

Hi Partner Agencies,

Let me take this opportunity to express my gratitude to you for all that you continue to do to serve those in need in our community. It is always an honor and a privilege to partner with you to change lives in Central Florida.

We are sending this email to announce some new changes to our annual monitoring process. As detailed in your annual Memorandum of Agreement, Second Harvest Food Bank is required to perform a yearly monitoring for each of our Partner Agencies to ensure that all partners are in compliance with Feeding America, USDA and Second Harvest regulations. Unfortunately, we had to suspend our monitoring's for the past year due to COVID-19. We have now developed a process that will allow us to resume monitoring while following CDC guidelines.

This is how the new process will work:

- 1) Your Agency Relations Coordinator will contact you by email with a Pre-Monitoring Assessment that you will be asked to fill out and return back to your Coordinator within 1 week. Since we have been unable to monitor most of our agencies in 2020, we will be monitoring the oldest first. Please wait for the coordinator to reach out to you to schedule.
- 2) After you return the Assessment to your Coordinator, they will contact you via email to schedule a virtual monitoring appointment via Zoom, Facebook or other platform if needed. Please respond with your best available dates and times. A link to the monitoring will then be sent to you.
- 3) The Coordinator will contact you and perform your virtual monitoring at the scheduled time. They will ask additional questions about your agency, ask to view your storage area(s) either via zoom or with current pictures/videos if necessary, and will also offer ways we can support you in the future.
- 4) We will send you a follow up email after the monitoring to detail any issues or concerns, share your monitoring score and to request that you read and sign our monitoring agreement.

A checklist of the things that we will be reviewing during our monitoring is attached. Please use the list as a reminder of the processes that you need to have in place to remain compliant as a partner agency.

We would also like to announce that we will be scheduling Agency Relations Zoom Office Hours, which will be regular times that someone from our team will be available via Zoom to answer questions or just to check in. We hope this will be another convenient way for you to connect with Second Harvest!

Please feel free to contact us with any questions, and don't forget to complete our annual survey!

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