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**SAN FRANCISCO FOOD SECURITY TASK FORCE (FSTF)
STRATEGIC PLAN IMPLEMENTATION WORK GROUP MEETING**

Wednesday, March 4, 2020 11:30 a.m. - 1:00 p.m.
1390 Market Street, Suite 910, San Francisco, CA 94102

Members present:

Anne Quaintance (Meals on Wheels of SF); Paula Jones (SFDPH); Chester Williams (Community Living Campaign); Priti Rane (SFDPH); Sarah Chan (DAS); Geoffrey Grier (SF Recovery Theatre); Ave Lambert (CUESA)

Also present: Lauren Small (Leah's Pantry); Alex Mitra (St. Mary's Medical Center); Gary Lau (SF Marin Food Bank); Kelly Batson (211/United Way); Sanjana Marpadga (EatSF); Emily Leys (independent consultant)

Minutes - DRAFT

AGENDA ITEM	DISCUSSION	ACTION ITEM (AI)
1. Call to Order	Paula Jones called the meeting to order at 11:37 a.m..	None
2. Welcome and introductions	Paula welcomed everyone and everyone introduced themselves.	None
3. Approval of minutes from February 2020	Paula made a motion to approve the February 2020 work group minutes, and the motion was seconded by Anne Quaintance. Formal approval was made, with a few minor corrections.	AI: Amend draft minutes, post to webpage (Emily & Suzanne)
4. Work Group Project Charter	Anne presented the revised version of the Project Charter, as Kathleen Reed (the primary author) was unable to join the meeting due to illness. Significant progress was made on the Project Charter since the last meeting. A determination was made to provide only high-level information in the Charter, including the Measurable Objectives section, and have provided links for those who want more details and to avoid the risk of having the Project Charter become out of date. It is better to link certain sections to live documents.	AI: Add needed information and language to the Project Charter and share in advance of the April meeting (Kathleen Reed and Emily)

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	<p>There were still a few sections in the Project Charter that needed additional information or draft language. Most notably, we still need a succinct measurable objective for Priority 3.</p> <p>The Work Group decided to wait on approving the Project Charter until we have a more complete version.</p>	
5. Priority 4: Information and Referrals	<p>The Work Group continued the conversation about I&R from February meeting. Kelly Batson and Alex Mitra both provided updates on the information they had agreed to get from 211 and One Degree respectively.</p> <p><u>Data on 211 food-related calls (Kelly)</u></p> <ul style="list-style-type: none">• Kelly provided a report of food-related calls in San Francisco during 2019 (calendar year). [A copy of the report will be added to FSTF website asap]• It is concerning that the ethnicity of “Hispanic/Latino” is 4th on the list of caller ethnicities when usually 1st.• 211 has actual ages of callers (rather than age ranges) so the ages of callers can be grouped in any way.• Kelly to get additional data on 211 calls during 2019<ul style="list-style-type: none">○ Total number of 211 calls○ Number of food calls○ Number of calls for “other needs”• 211 database does have the ability to see how many calls were about something else and ended up with a food referral• Unable to separate follow-up calls by food. Would have to ask about any service.• There is a possibility to do follow-up calls about specific services (i.e., housing, food).• Reminder that 211 operators have to ask callers whether it’s okay to call them back. Some say “no.” <p>Additional detail was provided on what is meant by bi-directional. Usually this term is used to describe a process where systems are developed to link/facilitate communication between providers. For example, a message would come from 211 to the Food Bank after a referral was made. Then, the Food Bank (FB) would communicate back to 211 about whether the client who was referred to the FB had come in. Bi-directional systems would enable providers to communicate about clients, but would not have the ability to solicit feedback from a client.</p>	AI: Kelly to get additional data on 211 calls (see notes in column to the left)

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Unite-Us is not client facing. It will just track between providers.

Information on One Degree's data on food-related searches and I&R (Alex)

- One Degree is a nationwide nonprofit that is primarily funded through private philanthropy (i.e., Stupski Foundation, Tipping Point Community, Kresge Foundation, Dignity Health, Y Combinator) though it does have some contracts with the Department of Health Services in Los Angeles.
- [One Degree](#) is a website that is client facing. Clients can create profiles and have case managers.
- Case managers can text clients and forward information to them.
- There are 25,000 reported users, which are only those people who have created a profile for themselves.
- The site is 'nationwide' though the VAST majority of users are in SF, LA, and Florida.
- The top 3 uses of One Degree are #1: Housing; #2: Section 8; #3: Food Pantries.
- Most likely user is a 25-44-year old mother of color.
- The data is self-reported, except for possibly some data collected on device users.

Discussion

- The point was made that 211 (serving older people via phone) and One Degree (serving younger people online) are probably curating the same data.
- There was agreement that the FSTF should not be considering creating a new system. There are enough systems out there. Santa Clara County (Now Pow?) is building a new system. There was an acknowledgement every person will not end up using the same system. People/clients will use different systems. So, the systems must talk to each other.
- Food Locator (the SF Marin Food Bank tool) knows whether pantries are full before making a referral. 211 also knows whether pantries have capacity before referring clients as they log directly onto Food Locator. In the past, the FB sent updates about pantry capacity to 211 and they made updates in their system. Now, they've streamlined this and are just going to Food Locator.
- It is unclear where One Degree is getting its information from. They do have staff so may be doing a lot of curation internally. We do not know what their protocol is with regards to updating their information. One Degree does follow-up with clients to see

AI: Kelly will check with Rey F and Lauren F about the possibility of One Degree presenting to the Work Group.

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whether they used the referral. We should get more information from Rey Faustino (CEO/Founder and Board Member) and Lauren Fogel (VP of Programs).

- 211 and One Degree are the two entities making referrals that are actually curating resources.
- 211 is adding agencies as they are created, but has strict protocol/rules. For example, 211 needs 20 fields completed to add an agency and other resources need fewer. 211 cannot add one-time events, which SF Families can.
- SF Families and One Degree have more flexibility in what they add to their resources lists.
- SF Families is trying to track usage of their site and data. Not looking at outcomes yet.
- Unite-Us is supposed to track whether clients used referrals. It will be a platform for making referrals and will automatically ping the agency that the referral was made to so that they are expecting the person referred to come.
- Some 211s (not SF yet) do track phone #s and track people. This is what may enable predictive analytics in the future.
- Need to know what the plan is for Unite-Us and was database it will sit on. How will Dignity Health use it? Can we get a demonstration?
- What are best practices outside of California? Hunger Free Colorado created a statewide referral system.
- Ave provided a couple more organizations to add to the running list.
- Distinction needs to be made between client feedback, bi-directional feedback, and bi-directional referrals.
- Question about whether agencies do a gap analysis.
- The Food Bank does, but Gary needs more information.
- Question about what EPIC captures. It is focused on clinical modules and doesn't talk to other systems. But, is it updating food referrals?
- Shelter Tech is building a food pathway.
- DAS does ask food security questions, but those clients are already at congruent meals. DAS may be doing food security screening during assessment/intake call.
- We need to be tracking the success of referrals. We need a gap analysis or bi-directional referrals and feedback.
- UCSF has done a report on referral tracking – Dr. Laura Gottlieb.
- Beneteach (tech non-profit) worked on a "Service Net." Benetech convened anybody they could get to come to talk about building a platform to share data. The idea is/was

AI: Emily to follow-up with Emma Steinberg about whether Kaiser is planning to showcase the tool they are developing (Thrive-local/Unite-us) to community-based organizations.

AI: Kelly to keep the Work Group updated about opportunities for it and the FSTF to provide input on the Kaiser tool (Thrive-local/Unite-us).

AI: Priti and Paula to check what is being collected in EPIC

AI: Sarah will check in with DAS I&R about gap analysis

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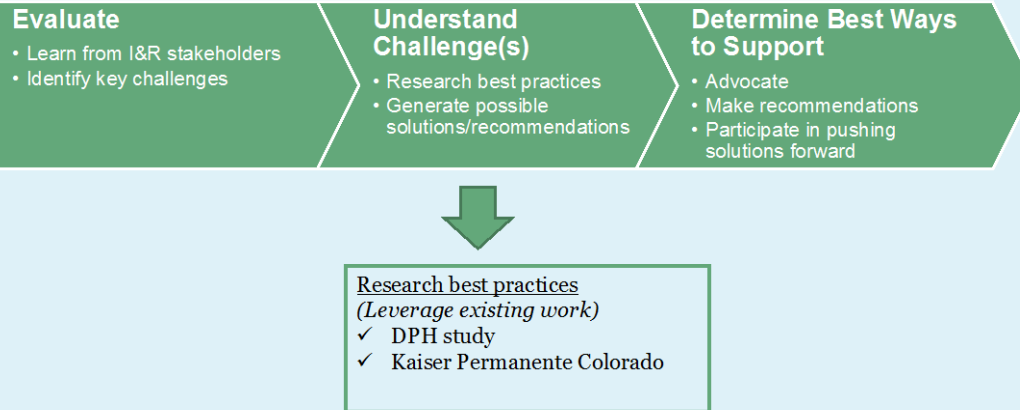
that when one group updates data other can see. 211 participated in a yearlong pilot and as it turned out groups were very hesitant to trust each other's data.

- The invite list to Benetech's convening would be an excellent list to send a survey to when we get to that point.
- The Emergency Department Information Exchange (EDIE) could be a useful system or model to look into as it allows the sharing of what has been prescribed to patients, their discharge plans, etc. between hospitals.

Next steps include action items (in column to the right) to get additional information. Additionally, we will start to move into the second phase of the process in which we (a) research best practices and (b) generate recommendations.

Discussion: Priority 4: Information and Referrals (I&R)

□ Process



The current thinking is that the FSTF Work Group would develop a set of recommendations on food-related I&R that would be approved by the FSTF and sent to relevant agencies in San Francisco. These recommendations would be included in a 4-6-page brief that would also point to some things that are really working.

and referrals.

AI: Sanjana to reach out to colleagues in Colorado to find out whether they have additional/new best practices to share.

AI: Emily to send DPH and Kaiser Permanente Colorado research to the group as follow-up to this meeting.

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6. Public Comment	None	None
7. Adjournment	Meeting adjourned at 1:00 p.m.	None