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

Leadership, Strategic Planning, Budget, Evaluation

Advisory Committee

Point of Entry

Direct Services
Funded directly by Basic Needs State Funding

- Grants + Grocery Cards
- CalFresh
- Nutrition Classes
- Food Market
- Food4Students Texts
- Rapid Rehousing

Collaborations

- Student Disability Services
- Student Health
- Family Services
- Wellness & Community
- Transportation
- Fitness & Recreation

Student

Referrals
Academic Programs & Student Service Providers
Overview

Basic Needs Leadership
Alece Alderson & Jennifer Rosko

Financial Management
SAA Business Office

Advisory Committee
Students, Staff, Faculty

Evaluation + Reporting
Jennifer Rosko

Direct Services

Basic Needs

Student Food Market
Kathy Chew

Nutrition Classes
Kathy Chew

Food4Student Texts
Jennifer Rosko

Grocery Cards
Alece Alderson

Student Financial Services

CalFresh
Carol Garcia
Kristee Ono

Rapid Rehousing
Polyanna Perez

Emergency Grants
Jerry Lopez

Partnerships

Student Health & Counseling

Health & Crisis Management
Jeanne Stanford
Gaby Baeza

Campus Life Services

Family Services
Laura Ishkanian

Housing
Todd McGregor

Transportation
Georgina Arias
2020-21 Annual Report
COVID Adjustments

Budget
- Supplemented Student Food Market
- Increased direct student emergency grants
- Earmarked funding for COVID-19 exposure food grants
- Piloted Remote Access Food Program

Services & Programs
- In-person: Student Food Market
- Remote: All other programs and services

Key Partnerships
- Student Health & Counseling
- Student Financial Services
- Housing
Student Summary

Total Number Served through Basic Needs Programs

11,051
Total Number Served

- Dentistry: 41%
- Graduate Division: 19%
- Medicine: 17%
- Nursing: 13%
- Pharmacy: 6%
- Physical Therapy: 3%
- Other: 1%

Total Number Served through Basic Needs Programs

2020-21 Basic Needs Annual Report
Student Summary

Unique Number Served through Basic Needs Programs

1,598
Unique Number Served

- Dentistry: 27%
- Graduate Division: 14%
- Medicine: 19%
- Nursing: 9%
- Pharmacy: 23%
- Physical Therapy: 6%
- Other: 2%
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

- New Student Orientations
- Basic Needs Events
- Faculty Workshops
- Staff Info Sessions
- Department Referrals
Event Attendance

- Basic Needs Info Session: 45
- CalFresh Application Workshop: 222
- Cooking Classes: 62
Event Evaluations \( n=98 \ (34\%) \)

**Expectations**
- Did not meet expectations: 43%
- Met expectations: 57%

**Recommendation**
- Yes: 93%
- Maybe: 7%
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

786
Unique Number Served

- Dentistry: 31%
- Graduate Division: 19%
- Medicine: 23%
- Nursing: 7%
- Pharmacy: 4%
- Physical Therapy: 13%
- Other: 3%
Student Food Market

9,266
Total Number Served

- Dentistry: 14%
- Graduate Division: 6%
- Medicine: 22%
- Nursing: 2%
- Pharmacy: 44%
- Physical Therapy: 10%
- Other: 2%

Total Number Served: 9,266
Student Food Market

2,564
Total
Mission Bay
Visits

6,702
Total
Parnassus
Visits

Dentistry  Graduate Division  Medicine  Nursing  Pharmacy  Physicial Therapy
Student Food Market Evaluations  
$n=134 (16\%)$

- Participating in the program has made me more food secure.  
  - Agree 99%  
  - Disagree 1%

- Participating in the program has reduced my food security stress.  
  - Agree 99%  
  - Disagree 1%

- I have eaten healthier food as a result of the program.  
  - Agree 95%  
  - Disagree 5%

- I have found the program helpful.  
  - Agree 99%  
  - Disagree 1%
**Student Food Market Evaluations n=134 (16%)**

### Areas of Strengths

- Fresh Produce: 34
- Stable Food Source: 31
- Food Selection: 21
- Convenience: 16
- Reminder Communication: 8
- Non-Food Products: 4
- SFM Staff: 4
- COVID Precautions: 4
- Serving Both Campuses: 3
- Accessibility: 2

### Areas for Improvement

- Hours of Operation: 19
- Weekly Sign-ups: 10
- Lack of Variety of Food: 9
- Unpredictable Selection: 8
- Expired Food: 7
- Poor Quality Produce: 7
- Unhealthy Options: 5
- Food Waste: 4
- Pick-up Limitations: 3
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

968
Total assisted by
Student Financial Services

- Dentistry
- Graduate Division
- Medicine
- Nursing
- Pharmacy
- Physical Therapy
- Other
CalFresh Applications

Application statistics for San Francisco County

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?

- Easy: 86%
- Difficult: 14%

How would you rate your experience renewing CalFresh?

- Easy: 86%
- Difficult: 14%
CalFresh Evaluations  \( n=175 \ (18\%) \)

Participating in the program has made me more food secure.

- Agree 98%
- Disagree 2%

Participating in the program has reduced my food security stress.

- Agree 98%
- Disagree 2%

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

- Agree 95%
- Disagree 5%

I have found the program helpful.

- Agree 98%
- Disagree 2%
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

<table>
<thead>
<tr>
<th>Award Type</th>
<th>Total Amount</th>
<th>Range</th>
<th>Number of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic Needs Awards</strong></td>
<td>$20,000</td>
<td>$540 to $2,500</td>
<td>9 students</td>
</tr>
<tr>
<td><strong>Rapid Rehousing Awards</strong></td>
<td>$135,000</td>
<td>$300 to $3,600</td>
<td>78 students</td>
</tr>
<tr>
<td><strong>Grocery Cards</strong></td>
<td>$161,170</td>
<td>$50 to $300 per card</td>
<td>366 students</td>
</tr>
</tbody>
</table>
Student Awards

9 Basic Needs Awards

78 Rapid Rehousing Awards

Note: Due to the small number of Basic Needs Awards distributed, the program was not evaluated. In the future, if the program is expanded, it will be evaluated.
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.
Note: Grocery Card programs that are part of the ongoing 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. 
  - Agree 100%

- Participating in the program has reduced my food security stress. 
  - Agree 100%

- I have eaten healthier food as a result of the program. 
  - Agree 100%

- I have found the program helpful. 
  - Agree 100%
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 CalFresh. 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  
\[ n=85 \text{ (49\%)} \]

**Participating in the program has made me more food secure.**
- Agree: 94%
- Disagree: 6%

**Participating in the program has reduced my food security stress.**
- Agree: 94%
- Disagree: 6%

**I have eaten healthier food as a result of the program.**
- Agree: 92%
- Disagree: 8%

**I have found the program helpful.**
- Agree: 94%
- Disagree: 6%
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

1,998
Students Registered

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

NOTE: Students registered for the Food4Students Text Message program are NOT reflected in the unique or total numbers served. Students who picked up food are not currently tracked.
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.  
  - Agree 86%
  - Disagree 14%

- Participating in the program has reduced my food security stress.  
  - Agree 82%
  - Disagree 18%

- I have eaten healthier food as a result of the program.  
  - Agree 69%
  - Disagree 31%

- I have found the program helpful.  
  - Agree 93%
  - Disagree 7%
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?

- CalFresh EBT Card: 127 No, 48 Yes
- Student Food Market: 129 No, 5 Yes
- Food4Students Text Message: 230 No
- Grocery Card - Monthly: 1 No, 22 Yes
- Grocery Card - Remote: 82 No, 3 Yes
- Rapid Rehousing: 1 No, 9 Yes

NOTE: Stigma data compiled from each individual program evaluation and displayed in a single chart.
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 it’s 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*

### Federal Work Study

- Dentistry: 7
- Graduate Division: 2
- Medicine: 1
- Nursing: 1
- Pharmacy: 28
- Physical Therapy: 1

*Total: 40*
Year-Over-Year Comparisons
Overall Unique Usage Statistics

Comparison of unique number served through Basic Needs programs.

<table>
<thead>
<tr>
<th>Category</th>
<th>2019-20</th>
<th>2020-21</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dentistry</td>
<td>+20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graduate Division</td>
<td>-36</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicine</td>
<td>+46</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nursing</td>
<td>-38</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharmacy</td>
<td>+11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical Therapy</td>
<td>-8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td>+6</td>
<td></td>
</tr>
</tbody>
</table>

2019-20 vs. 2020-21 comparison of unique number served through Basic Needs programs.
Student Food Market Feedback

I have found the program helpful.

[Graph showing percentage agreement from 2018 to 2021, with a trend of increasing agreement.]
Student Food Market Feedback

Participating in the program has made me more food secure.
Student Food Market Feedback

Participating in the program has reduced my food security stress.
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?

![Chart showing the percentage of people rating their experience as Very easy, Easy, Difficult, or Very difficult from 2018 to 2021.](chart.png)

- Very easy
- Easy
- Difficult
- Very difficult

2018 - 2021

Basic Needs Annual Report
CalFresh Feedback

How would you rate your experience renewing CalFresh?

- Very easy
- Easy
- Difficult
- Very difficult

2019 2020 2021
CalFresh Feedback

I have found CalFresh helpful.
CalFresh Feedback

*Using CalFresh has made me more food secure.*

<table>
<thead>
<tr>
<th>Year</th>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>75%</td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>2021</td>
<td>85%</td>
<td></td>
</tr>
</tbody>
</table>
CalFresh Feedback

Using CalFresh has reduced my food security stress.
CalFresh Feedback

I have eaten healthier food as a result of CalFresh.

The question regarding eating healthier food as a result of CalFresh was added to the evaluation survey in 2021. Prior year's survey did not have this data point.
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
Contact Information

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