



University of California
San Francisco

Basic Needs for Students Annual Report

July 1, 2021-June 30, 2022

UCSF Student Life
basicneeds.ucsf.edu

8/19/22





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

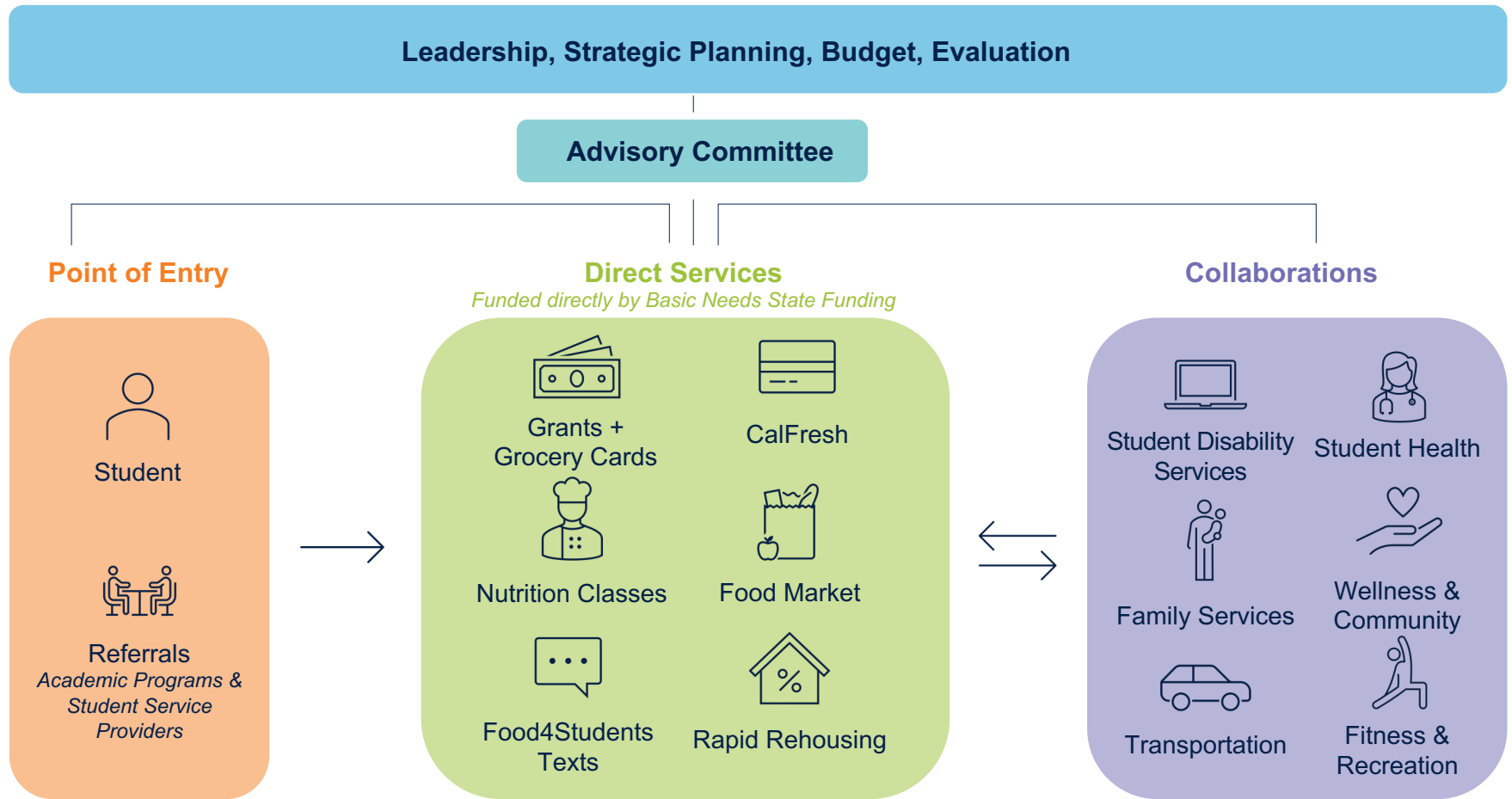
Regents of the University of California Special Committee on Basic Needs

November 2020

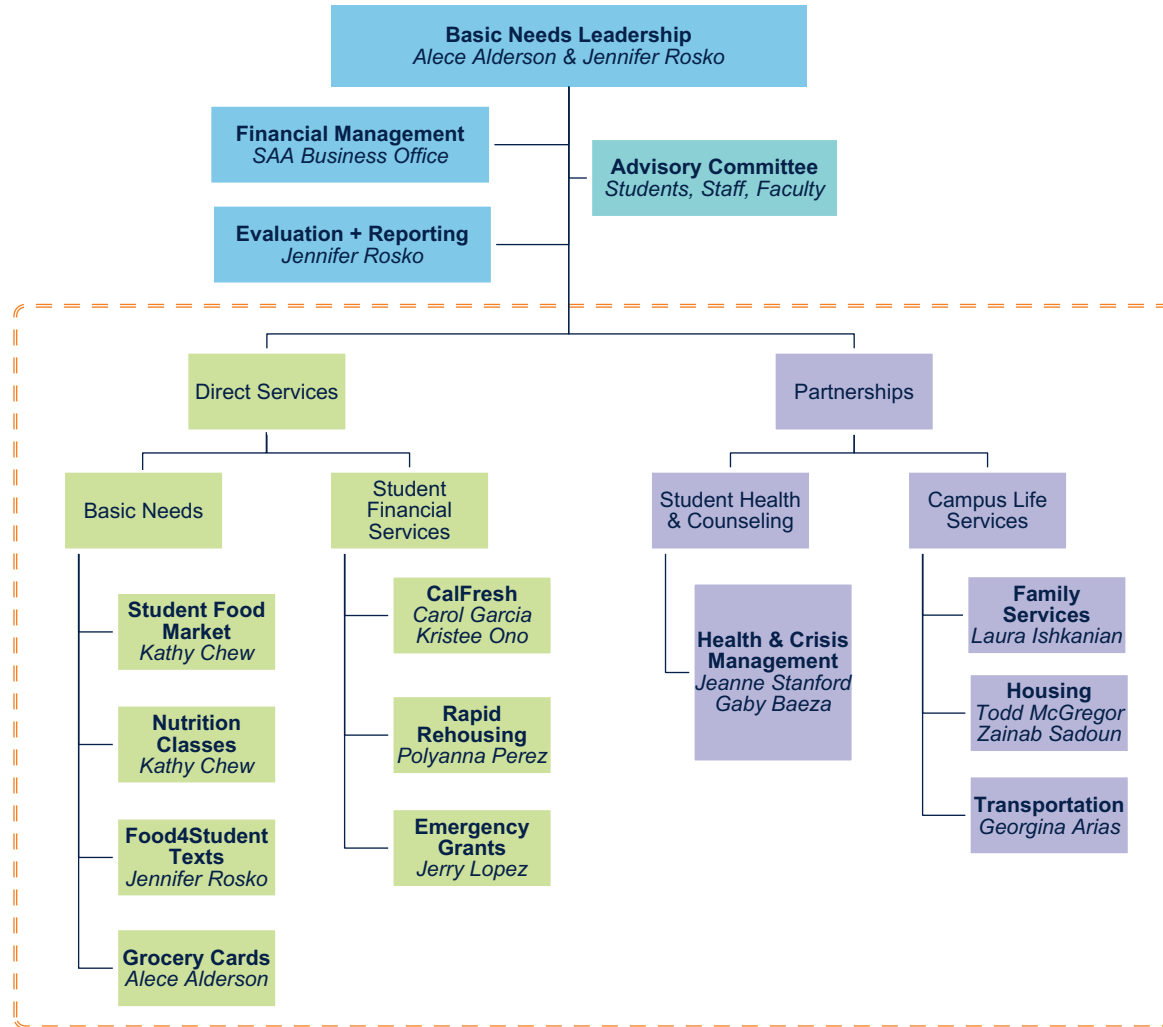
Overview

- 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



2021-22 Annual Report

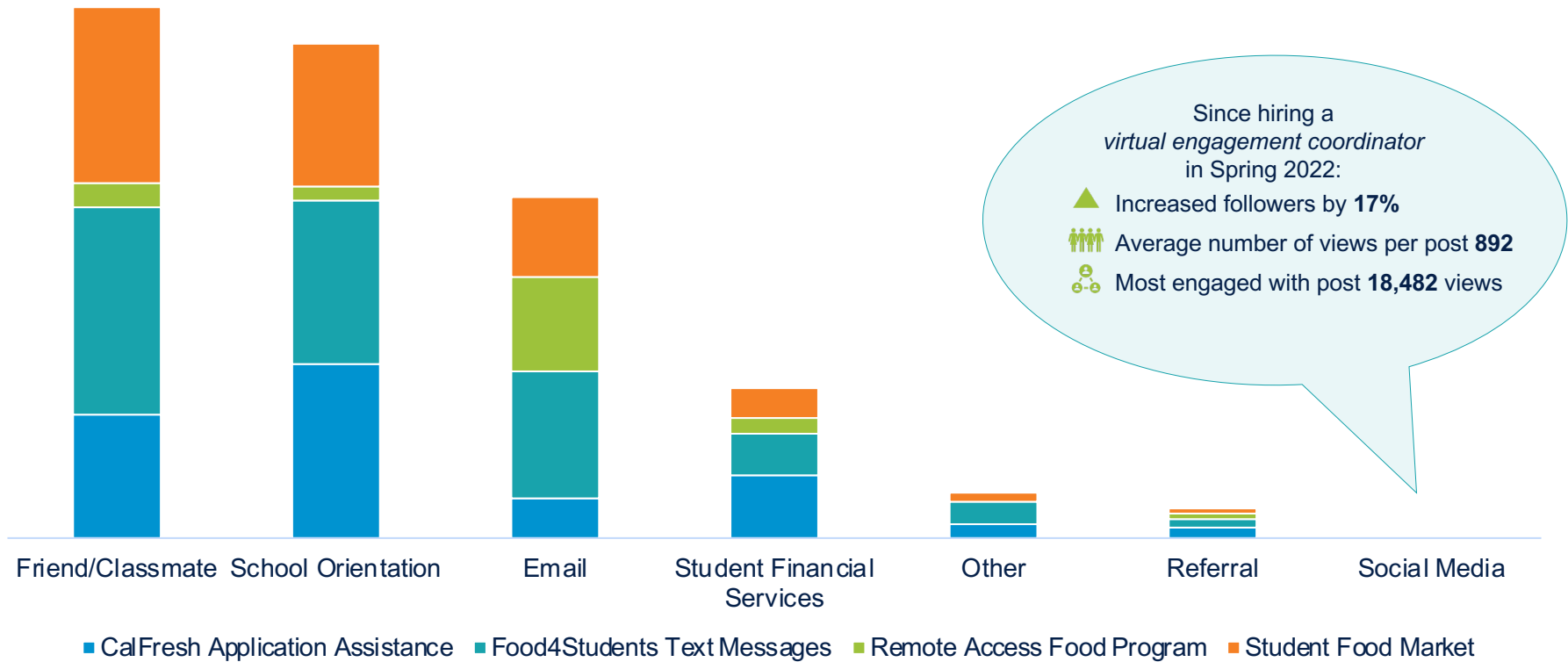
Program Adjustments

Based on student feedback, the following adjustments were made for 2021-22



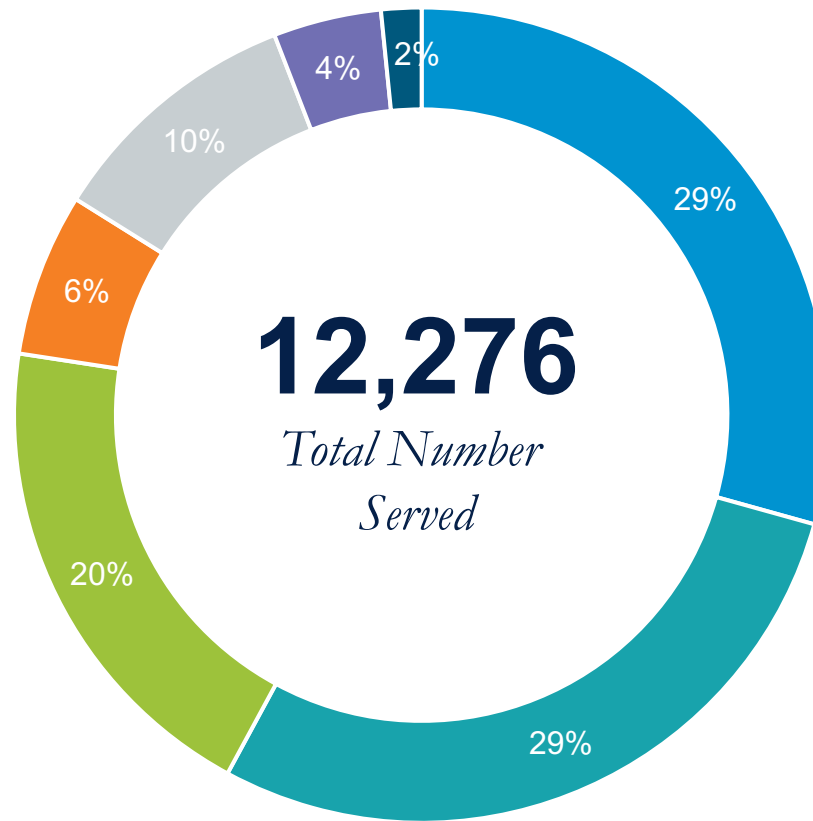
Outreach Strategy

How did students hear about our programs?



Student Summary

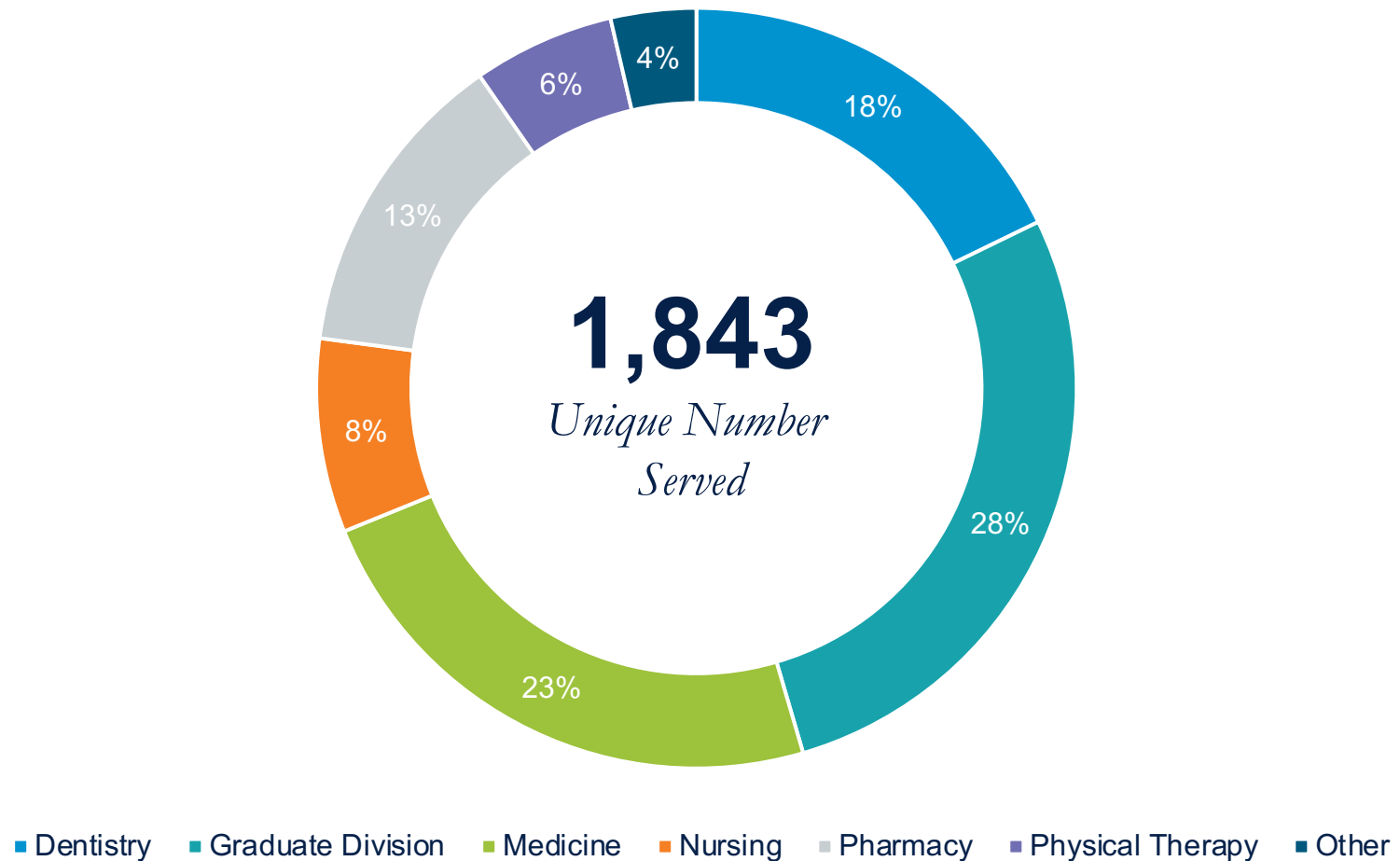
Total Number Served through Basic Needs Programs



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

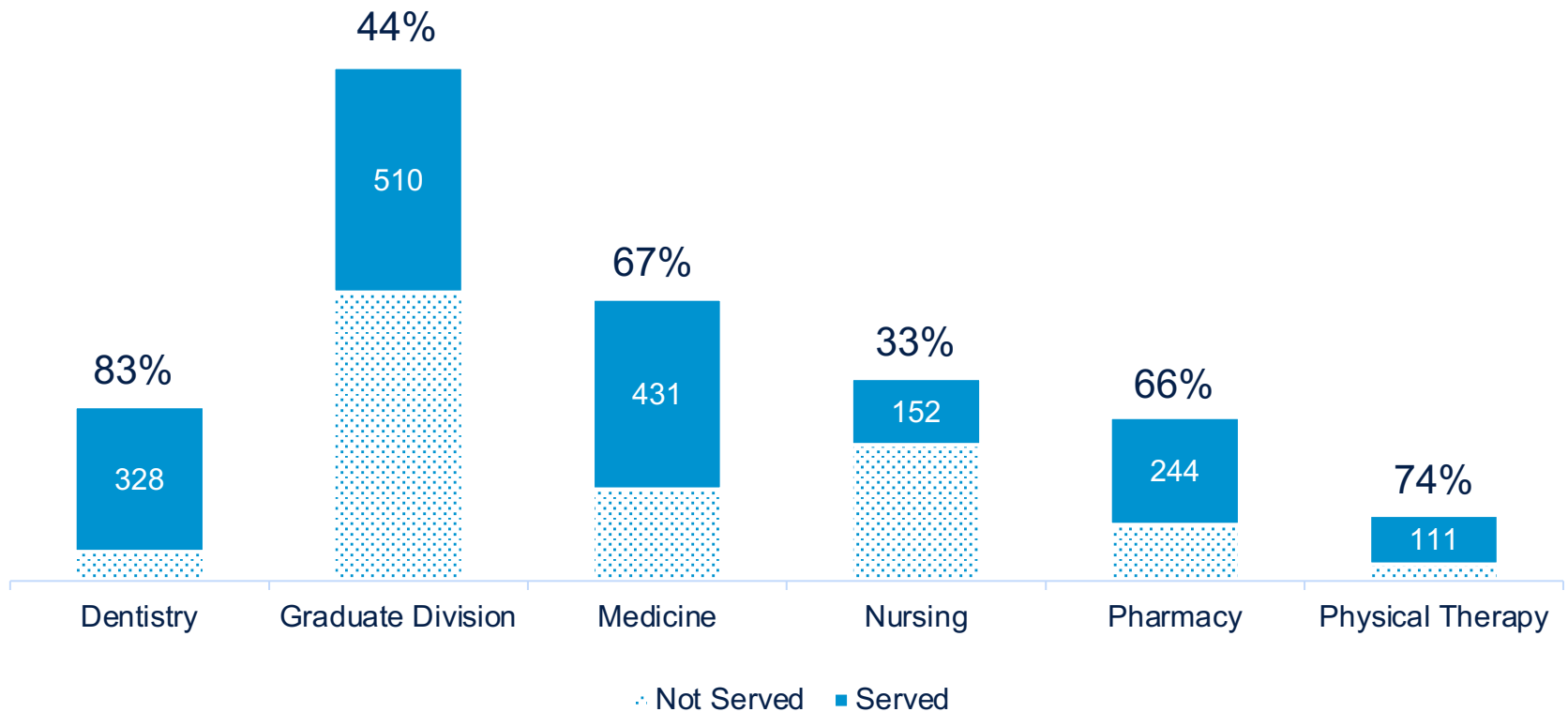
Student Summary

Unique Number Served through Basic Needs Programs



Student Summary

Unique Number of Students Served per Academic Program

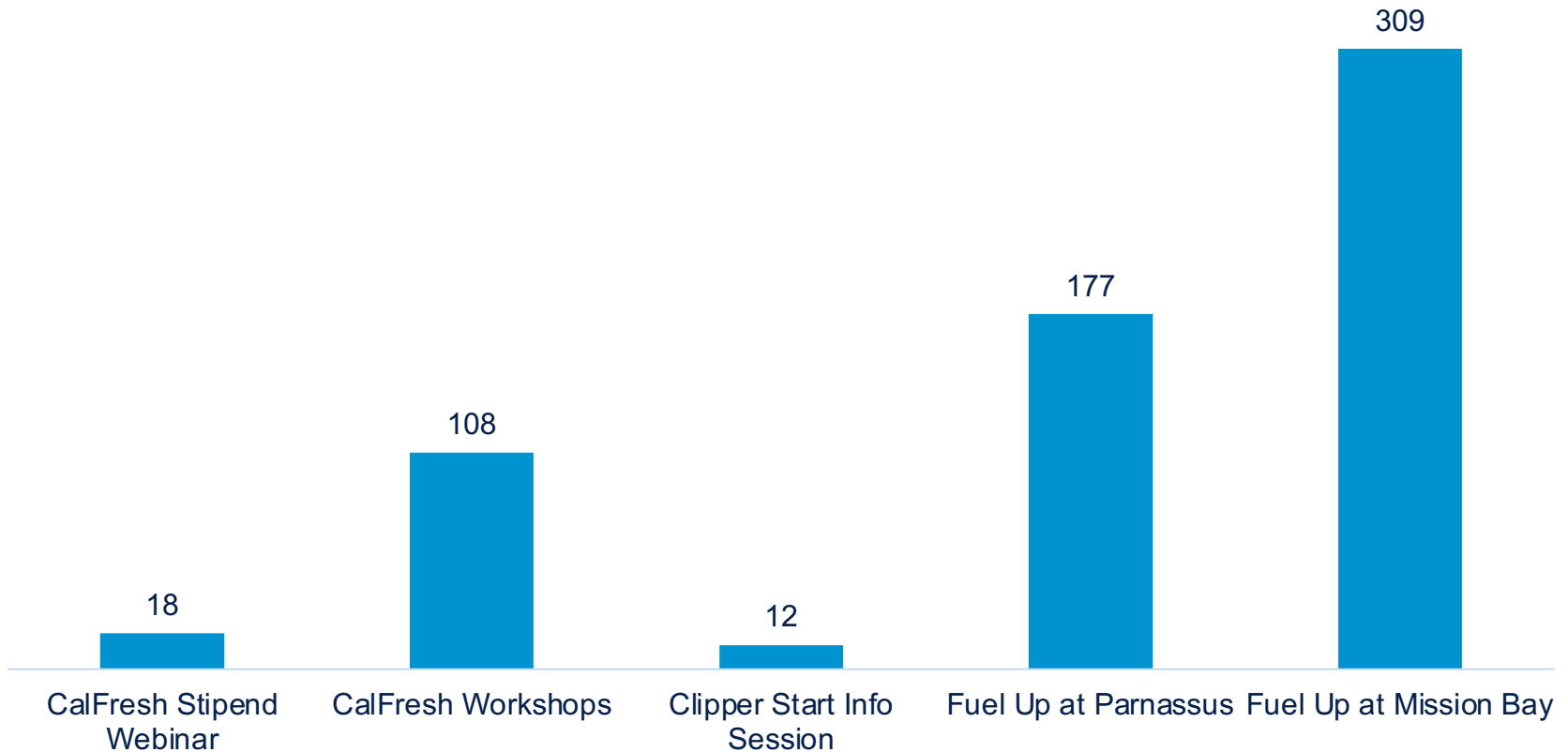


Note: Percentage of usage was determined by comparing the unique count of students from July 1-June 30 to the total enrollment numbers published by the Office of Institutional Research in November 2021.

Outreach Efforts

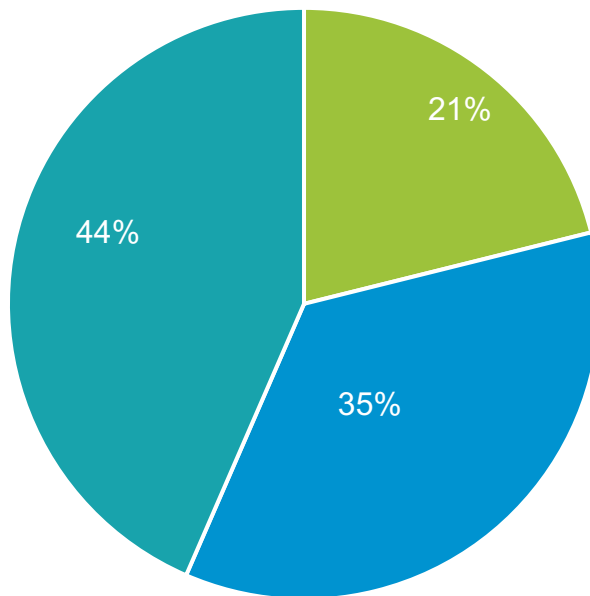


Event Attendance



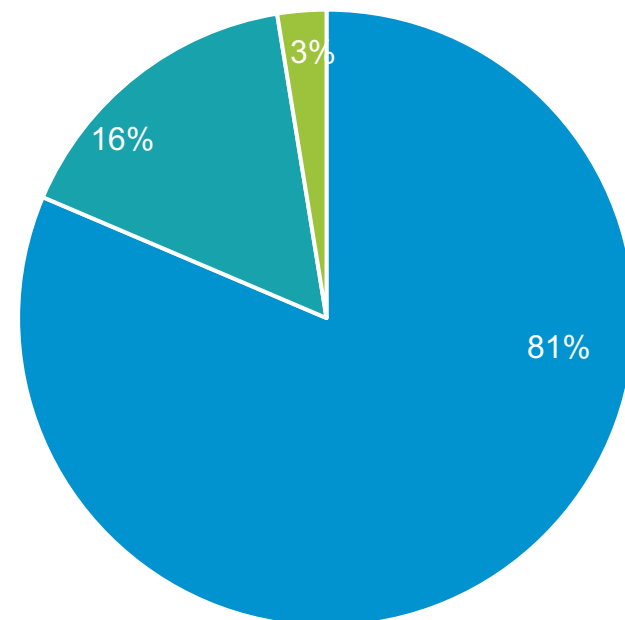
Event Evaluations $n=161$ (26%)

Expectations



- Did not meet expectations
- Exceeded expectations
- Met expectations

Recommendation



- Yes
- Maybe
- No



Event Evaluations

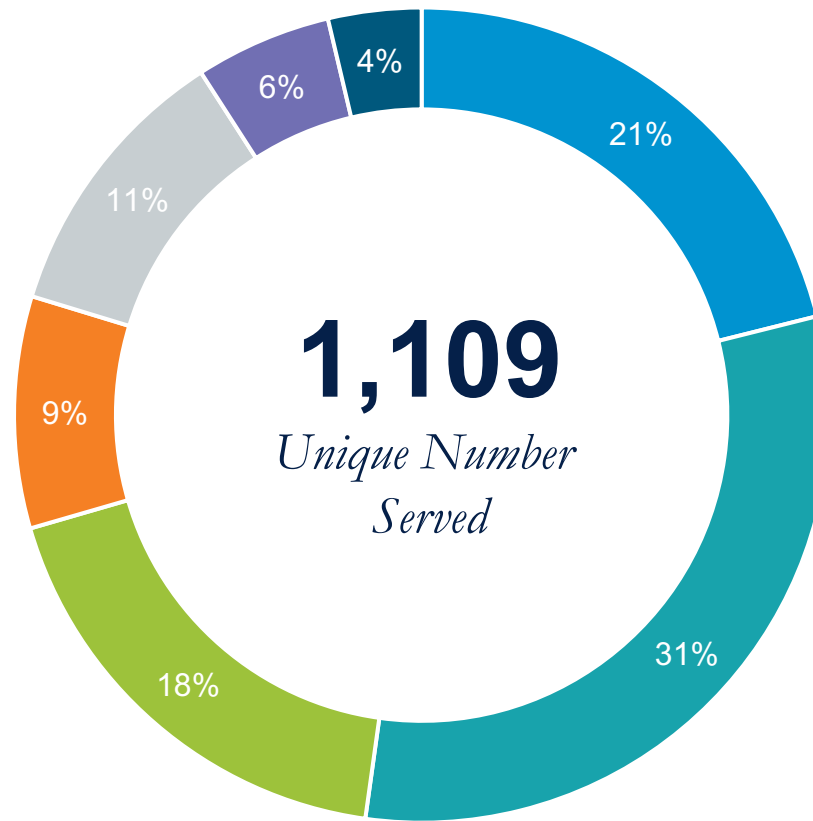
Areas of Strengths

- More of these [**Student Fuel Up**] events would be lovely! They provide a much-needed break and a good opportunity to socialize with grad students I otherwise wouldn't see in a normal day.
- The food was great [at the **Student Fuel Up event**] but it could be better if the sandwiches came on time and had more to distribute them to every student. I liked having Jamba juice!
- The staff did an amazing job but could have spent more time going over frequently asked questions [during the **CalFresh Application Workshop**].

Areas for Improvement

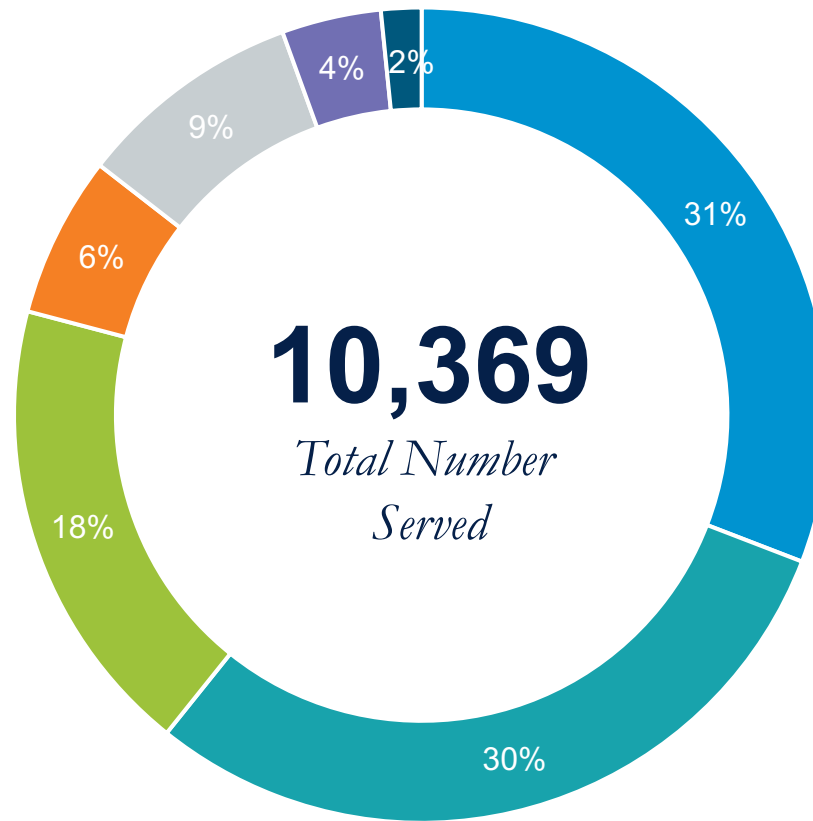
- It would be great if the people guiding [**CalFresh Application Workshop**] session could see what we see on the CalFresh applications. Because they weren't able to, it was harder for them to answer questions.
- Maybe after the [**CalFresh Application Workshop**], a follow up PDF/PowerPoint can be sent to participants so they can refer back to the instructions when they apply on their own.
- I wish we could host [**Student Fuel Up**] outdoors so there are 1) more seating area 2) open air less concerned about COVID so that students could meet up and chat while eating.
- Order more food [for **Student Fuel Up**], especially when reaching out to the entire graduate population at UCSF. Also ensure the order will be on time!

Student Food Market



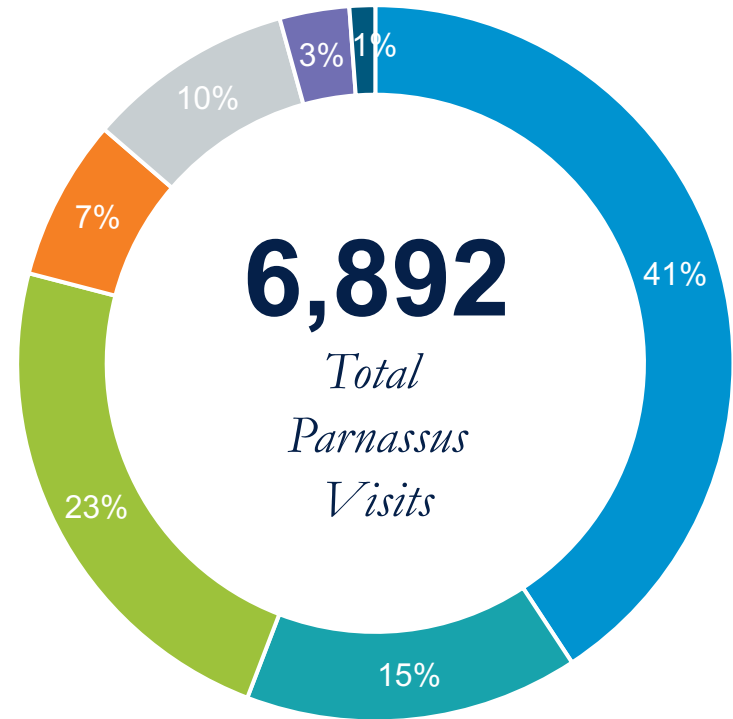
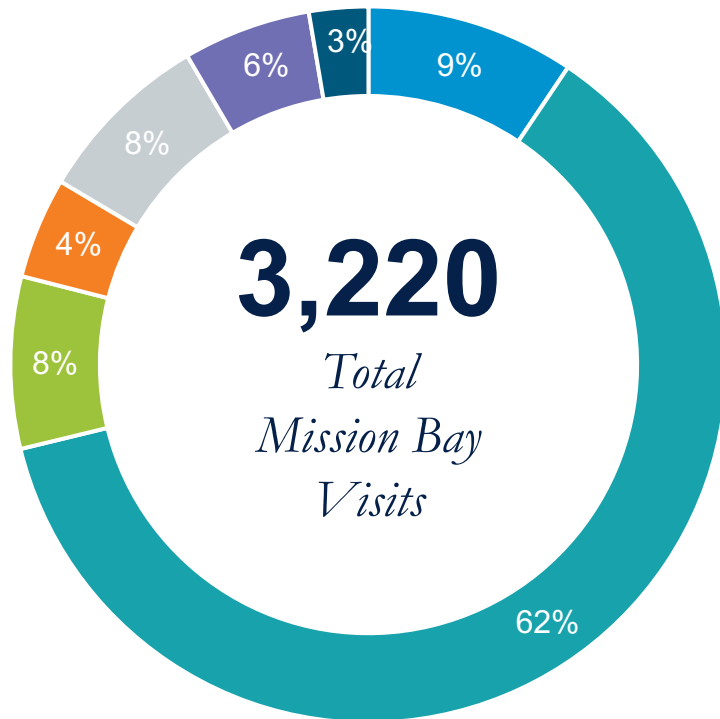
■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy ■ Other

Student Food Market



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

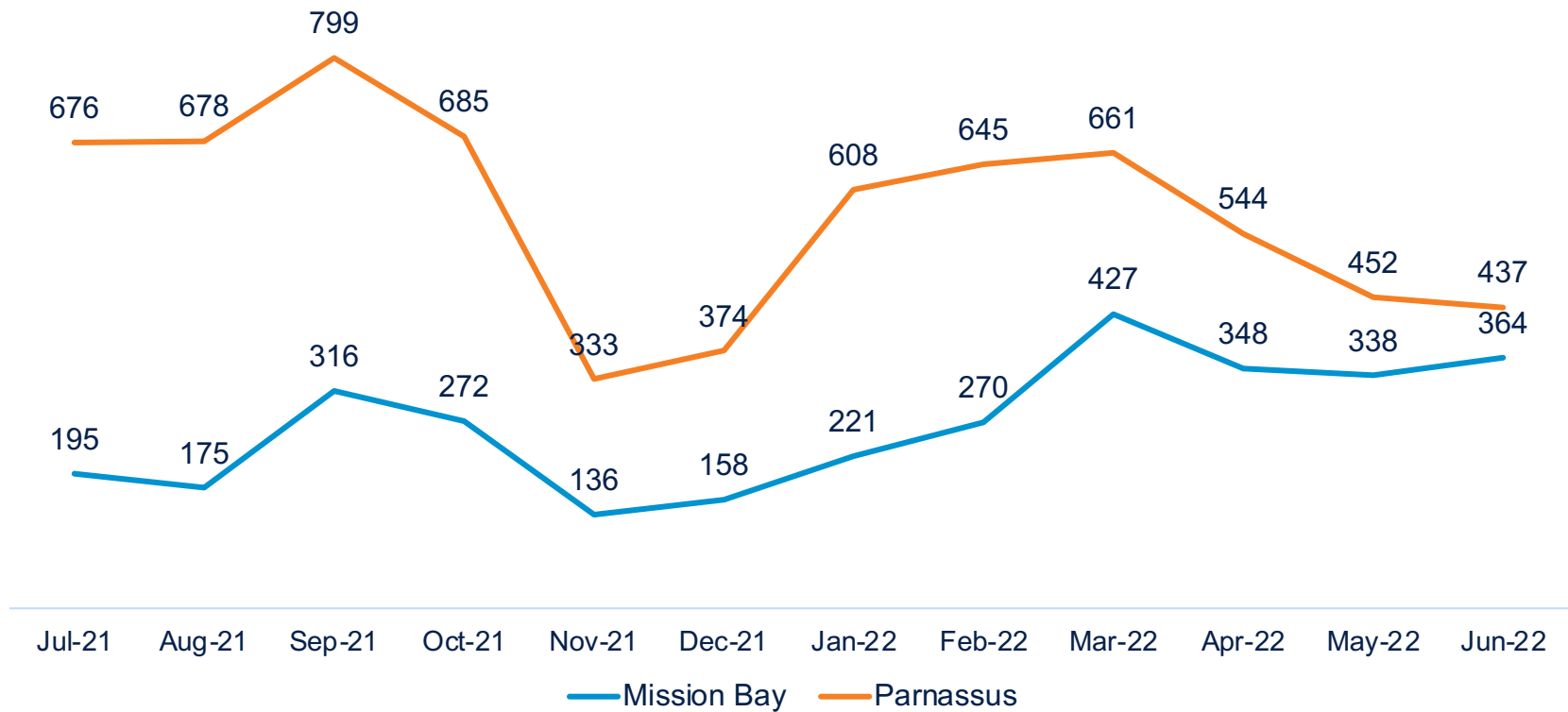
Student Food Market



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

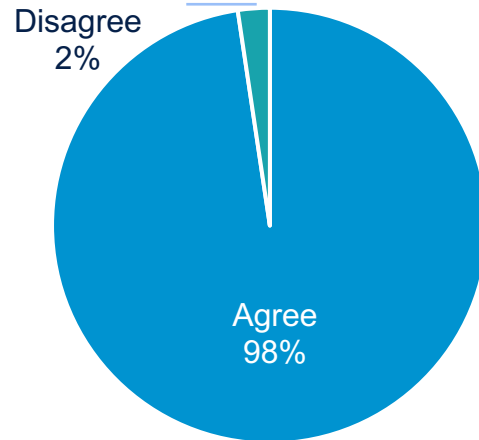
Student Food Market

Monthly visits per market location

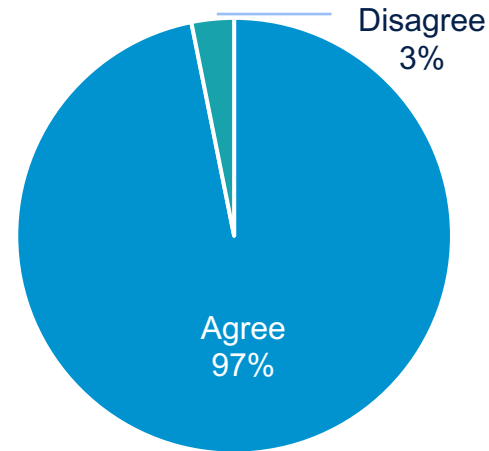


Student Food Market Evaluations $n=254$ (23%)

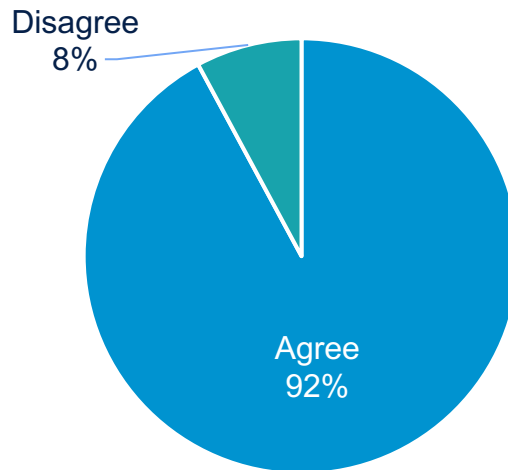
Participating in the program has made me more food secure.



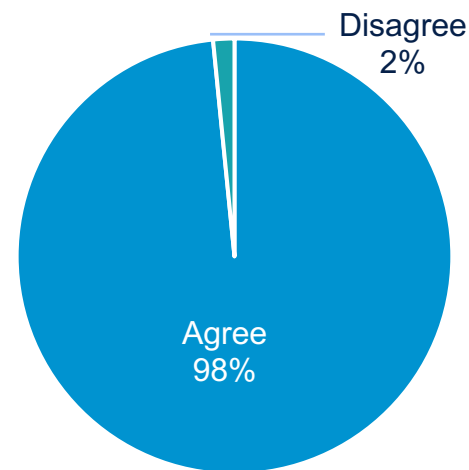
Participating in the program has reduced my food security stress.



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

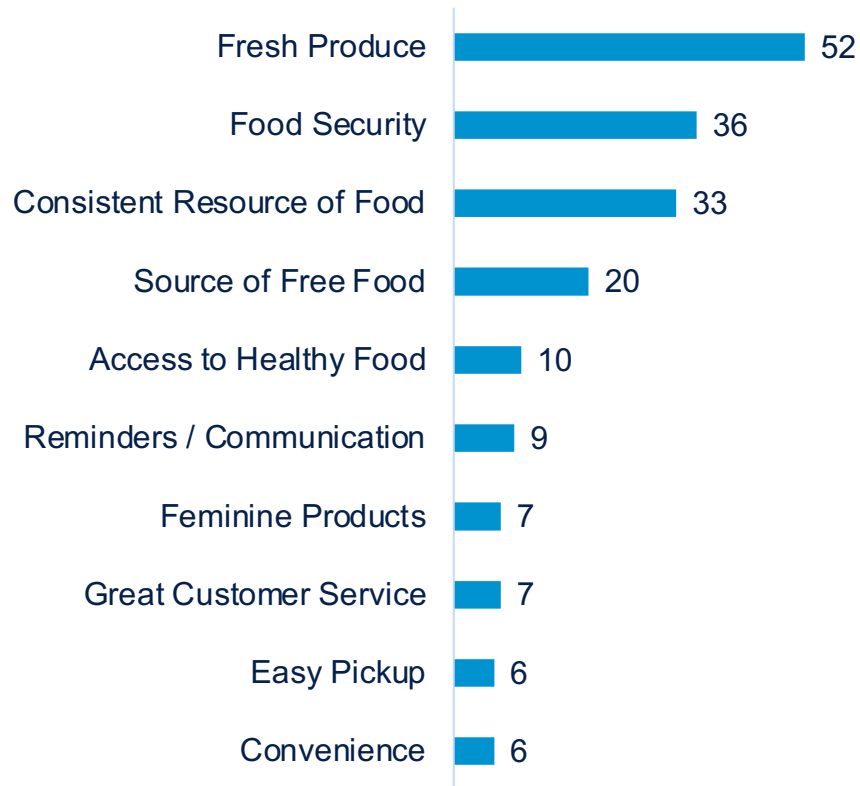


I have found the program helpful.

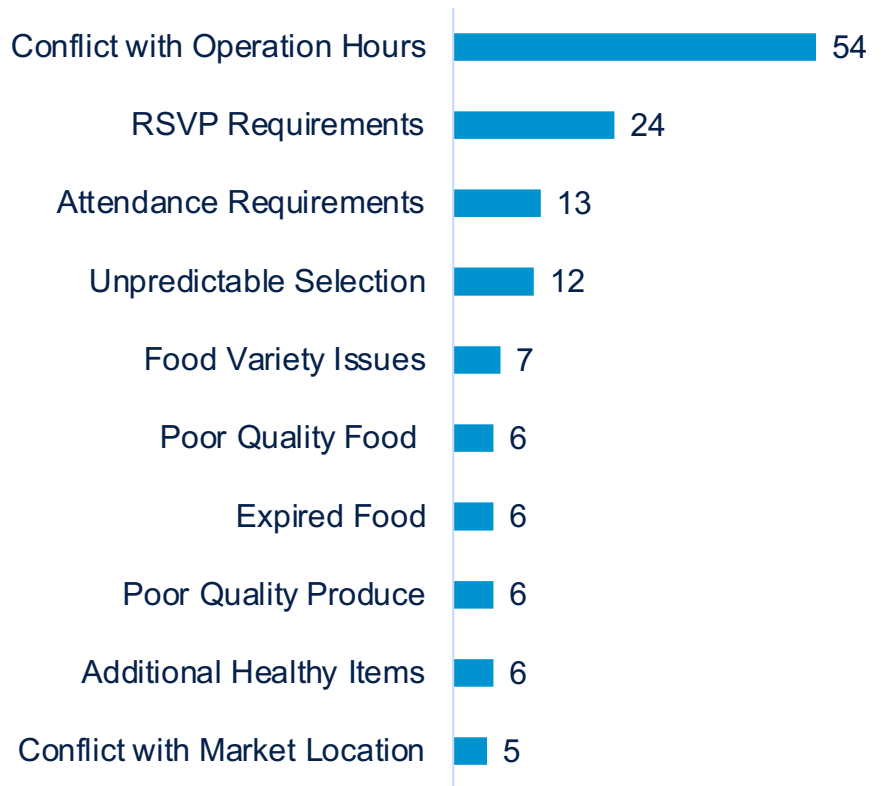


Student Food Market Evaluations *n=254 (23%)*

Areas of Strengths



Areas for Improvement





Student Food Market Evaluations

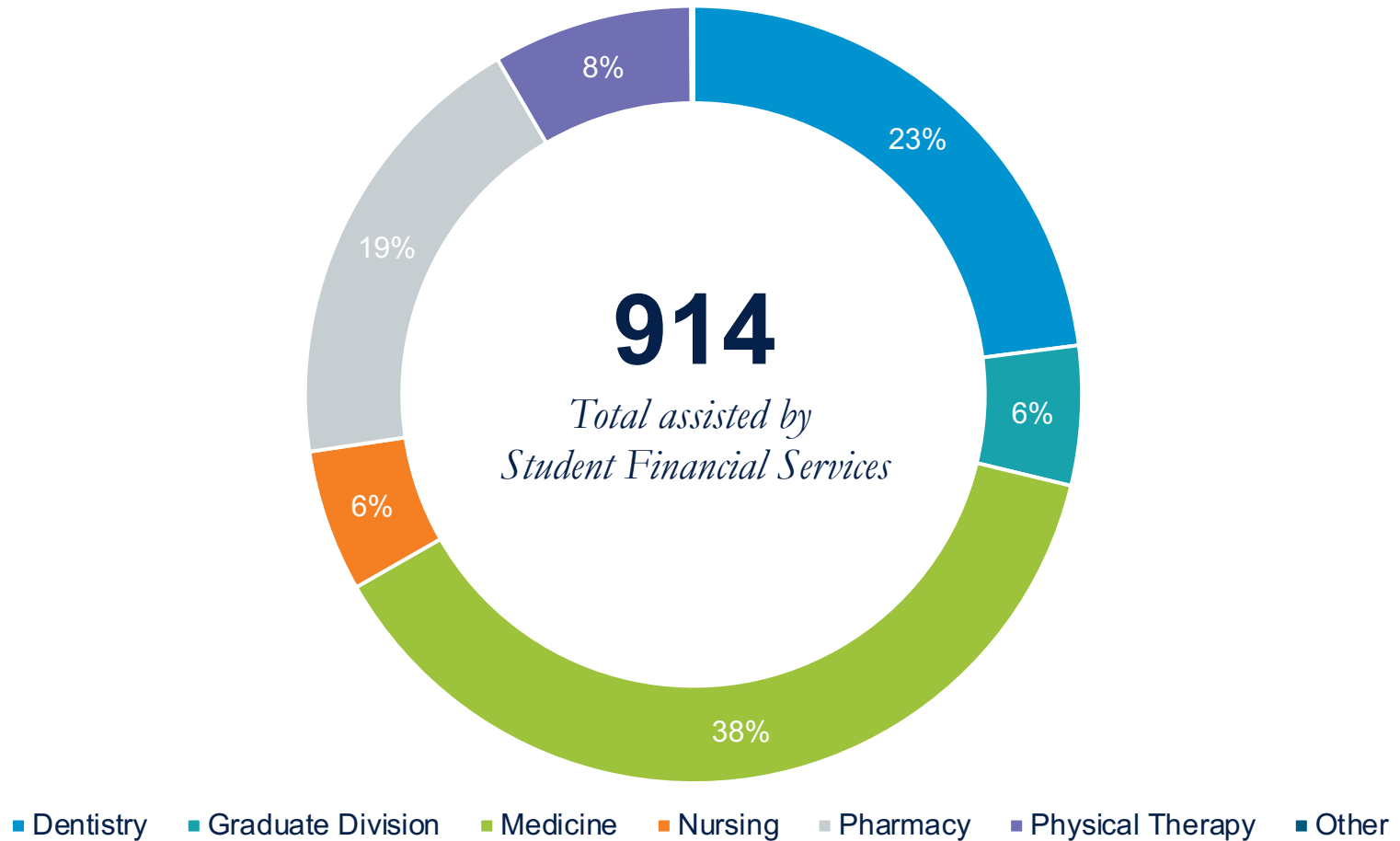
Areas of Strengths

- All the variety, friendly welcoming staff, fresh foods, and found it amazing that tampons and menstrual products were given.
- Before I began my rotations, going to the food market allowed me to have access to food that I wouldn't have otherwise. Also, the staff and volunteers were really prompt in responding to my emails and helping me when I had questions.
- Fresh veggies! I never get those on my own but now I'm learning how to use them in everything I cook. So much healthier!
- Getting fresh produce has been really helpful. Not only is produce expensive, it's also difficult to shop for because it usually requires weekly trips to the super market, which can add up in costs of doing that trip. I've been eating a larger variety of fruits and especially veggies thanks to the student market! I've gotten to eat and cook some foods I probably wouldn't have otherwise decided to pick up at the store. Also THANK YOU for adding the Mission Bay stop.

Areas for Improvement

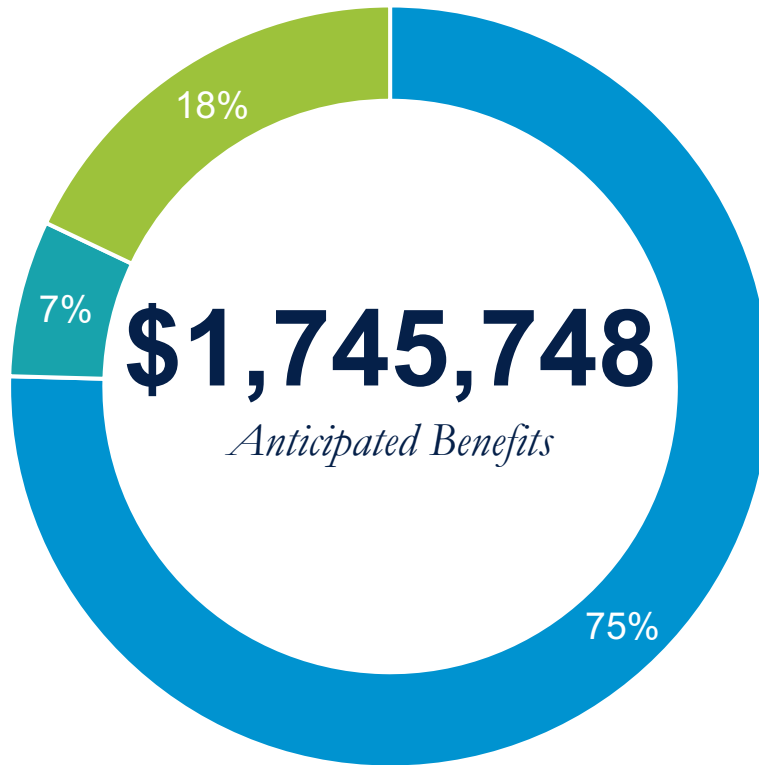
- Having to register was difficult, especially when I wasn't sure if I would get out in time from class/clinic.
- I had a commitment during the Thursday pick-up time so couldn't make it most weeks.
- I wish the program offer more food that can be a protein source, i.e. tofu, egg, dairy, and meat.
- If I weren't able to make it to the program at Thursday at 5pm, I had to wait until next week to get food. I think having other options if I'm not able to make it, would be more helpful in the future.
- It would be nice to have a food pantry available at the student center so students can stop by any time to grab nonperishable items.
- Sometimes the food gets spoiled really quickly.
- They don't inform a day or two before what food will be available at the food market. If I know it before hand, I can plan my own groceries shopping according.

CalFresh Application Assistance

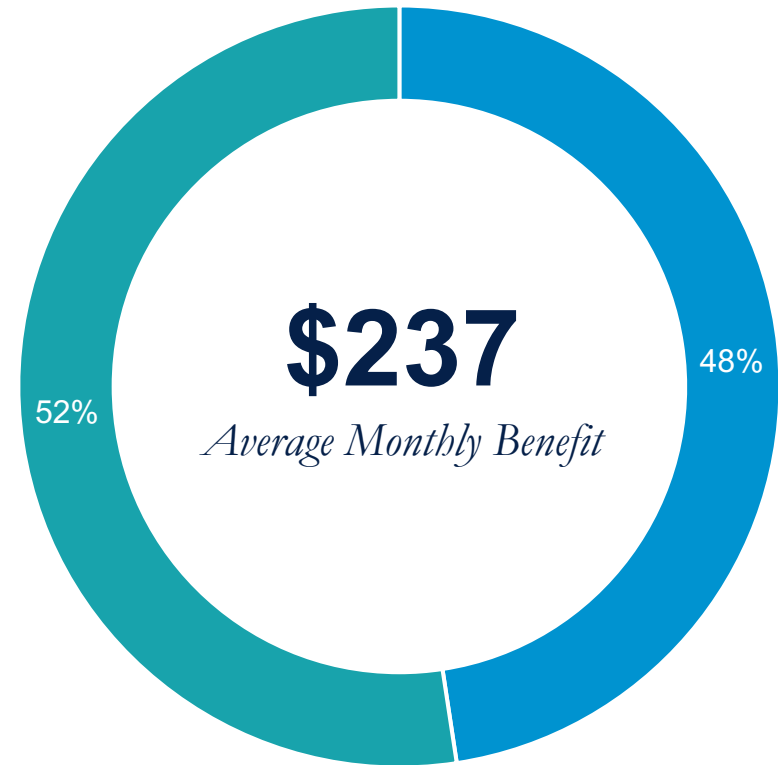


CalFresh Applications

Application statistics for San Francisco County



■ Approved ■ Denied ■ Pending/Other

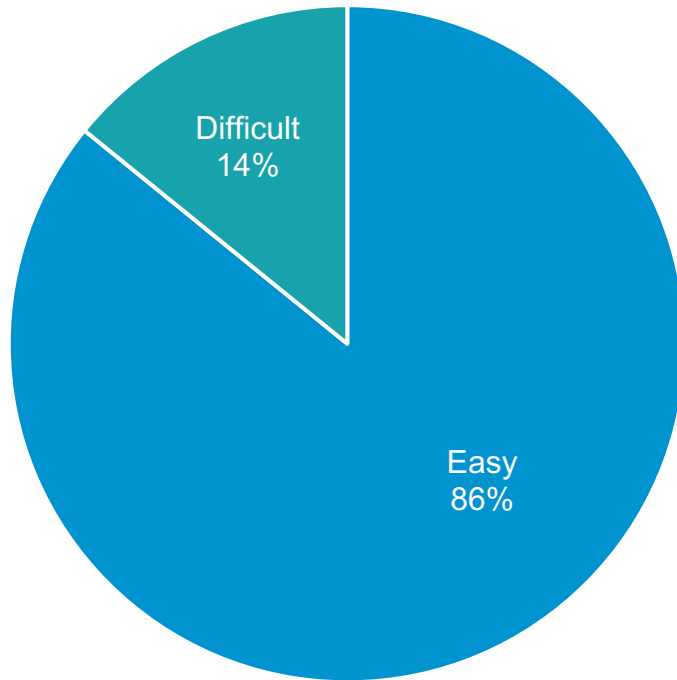


■ New ■ Renewal

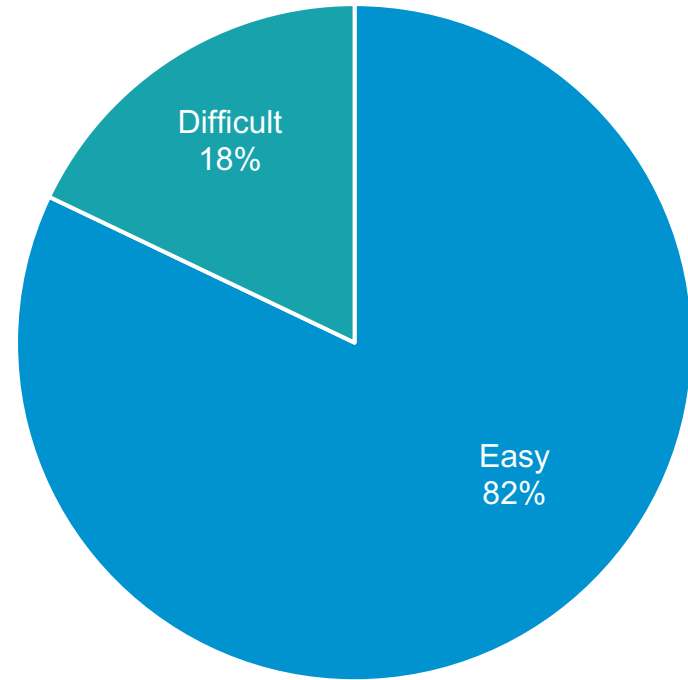
Note: Anticipated grand total of benefits by students residing in San Francisco was calculated by multiplying the monthly amount reported by OASIS of \$145,479 by 12. The anticipated amount assumes students would receive the benefits over the course of the subsequent 12 months after their application was approved.

CalFresh Applications Evaluations $n=240$ (26%)

How would you rate your experience applying for CalFresh?

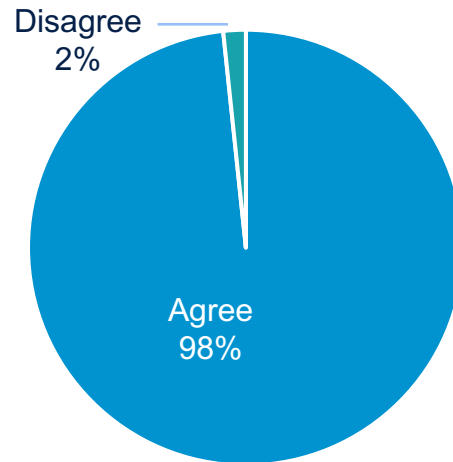


How would you rate your experience renewing CalFresh?

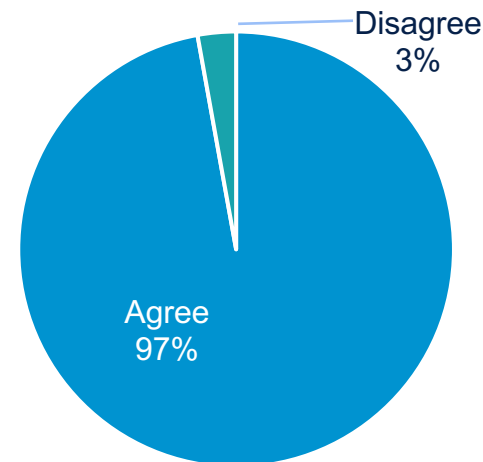


CalFresh Applications Evaluations $n=240$ (26%)

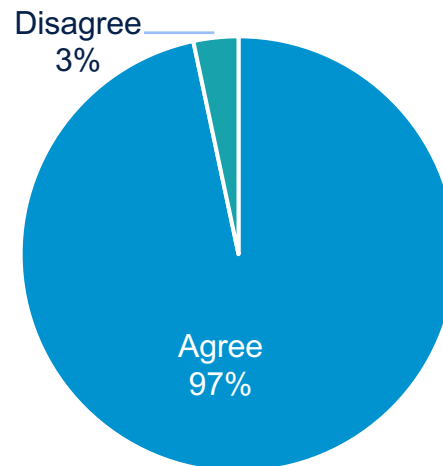
Participating in the program has made me more food secure.



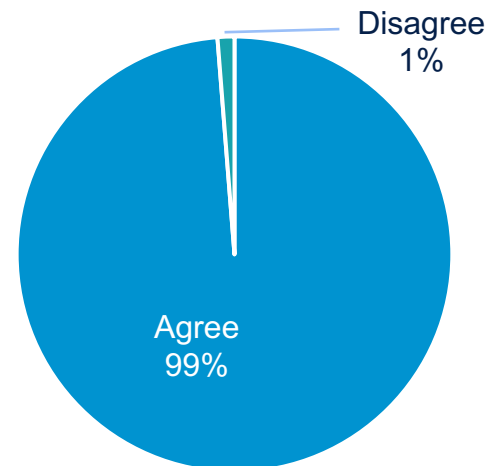
Participating in the program has reduced my food security stress.



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



I have found the program helpful.





CalFresh Evaluations

Areas of Strengths

- CalFresh has made it so that I no longer have to include food in my stress about how to limit all my monthly spending. My monthly budget is easier to stay within and I can go to the farmer's market occasionally now, which I could not afford at all before.
- CalFresh has allowed me to spend my monthly budget on other things such as rent, utility fees, gas, parking fees, etc.
- CalFresh has made it so that I wouldn't stress about being able to afford groceries on top of the expenses that come with professional school and living in San Francisco.
- Continue to host CalFresh workshops - that was very helpful for me in knowing what I needed to do.

Areas for Improvement

- It would be helpful to share what benefits students can receive with their EBT card in addition to the SNAP program, such as discounted clipper, reduced fee for ID/ Driver's license renewal, discounted internet, museum entry, amazon prime discount.
- It would be helpful if UCSF can provide resources on how to transfer our benefits or apply for a new one in these different regions.
- I think it would be helpful to have a written guide that can walk you through the application for the first time, especially since there may be questions that can seem vague or confusing. It can ensure that we feel we are completing the application correctly and not risking getting our full benefits due to completing some application questions incorrectly.

Student Awards



Basic Needs Awards

\$25,000

\$210 to \$3,000

18 students



Grocery Cards

\$148,925

\$50 to \$500 *per card*

272 students



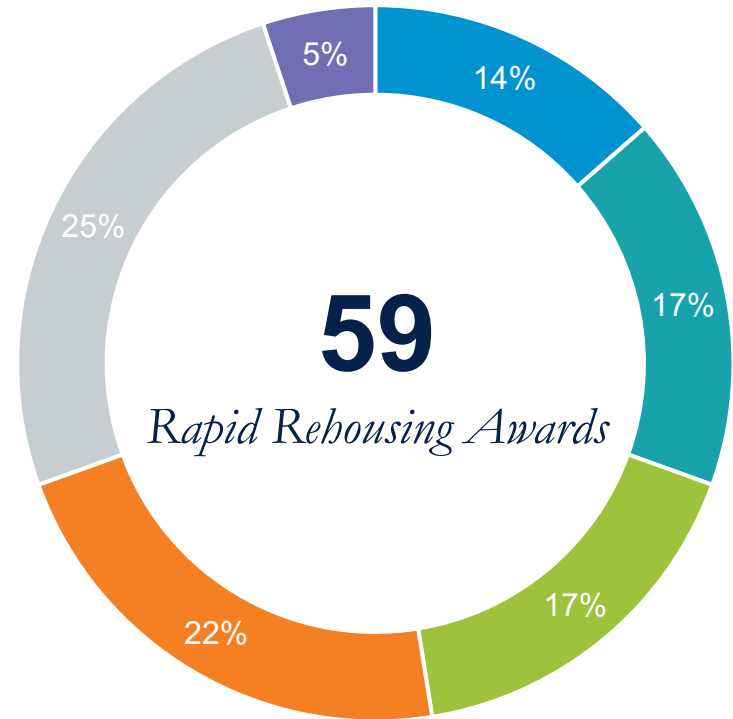
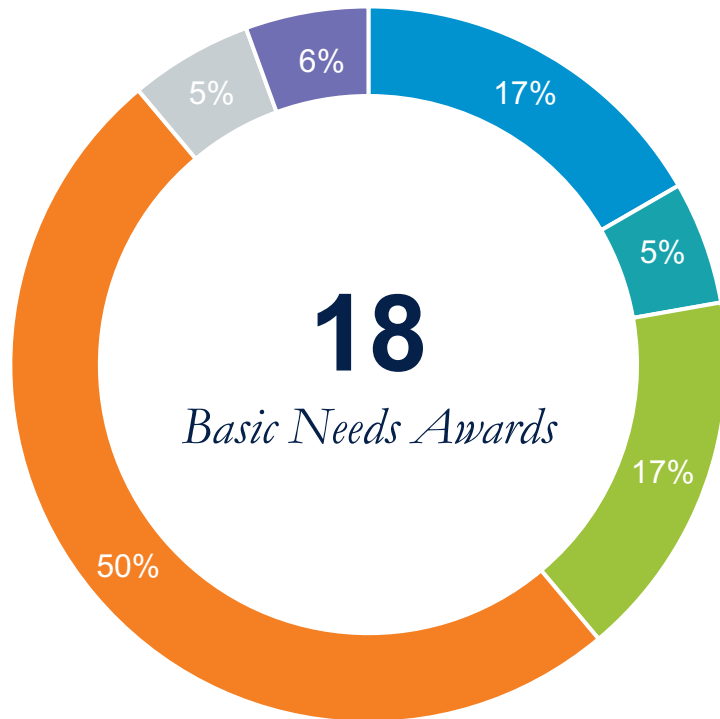
Rapid Rehousing Awards

\$135,000

\$325 to \$3,600

59 students

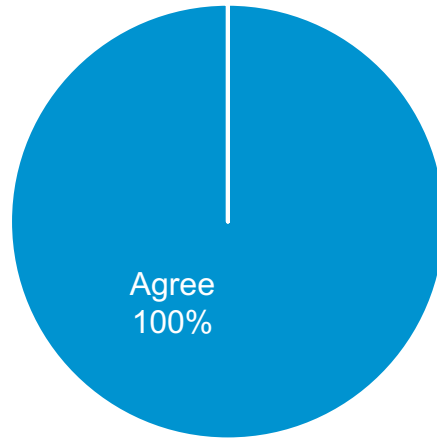
Student Awards



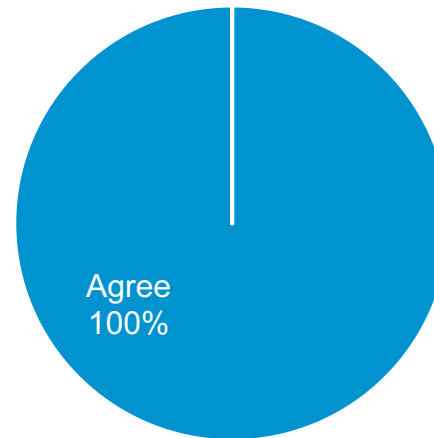
■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy

Basic Needs Awards Evaluations *n=3 (16%)*

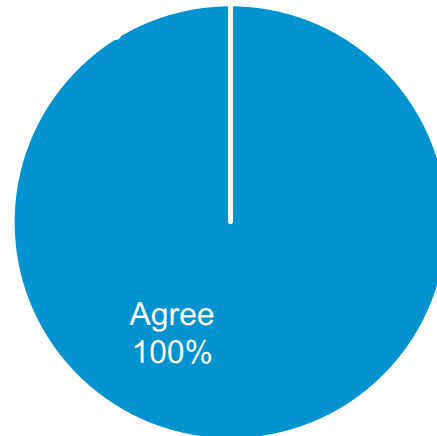
Participating in the program has made me more food secure.



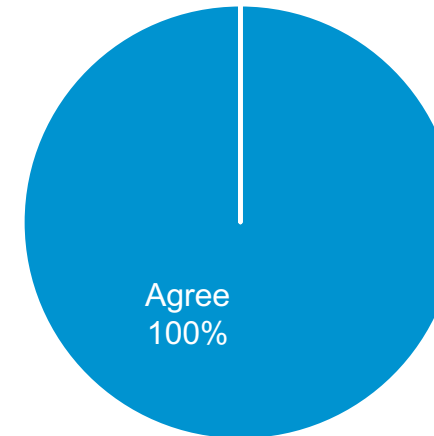
Participating in the program has reduced my food security stress.



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

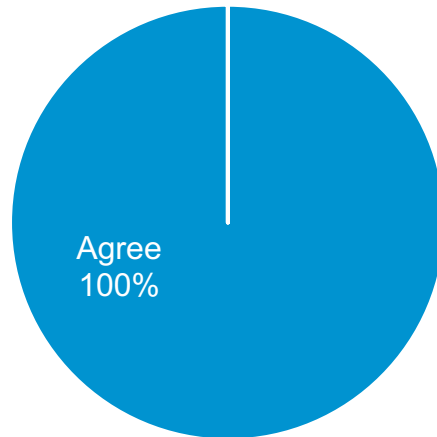


I have found the program helpful.

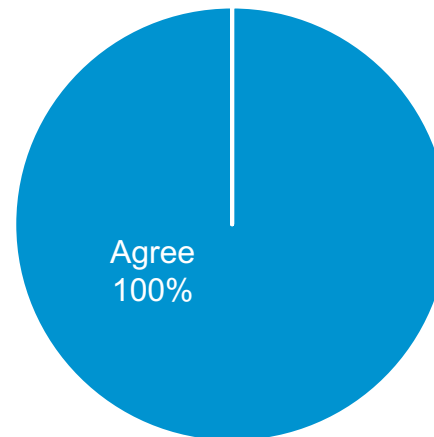


Basic Needs Awards Evaluations *n=3 (16%)*

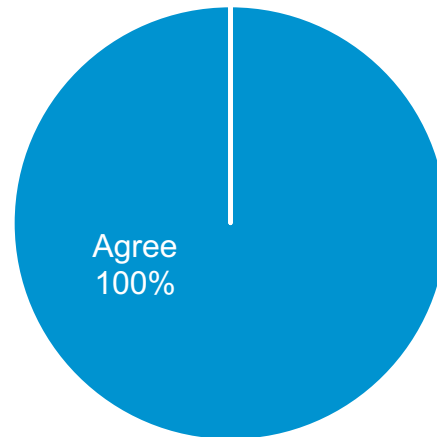
Participating in the program has made me more housing secure.



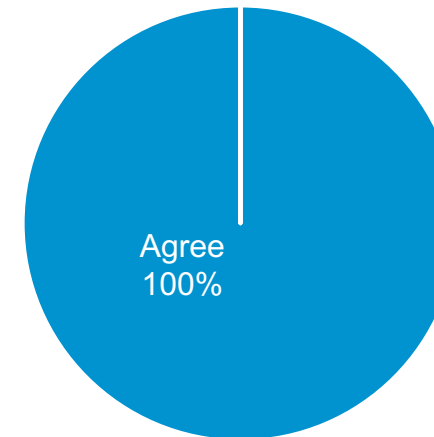
Participating in the program has reduced my housing security stress.



I have stable housing as a result of the program.



I have found the program helpful.





Basic Needs Awards Evaluations

Areas of Strengths

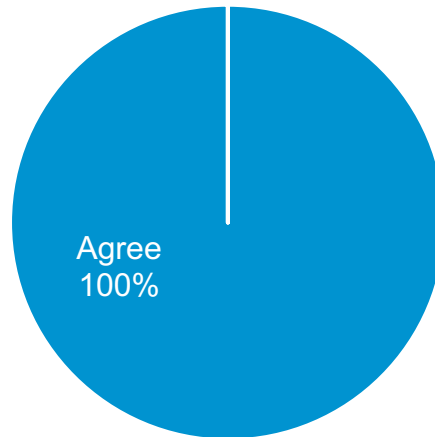
- The most helpful part is being able to purchase healthy choices without worrying about going over my budget. It reduces my stress substantially.

Areas for Improvement

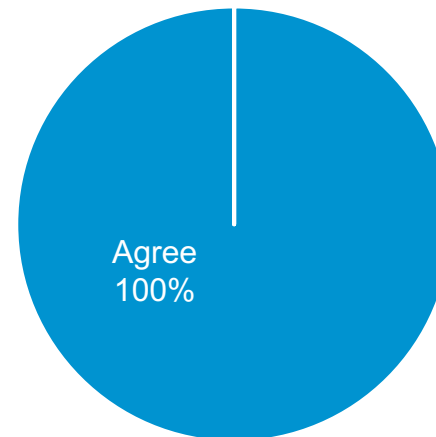
- I'm a commuter, so finding time to drive 2+ hours to SF was challenging.

Rapid Rehousing Evaluations *n=6 (10%)*

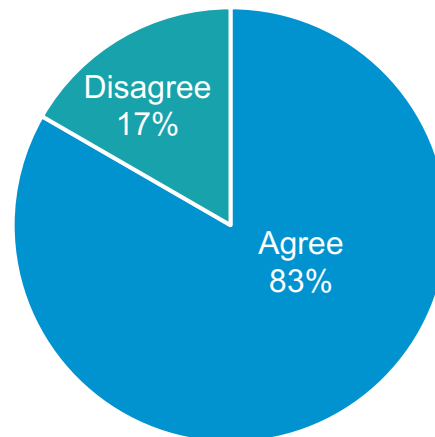
Participating in the program has made me more housing secure.



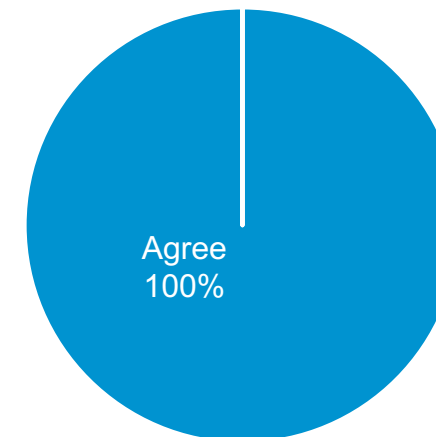
Participating in the program has reduced my housing security stress.



I have stable housing as a result of the program.



I have found the program helpful.





Rapid Rehousing Evaluations

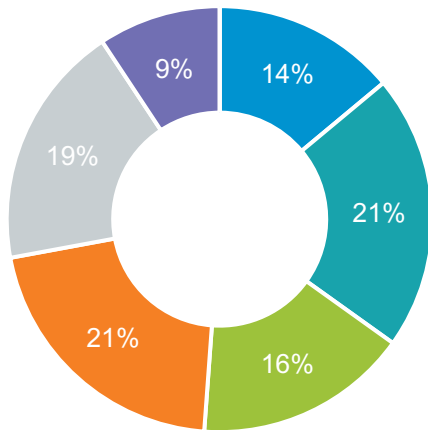
Areas of Strengths

- I think the program was really easy to access and use! I got a response in 24 hours, and I felt very cared for and heard through my whole process. I got the grant in a timely manner, and I was able to pay the security deposit and rent for the first month at my new place!
- Thank you so much for helping me get out of my moldy apartment and into a place I can do better mentally and physically!

Areas for Improvement

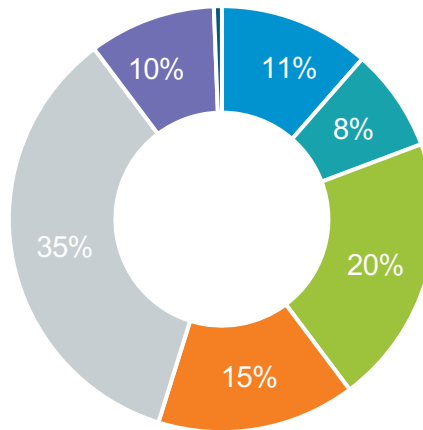
- Nothing! Everything was great! I am in a program that is only one year, and I was still helped which I appreciate!

Grocery Cards



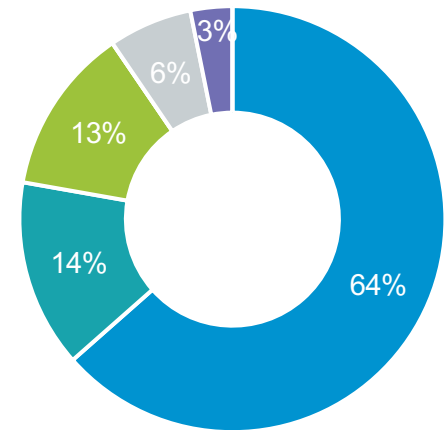
43

*Monthly
Grocery Cards*



166

*Remote Access
Food Program*



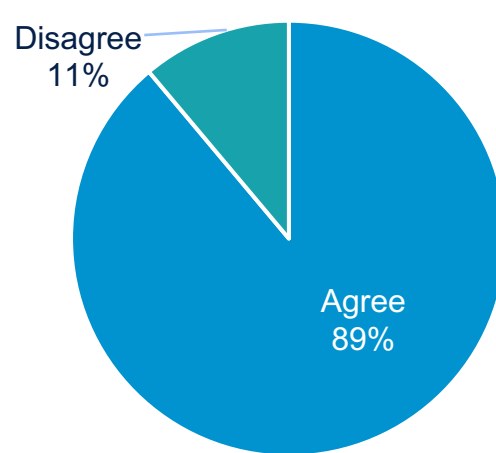
63

*COVID
Grocery Cards*

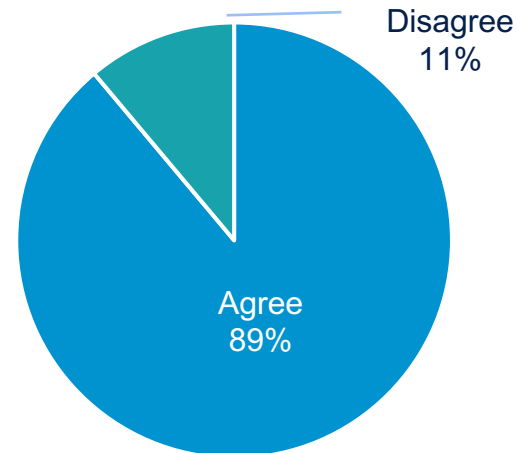
■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy

Monthly Grocery Cards Evaluations *n=18 (42%)*

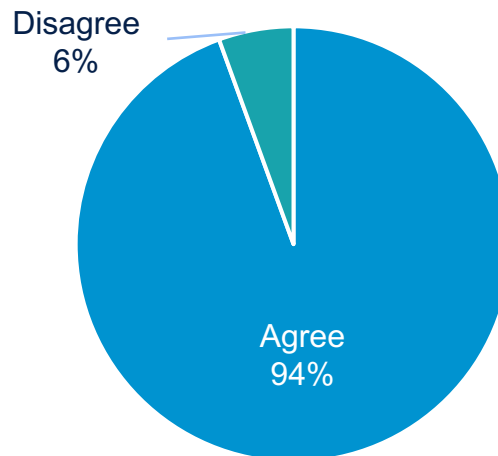
Participating in the program has made me more food secure.



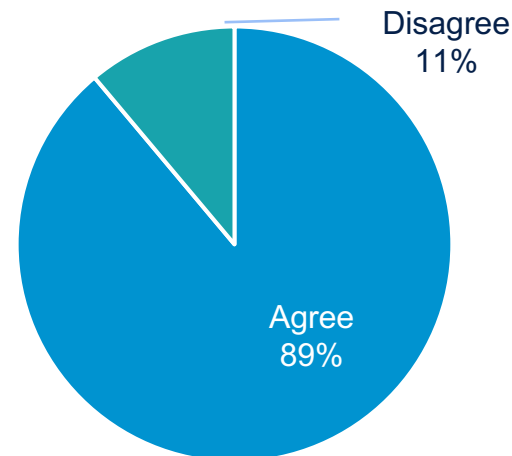
Participating in the program has reduced my food security stress.



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



I have found the program helpful.





Monthly Grocery Cards Evaluations

Areas of Strengths

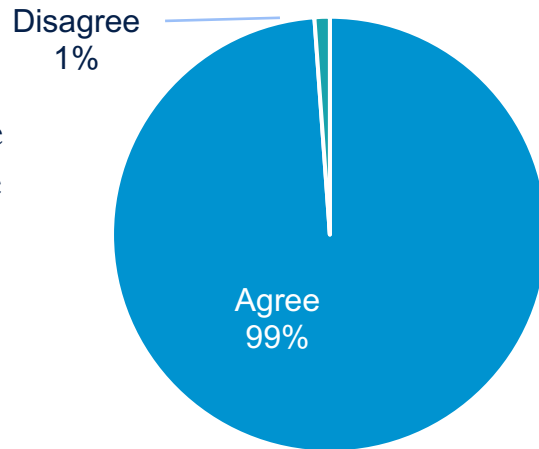
- Knowing that monthly meal vouchers will be received has relieved a lot of stress. The communication has been excellent - I'm told when they are being mailed which reduces anxiety; Holiday's are also kept in mind and meal vouchers are sent preemptively which has been great.
- I really appreciate the option to choose from which store you would like the gift card. This means that I can shop at my local grocery store and therefore I can get healthy food reliably.
- The stress relief knowing that I will have food at home for me and my son.

Areas for Improvement

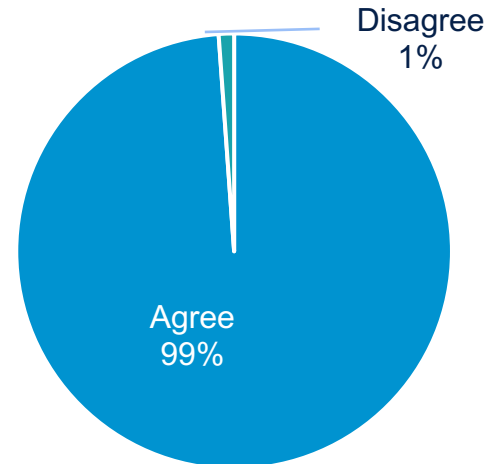
- Difficult to use out of town, unlike EBT, where store that gift card is for is not present.
- I appreciate the variety of stores offered by the program but sometimes wish there was more selections.
- I think it might be neat to have a website or somewhere that we can click when we receive the gift cards each month and / or change an address.

Remote Access Program Evaluations *n=88 (53%)*

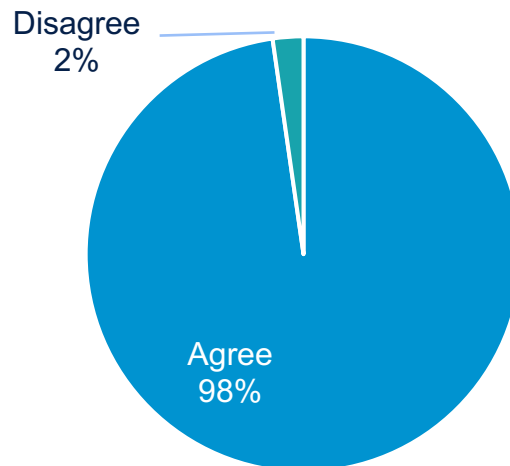
Participating in the program has made me more food secure.



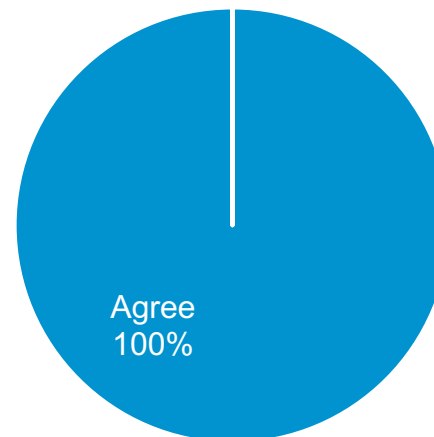
Participating in the program has reduced my food security stress.



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



I have found the program helpful.





Remote Access Program Evaluations

Areas of Strengths

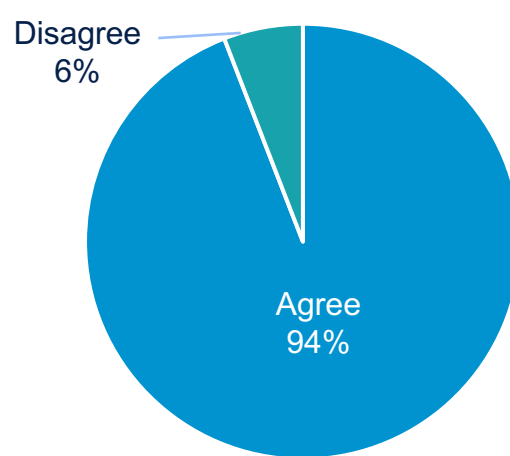
- Being able to choose from multiple grocery store locations was super convenient! The gift cards have helped offload a lot of costs related to food for me as a student.
- Going to externship, this program allowed me to continue eating more regularly and healthily as I was while on UCSF campus.
- The most helpful part of the program was that the gift card gives me more options of healthy food. The program also recognizes that not every student can go on campus for grocery pick up and offer remote options for students like myself to increase food security access.
- The program found innovative ways to support the basic needs of students during this pandemic. I utilized the Student Food Market regularly when I lived on campus pre-pandemic. When my housing situation changed due to financial difficulties, I was no longer able to access the Student Food Market. The program then offered gift cards for groceries, which I find immensely helpful, especially since I am attending school remotely. Program staff are prompt, organized, and I know through their work that they care about us students.

Areas for Improvement

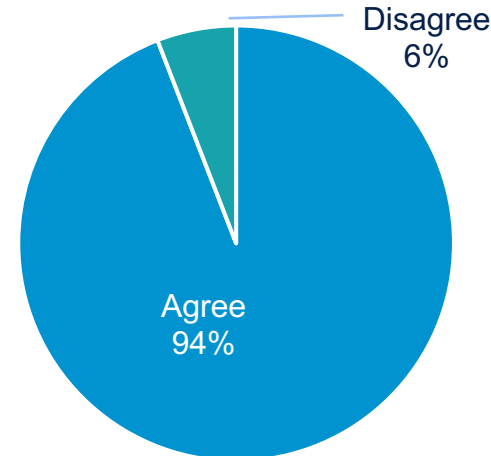
- I received the funding from the program at the end of my externship rotation, it would've been more helpful if I received it at the beginning of when I went to externship.
- The fact that some gift cards (ones I would've preferred) have to be picked up in person, which isn't realistic for me given the hours of the SFM.
- The least helpful part of the program was the limited options for gift card delivery if unable to make it to campus to pick up a gift card.

COVID Grocery Cards Evaluations $n=17$ (27%)

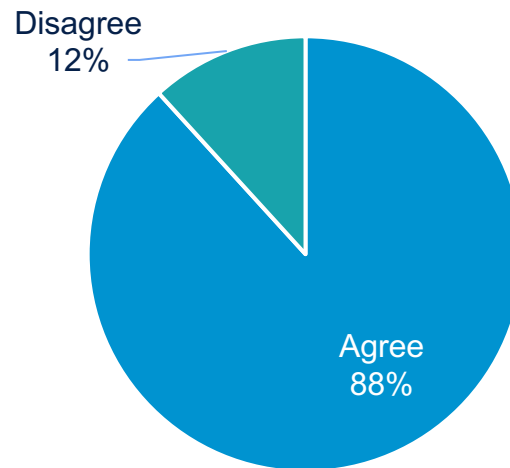
Participating in the program has made me more food secure.



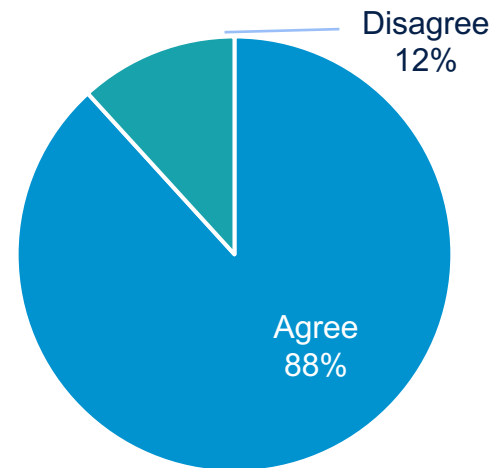
Participating in the program has reduced my food security stress.



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



I have found the program helpful.





COVID Grocery Cards Evaluations

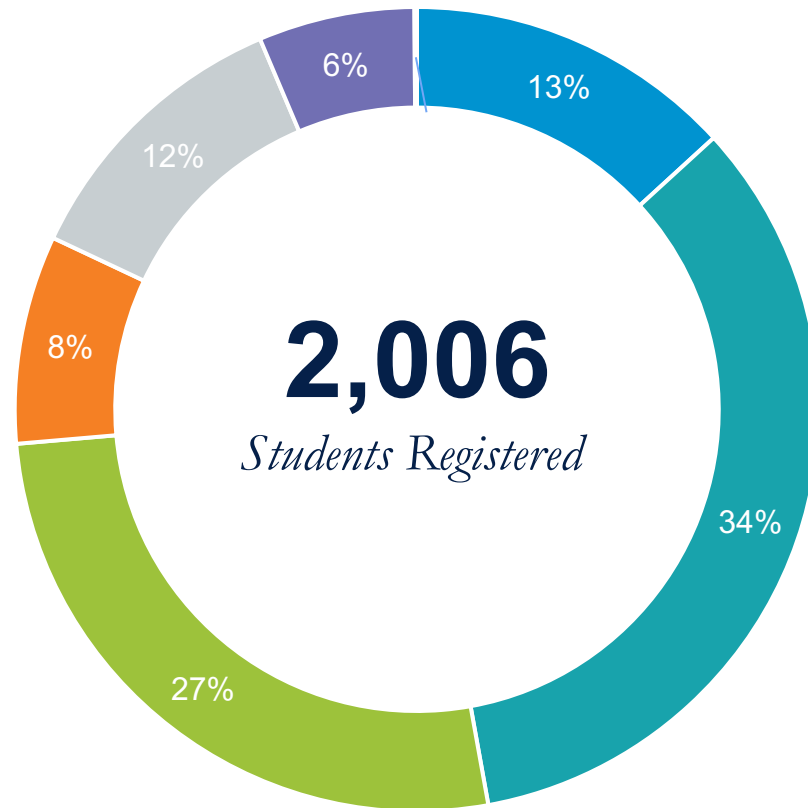
Areas of Strengths

- It was very accessible and I love that the process was easy and smooth, the person-in-charge was very efficient at communicating and distributing the grocery gift cards.
- It was very immediate, which was nice when I had to order groceries to prepare for my quarantine and they would take a couple days to get delivered.
- Accessibility, it was offered to me without having to even ask, really helped me when I was isolating.

Areas for Improvement

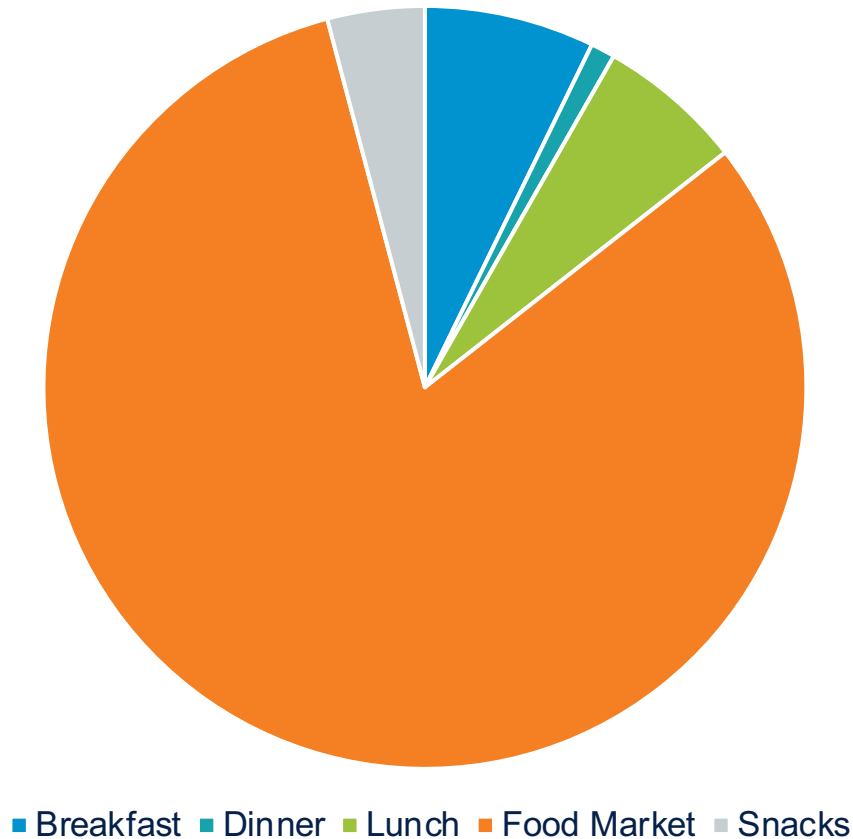
- Since I couldn't go in person to buy groceries, I had to order through online grocery delivery services, and the only one that was eligible was Amazon. I wish it could have also helped with getting delivery from maybe Instacart or Weee or something else.

Food4Students Text Message



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

Food4Students Text Message



63%

of student body
signed up

97

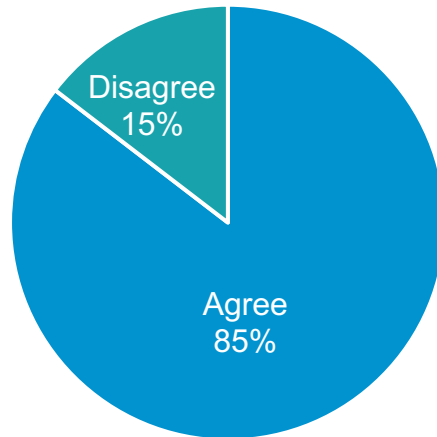
texts messages sent
July 1-June 30

41

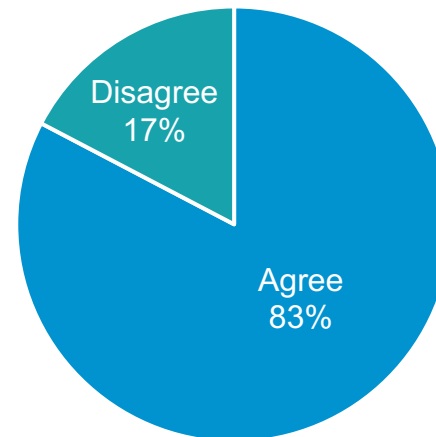
campus partner
food providers

Food4Students Evaluations *n=329 (16%)*

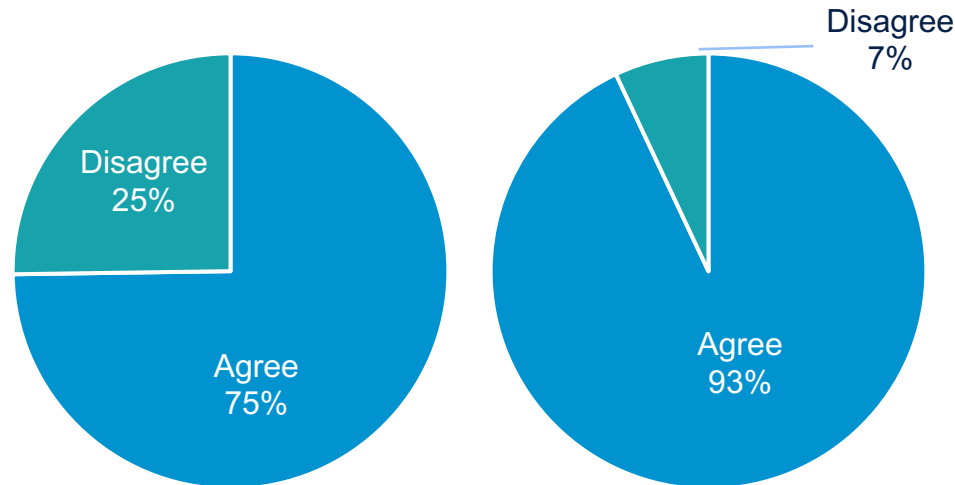
Participating in the program has made me more food secure.



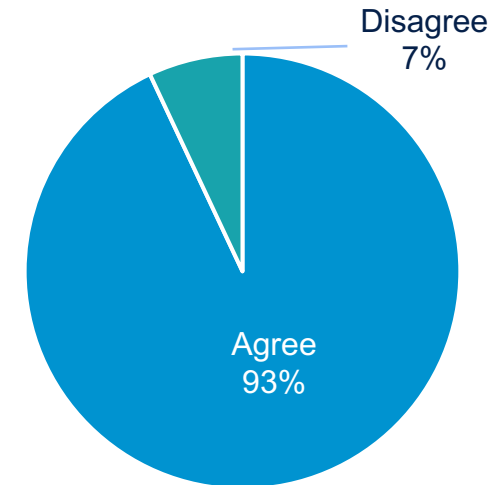
Participating in the program has reduced my food security stress.



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



I have found the program helpful.





Food4Students Evaluations

Areas of Strengths

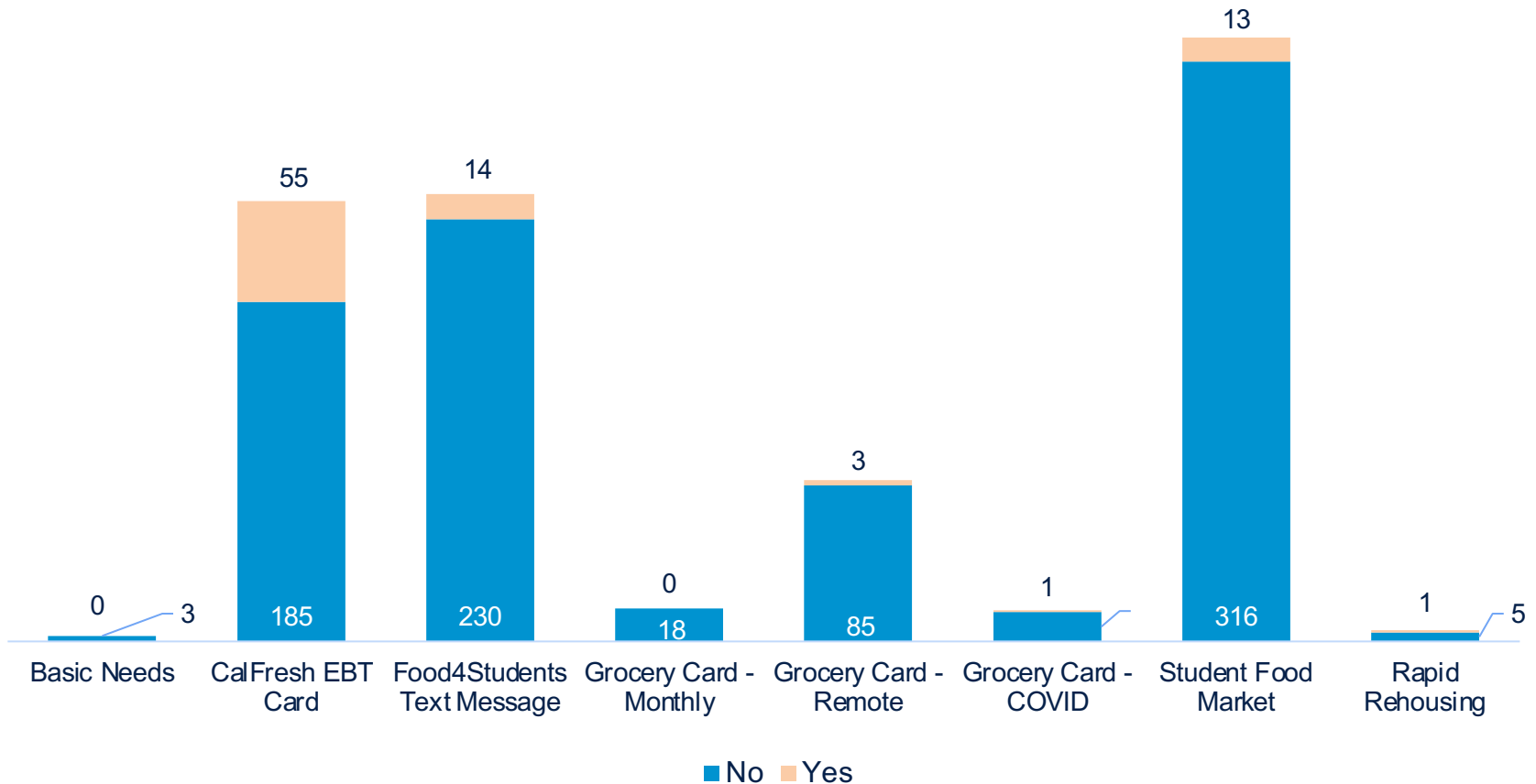
- Access to the student food market when you're on the waitlist.
- That we get messages to let us know when food is available! Definitely a life saver.
- Getting staple produce that last a while like potatoes, onions, carrots.
- Being able to pick up food has helped alleviate my food insecurity.
- Really kind to coordinate and offer grocery/food pickup while also reducing food waste.
- Being notified of when food is available with the weekly texts. The texts contain all the important information such as what food is available, hours and location

Areas for Improvement

- Timing. Texts come at variable times and often times makes it difficult to get to the location unless I was there/close by already.
- Unpredictable for how long food will still be available.
- Unfortunately, this is a band-aid on the big issue of the high cost of living in the city. However, I think it is still extremely helpful and reduce wastes.
- Inconvenient pickup times that I couldn't make because of class.
- Sometimes there are a lot of students rushing to get food, which can feel stressful.
- Texts came at different times so not always reliable.

Stigma

Do students feel any stigma using the following programs?





Stigma Feedback

Areas for Improvements

Food4Students Text Message

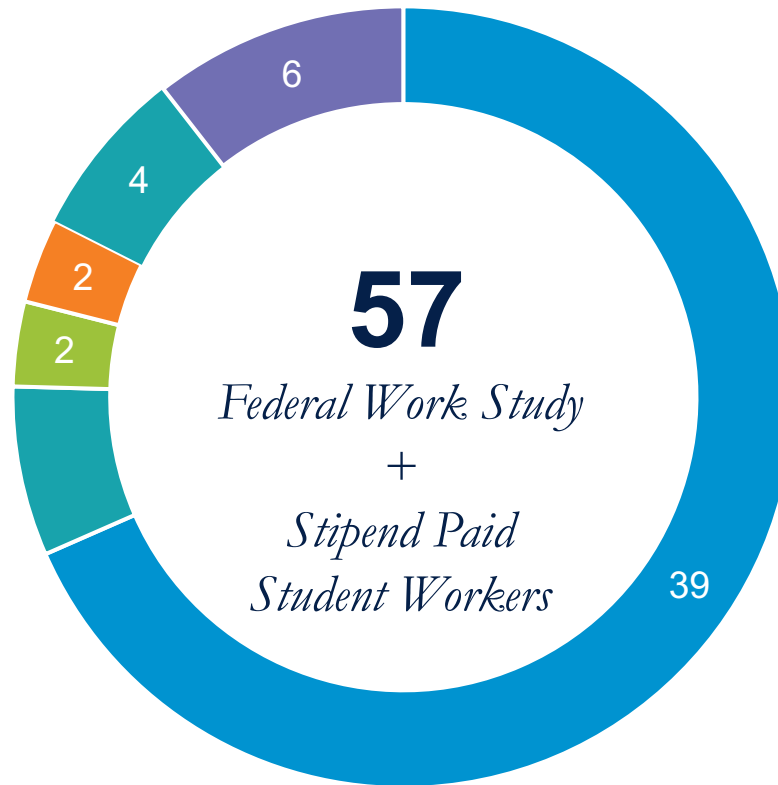
- Clarify more broadly whether all students are welcome to join. There is confusion amongst many students I have interacted with in the guidelines of who qualifies.
- Feeling like I don't deserve it.

CalFresh EBT Card

- You all do a wonderful job of de-stigmatizing the process while applying but the pressure is felt more when actually grocery shopping/paying for food. I'm not sure that you all could help with that part, but I appreciate the work you already do!!
- I've felt stigmatized because my local grocery store is Whole Foods and I just feel as though people look at me differently when I bring out my EBT card.

Student Workers

Federal work study and stipend paid students dedicated to supporting Basic Needs

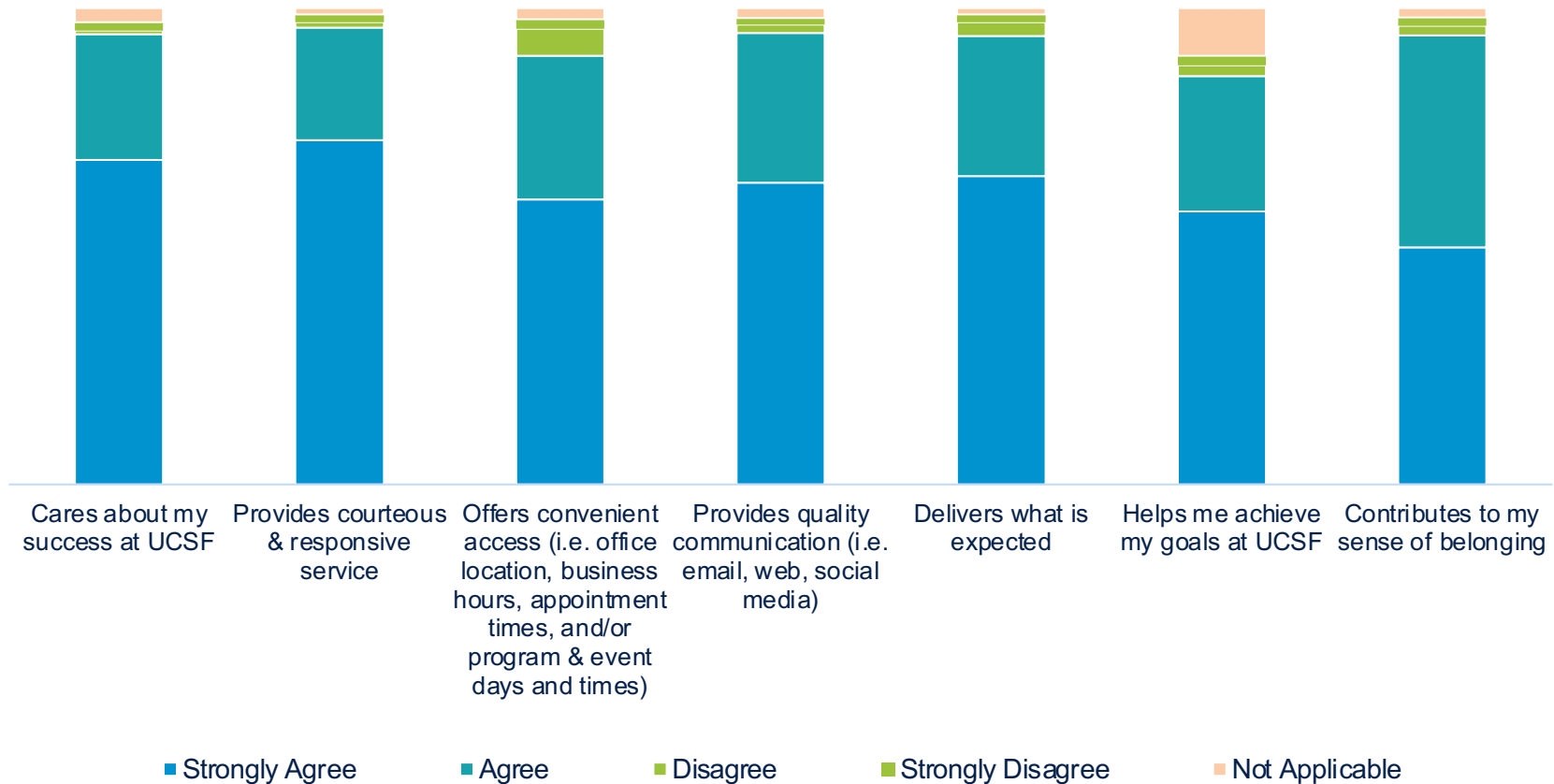


■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy

UCSF Student Services Survey

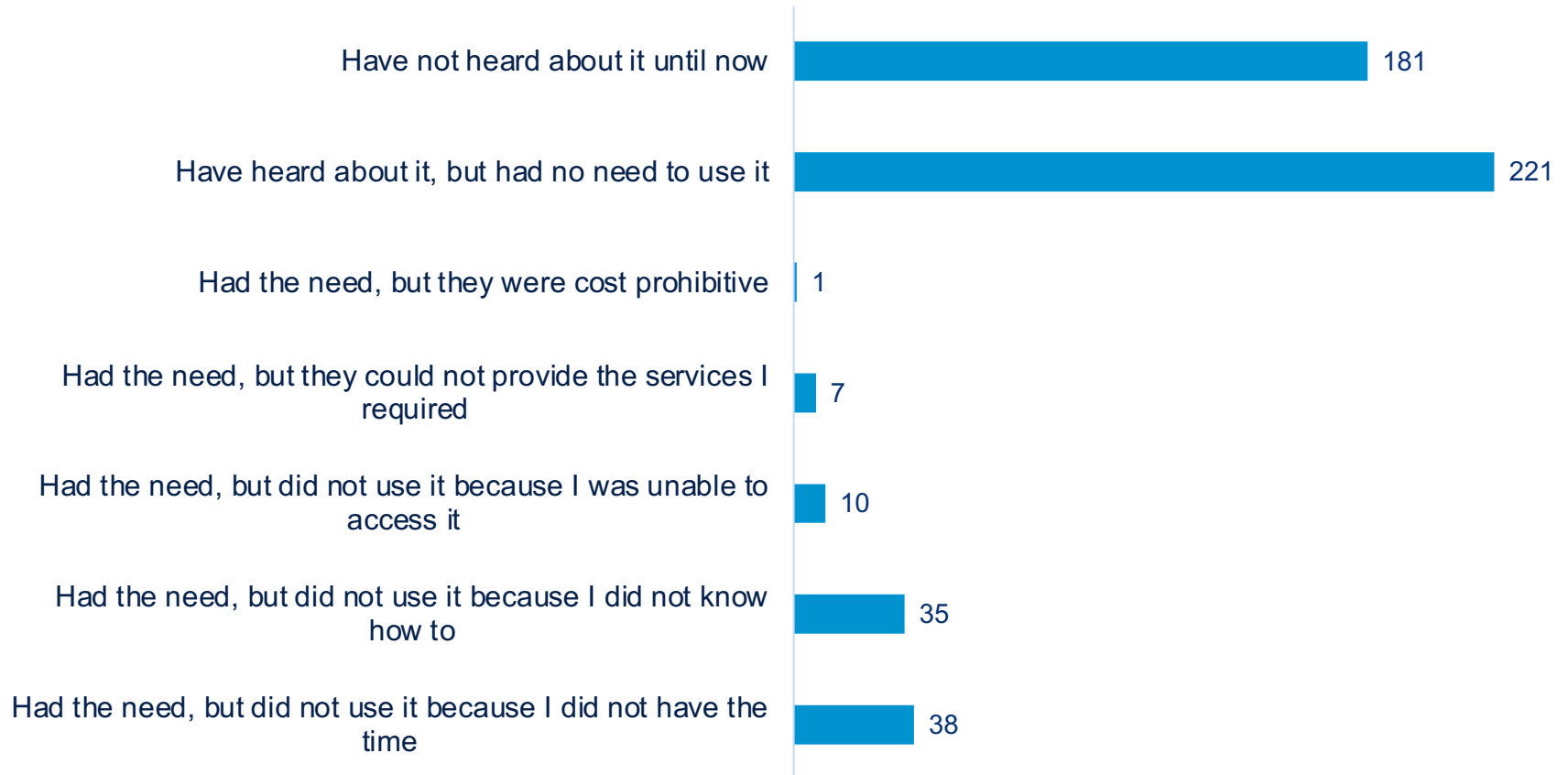
Program Overall Evaluation $n=430$

Based on feedback from the 2022 UCSF Student Services Survey



Program Overall Evaluation $n=493$

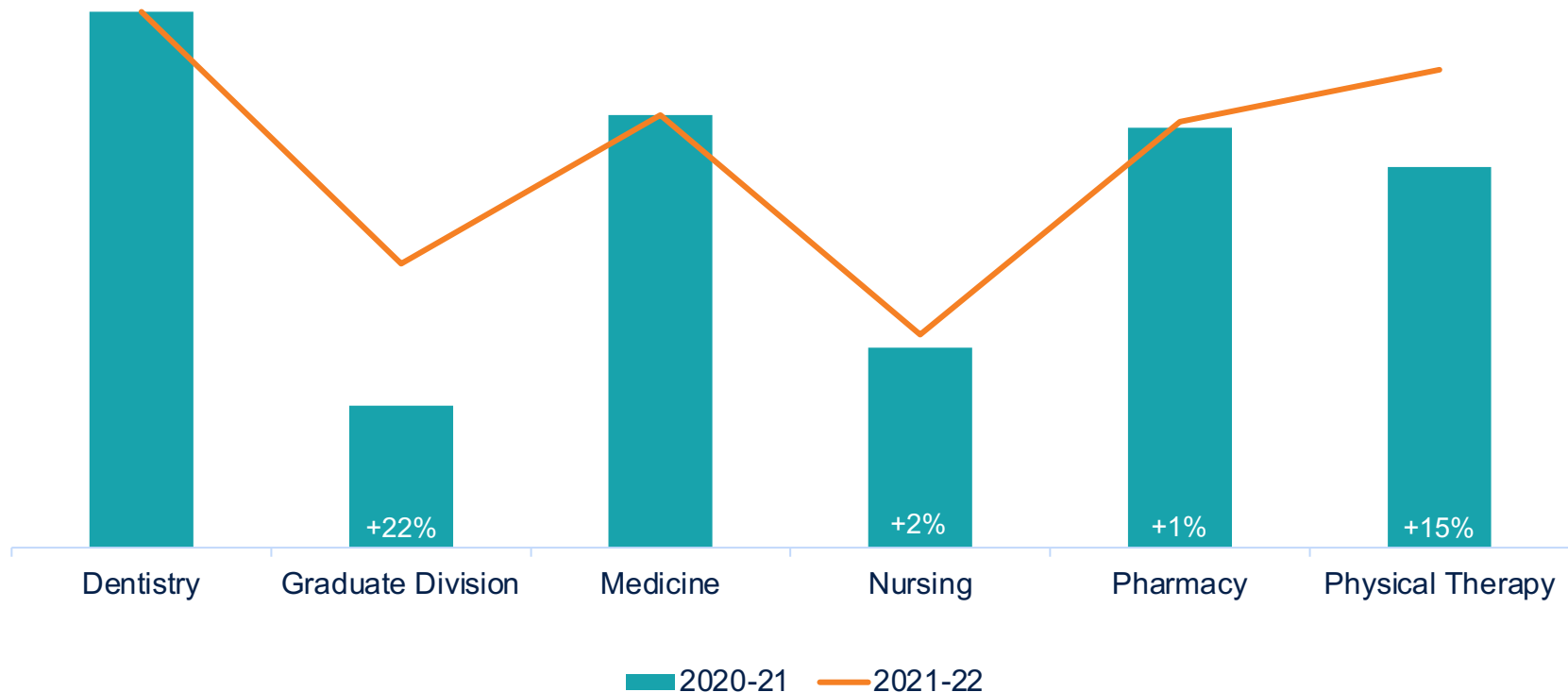
Based on feedback from the 2022 UCSF Student Services Survey



Year-Over-Year Comparisons

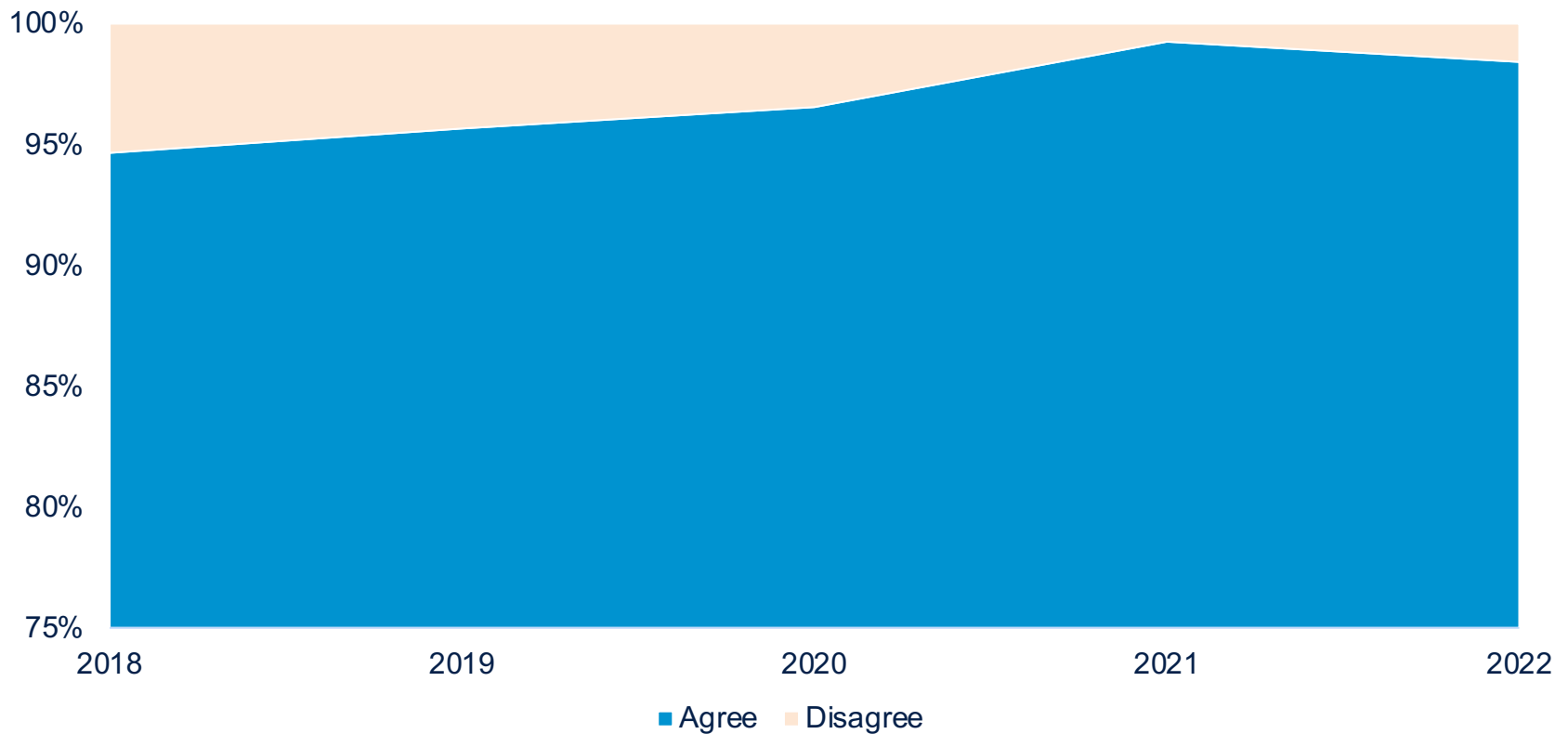
Overall Unique Usage Statistics

Comparison of percent of population served through Basic Needs programs



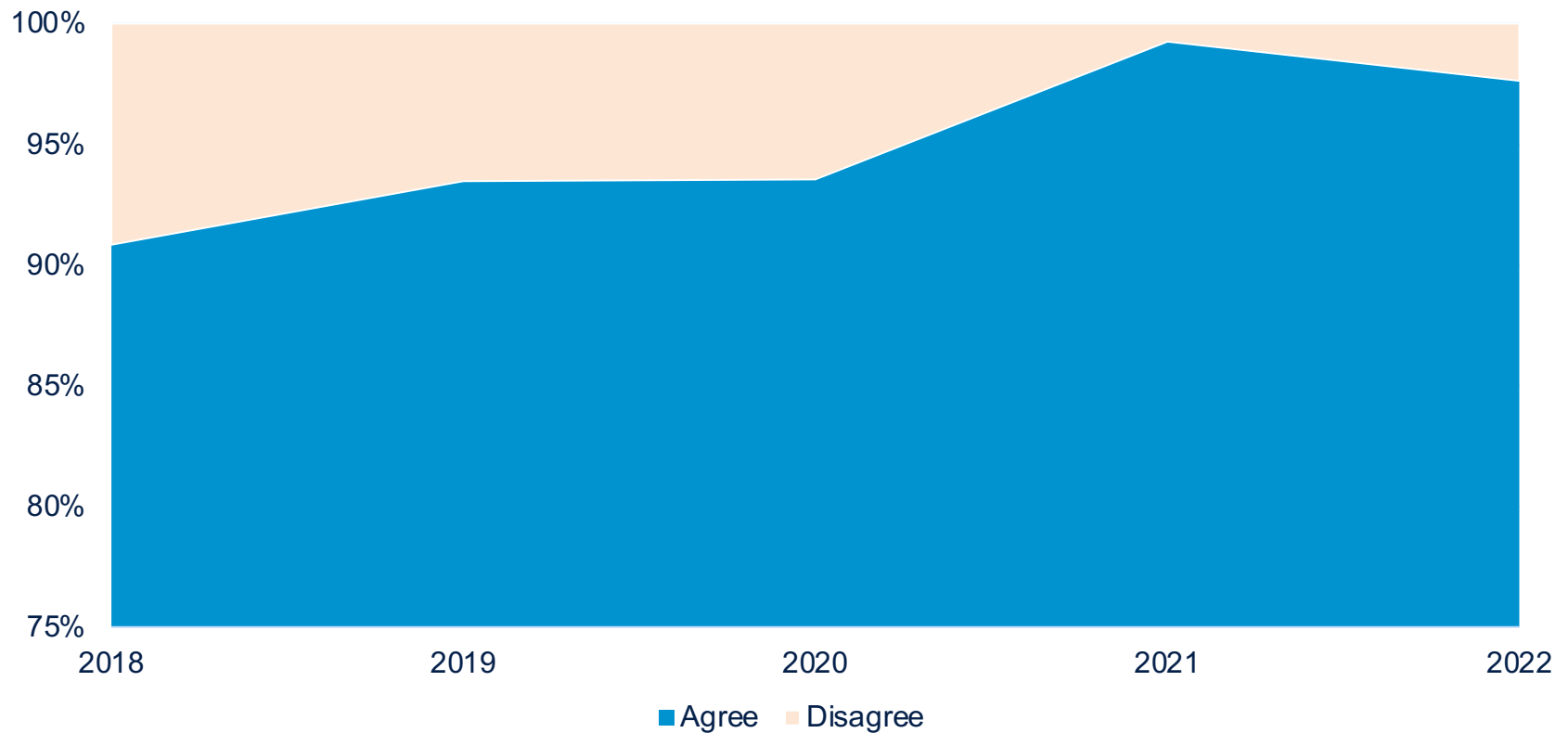
Student Food Market Feedback

I have found the program helpful.



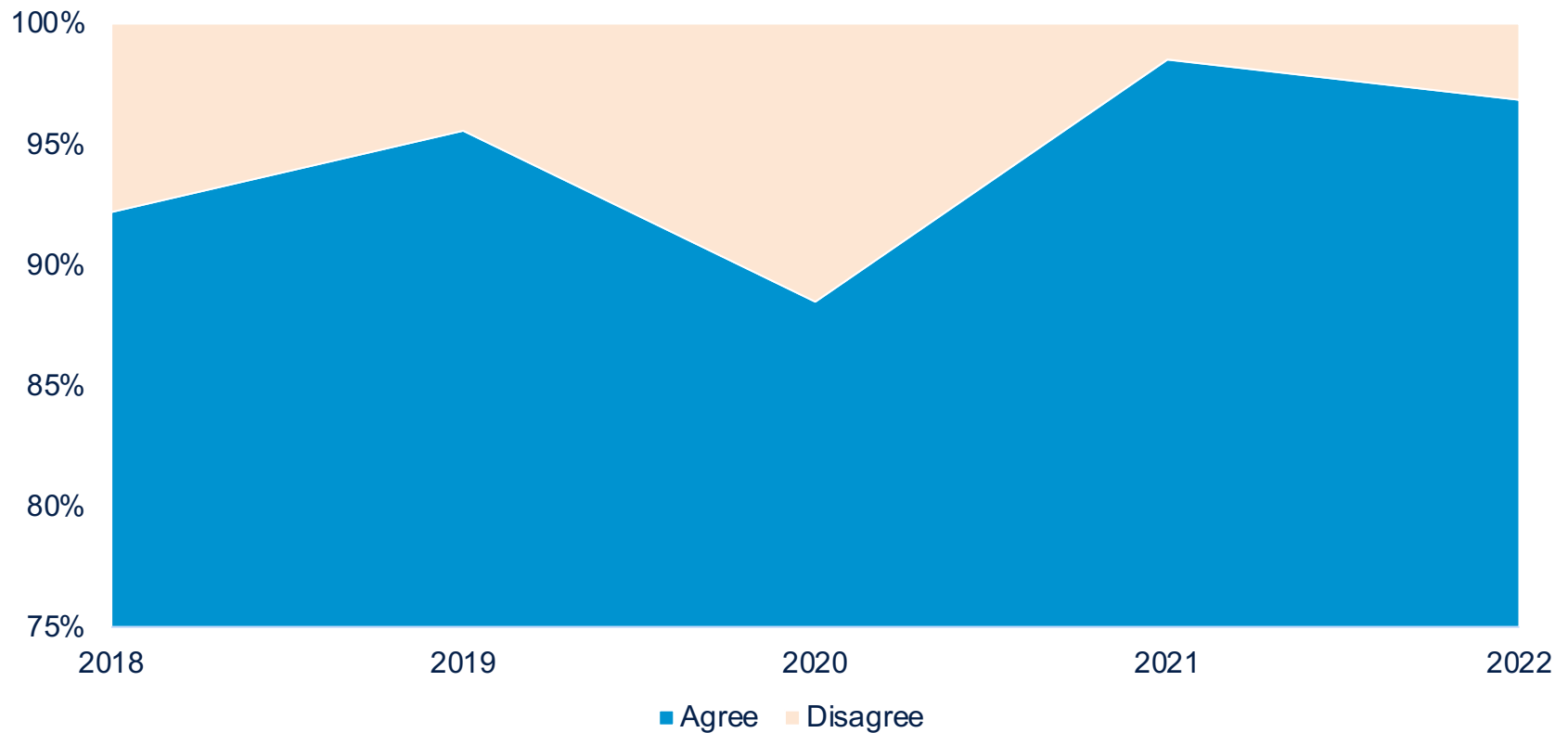
Student Food Market Feedback

Participating in the program has made me more food secure.



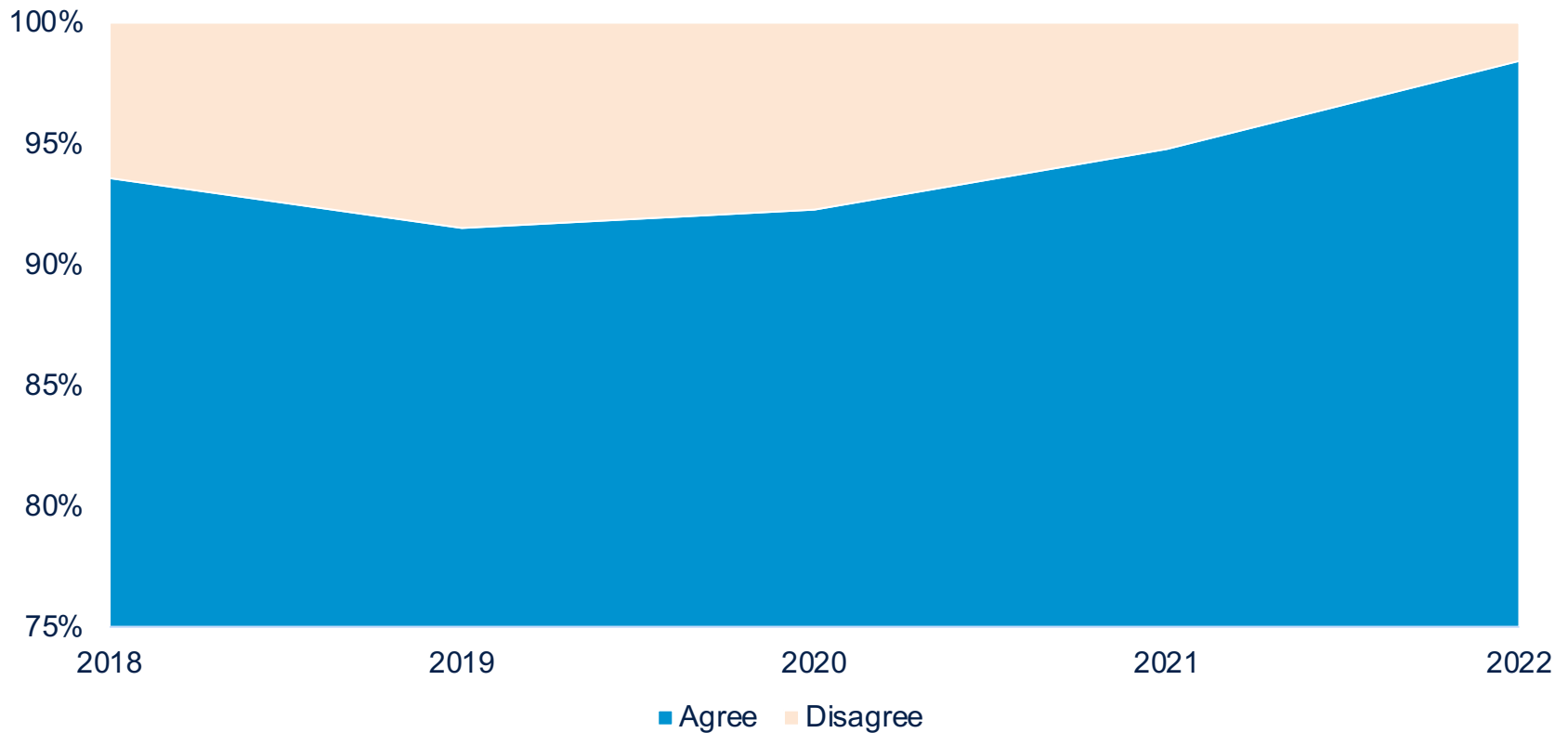
Student Food Market Feedback

Participating in the program has reduced my food security stress.



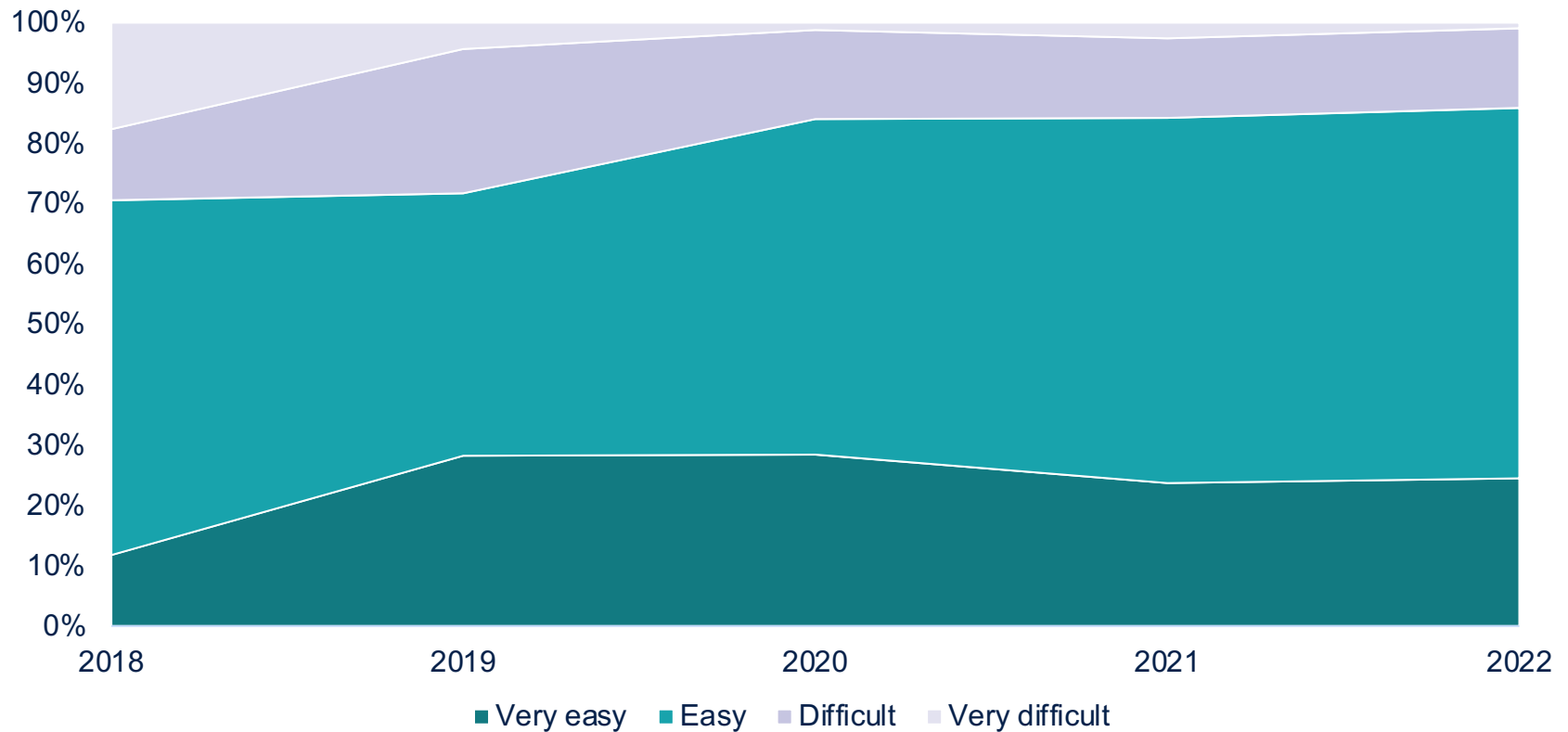
Student Food Market Feedback

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



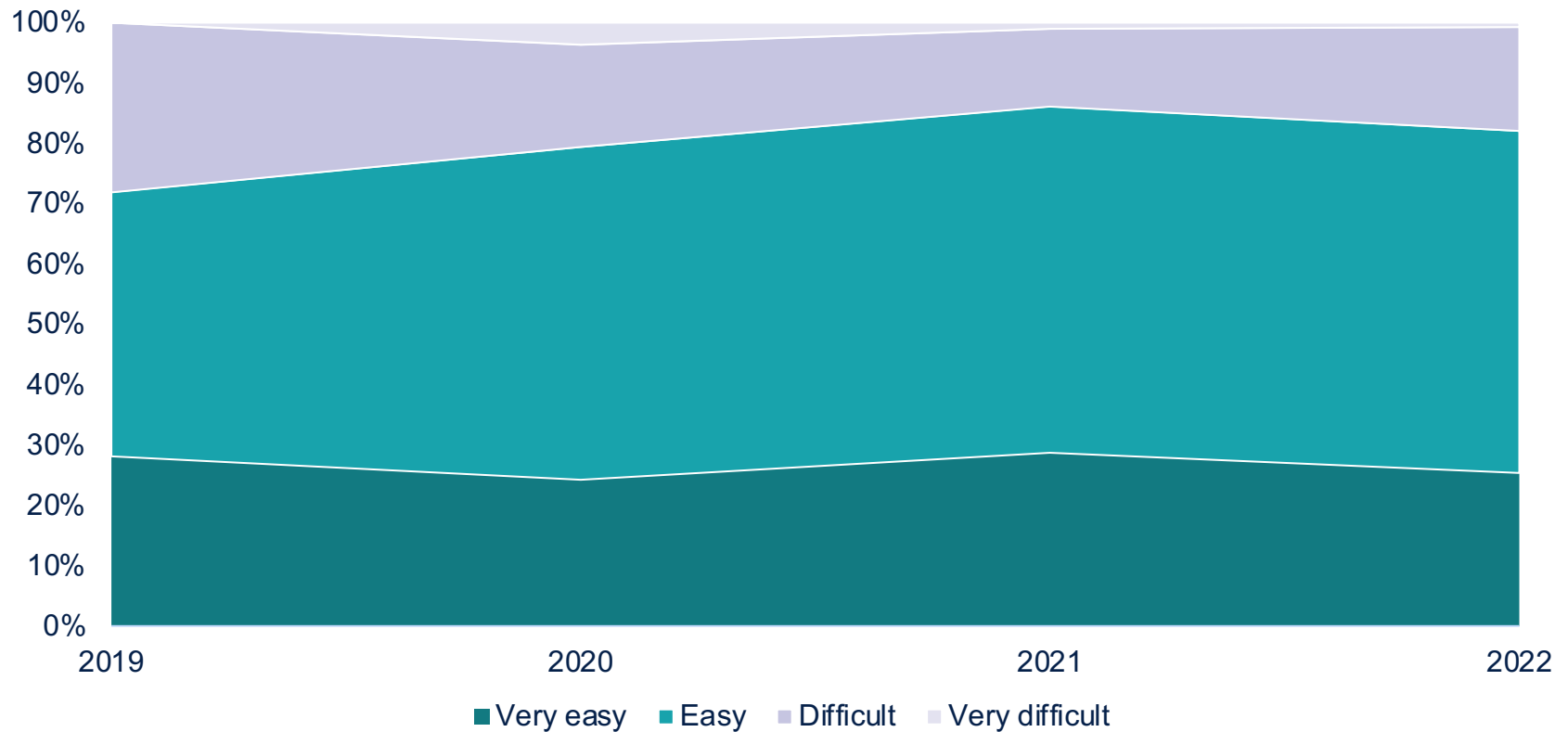
CalFresh Feedback

How would you rate your experience applying for CalFresh?



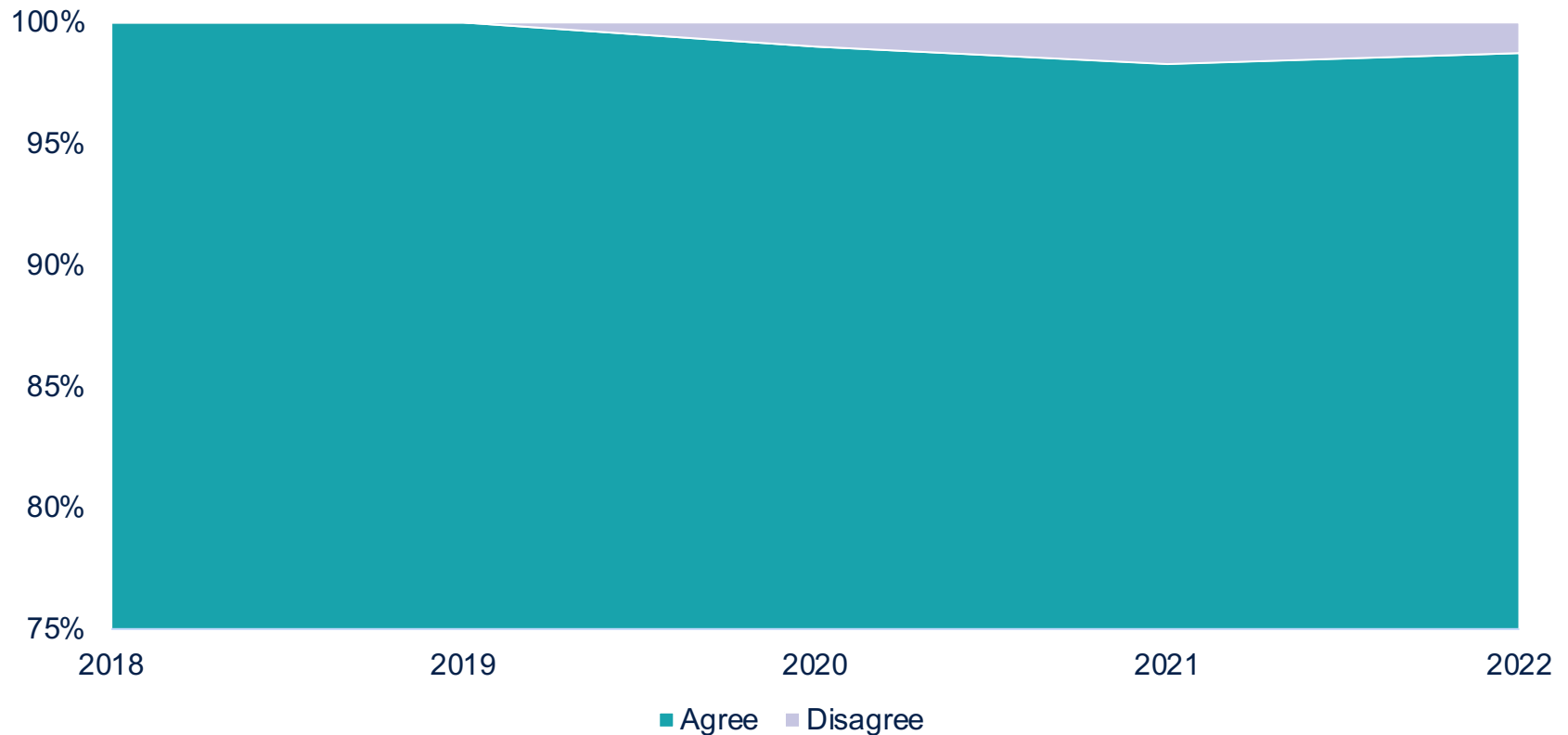
CalFresh Feedback

How would you rate your experience renewing CalFresh?



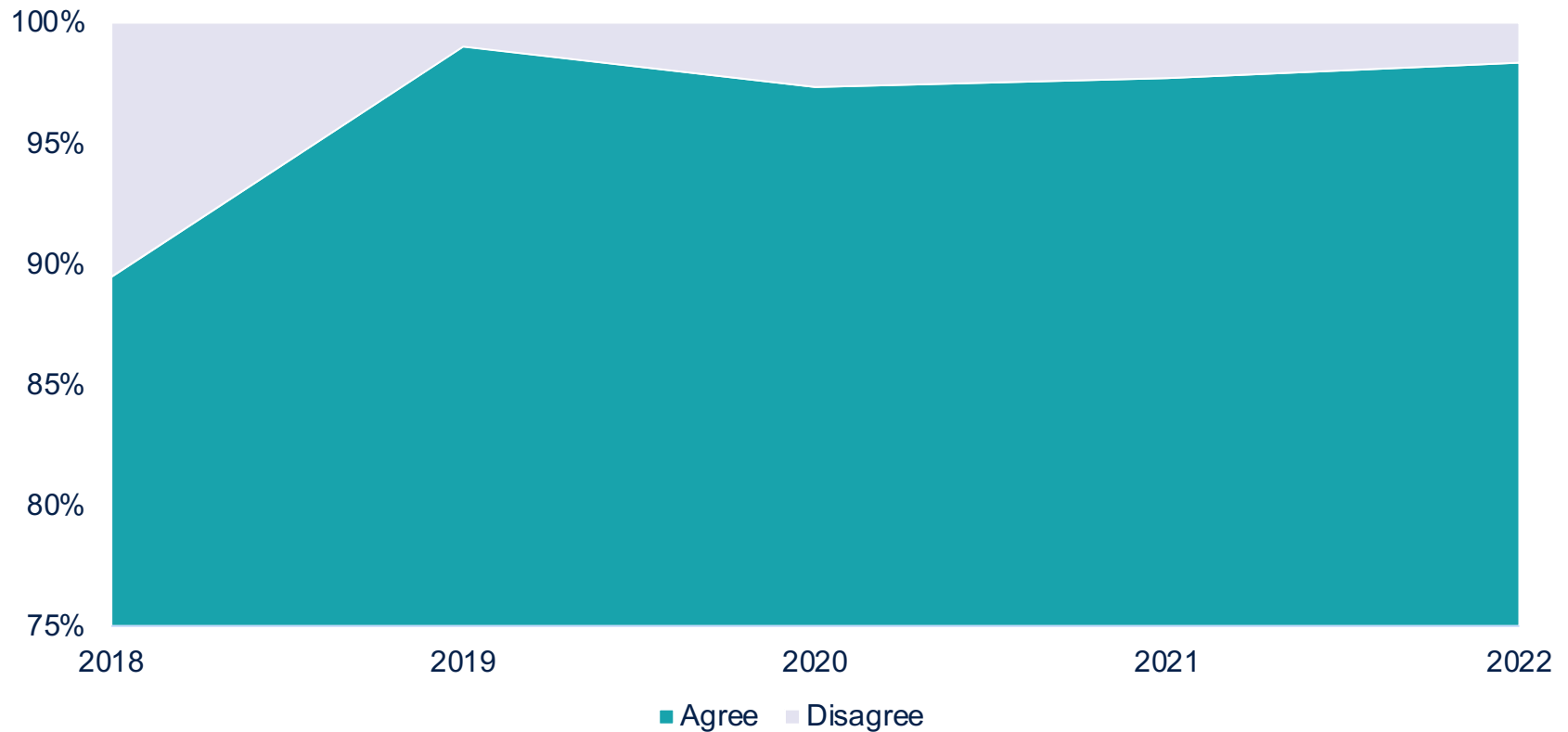
CalFresh Feedback

I have found CalFresh helpful.



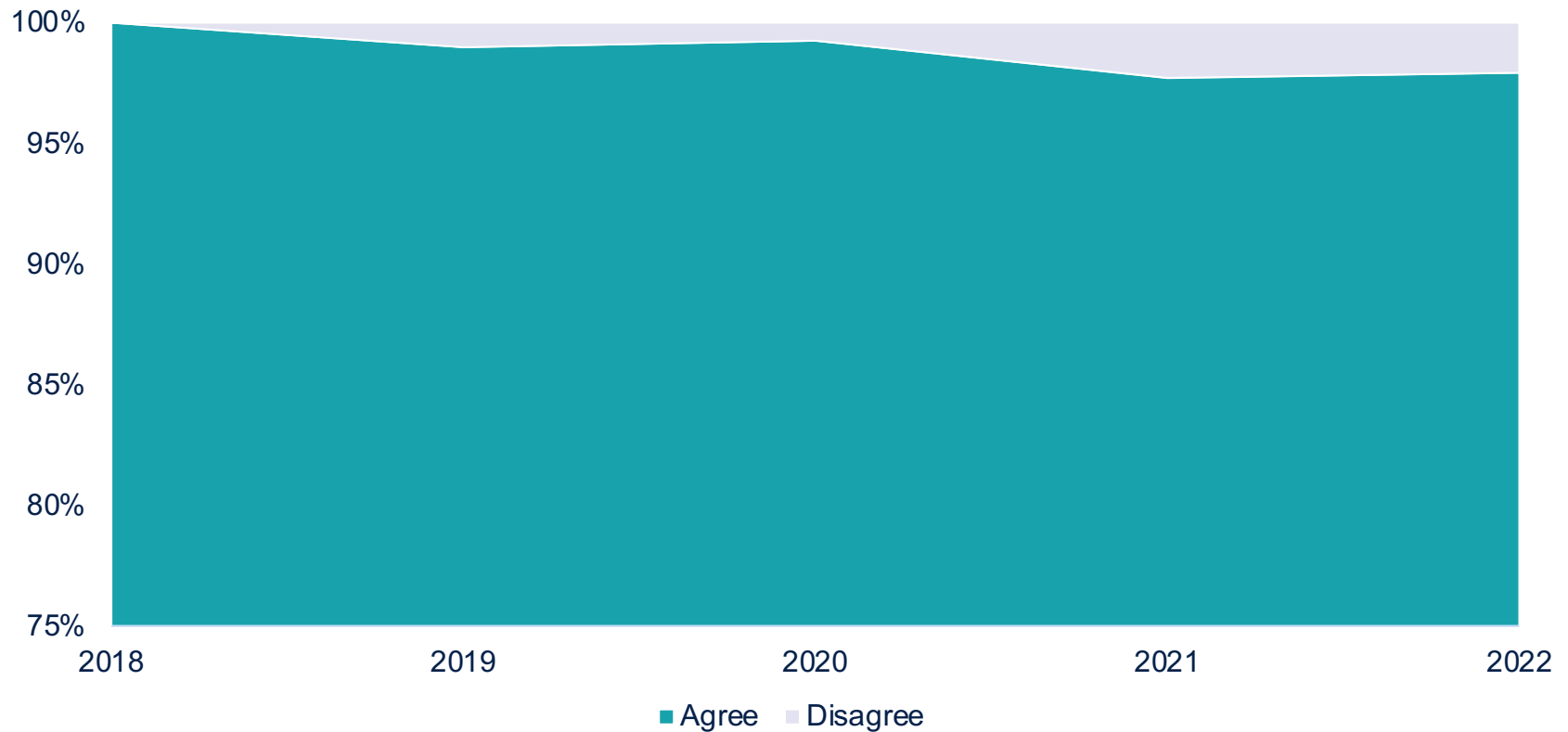
CalFresh Feedback

Using CalFresh has made me more food secure.



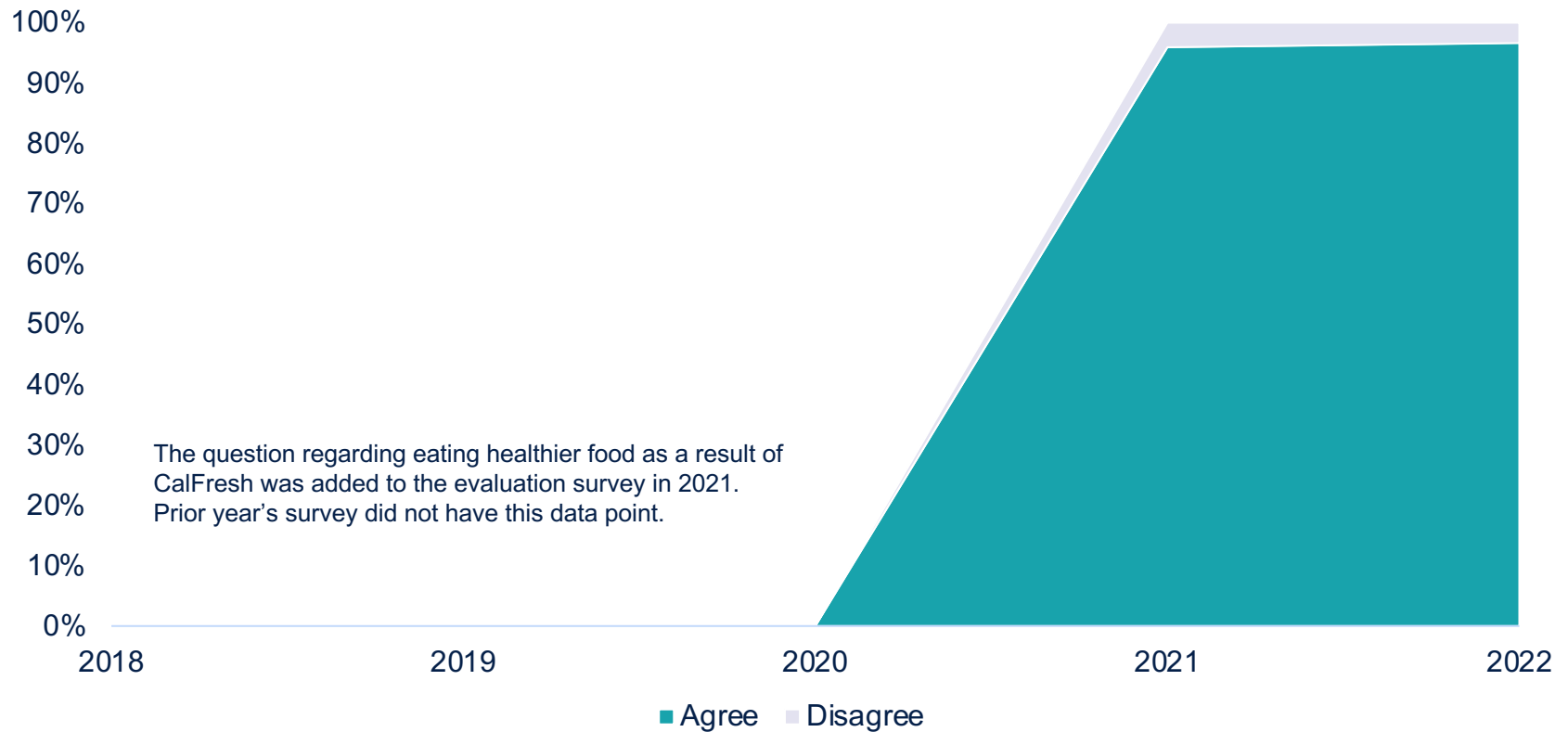
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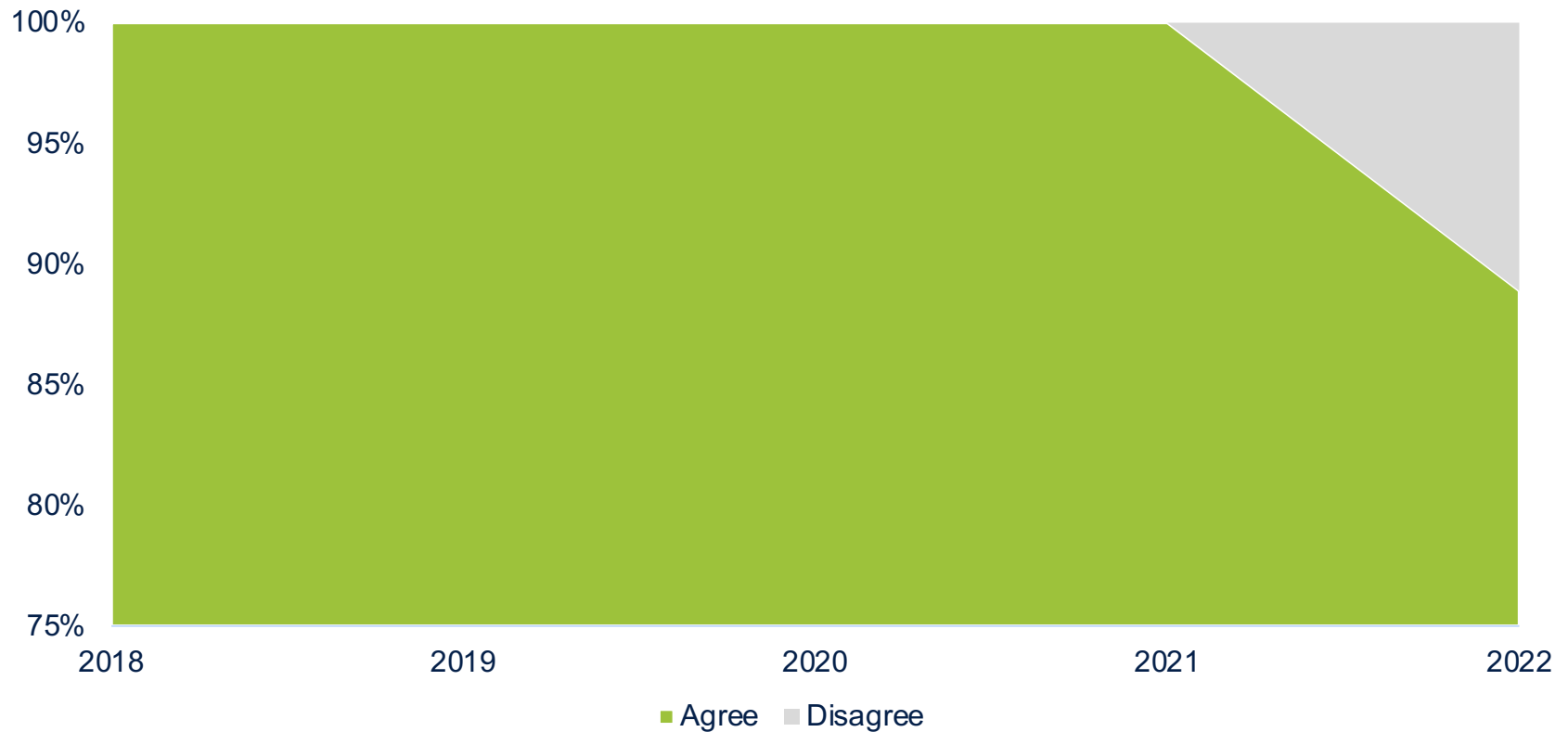
CalFresh Feedback

I have eaten healthier food as a result of CalFresh.



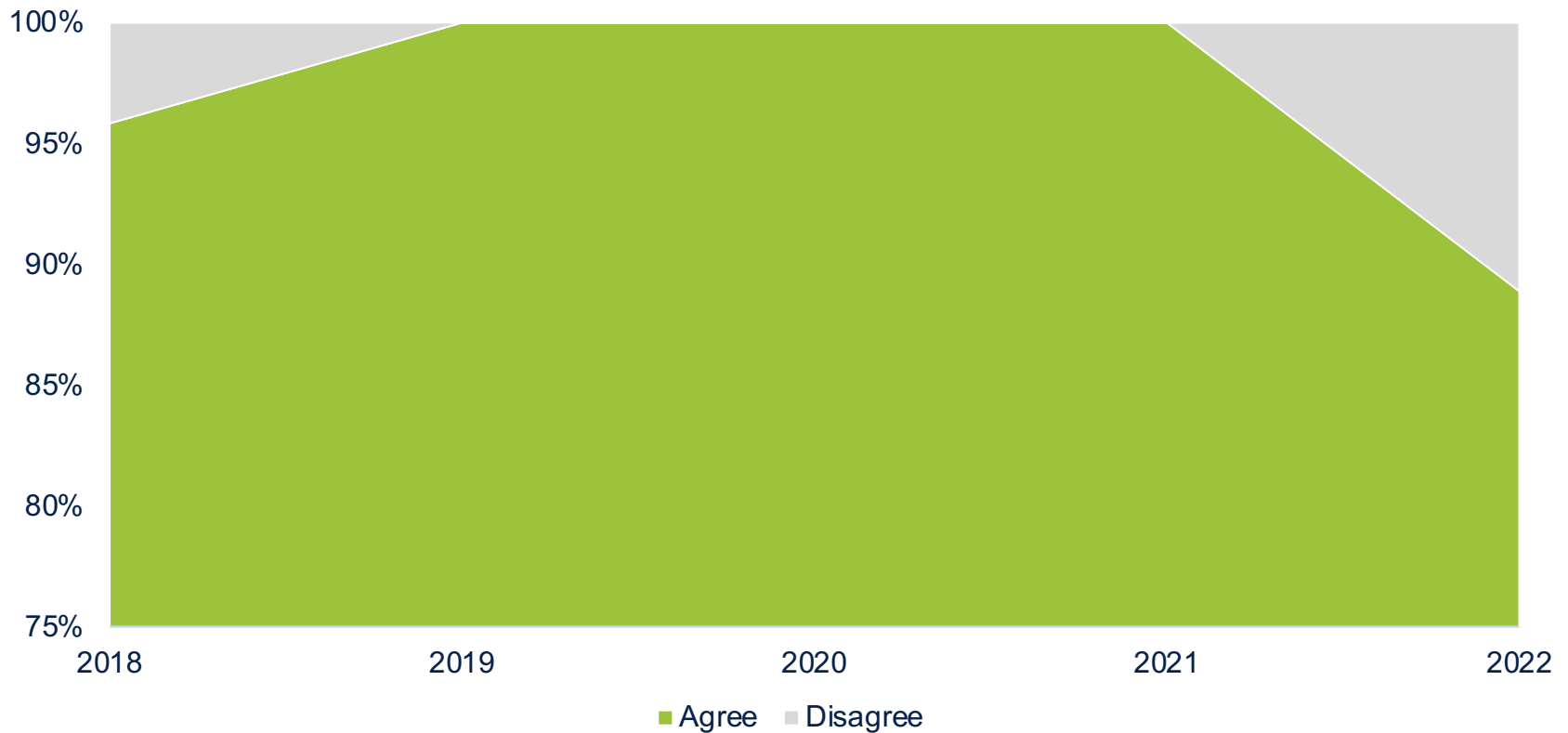
Monthly Grocery Cards Feedback

I have found the program helpful.



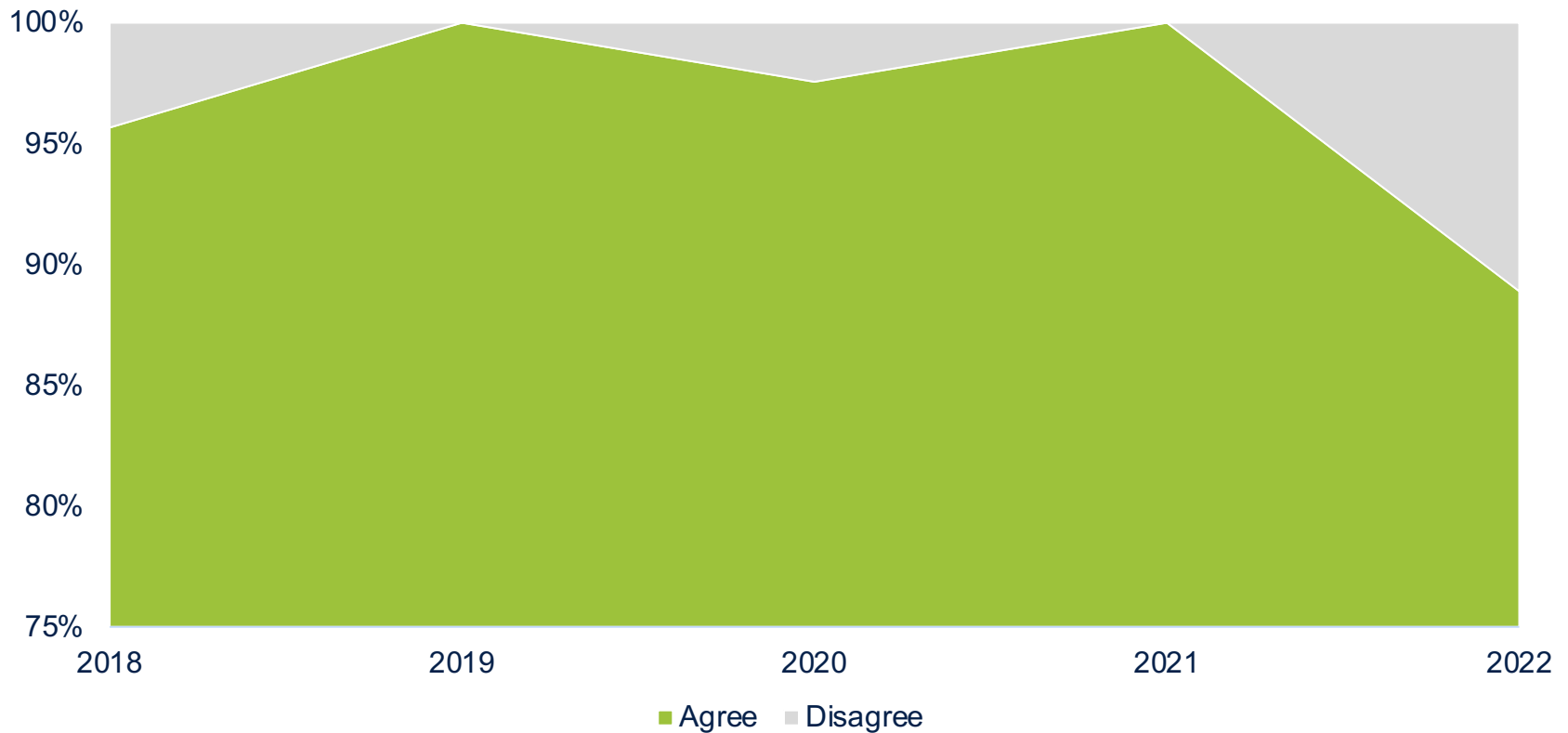
Monthly Grocery Cards Feedback

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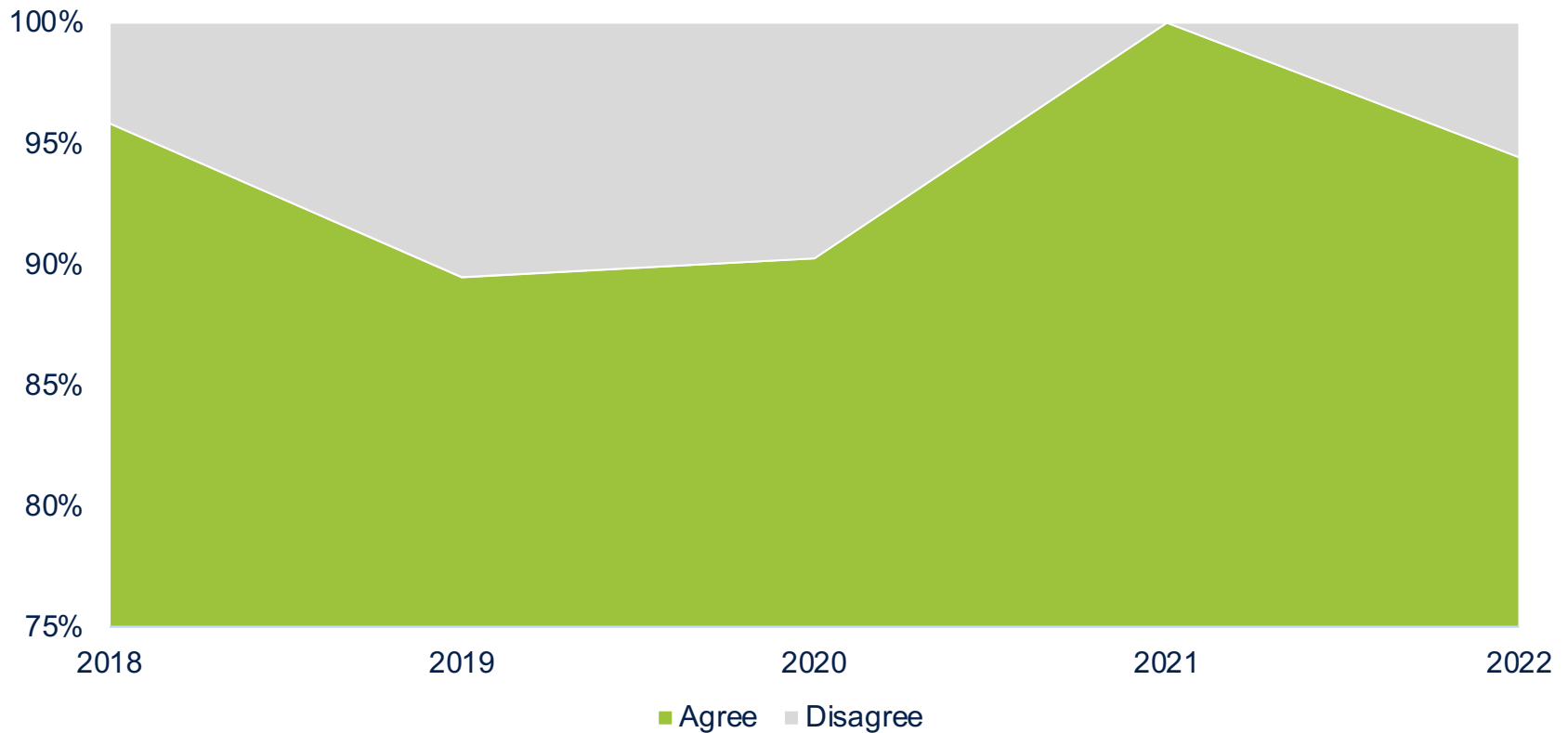
Monthly Grocery Cards Feedback

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Monthly Grocery Cards Feedback

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



Contact

Contact Information

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