



Second Harvest of Silicon Valley Annual Agency Webinar: October 2022 Frequently Asked Questions

Turkeys/Holiday Allocations

1. Will there be any special activities for clients during the winter holidays such as turkey giveaways, hot meals, etc.?
 - a. Yes, many of our partners will have special holiday distributions and meals during the holidays. We purchased 15,000 turkeys to give to partners this year, and we expect to receive some donated turkeys that we will distribute to partners. Clients can find a special holiday distribution or meal by calling our Food Connection hotline (1-800-984-3663, available Monday-Friday, 8am - 5pm) or using the food locator tool on our website: shfb.org/food.
2. What does the capacity look like for dinner in the box for Thanksgiving time?
 - a. Please see above. We are not planning to purchase any other special holiday foods this year, but we may have some donated items available online or in our shopping areas.
3. When will my agency know if we will get turkeys? And if we do, which delivery will they be with?
 - a. You should have received an email from Second Harvest on October 14th with the number of turkeys you will receive from us. The turkeys will be added to your order on the date you requested in our holiday survey. Please confirm the date and quantity with your Program Manager if you are not sure.
4. If we have not received an email about turkeys, who are we supposed to contact?
 - a. Please email holidayallocations@shfb.org or contact your Program Manager.
5. Do we get turkeys based on the number of families that we serve? Or is the number of turkeys being distributed based on the number of turkeys that Second Harvest has for all its sites?
 - a. Turkey allocations are based on the number of people your agency is serving and the number of turkeys you requested for your holiday meals and distributions.
6. Did Second Harvest consider buying raw boneless turkey breast?
 - a. No, we purchase as many whole frozen turkeys as we can for our partners to distribute and/or cook and serve to community members.
7. Will there be turkey preparation safety cards available at the food bank to pick up or is this something we must request in advance? We would like them in Vietnamese, Spanish, and English.
 - a. We are currently updating our poultry safety tip cards. They will be available soon in both of our Shopping areas, along with many other useful handouts. If you



have any special requests, please contact our Nutrition team at nutrition@shfb.org.

8. If you have additional questions about turkeys and holiday allocations, please see a more detailed [FAQ on this topic here](#).

Client Choice/Orders

1. Can my agency get powdered milk to provide to our clients?
 - a. We purchase shelf-stable milk as an alternate item in case fresh milk is not available. If you prefer powdered milk instead of shelf-stable milk, please share this feedback with your Program Manager.
2. If my agency has a shortage of rice, can we replace rice with dried beans?
 - a. Please contact your Program Manager to adjust the quantities of rice and beans that you are receiving.
3. Can my agency receive ready-to-eat meals during weekly shopping?
 - a. Ready-to-eat meals are sometimes available in the shopping area when we receive them as a donation. We cannot predict when these items will be available. Please contact our Agency Help Desk at agencyhelp@shfb.org or 408-266-8866 ext. 359 to ask if any ready-to-eat meals are in stock.
4. Is it possible to revisit the purchase of snacks for children's programs?
 - a. We are currently purchasing grain, protein and fruit snacks for children's snack programs. Please contact your Program Manager if you need more snacks.
5. When will my agency be able to order more than 1 case of milk per week?
 - a. Please reach out to your Program Manager. They may be able to help you adjust your allocation for milk.
6. Do other partners allow clients to pick some/all their groceries, or do most/all give pre-bagged or pre-boxed groceries?
 - a. Currently, 28% of our partner's sites have client choice for all their items, 11% of sites offer some client choice (a hybrid model), 48% of sites distribute food that is pre-boxed at our warehouse and 10% of sites pre-bag all the food themselves.
7. What are the challenges for client choice for 200 plus clients within a 4-hour period 5 days a week?
 - a. A Farmer's Market style distribution can require more volunteers than a drive-thru distribution (usually 5-10 more volunteers). The distribution could also take longer, but 4 hours should be more than enough time to serve 200-300 clients, including time for set-up and clean-up.
8. How are allocations for weekly ordering determined? When is the best time to place an order? Sometimes things will be removed from our list if we wait to place our order but then sometimes things are added. It feels like a gamble to determine when the best time is to place an order.



- a. Allocations are based on the number of people your agency is serving. There is no optimal time to place an order, as inventory moves in and out of our warehouses very quickly. Our goal is to always have our core purchased items available online, including meat, eggs, produce, milk, rice, and beans. Other items rotate based on availability, and we do our best to spread out items throughout the week when possible. Please place your order as soon as possible. If you see other desired items become available after your order is placed but still within your ordering timeframe, please contact Agency Help Desk to add those items to your order for you. You can reach our Agency Help Desk at agencyhelp@shfb.org or 408-266-8866 ext. 359.

Food Sourcing

1. I've been noticing fewer food choices for key staples in recent months such as canned fruits and vegetables. Understanding that some food shortages have occurred with supply chain challenges, is there a plan to round out the nutritional offering again?
 - a. Our current Food Plan does not include purchasing canned fruit or vegetables based on client preferences for fresh produce. Those items are currently only available when we have large-scale donations of them, which can be unpredictable. We prioritize having 50% of the total pounds distributed be fresh produce in addition to providing enough quantities of our core items (milk, meat, eggs, rice, and beans).

Operations/Finance

1. What year did Second Harvest start operations in San Mateo and Santa Clara?
 - a. The Food Bank, Inc. of Santa Clara County was formed in 1974 by Economic and Social Opportunities, and incorporated as a nonprofit agency in 1979. In 1988, the San Mateo County Food Bank merged with The Food Bank, Inc. of Santa Clara County to become Second Harvest Food Bank of Santa Clara and San Mateo Counties. We changed our name to Second Harvest of Silicon Valley in 2019.
2. What are the transparency ramifications (if any), for companies who donate foods that are not fit for human consumption due to mold, decomposition, and/or spoilage who would rather donate just to get a tax write-off, rather than throw away or compost as they should have?
 - a. Second Harvest has the final say on whether we accept a donation or not. If a donation comes in that is not up to our standards, we will reject that donation. We work with our donors to educate them on the quality of donations and do not continue to work with donors that do not adhere to these standards.
3. Approximately how many agencies do you support?



- a. We distribute food through nearly 400 partners at more than 900 sites.
4. I noticed that the Downtown Streets Team Food Closet of Palo Alto is not shown on the Food Locator map. Is that just an oversight?
 - a. This site is not currently open to new clients, which is why it's not showing up on the map when you search for locations in Palo Alto. To avoid confusion or frustration, we only show locations that are accepting new clients. However, if you search by the name or address of the site, you will find its site listing with a message that the site is currently not able to accept new clients.
5. What other programs are for the homeless that are living on the street?
 - a. We provide non-cooking bags for unhoused clients that contain ready to eat meals, snacks and bottled water. If you would like to receive these bags, please contact your Program Manager.
6. Who are the partners that are donating food?
 - a. Sources of donated food include the following: produce from growers through the CA Association of Food Banks (CAFB) Farm to Family program, food rescue (Costco, Target, Walmart, Amazon, etc.), USDA government commodities, food manufacturers directly, and via Feeding America.
7. How is Second Harvest of Silicon Valley funded?
 - a. Last year, 72.8% of our funding came from individuals, 12.6% of our funding came from corporations, 9.2% of our funding came from foundations and organizations and 5.2% of our funding came from government sources.
8. I am interested in trends by county. Are others seeing a big increase in demand?
 - a. Overall, Second Harvest partners and programs served 460K individuals in September, a 16% increase compared to the number of individuals served in September 2021 (398k). This includes 18% more people served in Santa Clara County and 9% more people served in San Mateo County compared to this time last year. Of note, we also increased the people served in September 2022 compared to January 2022 by **16%** (460k vs. 396k). Year to date for Second Harvest's Fiscal Year 23 (July 2022 through September 2022), the number of individuals served per month was, on average, 13% (450,619) higher than the number of individuals served on average as of September 2021 (397,570). This includes 15% more individuals YTD in Santa Clara County and 8% more individuals YTD in San Mateo County.
9. What does the future hold for partners of Second Harvest? It appears that there have been many reductions in food and resources provided in the past 6 months. Is this what the future looks like?
 - a. We made some changes to our food offerings, including modifications to some of the quantities and types of food we distribute. We want to share some information and additional context about the changes.



- While clients may receive less food now than they did during the pandemic, we are still providing our agency partners with more pounds per person on average than we did before the pandemic.
- During the height of the pandemic, Second Harvest received additional resources, funding and food supplies that allowed us to increase the volume of food we could provide. Many of those pandemic related resources are either no longer available or will be eliminated soon.
- Even before the pandemic, Second Harvest was known for providing a generous amount of food per household (more food than many other food banks), and we are committed to providing a consistent, impactful amount of food to clients and partners.
- Our purchased food budget increased by 8% this year, from \$37M in FY22 to \$41M in FY23 (before the pandemic, our food budget was \$14M - it has nearly tripled since then). Like everyone, inflation, increased transportation costs, and other supply chain issues mean our food purchase dollars don't go as far as they used to.
- The decisions we made about which purchased items to eliminate from our menu were not made lightly. We leveraged feedback from clients and partners about which items they most value receiving, and which items are not as important for them to receive. Based on client and partner feedback, we prioritize distributing fresh produce, proteins, dairy, eggs, grains and other staples to our partners and clients at no cost.
- In addition to purchased food, more than 70% of the food we distribute is donated, and we continually strive to collect as much donated food as possible.
- Fresh produce continues to be available in abundant amounts.
- Our Grocery Rescue program provides an excellent opportunity for your agency to receive a greater amount and variety of food – including bringing in more culturally connected foods to your neighbors and additional non-perishables (which we don't prioritize in our food purchasing budget). Please email groceryrescue@shfb.org or call 408-266-8866, ext. 102 to learn more about the program.
- We are evaluating our food plan quarterly based on client and partner feedback, the number of clients we are serving, and current economic conditions.
- We encourage you to be in close communication with your Program Manager if you have concerns about these changes. We are committed to partnering with you to be sure we are continuing to meet the need in the community.