog. These way interpretation is available for other languages.

Afterhours – Call 202-833-8888, confidential and available 24/7 in multiple languages. Operated by United Way Bay Area.

SEARCH	+
SEARCH	+
SEARCH	+

## Want a prepared meal?

Foodline meals in Silicon Valley for people of all ages.

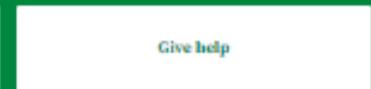
[View details for locations, dates and times.](#)

[View locations for hotbar meals.](#)

## Kids eat free at school

All children attending public schools in California can eat a healthy, nutritious breakfast and lunch for FREE starting with the 2020-2021 school year! California is the first in the nation to implement this program so that families will no longer have to pay for their children's meals. Contact your school for more details.

## Helpful links



# Food Locator Tool

Clients and partners can use our [Food Locator Tool](#) to find free, nutritious food in convenient locations.

Choose between fresh groceries or ready-to-eat meals and pick days/times that fit any schedule.

Each food distribution has a listing with important site details and descriptions.

**Find Food**

- Free Groceries
- Ready-To-Eat Meals

All Days  All Times

Today  Morning

Tomorrow  Afternoon

Monday  Evening

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Address, City, Zip, Facility Name →

[Use my current location](#)

Drive Thru

No Documents Required

Showing 205 results **MAP LIST**

Map showing locations in the San Francisco Bay Area and surrounding regions, including San Francisco, Fremont, Stockton, and Modesto. Numbered markers (1-20) indicate specific food distribution sites.

**Social Services Agency - CalWORKS**

1879 Senter Road | San Jose, CA 95112

[VIEW MAP](#) [VIEW DIRECTIONS](#)

**Schedules**

**Every Saturday**

**Free Groceries**

**Next 3 events**

- Saturday, July 23  
11:45am - 1:45pm
- Saturday, July 30  
11:45am - 1:45pm
- Saturday, August 6  
11:45am - 1:45pm

[Show More](#)

**Info for new clients**

No pre-registration required. You will receive groceries that have been pre-packed for your convenience. Stay in your car & look out for volunteers. Put your car in park while our volunteers load the food in your trunk.

**What to bring for your first visit**

No documents needed

**Distribution location**

In the back parking lot by the loading docks.

**Drive thru**

Yes

**How often can I get food at this location?**

Weekly

# 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: FOOD to 876-876**



**Online: [shfb.org/getfood](https://shfb.org/getfood)**



**Questions about CalFresh?**

[foodconnection@shfb.org](mailto:foodconnection@shfb.org)



# Partner Resource Website

Check out our Partner Resource page!

- We are in the process of updating page
- Thank you to all those who provided feedback
- If you have suggestions or requests, please email Cindy at [csiu@shfb.org](mailto:csiu@shfb.org)

The screenshot shows the top navigation bar of the Second Harvest of Silicon Valley website. The logo is on the left, and the navigation menu includes 'Find Food', 'Volunteer', 'Partner Resources' (highlighted with a red box), 'English', and 'Need Food? 800-984-3663'. Below the navigation bar, the page title 'Agency Partner and Site Leader Resources' is displayed. The main content area has a green header with the text 'Agency Partner and Site Leader Resources'. Below this, there is a section titled 'Keeping critical resources moving to people who need them' with a sub-section for 'Frequently Asked Questions during COVID-19' and a '+ View FAQs' button.

The screenshot shows the 'Frequently Asked Questions during COVID-19' page. It features a green header with the title and a '+ View FAQs' button. Below the header, there is a section titled 'Resources' with a sub-section for 'Frequently Asked Questions during COVID-19' and a '+ View FAQs' button. The main content area lists several resource categories, each with a '+ View FAQs' button: 'Agency Reporting Guidelines and Materials', 'Email updates', 'Flyers', 'Grocery rescue / food rescue', 'Presentations and webinars', and 'Procedures'. At the bottom, there is a link for 'Product recall information'.

<https://www.shfb.org/partner-resources/>





# IDEAL

Rhea Muñoz, Senior Manager Learning and Development





**SECOND HARVEST**  
*of* SILICON VALLEY



Inclusion | Diversity | Equity | Access | Liberation

# What is IDEAL?



**IDEAL is a journey, not a destination**

# SHSV's IDEAL Journey

**A small group of coworkers sought out space to discuss news and seek comfort**

- Grew into regular meetings and larger reflections on anti-racism at home and at work

**Leadership simultaneously was researching how to implement IDEAL efforts at Second Harvest**

**In a year's time, we were hosting optional agencywide meetings (Harvesting Equity Committee) and had hired IDEAL consultants**

- Microaggressions, Pronouns, Intersectionality
- Consultants worked with leadership and board

**Built subcommittees**

- Affinity Groups/Employee Resource Groups
- Welcoming
- Communications

**Today, we see about 40-60 people attend our monthly HEC meetings**



# Still Climbing!

## We've hired consultants

- Center for Excellence in Nonprofits
- Center for Equity and Inclusion

## Created new IDEAL-centered roles

- Director of Diversity, Equity, and Inclusion
- Learning & Development team

## Working to transform everything we do through an IDEAL-centered perspective

- Executive Team and Board of Directors
- Managers and Individual Contributors
- Policies and practices
- Everywhere!

**We are always a work in progress, striving to be more IDEAL in every facet of our work**





# How Our IDEAL Work May Impact You

Some examples include:

## Resource sharing across agencies

- Ensuring equitable attention to agencies of all sizes

## Client requirements

- Removing barriers (e.g., income requirements) to ensure more access to healthy food
- Increasing access to our Home Delivery program

## Client surveys

- How we implement, use, and share the data

# IDEAL Ideas for Your Agency

**Pause and reflect:** Where are you on your anti-racism journey? Your teammates? Your agency?

Where is there room to learn and grow?

**Examine who you include:** Who is in the room when decisions are made? Staff? Clients? Sister agencies?

**Map out a learning plan!** There are so many great and free resources out there. Make a plan and do your part to learn and grow in your anti-racism!





# Farewell to Susan T

Susan Takalo, Director of Special Projects



# Thank you for your service!





# Raffle!





Questions?





# Appendix



# FY23 Purchased Food Plan

~30% of distributed food is purchased

## MAINTAIN

### Eggs

- 1 carton

### Fresh Fruit and Vegetables

- 25 lbs

### Meat – Fresh or Frozen

- 5 lbs

### Donated Items

- Variety as available

## REDUCE

### Beans



### Milk



### Rice



### Protein - Canned



### Oil



### Pasta



### Tofu



Rotated 1 each per quarter

### Holiday Turkeys



## SUSPEND

*Peanut Butter*

*Tortillas*

*Canned Vegetables*

*Canned Fruit*

*Holiday Chicken*