EatSF + SFDPH: COVID-19 Emergency Food Vouchers

April – June 2020

This program is funded through the Department of Public Health, City and County of San Francisco and other supporters.
Who We Are

The EatSF partnership is primarily funded by the San Francisco Department of Public Health with support from other EatSF funders.
Vouchers 4 Veggies- EatSF

Activates Healthy Eating Habits
“Triple Aim”

Support Healthy Eating Habits

Drive Supply of F&V in Underserved Neighborhoods

Increase Food Security
Vouchers 4 Veggies – EatSF
Also in Los Angeles, Boulder, CO, Virginia (pilot)

Reach

- Partner with 100+ Community-based clinics and organizations
- 30+ Vendor Locations in SF
- 4-5,000 households annually (9,000+ individuals)
- $20 - $40/month for 6+ months

Populations Served

- Low-income food insecure
- Pregnant, older adult, those with diet-related disease, SSI recipients, families with young children, others (flexible)

Funding Sources

- CCSF (DPH)
- Grants and Philanthropy
- Private Donations
- UCSF In-kind

Cost

- $120 - $265 per household (depending on size and # of months)
- Economies of Scale
- Initial set-up costs vary
Emergency COVID-19 Rapid Response

In partnership with the San Francisco Department of Public Health, EatSF was able to leverage an existing network of community-based organizations and clinics to swiftly and effectively respond to growing food security needs in San Francisco.
Focus on Latinx/African-American/PI families to address health disparities

Target Populations:

- Black/AA & Latinx Pregnant People
- Families with children under 5
- Latinx populations – particularly those financially impacted (unemployed)
- Older Adults negatively impacted by COVID-19
Emergency COVID-19 Response

Key Operational Changes

• Implemented COVID Emergency Response vouchers, eligible for all food items except alcohol and sugary beverages

• Remote enrollment (including online portal)

• Mailing of vouchers & information

• Enhanced communications: text messaging, customer service phone systems (multi-language)

• Extended use-by-dates on vouchers
May - June 2020 COVID-19 Rapid Response

Reach

- 6000+ households
  - 4,300 COVID food vouchers
  - 2,100 fruit and vegetable vouchers

- Distributed/mailed 100,000+ food vouchers

- Partnered with 157 agencies
<table>
<thead>
<tr>
<th>Target Population</th>
<th># of Households Served</th>
<th>Agencies</th>
<th>Typical Benefit Received</th>
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</thead>
</table>
| Families with young children      | 2400                   | • SF DPH Clinics (n=5)  
• Other Clinics (n=6)  
• Family Resource Centers (n=16)  
• Housing Organizations (n=5) | Fruit and Vegetable: $20-$40  
+ or  
COVID vouchers: $80-$240 |
| Pregnant People                   | 980                    | • WIC (n=7)  
• Black Infant Health  
• Sister Web Doulas | Fruit and Vegetable: $20-$40  
+  
COVID vouchers: $220-$400 |
| Older Adults                      | 650                    | • Housing Organizations (n=5)                                           | Fruit and Vegetable: $20-$40  
+  
COVID vouchers: $30 |
| Other                             | 270                    | • Asociación Mayab  
• Family Resource Centers  
• Housing Organizations | Fruit and Vegetable: $20-$40  
+  
COVID vouchers: $60-$180 |

2100 households who received FV vouchers with extended dates of use
Primary:
• SF WIC
• Black Infant Health

Clinics:
• Mission Neighborhood Health Center
• ZSFG Women’s Health Clinic (5M)
  • Team Lily (Specialty Clinic within 5M)
• HIVES (Specialty Clinic within 5M)
• ZSFG Pediatrics Department (6M)
• ZSFG Family Health Center (1M)
• ZSFG Newcomer’s Health Clinic
• Potrero Hill Health Center
• Castro Mission Health Center
• Southeast Health Center
• Native American Health Center WIC

Housing Organizations:
• Tenderloin Neighborhood Development Corporation
• Housing Authority
• Community Housing Partnership
• Conard House
• Mercy Housing
• DISH
• CCDC

Family Resource Centers:
• Glide Foundation
• APIFRN
• Compass Family Services
• SOMA CC FRC
• Western Addition FRC
• Bayview YMCA FRC
• Potrero Hill FRC
• Edgewood Center
• Excelsior Family Connections
• Portola Family Connections
• Instituto – CARECEN, MNC, La Raza
• Good Samaritan
• Homeless Prenatal Program
• Mission Neighborhood Center
• Wu Yee Head Start

Other Community-Based Organizations:
• Sister Web Doula Program
• Asociación Mayab
Participant Race/Ethnicity Breakdown:
• 47% Latino or Hispanic
• 19% Black or African American
• 19% Asian or Pacific Islander
• 7% White or Caucasian
• 2% Native American or American Indian

Top 5 Neighborhoods Served:
• Mission
• Excelsior
• Bayview/Hunter’s Point
• Tenderloin
• South of Market

Partner agencies received COVID Emergency Relief Vouchers, fruit and vegetable vouchers, or a combination of both.

Orange COVID Emergency Relief Vouchers: Valid for all food items except alcohol and sugary beverages

Green Fruit and Vegetable Vouchers: Valid for fresh or frozen fruits and vegetables

Rapid Enrollment Data (ethnicity, zip code) n = 3,000+

Partner agencies received COVID Emergency Relief Vouchers, fruit and vegetable vouchers, or a combination of both.

Rapid Enrollment Data (ethnicity, zip code) n = 3,000+

$750K

$120K
Assessment of Need for Food Support, n= 2,000+

Response to question "reason for needing food support"

<table>
<thead>
<tr>
<th>Latinx Families</th>
<th>Older Adults</th>
<th>Voucher Redemption</th>
</tr>
</thead>
<tbody>
<tr>
<td>86% of participants from agencies serving primarily families and undocumented households reported a change or loss of income (n=1996)</td>
<td>65% of participants from agencies serving primarily older adults reported needing extra money to stock food during shelter in place (n=1063)</td>
<td>90% of vouchers distributed redeemed - evidence that these food supports are essential for people in need.</td>
</tr>
</tbody>
</table>
What partner agencies say:

“I had providers coming up to me and telling me it [EatSF] was a lifeline for their patients.”
-Social Worker at ZSFG Women’s Health Center (5M)

"I know that so many other providers are feeling helpless right now. So being able to offer these vouchers as a resource for our families is such a great opportunity."
-Clinician from Potrero Hill Health Center

“Being able to provide these vouchers is so valuable and especially in our ability to support undocumented families.”
-Clincian at ZSFG Children’s Health Center (6M)

"The vouchers have been so helpful for our families. With vouchers, patients are able to save money for other basic necessities, especially given how many families have lost their jobs.”
-RD at Mission Neighborhood Health Center
Choice & Flexibility:

- COVID Emergency Relief vouchers offer choice – families can buy foods to meet their family needs & cultural preferences

- Participants can shop when and where is convenient – minimizes the need to wait in lengthy lines & provides a safer option for many

“My husband lost his job due to COVID. I just had a baby and my baby is premature in the NICU and we are scared to go to food distribution sites because we don’t want to get our newborn sick.”
- V4V Participant
Economic Impact of EatSF Emergency Response

- EatSF supports 20 minority-owned businesses in low-income communities of color
- Infused over 3/4 million dollars in food purchases into underserved neighborhoods
- 237% increase in voucher revenue among participating corner stores compared to 2019
Findings & Recommendations

• Overall successful rapid response model for targeting specific populations in need
• Centralized (remote) operations through EatSF allowed for working with a wide range of agencies with varied capacities
• Response is replicable and scalable (however, expanding vendor network is recommended)
• Linkages to clinics and maternal health agencies address health disparities
• Evidence of economic support for minority-owned businesses

Recommendation:
• Funding necessary to address the growing demand for services
• Expand vendor network
A special thanks to EatSF emergency COVID response funders:

SF DPH
Hellman Foundation
Albertson's Companies Foundation
Crankstart Foundation
THANK YOU!

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