SRO Food Security and Health Collaborative Pilot Project

Needs Assessment Report

March 16, 2018
Design, Site Descriptions, & Methodology

Introduction

In February of 2018, a needs assessment was conducted at two SROs, the Ambassador and the Camelot, to inform the SRO Food Security and Health Collaborative Pilot Project. The overarching goal of the needs assessment was to collect information from the SRO building tenants to support the design of tailored interventions, anticipate intervention implementation issues, and identify potential barriers to success. The project manager, Leah's Pantry, and the project evaluator, Redwood Consulting Collective, collaborated to design and implement the needs assessment. Support and input was also solicited from the project’s Evaluation Advisory Committee, made up of members of the SRO Collaborative, and from staff at the Ambassador and Camelot.

Methods

For the needs assessment, a mixed methods approach was taken to try and understand how agencies can come together and provide services to SRO residents in a more holistic, targeted, and effective way. A mixed methods approach uses both quantitative and qualitative measures to produce rich, high quality data. This approach also helps overcome the weaknesses of using a single methodology and help create a more comprehensive picture. In this case, qualitative focus group data and contextual data was used as a means of collecting more specific information to supplement some of the results from the quantitative survey.

Tenant survey. SRO tenants at the Camelot (N=24, 44% response rate) and the Ambassador (N=56; 41% response rate) completed a paper and pencil survey. The survey contained questions focused on use of current services, current food context or conditions for tenants, values around food, and programming preferences. The surveys can be found in the Appendix. The Leah’s Pantry team partnered with staff at each site to facilitate data collection and conducted at least three in-person data collection sessions at each site. The data collection period ran from February 15, 2018 to February 27, 2018.

Focus groups. SRO tenants participated in an hour long focus group implemented by the Leah’s Pantry team (Camelot: N= 8; Ambassador: N=10). The goal of the focus group was to supplement the survey data by adding depth and understanding around certain subjects. The participants shared their perceptions of current services (what’s working well and what might be improved) and provided insights into what services could be offered in the future that would most support the SRO residents.

Contextual data. During their time at each site, the Leah’s Pantry team spoke with various staff members and became familiar with the structural and environmental features of the sites. These data sources provided contextual information to help frame and interpret data collected from the tenants. Understanding the buildings layout and facilities should also be used to inform potential interventions by understanding the possibilities as well as the constraints of each building.
### Ambassador

The Ambassador is an SRO building operated by the Tenderloin Neighborhood Development Corp., a housing developer that acts as both the property manager and the support service provider (i.e., case management). The building has 134 units, on-site support services staff, and limited in-unit and in-building cooking opportunities. Every tenant is provided with a small fridge and microwave for their unit and they are allowed to use appliances in their room that do not have an open flame (e.g., toaster ovens, rice cookers). All food is stored in tenants individual rooms. However, the

### Representativeness of the Data

**Ambassador** - The sample of residents who participated in the survey was a representative sample of the overall building demographics.
- Approximately three quarters of the participants were men
- Primarily African American and White, with some Latino
- Most if not all are low income, unemployed, and disabled (many experience mobility challenges)

**Camelot** - The sample of residents who participated in the survey represents a higher functioning, more independent subset of the population at the Camelot
- Two (out of 16) respondents were women, which is reflective of the low female population
- Those who are **not** represented include: residents who tend to be more isolative, have more severe mental health issues, and/or rely more heavily on outside services to meet daily needs

### How to Interpret the Data

**Response rate** - the number of people who participated out of the total possible number of participants.
- Typical response rates for internal surveys range from 30-40%
- Survey results cannot be assumed to be reflective of all participants’ experiences, feelings, etc.
  - We don’t know what 66% of tenants at the Ambassador & 69% of tenants at the Camelot think about current food services.
  - We must interpret with caution

**Supplemental data sources** (e.g., focus groups) - are used to provide depth and greater understanding to another data source
- But, quotes are reflective of personal experience and themes can not be generalized to residents as a whole.

### Structural and Environmental Features of the Pilot Sites

**Ambassador.**
building does have a community kitchen, which has stoves and ovens for tenants to use and open shelving for quick storage while cooking.

The Ambassador hosts all the events in the community room of the Pavilion, which features an open outdoor space with potted plants. The interior community room includes several comfortable chairs and couches, a television, a table with six chairs, and access to two restrooms. The Pavilion does have a full kitchen, which is not available for resident use, rather staff use it for community events. The community room in the Pavilion hosts building events, including the weekly food pantry, building meetings, special community events, and weekly coffee hour. Support service staff offices are located on this floor and are open for residents to visit with staff during open office hours.

<table>
<thead>
<tr>
<th>Full list of Current Services at the Ambassador</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home-delivered meals from Meals on Wheels</td>
</tr>
<tr>
<td>Emergency Food Pantry (with referral from TNDC social worker)</td>
</tr>
<tr>
<td>Grocery donations (Trader Joe’s, Safeway)</td>
</tr>
</tbody>
</table>

**Camelot.** The Camelot Hotel is operated by DISH housing developer who provides the property management. The site support services are provided by the San Francisco Department of Homelessness and Supportive Housing. The building has 54 units and has no cooking facilities. The building does provide each tenant with a refrigerator and a microwave and allows tenants to use their own appliances that do not have open flames.

The Camelot hosts all of the events in the community room, which includes two couches, a television, one long table with six chairs, a counter space, sink with paper towels and soap, and access to a restroom. The community room hosts building events that include the monthly food pantry, building meetings, special community events, and a breakfast hour offered five days a week. Support service staff and property management offices are also located on this floor and are open for residents to come and speak with staff.

<table>
<thead>
<tr>
<th>Full list of Current Services at the Camelot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home-delivered meals from Meals on Wheels</td>
</tr>
<tr>
<td>Camelot Breakfast</td>
</tr>
<tr>
<td>Free meal sites (St. Anthony’s or Glide)</td>
</tr>
</tbody>
</table>
RESULTS

Sources of Food

**Ambassador.** In the last month, residents at the Ambassador indicated that they got meals from a number of services including (see Figure 1 for full list):

- Buying groceries for themselves (N=45, 80%)
- Getting food from the Food Pantry in the building (N= 32, 57%)
- Grocery donations (Trader Joe’s, Safeway) (N=21, 37.5%)
- Free meal sites (e.g., Fraternite Notre Dame, St. Anthony’s, or Glide) (N=18, 32%)

When asked where they *got most* of their meals in the last month, buying groceries to prepare for themselves was indicated as the primary source of food (N=37) followed by the Food Pantry at the Ambassador (N=14), Free Meal Sites (N=13), Grocery Donations (N=10), Home delivered meals or groceries from Project Open Hand (N=9), Meals on Wheels (N=8), Emergency Food Pantry (N=7), and meal cooked by another person (N=5). During the focus group, participants expressed frustration about the refrigerator replacements because the new refrigerators do not have freezers and therefore, residents can not store or keep food they may want to. One participant noted *“Food storage is as important as food services. You can’t talk about food services without talking about food storage.”* Another participant explained *“You can’t keep anything in the new fridges. That’s going to be completely impossible to get delivered meals without a freezer.”*

When prompted, 6 out of 10 participants said they would be interested in getting delivered meals if it was possible.

When discussing delivered meal services, such as Meals on Wheels and Project Open Hand, participants from the focus group mentioned liking Meals on Wheels because the food is sectioned off with protein, vegetables, etc. One participant noted *“Everyone knows Project Open Hand is one section and Meals On Wheels are sectioned off. I like having it separate. You can actually tell what it is.”* It became apparent that there may also be a lack knowledge and understanding around eligibility for some of services. During the focus group, participants were debating and educating each other on the eligibility requirements for Project Open Hand - *“For myself, I like POH, but to qualify for POH meals you have to be HIV positive”* said one member. To which other responded *“Not only HIV, you can have diabetes, cancer - they’ve changed their perspective on that.”* Most of the residents in the focus group expressed that if they were able to qualify, they would like to receive a delivered meal on site.
**Camelot.** Residents at the Camelot echoed similar responses to those at the Ambassador regarding their sources of meals in the last month including (see Figure 2 for full list):

- Buying groceries to prepare for myself (N=19, 79%)
- Food Pantry at the Camelot (N=15, 62.5%)
- Camelot breakfast (N=11, 46%)
- Buying ready to eat food (N=10, 42%)

When asked where they got most of their meals, buying groceries for themselves was the primary source indicated (N=19) followed by the Food Pantry at the Camelot (N=12), Camelot breakfast (N=6), Buying ready to eat food (N=5), Free Meal Sites (N=3), Grocery Donations (N=1), Meals on Wheels (N=0), and Meals cooked for me by someone else (N=0). Interestingly, focus group participants were generally unaware of where and when the Pantry events took place, even though they acknowledged knowing that there was a calendar with the events listed and it being a primary source of food for residents in the survey. Although grocery shopping was a dominant source of meals, focus group participants did mention that it did pose a challenge in terms of accessibility and bringing the grocery bags home. One participant explained:

“My biggest problem is that I get food stamps. It’s hard getting back here. It’s a long way on the muni. If I don’t hit that right I have to carry bags on a crowded bus, maybe some way to get there and back so I can do it without taking 10 trips to the store…maybe a van? I prefer to do my own shopping but something like “come do your own shopping on this day and we can all go together.”” - Tenant, Camelot

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**Figure 1:** Sources of meals in the last month for Ambassador residents
Although residents in the focus group were not too enthusiastic about the Camelot breakfast, the large majority did say that they would not eat breakfast if it was not for this service. A few participants mentioned that the food served was always the same and offering some variety would be nice, while others did mention that they did appreciate the consistency of the service and the opportunity to socialize with others. When asked about free off-site meal services, like St. Anthony’s or Glide, some participants expressed that they find these services stressful and hard to manage with their mental health issues (i.e., being overwhelmed by large crowds).

The vast majority of participants (7 out of 8 participants) were interested in the idea of group transportation to buy groceries.

![Figure 2: Sources of Meals in the last month for Camelot residents](image)

**Ambassador.** Residents were asked about aspects of their lives that may be impeding their ability to access food services. Overall, most participants indicated they felt safe going out in their neighborhood to get food (N=38, 70%) and they prepare food in their room or building (N=48, 87%). However, residents also reported challenges being able to find the type of prepared food they want in their neighborhood (N=27, 51%), having enough money to buy the food they want (N=37, 74%), being able to find the type of groceries they would like in their neighborhood (N=27, 52%), finding the food they need for free (N=33, 69%), and they reported skipping meals because their health prevents them from leaving their room or traveling to get food (N=27, 59%; see Table 1 for list and responses). Additionally, when asked directly, **38 residents (68%) reported eating less than they wanted or missed a**
meal this month because they did not have enough money and 31 residents (56%) said they missed a meal or ate less than they wanted to because they could not get the food they needed for free.

**Table 1: Needs & Wants at the Ambassador**

<table>
<thead>
<tr>
<th></th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel safe going out to get food in my neighborhood</td>
<td>16 (30%)</td>
<td>38 (70%)</td>
</tr>
<tr>
<td>I can find the type of prepared food I want in my neighborhood</td>
<td>27 (51%)</td>
<td>26 (49%)</td>
</tr>
<tr>
<td>I have enough money to buy the food that I want</td>
<td>37 (74%)</td>
<td>13 (26%)</td>
</tr>
<tr>
<td>I can find the type of groceries I want in my neighborhood</td>
<td>27 (52%)</td>
<td>25 (48%)</td>
</tr>
<tr>
<td>I can get the food I need for free</td>
<td>33 (69%)</td>
<td>15 (31%)</td>
</tr>
<tr>
<td>I often skip a meal because my health prevents me from leaving my room or traveling to go get food</td>
<td>27 (59%)</td>
<td>19 (41%)</td>
</tr>
<tr>
<td>I prepare some of my meals in my room/building</td>
<td>7 (13%)</td>
<td>48 (87%)</td>
</tr>
</tbody>
</table>

_**Camelot.**_ The experiences reported by residents at the Camelot varied slightly from the experience of those at the Ambassador. They similarly indicated feeling safe going out to get food in their neighborhood (N= 15, 68%) and preparing food in their room or building (N=23 100%). When asked if they could find the types of prepared food they wanted in their neighborhood, the majority of respondents said they could (N=12, 57%). Respondents were split 50/50 (N=11/N=11) when asked if they had enough money to buy groceries to get the food they wanted. However, residents reported challenges finding the type of groceries they want in their neighborhood (N=14, 56%), finding the food they need for free (N=14, 70%), and often skip a meal because their health prevents them from leaving their room or traveling to get food (N=14, 70%; see Table 2 for list and responses). Additionally, when asked directly 10 residents (42%) reported eating less than they wanted or missed a meal this month because they did not have enough money and 8 residents (33%) said they missed a meal or ate less than they wanted to because they could not get the food they needed for free.

**Table 2: Needs & Wants at the Camelot**

<table>
<thead>
<tr>
<th></th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel safe going out to get food in my neighborhood</td>
<td>7 (32%)</td>
<td>15 (68%)</td>
</tr>
<tr>
<td>I can find the type of prepared food I want in my neighborhood</td>
<td>9 (43%)</td>
<td>12 (57%)</td>
</tr>
<tr>
<td>I have enough money to buy the food that I want</td>
<td>11 (50%)</td>
<td>11 (50%)</td>
</tr>
<tr>
<td>I can find the type of groceries I want in my neighborhood</td>
<td>14 (56%)</td>
<td>11 (44%)</td>
</tr>
<tr>
<td>I can get the food I need for free</td>
<td>14 (70%)</td>
<td>6 (30%)</td>
</tr>
</tbody>
</table>
Residents were asked to indicate the top three services that would most help them eat better. The most frequent services selected were (1) more money to buy food, (2) free groceries delivered to my building, and (3) getting food that meets my dietary needs (e.g., no dairy, no meat) or health restrictions (e.g., diabetes, dental needs). See Figure 3 below for full list of services and responses. If residents selected the ‘other’ option, suggestions included: more canned food that is shelf stable and easy to store, a freezer or full sized refrigerator, have social workers use the food bank to get better food for the produce drop, and part-time jobs to help pay for meals.

A theme that arose during the focus group was interest in finding a way to disburse food services throughout the week and throughout the month to help when things are tight. For example, one participant shared “I wish there was more accessibility to Produce Drop. It is currently happening on Monday but when the weekend rolls around there is no cash and no food available. That’s a little stressful - just the accessibility, maybe one more 30 minute slot during the week.” The majority of residents in the focus group also indicated that they were interested in meals being available on site, either in home delivered meals or a congregate meal.

<table>
<thead>
<tr>
<th>Services to Improve Eating</th>
<th>16 (70%)</th>
<th>7 (30%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I often skip a meal because my health prevents me from leaving my room or traveling to go get food</td>
<td>0 (0%)</td>
<td>23 (100%)</td>
</tr>
</tbody>
</table>

Figure 3: Services or things that would support better eating for Ambassador residents
Camelot. Residents of the Camelot most frequently selected (1) equipment to cook in my room, (2) an equipped community kitchen, and (3) more money to buy food as the services that would most help them eat better. Refer to Figure 4 for a full list of responses given. When focus group participants were first asked about the idea of a community kitchen, most of them expressed concerns. Comments included: “I think it’s a good idea but no. I’d be worried about the cleanliness of it”, “the fighting over it, throwing people’s food out. I’d just as soon use my microwave”, or “I’ve got everything I need to cook in my room.” However, when asked if it was possible to find a good way to make it work, 6 out of 8 participants (75%) indicated they would be interested.

Figure 4: Services or things that would support better eating for Camelot residents
Participants were asked to share their food-related values and what they find important with regards to the food they eat.

**Ambassador.** Although tenants at the Ambassador seemed to find every option important, there were some dominant values that emerged including: (1) valuing healthy food that is good for their body, (2) fresh food that is not old or leftover, (3) simple to cook, and (4) convenient for me to get. Refer to Figure 5 for the full list.

![Ambassador Food Values](image)

**Figure 5: Ambassador resident values around food**

**Camelot.** Participants from the Camelot echoed the same top values around food as those from the Ambassador (with the exception of the fourth - see Figure 6). They indicated that they value food that is (1) healthy and good for their body, (2) fresh food that is not old or leftover, (3) simple to cook, and (4) easy to chew and digest. Refer to Figure 6 for full list. The desire for fresh, healthy food was echoed by focus group participants. They mentioned that a lot of the food they receive is particularly sweet and were interested in more fresh fruits and vegetables as well as more sources of protein. Focus group participants were also worried about the freshness of the food that gets delivered to the building and being notified about its arrival.
The final question of the survey was focused on preferences regarding new programming, specifically focused on what type of social environment participants would prefer. Their responses indicated that future interventions may need to be comprised of services with varying structures, as tenants reported varying preferences.

**Ambassador.** Participants at the Ambassador were mixed with regard to preferred programming. Of the 53 participants that responded to this question:
- 15 people were interested in a one-on-one setting (individual counseling or coaching)
- 17 people were interested in a small group setting (fewer than 8 people)
- 9 people were interested in a large group setting (8 or more people)
- 12 people were not interested in participating in programs or activities

**Camelot.** Participants at the Camelot followed a similar pattern with regards to their interest in programming and activities. Of the 22 people that responded to this question:
- 5 people were interested in a one-on-one setting (individual counseling or coaching)
- 8 people were interested in a small group setting (fewer than 8 people)
- 2 people were interested in a large group setting (8 or more people)
- 7 people were not interested in participating in programs or activities
Key informant interviews were conducted by the Leah’s Pantry team with Will Jensen, a social worker at the Ambassador and Kendra Leingang, the Director of Support Services at the Camelot. Informal discussions were also had with property managers and other site staff at both SRO sites. Additionally, conversations with the property manager and Director of Support Services from another DISH site, the Star Hotel, were had to learn more about their daily congregate meal.

When asked if he thought Ambassador residents’ food needs were being met, Will Jensen responded “they are eating and surviving [but] they just don’t have healthy food and have the stress of a piecemeal approach.” Will sees a wide range of capacity and motivation among residents to take care of their food needs and states that some have the ability and money to meet their needs but wonders what essentials might they be dropping when they meet their food needs. Many residents have addictions, which interferes with their ability to feed themselves. Will also highlighted personal barriers and issues that affect residents’ food security. For example, many need personal assistance with connecting their health to good nutrition, managing their limited finances, cooking skills, and having a greater awareness of options for services. He suggested that overall, residents need more access to healthy, affordable food, more money, and more education and skill building. Will agrees with the suggestion made by tenants in the focus group that it would be helpful for residents to have transportation to grocery stores and additional staff support to navigate and troubleshoot individual food security issues.

Kendra Leingang, from the Camelot, expressed an active interest in exploring a variety of options to improve food security and resident engagement at the site. She feels the daily breakfast is very well received and the support services team is currently looking for more ways to improve the options of food served. Kendra mentioned the initiative launched at the Star Hotel to serve congregate meals and heard that they have had fair success with that service. She also indicated that the Camelot is considering transporting residents to that location for the daily lunch. With regard to the amenities at the site, Kendra felt that residents could use more equipment to prepare food in their room and that transportation to food shopping would be helpful to residents.

A follow up conversation was had with Christine Odena, Director of Support Services and Lois Butler, General Manager at the Star Hotel to learn more about the daily congregate meal. They both felt that the service had immediate benefits. Their residents do not have easy access to meal sites and often consumed snack foods from local corner stores. Therefore having a daily hot meal has made a significant positive impact on their food security. It has allowed severely depressed and hard to reach residents to engage and access food in a safe and familiar place. Residents that normally cannot and will not leave their rooms are slowly starting to engage by walking downstairs for lunch. The staff of the outside agency that serve the meal (Centro Latino) are kind and respectful of clients space, which encourages clients to return. The congregate meals have also opened up the food budget and both Christine and Lois indicated that they are looking forward to having more time to focus on other engaging activities and case management.
Ambassador

- Primary sources of meals (top 3):
  1. Buying groceries to cook for themselves
  2. Food Pantry at the Ambassador
  3. Grocery donations (Trader Joes, Safeway)

- Sufficient money or access to free food throughout the month was an issue

- Participants value food that is:
  - Healthy
  - Fresh
  - Simple to cook
  - Convenient to get

Camelot

- Primary sources of meals (top 3):
  1. Buying groceries to cook for themselves
  2. Food Pantry at the Camelot
  3. Camelot breakfast

- Sufficient money or access to free food throughout the month was an issue

- Participants value food that is:
  - Healthy
  - Fresh
  - Simple to cook
  - Easy to chew or digest

Questions to Guide Next Steps

1. Do we focus on the programs and services that are most used and improve those? For example, do we focus on helping tenants buy groceries for themselves and consider suggestions such as group transportation services? Can staff shop for the Food Drop at the Ambassador? Can residents make requests for what is offered at the pantry?

2. Do we focus on increasing utilization of currently under-utilized services? For example, do we just need to raise awareness of eligibility for services? Can staff help residents troubleshoot their food access challenges?

3. Can we expand promising programs and strategies that are well liked by the few who can use them but are limited by funding, resources, frequency, or other factors? Can home delivered meals be offered to more residents? Can group meals be expanded and offered more regularly? Can residents be provided with equipment to assemble their own meals?
Food Services for Ambassador Residents

You are being asked to participate in this survey by the SRO Food Security Collective.

**PURPOSE:** A group of agencies have come together to understand how they can provide food services to the Ambassador in a more helpful way. To do that, we need to first understand what the Ambassador residents need and want from the services they receive. The purpose of this survey is to better understand your current experiences with food providers, find out what you like and don’t like about them, and learn about what you are missing.

**PARTICIPATION:** Participation in this survey is completely your choice. Your decision to participate will in no way affect your relationship with Ambassador staff or service providers. Your decision will not affect your ability to receive services. If you start the survey but feel uncomfortable answering certain questions, you can skip the question or stop the survey for any reason.

**CONFIDENTIALITY:** Your privacy is really important to us. Your name won’t be associated with the responses in any way. We are asking people to tell us their unit number so we can track overall participation and enter you in the raffle, but it won’t be linked to you or shared with anyone, other than the research team.

**RAFFLE:** To thank you for participating in the survey, you will be entered into a raffle for a $25 Walgreens gift card. Please make sure to fill in your unit number on the survey to be entered into the raffle.

**HELP COMPLETING SURVEY:** If you need any help filling this out or if you have any questions, there is someone available! Please ask the site staff for help.

**FINISHED SURVEYS:** Once you’re done with the survey, please leave it in the folder on the social worker’s door (Will Jensen).

Thank you so much for participating!

You can also contact Monica Bhagwan if you have any questions or want any more information about the survey and/or the project at monica@leahpantrysf.com or (415) 385-1350.
What is your housing unit #? ___________ (to be entered in raffle)

Where do you get your meals from? Please circle all the places you got food in the last month.

<table>
<thead>
<tr>
<th>Home-delivered Meals from Meals on Wheels</th>
<th>Emergency Food Pantry (with referral from TNDC social worker)</th>
<th>Grocery donations (Trader Joes, Safeway)</th>
<th>Buying groceries to prepare for myself</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home-Delivery Meals or Picking Up Groceries from Project Open Hand</td>
<td>Food Pantry at the Ambassador</td>
<td>Free Meal Sites (e.g., Fraternite Notre Dame, St. Anthony’s, or Glide)</td>
<td>Meal cooked for me by another person</td>
</tr>
</tbody>
</table>

Great! Now we want to know where you get most of your meals. Circle the top 2 places you get your food.

<table>
<thead>
<tr>
<th>Home-delivered Meals (e.g., Meals on Wheels)</th>
<th>Emergency Food Pantry (with referral from TNDC social worker)</th>
<th>Grocery donations (Trader Joes, Safeway)</th>
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<td>Free Meal Sites (e.g., Fraternite Notre Dame, St. Anthony’s, or Glide)</td>
<td>Meal cooked for me by another person</td>
</tr>
</tbody>
</table>

Thanks! Please circle the answer that is true for you.

<table>
<thead>
<tr>
<th>I feel safe going out to get food in my neighborhood</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can find the type of prepared food I want in my neighborhood</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>I have enough money to buy the food that I want</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>I can find the type of groceries I want in my neighborhood</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>I can get the food I need for free</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>I often skip a meal because my health prevents me from leaving my room or traveling to go get food</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>I prepare some of my meals in my room/building</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
In the last month, did you ever _eat less_ than you wanted to or _miss a meal_ because you didn’t have _enough money_?

- [ ] Yes
- [ ] No
- [ ] I don’t remember

In the last month, did you ever _eat less_ than you wanted to or _miss a meal_ because you couldn’t get the _food you needed for free_?

- [ ] Yes
- [ ] No
- [ ] I don’t remember

Now, _circle the top 3_ services or things that would _most_ help you eat better.

1. Equipment to cook in my room
2. More money to buy food
3. Free groceries delivered to my building
4. Free meals served to eat _in my room_
5. Free meals served to eat _with other residents_
6. Someone to help me understand the food resources and services available to me
7. Someone to help me choose the right food options/services to be healthier
8. Getting food that meets my dietary needs (e.g., no dairy, no meat) or health restrictions (e.g., diabetes, dental needs)
9. Healthy eating/cooking classes
10. Other: _____________________________

_It is important that the food I eat is_ (check all that are true for you):

- [ ] Healthy and good for my body
- [ ] Familiar/From my culture
- [ ] Meets my dietary restrictions (e.g., vegetarian, dairy free, low sodium)
- [ ] Fresh; not old or leftover
- [ ] Simple to cook
- [ ] Doesn’t require cooking/Already prepared
- [ ] Convenient for me to get
- [ ] Easy to chew or digest
- [ ] Organic
- [ ] Other: _____________________________

If there were new programs or activities provided here at the Ambassador, I would prefer that they were offered (_choose one_):

- [ ] In a one-on-one setting (individual counseling or coaching)
- [ ] In a small group setting (fewer than 8 people)
- [ ] In a large group setting (8 or more people)
- [ ] None; I do not want participate in any programs or activities
Food Services for Camelot Residents

You are being asked to participate in this survey by the SRO Food Security Collective.

**PURPOSE:** A group of agencies have come together to understand how they can provide food services to the Camelot in a more helpful way. To do that, we need to first understand what the Camelot residents need and want from the services they receive. The purpose of this survey is to better understand your current experiences with food providers, find out what you like and don’t like about them, and learn about what you are missing.

**PARTICIPATION:** Participation in this survey is completely your choice. Your decision to participate will in no way affect your relationship with Camelot staff or service providers. Your decision will not affect your ability to receive services. If you start the survey but feel uncomfortable answering certain questions, you can skip the question or stop the survey for any reason.

**CONFIDENTIALITY:** Your privacy is really important to us. Your name won’t be associated with the responses in any way. We are asking people to tell us their unit number so we can track overall participation and enter you in the raffle, but it won’t be linked to you or shared with anyone, other than the research team.

**RAFFLE:** To thank you for participating in the survey, you will be entered into a raffle for a $25 Walgreens gift card. Please make sure to fill in your unit number on the survey to be entered into the raffle.

**HELP COMPLETING SURVEY:** If you need any help filling this out or if you have any questions, there is someone available! Please ask the site staff for help.

**FINISHED SURVEYS:** Once you’re done with the survey, please return it to the front desk and ask Kendra or Joy for help if you have questions.

Thank you so much for participating!

You can also contact Monica Bhagwan if you have any questions or want any more information about the survey and/or the project at monica@leahpantrysf.com or (415) 385-1350.
What is your housing unit #? ___________ (to be entered in raffle)

Where do you get your meals from? Please circle all the places you got food in the last month.

<table>
<thead>
<tr>
<th>Home-delivered Meals (e.g., Meals on Wheels)</th>
<th>Camelot Breakfast</th>
<th>Free Meal Sites (St. Anthony’s or Glide)</th>
<th>Buying groceries to prepare for myself</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery donations (Trader Joe’s, Safeway)</td>
<td>Food Pantry at the Camelot</td>
<td>Buying ready to eat food</td>
<td>Meal cooked for me by another person</td>
</tr>
</tbody>
</table>

Great! Now we want to know where you get most of your meals. Circle the top 2 places you get your food.

<table>
<thead>
<tr>
<th>Home-delivered Meals (e.g., Meals on Wheels)</th>
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</tr>
</tbody>
</table>

Thanks! Please circle the answer that is true for you.

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel safe going out to get food in my neighborhood</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can find the type of prepared food I want in my neighborhood</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have enough money to buy the food that I want</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can find the type of groceries I want in my neighborhood</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can get the food I need for free</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I often skip a meal because my health prevents me from leaving my room or traveling to go get food</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I prepare some of my meals in my room/building</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
In the last month, did you ever *eat less* than you wanted to or *miss a meal* because you didn't have *enough money*?

☐ Yes  ☐ No  ☐ I don’t remember

In the last month, did you ever *eat less* than you wanted to or *miss a meal* because you couldn’t get the *food you needed for free*?

☐ Yes  ☐ No  ☐ I don’t remember

Now, **circle the top 3** services or things that would **most** help you eat better.

1. Equipment to cook in my room
2. An equipped community kitchen
3. More money to buy food
4. Free groceries delivered to my building
5. Free meals served to eat *in my room*
6. Free meals served to eat *with other residents*
7. Someone to help me understand the food resources and services available to me
8. Someone to help me choose the right food options/services to be healthier
9. Getting food that meets my dietary needs (e.g., no dairy, no meat) or health restrictions (e.g., diabetes, dental needs)
10. Healthy eating/cooking classes
11. Other:

   ___________________________________________

**It is important that the food I eat is** (check all that are true for you):

☐ Healthy and good for my body
☐ Familiar/From my culture
☐ Meets my dietary restrictions (e.g., vegetarian, dairy free, low sodium)
☐ Fresh; not old or leftover
☐ Simple to cook
☐ Doesn't require cooking/Already prepared
☐ Convenient for me to get
☐ Easy to chew or digest
☐ Organic
☐ Other: _____________________________

If there were new programs or activities provided here at the Camelot, I would prefer that they were offered **(choose one):**

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