



PARTNER AGENCY NEWSLETTER

JULY 2025



Dear Partner Agencies,

It was a pleasure to meet you all during our partner agency meeting. I want to express the importance of having a representative available to attend partner agency meetings. Our team facilitates these meetings to create a space for discussion, deepen collaboration, and alignment.

Like we shared during our meeting, we are actively working on ways to support the immediate needs of members of our community. Our team needs to stay informed when we see drastic shifts taking place that affect our participants' access to nourishment.

To best act and plan, please submit the required survey as directed. We review information shared daily. If you have any con-

cerns or questions regarding any observations or conversations that are made during your distributions that you would like to discuss, please feel free to communicate with a member of our team and we would gladly schedule a time to meet with your team.

I want to end by sharing that I have been able to visit twelve sites during the last month. I have met wonderful, dedicated staff and volunteers who are passionate and committed to serving the members of our community.

Thank you for your dedication and continued efforts to keep our community nourished.

In Community,

Adriana Mata
Chief Community Impact Officer

AGENCY NETWORK UPDATE

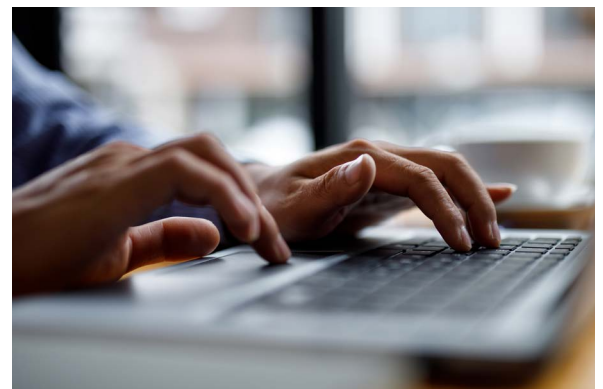
INVENTORY SOFTWARE IMPLEMENTATION – CERES 6

We would like to congratulate our Operations team and other staff members who took part in our inventory software implementation. Our previous software was from 2009, and we have moved to the current version called Ceres 6, which is a massive upgrade. This effort started last year with project planning beginning in earnest in September 2024, so we are proud of it going live this past July 1. If our partner agencies experience any issues or information that must be updated, please feel free to reach out to our Agency Network Team.



NEW
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 new future, our team will be reaching out to select partners to pilot the program and explore its implementation across the network.

QUARTERLY PARTNER AGENCY MEETING

Thank you to all our partner agencies representatives that joined us at our end-of-the-fiscal-year quarterly Partner Agency Meeting on Monday, June 16 at Anna Jean Cummings County Park.

We enjoyed the lovely weather and were joined by our CEO, Erica Padilla-Chavez, to discuss shifting funding and community response to immigration policy changes.

Our Health & Wellness Manager, Delia Bernal, showed the attendees a couple of recipes for delicious salad dressings, and we had the opportunity for some fun, team-building games.

We appreciate all the hard-working members of our diverse and industrious partner agency network! We look forward to seeing many of you again for our next meeting, **Monday, September 15.**



Agency Network Team Virtual Office Hours

Wednesday, July 22

1 – 2 p.m.

[Join the Meeting](#)

Meeting ID: 871 5567 8916

Quarterly Partner Agency Meeting

Monday, September 15

Time and Location: TBD

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

NETWORK ACTION SPOTLIGHT

IMMIGRATION POLICY RESPONSE – POST DISTRIBUTION SURVEY

One of the conversations from our previous Partner Agency Meeting that we would like to highlight revolves around the safety of our participants. There have been reports of some reductions in participation as well as partners reaching out requesting guidance around planning to reduce exposure of participants during distributions.

If you would like support in developing a plan for your partner agency, please submit your information using the meeting link below, or email agencies@thefoodbank.org or call (831) 256-7201 our Agency Network Team.

Starting July 1, we requested that all partner agencies who have vulnerable participant populations please submit a short survey (linked below) after the completion of each distribution. If we do not see a submitted survey, a member of our team will provide a courtesy call. The survey is mobile-friendly and will take no more than a minute to submit. Partner agency support is critical as we urgently adjust to meet the immediate needs before us and act the moment we see dramatic shifts.

- Link for Partner Agencies distributing food: [Distribution Survey](#)
- Link to schedule a meeting with Partner Agencies Team: [Meeting Schedule Request](#)
- Santa Cruz County's resource page (click on Immigration Resources): <https://www.santacruzcountycal.gov/Sanctuary.aspx>
 - Tookits
 - Red cards
 - Know Your Rights - flyers and videos
 - Example of administrative versus judicial warrants

