

# Memorandum of Understanding Indirect Outreach Collaboration

Providing food for people in need in our community. | [www.SHFB.org](http://www.SHFB.org)



## Purpose

Second Harvest Food Bank of Santa Clara and San Mateo Counties ("SHFB"), and \_\_\_\_\_ ("Agency") share a goal of increasing community participation in CalFresh and other community food programs. The collaboration set out in this Memorandum of Understanding (MOU) is intended to facilitate the enrollment of clients by partner agencies in CalFresh and SHFB Direct Service Programs. Agency will be a Food Connection Application Assistance Partner (FCAAP).

## Responsibilities

### SHFB

1. Provide partner agency with training on:
  - a. In-depth CalFresh application assistance and submission training: eligibility, prescreening with Excel prescreening calculator, policy and procedures, including printed materials, CalWIN Benefits Assistor key process
  - b. In-depth Direct Services Programs application assistance and submission training
  - c. Training and support on Oasis client management system
  - d. Trainings for new staff and volunteers as needed
2. Provide Agency with technical assistance, as needed as well as on-going support via phone or email, troubleshoot difficult cases for clients when possible, coordinate communications with and between partner agencies, and coordinate in person quarterly meetings
3. Provide appropriate outreach collateral to Agency clients and Agency staff on a timely and regular basis
4. Update Agency's staff on relevant policy changes and general regulations
5. Protect confidentiality of client information
6. Conduct follow up support for CalFresh applicant clients SHFB staff will follow the post applications support process. The outcome will be tracked into SHFB log and reflect application status updates.
7. Generate quarterly activity report using the online Oasis clients management database, include the number of prescreens and new applications.
8. Provide relationship manager who will provide:
  - a. On-going support from SHFB staff via email and phone on application case management and outreach
  - b. Troubleshoot difficult cases for clients (lost EBT card, missed appointment, etc.) and provide any appropriate support requested on behalf of the agency partner
  - c. Monthly Check In Calls for updates
  - d. Quarterly in-person meetings for support and best practice sharing

Initial contact person is: Jaime Rios, Agency Partnerships Coordinator, SHFB, 750 Curtner Avenue, San Jose, CA 95125, Ph: (408-266-8866 x 419, [jrios@shfb.org](mailto:jrios@shfb.org)). Secondary Contact: Nicole Martinez, Food Connection Field Manager, SHFB, 750 Curtner, San Jose, CA 95125 Ph: (408) 266-8866 ext. 294, [nmartinez@shfb.org](mailto:nmartinez@shfb.org)

### AGENCY

1. Provide contact person to assist SHFB in improving outreach strategies in community. Identify staff and volunteers to receive training and stay updated on CalFresh program/policy changes.
2. Establish and conduct outreach to clients via announcements, newsletters, mailings, client presentations, post posters and collateral materials prominently, etc.
3. Have regular access to a computer, internet and scanning as part of organizational operations.
4. Provide high quality outreach and application assistance to include:
  - a. Incorporate food assistance outreach, pre-screening and application assistance for CalFresh, Direct Service food programs into intake procedures
  - b. Prescreen all households assisted for CalFresh and Direct Service eligibility
  - c. Assist potentially eligible households with an applications to the appropriate programs
  - d. Submit CalFresh Applications using the on MyBenefits CalWIN application portals or GetCalFresh.org (when it becomes available)
  - e. Refer households to a Direct Service Distribution in their neighborhood
  - f. Report all households assisted to the Oasis client management system

5. Remain active in outreach activities, application assistance and reporting. Active is defined as submitting at least one application or conducting one prescreen per month. If zero applications or prescreens are submitted into Oasis within three consecutive months, the agency will be considered inactive.
6. Protect confidentiality of client information and utilize a written release of information. The Agency will not disclose client information to unauthorized third parties.
7. Participate in all trainings and meetings including CalFresh trainings, Direct Services Trainings and quarterly partner meetings
8. Maintain regular and up to date reporting with SHFB
9. Submit all graphic materials to the Food Bank contact for approval before printing or distributing

**Annual Review**

Every two years, SHFB and the Agency will meet to review their collaboration, decide whether to continue, identify areas for improvement and greater effectiveness, and revise this MOU as necessary.

**Second Harvest Food Bank**

**Agency**

By: \_\_\_\_\_  
(Signature)

By: \_\_\_\_\_  
(Signature)

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_