

San Francisco COVID-19 Command Center (CCC) Feeding Group

Food Gaps Analysis | Home-Delivered Food Resources

July 22, 2020

The outbreak of COVID-19 has exacerbated existing food insecurity and created new food needs among many San Francisco residents. Individuals with heightened risk of infection – due to factors such as age, health status, living conditions, and/or systemic inequities – face particular challenges in safely getting the food they need.

Food delivered directly to consumers in their homes has long been an important resource in the larger landscape of food support for San Franciscans in need. Prior to the COVID-19 outbreak, most of these resources were dedicated to support people with mobility or other impairments that made it difficult to leave their homes, shop for or pick up food, and/or prepare meals – often older people and adults with disabilities. Given this preexisting context, most of the resources captured within this analysis are focused on these populations.

Following the outbreak, home-delivered food programs have been essential for even more people, serving as a lifeline for both high-risk populations sheltering in place and in need of food, as well as for economically precarious households experiencing new or increased food insecurity. Moreover, these programs have been a crucial component of broader strategy outlined by the San Francisco Department of Public Health (SFPDH) for the containment and mitigation of the virus, particularly among individuals who must isolate or quarantine due to COVID-19+ status or investigation. As such, any analysis of food gaps in San Francisco must include a focus on home-delivered food resources.

This analysis seeks to provide information about home-delivered food resources, including service volume and population served, and to flag key considerations related to equity, sustainability, and unmet needs. The data presented in this analysis typically represents a week-long snapshot of services, or cumulative program trends in some cases. Where data is available, client demographic profiles are provided.

Key policy considerations raised by this analysis include:

- **Learn more about the food needs of populations that are underrepresented in major City-funded home-delivered food programs and devise strategies to improve their engagement and experiences with these services long-term** — with a particular focus on African American and Latinx communities;
- **Monitor the capacity of temporary home-delivered food programs** that anticipate reduced staff capacity and/or funding in the next 3-6 months to ensure ongoing needs are met; and
- **Develop strategies to meet the ongoing food needs of clients currently engaged in temporary home-delivered food programs** that may not provide services long-term.

NOTE: This analysis of home-delivered food resources is just one component of the more expansive CCC Feeding Group Food Gaps Analysis, and its findings should be considered holistically, in coordination with complementary analyses of site-based and other food resources. Collectively, these analyses will provide a fuller picture of the City’s evolving food needs, available supportive resources, and possible service gaps. Further, they may be used to help guide decisions for how to address identified gaps and unmet food needs, particularly among populations identified by the SFPDH to be at higher risk for severe illness due to COVID-19.

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Overview of San Francisco’s Home-Delivered Food Resources

Program	Description
COVID-19 Isolation/Quarantine (I/Q) Food Helpline*	A specialized food resource developed by the Feeding Group, this program is designed to support individuals and their household members with COVID-19+ status, persons under investigation (PUI), and people in close contact with these COVID+ and/or PUI individuals, who are food insecure and need food resources for the duration of isolation/quarantine.
San Francisco Department of Disability & Aging (SF DAS) Home-Delivered Meals	An existing program funded by SF DAS, this program delivers meals to seniors and adults with disabilities who are unable to shop or prepare their own meals due to a physical or mental disability. Emergency home-delivered meals are also available to clients who may have immediate needs.
Great Plates Delivered SF*	A temporary food program developed in response to increased food needs among older adults during COVID-19, this program delivers three restaurant-prepared meals a day to eligible older adults, expanding the reach of meal-delivery services for this at-risk population. Notably, seniors who currently receive public food assistance such as CalFresh or home-delivered meals, are not eligible for this program.
San Francisco Department of Disability & Aging (SF DAS) Home-Delivered Grocery	An existing program funded by SF DAS, this program delivers groceries directly to the homes of older adults and adults with disabilities with limited mobility who are able to cook or have someone to prepare meals for them.
San Francisco-Marin Food Bank (SFMFB) Pantry at Home*	Adapted from the existing food pantry model to meet the needs of San Francisco residents who are medically vulnerable and at high risk of severe illness due to COVID-19, this program delivers groceries directly to the homes of older adults and adults with disabilities who would ordinarily pick up their groceries in person at a food pantry site. This adapted service model supports clients to safely meet their needs while sheltering in place.
COVID-19 Emergency Response Volunteers (CERV) home-delivered grocery services*	A temporary service developed in response to COVID-19, this program operated by SF DAS matches older and/or disabled adults in need of one-time or occasional support to volunteers in the community. Volunteer services include grocery shopping and delivery, one of the most common areas of need expressed by clients.
San Francisco Unified School District (SFUSD) Home-Delivered Meals*	Adapted from existing in-school SFUSD meal services in response to school closures during COVID-19, this program provides weekly meal delivery to students with disabilities and students with food allergies requiring modified meals.
Various neighborhood-based home-delivered food services*	In addition to the City’s bedrock food resources and major home-delivered food programs, various neighborhood-based initiatives have emerged in a more grassroots response to increased food insecurity during the COVID-19 outbreak.

*New food programs developed as part of the City and community emergency response to COVID-19

Summary of San Francisco Home-Delivered Food Programs by SFDPH COVID-19 Priority Population Served

Program	Population Served	SFDPH COVID-19 Priority Population ¹		
		People who are isolating or quarantining ¹	People at risk of severe illness due to COVID-19 ²	Low-income people at increased risk of transmission ³
COVID-19 I/Q Food Helpline*	<ul style="list-style-type: none"> Food insecure households in isolation/quarantine 	x		
SF DAS Home-Delivered Meals	<ul style="list-style-type: none"> Older adults (60+) Adults with disabilities (18-59) 		x	
Great Plates Delivered SF*	<ul style="list-style-type: none"> Older adults (65+) Older adults (60-64) with high-risk health conditions 		x	
SF DAS Home-Delivered Grocery	<ul style="list-style-type: none"> Low-income older adults (60+) Low-income adults with disabilities (18-59) 		x	x
SFMFB Pantry at Home*	<ul style="list-style-type: none"> Older adults (65+) Older & disabled adults (18-64) with high-risk health conditions 		x	x
CERV home-delivered grocery services*	<ul style="list-style-type: none"> Older adults (60+) Adults with disabilities (18-59) 		x	
SFUSD Home-Delivered Meals*	<ul style="list-style-type: none"> Children and youth (0-21) 			x

¹ Individuals and households may isolate or quarantine due to COVID-19+ or PUI status, or due to close contact with COVID+/PUI status individuals.

² Including medically vulnerable individuals (e.g., people with chronic health conditions and older people), and populations who experience structural barriers to health (e.g., racial/ethnic groups, immigrant and undocumented individuals, people with disabilities, unsheltered individuals, etc.).

³ Many groups are at increased risk of transmission, including people living in high-density situations and people with high-risk economic/work conditions. This matrix highlights in particular low-income people who are at increased risk of transmission because they must go out in public for resources frequently, as they are likely to have high rates of food insecurity prior to COVID-19 or may be newly food insecure due to COVID-19.

Program	Population Served	SFPD COVID-19 Priority Population ¹		
		People who are isolating or quarantining ¹	People at risk of severe illness due to COVID-19 ²	Low-income people at increased risk of transmission ³
Neighborhood-Based Programs*		x	x	x
<i>San Francisco Housing Authority (SFHA) grocery program</i>	<ul style="list-style-type: none"> Public housing residents 		x	x
<i>Mission Food Hub grocery delivery</i>	<ul style="list-style-type: none"> Latinx households Food insecure households in isolation/quarantine 	x	x	x
<i>SF African American Faith-Based Coalition food delivery</i>	<ul style="list-style-type: none"> African American and Latinx households with seniors 		x	x
<i>Black Infant Health (BIH) grocery delivery</i>	<ul style="list-style-type: none"> Pregnant African American and Latinx clients served by BIH 			x
<i>Family Resource Center (FRC) grocery delivery pilot project</i>	<ul style="list-style-type: none"> Client households served by FRCs 			x
<i>Tenderloin Single-Room Occupancy (SRO) grocery delivery</i>	<ul style="list-style-type: none"> SRO residents 		x	

*New food programs developed as part of the City and community emergency response to COVID-19

Home-Delivered Food Programs to Support Isolation/Quarantine due to COVID-19

Developed by the Feeding Group following the COVID-19 outbreak, the COVID-19 Isolation/Quarantine (I/Q) Food Helpline supports COVID-19 containment and mitigation strategies by helping people to meet their food needs during isolation/quarantine. This team is the City's centralized phone resource for persons who need food support during isolation/quarantine. Specifically, this resource supports people of all ages and income levels who have been diagnosed as infected (COVID-19+), are a Person Under Investigation (PUI) awaiting test results, or are considered a "close contact" (someone instructed to self-quarantine due to close contact with a COVID-19+ individual).

The I/Q Food Helpline receives referrals via email and direct incoming calls, primarily by medical professionals and contact tracers who identify that an individual needs food support to safely isolate/quarantine. An additional referral source is 3-1-1, which is serving as the City's primary food helpline; when speaking with a caller who self-identifies as COVID-19+, PUI, or close contact, the caller will be routed to the I/Q Food Helpline. Originally staffed by City social workers serving as Disaster Service Workers (DSWs), administration of the I/Q Food Helpline was transitioned in early July to the community-based organization, Meals on Wheels, which has been serving as the program's food and delivery provider. Following this transition, Meals on Wheels is wholly responsible for overseeing the I/Q Food Helpline from client screening through meal delivery, including ongoing case management for enrolled clients.

Client households are supported for the duration of their isolation/quarantine, which typically lasts up to two weeks but may be extended depending on the situation. Based on their circumstances (e.g., access to private cooking facilities, health), clients are sent groceries and/or prepared meals.

Service & Population Highlights

- The I/Q Food Helpline has served 571 unique households since the program's launch in late March through the end of June. The number of meals served to each client varies widely based on the client's household size and the duration of their isolation/quarantine period. In total during this period, the I/Q Food Helpline served a total of 35,099 meals – an average of 61 meals per household during their isolation/quarantine.
- The average household served has approximately 4 members, and was provided home-delivered meal services for an average of 14 days.
- The vast majority of clients (76%) are Latinx, while Asian/Pacific Islander, White, and African American clients each make up a small percentage of clients – 7%, 5%, and 4% of households, respectively.
- Consistent with this racial/ethnic composition of households, two-thirds of households (67%) primarily speak Spanish, with English being the next more commonly spoken language (28%).
- Clients live primarily in the city's central and southeastern neighborhoods: about 21% of households live in the Mission District/Bernal Heights neighborhoods (94110 zip code), 17% in Ingleside/Excelsior (94112), and 16% in Bayview/Hunters Point (94124). These trends are perhaps unsurprising, as the residents of these neighborhoods have been among those with the greatest rates of COVID-19 cases confirmed by the San Francisco Department of Public Health.ⁱⁱ
- Age, gender identity, and sexual orientation data is not collected by this program.

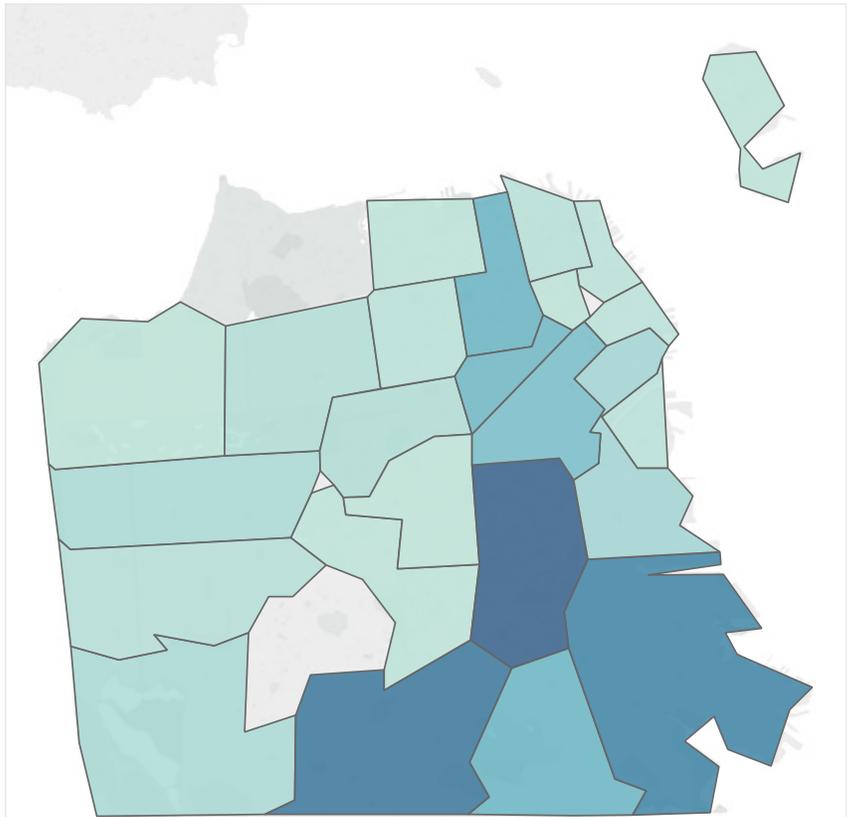
Service Levels

# Clients	571
Total Meals	

Zip Code of Residence (Top 10)

Zip	*Neighborhood	
94110	Mission District/Bernal Heights	119
94112	Ingleside/Excelsior	99
94124	Bayview/Hunters Point	89
94109	Polk/Russian Hill/Nob Hill	47
94102	Hayes Valley/Civ. Cntr/Tenderloin	44
94103	South of Market	38
94122	Sunset	11
94116	Sunset/Parkside/Forest Hill	6
94133	North Beach	5
94121	Outer Richmond	1

Zip Code of Residence



LGBTQ+ Clients

# of Clients	0
% of Clients	0%

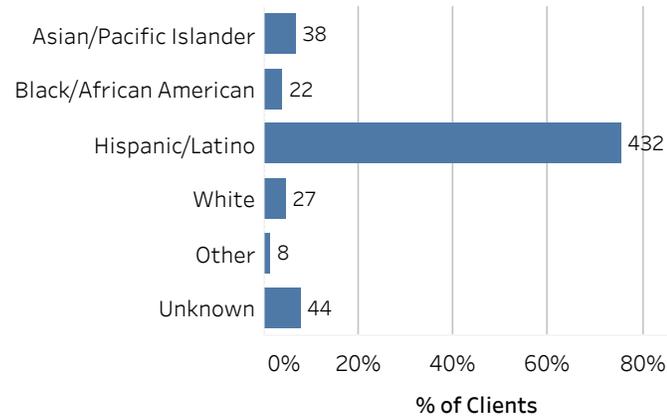
TGNC Clients

# of Clients	0
% of Clients	0%

*Data Unavailable

*Data Unavailable

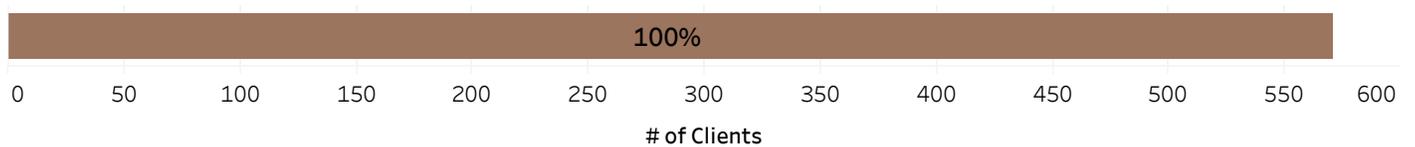
Race/Ethnicity



Primary Language



Age



■ Data Unavailable

Policy Considerations

<p>Equity</p>	<p>Because COVID-19 has had a disproportionate impact on African American, Asian/Pacific Islander, and Latinx populations locally,ⁱⁱⁱ we might expect these groups to be overrepresented in referrals to the I/Q Food Helpline. However, based on program trends to date, Latinxs are the only group for whom this seems to hold true. It may behoove the Feeding Group to learn more about how other populations in isolation/quarantine are meeting their food needs to determine the extent to which there are food gaps that may be addressed using this resource. Because referrals are made primarily by medical professionals rather than by clients themselves, there may be value in outreach to professionals serving groups or neighborhoods who are accessing the I/Q Food Helpline at lower rates (e.g., African Americans, Asian/Pacific Islanders) about this resource.</p>
<p>Sustainability</p>	<p>As the primary City resource designed to meet the food needs of households during isolation/quarantine, the Feeding Group should ensure that this program is adequately supported through the duration of the COVID-19 emergency – particularly given that needs may ebb and flow periodically as infection is contained and then surges (i.e., due to seasonal or other factors). In particular, the shift from DSW staffing to vendor contract should support fluctuations in the emergency response and provide sustainable solutions to scale and staff operations to meet client needs as they arise. In terms of funding support, I/Q Food Helpline services are eligible for FEMA reimbursement, and Meals on Wheels is currently funded to administer the program through FY2021.</p>
<p>Unmet Needs</p>	<p>Meals on Wheels and the SF-Marin Food Bank (which prepares grocery food bags for households not in need of prepared meals) are not always able to adequately meet client dietary needs and cultural preferences. In these instances, supplemental emergency food support is available through Shanti Project, which coordinates volunteers to conduct meal pick-up and delivery. Even so, persistent challenges in meeting the needs of clients with specific dietary accommodations and/or cultural needs may put a strain on Shanti’s volunteer resources or weaken clients’ engagement in I/Q Food Helpline services. Should such challenges emerge, the Feeding Group may wish to consider mechanisms to improve the capacity of this program to meet these needs, such as coordination between Meals on Wheels and a subcontractor equipped to offer particular dietary accommodations.</p>

Home-Delivered Meal Programs for Older Adults

Older people are among those who are at risk of severe illness and/or death if they develop a COVID-19 infection. Public health officials have emphasized the need for this population to observe shelter-in-place guidelines and remain cautious when leaving their homes, even as City services and private business slowly resume activity. More likely than their peers to experience food insecurity even before the COVID-19 outbreak, seniors may require support to meet their food needs while remaining safely in their homes.

The SF DAS Home-Delivered Meals program is one of the key home-delivered food resources serving older people, most specifically individuals who are unable to shop for or prepare their own meals due to a physical or mental impairment. While most seniors receiving home-delivered meals are served by this program, which long predates COVID-19, home-delivered meal support for older people has since expanded with the launch of the Great Plates Delivered SF program. Developed by state officials in response to the pandemic, this program brings meals prepared by local restaurants to low-to-moderate-income seniors 65+ and seniors age 60-64 with a chronic health condition, providing relief both to at-risk older adults and local businesses.

Collectively, SF DAS Home-Delivered Meals and Great Plates Delivered SF serve approximately 5,500 clients over 217,000 meals weekly – and the latter continues to enroll a significant number of new clients each week. While SF DAS Home-Delivered Meals most commonly serves White clients (37%), Asian/Pacific Islander and African American clients also make up a significant portion of the program clientele (about 26% and 21%, respectively). By contrast, over two-thirds of Great Plates Delivered SF clients (68%) are Asian/Pacific Islanders, and half of program clients are primarily Chinese-speaking. These trends likely reflect the success of outreach in the local Chinese media at the program’s launch and the surge of interest expressed by the Chinese population. Consistent with these differences in clientele, SF DAS Home-Delivered Meals most commonly serves clients living in the Downtown San Francisco area, while Great Plates Delivered SF tends to serve clients living in the Sunset and Ingleside/Excelsior neighborhoods.

Summary of Service & Population Highlights

	SF DAS Home-Delivered Meals	Great Plates Delivered SF
Time Period	May 2020	Week of June 15
Clients Served	4,157	1,390
Meals Served	189,866 (43,695 weekly average)	27,297
Age	<ul style="list-style-type: none"> 90% seniors age 60+ 22% older seniors age 85+ 	<ul style="list-style-type: none"> 100% seniors age 60+ 15% older seniors age 85+
Race/Ethnicity	Most commonly White (37%), Asian/Pacific Islander (26%), or African American (21%).	Majority Asian/Pacific Islander (68%)
Primary Language	Majority English-speaking (63%)	Mostly Chinese-speaking (51%) or English-speaking (39%)
LGBTQ+ and TGNC	<ul style="list-style-type: none"> 8% identify as LGBTQ+ 1% identify as TGNC 	<ul style="list-style-type: none"> 4% identify as LGBTQ+ Less than 1% identify as TGNC
Zip Code of Residence	Most commonly Downtown and surrounding neighborhoods: 94102, 94103, 94109	Most commonly western and southwestern neighborhoods: 94122, 94116, 94112

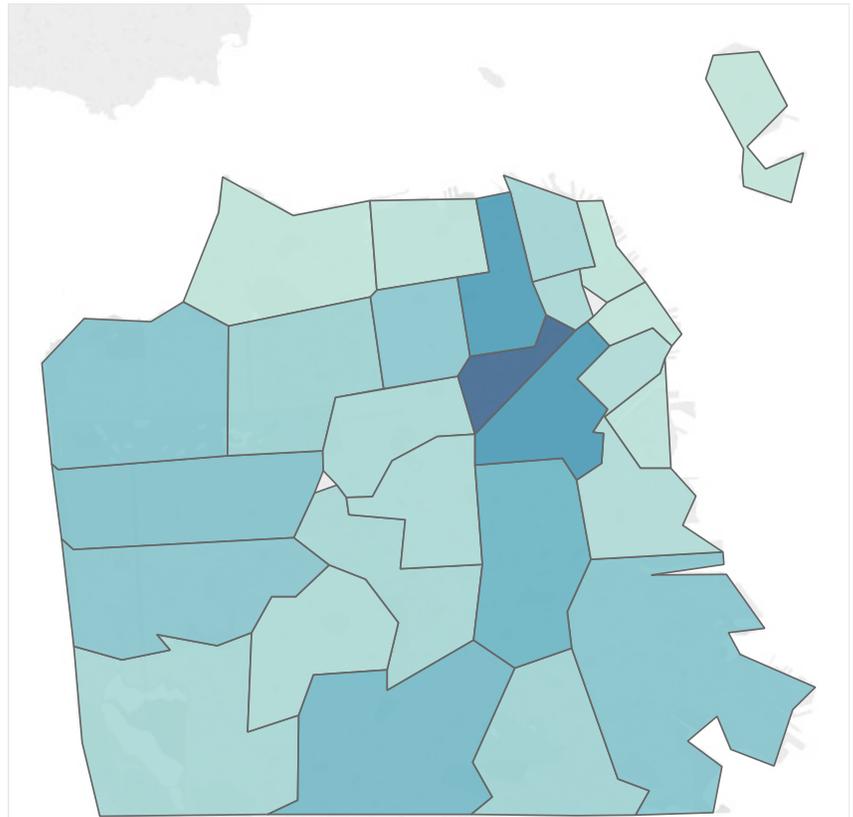
Service Levels

# Clients	4,157
Total Meals	189,866

Zip Code of Residence (Top 10)

Zip	*Neighborhood	
94102	Hayes Valley/Civ. Cntr/Tenderloin	660
94103	South of Market	413
94109	Polk/Russian Hill/Nob Hill	397
94110	Mission District/Bernal Heights	277
94112	Ingleside/Excelsior	253
94122	Sunset	207
94121	Outer Richmond	194
94124	Bayview/Hunters Point	194
94116	Sunset/Parkside/Forest Hill	186
94133	North Beach	105

Zip Code of Residence



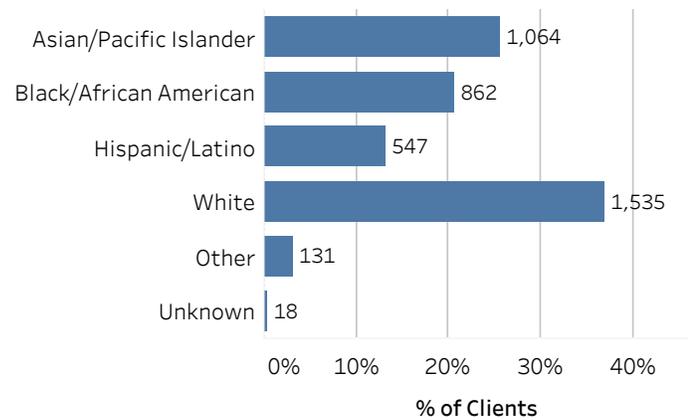
LGBTQ+ Clients

# of Clients	351
% of Clients	8%

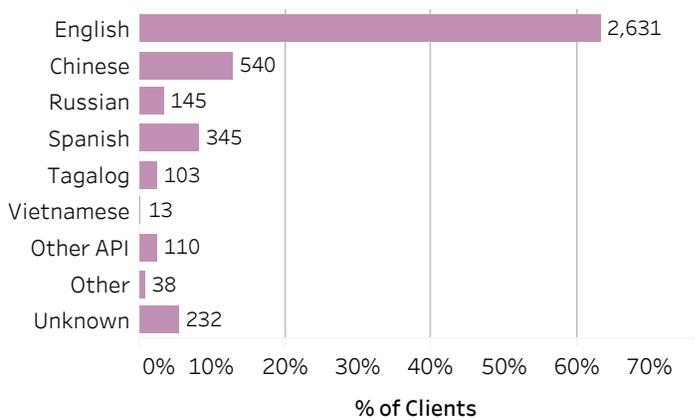
TGNC Clients

# of Clients	37
% of Clients	1%

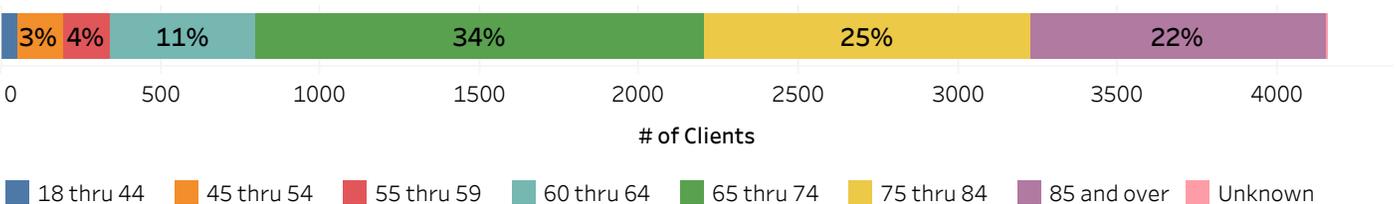
Race/Ethnicity



Primary Language



Age



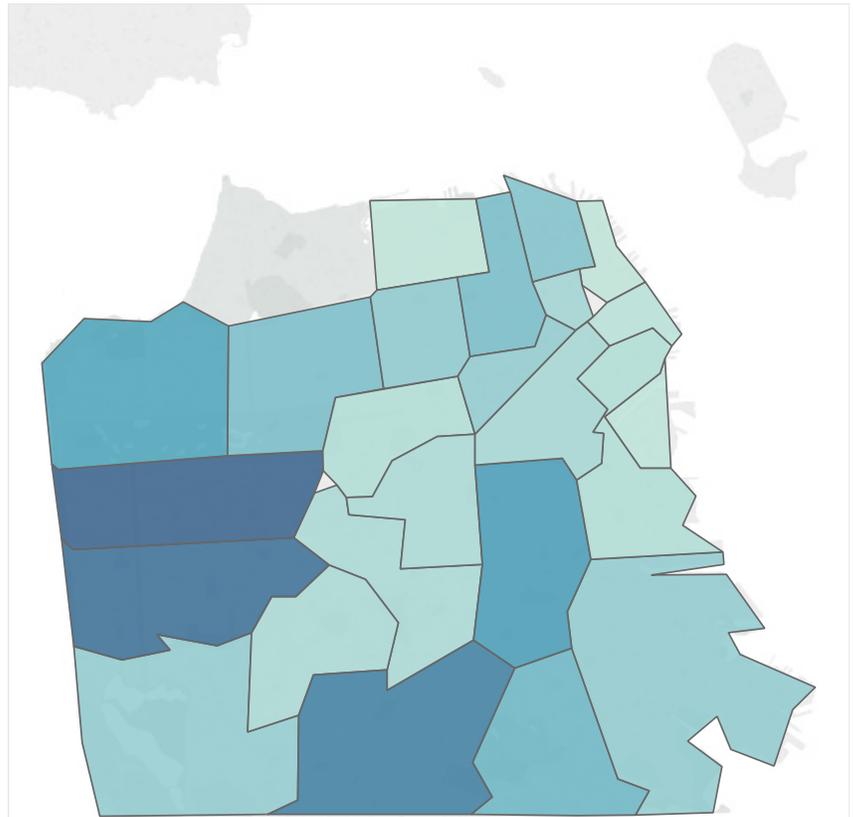
Service Levels

# Clients	1,390
Total Meals	27,279

Zip Code of Residence

Zip Code of Residence (Top 10)

Zip	*Neighborhood	
94122	Sunset	193
94116	Sunset/Parkside/Forest Hill	176
94112	Ingleside/Excelsior	153
94110	Mission District/Bernal Heights	114
94121	Outer Richmond	102
94109	Polk/Russian Hill/Nob Hill	68
94133	North Beach	59
94102	Hayes Valley/Civ. Cntr/Tenderloin	46
94124	Bayview/Hunters Point	45
94103	South of Market	27



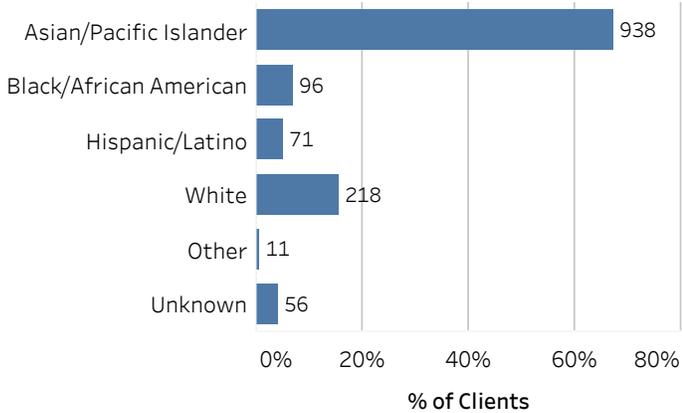
LGBTQ+ Clients

# of Clients	51
% of Clients	4%

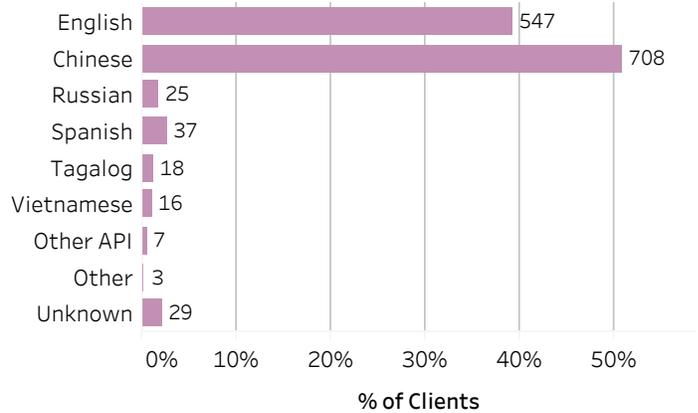
TGNC Clients

# of Clients	2
% of Clients	0%

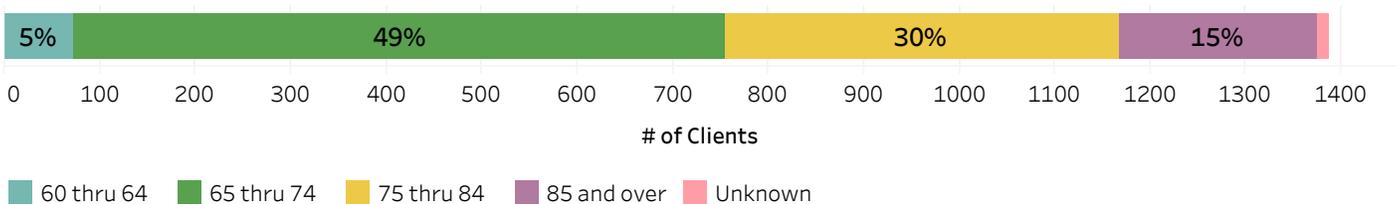
Race/Ethnicity



Primary Language



Age



Policy Considerations

<p>Equity</p>	<p>The 2018 Dignity Fund Community Needs Assessment found that SF DAS Home-Delivered Meals serves Latinx seniors at a rate consistent with the citywide average and African Americans at nearly 2.5 times the citywide rate.^{iv} By contrast, Great Plates Delivered SF demonstrates lower rates of enrollment among African American and Latinx and populations, even after attempts to outreach to these communities. These trends may be due in part to the challenges of successfully building engagement with a short-term program that received extensions in month-long terms. Further, the program’s eligibility criteria excludes households receiving CalFresh benefits and multi-person households, meaning that the city’s lowest-income families with a senior household member, intergenerational households, etc., are unable to access this service. It is also possible that the many neighborhood-based initiatives that launched prior to the implementation of Great Plates Delivered SF may be helping to meet food needs among African American and Latinx populations, contributing to their lower rates of enrollment in the program. The Feeding Group may wish to investigate the needs expressed by these communities further to ensure that food resources are being distributed equitably.</p>
<p>Sustainability</p>	<p>Great Plates Delivered SF is slated to end on August 9, 2020. While not all clients will require ongoing meal support, it is unlikely for SF DAS Home-Delivered Meals to immediately absorb a significant number of new clients; the program is already operating at capacity with a waitlist. Moreover, Great Plates Delivered SF is funded in large part by FEMA, at a generous reimbursement rate intended not only to support at-risk seniors but also to provide economic stimulus to local businesses. In light of the City’s many funding priorities and the high reimbursement rate for this program, it is unlikely that this program can be replicated or sustained with only local funds. The Feeding Group should anticipate that the end of Great Plates Delivered SF will prompt increased demand for other food support resources. The Feeding Group may need to work closely with SF DAS and community-based food providers to monitor needs expressed by the community and address any gaps that may emerge where existing food programs cannot absorb ongoing needs.</p>
<p>Unmet Needs</p>	<p>According to the 2018 Dignity Fund Community Needs Assessment, Asian/Pacific Islander clients are over 1.5 times less likely than their peers to access SF DAS Home Delivered Meals, and tend instead to engage at higher rates in congregate meal programs.^v Enrollment trends in Great Plates Delivered suggest that there is in fact considerable demand among the Asian/Pacific Islander population for home-delivered meals. While this demand may simply represent a shift from congregate meals to home-delivered meals under the unique circumstances posed by COVID-19, there may nevertheless be an opportunity for SF DAS, which administers these meal programs, to better understand the Asian/Pacific Islander population and its needs – especially to the extent that these clients may have unmet needs for food support during the pandemic that continue beyond the end of Great Plates Delivered SF.</p>

Home-Delivered Grocery Programs for Older Adults

Similar to home-delivered meal programs, home-delivered grocery programs provide an essential means of support for older people who are food insecure and may otherwise require help to meet their food needs while sheltering in place during the COVID-19 outbreak.

The SF DAS Home-Delivered Grocery program, which existed prior to COVID-19, provides weekly groceries to low-income seniors who have limited mobility but are able to prepare meals at home and may benefit from the greater choice and independence represented by this model (relative to home-delivered meal programs). Following the COVID-19 outbreak, home-delivered grocery services for older people more than doubled in scale with the launch of the Pantry at Home program, adapted from the SF-Marin Food Bank’s food pantry pick-up model to provide grocery delivery for its at-risk older adult clients sheltering in place.

Collectively, SF DAS Home-Delivered Grocery and Pantry at Home serve approximately 5,200 clients with a weekly food bag. SF DAS Home-Delivered Grocery most commonly serves Asian/Pacific Islander (37%), White (19%) and African American (15%) clients – who tend to speak primarily English (43%) or Chinese (34%). While race/ethnicity data is mostly unavailable for Pantry at Home, data on clients’ primary language is revealing: about two-thirds of clients (68%) are Chinese-speaking, suggesting that the representation of Asian/Pacific Islander clients may be even more prominent in this program. SF DAS Home-Delivered Grocery clients tend to be concentrated in a few parts of the city: the Downtown area, as well as the Outer Richmond and Bayview/Hunters Point neighborhoods. While Pantry at Home similarly serves a large number of clients living Downtown, it also tends to serve residents of the Ingleside/Excelsior and Sunset neighborhoods.

Service & Population Highlights

	SF DAS Home-Delivered Grocery	Pantry at Home
Time Period	Week of June 22	Week of June 22
Clients Served	2,130	3,110
Food Bags Served	2,130	3,110
Age	<ul style="list-style-type: none"> 86% seniors age 60+ 27% older seniors age 85+ 	<ul style="list-style-type: none"> 99% seniors age 65+ 13% older seniors age 85+
Race/Ethnicity	Most commonly Asian/Pacific Islander (37%), White (19%), or African American (15%).	Data mostly missing/incomplete
Primary Language	Mostly English-speaking (43%) or Chinese-speaking (34%)	Majority Chinese-speaking (68%)
LGBTQ+ and TGNC	<ul style="list-style-type: none"> 5% identify as LGBTQ+ 1% identify as TGNC 	<ul style="list-style-type: none"> Sexual orientation data mostly missing/incomplete Less than 1% identify as TGNC
Zip Code of Residence	Most commonly Downtown area (94102, 94103, 94109), Outer Richmond (94121), and Bayview/Hunters Point (94124)	Most commonly Downtown (94102), Ingleside/Excelsior (94112), and Sunset (94122)

These large-scale senior grocery delivery programs are supplemented by one-time and occasional grocery delivery offered through the SF DAS-operated COVID-19 Emergency Response Volunteers

(CERV) program, which matches residents in need of support to community volunteers. Notably, CERV grocery support often serves as a short-term bridge program that provides interim grocery delivery services to clients who are going through the enrollment process or are waitlisted for SF DAS grocery and pantry programs. An additional 400 clients have been provided with one or more grocery deliveries by CERV since the program's launch in late March through the end of June.⁴ Other service and population highlights for this program:

- Most clients (70%) are seniors 60+. Disabled adults (age 18-59) account for 22% of clients.
- About a third of clients (33%) identify as Asian/Pacific Islander and nearly another third (29%) as White. African American and Latinx individuals account for about 12% of clients, each.
- Consistent with this racial/ethnic client composition, the majority of clients are primarily English-speaking (60%). About a quarter of clients (25%) are Chinese speakers.
- Just under a tenth of clients (8%) identify as LGBTQ+. Less than 1% of clients identify as TGNC.
- Clients reside most commonly in the Downtown area (94102 and 94109 zip codes) and in the Ingleside/Excelsior neighborhoods (94112).

⁴ We are unable to estimate total food bags delivered by CERV volunteers because clients' needs vary widely based on household size and duration of need. At minimum, we can estimate that at least one food bag was delivered to each client – for a total of 403 food bags.

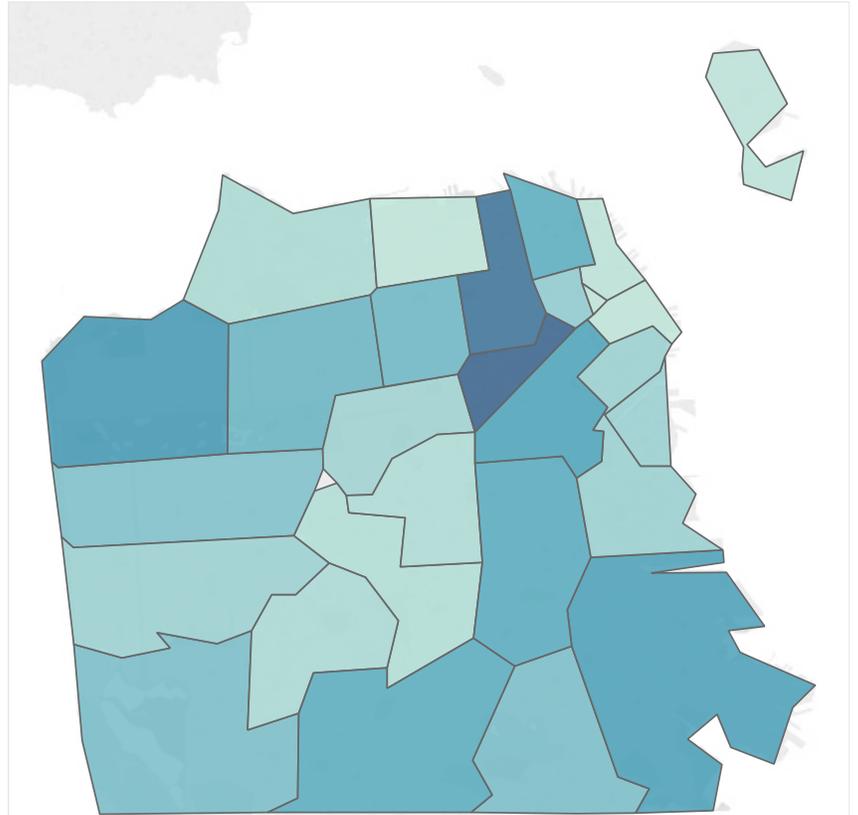
Service Levels

# Clients	2,130
Total Food Bags	2,130

Zip Code of Residence (Top 10)

Zip	*Neighborhood	
94102	Hayes Valley/Civ. Cntr/Tenderloin	263
94109	Polk/Russian Hill/Nob Hill	231
94121	Outer Richmond	160
94124	Bayview/Hunters Point	145
94103	South of Market	141
94110	Mission District/Bernal Heights	125
94112	Ingleside/Excelsior	123
94133	North Beach	122
94122	Sunset	81
94116	Sunset/Parkside/Forest Hill	45

Zip Code of Residence



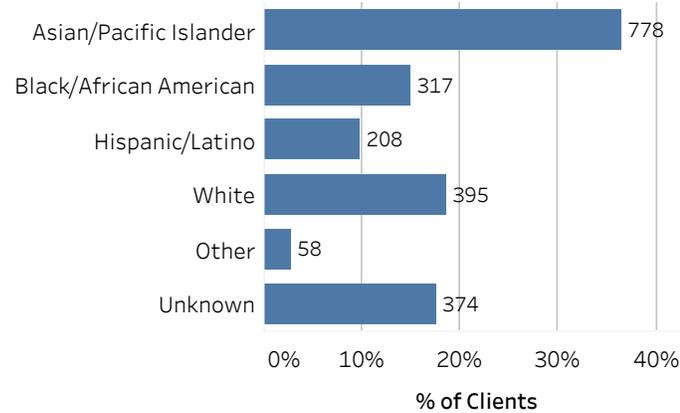
LGBTQ+ Clients

# of Clients	114
% of Clients	5%

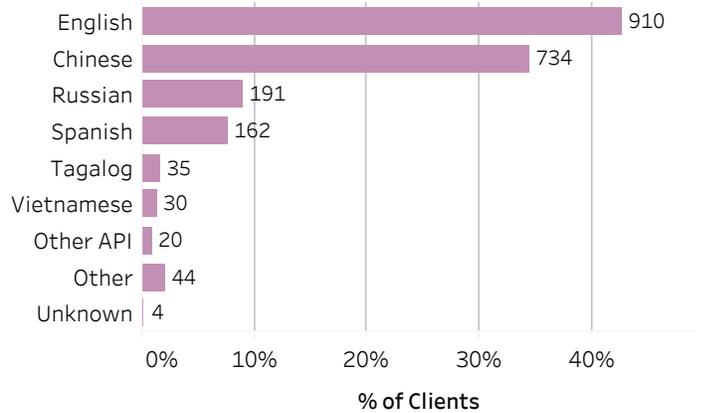
TGNC Clients

# of Clients	19
% of Clients	1%

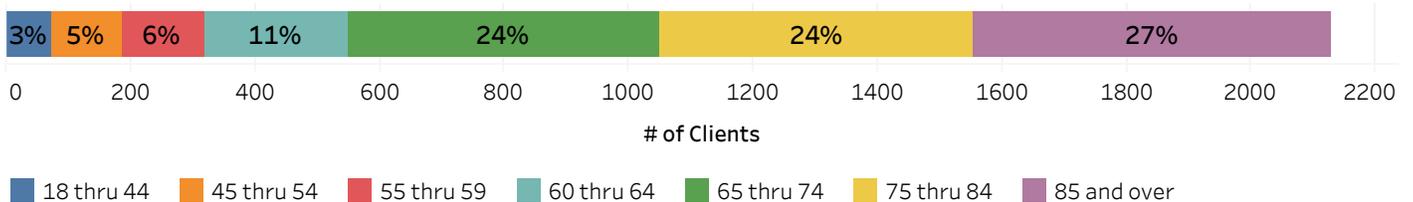
Race/Ethnicity



Primary Language



Age



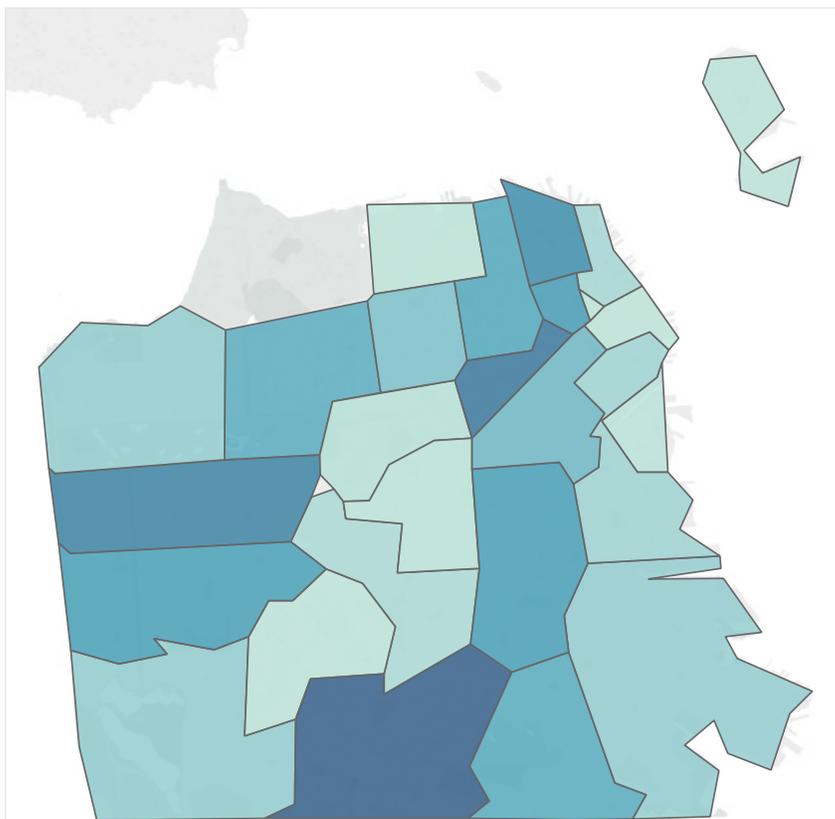
Service Levels

# Clients	3,110
Total Food Bags	3,110

Zip Code of Residence (Top 10)

Zip	*Neighborhood	
94112	Ingleside/Excelsior	367
94102	Hayes Valley/Civ. Cntr/Tenderloin	303
94122	Sunset	273
94133	North Beach	248
94110	Mission District/Bernal Heights	203
94116	Sunset/Parkside/Forest Hill	198
94109	Polk/Russian Hill/Nob Hill	178
94103	South of Market	135
94124	Bayview/Hunters Point	72
94121	Outer Richmond	70

Zip Code of Residence



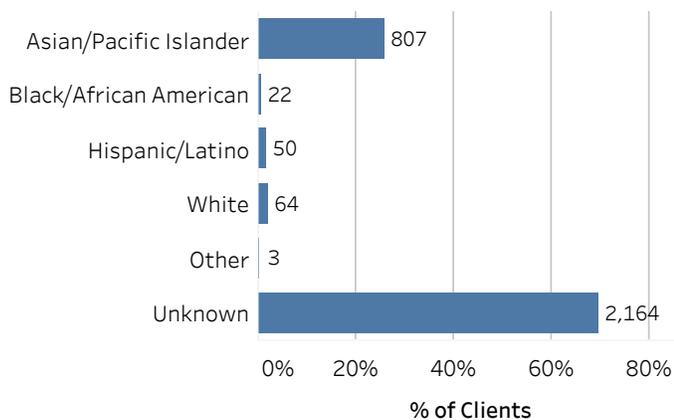
LGBTQ+ Clients

# of Clients	26
% of Clients	1%

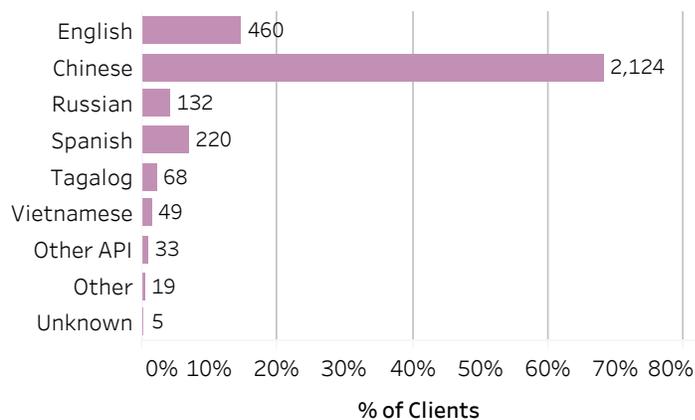
TGNC Clients

# of Clients	14
% of Clients	0%

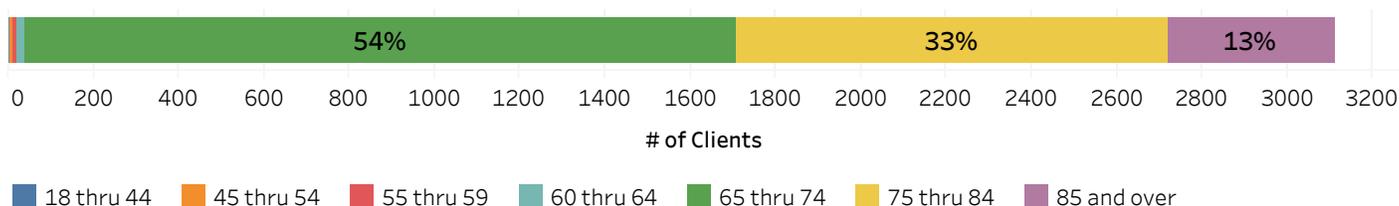
Race/Ethnicity



Primary Language



Age



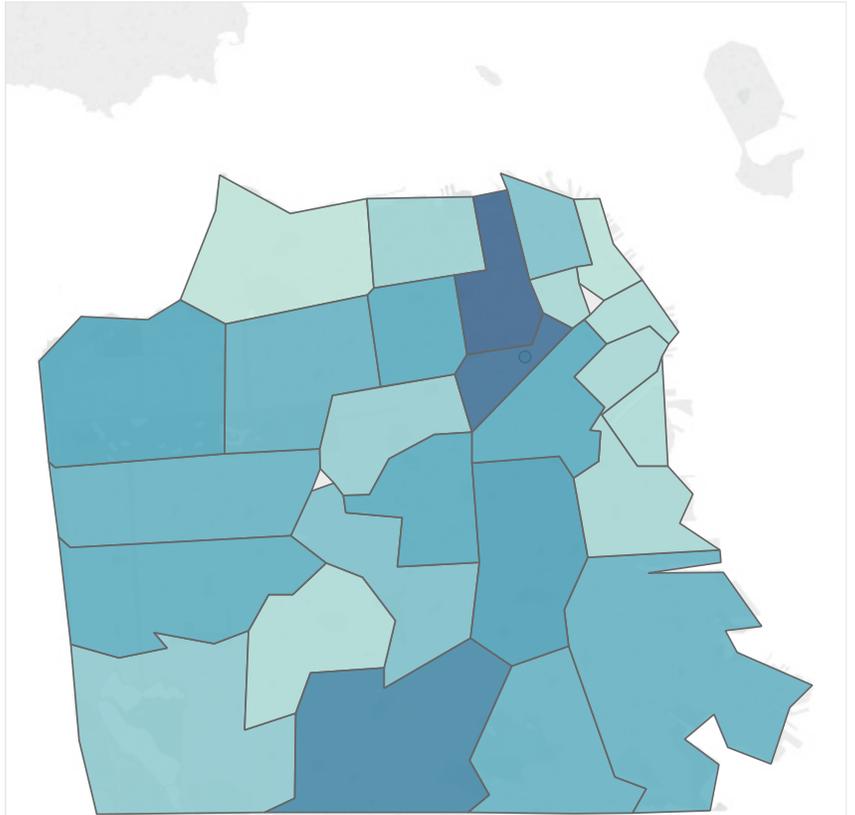
Service Levels

# Clients	403
Total Food Bags	

Zip Code of Residence (Top 10)

Zip	*Neighborhood	
94109	Polk/Russian Hill/Nob Hill	36
94102	Hayes Valley/Civ. Cntr/Tenderloin	33
94112	Ingleside/Excelsior	27
94110	Mission District/Bernal Heights	21
94121	Outer Richmond	19
94103	South of Market	18
94116	Sunset/Parkside/Forest Hill	17
94122	Sunset	16
94124	Bayview/Hunters Point	16
94133	North Beach	12

Zip Code of Residence



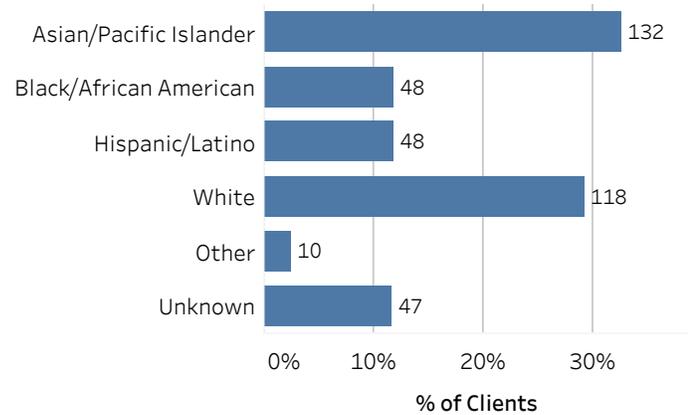
LGBTQ+ Clients

# of Clients	34
% of Clients	8%

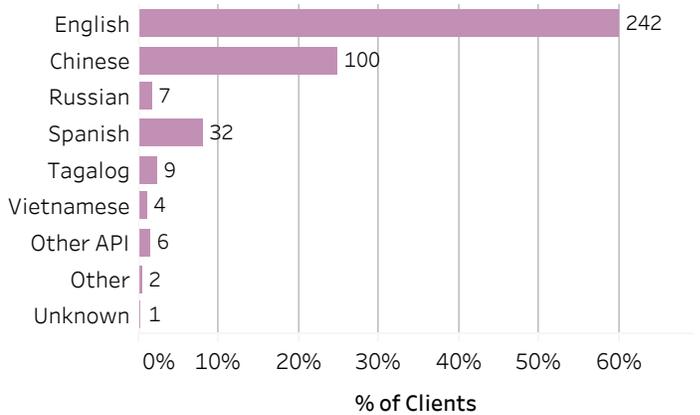
TGNC Clients

# of Clients	1
% of Clients	0%

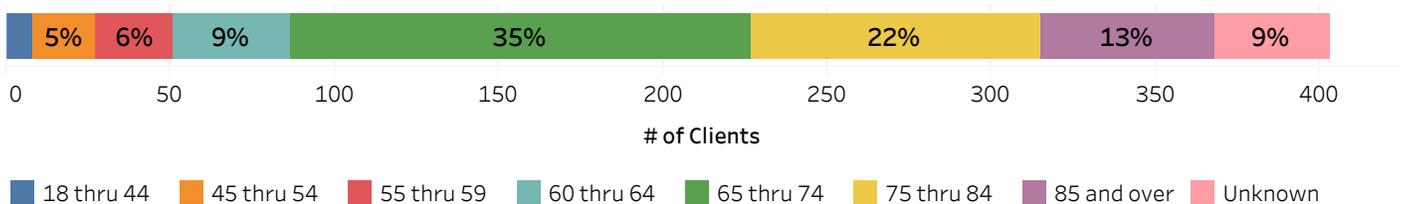
Race/Ethnicity



Primary Language



Age



Policy Considerations

Equity	<p>These programs have low levels of engagement among Latinxs and moderate African American engagement,⁵ consistent with 2018 Dignity Fund Community Needs Assessment findings that while African American and Asian/Pacific Islander older adults enrolled in SF DAS Home-Delivered Grocery services at similar rates to the citywide average, Latinx seniors did so about 1.5 times less.^{vi} Similar to patterns of service in home-delivered meal programs for older adults, it is possible that neighborhood-based food resources such as those coordinated by the SF African American Faith-Based Coalition may be helping to meet the needs of African American and Latinx seniors, contributing to their lower rates of enrollment in these grocery programs. The Feeding Group may wish to coordinate with SF DAS and its community service partners to improve data collection, to better understand community food needs, and to ascertain where home-delivered grocery resources might be directed to fill potential gaps.</p>
Sustainability	<p>SF DAS Home-Delivered Grocery is a well-established program that is expected to continue to provide services ongoing at or slightly above prior levels (DAS and SFMFB have worked to enroll previously waitlisted clients). By contrast, Pantry at Home is a temporary program whose capacity to conduct grocery deliveries has been supported by a fleet drivers staffed by City DSWs and managed in coordination with the Feeding Group. Home-delivery needs are likely to be ongoing for at-risk pantry pick-up clients who must continue to shelter in place over the next several months. To the extent that the pool of available DSW drivers may shrink as the City enters a new phase of COVID-19 response and recovery, the Feeding Group may wish to consider how to support Pantry at Home’s service capacity, particularly with respect to delivery services. At this time, SFMFB’s traditional pantry program for older adults – funded by SF DAS – does not receive any additional funding for operating the delivery component of the Pantry at Home service model. However, because this program serves primarily seniors 65+, it may be eligible for FEMA reimbursement, which could potentially be leveraged to bolster its delivery capacity ongoing.</p>
Unmet Needs	<p>The population served by Pantry at Home is almost entirely age 65+ because program eligibility has been set at that age threshold. In San Francisco, older adults age 60-64 are typically counted among those who are medically vulnerable and at severe risk of illness due to COVID-19. In light of the risks posed to them by the virus, and their degree of engagement in other home-delivered grocery programs, seniors age 60-64 would likely benefit from inclusion in Pantry at Home services. The Feeding Group may collaborate with SF DAS and the SF-Marin Food Bank to determine the feasibility of expanding Pantry at Home eligibility to include this population and direct resources accordingly.</p>

⁵ It bears noting that we should be cautious about extrapolating from Pantry at Home data on client language in the absence of more complete race/ethnicity information.

Home-Delivered Meals for Children and Youth

Children and youth age 0-21 are among those populations that face particular risk of food insecurity. They are more likely to be low-income than the general population, and access to quality nutrition is especially important for their health and well-being. Prior to the COVID-19 outbreak, all children could access nutritional support – breakfast, lunch, supper, and snacks – provided during or after the school day by the San Francisco Unified School District (SFUSD), with free and reduced fee meals available to low-income children. After the outbreak and resulting suspension of in-person instruction (and subsequent summer holidays), SFUSD adapted its critical meal services to include pantry-style pick-up and home-delivery. Under the home-delivered food model, SFUSD employee volunteers deliver 15-meal food packs weekly to eligible students, typically those with disabilities or other impairments that prevent them from accessing in-person food services.

Summary of Service & Population Highlights

- SFUSD serves approximately 200 unique clients weekly. During the week of June 22, the district served 191 clients each a 15-meal pack – for a total of 2,865 meals.
- All clients are children and youth age 0-21.
- Clients are primarily Latinx (43%), African American (11%), and Asian/Pacific Islander (10%), although it bears noting that race/ethnicity data is unavailable for a third of clients (33%).
- Clients speak primarily English (43%) or Spanish (42%).
- Gender identity and sexual orientation data is not available for this program.
- Clients most commonly to live in the Bayview/Hunters Point (94124) and Mission District/Bernal Heights (94110) neighborhoods – with 19% and 17% of students living in these zip codes, respectively.

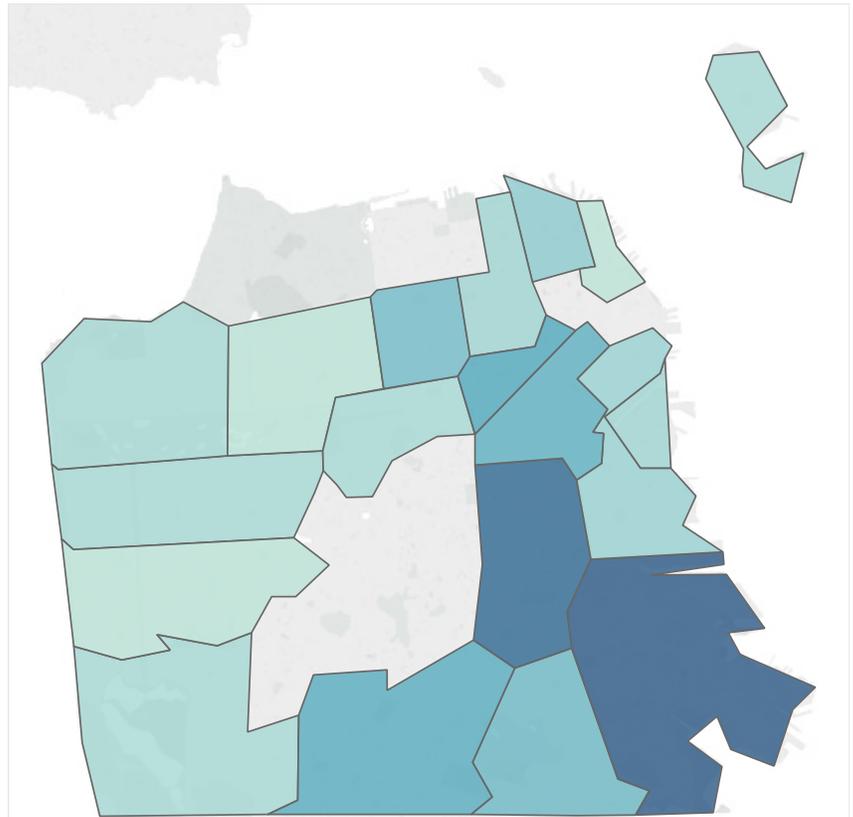
Service Levels

# Clients	191
Total Meals	2,865

Zip Code of Residence (Top 10)

Zip	*Neighborhood	
94124	Bayview/Hunters Point	36
94110	Mission District/Bernal Heights	32
94102	Hayes Valley/Civ. Cntr/Tenderloin	17
94112	Ingleside/Excelsior	16
94103	South of Market	15
94133	North Beach	8
94109	Polk/Russian Hill/Nob Hill	5
94121	Outer Richmond	4
94122	Sunset	4
94116	Sunset/Parkside/Forest Hill	1

Zip Code of Residence



LGBTQ+ Clients

# of Clients	0
% of Clients	0%

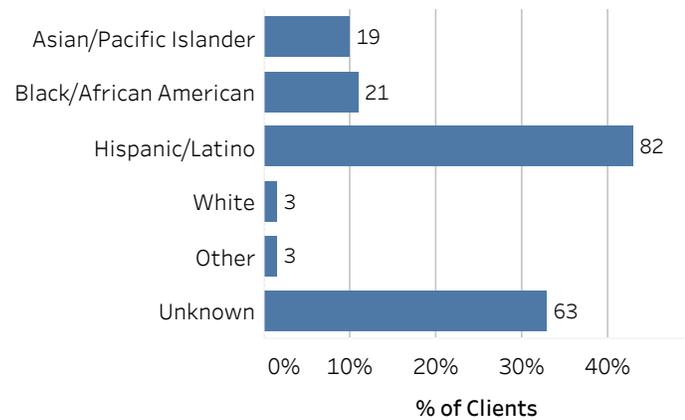
TGNC Clients

# of Clients	0
% of Clients	0%

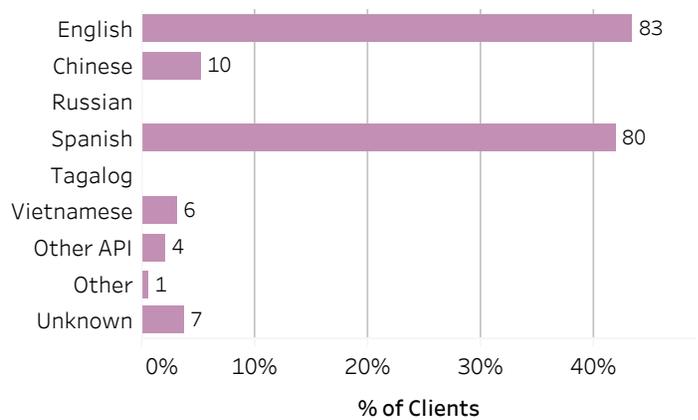
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*Data Unavailable

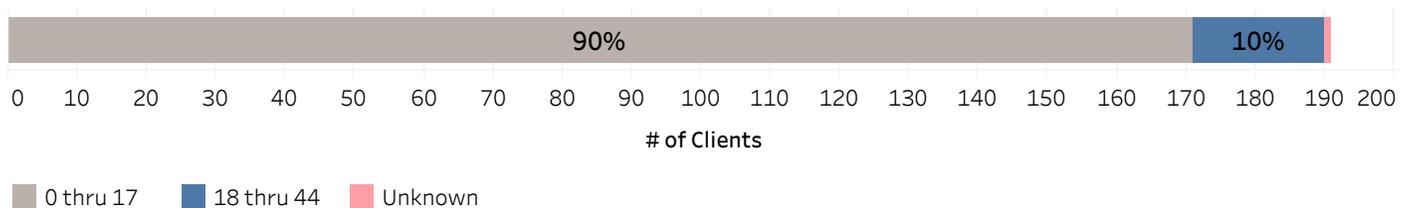
Race/Ethnicity



Primary Language



Age



Policy Considerations

Equity	Latinx and African American students tend to be overrepresented among the SFUSD Home-Delivered Meals program clients, and Asian/Pacific Islander students underrepresented, relative to the overall student population. This trend is not necessarily cause for concern, in light of this program’s focus on supporting families with disabled children and the widespread availability of other, site-based food resources for other SFUSD families and children.
Sustainability	SFUSD Student Nutrition Services plans to continue this meal program at minimum through August 17, 2020, supported by funding from No Kid Hungry. Service planning in the medium- and long-term will depend in part on the school reopening put forward by the San Francisco Board of Education; at present, SFUSD plans to begin the new school year with distance learning through at least October. The district anticipates they will continue to provide home-delivered meals at some capacity as long as full or partial distance learning is in effect. The district is currently seeking other funding to continue meal deliveries past the summer. Further, SFUSD anticipates that delivery capacity, which has relied on employee volunteers, will be affected – likely reduced – once instruction resumes in the new school year.
Unmet Needs	SFUSD has maintained a waitlist for its home-delivered meal services for several months, suggesting that the need for this service is outpacing the district’s capacity to provide this service. The Feeding Group may wish to collaborate with SFUSD to understand the waitlist dynamics and identify resources that may be used to help meet the needs of waitlisted students.

Other Home-Delivered Food Programs to Address Food Insecurity Related to COVID-19

In a grassroots response to increased food insecurity among populations facing particularly acute health and economic risks due to COVID-19, a number of neighborhood-based home-delivered food programs have emerged to supplement the City’s network of larger-scale new and existing food resources. The initiatives tend to be smaller and more diffuse than the City programs described earlier in this report, and may be supported by a combination of City and privately raised funds, plus in-kind donations. They provide a mix of food support including groceries and prepared meals to community members in need, and are notable for serving whole households rather than individuals (common for grocery and pantry programs; less so for meal programs) with high quality, fresh, and culturally appropriate food.

The larger-scale neighborhood food delivery operations serve between 500 and 1,000 households weekly, and include the San Francisco Housing Authority (SFHA) grocery program, Mission Food Hub food delivery (both prepared meals and grocery bags), and food delivery organized by San Francisco African American Faith-Based Coalition. These efforts are summarized below:

Summary of Service & Population Highlights

Initiative	Larger-Scale Neighborhood Initiatives (≥500 clients)		
	SFHA grocery program	Mission Food Hub food delivery	SF African American Faith-Based Coalition food delivery
Lead Agency/Agencies	SF Housing Authority	<ul style="list-style-type: none"> Latinx Task Force CANA-Carnaval SF 	SF African American Faith-Based Coalition
Households Served	600	925	875
Meals and/or Food Bags Served	600 food bags	925 meals/food bags	9,000 meals weekly + 875 food bags biweekly
Populations Served	Public housing residents	Primarily Latinx households, including: <ul style="list-style-type: none"> Older and disabled adults Single mothers Households in isolation/quarantine 	Primarily older African American and Latinx households
Neighborhoods Served	Bayview/Hunters Point, Bernal Heights, Chinatown, Hayes Valley, Mission District, Noe Valley, Potrero Hill, Visitacion Valley	Bayview/Hunters Point, Excelsior, Tenderloin, and Visitacion Valley	Bayview/Hunters Point Lakeview, Outer Mission, and Western Addition
Anticipated End Date	December 2020	Ongoing	Ongoing
Other Notable Information	Grocery deliveries occur at different sites on a weekly rotation	Also offers grocery pick-up services	<ul style="list-style-type: none"> Groceries supplied by SFMFB and supplemented with in-kind donations. Meals provided by SF New Deal

The smaller-scale neighborhood food delivery operations serve fewer than 100 households weekly, and include Black Infant Health (BIH) grocery delivery, the Family Resource Center (FRC) grocery delivery pilot project, and Tenderloin single-room occupancy (SRO) hotel grocery delivery. The efforts of these smaller-scale initiatives are summarized below:

Summary of Service & Population Highlights

Initiative	Smaller-Scale Neighborhood Initiatives (≤100 clients)		
	BIH grocery delivery	FRC grocery delivery pilot project	Tenderloin SRO grocery delivery
Lead Agency/Agencies	Black Infant Health	Family Resource Centers	TL Community Benefit District
Households Served	75	60	60
Meals and/or Food Bags Served	75 food bags	60 food bags	60 food bags
Populations Served	Pregnant African American and Latinx clients	Primarily Latinx households	Primarily Asian/Pacific Islander and Latinx households residing in SRO hotels
Neighborhoods Served	Citywide	Bayview/Hunters Point, Excelsior, Tenderloin, and Visitacion Valley	Tenderloin
Anticipated End Date	Ongoing	Ongoing	August 2020
Other Notable Information		3-site pilot may expand pending need and funding	

Policy Considerations

Equity	These neighborhood food delivery initiatives have high levels of engagement from populations that are likely to need food support ongoing, including African American and Latinx communities, low-income residents, and other groups living on the margins. The Feeding Group might use the next several months during which these programs are active to better understand the needs of these populations, to leverage the City’s relationship with the trusted community organizations who have had success in engaging these populations, and to develop strategies for enrolling the residents being served by these programs who will need ongoing food support in the City’s bedrock food assistance programs.
Sustainability	In recent weeks, the City has worked to stabilize funding for the large-scale neighborhood initiatives coordinated by the Mission Food Hub and SF African American Faith-Based Coalition—these organizations have collectively been awarded over \$2.5M in private foundation funds to support their operations through December. For those initiatives that have not already received a large cash infusion to support ongoing operations for the next 3-6 months, the Feeding Group may wish to identify other funding streams or mechanisms to meet the needs of clients ongoing as these programs conclude.
Unmet Needs	The neighborhood-based efforts highlighted in this analysis provide high quality, culturally appropriate food at the household level – needs that may not always be adequately met by other food programs. They represent best practices from which the Feeding Group may be able to learn and apply in collaboration with City departments funding major food programs for the duration of the pandemic and beyond.

Summary of Policy Considerations

A number of common themes emerged from the analysis of home-delivered food resources. The summary below synthesizes the policy considerations highlighted in each section of the analysis program type and provides a high-level set of actions the Feeding Group may take as it identifies areas of unmet community food need and develops strategies for addressing these gaps:

- **Learn more about the food needs of populations with lower rates of enrollment in major City-funded home-delivered food programs and devise strategies to improve their engagement and experience with these services long-term.** This work should focus in particular on racial/ethnic and linguistic groups – such as African Americans and Latinxs – that may be eligible for, but do not always enroll in in the City’s major home-delivered food services at the same rates as their peers. Geographic or neighborhood considerations may also be worth making when attempting to identify possible food gaps that could be filled with City resources and develop strategies to engage underrepresented populations in food services long-term. Ultimately, while grassroots and community-led efforts are providing considerable support to these populations, they are likely to conclude during or shortly after the COVID-19 pandemic is contained. The Feeding Group should seek to leverage its relationship with the community-based organizations leading these initiatives now so that we can understand what makes them so effective, and should consider how to sustainably integrate these programs and/or the best practices they employ into the City’s food system long-term so that we are able to maintain support for underserved populations in need of assistance. *(Relevant for the following programs: I/Q Food Helpline, SF DAS Home-Delivered Meals & Great Plates Delivered SF, SF DAS Home-Delivered Grocery & SFMFB Pantry at Home, Neighborhood-based programs)*
- **Monitor the capacity of short-term home-delivered food programs to ensure ongoing needs are met even as they anticipate reduced staff capacity and/or funding following the City’s phased reopening.** As the City enters a new phase of COVID-19 response and recovery, programs that have been reliant on volunteer staffing (whether from DSWs or other community residents) and short-term funding made available during the initial phase of the emergency response may struggle to maintain services at their current level. Because we do not expect demand for these services to see a corresponding reduction, it is incumbent upon policymakers to monitor provider capacity closely, and to identify funding, staffing, and other resources that help affected programs continue to meet the needs of their clients. Maintaining regular communication with community providers and continuing data collection on the services provided will assist the Feeding Group in responding nimbly to both anticipated and emergent needs over the duration of the pandemic, and to match City resources to those needs as they arise. *(Relevant for the following programs: I/Q Food Helpline, SFMFB Pantry at Home, SFUSD Home-Delivered Meals, Neighborhood-based programs)*
- **Develop strategies to meet the ongoing food needs of clients currently engaged in home-delivered food programs that are unlikely to continue providing services long-term.** Many of the programs highlighted in this analysis were developed in direct response to the COVID-19 outbreak, and are likely to be discontinued in the next 3-6 months, ranging from large-scale programs like Great Plates Delivered SF to small-scale neighborhood home-delivered food initiatives. The Feeding Group should use the intervening time to prioritize programs that are

concluding and identify mechanisms that ensure any ongoing needs can be met – whether they are existing food resources or new programming. *(Relevant for the following programs: Great Plates Delivered SF, SFMFB Pantry at Home, Neighborhood-based programs)*

Appendices

Appendix A. Overview of San Francisco Zip Codes & Supervisorial Districts

Appendix B. Total Clients and Food Served by Home-Delivered Food Program

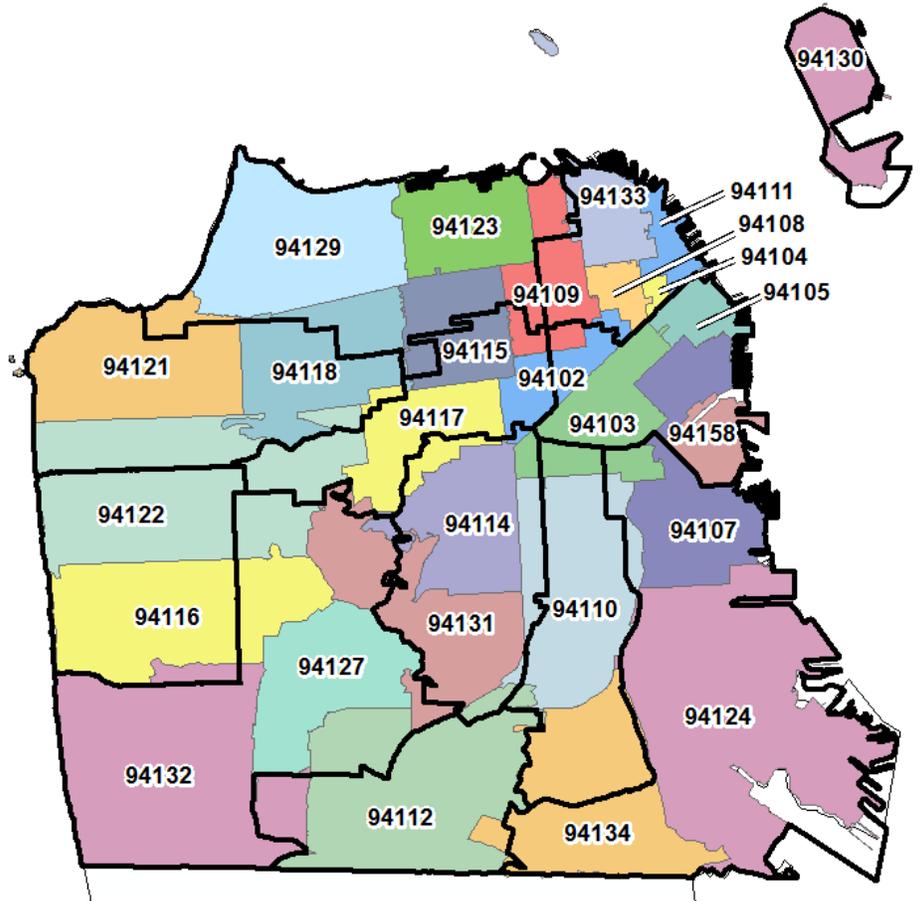
Appendix C. Total clients served by Home-Delivered Food Program and Zip Code

APPENDIX A. OVERVIEW OF SAN FRANCISCO ZIP CODES & SUPERVISORIAL DISTRICTS

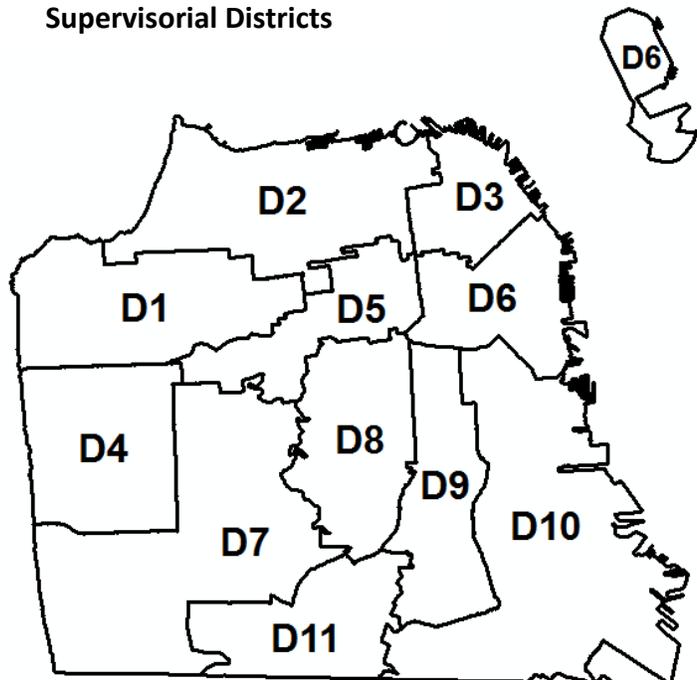
SF Zip Codes & Associated Neighborhoods

SF Zip Code	San Francisco Neighborhood
94102	Hayes Valley/Civic Center/Tenderloin
94103	South of Market
94104	Financial District
94105	Rincon Hill
94107	Potrero Hill/SOMA
94108	Chinatown
94109	Polk/Russian Hill/Nob Hill
94110	Mission District/Bernal Heights
94111	Embarcadero
94112	Ingleside/Excelsior
94114	Castro/Noe Valley
94115	Western Addition/Japantown
94116	Sunset/Parkside/Forest Hill
94117	Haight-Ashbury
94118	Inner Richmond
94121	Outer Richmond
94122	Sunset
94123	Marina/Cow Hollow
94124	Bayview/Hunters Point
94127	St. Francis Wood/Miraloma/West Portal
94129	Presidio
94130	Treasure Island
94131	Twin Peaks/Glen Park
94132	Lake Merced/Lakeside
94133	North Beach
94134	Visitacion Valley
94158	Mission Bay
94142	General Delivery

Overlay: Zip Codes & Supervisorial Districts



Supervisorial Districts



APPENDIX B. TOTAL CLIENTS AND FOOD SERVED BY HOME-DELIVERED FOOD PROGRAM

Program	Time Period	Clients/Households Served	Meals/Food Bags Served
COVID-19 I/Q Food Helpline*	Cumulative (Mar 31-Jun 30)	571 households	35,099 meals
SF DAS Home-Delivered Meals	May 2020	4,157 clients	189,866 meals (43,695 weekly average)
Great Plates Delivered SF*	Week of June 15	1,390 clients	27,279 meals
SF DAS Home-Delivered Grocery	Week of June 22	2,130 clients	2,130 food bags
SFMFB Pantry at Home*	Week of June 22	3,110 clients	3,110 food bags
CERV home-delivered grocery services*	Cumulative (Mar 19-Jun 29)	403 clients	403+ food bags
SFUSD Home-Delivered Meals*	Week of June 22	191 clients	2,865 meals
Neighborhood-Based Programs*	Average weekly service levels	—	—
<i>SF Housing Authority grocery program</i>	—	600 households	600 food bags
<i>Mission Food Hub food delivery</i>	—	925 households	925 meals/food bags
<i>SF African American Faith-Based Coalition food delivery</i>	—	875 households	9,000 meals weekly + 875 food bags biweekly
<i>Black Infant Health (BIH) grocery delivery</i>	—	75 households	75 food bags
<i>Family Resource Center (FRC) grocery delivery pilot project</i>	—	60 households	60 food bags
<i>Tenderloin SRO grocery delivery</i>	—	60 households	60 food bags

*New food programs developed as part of the City and community emergency response to COVID-19

APPENDIX C. TOTAL CLIENTS SERVED BY HOME-DELIVERED FOOD PROGRAM AND ZIP CODE

Zip Code	COVID-19 I/Q Food Helpline	SF DAS Home-Delivered Meals	Great Plates Delivered SF	SF DAS Home-Delivered Grocery	SFMFB Pantry at Home	CERV grocery delivery	SFUSD Home-Delivered Meals
94102	44	660	46	263	303	33	17
94103	38	413	27	141	135	18	15
94104	0	0	0	*	*	0	0
94105	*	13	12	*	*	*	0
94107	15	60	18	47	52	*	*
94108	*	79	31	59	211	*	0
94109	47	397	68	231	178	36	*
94110	119	277	114	125	203	21	32
94111	*	20	*	*	43	*	*
94112	99	253	153	123	367	27	16
94114	*	73	23	23	*	18	0
94115	*	177	48	102	111	18	12
94116	*	186	176	45	198	17	*
94117	*	78	18	41	16	*	*
94118	*	118	65	105	164	16	*
94121	*	194	102	160	70	19	*
94122	11	207	193	81	273	16	*
94123	*	26	*	*	*	*	0
94124	89	194	45	145	72	16	36
94127	0	66	24	28	*	*	0
94129	0	*	0	24	0	*	0
94130	*	*	0	*	10	0	*
94131	*	90	24	19	33	12	0
94132	11	88	44	87	73	*	*
94133	*	105	59	122	248	12	*
94134	46	109	78	87	170	16	13
94142	0	0	0	0	0	*	0
94158	*	29	*	46	*	*	*
Citywide	571	4,157	1,390	2,130	3,110	403	191

*Data withheld for populations <10 due to potential identifiability of clients in very small populations.

References

ⁱ San Francisco Department of Public Health. (2019). *Health Advisory: Prioritizing Populations with Structural Barriers to Health in COVID-19 Care Response*. <https://www.sfcddcp.org/wp-content/uploads/2020/06/COVID19-Health-Advisory-StructurallyVulnerablePops-FINAL-06.2.2020.pdf>

ⁱⁱ DataSF. (2019). *COVID-19 Data and Reports: Map of Confirmed Cases and Deaths*. <https://data.sfgov.org/stories/s/adm5-wq8i/>

ⁱⁱⁱ DataSF. (2019). *COVID-19 Data and Reports: Population Characteristics*. <https://data.sfgov.org/stories/s/w6za-6st8>

^{iv} Department of Disability and Aging Services. (2018). *Seniors and Adults with Disabilities from Communities of Color: Equity Analysis*. 2018 Dignity Fund Community Needs Assessment. <https://www.sfhsa.org/about/reports-publications/older-adults-and-people-disabilities-plans-and-reports>

^v Ibid.

^{vi} Ibid.