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
Thanksgiving Blessings,

To our friends and family,

Thank you for your love and support. May your Thanksgiving be filled with joy and happiness.

Merry Thanksgiving,

[Handwritten messages from various people expressing gratitude and love, some in English and some in Spanish.]
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!
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**.

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)

- CY 2018: 67.8
- CY 2019: 71.7
- CY 2020: 96.9
- CY 2021: 142.9
- CY 2022: 130.9

Pre-Covid goal was 76M lbs.
Reduced Government Support Has Required More Purchased Food

Food Collection By Source

- **Food Manufacturers (Donated)**
- **Food Rescue**
- **Produce**
- **Government**
- **Purchased**

- **FY20 total lbs (M)**
- **FY21 total lbs (M)**
- **FY22 total lbs (M)**
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

Learn more at: 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.
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 to 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

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
- Itchy, Tingly, Swollen Mouth
- Trouble Breathing, Swallowing
- Nausea, Vomiting
- Dizziness, Fainting
- Diarrhea
- Abdominal Pain
- Red Eyes

What to do during an emergency
- Have epinephrine on hand and inject it immediately
- Call 911 if you notice anaphylaxis symptoms

https://www.shfb.org/nutrition-center/ or email nutrition@shfb.org

When should I eat this?

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

Perishable Foods
- Eggs: 4-5 weeks
- Milk, milk alternatives: 7 days
- Semi-hard cheeses: 12 months
- Yogurt: 1-2 weeks

Dry and Canned Foods
- Bread: 7 days (8 months frozen)
- Tortillas: 3-4 weeks
- Brown rice: 12 months
- White rice: 2 years
- Pasta: 2-6 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: 6 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/

Food Safety
Keep your food safe

Rinse: Fruits and vegetables just before eating

Clean: Hands, surfaces (including cutting boards) and utensils to prevent contamination

Separate: Fruits and vegetables from raw meat, seafood, and poultry

Refrigerate: Fruits, meat, poultry, eggs, and fresh cut fruits and vegetables at 40° F or below to prevent spoilage and growth of pathogenic microorganisms

- 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 scrubbed with a clean brush while rinsing under warm, running tap water
- Do not use soap or bleach to wash fresh fruits or vegetables
- Never store raw meat or cut fruits and vegetables 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.
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
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!
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
toneter@shfb.org
Sam Carp	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.
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.

Social Services Agency - CalWORKS
1879 Senter Road | San Jose, CA 95112

**VIEW MAP**  **VIEW DIRECTIONS**

**Schedules**

<table>
<thead>
<tr>
<th>Every Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free Groceries</td>
</tr>
<tr>
<td>Next 3 events</td>
</tr>
<tr>
<td>Saturday, July 23</td>
</tr>
<tr>
<td>11:45am - 1:45pm</td>
</tr>
<tr>
<td>Saturday, July 30</td>
</tr>
<tr>
<td>11:45am - 1:45pm</td>
</tr>
<tr>
<td>Saturday, August 6</td>
</tr>
<tr>
<td>11:45am - 1:45pm</td>
</tr>
</tbody>
</table>

**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

Questions about CalFresh?

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

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

Rhea Muñoz, Senior Manager Learning and Development
What is IDEAL?

IDEAL is a journey, not a destination

Inclusion

Diversity

Access

Liberation

Equity
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
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
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
  - 2 lbs white
  - 1 lb brown
- Rice
  - 2 lbs white or brown
- Milk
  - Two ½ gal
- Protein - Canned
  - Three 5 oz cans
  - Rotate 2 cans/month, 1 can/month
- Oil
  - 24 oz bottle
  - 16 oz bottle
- Pasta
  - 1 lb
- Tofu
  - 12 oz

**SUSPEND**
- Peanut Butter
- Tortillas
- Canned Vegetables
- Canned Fruit
- Holiday Chicken
- Holiday Turkeys
  - 22,000 birds
  - 15,000 birds