SF·Marin Food Bank

Home-Delivered Groceries

SF·MARIN FOOD BANK

Together we can end hunger.

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Home-Delivered Groceries

- 1-2 bags of groceries delivered weekly to seniors and adults with disabilities who have difficulty going out to get food due to some impairment
- Now serving over 1,800 participants
- Sponsored by DAAS

Goals

- Provide supplemental nutrition
- Reduce isolation
- Make appropriate referrals

The Need

- Estimated 23,000 currently eligible seniors and adults with disabilities
- Currently 20% of SF population 60+
- By 2030, 26% of SF population 60+
- Silver Tsunami is coming

Eligibility

Criteria

- ✓ Senior (60+) or adult with disability
- ✓ Resident of SF
- ✓ Low-income (at or below 185% FPL)
- ✓ Has difficulty going out to get food due to physical or cognitive impairment
- ✓ Receives less than 2 Home-Delivered Meals/day
- ✓ Has access to refrigerator and cooking equipment
- ✓ Can prepare food at home or has a caregiver who can prepare food at home

Eligibility

Application

- Application may be filled out by social services professionals
- HDG or pantry service limited to one service per household

SF·MARIN FOOD BANK

HOME DELIVERED GROCERIES

Application Form

Clear All

CONTACT INFORMATION

Last | First | Middle (optional)

Address | Apt. # | Zip

Phone | Phone 2

EMERGENCY CONTACTS

First	Last	Relationship	Phone 1	Phone 2

MEDICAL CONTACTS

First	Last	Role	Phone 1	Phone 2

IHSS PROVIDER

Have IHSS Provider	First	Last	Phone 1	Phone 2
☐ Yes ☐ No				

HOUSEHOLD INFORMATION

ONE Household = a group of people who live at the same address AND share food expenses. (Multiple households may live at a single address.)

Number of households at this address, including yours: ____ ← 1 + any other separate household(s)

Household size, including you: ____ ← 1 + any additional people in your household

Income

Total combined monthly income for all people in your household: $

DEMOGRAPHIC INFORMATION

Date of Birth | Gender ☐ Male ☐ Female ☐ Transgender ☐ Decline to State | Receive SSI ☐ Yes ☐ No

Primary Language | English ☐ Fluent ☐ Limited ☐ Needs Translation | Receive MediCal ☐ Yes ☐ No

Race ☐ Decline to State | Ethnicity ☐ Hispanic ☐ Non-Hispanic ☐ Decline to State

Sexual Orientation: ☐ Bisexual ☐ Gay ☐ Heterosexual ☐ Lesbian ☐ Decline to State

Relationship: ☐ Married ☐ Divorced ☐ Never Married ☐ Widowed ☐ Decline to State

Veteran Status: ☐ Veteran ☐ Unknown ☐ Child ☐ No ☐ Spouse ☐ Decline to State

Please Complete Both Sides

ELIGIBILITY — CHECK ALL THAT APPLY

Reasons for Requesting Home-Delivered Groceries

- ☐ Difficulty walking; use walker, cane or wheelchair
- ☐ Difficulty climbing stairs
- ☐ Frail & high risk of a fall
- ☐ Cognitive impairment
- ☐ Caregiver is not available to go to pantry site
- ☐ Vision impairment
- ☐ Temporary disability (less than 6 months)
- ☐ Unsafe to use public transportation
- ☐ Intellectual or Developmental Disorder
- ☐ Other:

Ability to Prepare Meals at Home: ☐ Self ☐ Caregiver

Home-Delivered Meals: ☐ I receive Home-Delivered Meals — Number per week:

Appliances Available: ☐ Mini Fridge/Freezer ☐ Hot Plate ☐ Microwave ☐ Oven / Toaster Oven ☐ Regular-sized Fridge/Freezer ☐ Stove ☐ Other:

PANTRY ENROLLMENT

Someone in my household is enrolled at a pantry: ☐ Yes ☐ No

If yes, you are not eligible for HDG. Please submit application to explore options.

I am enrolled at a pantry: ☐ Yes ☐ No

If yes, please read and initial your understanding:

____ As soon as my Home-Delivered Groceries application is approved, I will be removed from any Pantry waitlist and placed on the HDG waitlist.

____ As soon as I begin receiving Home-Delivered Groceries, I will be dis-enrolled from the Pantry and can no longer go.

____ The variety and quantity of the Home-Delivered Groceries may be less than I receive at the Pantry.

____ If I want to go back to a Pantry, I will be placed at the end of any waitlist.

CERTIFICATION & AUTHORIZATION

I certify that the information provided in this application is correct. I agree that the SF-Marin Food Bank ("FB") may use this information to confirm my eligibility for Home-Delivered Groceries. I authorize the FB to share my information with the San Francisco Department of Aging and Adult Services ("DAAS"), and any organization with which DAAS engages to provide services, and between those same organizations. I authorize the FB to share my information with any organization with which it partners to provide services to me. I understand that all these organizations will safeguard my information to the best of their abilities and that these authorizations will remain in effect until I revoke them in writing.

Applicant's Signature: Date:

CASEWORKER USE ONLY

Name | Phone | Email

Agency | Will your agency make the delivery to this applicant? ☐ No ☐ Yes If yes, Route/Team # | Applicant's GetCare ID

FB USE ONLY

Ineligible ☐ HDM ☐ No appl. ☐ Pantry ☐ >FPL ☐ No cook | Delivery By ☐ IHSS ☐ Partner ☐ Proxy | ☐ Entered in Panda ☐ Entered in GetCare | By

rev. 6/30/16, SFMFB, AB

Referrals

From IHSS

- 3,939 unique referrals (from May 2016 – August 2017)
  - Prioritized outreach based on zero – 6 food security score
    - 2,241 (57%) scored 0-2 (higher food security)
    - 1,698 (43%) scored 3-6 (lower food security)
      - 22% ineligible
      - 8% not interested
      - 29% no response to calls or letter
      - 39% enrolled
      - 2% waitlisted for delivery service

Referrals

From Other Sources

- January 2017 – September 2017
- 490 referrals and applications received
  - 35% from participants directly
  - 17% from social services professionals (SW, RSCs, nurses, etc.)
  - 15% from Food Bank colleagues (pantries, CalFresh outreach team, SFP)
  - 9% from IOA (YAD assessment)
  - 8% from DAAS intake line
  - 8% from IHSS consumers directly
  - 5% from HDG partners (MOW, CLC, etc.)

Deliveries via Proxy

Proxy Pantry Pickup

- When participant has someone who can pick up on their behalf, we authorize that person as a proxy for pantry pick up
- Anyone can be a proxy: friend, family, neighbor
- Partnership with IHSS to pick up groceries for IHSS consumer
- Proxy can pick up at one of the 70 pantries in the SF Pantry Network
- When participant has no proxy, we assign them to a delivery partner

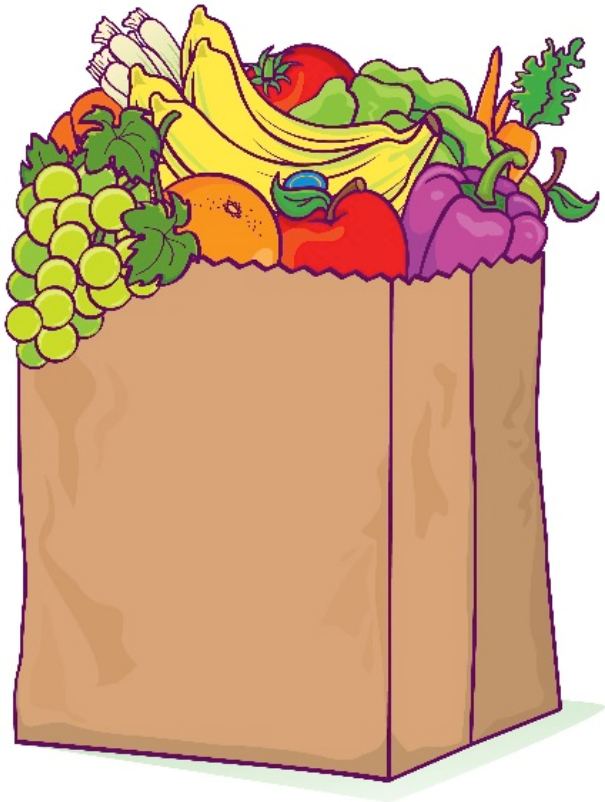
Deliveries by Partner Organization

Delivery Partner

- Currently 10 partner agencies
- 13 distribution sites
- Faith & community-based organizations whose volunteers make the deliveries
- Volunteers pass a background check and receive training on spotting abuse, neglect
- There is currently a waitlist

What's in the Bag

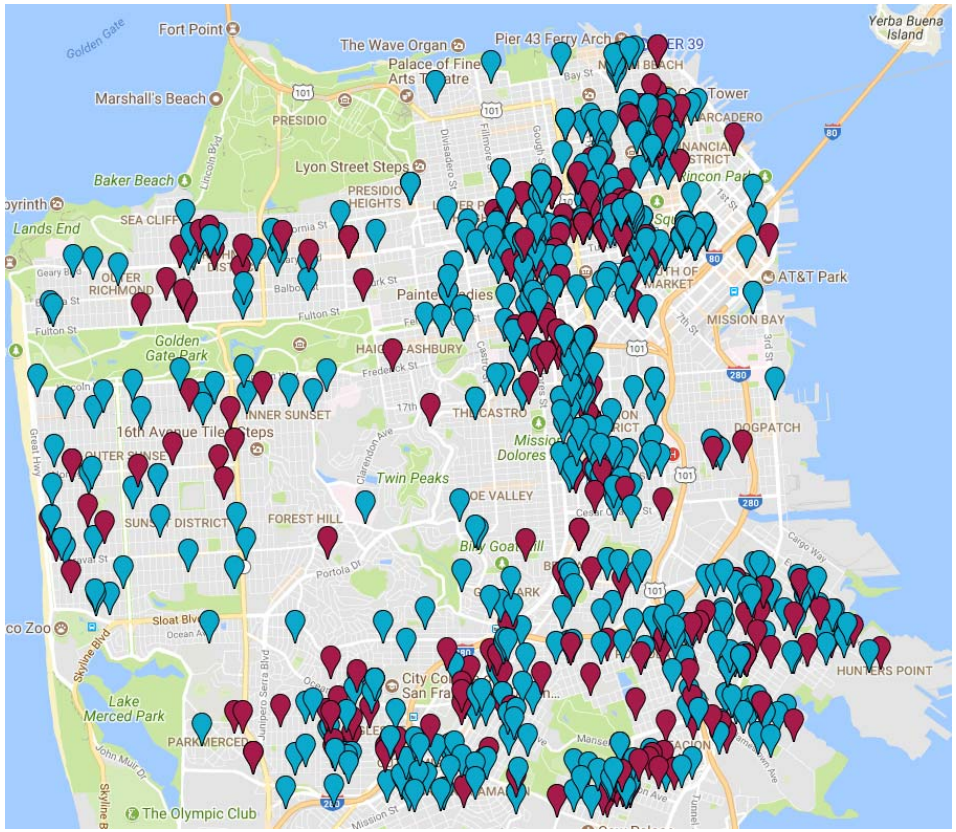
- 1-2 bags of groceries weekly
- Always includes:
  - A protein (chicken, fish, peanut butter, eggs, or beans)
  - A grain (rice, tortillas or pasta)
  - Fresh, seasonal produce
- UHT Milk distributed monthly
- Other products as we get them

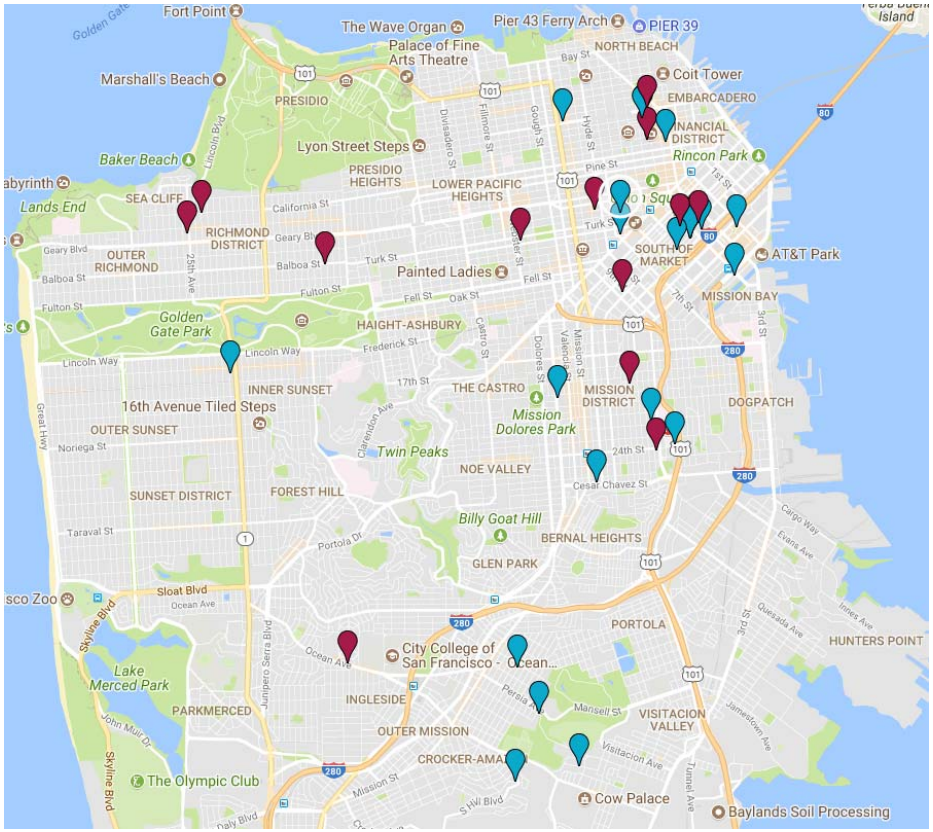


Where We Are Today

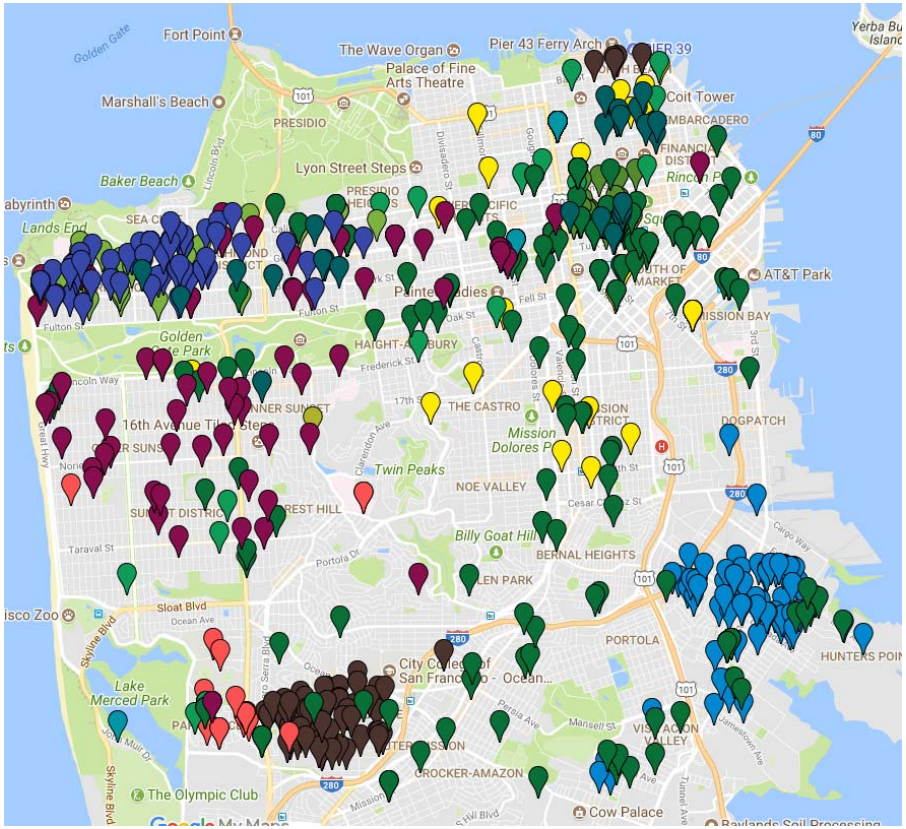
- Approximately 1,800 active HDG participants
- Approx. 995 are proxy types
  - 669 IHSS proxy types
  - 326 non-IHSS proxy types
- 866 weekly deliveries by delivery partners

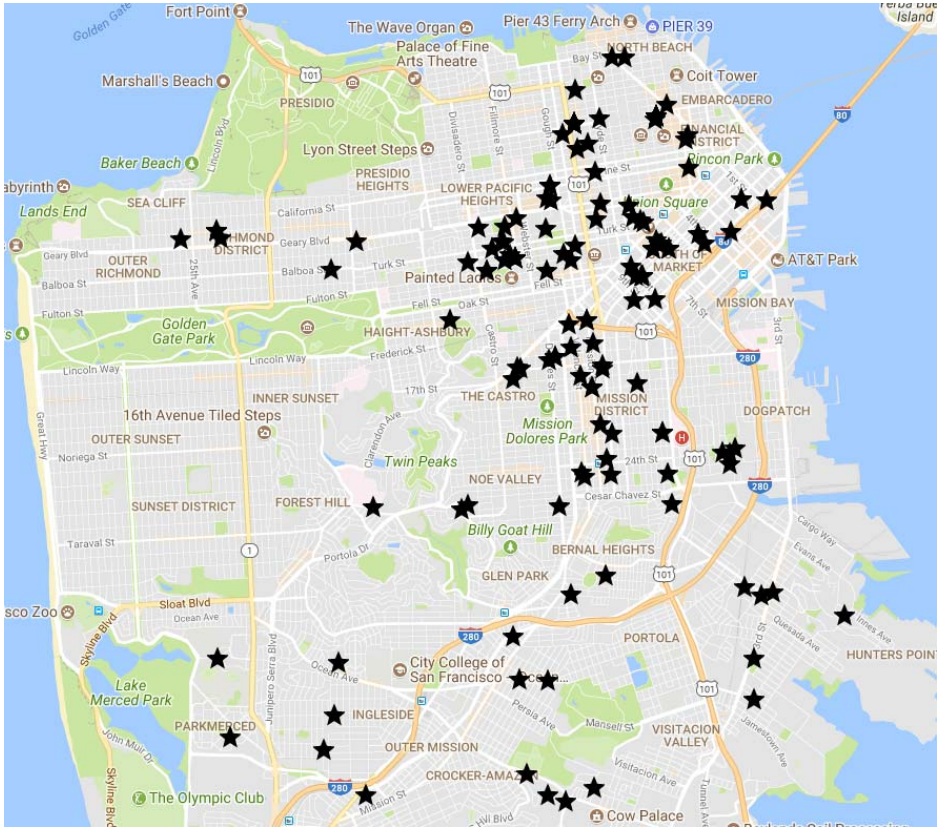
Where We Are Today – Proxy Types





Where We Are Today – Delivery Types





Challenges

- Partner Delivery Capacity
  - Big ask for new partners
  - Partner volunteer recruitment /retention
  - Poor coverage in some areas
- Administratively complex application process

Future

What's In Store

- Strengthen existing partnerships
- Add new delivery partners
- Encourage our pantry network to add HDG component to their pantry
- Explore other avenues for getting groceries to the participant's door

https://www.youtube.com/watch?v=oXLsdHYefIQ