



WE ARE THE FOOD BANK

Partner Agency Newsletter

February 2024



From the CEO

Dear Agency Partner,

I'd like to thank all those who attended our Partner Agency Meeting on January 22. Your presence and participation are essential as we move forward and collectively shape the trajectory of our work as a network. For those of you who could not join, I would encourage you to take a few minutes and [watch the video](#) (Passcode: xh@CtsE8), or contact one of our team members to receive a general update. Your ongoing support and commitment continue to be the cornerstone of our impactful work throughout the county.



There's a lot of great information in this month's newsletter. Of note is an update on the ShopSmart program and planned changes for the new fiscal year. Also, please plan to join us for our annual CalFresh forum scheduled on May 3, 2024.

Thank you for your dedication and partnership. Together, We are the food bank.

In partnership,

Erica Padilla-Chavez
Chief Executive Officer

Agency Network Update

ShopSmart Update

The food bank will commence its fiscal planning in the upcoming month which will include an evaluation of ShopSmart shared cost percentage. We hope to update the network by the end of April with further details, please stay tuned. Thank you for your patience and flexibility!

Agency Network Manager Portfolios

To communicate regularly and make ourselves available to our partner agencies, we are implementing Agency Network Manager portfolios. Each portfolio will contain roughly 30 partners which the manager will be the primary support for. Agencies will be informed via email over the next few weeks whose portfolio they are in. The goal is to provide better service, support, and communication. With that in mind, both managers will still be available to support any agency that calls or needs assistance, portfolios aside, and the best way to reach the Agency Network Team is still by our shared phone line (831) 256-7201 and shared email account (agencies@thefoodbank.org).

Office Hours

To make ourselves available to our partner agencies we will be hosting monthly, virtual office hours. Chief Programs Office, Josué Barajas, and one Agency Network Manager will be available to 2 hours each month to answer any questions or hear any concerns from any network agency representative that joins the meeting. Feel free to also to drop in and just say hi and connect with us if you have the time! The first office hours will be Tuesday, February 13 th from 9-11 a.m. This will be over Teams and the link and information is below. Please feel free to join us!

Teams Link:

[Click here to join the meeting](#)

Meeting ID: 251 425 856 408

Passcode: SCiDMQ

[Download Teams](#) | [Join on the web](#)

Agency Participation Numbers

December 2023 *

County Zone	All Households	All Individuals	Percentage Change from November '23
North County	15,595	29,380	4%
South County	11,570	29,193	15%
San Lorenzo Valley	5,511	11,372	9%
Out of County	1,012	2,217	108%
Total	33,688	72,162	11%

*57 of 66 (86%) Partner Agencies reporting

Community Spotlight: Partner Agency Meeting Monday, January 22nd

January's quarterly Partner Agency Meeting at Holy Cross Parish Hall was a great success! We want to thank everyone who attended in person and online. We covered a lot of information and had an amazing lunch provided and prepared by volunteers from Saint Francis Catholic Soup Kitchen. The meeting recording and PowerPoint slide deck have been emailed out to all agency network contacts. Reach out to the Agency Network Managers if you did not receive it. [Click Here to watch the recorded meeting!](#) (Passcode: xh@CtsE8)



Network Action Spotlight: Customer Satisfaction Survey

We're conducting a customer satisfaction survey of our partner agencies to determine what we are doing well and how we can improve. The goals are to drive greater engagement with our agency partners, to listen more, continuously improve over time to ensure a high level of satisfaction and service, and to improve organizational effectiveness.

All responses are **confidential**, and you will be given the option to identify yourself if you would like someone from The Food Bank to get in touch with you. Surveys can be filled out by phone using the QR code below or [via this link](#). We will also be emailing out a link to the agency network, we are gathering all responses by the end of **February**.



2024 Save The Dates

Please add the events below to your calendars!

We kindly request agencies update us regarding changes to, or cancellations of, their distributions.

Monday, February 19

Food Bank Closure (President's Day)
No order deliveries or pickups as offices will be closed.

Friday, May 3

CalFresh Forum - Formal invitation to come!
10:30 – 2 p.m.; Twin Lakes Church – Monschke Hall

Monday, April 15

Partner Agency Meeting
Time and location are to be announced.

Monday, September 16

Partner Agency Meeting
Time and location are to be announced.

Got Participant Stories?

Participant stories help us secure funding, and more importantly, they remind us about the human impact our work has on the community. Got a story? Email us at agencies@thefoodbank.org Pictures are great too!

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