



## PARTNER AGENCY NEWSLETTER

JUNE 2025



Dear Partner Agencies,

It's an honor to join Second Harvest Food Bank Santa Cruz County as the new Chief Community Impact Officer. I'm eager to collaborate with you all, build strong relationships, and drive meaningful change together. With over twenty years of experience in the non-profit sector, including roles

on various community committees and boards supporting youth and families, I previously served as COO at Pajaro Valley Prevention and Student Assistance.

One of the changes that has been made with this current role has been the shift of title which has moved away from Chief of Operation Officer to a newly formed title Chief Community Impact Officer (CCIO). The primary role of this CCIO position is to foster relationships with our community members, non-profit, and governmental partners. This will be of extreme importance as we move forward with our work.

As you all know, over the last few years our community has

faced multiple challenges. We are starting to see the impact of the Governor's May revised budget affecting some of the services we provide. We need your support! With these budgetary changes, our diaper bank program can be severely affected.

In May we hosted a massive diaper distribution. Our team, with the support of volunteers, distributed 82,325 diapers to families in our community. Without this support, families will be faced with added financial stressors. Please continue to advocate for these services. During these times we must rely on each other with intentional collaboration and collective conversations.

As we start planning, we would like to hear your voice. If you are interested in taking part in our renewed advisory committee, please send us your information and take part in the upcoming meeting. Let us work together for a thriving community!

Wishing you a great start to your summer!

Adriana Mata  
Chief Community Impact Officer

## AGENCY NETWORK UPDATE

### SERVICE INSIGHTS – CLIENT INTAKE SOFTWARE

Our Agency Network Team is excited to continue working on the roll out plan for our new client intake software, Service Insights. This program was developed by Feeding America to assist in the process of documenting the participants who visit distributions. In the near future, our team will be reaching out to select partners to pilot the program and explore its implementation across the network.

**NEW  
UPDATE**

### SHOPSMART PROGRAM UPDATE

We appreciate all the partner agencies who attended our previous quarterly Partner Agency Meeting and supplied feedback and creative work shopping around our ShopSmart program. The notes from the meeting were aggregated and will be used by our leadership and Operations team to evaluate the kinds of products that will be sourced during the next fiscal year. We continue to appreciate the flexibility and adaptability of our partner agency network as we all maneuver funding shifts.

### AGENCY NETWORK TEAM VIRTUAL OFFICE HOURS AND UNIQUE ENTITY ID COMPLIANCE ASSISTANCE

Wednesday, June 11  
9 – 10 a.m.  
[Join the Meeting](#)  
Meeting ID: 875 8510 3659



*Hello Summer!*

ANNUAL INVENTORY AUDIT

We appreciate everyone in the partner agency network for your flexibility during our annual Inventory Audit. This important process allows our Operations Team to maintain strong stewardship of our inventory and ensure accurate reporting.

During this time, Agency Express 3 (AE3) will be temporarily unavailable while our Inventory Team completes the reconciliation process. Our Agency Network Team will be reaching out directly to agencies with Tuesday and/or Wednesday deliveries or pickups, providing a temporary order form to ensure continued service during the downtime.

We will notify the entire network as soon as AE3 is back on line.

INVENTORY AUDIT DATES

- **Friday, June 20** – Last day for deliveries and pickups
- **Monday, June 23** – Monday, June 30 – Inventory Audit. Food Bank offices open. No deliveries or pickups.
- **Tuesday, July 1** – Return to normal operations

Agency Network Team Virtual Office Hours and Unique Entity ID Compliance Assistance

Wednesday, June 11  
9 – 10 a.m.

[Join the Meeting](#)

Meeting ID: 875 8510 3659

Quarterly Partner Agency Meeting

Monday, June 16

Location: Anna Jean Cummings County Park

Address: 461 Soquel San Jose Road, Soquel

Time: 11 a.m. – 2 p.m.

Food Bank Closures

Thursday, June 19 – Juneteenth

Friday, July 4 – Fourth of July

*We ask that agencies notify us of any changes or cancellations to their distributions.*

June - July 2025 Closure & Audit Calendar - Second Harvest Food Bank						
SUN.	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SAT
15	June 16	17	18	19	20	21
				Food Bank Closed Juneteenth	Last Day for Deliveries and Pickups	
22	23	24	25	26	27	28
	Inventory Audit					
29	30	July 1	2	3	4	5
	Inventory Audit	Normal Deliveries and Pickups Begin			Food Bank Closed Fourth of July	

COMMUNITY SPOTLIGHT

USDA / TEFAP AUDIT

In early May, our food bank enjoyed a visit from our CDSS (California Department of Social Services) representative to evaluate compliance of our TEFAP/USDA (the Emergency Food Assistance Program) distribution programs. CDSS is the state entity that over-

sees our food bank and annually audits requirement elements, such as correct distribution practices, storage and handling of USDA products, and signage being up-to-date. We would like to thank San Agustín Pantry, Holy Cross Church, and

Bay Avenue Senior Apartments for hosting the auditors along with our Agency Network Team and CFO. Diligent partners agencies such as these enable us all to continue distributing USDA products to our community.