

Glossary of Terms

AB 152 – state legislation enacted in 2012 to set up the SEFAP fund for acquisition and distribution of emergency food (produced in CA) by CA food banks and incentivize the donation of CA-grown fresh produce to CA food banks by offering growers a tax credit an amount equal to 10% of the cost that would otherwise be included in inventory costs.

ADC – Agency Distribution Center- the section of the SHFB warehouse that is set up as a shopping area for member agencies to acquire food three mornings per week.

Advocacy – any action that speaks in favor of, recommends, argues for a cause, supports or defends, or pleads on behalf of others.

Ag Against Hunger – a tri-county organization co-founded by SHFB CEO Willy Elliott-McCrea to acquire and distribute large scale produce donations from the grower-shipper community and to glean commercial agriculture operations. They are dedicated to alleviating hunger by creating a connection between the agricultural community and food assistance programs such as Second Harvest.

AlphaDog – the mailing house we use for our annual fund asks.

AmeriCorps (formerly known as VISTA-Volunteers In Service to America) – a national service program that provides a stipend and education award (money toward education or repayment of student loans) to full-time volunteers who serve in public schools, non-profits, or other public service projects; SHFB currently has 3 AmeriCorps volunteers annually, paying \$10K toward their stipend and award; AmeriCorps volunteers in the Pajaro Valley are coordinated by a program director with Notre Dame Mission Volunteers AmeriCorps.

Balance Sheet – a financial statement that lists, as of a given point in time, the organization’s assets, offset by liabilities, in order to determine “net worth”.

Brites – unlabeled canned goods which must be labeled with ingredients prior to distribution.

CAFB – CA Association of Food Banks – an association of over 40 food banks statewide that collaborates in food acquisition and administration of multi-food bank grant contracts.

CAFF – Community Alliance with Family Farmers

CalFresh – program name for the government nutrition program known as SNAP (Supplemental Nutrition Assistance Program) and formerly as the Food Stamp Program, CalFresh provides low-income households in CA with supplemental dollars to buy food, seeds, or plants to grow food.

CalWin – an online application portal for CalFresh used in Santa Cruz County and many other CA counties that supports the administration of public assistance programs in CA including CalWORKS, SNAP, and Medi-Cal.

CalWin runs eligibility and benefit determinations, case maintenance, application registration, and statistical reporting functions.

CalWORKS – CA Work Opportunity and Responsibility to Kids

CDBG – Community Development Block Grant- a HUD (US Dept. of Housing and Urban Development) program provides communities with resources (through annual grants) to address a wide range of unique community development needs.

CDFA – CA Department of Food and Agriculture

CDPH – CA Department of Public Health

CDSS – CA Department of Social Services

Ceres (formerly known as Navision) – SHFB’s ERP (inventory and financial software system)

CFAP – California Food Assistance Program- this program provides state-funded food stamps for qualified non-citizens (legal permanent residents) who do not qualify for federal benefits.

Choice – Feeding America’s bidding system for available national food donations, which operates on an allocated point system.

Cluster – a grouping of food banks that cooperate on food acquisition efforts including bidding on the Choice system; each cluster is headed by one (larger, well-established) food bank called the cluster head. SHFB’s cluster includes: SHFB and our PDO, Food Bank of Monterey County and their PDO Merced, and SHFB Santa Clara San Mateo (our cluster head)

COGS – Cost of Goods Sold – a costing method that places a monetary value on distributed, donated, purchased, and USDA food.

Congregate Feeding site – a facility which serves meals on its premises. It may include senior meal sites, day care centers, group homes, soup kitchens, etc.

COPA – a regional non-profit organization spanning Monterey, Santa Cruz, and San Benito Counties, made up of 27 member institutions of churches, synagogues, public schools, labor organizations, and non-profits with the mission to develop the leadership skills of ordinary people to engage effectively in public life with power to negotiate with public and private sector leaders to change the economic, social, political, and cultural pressures on their families.

CRM – Customer Relationship Management – a “customer” software system that SHFB uses to interact with donors (see Donor Quest below).

Cycle count – an inventory auditing procedure which falls under inventory management, where a small subset of inventory in a specific location is counted on a specified day, thus relieving the organization of conducting a full physical inventory.

DFL – Daily Funds Log – the DFL is an accounting-maintained MS Excel document that lists all cash, checks, credit cards, social media payments, and gift certificates received in a particular day, and identifies the accounting revenue sources where those funds should be deposited. Included on the DFL are community, corporate, and foundation donations; receivable payments (e.g., social media, agency, grant/contract payments); and miscellaneous revenues and expense offsets (e.g., pallet sales, award dinner payments, asset sales, etc.)

DFAP – Drought Food Assistance Program – established in Spring 2014 to provide emergency food boxes to households who have lost employment or work hours due to the drought; Santa Cruz was one of 24 most drought-affected counties identified by the Governor’s drought task force.

DonorQuest/DQ – Fundraising/donor management software used by Second Harvest.

Earned Income Tax Credit – A refundable federal income tax credit for low to moderate income working individuals and families.

EBT – Electronic Benefits Transfer- the debit card system used to disseminate SNAP benefits.

EFAP – Emergency Food Assistance Program – program to coordinate and oversee the distribution of USDA commodities (formerly known as the Temporary Emergency Food Assistance Program, or TEFAP, initiated in the early 1980’s) administered by CDSS in CA; households in 150% of FPL or below are eligible to participate.

EFSP – Emergency Food and Shelter Program – a grant program for the provision of food, shelter, and utility assistance, federally administered by FEMA (Federal Emergency Management Agency) and locally administered by United Way of Santa Cruz County.

ERP – Enterprise Resource Planning – a business management software system (see Ceres above).

Farm Bill – a comprehensive omnibus bill passed every 5 years or so by the United States Congress which deals with agriculture, food policy, and all other affairs under the purview of the USDA.

Farm to Family/ F2F – CAFB’s food sourcing program, which solicits donations in CA and beyond for distribution to food banks for a handling fee (currently the program is focused on fresh produce)

Federal Poverty Level/FPL – income level set annually by the federal government as the threshold for poverty, used to screen for program eligibility for many government benefits programs (note: this dollar amount is the same nationwide, regardless of cost of living)

Feeding America/FA (formerly known as America’s Second Harvest or A2H) – the national organization of food banks, of which SHFB is one of the original 13 founding members.

FEFO – First Expired First Out-an inventory management practice

FEMA – Federal Emergency Management Agency, which is administered locally by the United way of Santa Cruz County (see EFSP above).

FFC – Food For Children – produce and USDA commodity food distribution program that includes nutrition education and physical activity.

FFFF/4F – Fresh Food For Families produce distribution program

FIFO – First In First Out - an inventory management practice that assumes the oldest product received is the first product distributed.

Food access – access to food sources, including purchasing power, transportation, proximity of food stores and restaurants.

Food bank/FB – a distribution center that acquires and distributes donated food for charitable purposes .

Food desert – an area that lacks access to nutritious, healthy foods and specifically, grocery stores .

Food drive – collection of food and monetary donations from the community, with food collected in barrels stationed around the county; these food donations are sorted, packed, and distributed to member agency pantries. Monetary donations are used to purchase food at discounted prices.

Food insecurity – a condition of unsure access to adequate quantities of nutritious, safe food for a healthy life through non-emergency means.

Food justice – a condition in which all persons have access to nutritious, healthy food.

Food pantry – a food assistance program that provides its clients with bags or boxes of food for in-home preparation and consumption.

Food security – access by all people at all times to enough nutritious food for an active, healthy life .

Food sovereignty – democratic control over one’s own food system.

Food swamp – an area overrun with unhealthy food options (e.g., liquor stores, fast food outlets)

Food system – a network that includes the production, distribution, and consumption of food (includes marketing and sales, access to land)

GAAP – Generally Accepted Accounting Principles which dictate the standards and procedures for preparation of an organization’s financial statements.

Gleaning – harvesting produce that would otherwise be left in fields or orchards and go to waste (due to variation from product specifications, a market glut, lack of labor, or left over after commercial harvesting)

HIPAA – The Health Insurance Portability and Accountability Act of 1996 administered by the office for Civil Rights, protecting the privacy of an individual’s health information.

HIPSCC – Health Improvement Partnership of Santa Cruz County

Hotline – SHFB’s Community Food Hotline, founded in 1989, which provides referrals to our network of agencies and programs to those in need of food, as well as other information and referrals for social services programs.

HSA – Health Services Agency; the county of Santa Cruz department that administers benefits programs such as CalFresh, CalWORKS (cash aid, or “welfare”), and MediCAL.

HSD – Health Services Department; the County of Santa Cruz Department that administers public health and environmental health programs.

Hunger – a condition characterized by inadequate consumption of food that can lead to acute and long-term health problems.

Hunger Study – quadrennial survey of member agencies and recipients of Feeding America food banks.

LIFO – Last In First Out – an inventory management practice that assumes the newest product received is the first product distributed.

Lobbying – an attempt to influence specific legislation by communicating views to legislators or asking people to contact their legislators. IRS defines two types below. 501(c)(3)s can lobby freely, within specified limits.

1. **Direct:** Communications with a legislator or legislative staff member about a specific piece of legislation and reflects a view on that legislation or communication with the general public expressing a view about a ballot initiative, referendum, or similar procedure.
2. **Grassroots:** a communication with the general public that reflects a view on specific legislation and includes a call to action that encourages people to contact their legislative representatives or staff in order to influence that legislation.

LOI – Letter of Intent- Often the first step in a two-step grant application process. An overview of a proposal idea, typically followed by a full application at the funder’s invitation.

Malnutrition – a deficiency in required nutrients (note: persons of any weight can be malnourished)

Member agency – a non-profit organization or church that is a contracted recipient of SHFB food for their food assistance program(s)

MoU – Memorandum of Understanding- describes an agreement of will between parties indicating an intended common line of action.

National Activity Report/NAR - an accounting of all programs, services, and activities submitted annually to Feeding America.

Nutrition Ambassador – a trained community volunteer (typically low-income and a SHFB recipient) who teaches or assists in our P4P bilingual peer-nutrition education program.

OEP – Organizational Effectiveness Project, which is usually funded for SHFB by The David and Lucille Packard Foundation.

Pantry network – a convening of member agency pantries on a regular meeting schedule to coordinate service areas, holiday efforts, and collaboration among pantries.

Passion For Produce/P4P/Nutrition Ambassadors – bilingual peer-nutrition education program that includes produce distribution and nutrition training for ambassadors.

PDO – Partner Distribution Organization - a food bank under the oversight of a larger, more established food bank; the larger food bank conducts annual compliance audits, provides technical assistance, and assists with food acquisition; our PDO is Community Food Bank San Benito County.

Physical inventory – counting all inventory items on hand and reconciling physical and computer counts. SHFB conducts full physical inventory counts twice annually, in January and June; the June count is audited by the CPA who prepares our financial audit.

PPIP – pounds per person in poverty – a measure of level of service and market penetration by food banks to persons in need.

Profit and loss/P&L – a financial statement that details, during a specific time frame, revenue, expenses, and net income.

Program – a food distribution site operated directly by SHFB, with the assistance of volunteers (e.g., FFC, P4P, etc.)

QPR – Quarterly Poundage Report - an accounting of pounds of food received and distributed, submitted annually to Feeding America.

RFP – Request for Proposal - a funder's publicized notice soliciting proposals from prospective grantees. Typically includes funding opportunity guidelines and questions to answer, and lists proposal attachments to include.

Salvage – products returned to a supermarket distribution center for various reasons (damaged, seasonal, short-dated), which we sort for food safety and distribute to member agency pantries.

SEFAP – State Emergency Food Assistance Program – new in FY 2013-14, a state fund for emergency food relief, allocated to food banks statewide.

Shelter – an organization that provides overnight accommodations (and typically meals)

SHFB/2H – Second Harvest Food Bank

Shop Smart – purchased food program in which SHFB buys needed but infrequently donated items and distributes them to member agencies at a subsidized cost (currently agencies pay 75%, SHFB pays 25%; SHFB also provides grants toward these purchases)

SNAP – Supplemental Nutrition Assistance Program – the federal government nutrition program that provides a debit card to qualifying low-income persons to purchase food at grocery stores, corner stores, farmers markets, and that provides an opportunity to purchase plants that grow food; formerly known as the Food Stamp program. The income qualification is 130% of the Federal Poverty Level or below.

SNAP-Ed – government-contracted nutrition education targeted to SNAP eligible households.

Social justice – intentional work to move society from a state characterized by inequity, stratification, and oppression of some groups to a state characterized by equality, support for diversity, widespread economic opportunity, participatory democracy, environmental stewardship, and non-violent conflict resolution.

Soup kitchen – prepared meal program.

Tax check-off – a check box to donate to emergency food relief on the CA state tax return; the funds are allocated to food banks statewide through EFAP.

Trash – spoiled food unsuitable for distribution that is fed to animals, composted, and/or sent to the landfill.

USDA – US Department of Agriculture

USDA commodities – food items distributed by the USDA to food banks for hunger relief.

Volunteers – Individuals who donate their time to SHFB for purposes such as agency distribution, food sorting, nutrition ambassadors, facility maintenance, USDA distributions, program support, board functions, office/clerical assistance, etc. These volunteers may include community members, students and youth members, AmeriCorps, church groups, businesses, CalWORKS, Housing Authority, sheriff/court referrals, and Teen Challenge.

WIC – Supplemental Nutrition Program for Women, Infants, and Children - a federal nutrition program providing supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age 5 who are found to be at nutritional risk; federally administered by USDA, locally administered by Community Bridges.

WMS – Warehouse Management System - our custom software system that we use to post online menus for member agencies and to generate scheduling documents for staff drivers.