

Agency Partner Research – Report to Partners

This fall, Second Harvest Heartland asked over 40 Agency Partners (about 11% of the Partner Network) to attend a focus group to weigh in on what was going well, what areas of our partnership needed improvement and where SHH needs to focus our time and resources going forward. One of the key takeaways from the very honest feedback gathered is that SHH needs to focus on being the “best food bank possible”* for your organization – click the Learn More in the YARN story for a summary report.

We see this as just the beginning of an ongoing conversation with all of you as well as internally within our organization. So we wanted to share updates and opportunities to continue the conversation through 2018.

The Agency Focus Group Report has:

- Been shared internally at Second Harvest Heartland with: Key internal departments that serve Agency Partners including executive & director level staff
- Been shared with SHH Board of Directors
- Influenced Agency Relations/Services workplan development and focus for the coming year
- Driven internal conversation to better integrate Agency Partner perspective and feedback into all areas of our organizational work

As we try to be the Best Food Bank Possible, we’ve focused on the following right now:

- **Year-round case-counted produce subscriptions:** This NEW Offering was rolled out in December for off-season produce options and partners can opt-in at any time. Contact Agency Services at 651-209-7990 or orders@2harvest.org for more information.
- **Measuring the Quality of Service to you:** We want to ensure that we’re doing our very best to meet your needs related to core food bank expectations – order accuracy, on-time delivery, product quality and product availability. We have been tracking data related to these areas over the last year and has helped highlight specific areas for improvement. Coming soon, we will be sharing this dashboard out with you on a monthly basis for increased accountability on these areas.

We also want to continue the conversation! We will be sharing regular updates on this work and welcome continued feedback as we go. While this email focused on the first theme, we are looking at all of them and identifying quick wins and longer-term areas of investment.

Options for sharing feedback and continuing this discussion include:

- Invite SHH staff to your upcoming local hunger relief networking meeting
- Talk to your Agency Relations Account Specialist or call Kate Burggraff directly at 952.913.0243 or kburggraff@2harvest.org

Thank you for your continued partnership!

*Actual quote from agency participant in focus groups.