



University of California
San Francisco

Basic Needs for Students Annual Report

July 1, 2020-June 30, 2021

UCSF Student Life
basicneeds.ucsf.edu

7/29/21





In accordance with research findings, the University defines student basic needs as an ecosystem of **financial stability; healthy and sufficient food; safe, secure and adequate housing (to sleep, study, cook, and shower); access to healthcare to promote mental and physical well-being; access to affordable transportation; and emergency needs for dependents of parenting students.** This list of comprehensive needs represents the minimum necessary to support students in their holistic experience through the University of California.

UC Basic Needs Definition

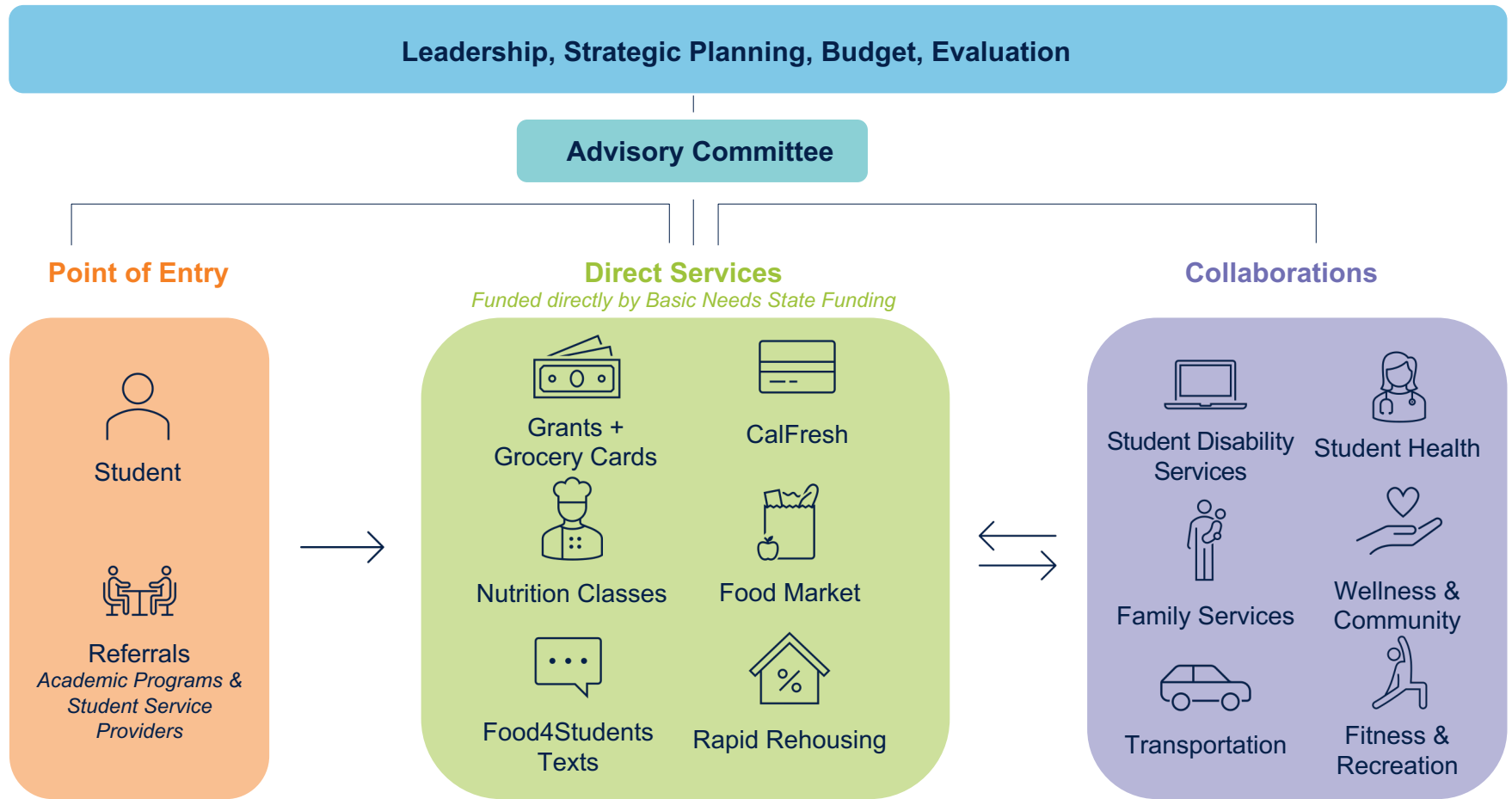
Regents of the University of California Special Committee on Basic Needs

November 2020

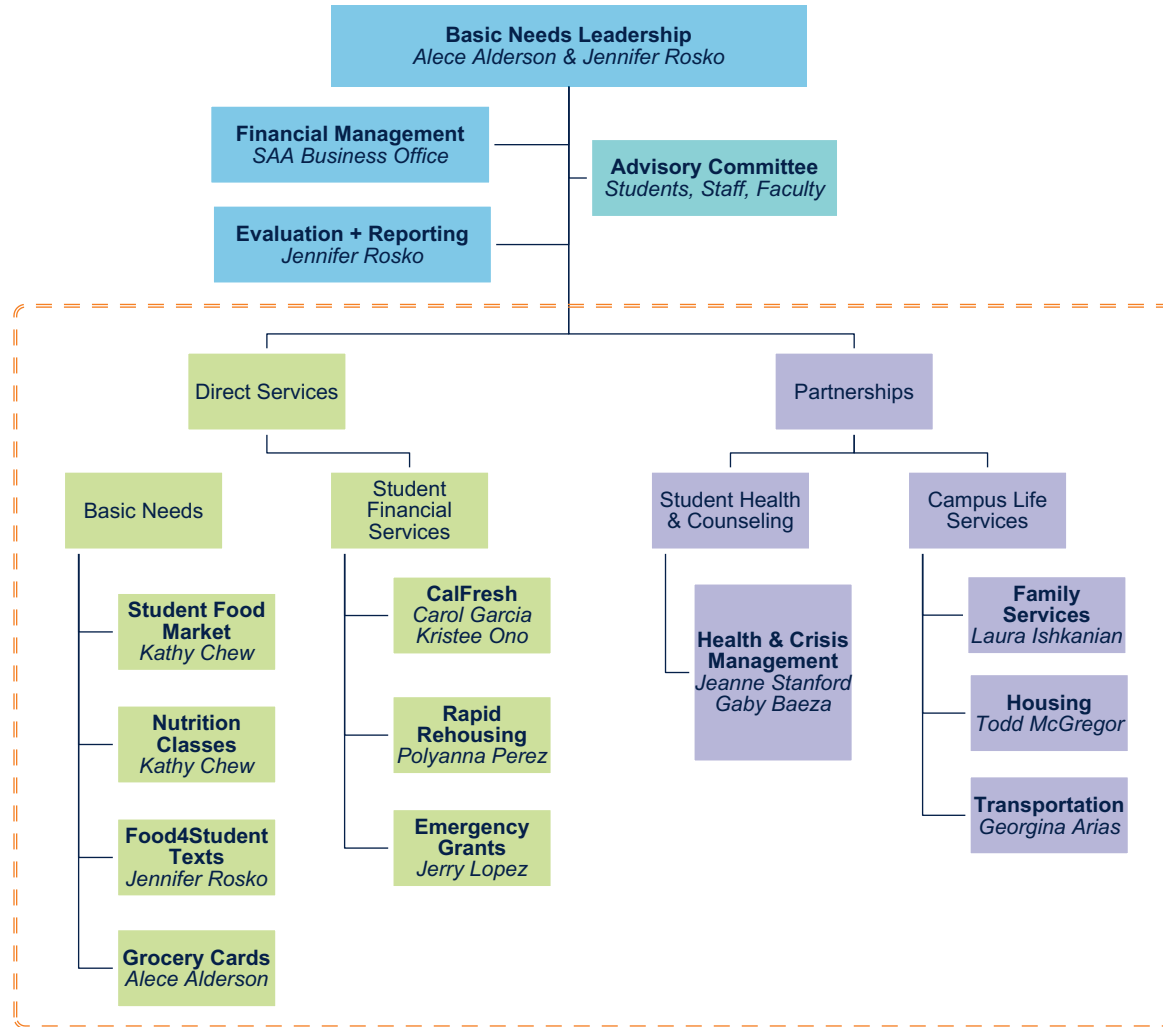
Overview

- UCSF Basic Needs for Students supports students with the essential resources to thrive here at UCSF. These resources include:
 - Finance & budget
 - Accessibility
 - Health & wellness
 - Food
 - Housing
 - Transportation
 - Dependent care

Overview

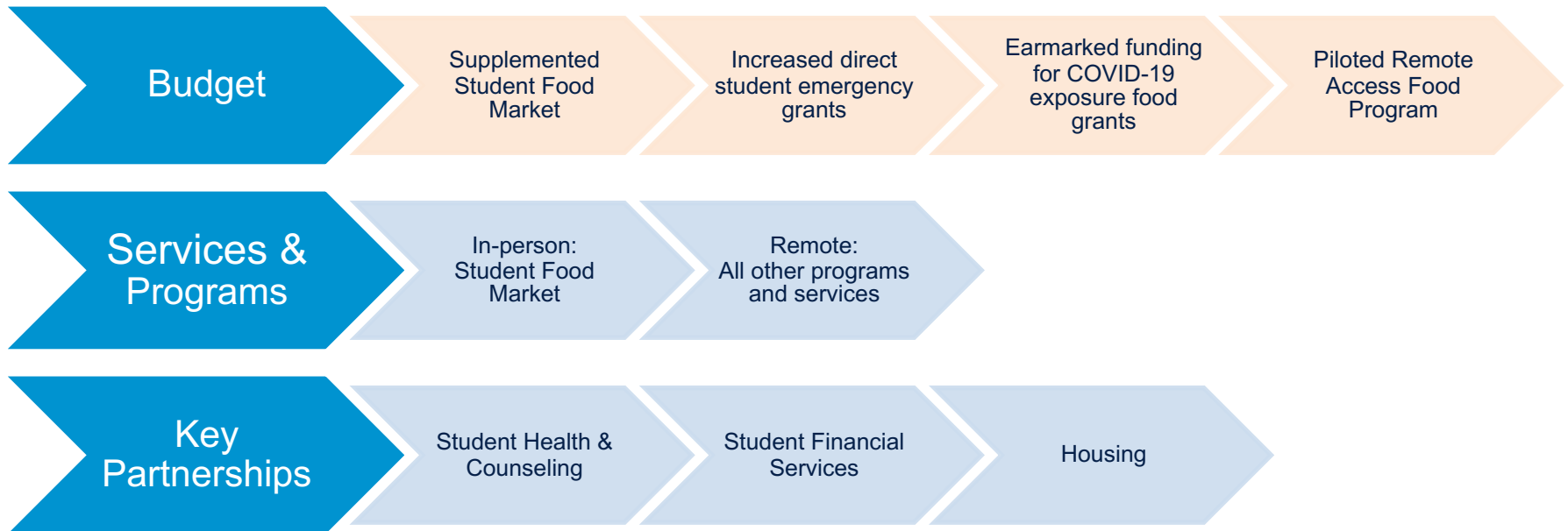


Overview



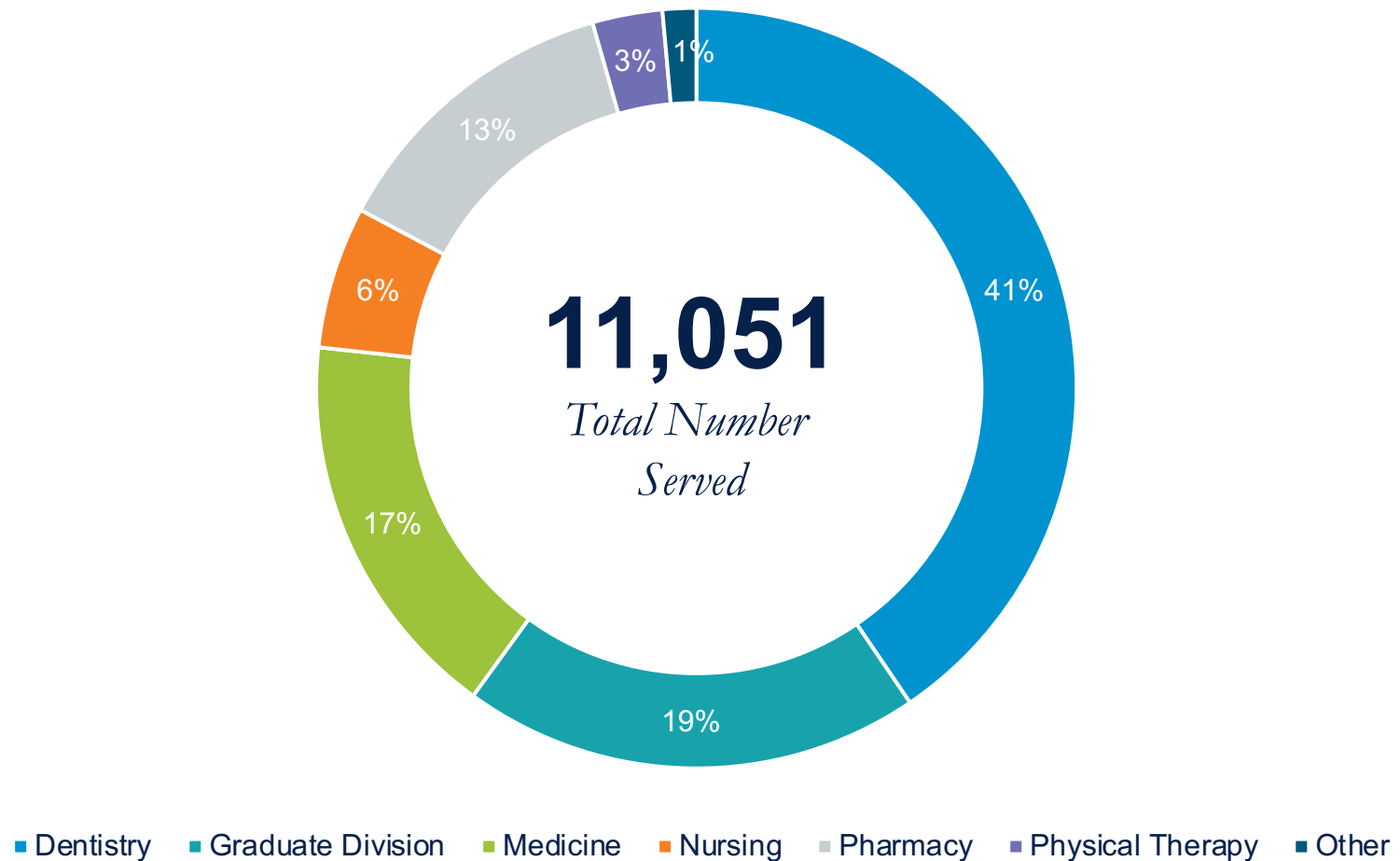
2020-21 Annual Report

COVID Adjustments



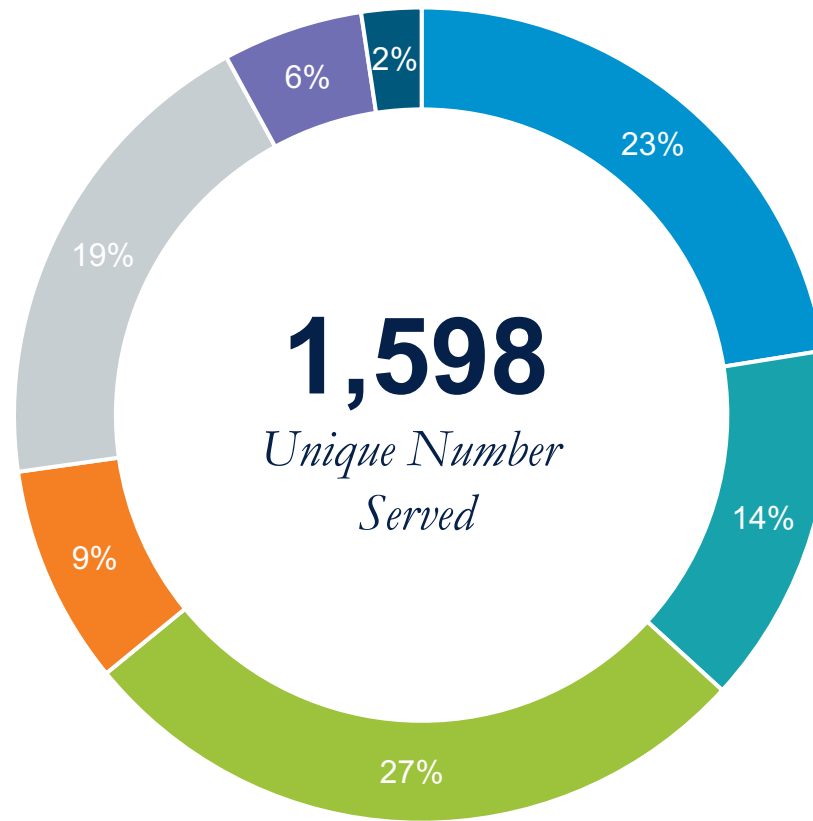
Student Summary

Total Number Served through Basic Needs Programs



Student Summary

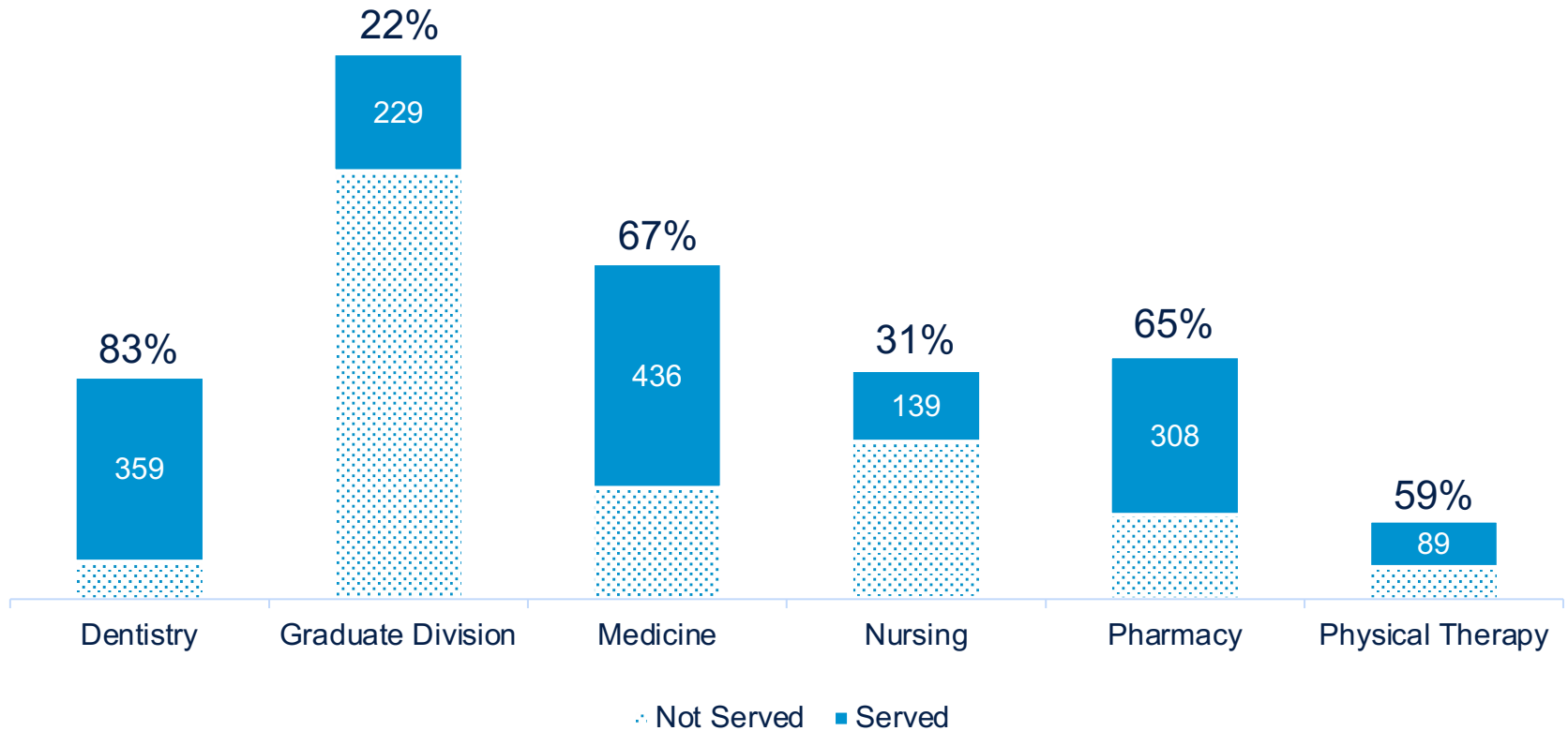
Unique Number Served through Basic Needs Programs



■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy ■ Other

Student Summary

Unique Number of Students Served per Academic Program

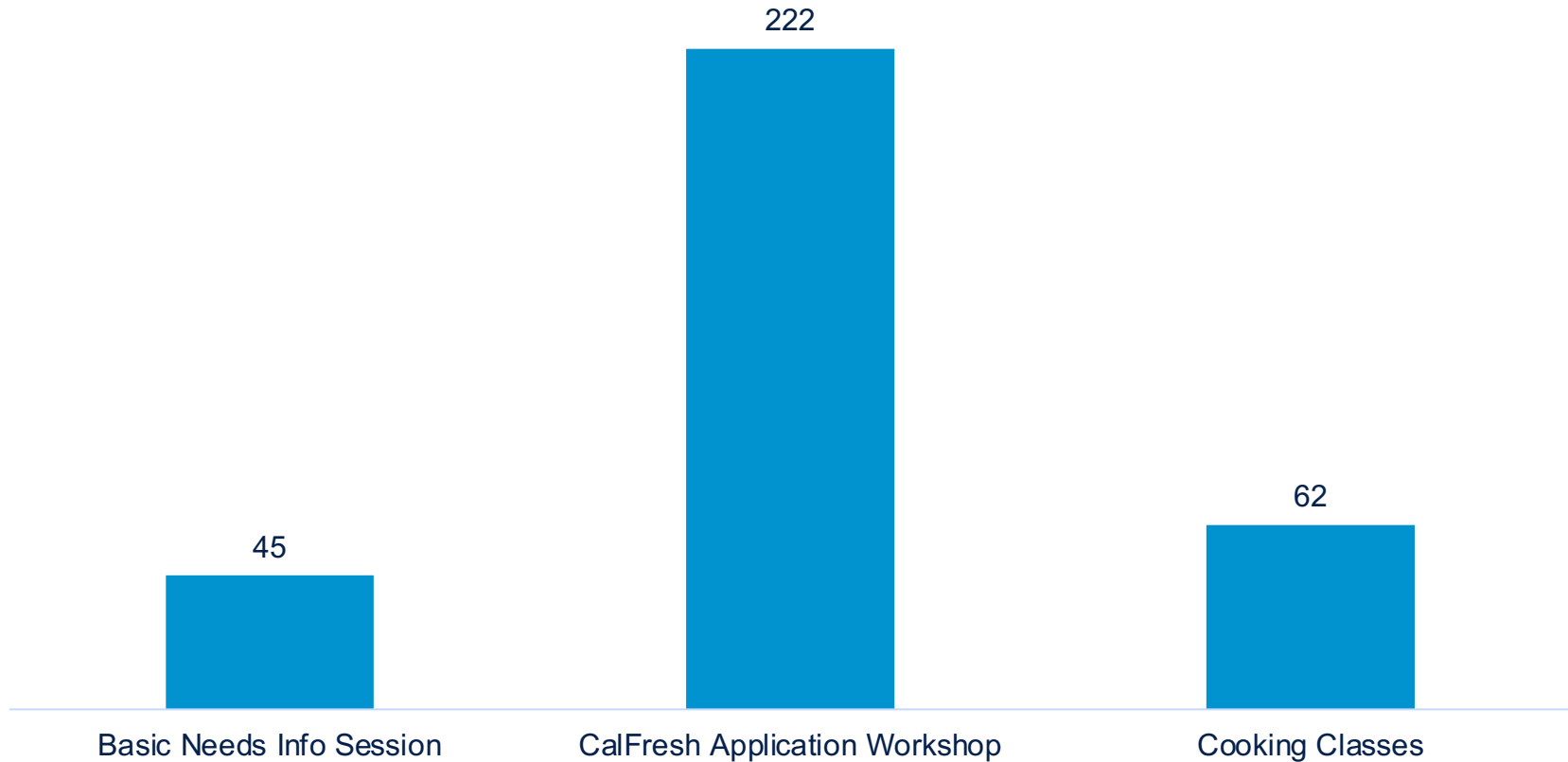


Note: Percentage of usage was determined by comparing the unique count of students from July 1-June 30 compared to the total enrollment numbers published by the Office of Institutional Research in November 2020.

Outreach Efforts

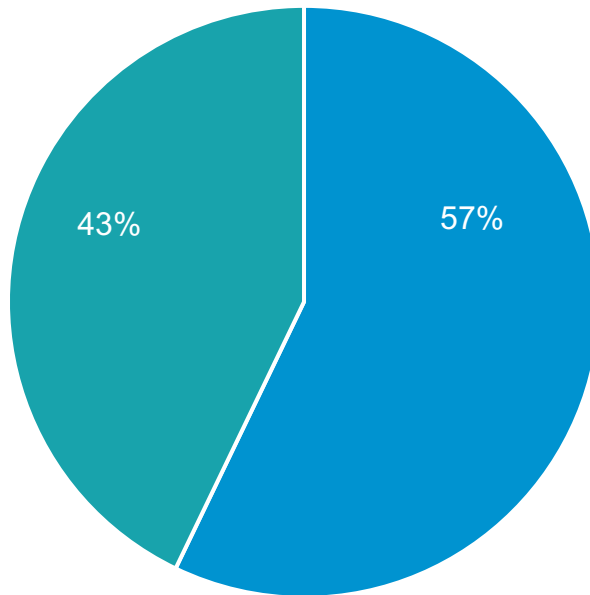


Event Attendance



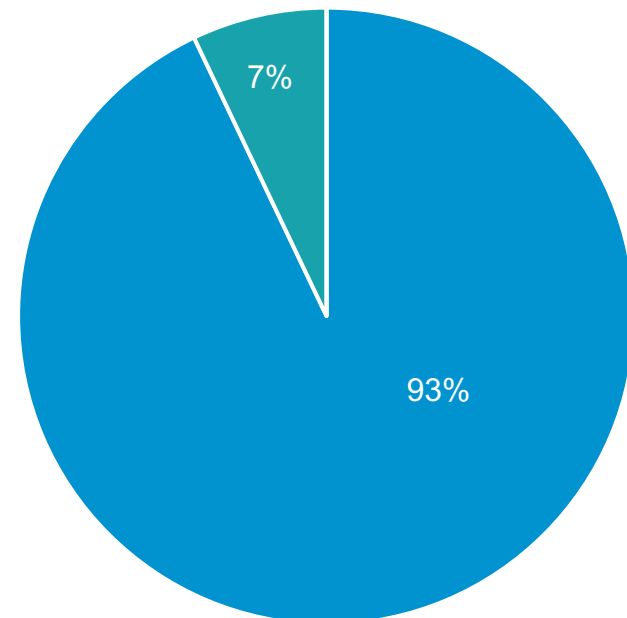
Event Evaluations *n=98 (34%)*

Expectations



- Did not meet expectations
- Exceeded expectations
- Met expectations

Recommendation



- Yes
- Maybe
- No



Event Evaluations

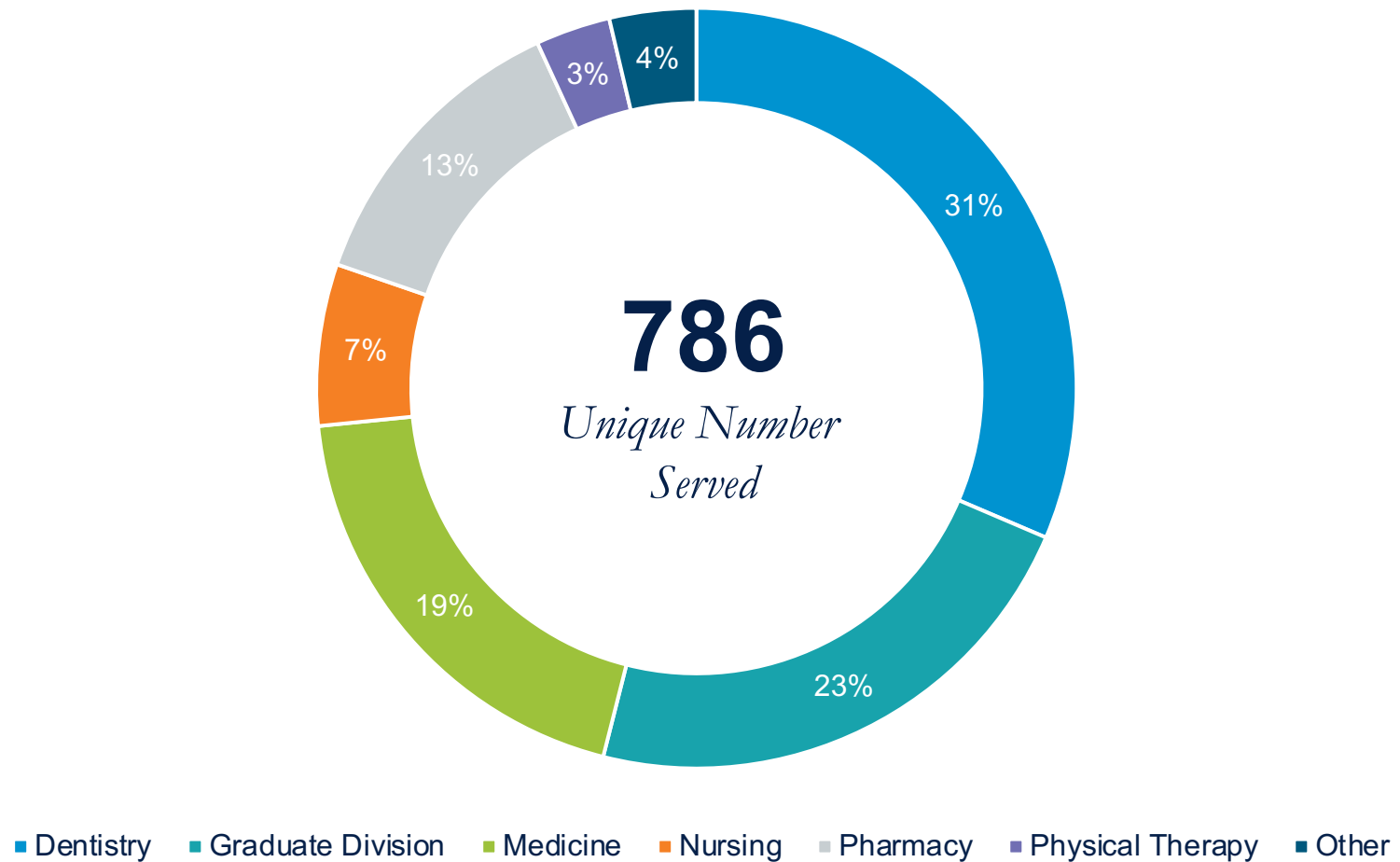
Areas of Strengths

- I liked how [the **CalFresh Application Workshop**] was interactive and they walked us through the process, even addressing individual problems.
- Facilitators [for the **Cooking Class**] did a great job encouraging engagement and participation. Because this event was virtual, it was difficult to feel connected with other participants while most had their cameras turned off. It would be helpful to see everyone's cooking progress as well.

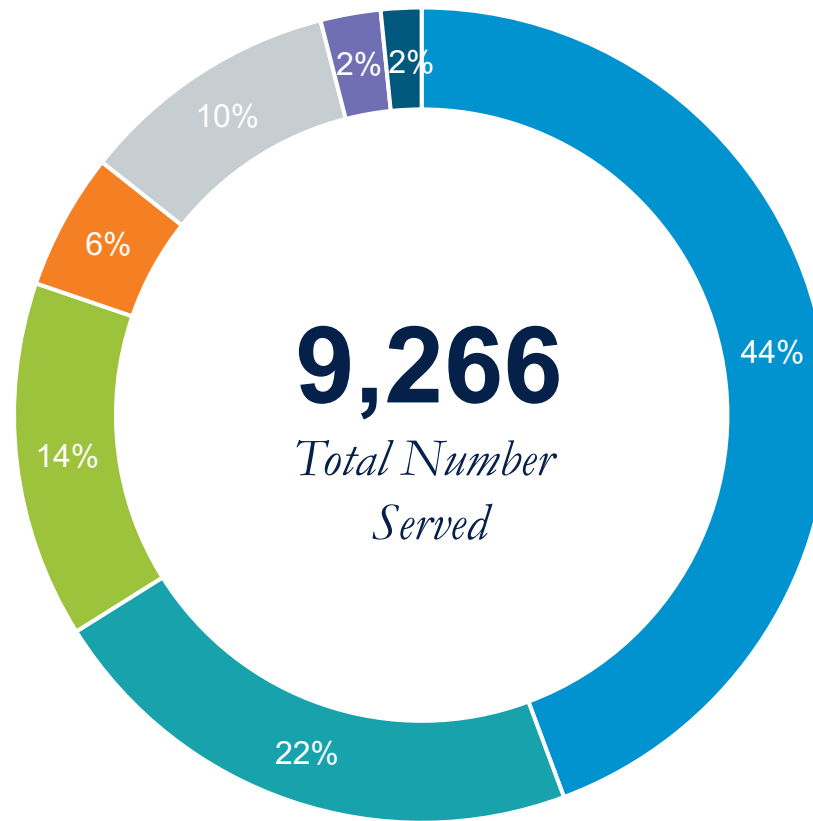
Areas for Improvement

- I think it would be helpful to have a pre-course survey assessing the previous experiences of the participants [for the **Cooking Classes**]. I have already taken a knife skills course and have been cooking for myself for many years and so I did not always feel engaged in the material of the class, which felt pretty basic.
- Address more student who are working parents or are more mature and returning to a learning environment reconnecting to a different mindset having more responsibility being parents , full time working and more than a younger first-time academic student [in the **CalFresh Application Workshop**.]

Student Food Market

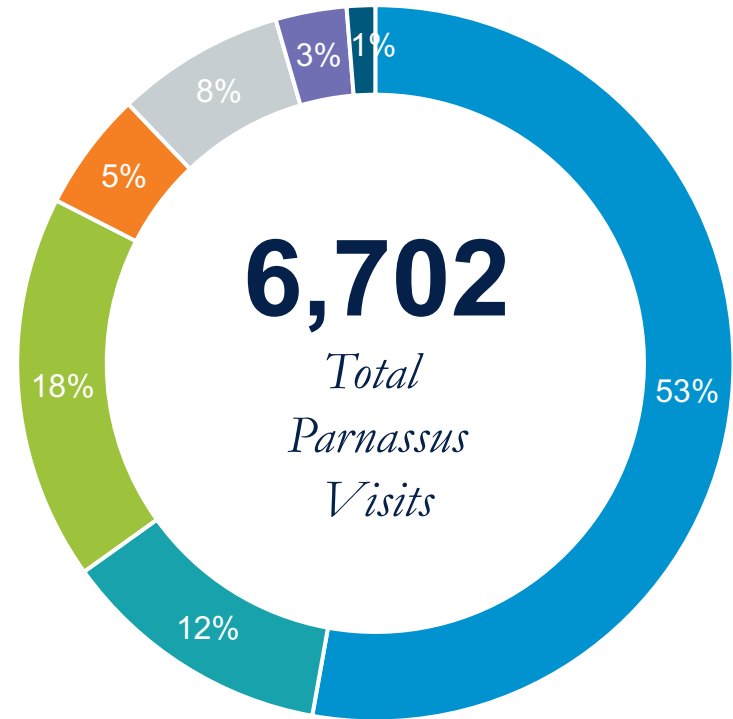
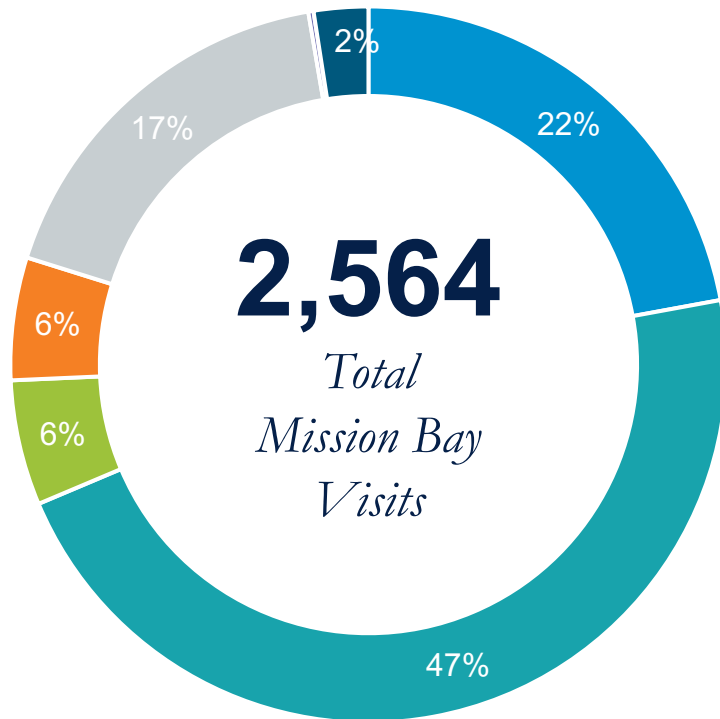


Student Food Market



■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy ■ Other

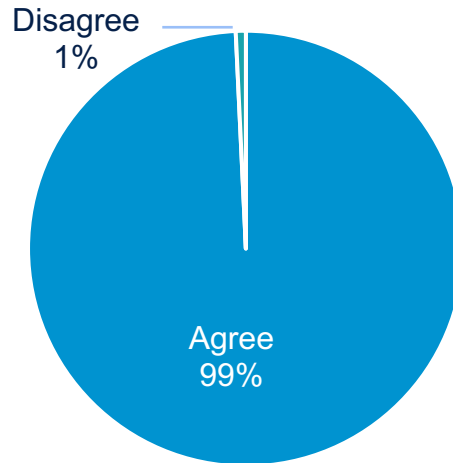
Student Food Market



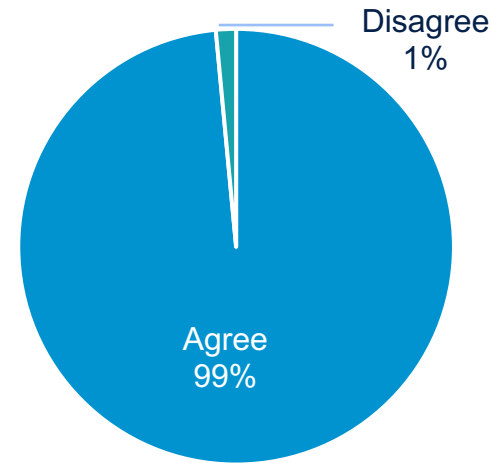
■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy

Student Food Market Evaluations *n=134 (16%)*

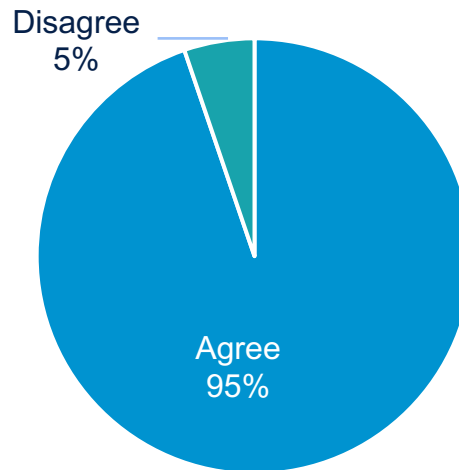
Participating in the program has made me more food secure.



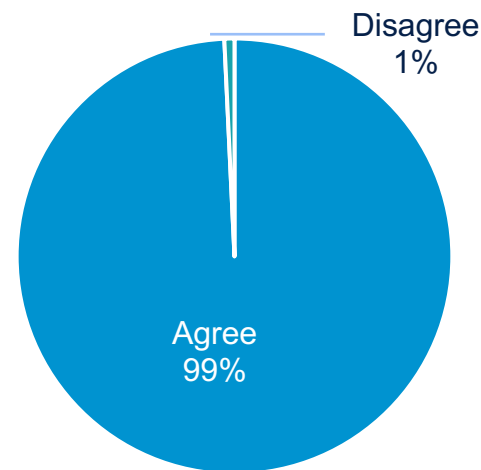
Participating in the program has reduced my food security stress.



I have eaten healthier food as a result of the program.

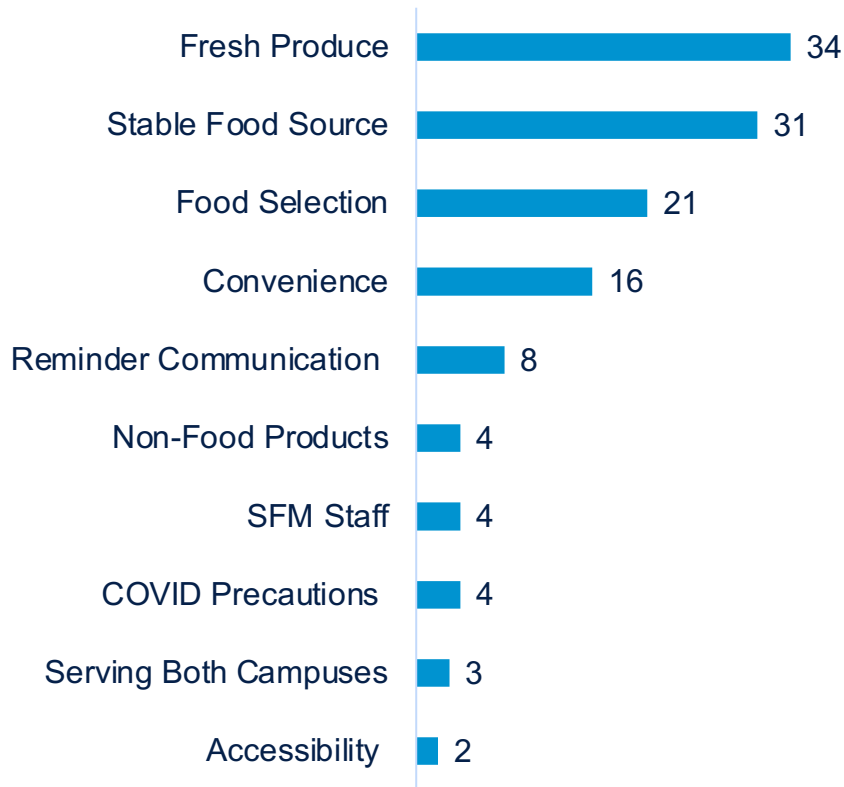


I have found the program helpful.



Student Food Market Evaluations *n=134 (16%)*

Areas of Strengths



Areas for Improvement





Student Food Market Evaluations

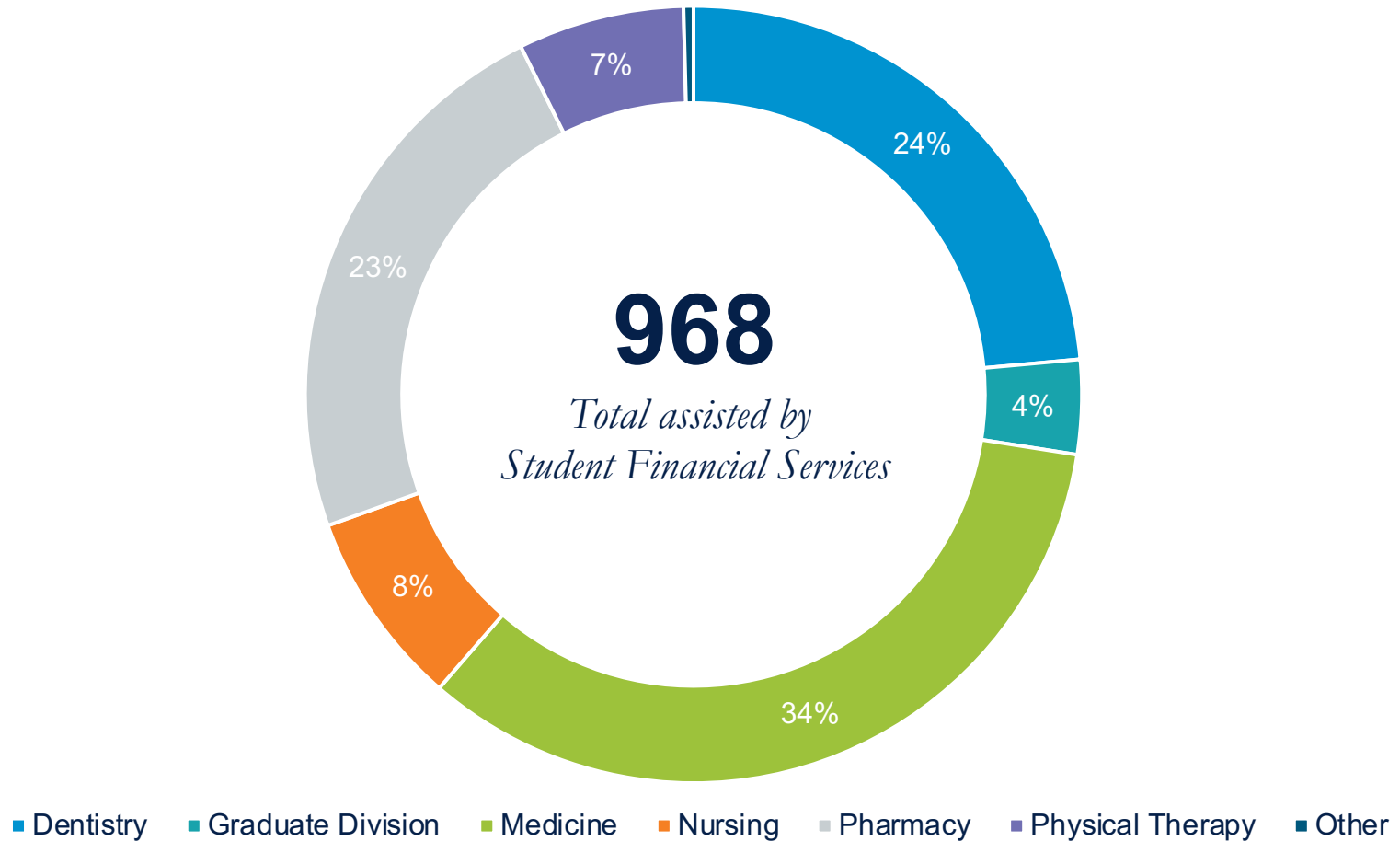
Areas of Strengths

- It was very helpful as a student to have this program! When I first moved here, money was tight and food insecurity was stressful. This program reduced that stress and everyone was always so nice and I never felt judged!
- Having access to fresh fruits and vegetables that I may not purchase on my own. It has definitely helped improve my diet by adding variety and availability of produce.
- Snacks and vegetables are really helpful for us students. Snacks can be expensive and so do vegetables. The food market helps me reduce the cost of living here and remind me that I eat fruit/veggies.

Areas for Improvement

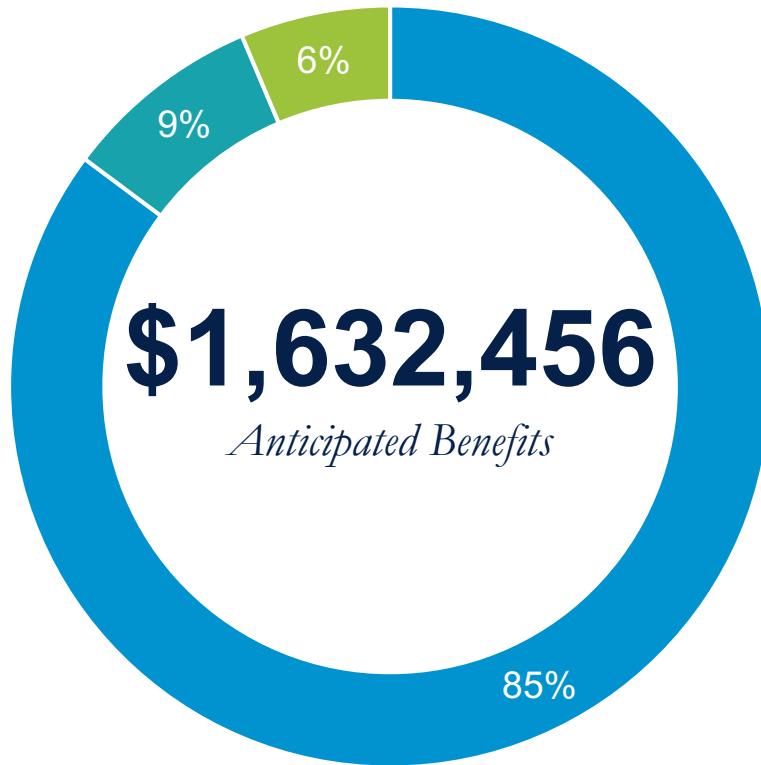
- I live in Richmond. Traveling to Mission Bay location is 3 hours of commuting time because it is in the middle of rush hour. It is also almost 40 miles of commuting distant making it unreasonable for me to continue the program.
- The limited hours unfortunately is difficult for students in clinicals. It would be helpful to have a few hours in the evening for folks coming out of the hospital, but I understand it is volunteer run, so that may be hard. Perhaps having a "pickup" area would work as well.
- Sometimes, I get too much food and am unable to eat/cook it all. It's unfortunate when the food goes to waste.

CalFresh Application Assistance



CalFresh Applications

Application statistics for San Francisco County



■ Approved ■ Denied ■ Other

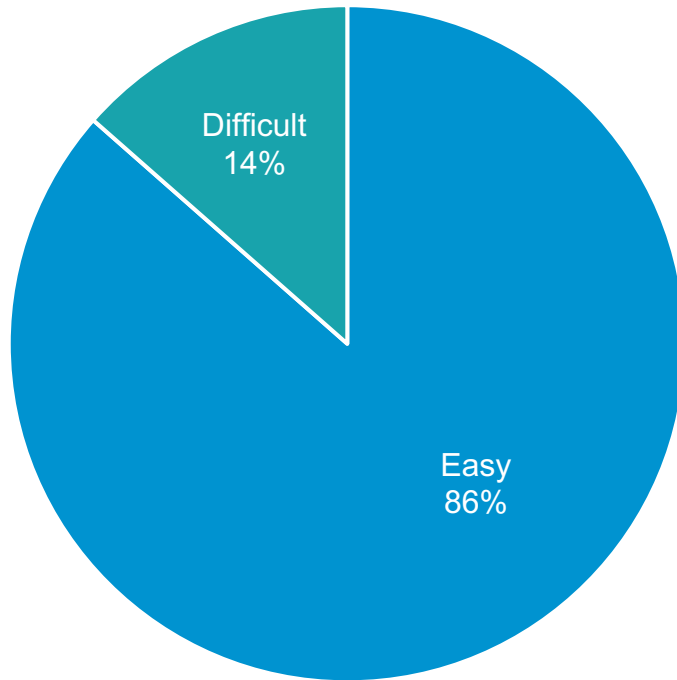


■ New ■ Renewal

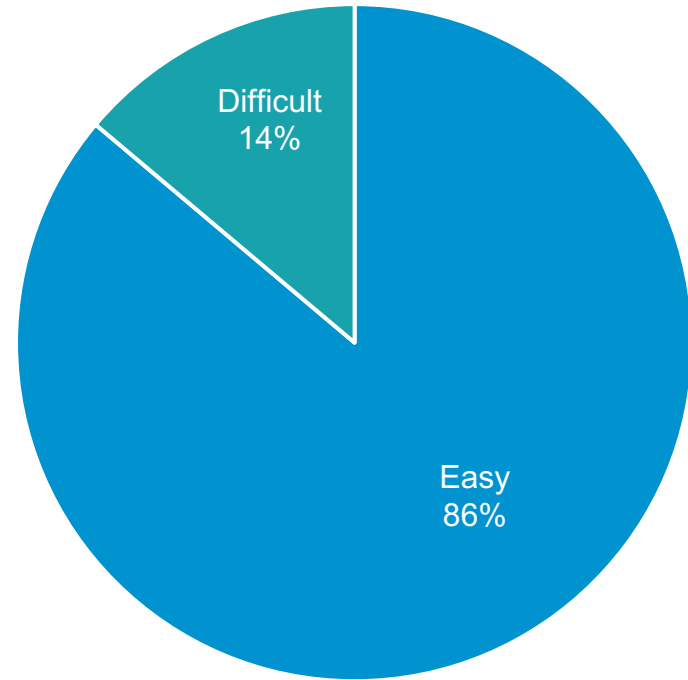
Note: Anticipated grand total of benefits by students residing in San Francisco was calculated by multiplying the monthly amount reported by OASIS of \$136,038 by 12. The anticipated amount assumes students would receive the benefits over the course of the subsequent 12 months after their application was approved.

CalFresh Applications Evaluations *n=175 (18%)*

How would you rate your experience applying for CalFresh?

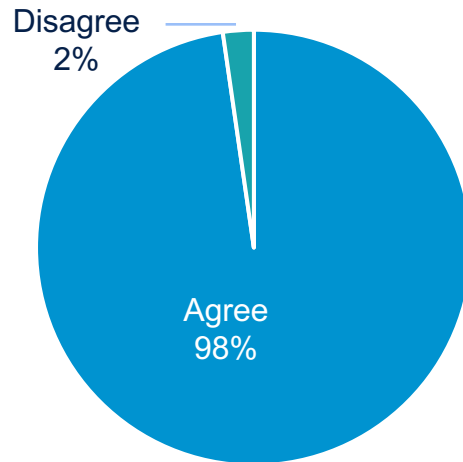


How would you rate your experience renewing CalFresh?

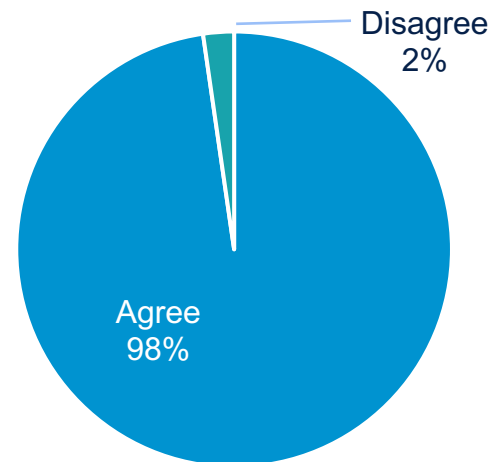


CalFresh Evaluations *n=175 (18%)*

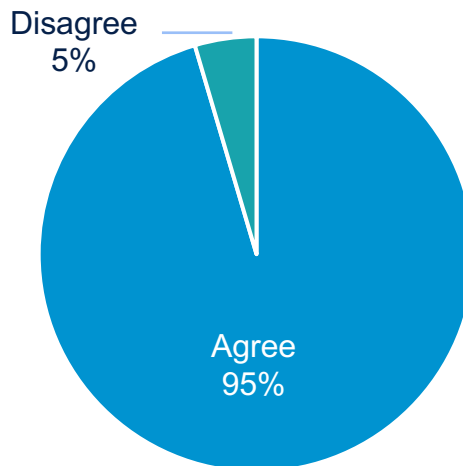
Participating in the program has made me more food secure.



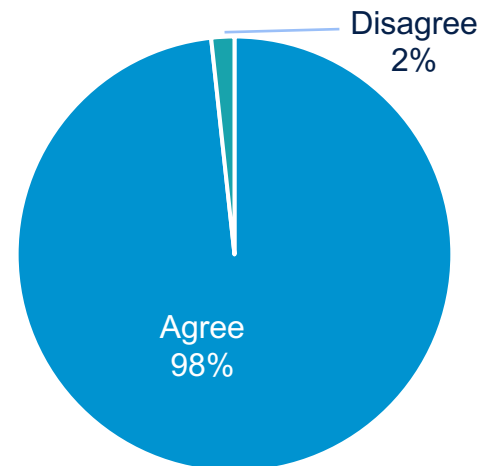
Participating in the program has reduced my food security stress.



I have eaten healthier food as a result of the program.



I have found the program helpful.





CalFresh Evaluations

Areas of Strengths

- Having CalFresh allows me to grocery shop with a cart rather than just a basket.
- UCSF has made the process extremely easy to follow and just a quick email to student financial services for work-study assistance sent me on the path to having the telephone call with my case worker and the card-in-hand about a week later.
- CalFresh has allowed me to purchase groceries at no extra expense and helps me nourish myself with delicious food [for] which I am thankful for.

Areas for Improvement

- I think it would be helpful to students if UCSF students were given the breakdown of monthly gross income qualifications for CalFresh and the amount that equates to in EBT.
- Making sure [students] know about it the summer before their program starts. I found out about it two months after the program had started, so I had already budgeted for the quarter and took out loans so that I had money for food.
- Perhaps normalize it more during the workshops. It would also feel good to know the number of students who sign up for it each year so that we don't feel alone!

Student Awards



Basic Needs Awards

\$20,000
\$540 to \$2,500
9 students



Rapid Rehousing Awards

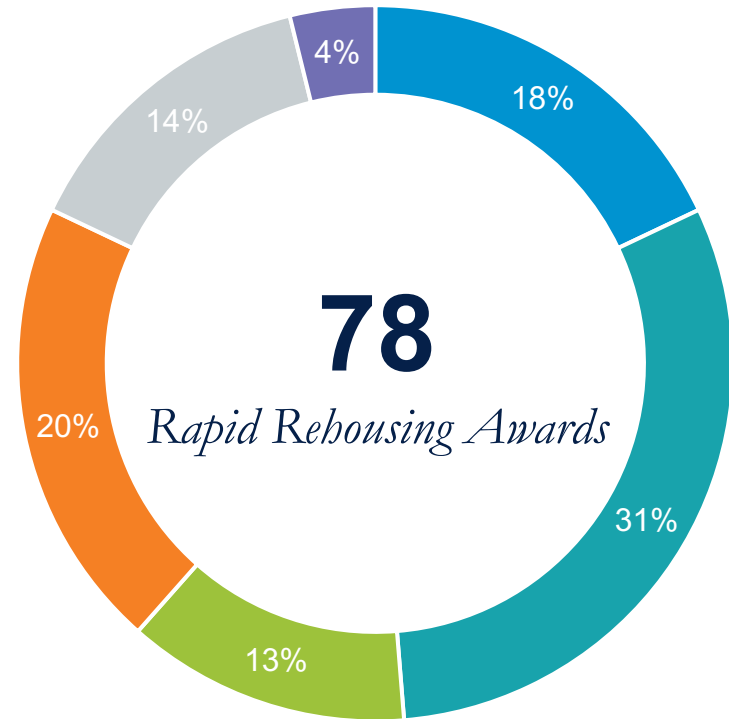
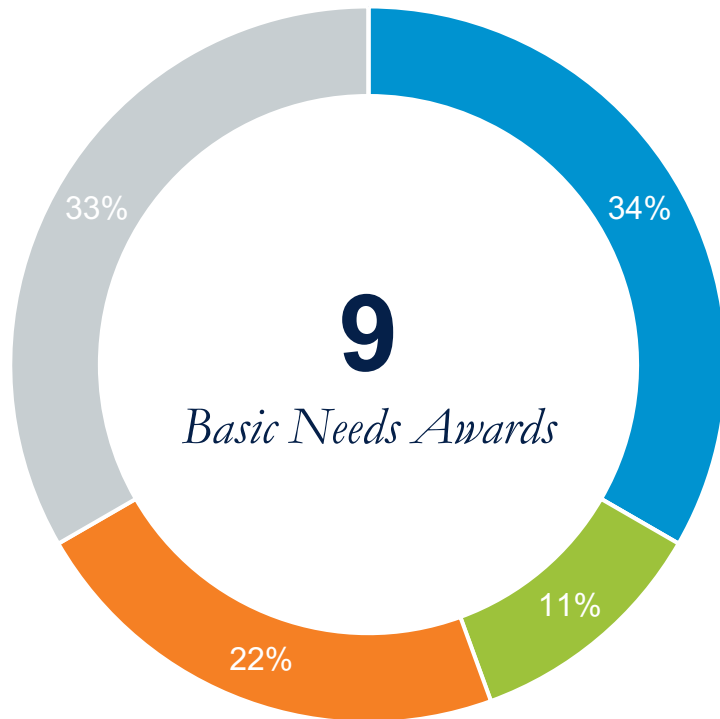
\$135,000
\$300 to \$3,600
78 students



Grocery Cards

\$161,170
\$50 to \$300 *per card*
366 students

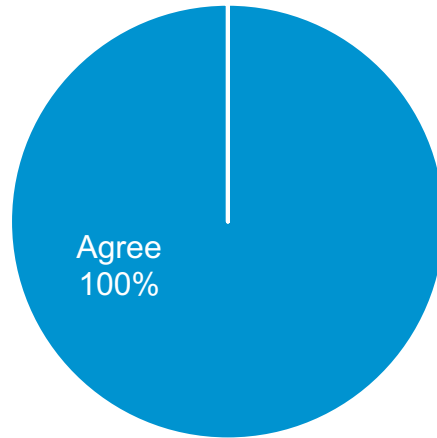
Student Awards



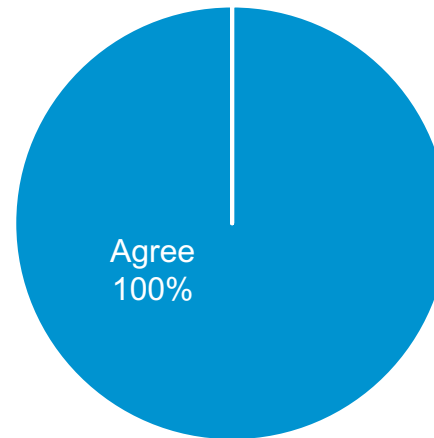
■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy

Rapid Rehousing Evaluations *n=10 (13%)*

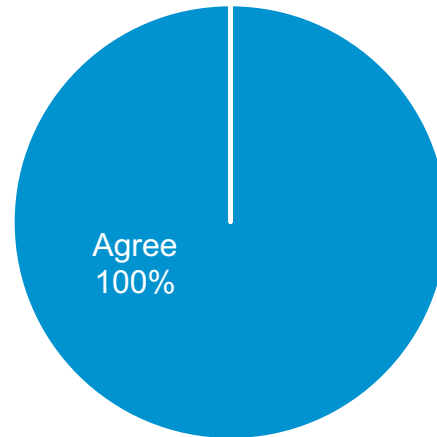
Participating in the program has made me more housing secure.



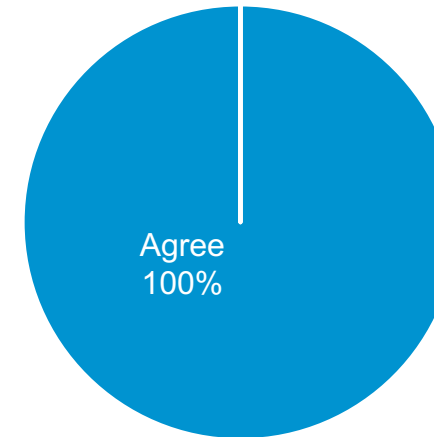
Participating in the program has reduced my housing security stress.



I have stable housing as a result of the program.



I have found the program helpful.





Rapid Rehousing Evaluations

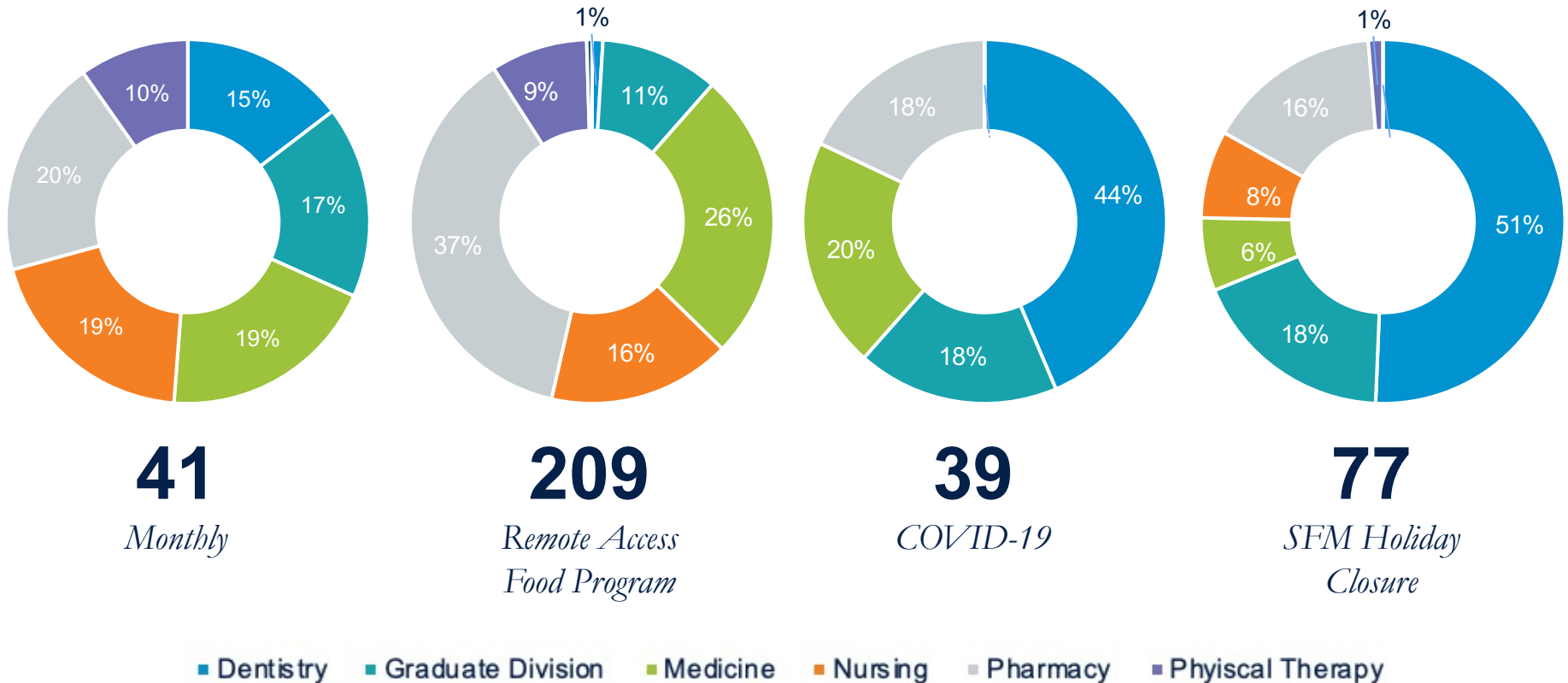
Areas of Strengths

- I really liked how the program addresses specific needs of students, especially as housing situations became very complicated and difficult during COVID.
- The most helpful part of the program was it allowing me to be able to afford rent in the place I moved to for my clinical rotations and rent on campus housing for the month I terminated my lease early. It really did take a lot of stress off my shoulders about how I was going to pay rent at two different places and if it would force me to take out more student loans than I already currently have.

Areas for Improvement

- While I was very grateful for the room, it was an extremely unpleasant, small room (didn't even have a shower curtain) that was very much not set up for short term stays and did a number on my mental health in another way.
- The least helpful part of the program was not knowing that it existed until finding out that I received a grant through this program from my financial aid advisor.

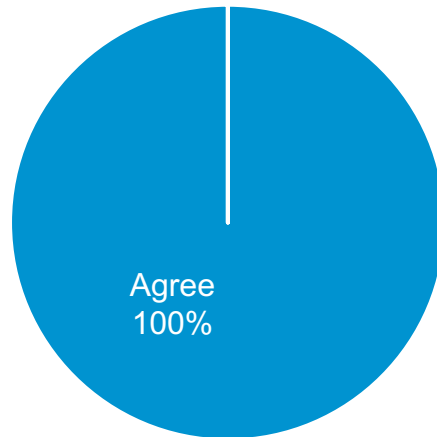
Grocery Cards



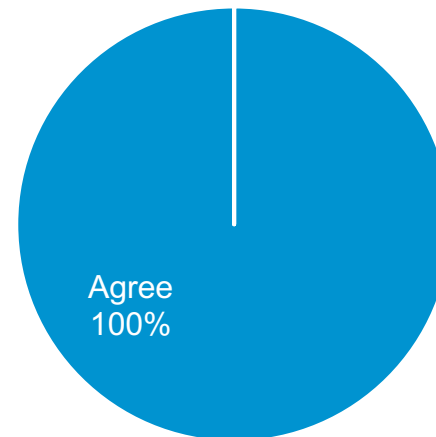
Note: Grocery Card programs that are part of the on-going suite of basic needs resources were evaluated in the following slides. Grocery cards provided to students as a result of a coronavirus exposure or one of the Student Food Market closures were not evaluated.

Monthly Grocery Cards Evaluations $n=23$ (56%)

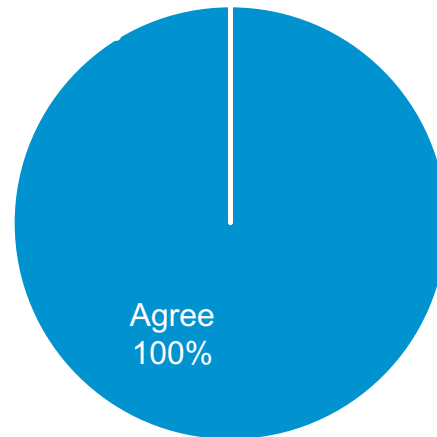
Participating in the program has made me more food secure.



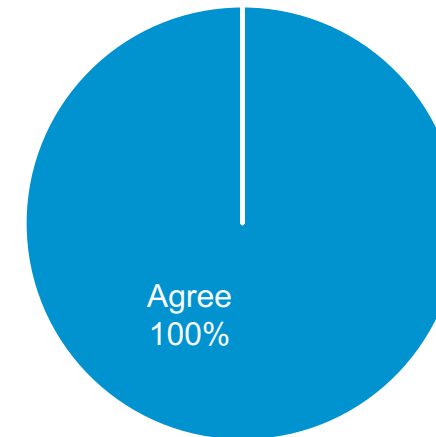
Participating in the program has reduced my food security stress.



I have eaten healthier food as a result of the program.



I have found the program helpful.





Monthly Grocery Cards Evaluations

Areas of Strengths

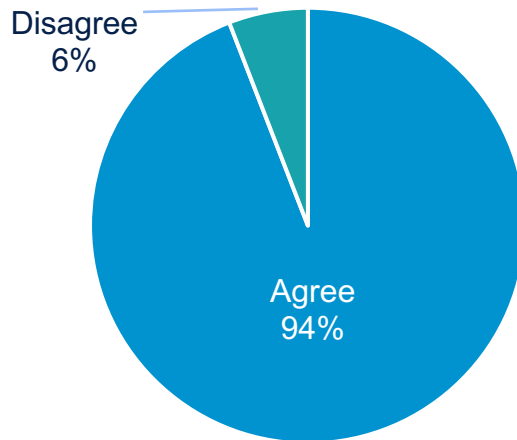
- The knowledge that my school had the foresight to think about a program like this. I didn't know it was an option when I enrolled and when I found out I was eligible I was so incredibly appreciative! It made me feel supported and cared about.
- I really appreciate this program and how much has helped me meet the needs of my family. I don't think there are many students with kids, much less single parents, attending UCSF so I think I'm part of a very small demographic that often gets overlooked. This helped a lot without making me look or feel bad.
- The support from the staff in providing gift cards to those that do not qualify for cal fresh. The cards allowed me to have access to food on and off campus. Whenever I had a stressful week, I could count on the gift cards to get a healthy meal.

Areas for Improvement

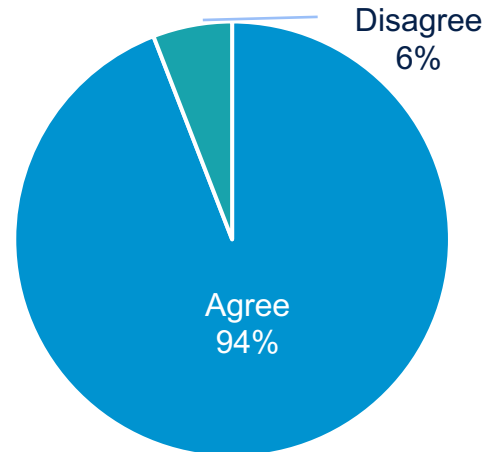
- It would be great to get additional funding so that even more students can benefit. I have a lot of peers who are also experiencing food insecurity who were not offered participation in this program.
- It would be helpful to have gift food cards to more economical stores like FoodsCo. Often food prices are 2x more affordable than Safeway or Target.

Remote Access Program Evaluations *n=85 (49%)*

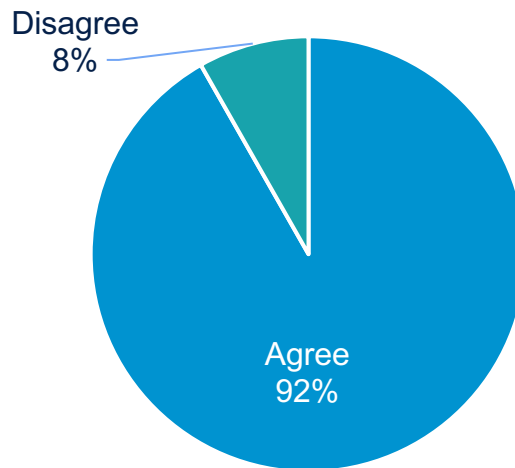
Participating in the program has made me more food secure.



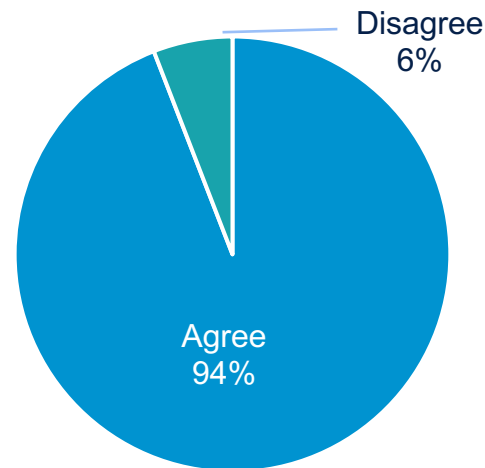
Participating in the program has reduced my food security stress.



I have eaten healthier food as a result of the program.



I have found the program helpful.





Remote Access Program Evaluations

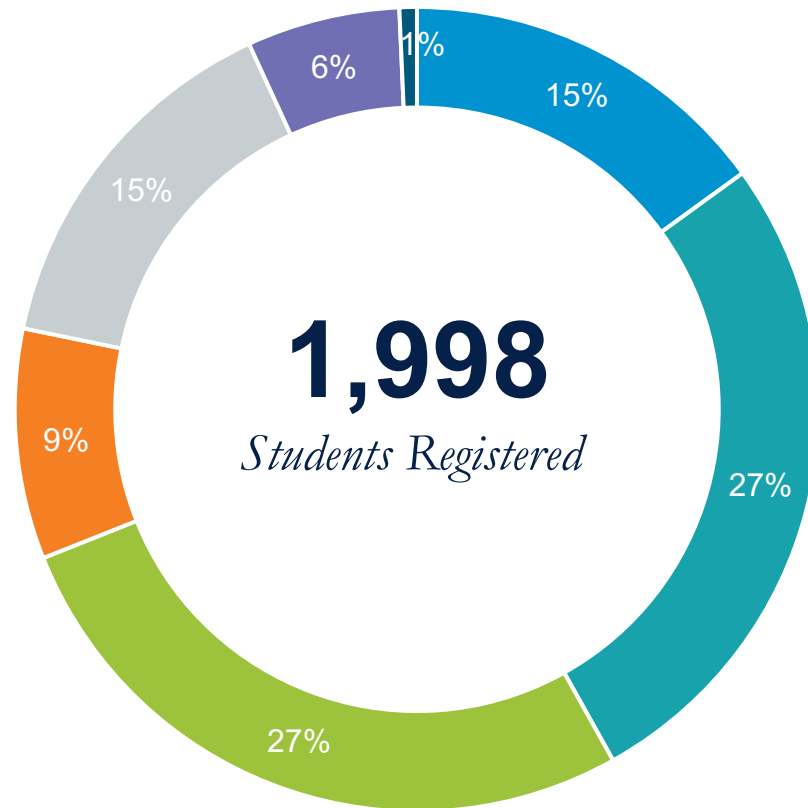
Areas of Strengths

- Receiving support for basics needs such as food through electronic gift card has been immensely helpful. I had to move out of campus housing when the pandemic hit, so cannot access the Student Food Market like I used to. The Remote Access Food Program has been extremely well-executed with excellent communication and organization.
- Access to a variety of nutritional food that I can consume due to my food allergies. When I used to frequent the SFM pre-covid, there were times where I couldn't eat the items because I was allergic to it (severe soy and peanut allergies).
- I'm so thankful for this program! I would like more opportunity for this program to continue especially for those of us who live far from campus and can't benefit from the weekly student food market. I appreciate you all for your help in making food availability less stressful!

Areas for Improvement

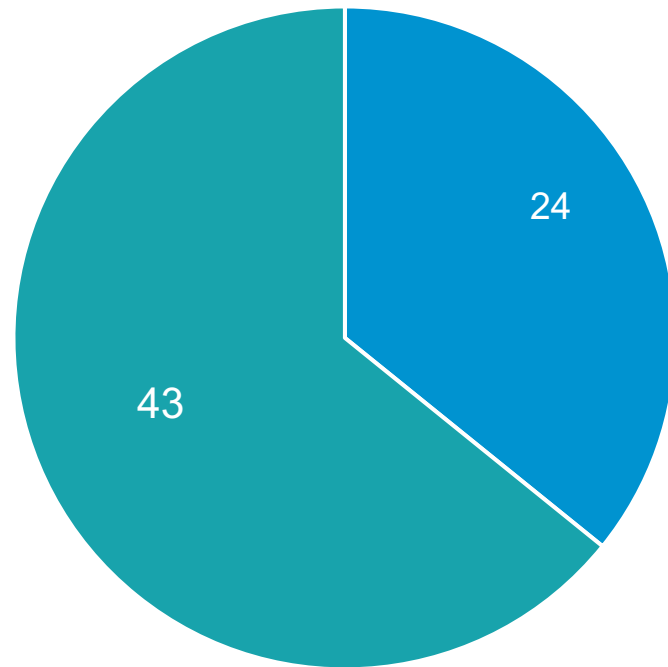
- I didn't realize that my Safeway gift card could only be used in person. This means that I can't do my normal online order and curbside pickup, but that's ok. I am vaccinated now and am willing to enter stores.
- The supermarket options were on the more expensive side. It would be great to have more budget stores (i.e. Winco, Walmart) as an option to maximize how much food I am able to purchase.

Food4Students Text Message



■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy ■ Other

Food4Students Text Message



■ MB Food Market ■ PARN Food Market

62%

of student body
signed up

67

texts messages sent
July 1-June 30

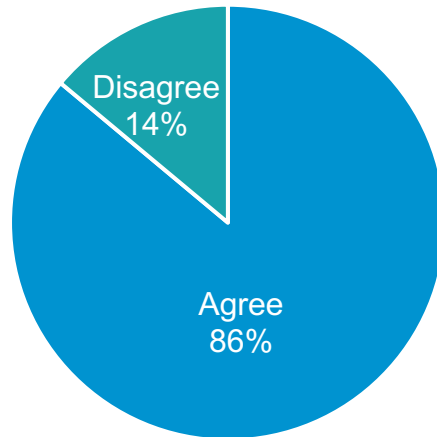
5

campus partner
food providers

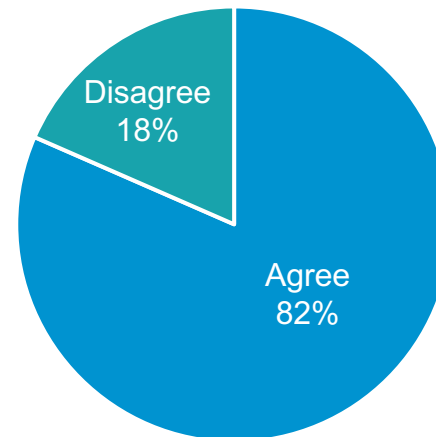
NOTE: On March 10, 2020, the Food4Students text message program was suspended due to the evolving coronavirus situation. The Student Food Market was designated as an essential program on campus and continued to utilize the text message program to push leftover food out to students.

Food4Students Evaluations *n=244 (12%)*

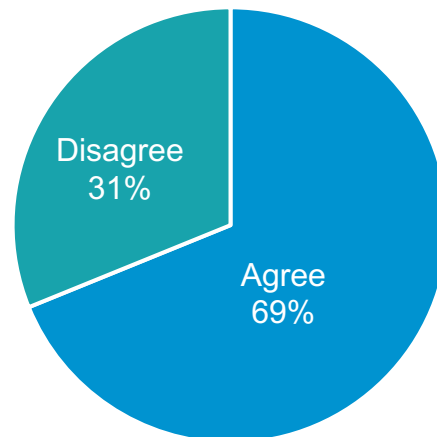
Participating in the program has made me more food secure.



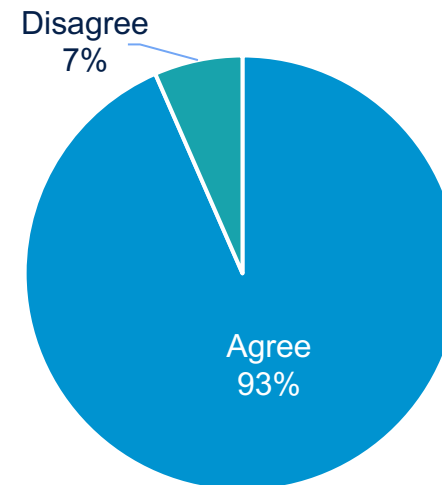
Participating in the program has reduced my food security stress.



I have eaten healthier food as a result of the program.



I have found the program helpful.





Food4Students Evaluations

Areas of Strengths

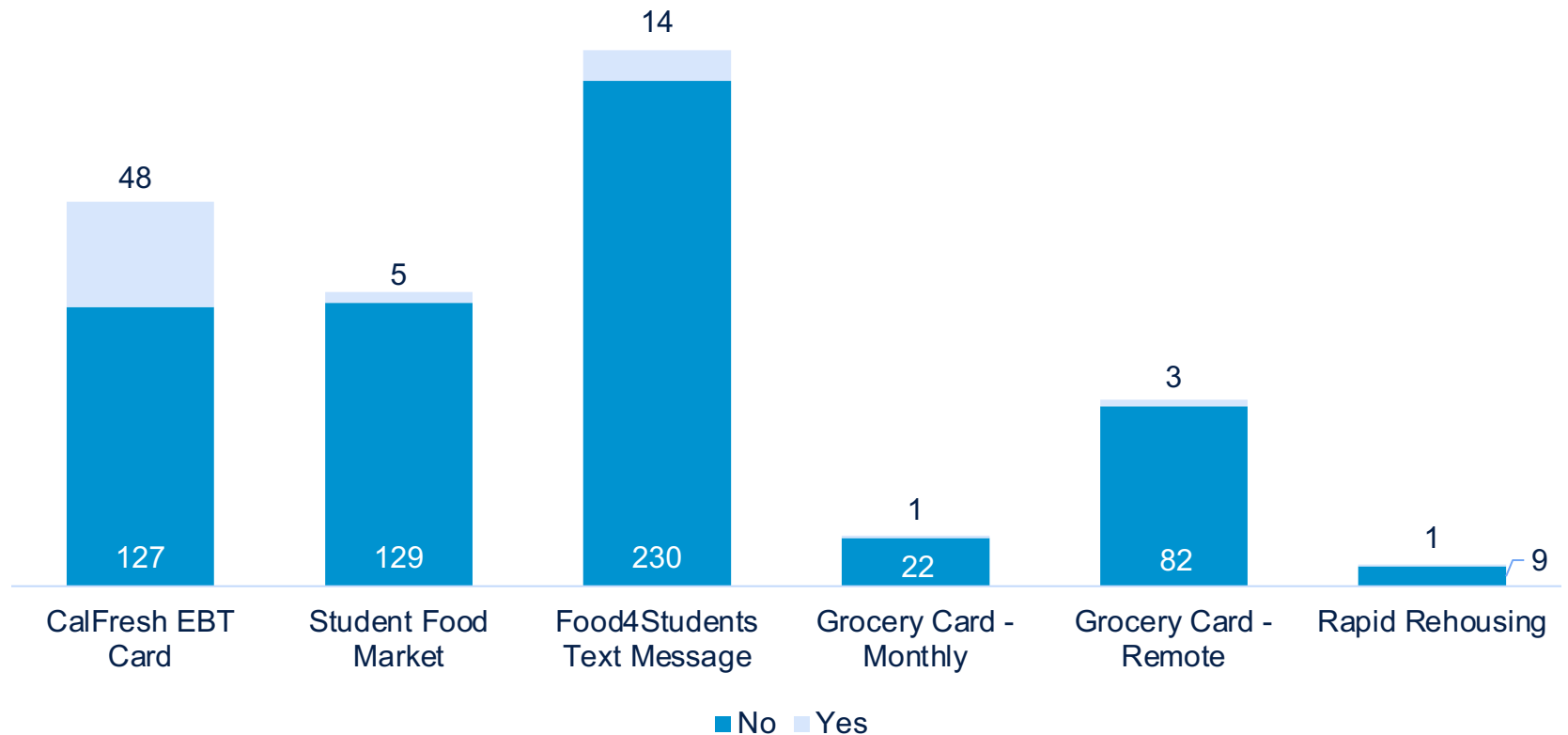
- When we were on campus, and especially when we were studying outside of class hours, it was helpful to get the text and pick up some food so we could keep studying. I also love that the food wasn't just getting thrown out.
- The ease of the text message notifications. Most times I have used it, I was already on campus studying in the library or between classes, so it would be a quick trip to grab the food after receiving a text!
- Getting notified quickly and with a time window before it closes. Also that the food options are included in the notification so I know what to expect.

Areas for Improvement

- The food would often disappear within 30 minutes of text so it was difficult to pick up food during courses. During the pandemic, it was especially difficult to utilize this program.
- I didn't remember that I had originally signed up for notifications at Parnassus before joining a lab at Mission Bay, so I was missing out on MB food alerts for almost a year. A periodic reminder to update your location through the program might be helpful.
- That we have been learning remotely so it is inconvenient to get to one of the campuses from home in the allotted time window. If I were already on campus then it would much different.

Stigma

Do students feel any stigma using the following programs?





Stigma Feedback

Areas for Improvements

Food4Students Text Message

- The stigma comes from having to run to the location in order to get there before the food runs out. However, I do not see a good solution to this problem other than reassuring students that its not a bad thing.

Grocery Card – Remote Access Food Program

- I personally feel embarrassed that I struggle with food insecurity. It's not something I would mention to others. The program is great, and there aren't any changes I'd like to make to it. It's more of an internal battle with myself.

CalFresh EBT Card

- I feel embarrassed to use it if there are a lot of people around. I try to go to self checkout if available. I don't think there is a way to change the appearance of the card though.
- I think a lot of the cash register employees find it interesting that I am a "health provider" (bc I often wear scrubs to the grocery store) but have CalFresh and I feel like they think that I am "taking advantage of the system."

Student Workers

Federal work study students dedicated to supporting Basic Needs for Students

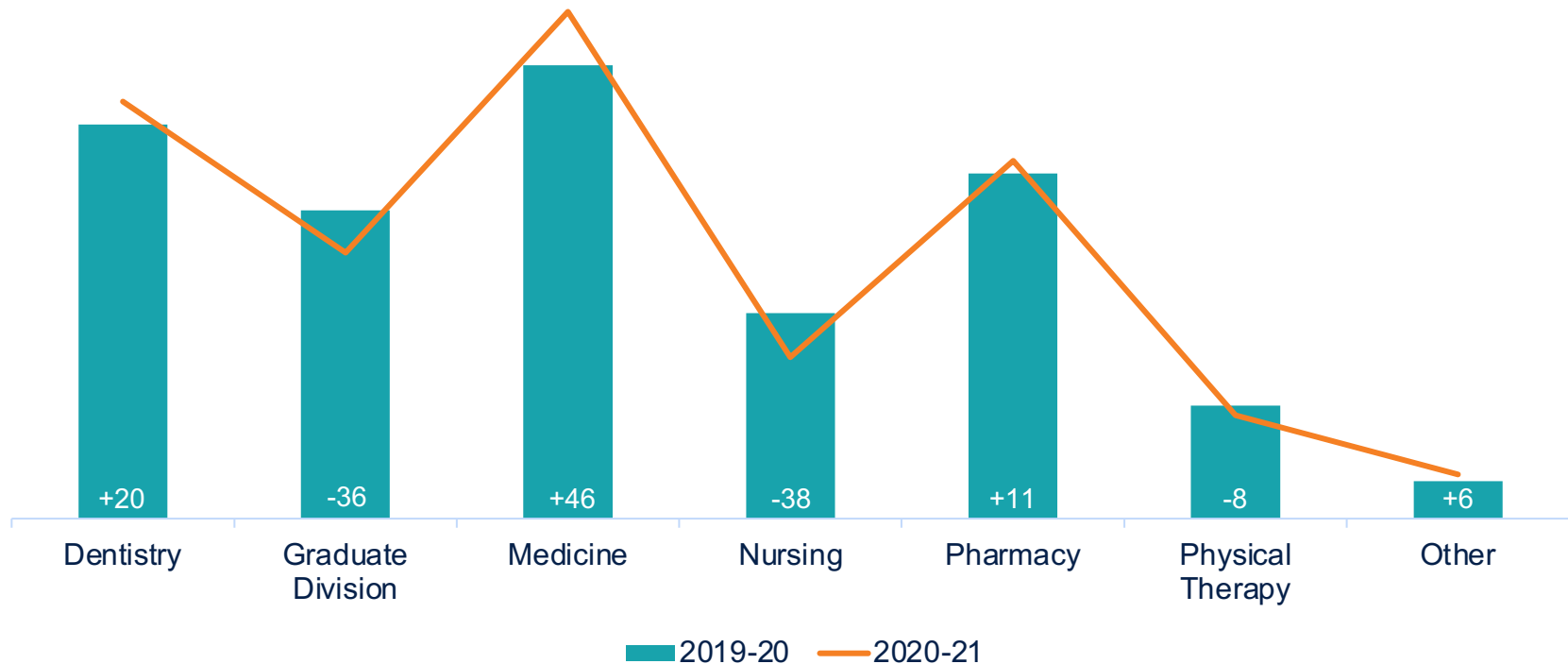


■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy

Year-Over-Year Comparisons

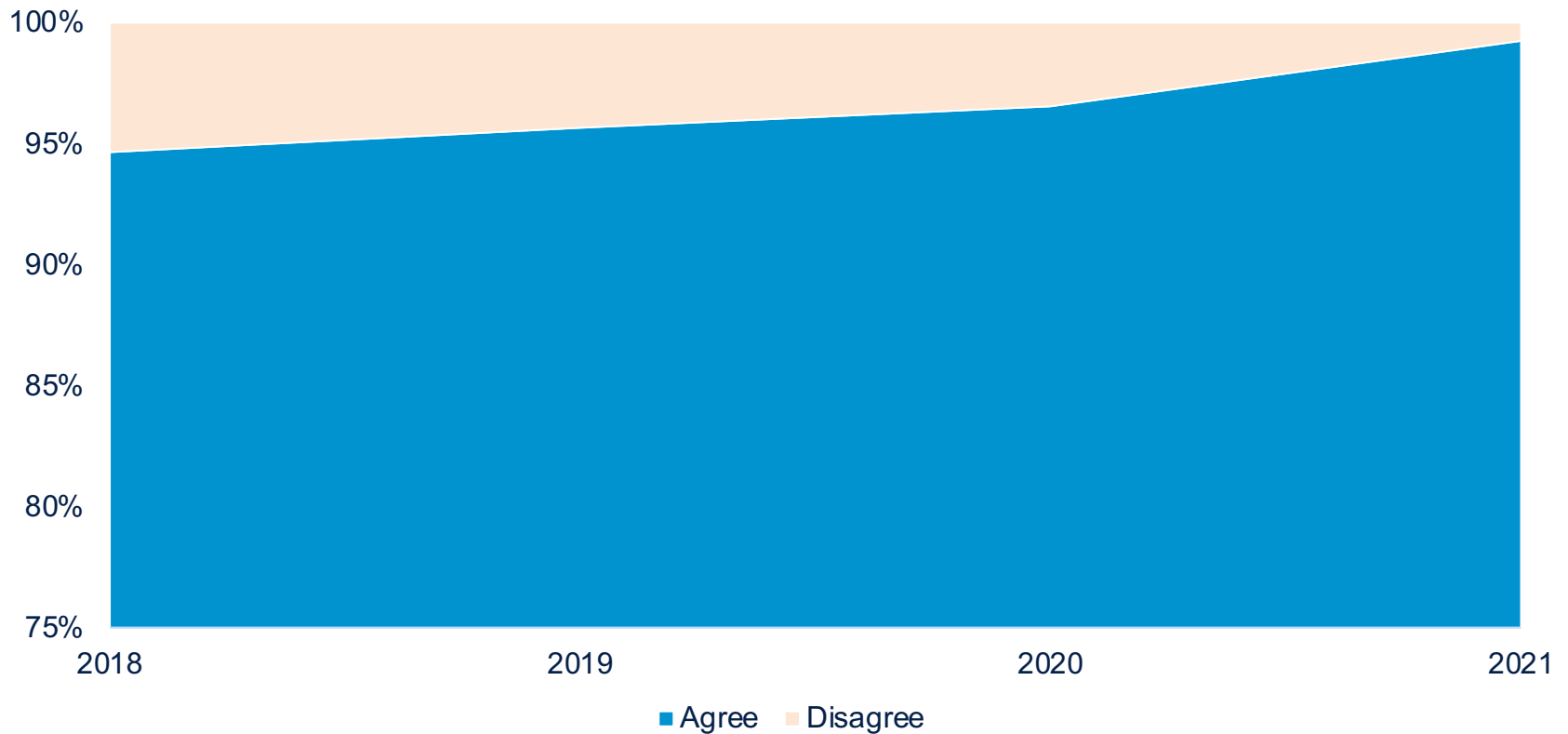
Overall Unique Usage Statistics

Comparison of unique number served through Basic Needs programs.



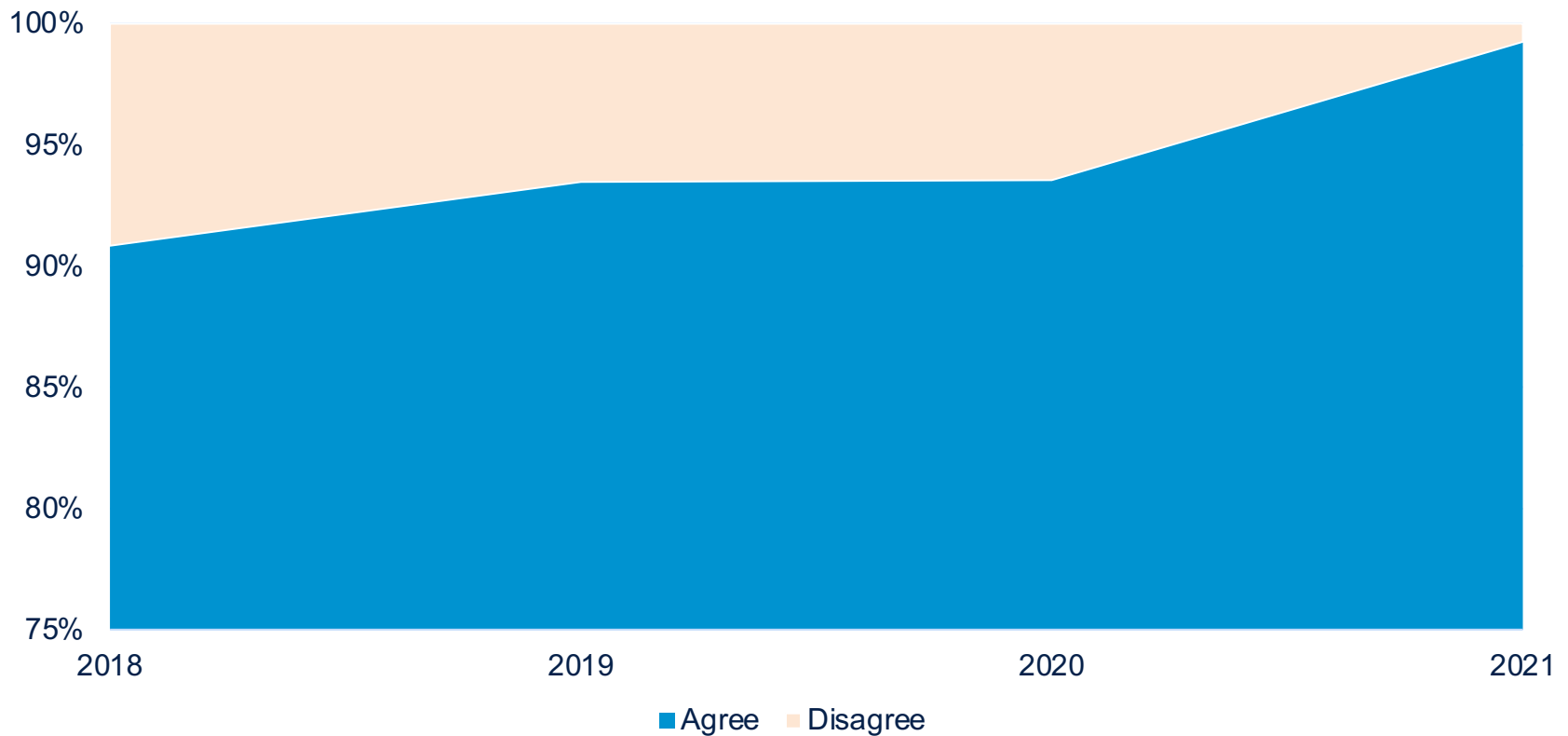
Student Food Market Feedback

I have found the program helpful.



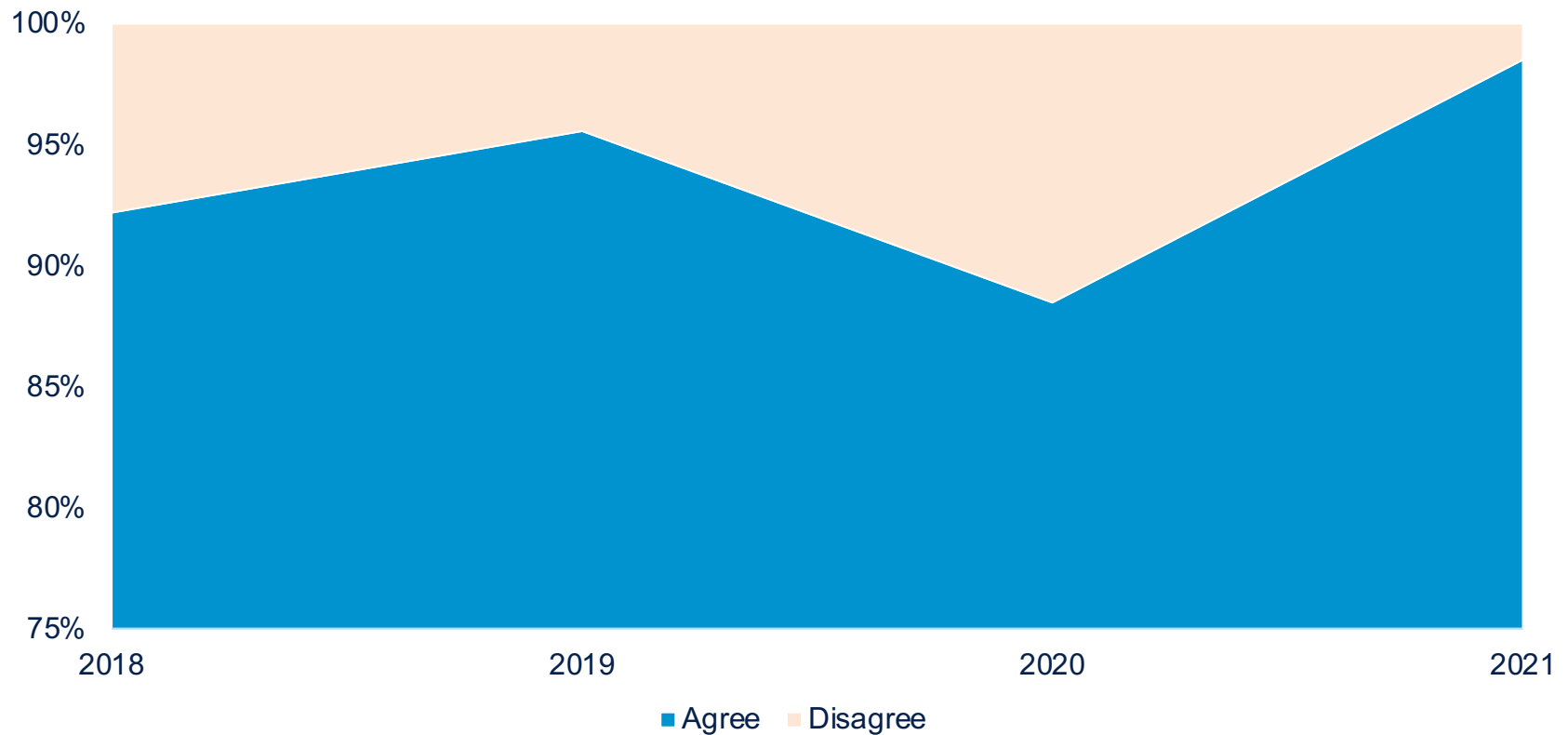
Student Food Market Feedback

Participating in the program has made me more food secure.



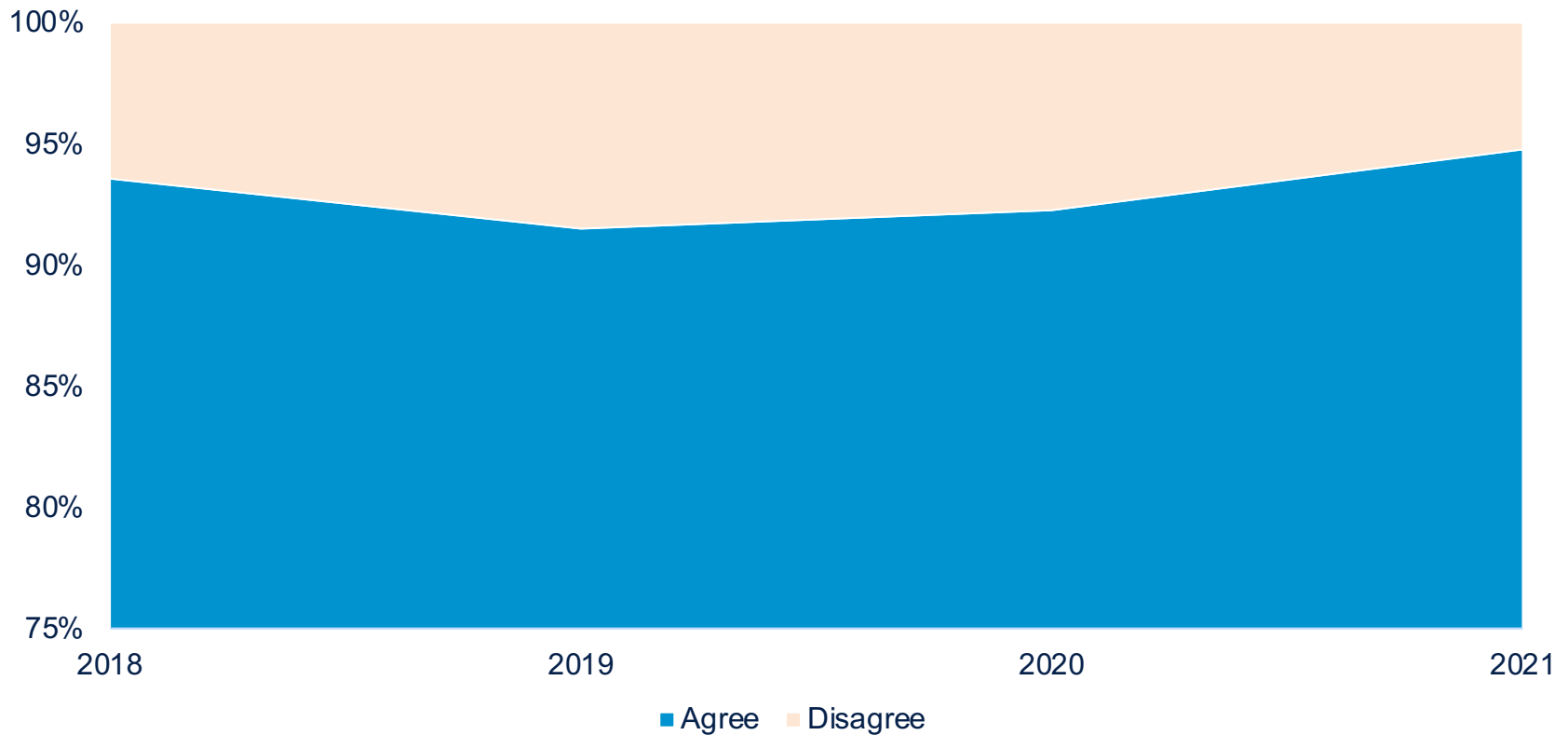
Student Food Market Feedback

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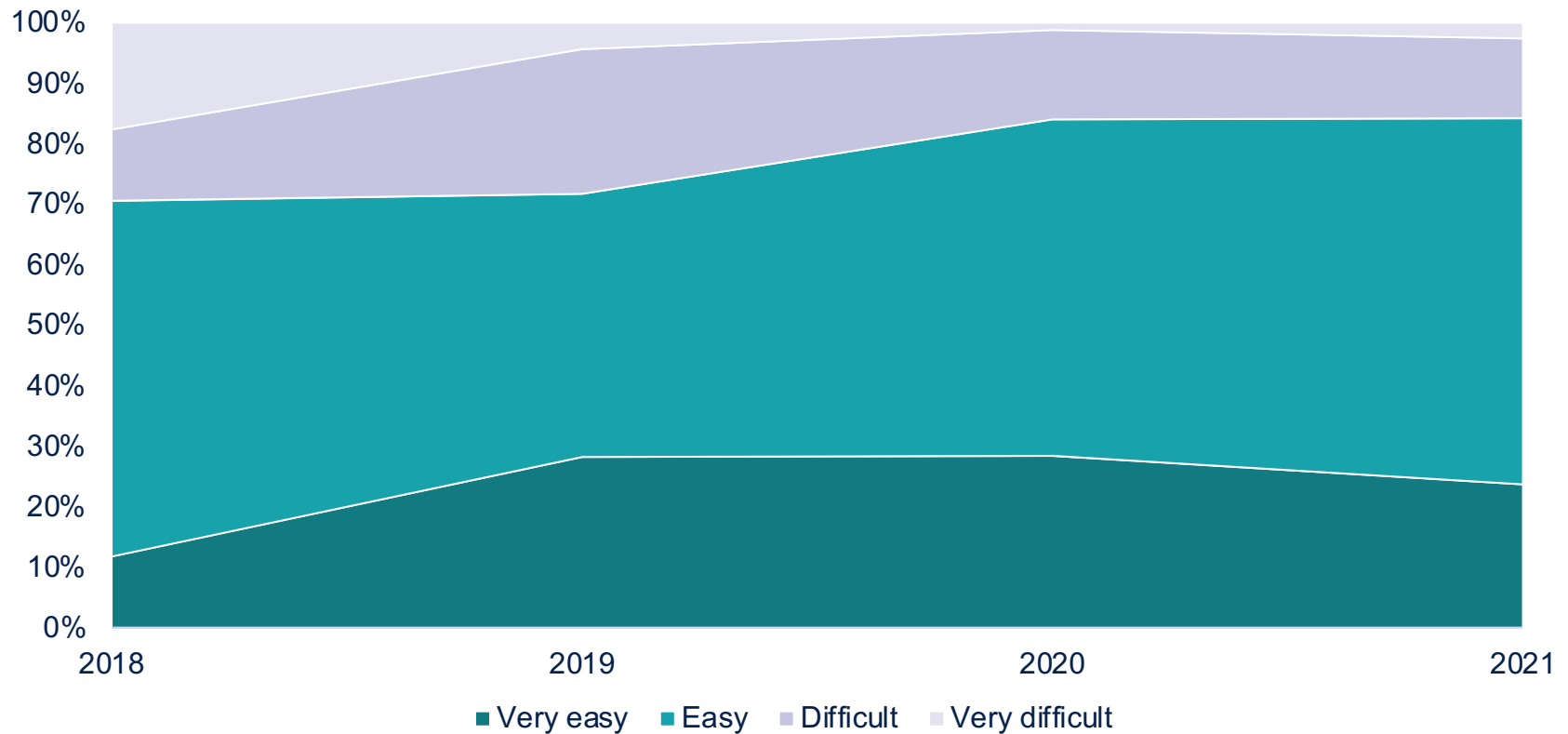
Student Food Market Feedback

I have eaten healthier food as a result of the program.



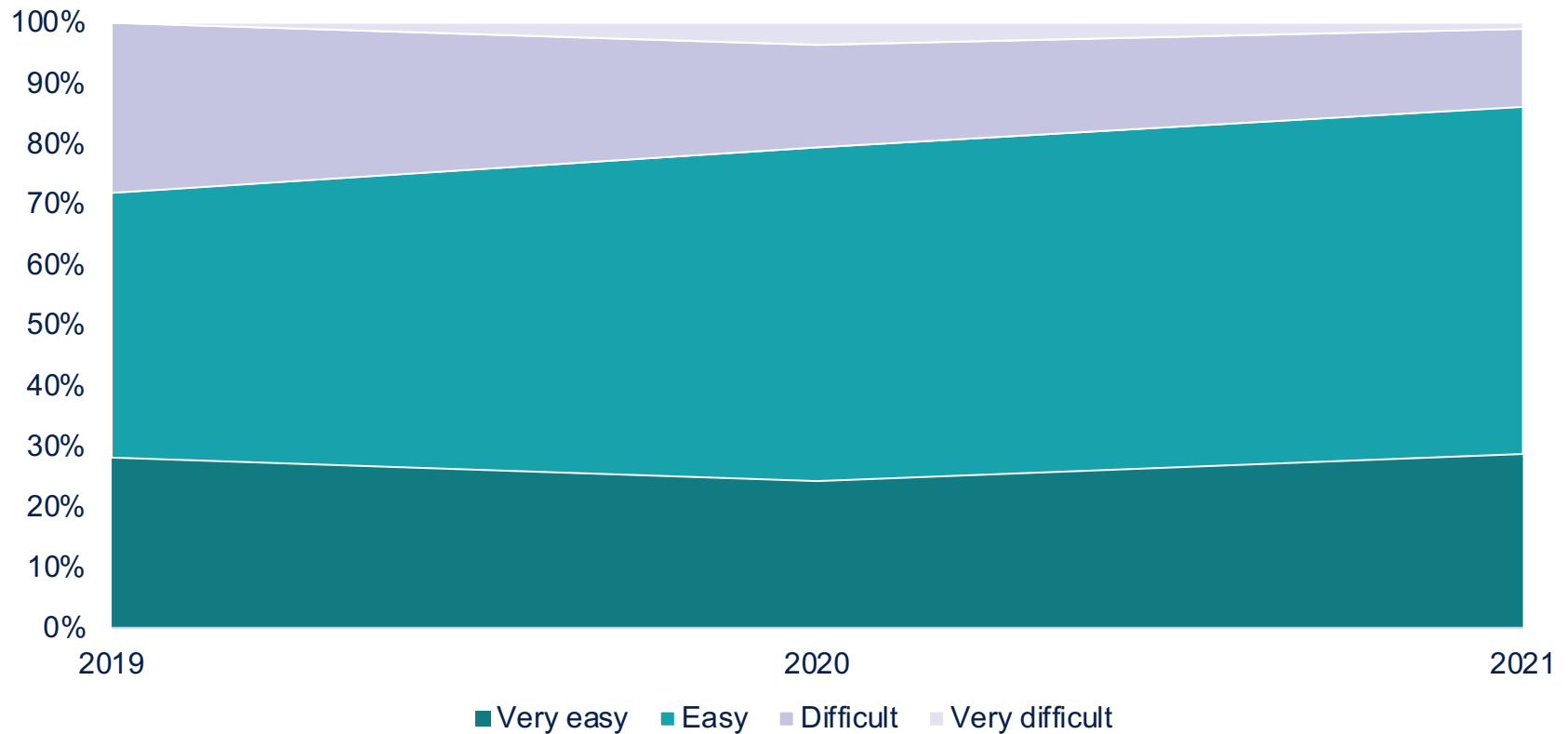
CalFresh Feedback

How would you rate your experience applying for CalFresh?



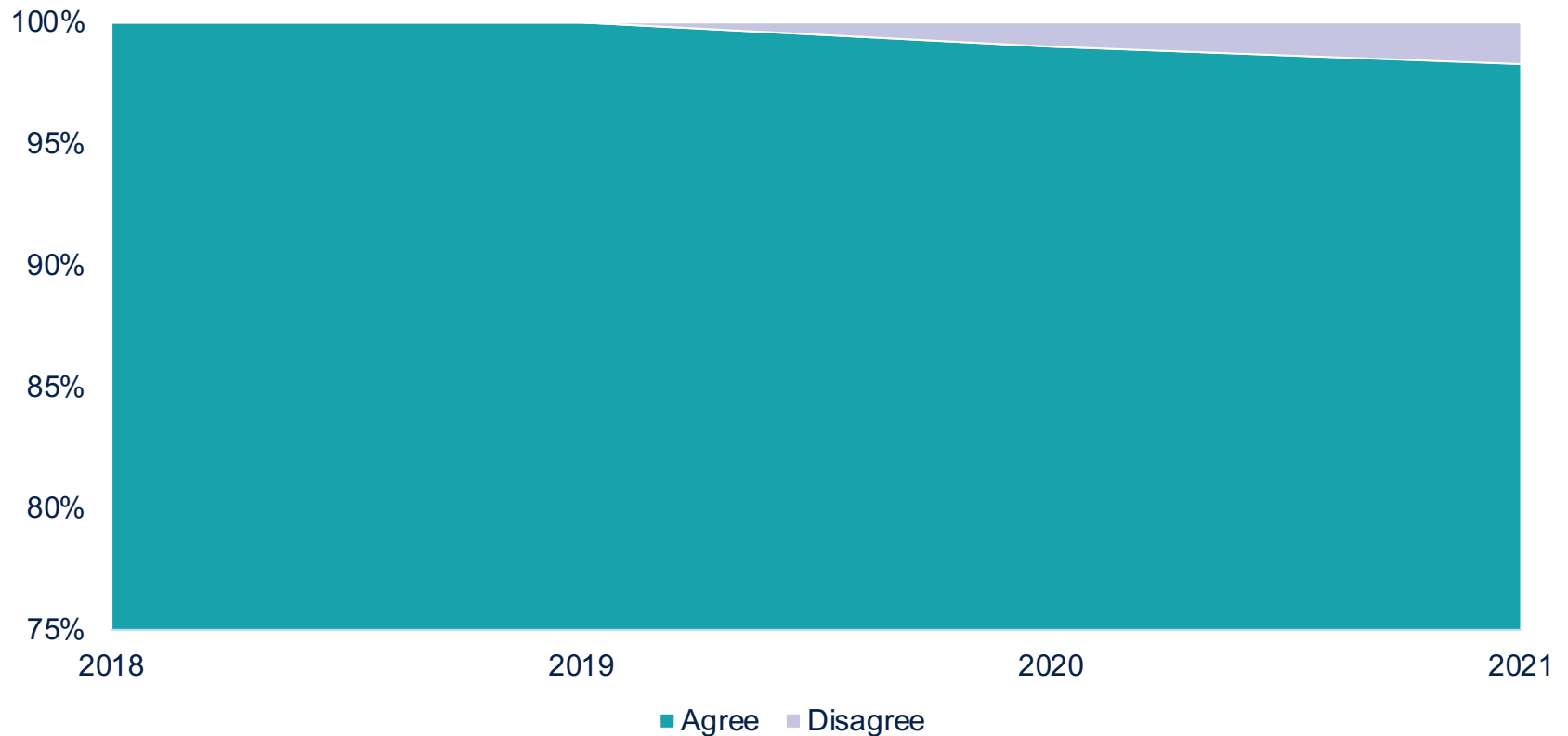
CalFresh Feedback

How would you rate your experience renewing CalFresh?



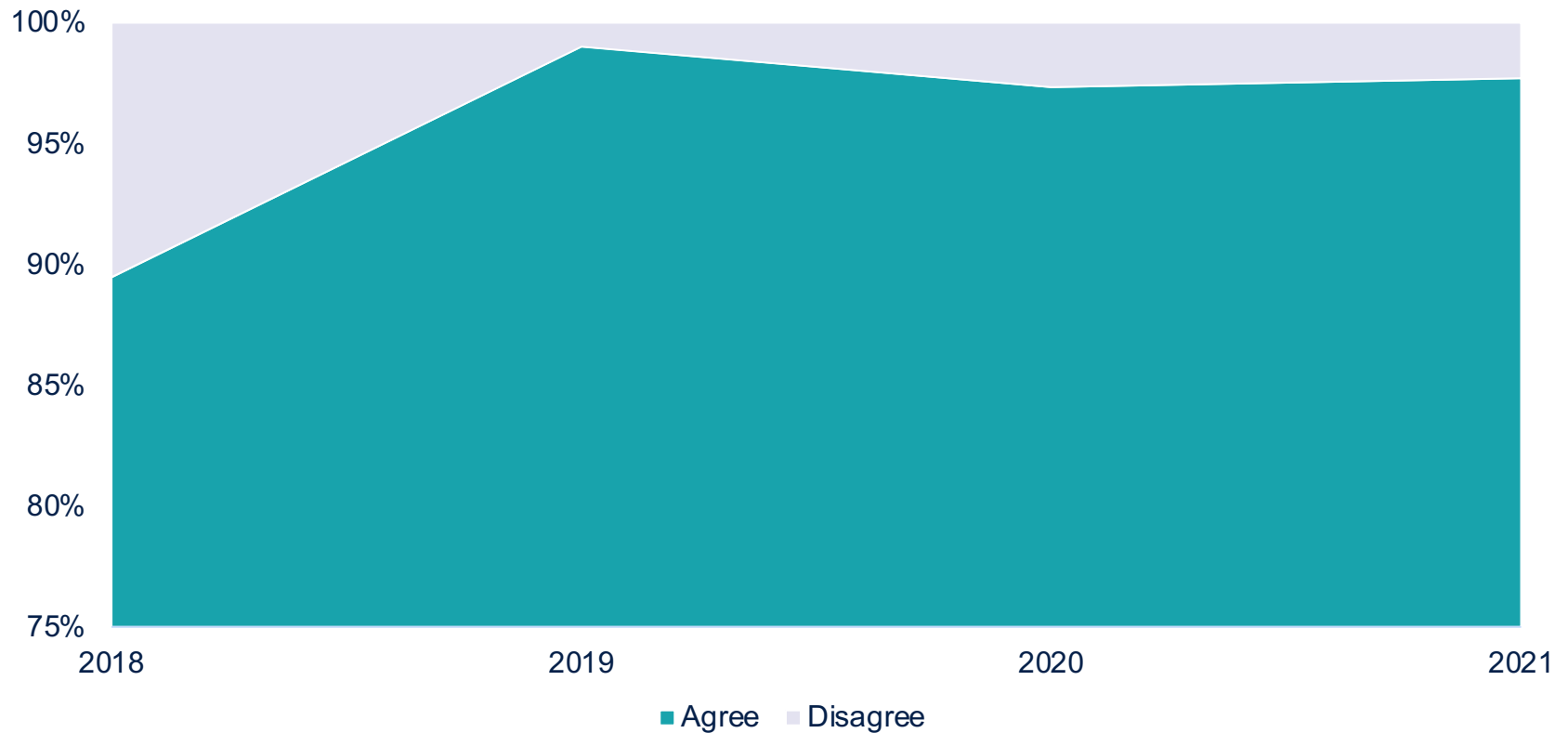
CalFresh Feedback

I have found CalFresh helpful.



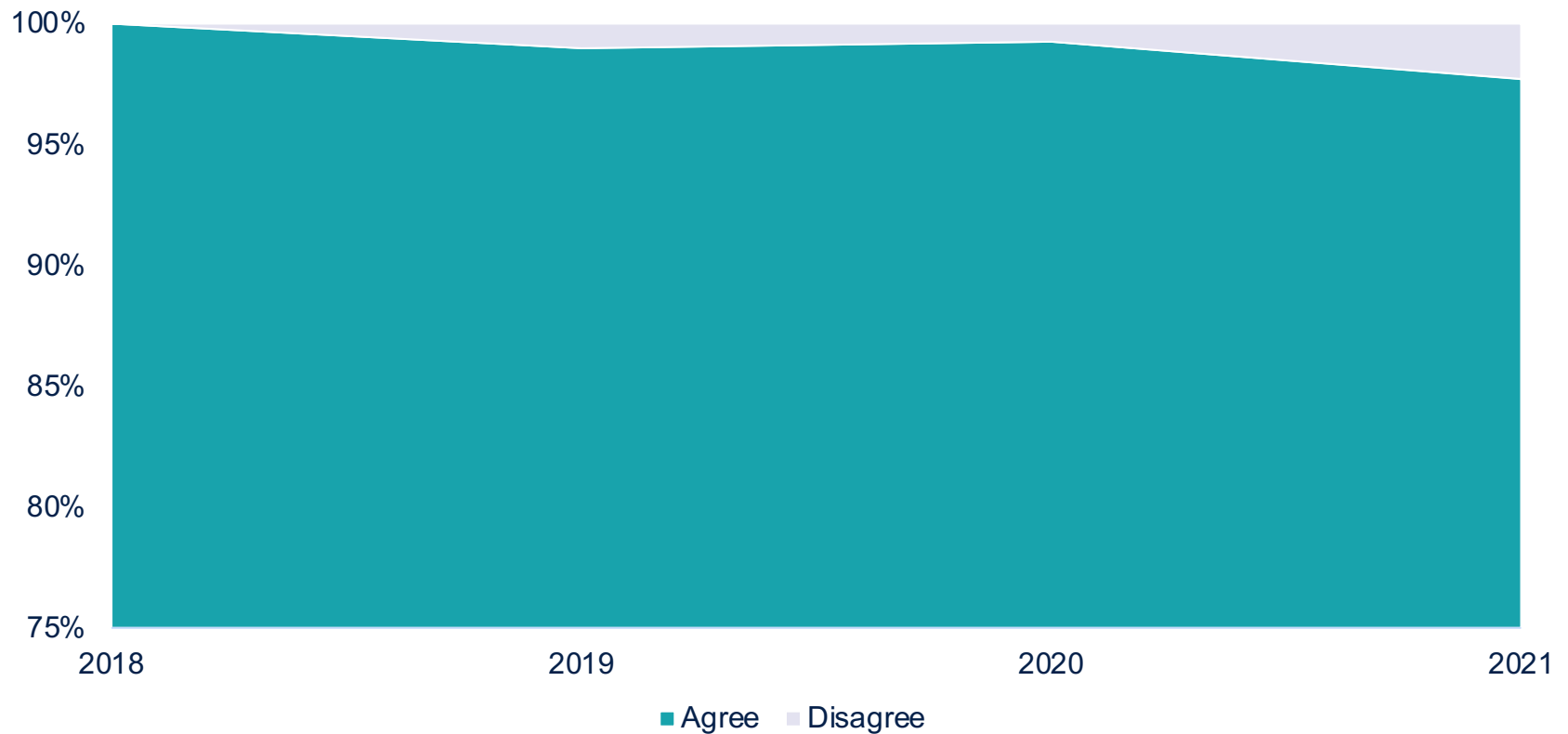
CalFresh Feedback

Using CalFresh has made me more food secure.



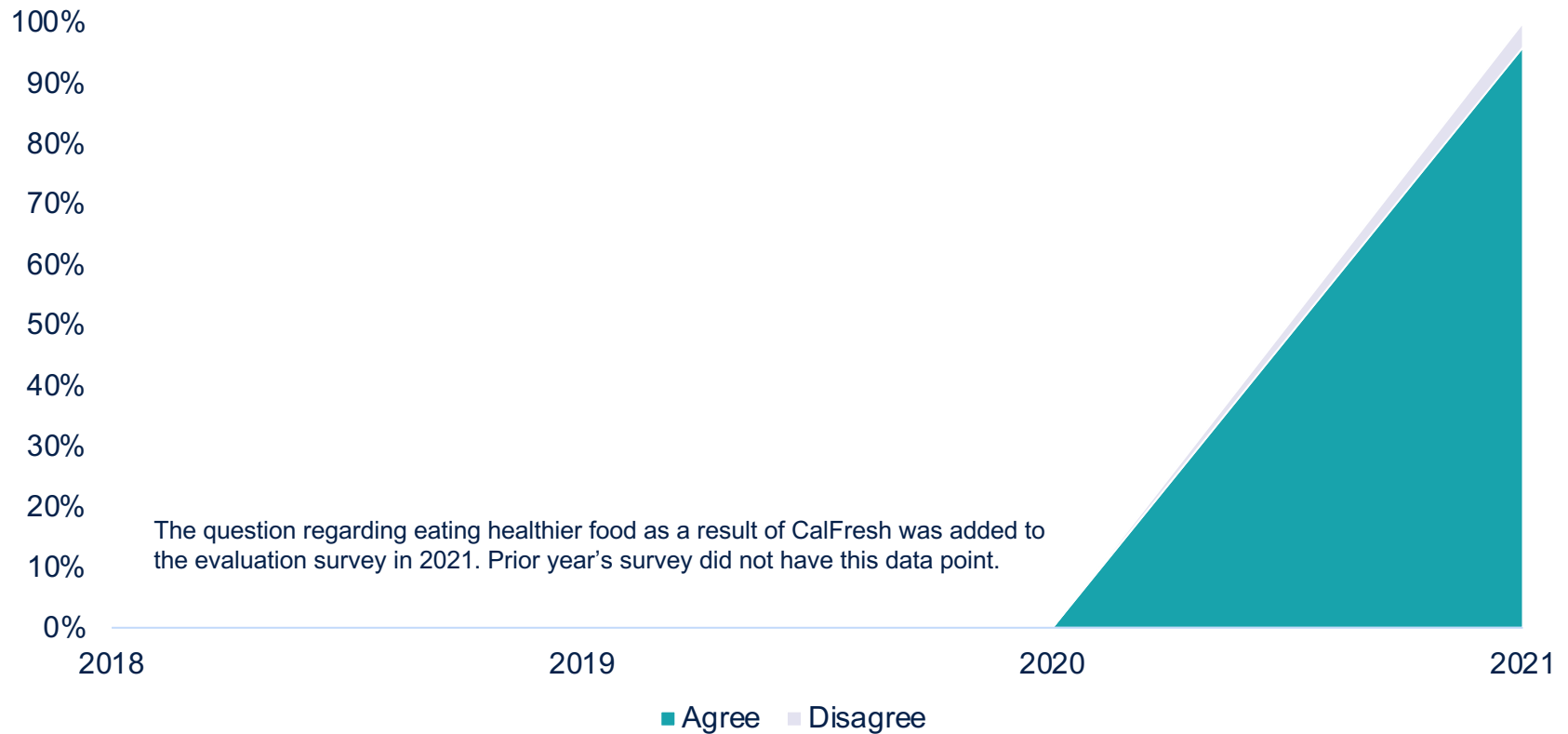
CalFresh Feedback

Using CalFresh has reduced my food security stress.



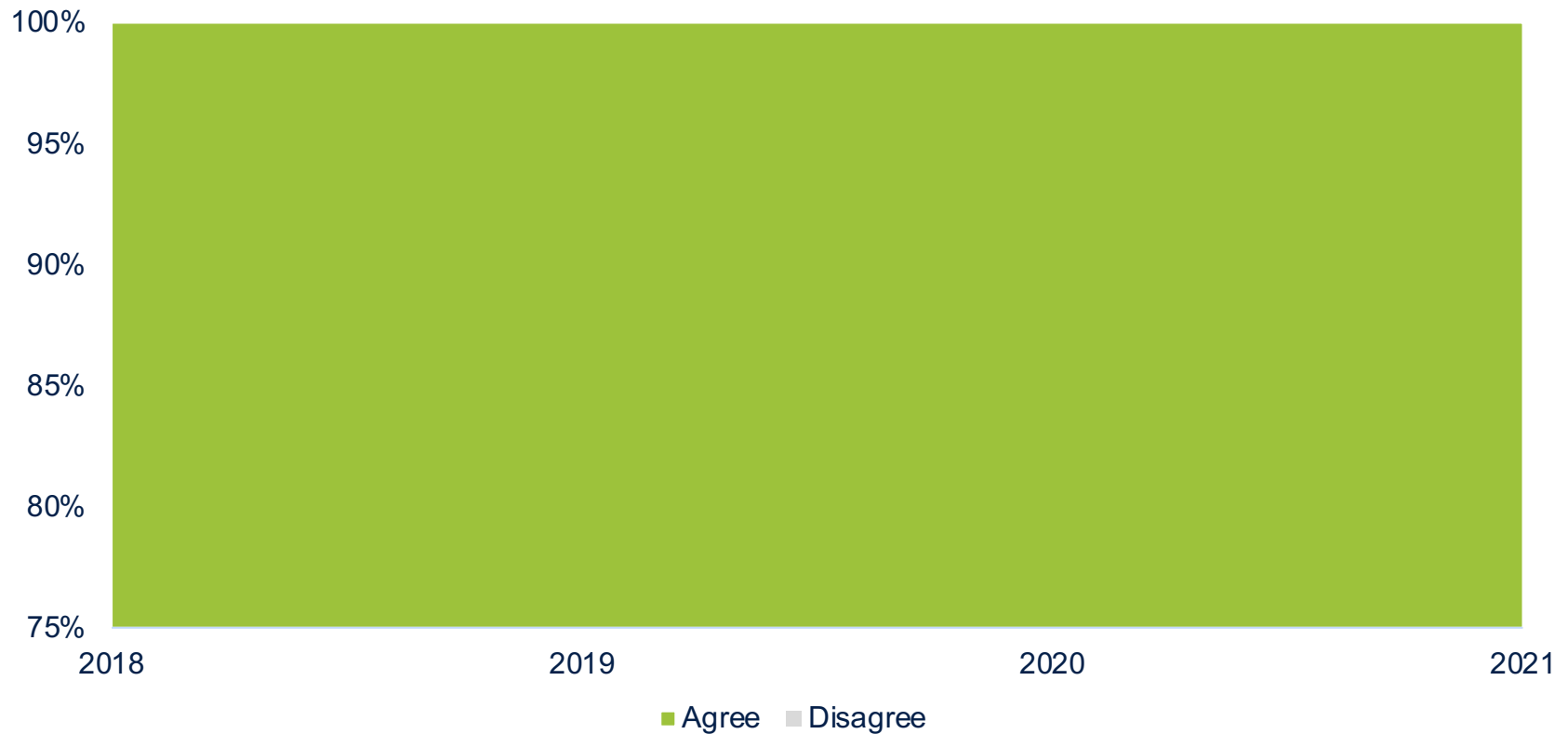
CalFresh Feedback

I have eaten healthier food as a result of CalFresh.



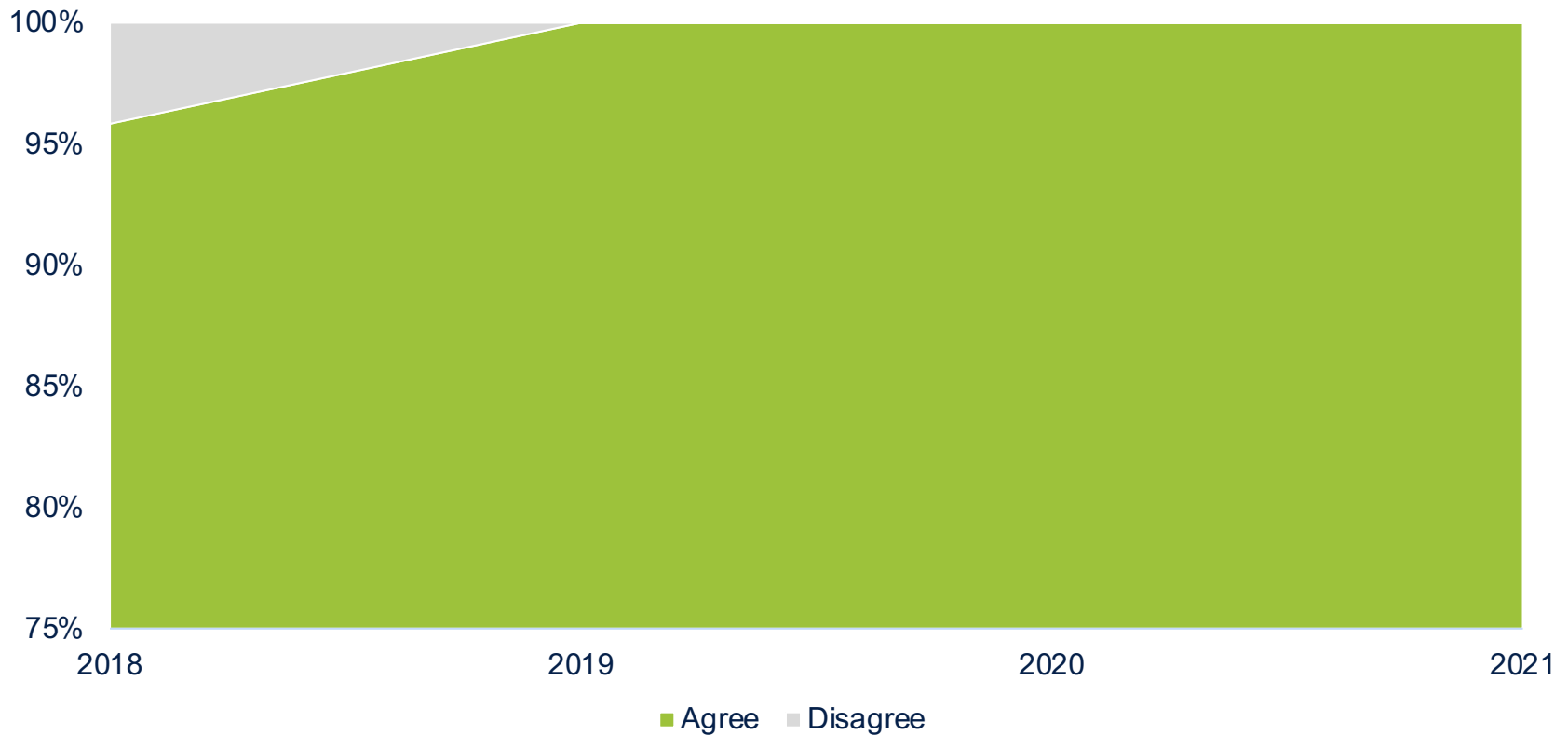
Monthly Grocery Cards Feedback

I have found the program helpful.



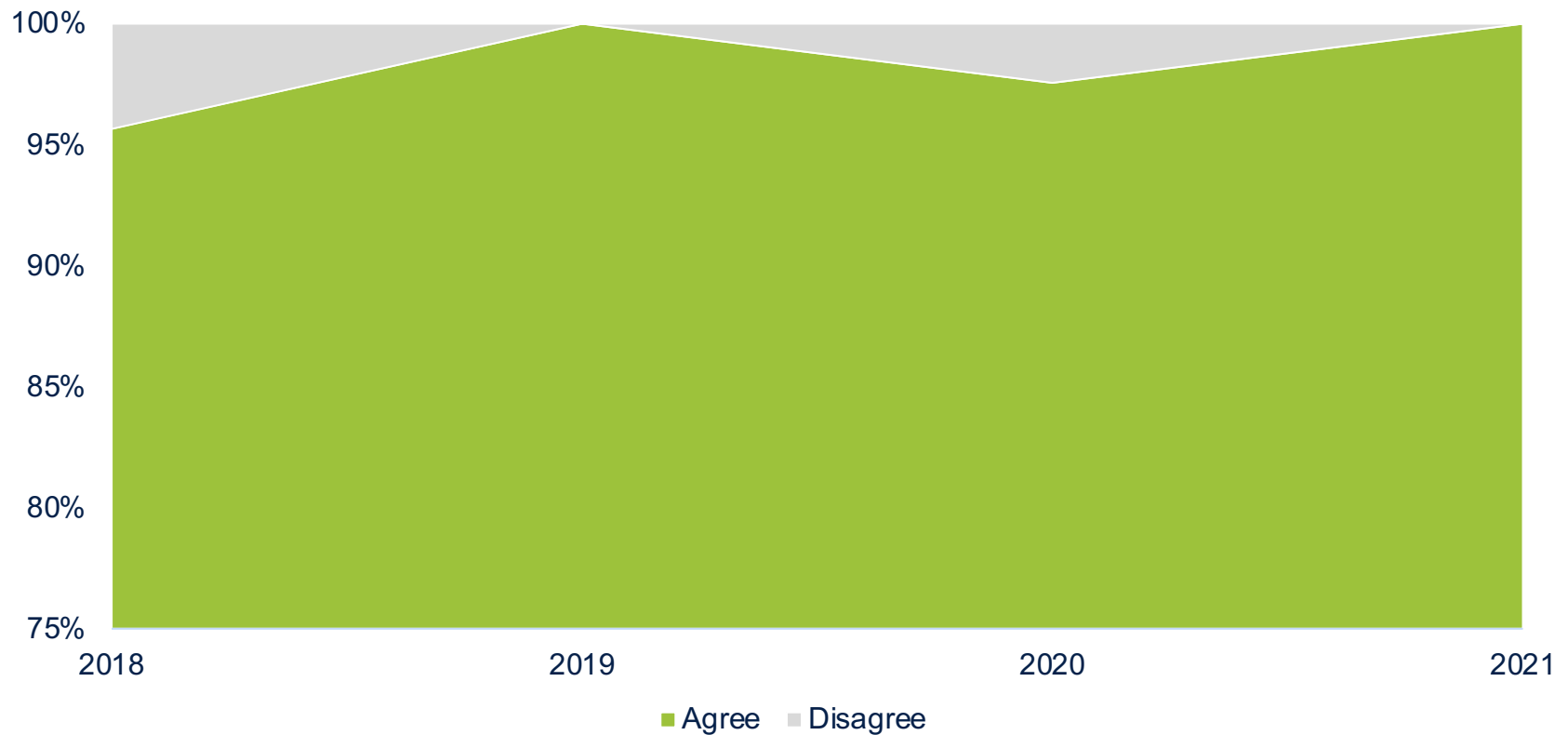
Monthly Grocery Cards Feedback

Participating in the program has made me more food secure.



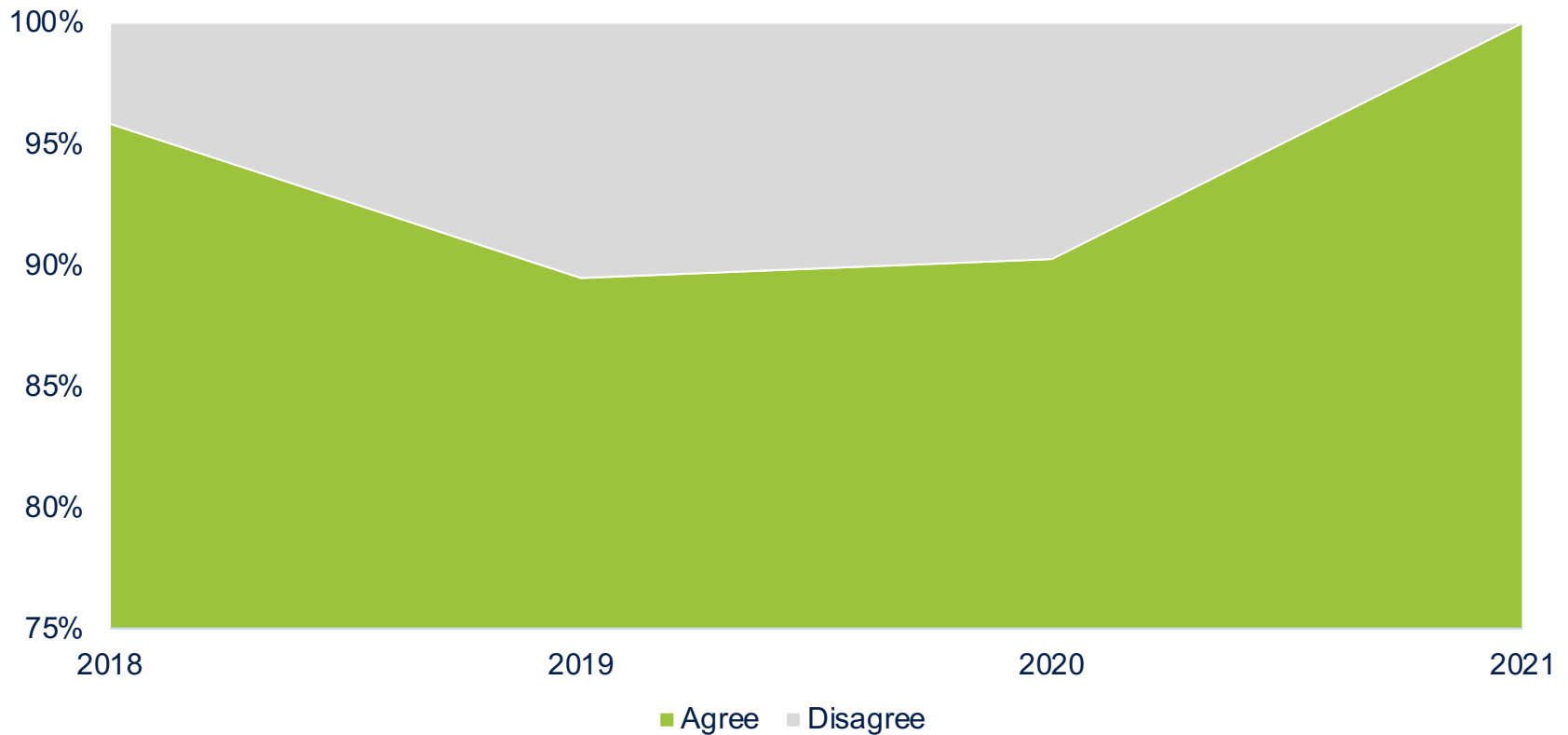
Monthly Grocery Cards Feedback

Participating in the program has reduced my food security stress.



Monthly Grocery Cards Feedback

I have eaten healthier food as a result of the program.



Contact

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