



University of California  
San Francisco

# Basic Needs for Students Annual Report

*July 1, 2022-June 30, 2023*

UCSF Student Life  
[basicneeds.ucsf.edu](https://basicneeds.ucsf.edu)

7/31/23





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

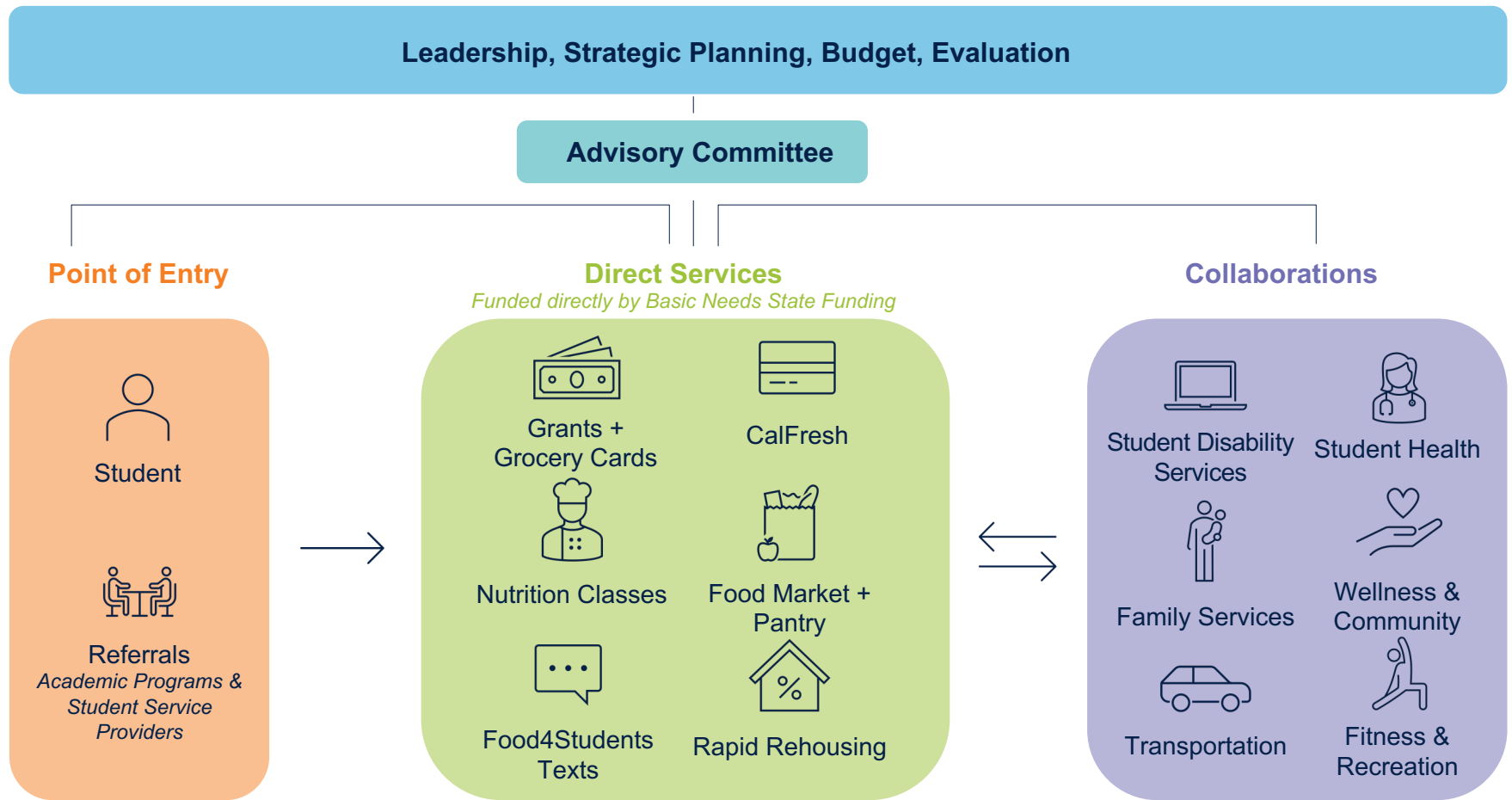
Regents of the University of California Special Committee on Basic Needs

*November 2020*

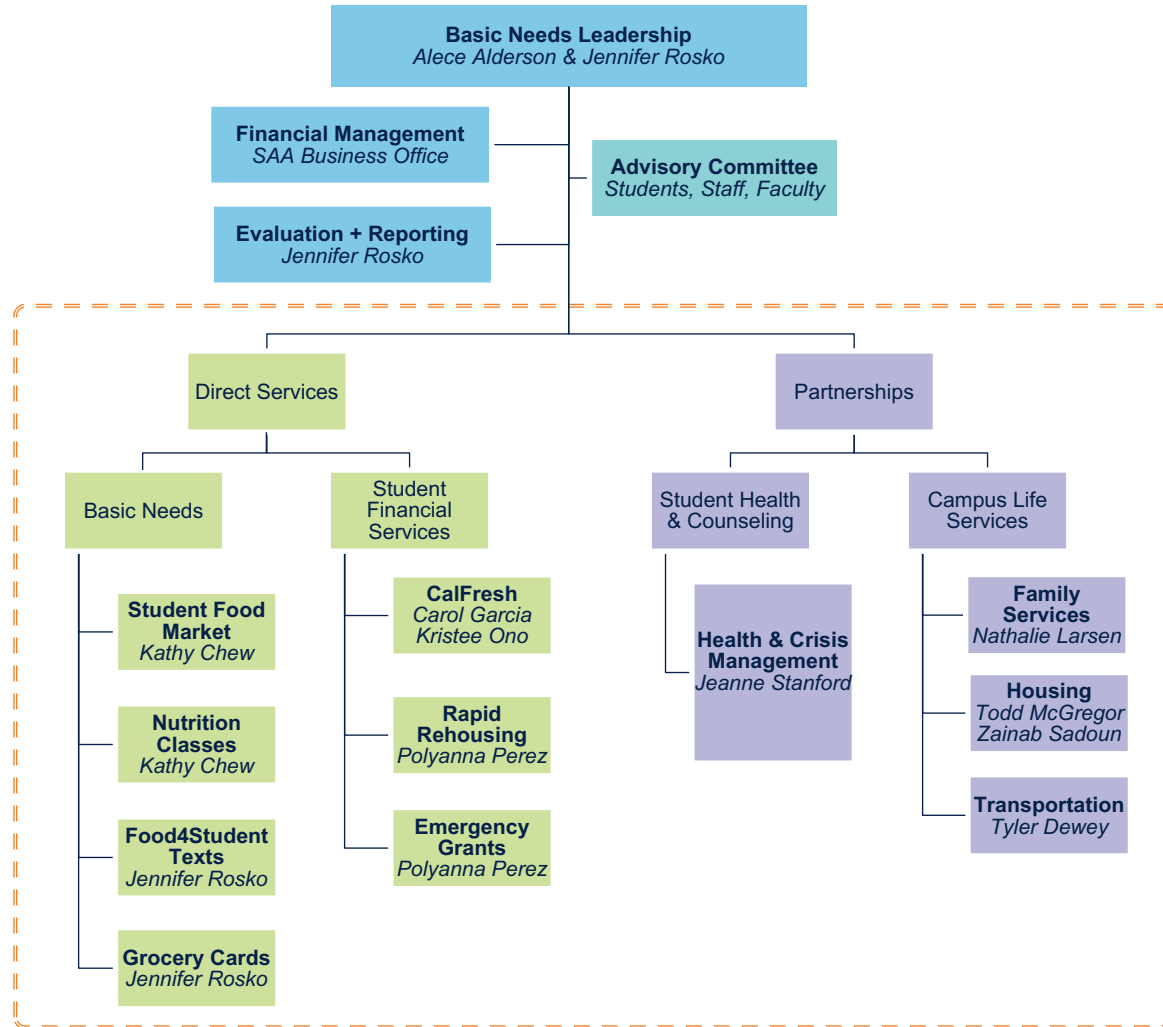
# Overview

- 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



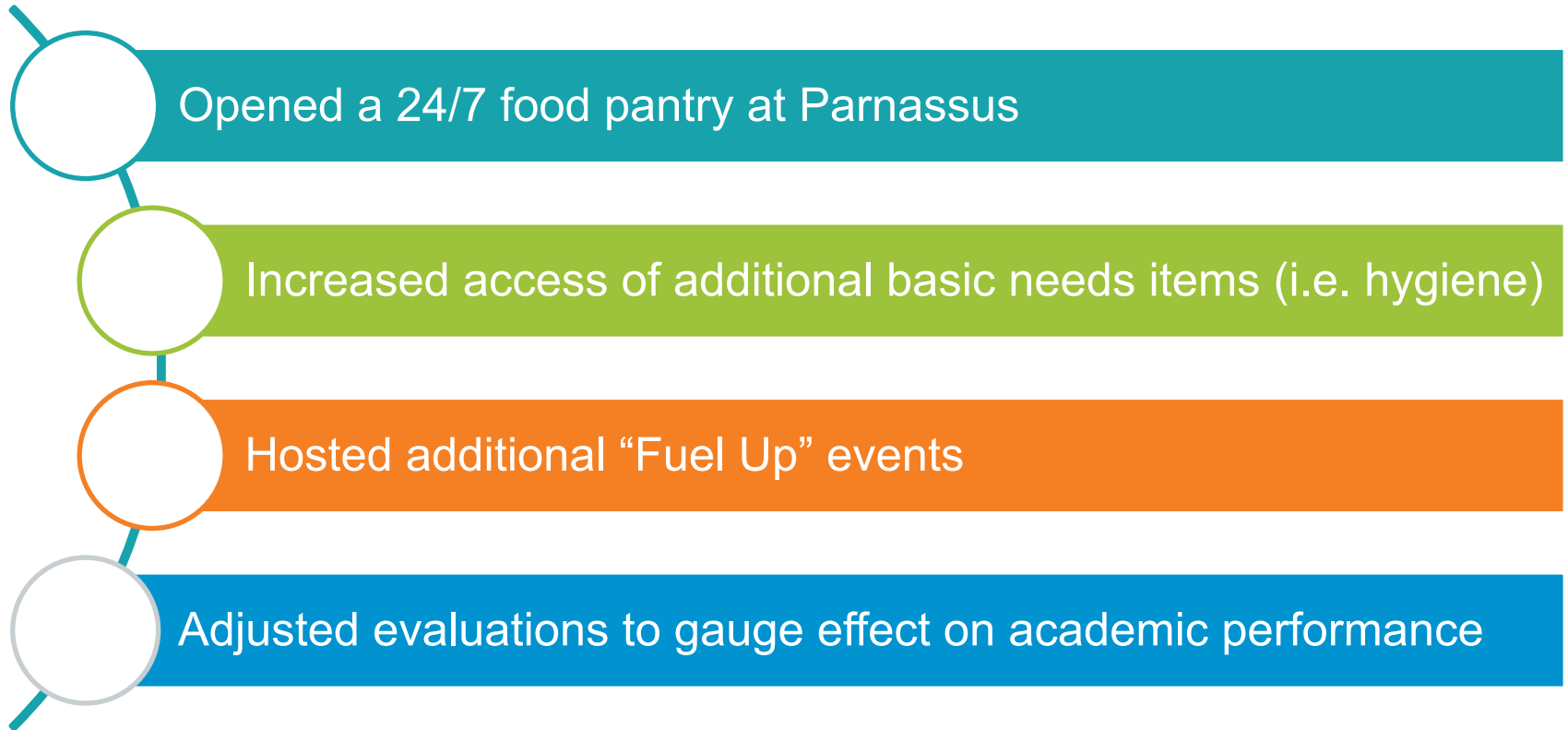
# Overview



# 2022-23 Annual Report

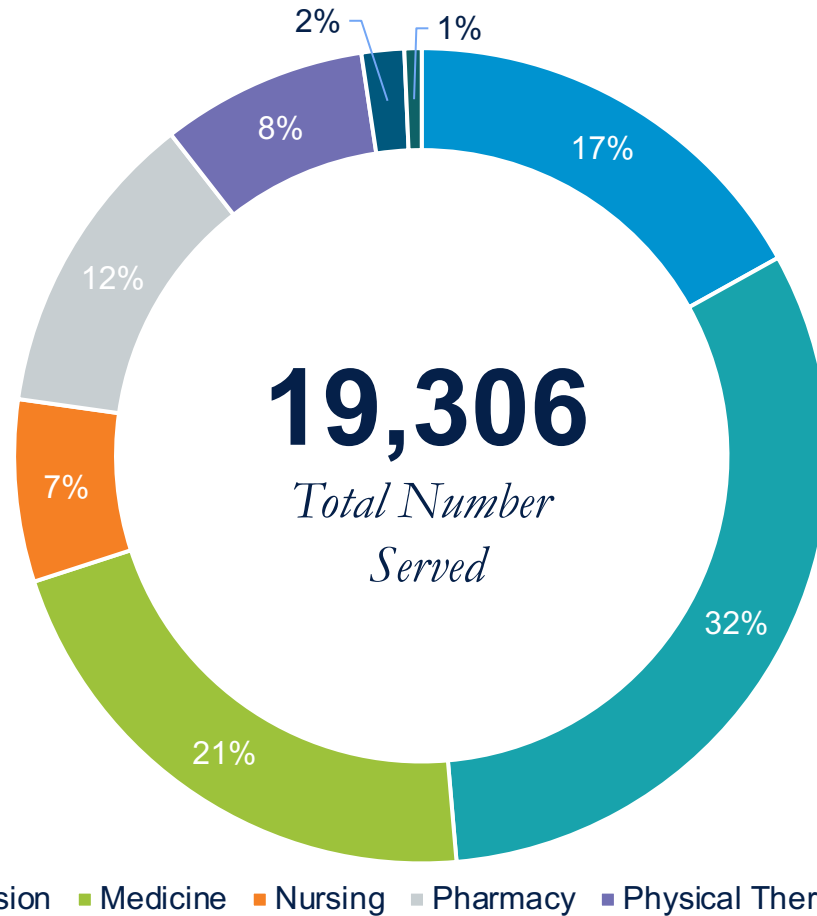
# Program Adjustments

*Based on feedback, the following adjustments were made for 2022-23*



# Student Summary

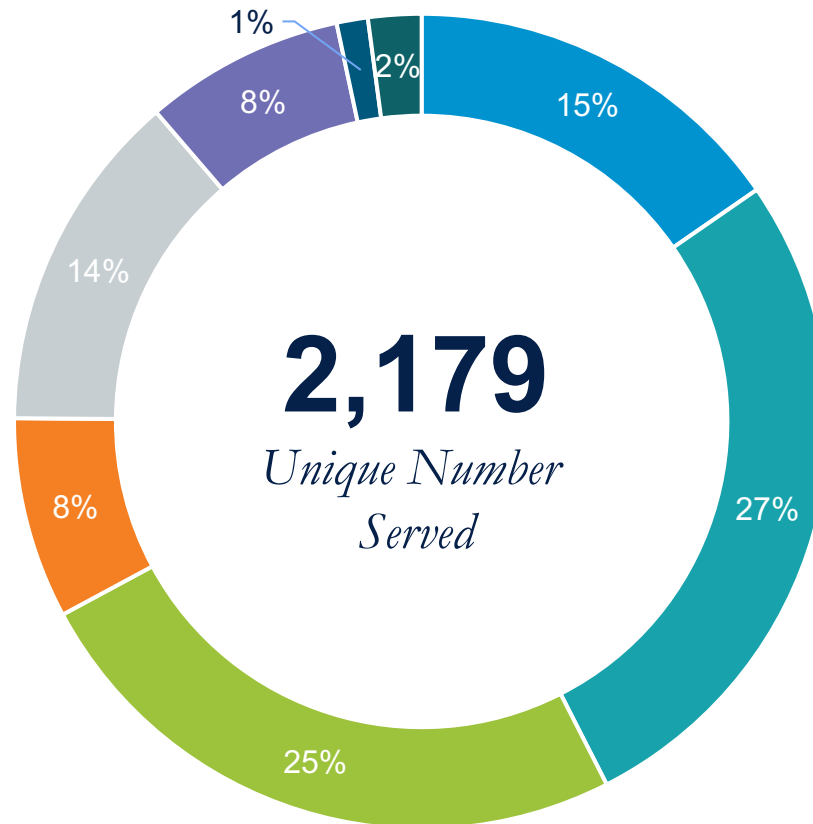
*Total Number Served through Basic Needs Programs*





# Student Summary

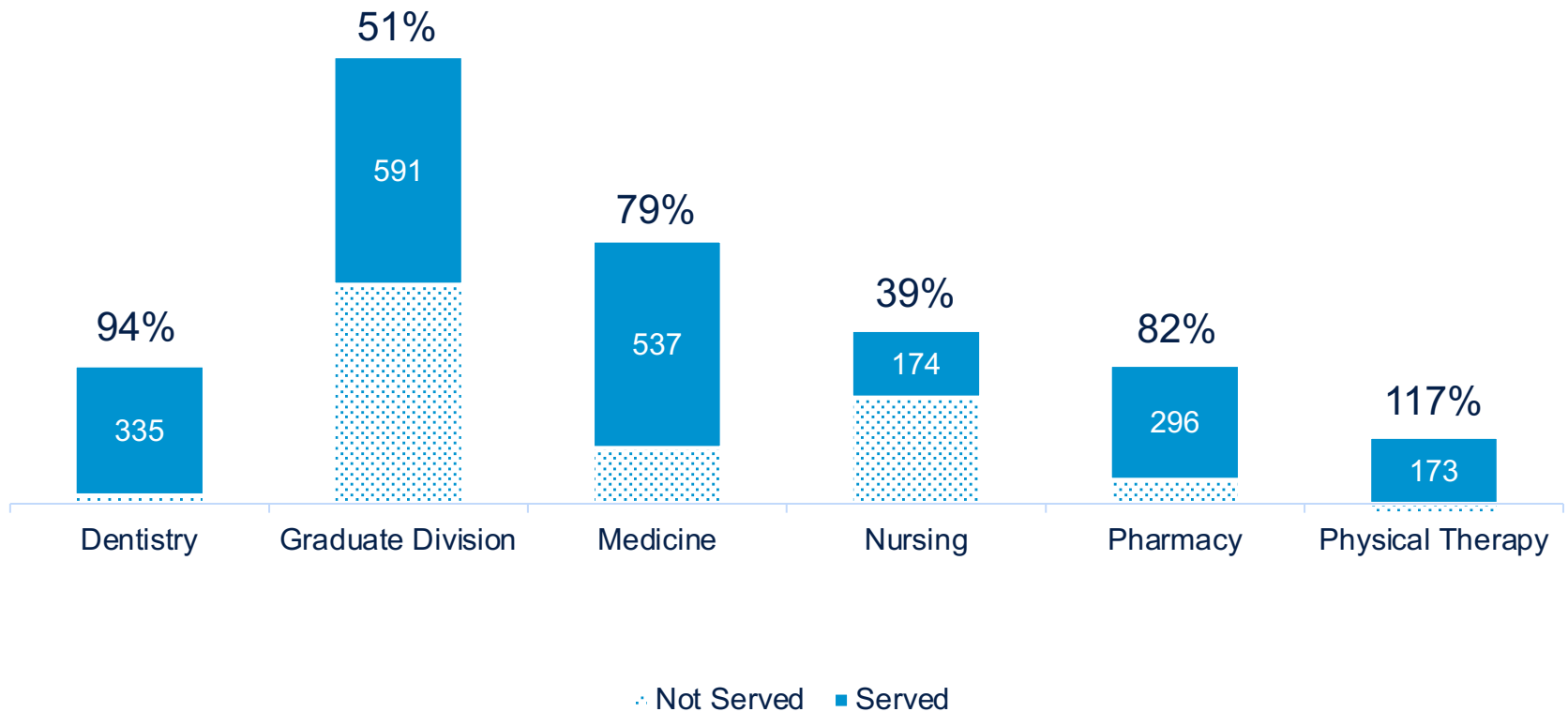
*Unique Number Served through Basic Needs Programs*



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

# Student Summary

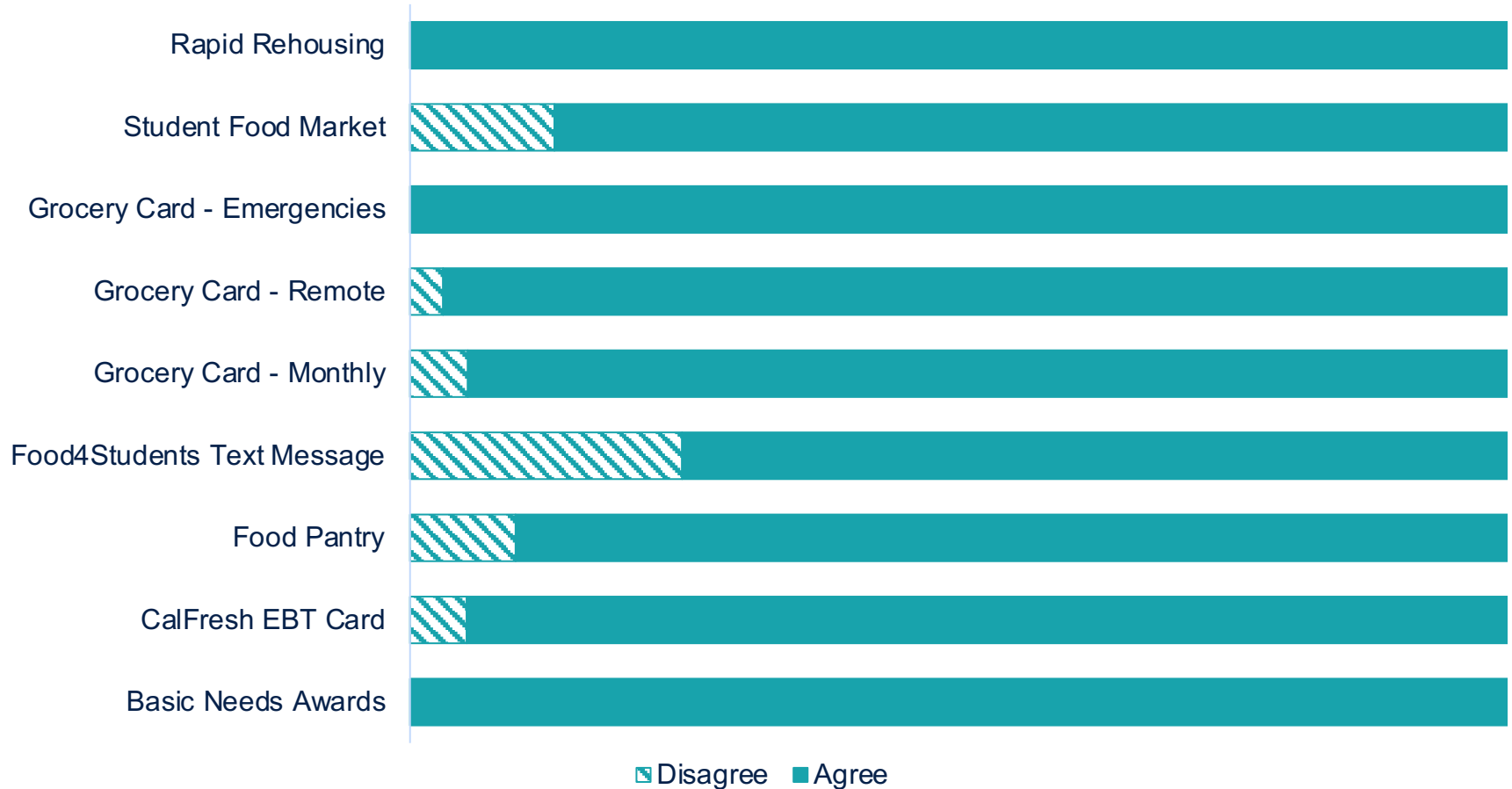
## *Unique Number of Students Served per Academic Program*



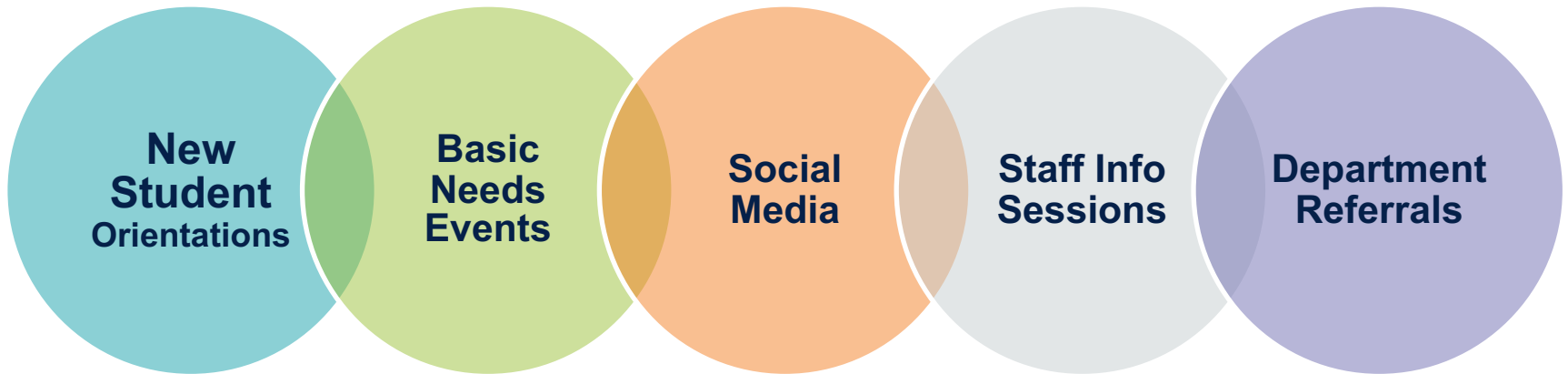
Note: Percentage of usage was determined by comparing the unique count of students from July 1-June 30 to the total enrollment numbers published by the Office of Institutional Research in November 2022. Over 100% of physical therapy were served as a result of serving graduating and incoming students during the summer months.

# Academic Performance

*Has utilizing the program helped you to stay enrolled and perform academically?*

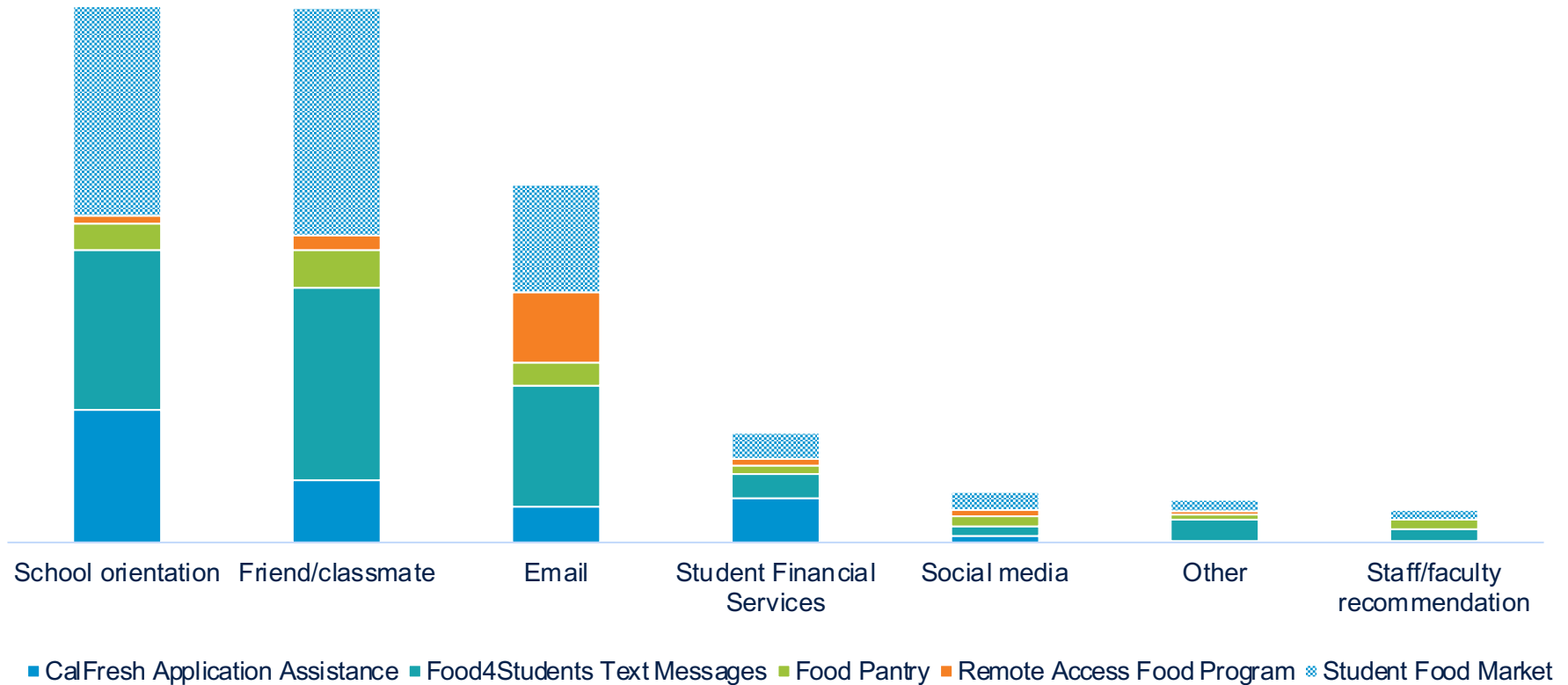


# Outreach Efforts

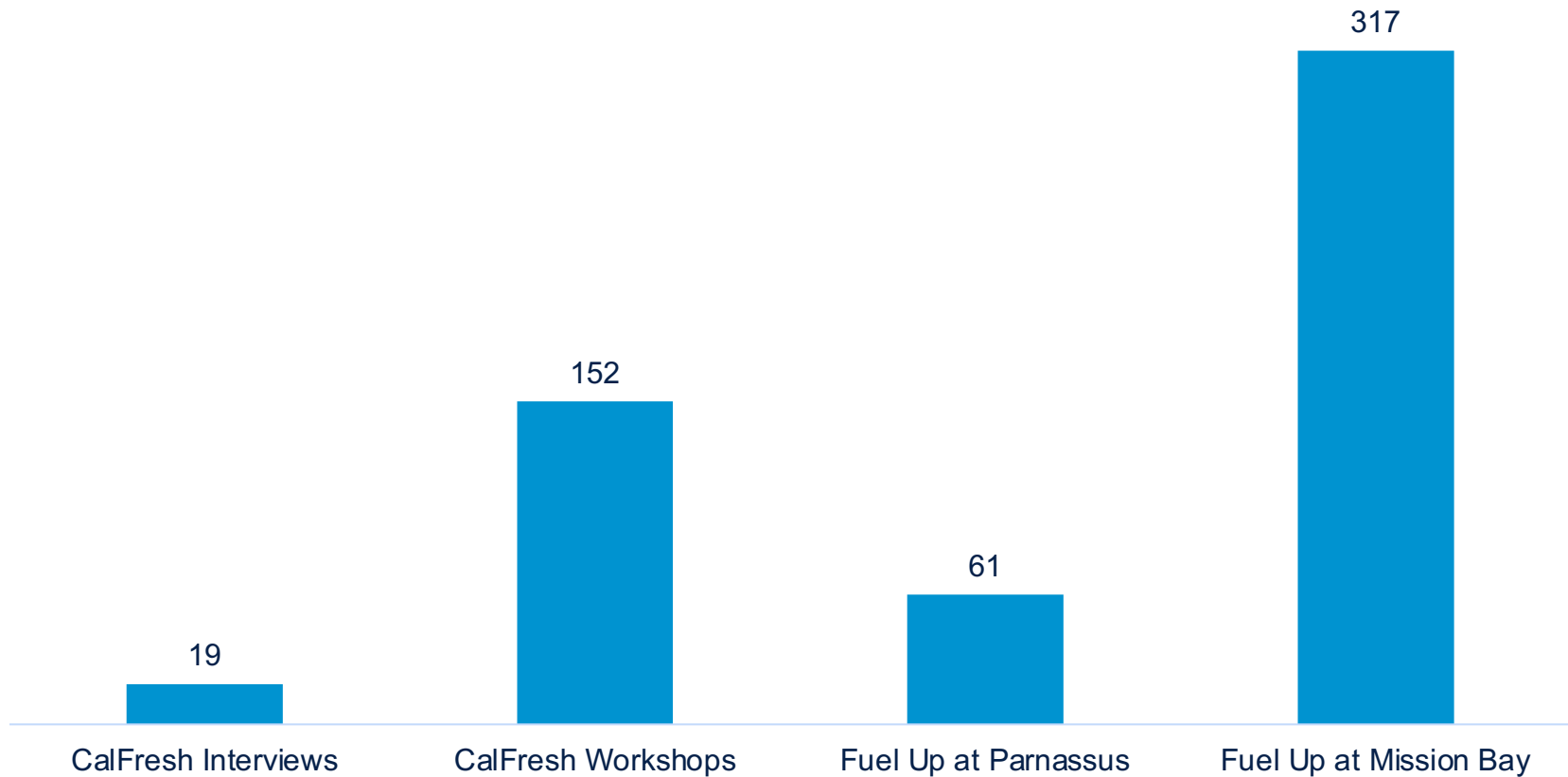


# Outreach Strategy

*How did students hear about our programs?*

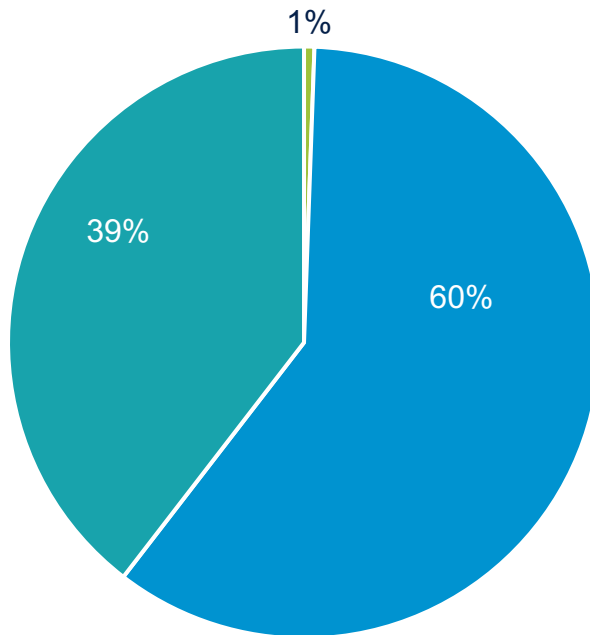


# Event Attendance



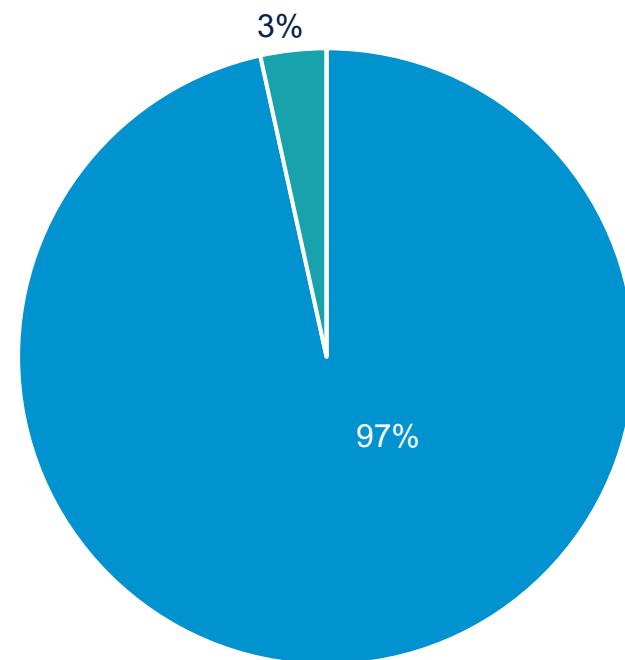
# Event Evaluations $n=177$ (32%)

## Expectations



- Did not meet expectations
- Exceeded expectations
- Met expectations

## Recommendation



- Yes
- Maybe
- No



# Event Evaluations

## *Areas of Strengths*

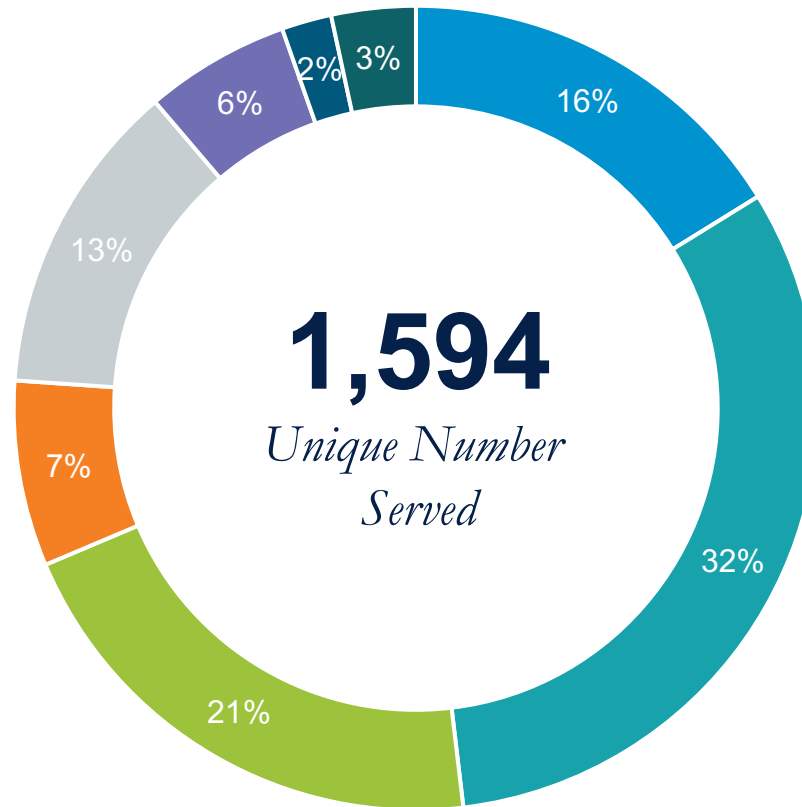
- I really like these [**Fuel Up**] events in times of exam weeks, which can be hectic and stressful. Seeing that basic needs provided food for students during this time has made me feel cared for by the school.
- No complaints, everything went pretty smoothly [at the **CalFresh Application Workshop**]. Maybe would be nice to give a more specific summary of what to expect during the interview.
- Make [**Fuel Up**] more frequent! It's great to have a one-off event that provides a lunch (and genuinely I appreciate it a lot - thank you to the organizers) but it doesn't provide any more stability to my life unless it's a regular occurrence.

## *Areas for Improvement*

- More designated time for questions [during the **CalFresh Application Workshop**]. The walk through of the website was perhaps not that necessary as most folks can navigate instructions listed in the slides. I think many people were there to have their questions answered.
- I would love to see an Out-Of-State Student Welcome and Out-Of-State Student Support events. Being an out-of-state student myself, I had some difficulty navigating through resources such as moving into California.

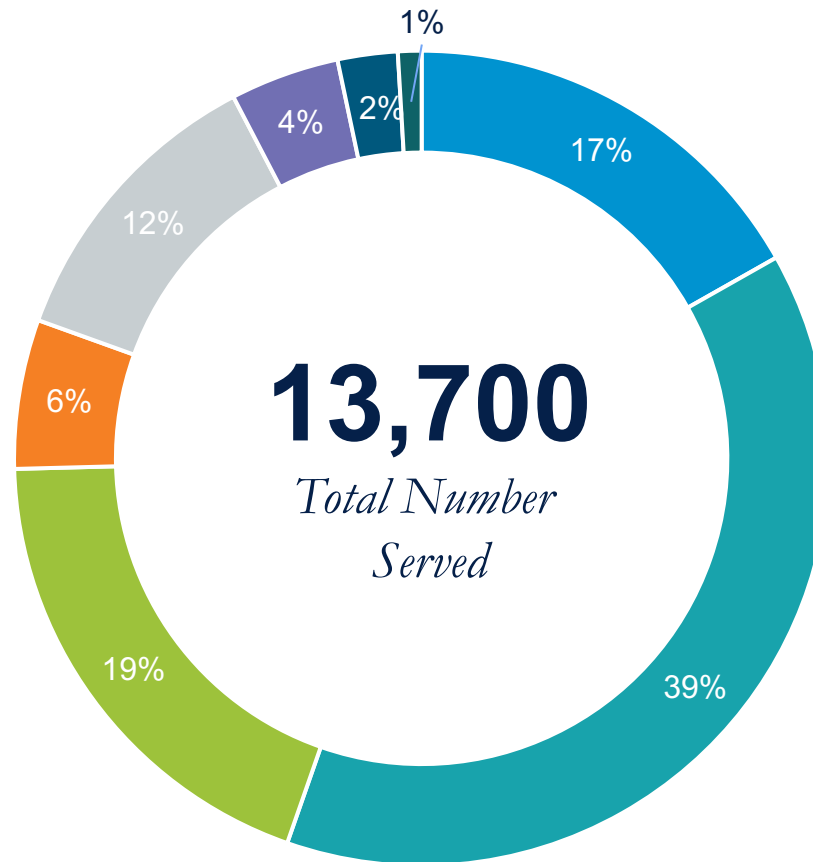


# Student Food Market



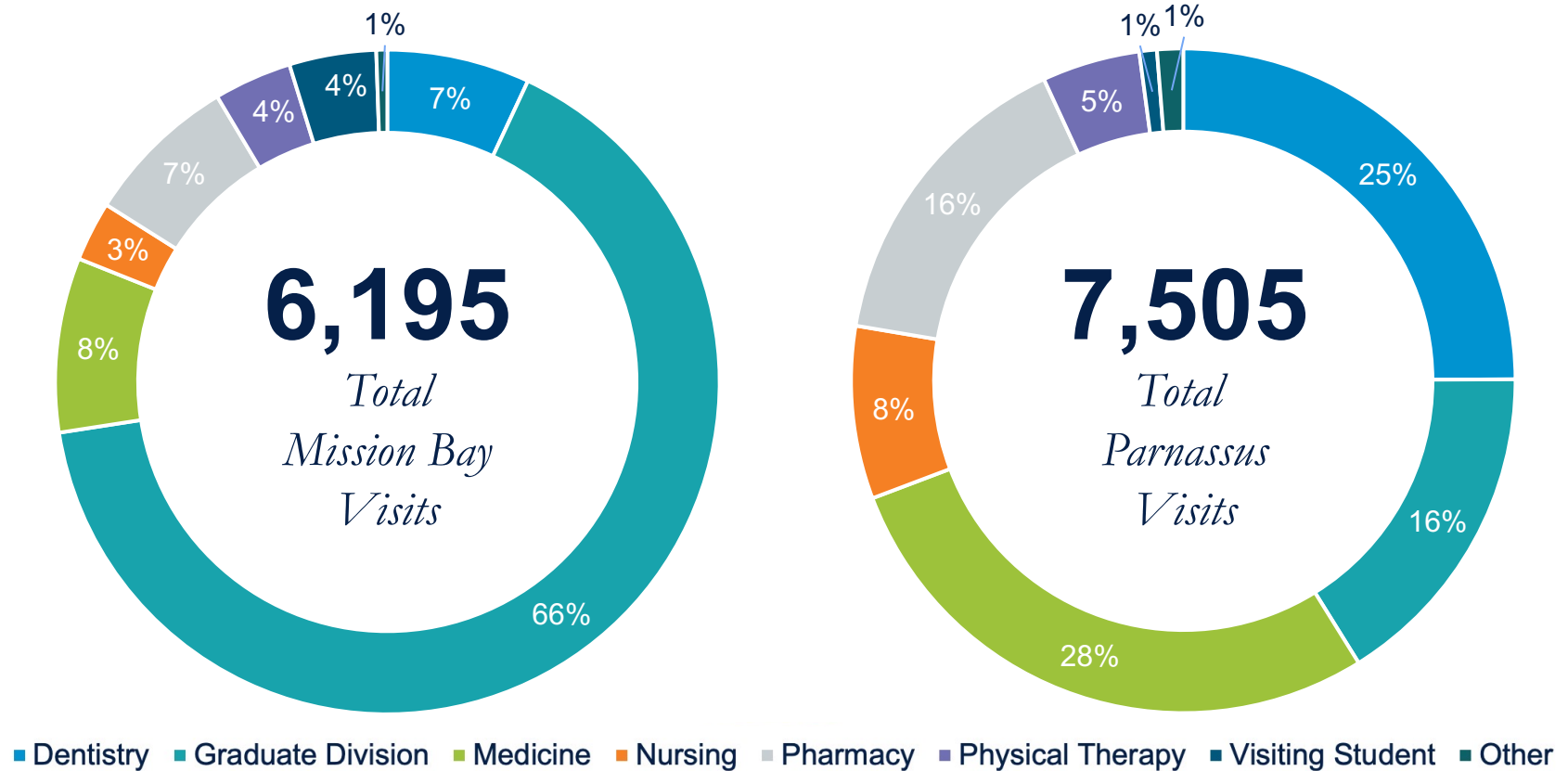
■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy ■ Visiting Student ■ Other

# Student Food Market



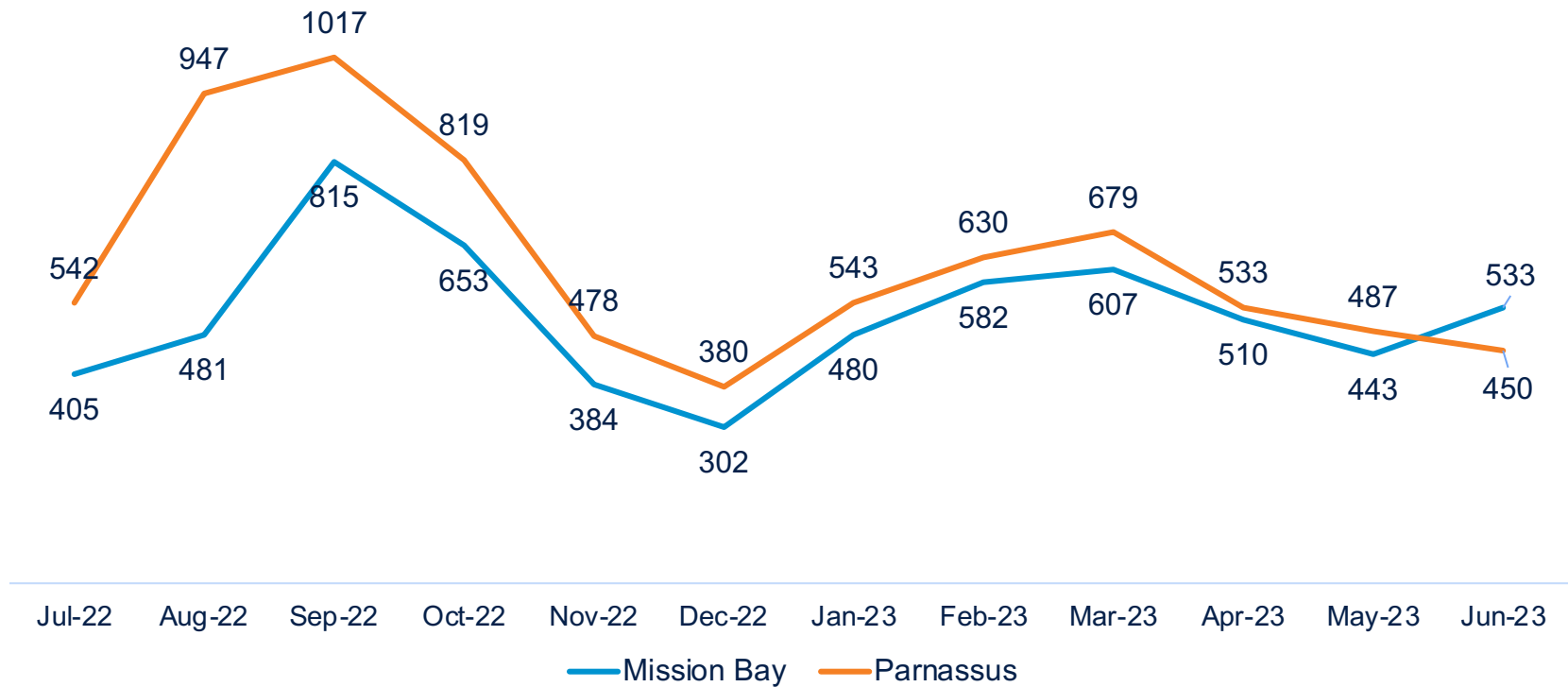
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# Student Food Market



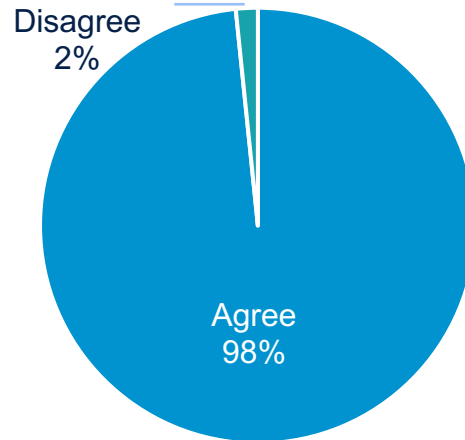
# Student Food Market

*Monthly visits per market location*

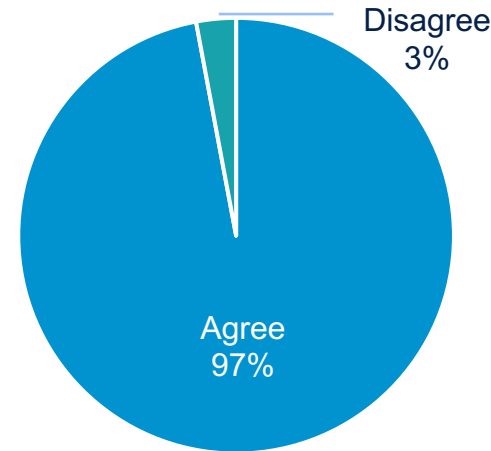


# Student Food Market Evaluations *n=373 (24%)*

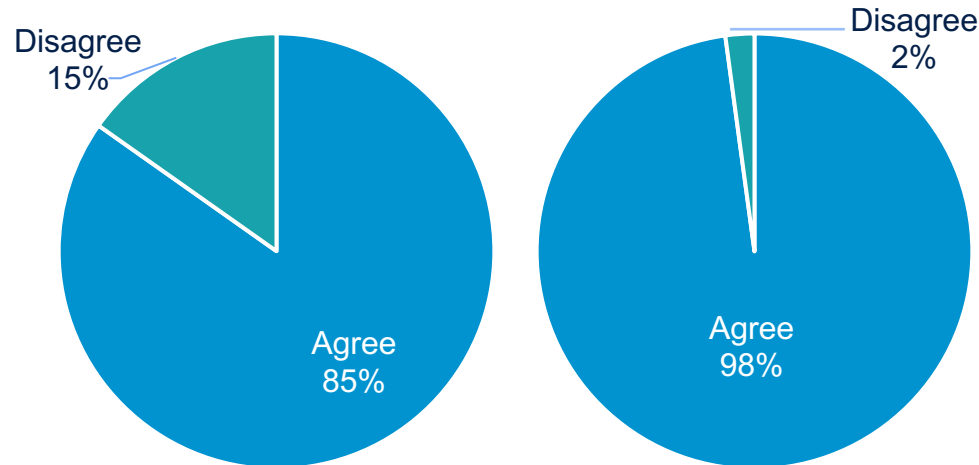
Participating in the program has made me more food secure.



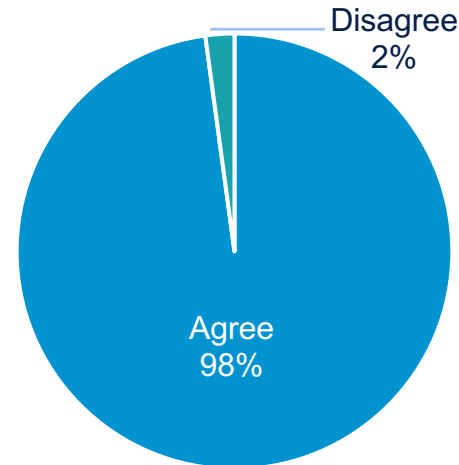
Participating in the program has reduced my food security stress.



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



I have found the program helpful.



# Student Food Market Evaluations *n=373 (24%)*

## *Areas of Strengths*



## *Areas for Improvement*





# Student Food Market Evaluations

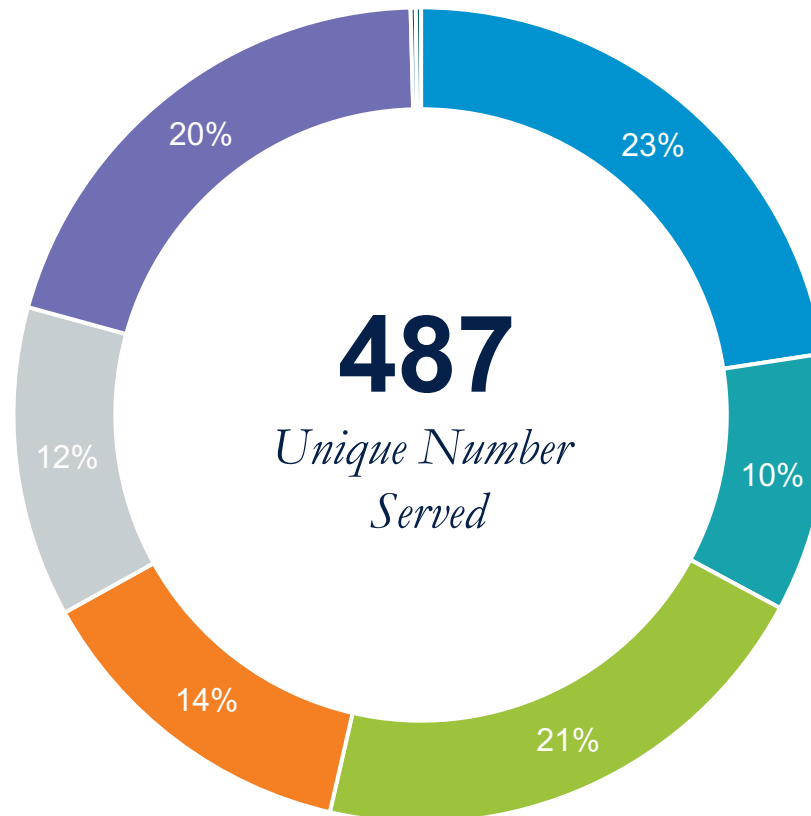
## *Areas of Strengths*

- The best part of the program is that a variety of food options and other basic needs are offered. This includes healthy foods such as fruits and vegetables as well as calorie dense foods. I also appreciate that the program provides boxes and bags if I forget my own.
- The most helpful part is how welcoming everyone is especially the people at the front desk. I am happy that this is a normalized program to have because it really does help when you need it the most.
- Since the cost of food is so high in SF, this has substantially changed the quality of my diet and feels honestly necessary for me to eat what I consider nutritious meals.
- The program provided me with healthy foods and self-care items (toilet paper, tampons, etc.) when I felt financially stressed. The program helped me eat healthier during some of the most challenging weeks in my academic career.

## *Areas for Improvement*

- The least helpful part would be the timing. I wish the market offer more time other than Thursday afternoon. Sometimes I don't have classes or clinical on Thursdays, and commuting from East Bay for pick-up would not be ideal.
- Not a lot of protein options, and vegetable options are almost the same every time. More variety will help making the cooking recipes more diverse and protein sources would be greatly appreciated.
- I do recommend making more videos with healthy meals (high in protein & low in fat)!
- When I don't arrive right when the market opens, options for fresh produce are quite reduced. I wish there was a way to show up at 5:30 p.m. and still be able to grab a tomato.

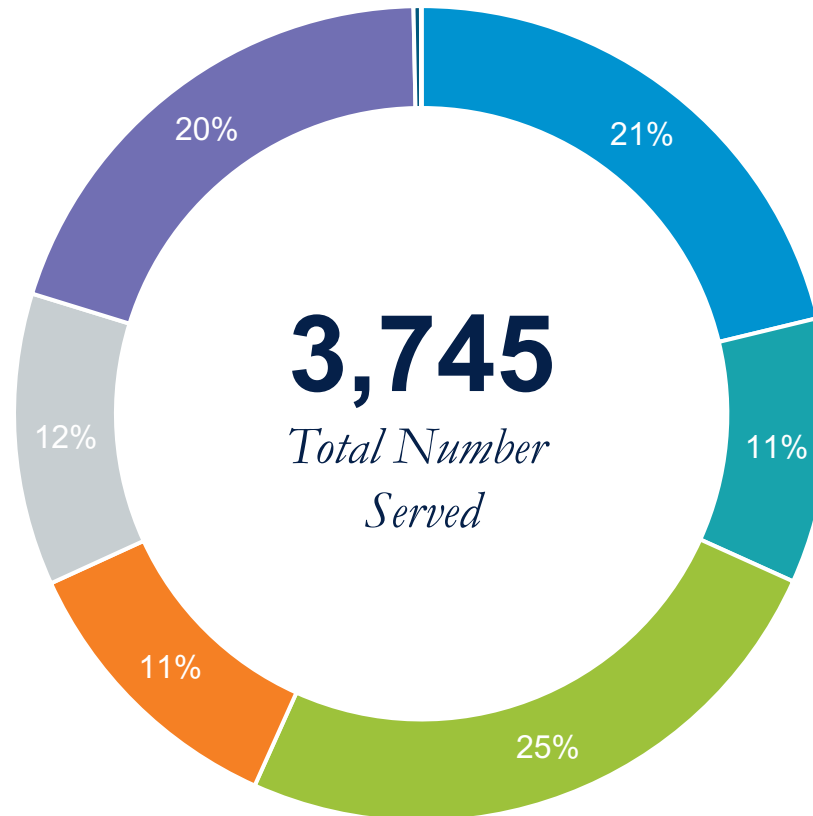
# Food Pantry



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



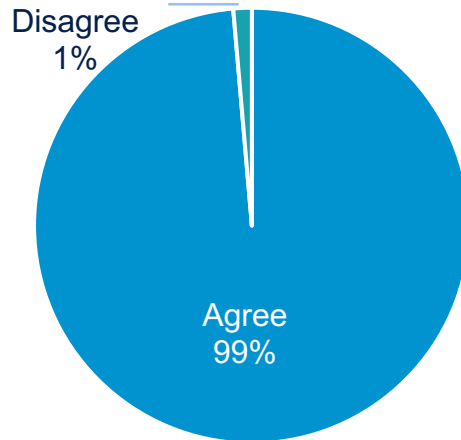
# Food Pantry



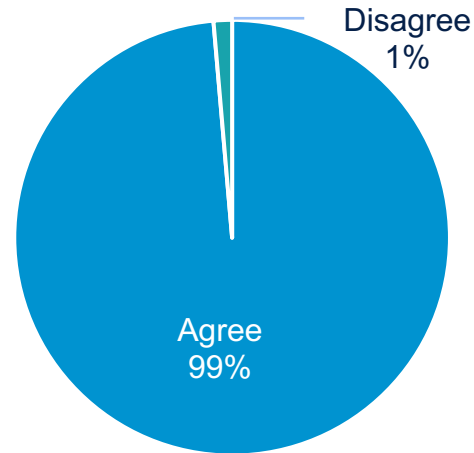
■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy ■ Visiting Student ■ Other

# Food Pantry $n=73$ (15%)

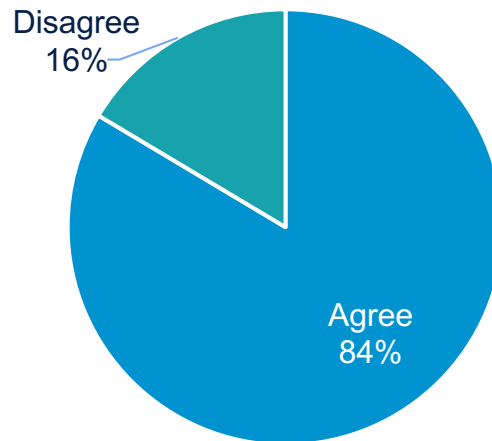
Participating in the program has made me more food secure.



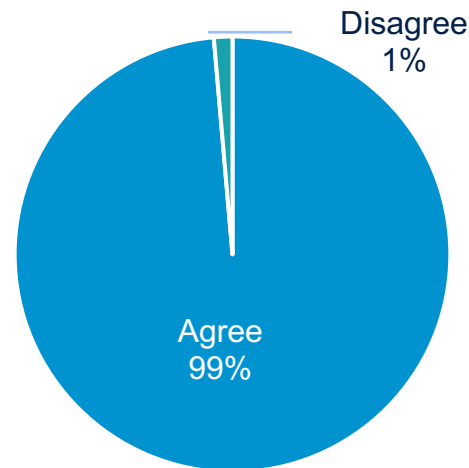
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I have eaten healthier food as a result of the program.



I have found the program helpful.





# Food Pantry

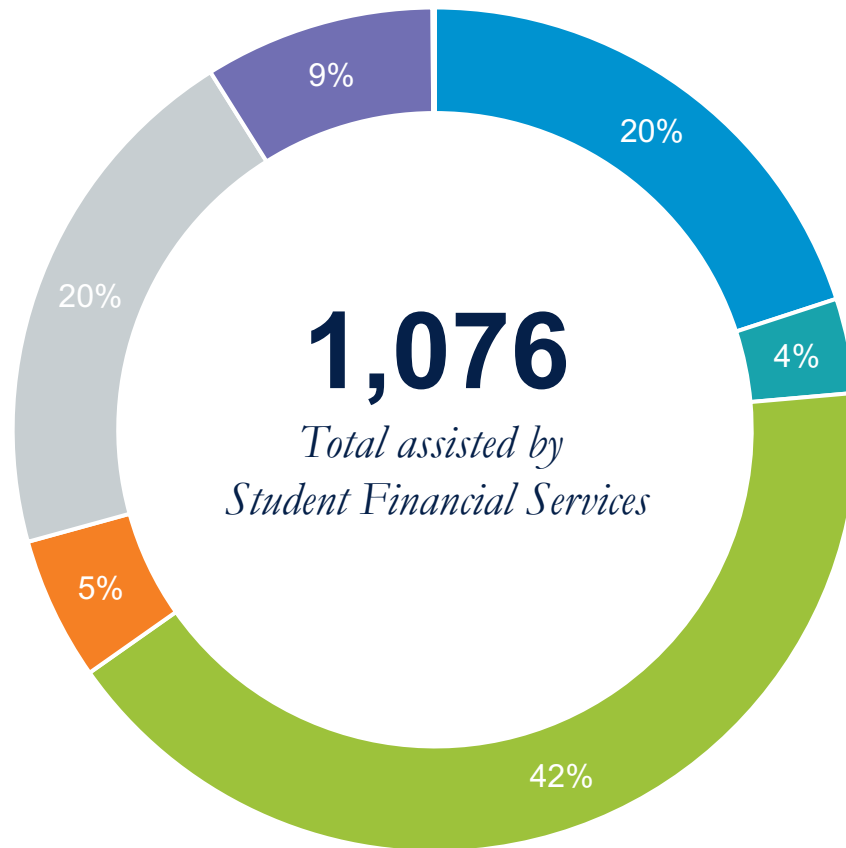
## *Areas of Strengths*

- Pads, tampons, deodorant and toilet paper being available! I can't cover them with EBT so having them at the pantry is a lifesaver.
- I really appreciated that the pantry is always stocked and available! I really felt more comfortable using it for the first time because I was allowed some privacy to choose the items that I needed. It helped me not feel judged and I felt like I could also grab the toiletries and some food. Both would have been a huge source of anxiety for me if it were not for this program. Thank you so much for having this available!
- That we can access the pantry at any time as compared to the market which is only available during a certain day and time that students may not be free.

## *Areas for Improvement*

- Harder for students living off campus to access, instead relying on Remote Access Food Program.
- The single use laundry detergent/dryer sheet packaging is a bit wasteful.
- Limited cultural food options.
- Sometimes there is only boxed or canned foods which are not healthy choices.
- Adding a survey for students every couple of weeks that allows for requests for items to stock or re-stock in the pantry.
- Sometimes the ready rice runs out and I would love if that is stocked more frequently.
- I do wish there was maybe a convenient way to request certain items [for] the pantry.

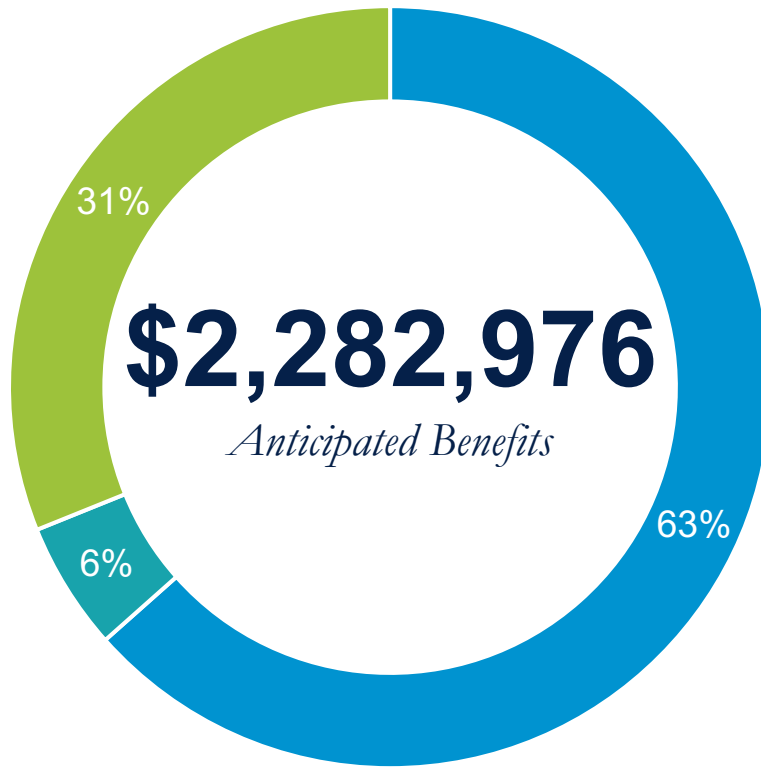
# CalFresh Application Assistance



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

# CalFresh Applications

*Application statistics for San Francisco County*



■ Approved ■ Denied ■ Pending/Other

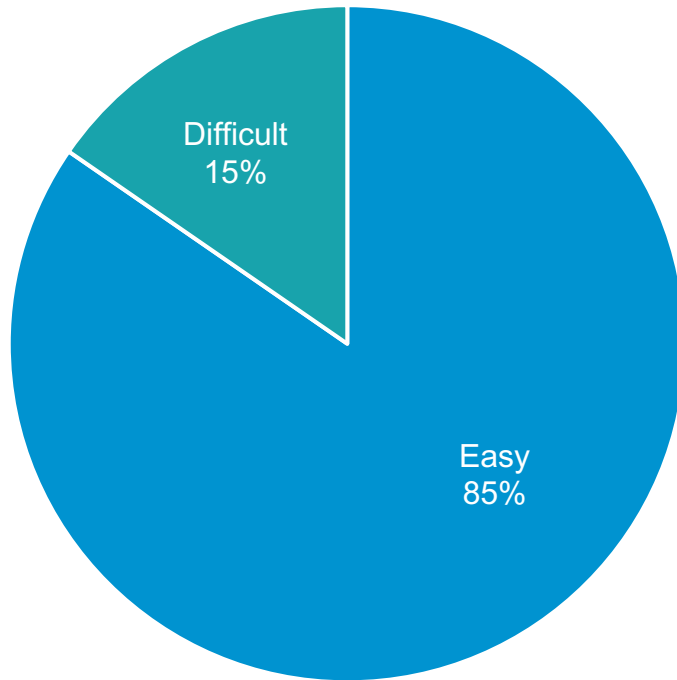


■ New ■ Renewal

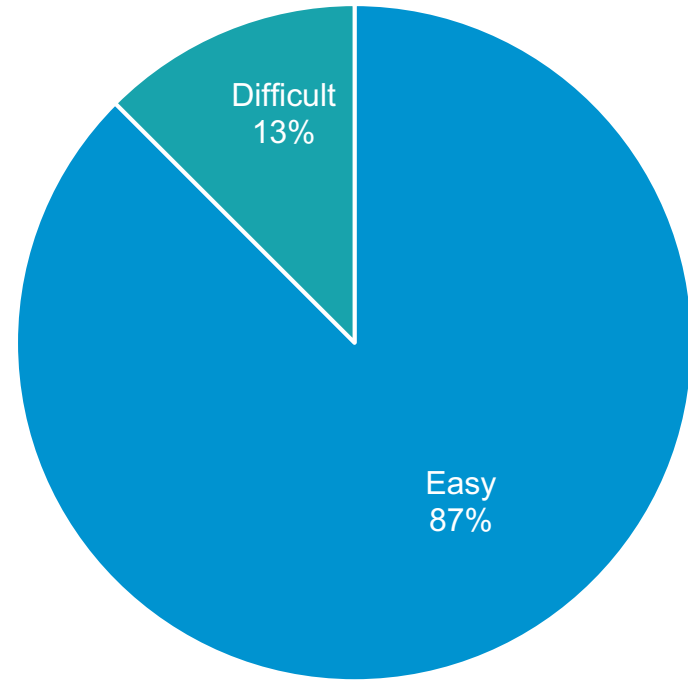
Note: Anticipated grand total of benefits by students residing in San Francisco was calculated by multiplying the monthly amount reported by OASIS of \$190,248 by 12. The anticipated amount assumes students would receive the benefits over the course of the subsequent 12 months after their application was approved.

# CalFresh Applications Evaluations *n=174 (16%)*

How would you rate your experience applying for CalFresh?

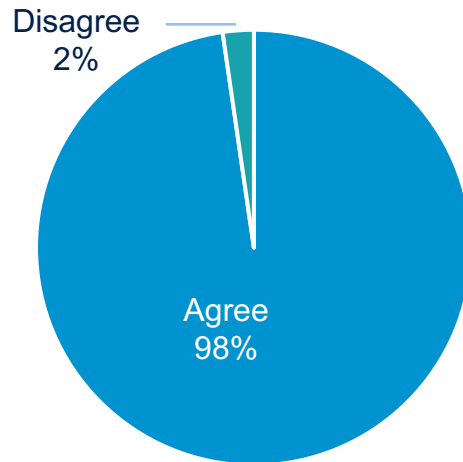


How would you rate your experience renewing CalFresh?

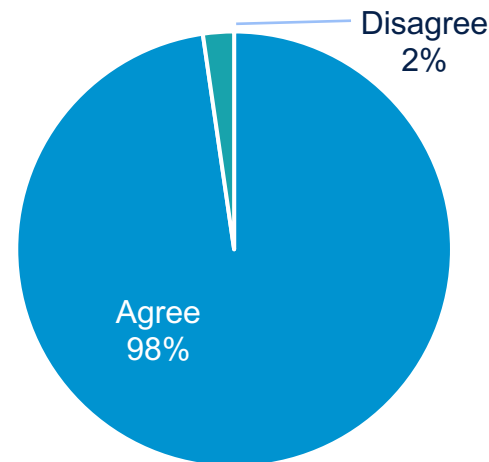


# CalFresh Applications Evaluations $n=174$ (16%)

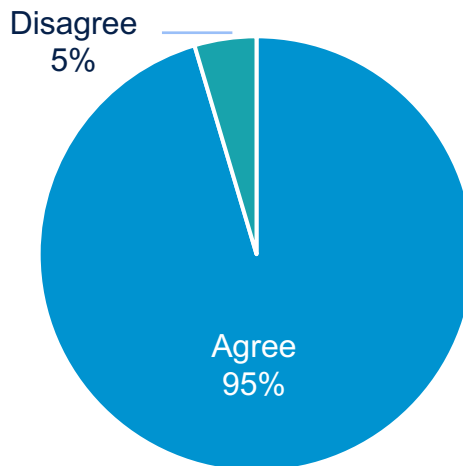
Participating in the program has made me more food secure.



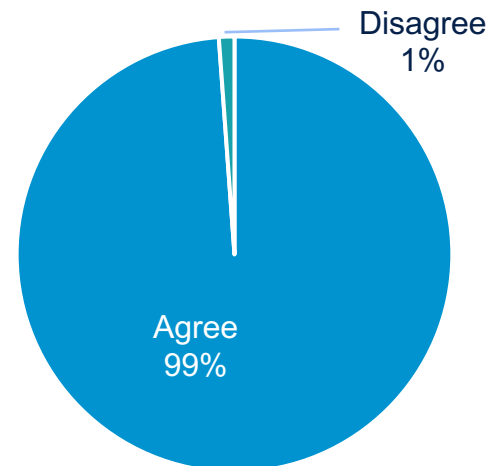
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I have eaten healthier food as a result of the program.



I have found the program helpful.





# CalFresh Evaluations

## *Areas of Strengths*

- I love having CalFresh because it saves me the stress of budgeting for food every month. Instead, I can utilize the funds I use from my part-time jobs on personal care needs!
- Extremely helpful in reducing stress regarding food funds especially since I have no current source of income as a student.
- It provides all my monthly needs! SF is more expensive than LA (where I used to receive CalFresh before) so it has been hard to even save a little bit on my card.
- CalFresh has allowed me to feel more secure in being able to pay for monthly expenditures, such as rent, school fees, or gas. Prior to receiving this aid, I was often worried about going to the store and was not able to buy the quantity of food I knew I needed.
- It's great to not feel guilty about my food purchases and choose things that are healthy for me rather than just the cheapest things. It's allowed me to take out less student loans.

## *Areas for Improvement*

- CalFresh needs to come up with a checklist of documents when it reaches renewal time for students. I often get held up and delayed because of a missing document that I never knew they needed.
- I think that having help applying is great but what really takes more help is being able to have help communicating with the county offices that often have long wait times and it can be a full-time job to get through to someone who can help if your benefits have been reduced or canceled. Also letting students know when they will need to submit more information, so they don't lose their benefits is important.
- Talk about all the other benefits you could have too (entrance to museums, Lime scooters, etc).
- I think having list of on campus places that accept EBT and a list of the foods that are covered under EBT [would be helpful].



# Student Awards



## Basic Needs Awards

\$20,000

\$349 to \$3,600

13 students



## Grocery Cards

\$135,750

\$100 to \$500 *per card*

166 students



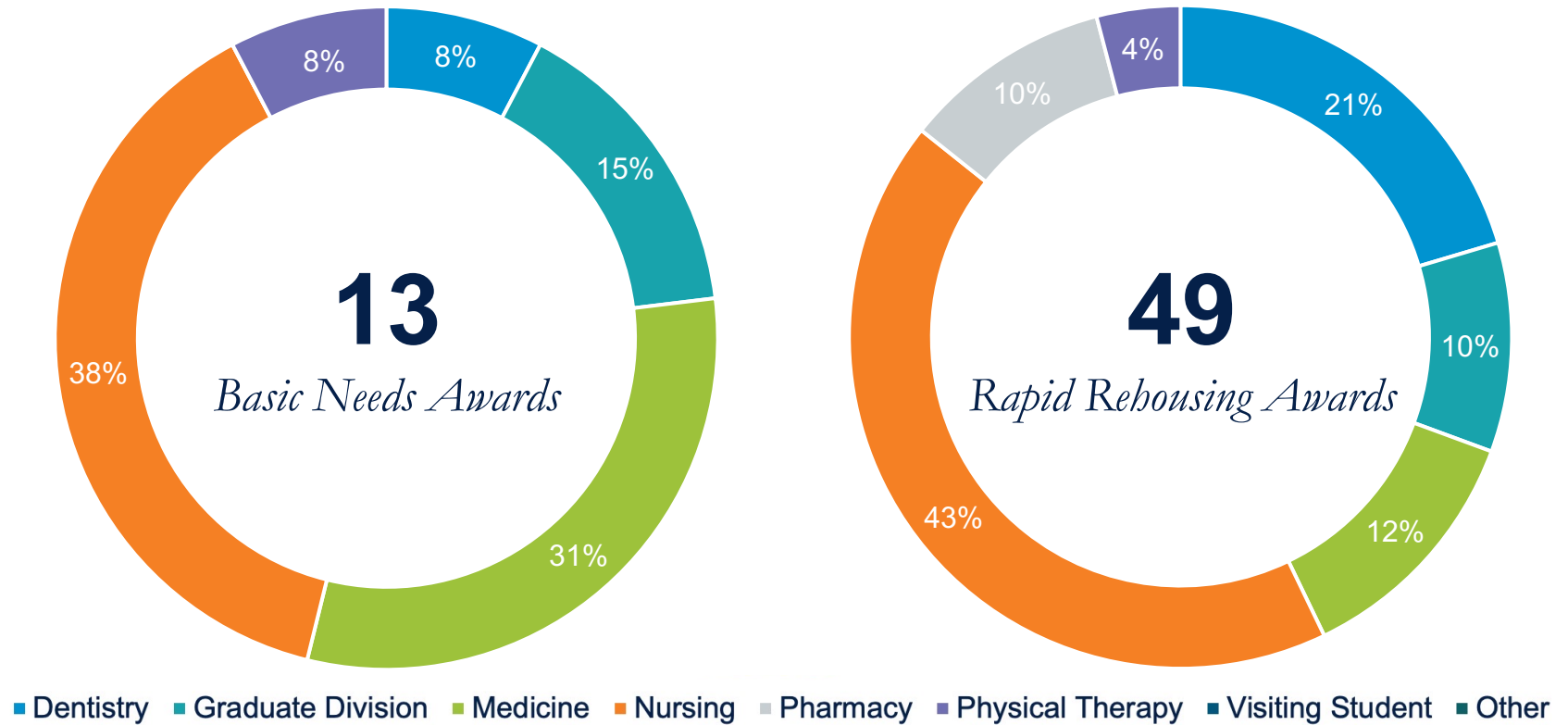
## Rapid Rehousing Awards

\$135,000

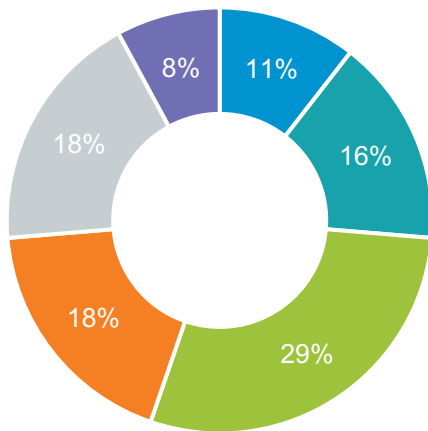
\$456 to \$3,600

49 students

# Student Awards

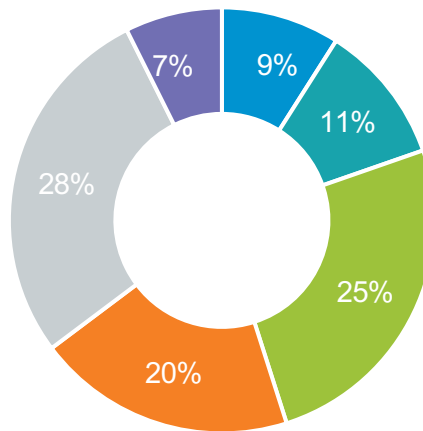


# Grocery Cards



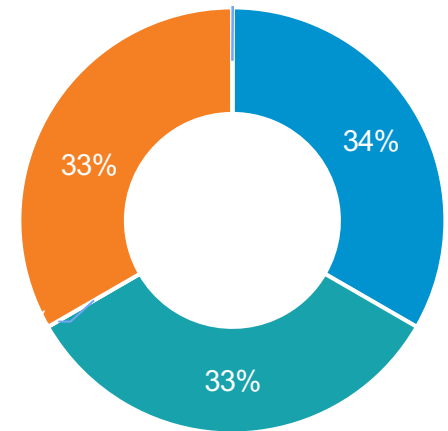
**38**

*Monthly  
Grocery Cards*



**122**

*Remote Access  
Food Program*



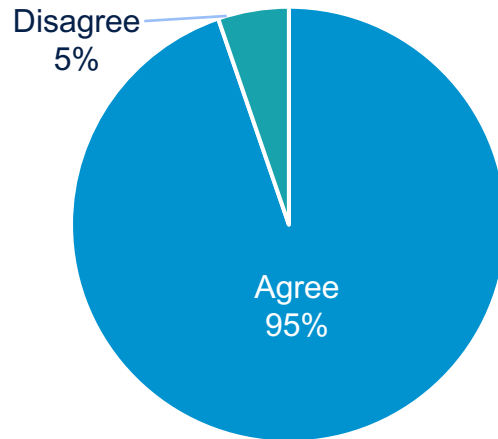
**6**

*Emergency  
Grocery Cards*

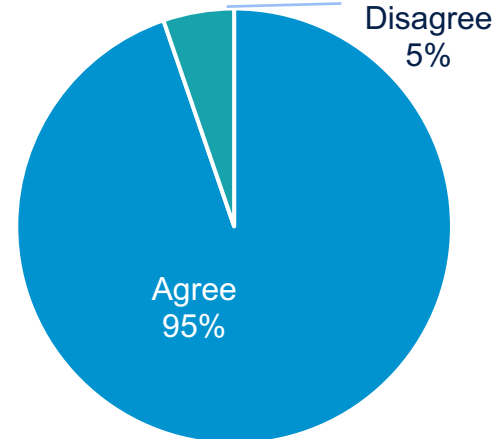
■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy ■ Visiting Student ■ Other

# Monthly Grocery Cards Evaluations *n=19 (50%)*

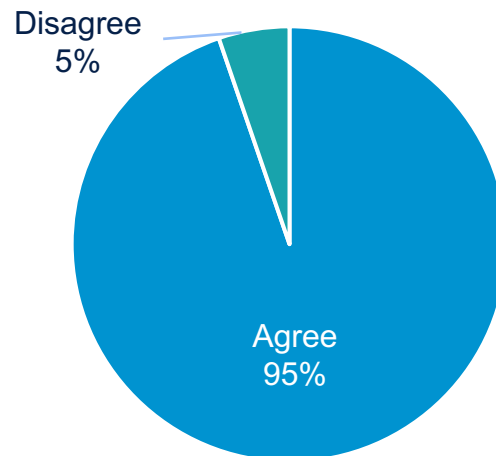
Participating in the program has made me more food secure.



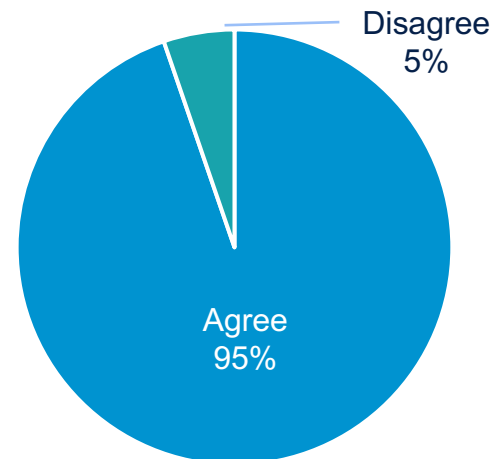
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I have found the program helpful.





# Monthly Grocery Cards Evaluations

## *Areas of Strengths*

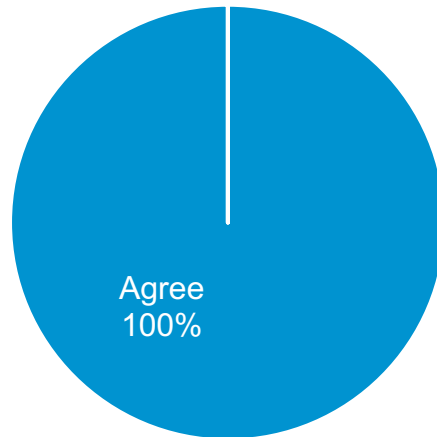
- Having a monthly resource to purchase my monthly groceries, and not feeling too limited to make weekly meals. This has helped tremendously to not worry about food, and put all my focus into my studies. Not qualifying for EBT as I moved out for the first time and no longer working was worrisome, but this program has made my experience that much better.
- This has been the number one resource for my food security, it really makes me feel so supported by the university as someone ineligible for EBT.
- Scheduled monthly meal vouchers really helped my grocery planning. I also really appreciated the communication and clear guidelines.

## *Areas for Improvement*

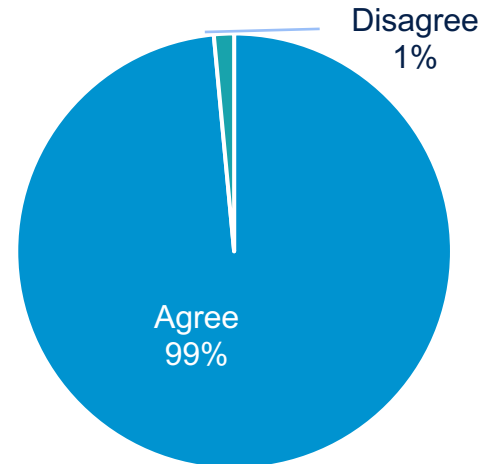
- Limited store options, limited access to cultural food options.
- Wasn't able to get new cards after the cards were lost in mail.
- Emailing the confirmation could sometimes be stressful, but it is a small price to pay!
- Potentially having a wider option in terms of [grocery] cards.

# Remote Access Program Evaluations *n=67 (55%)*

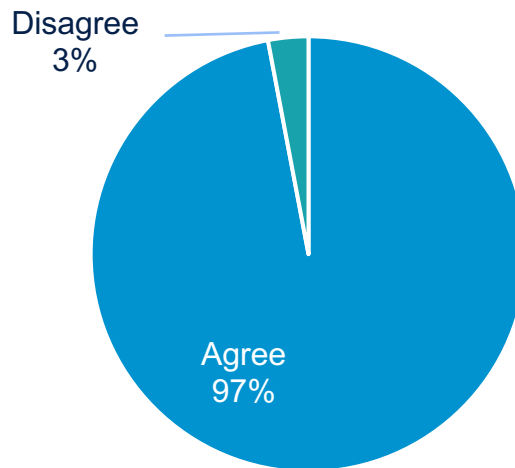
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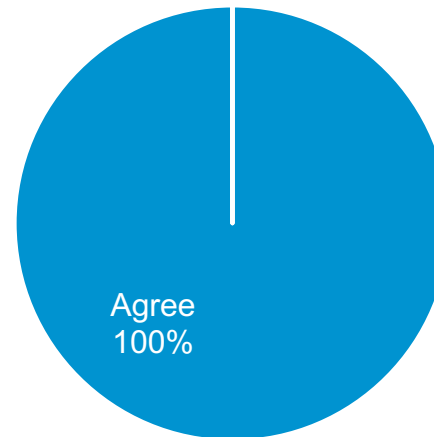
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# Remote Access Program Evaluations

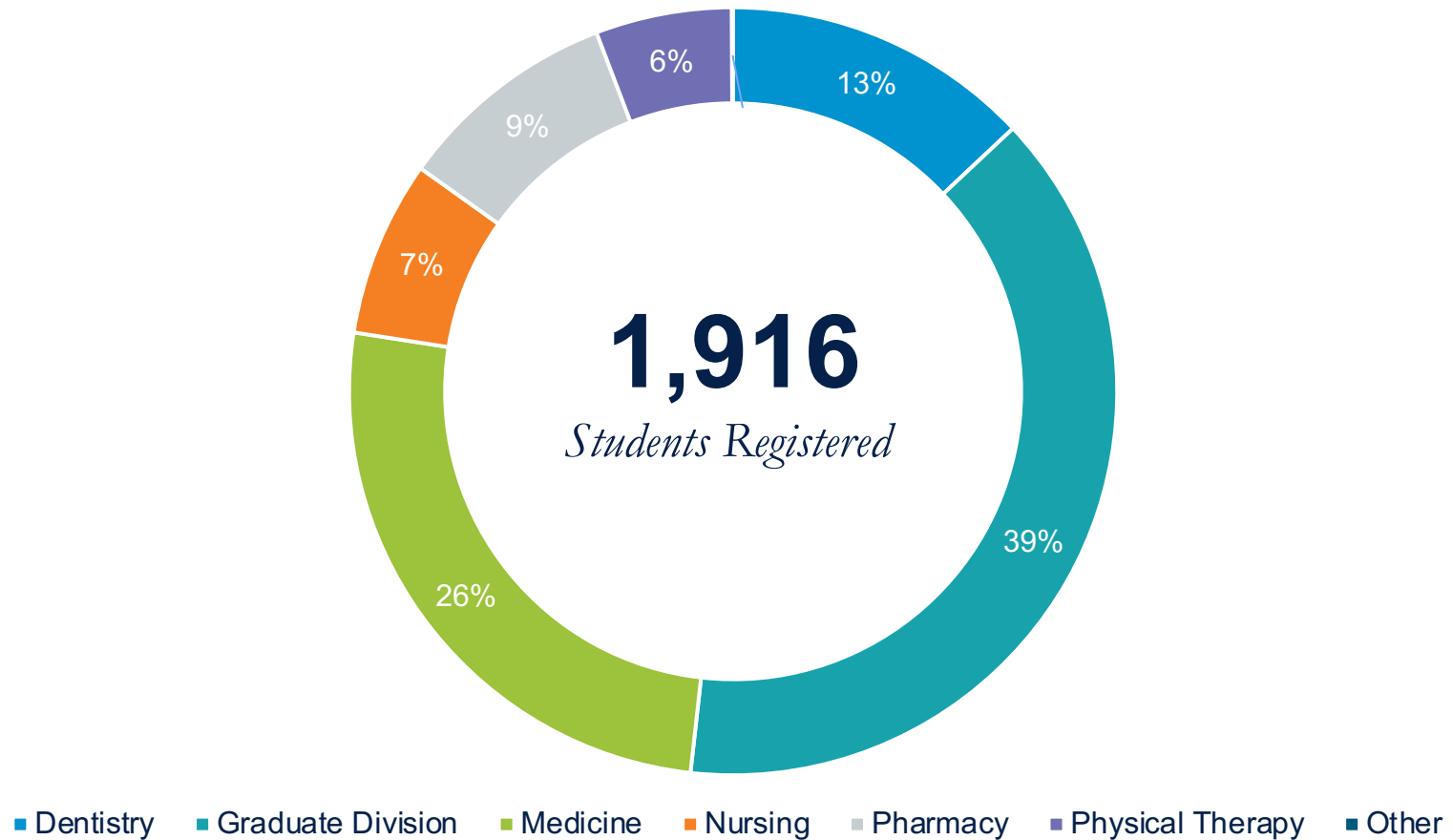
## *Areas of Strengths*

- It was one of the reason I never stayed hungry. It was very convenient for me to attend my classes/clinics and not to get worried about groceries. I am more than happy to be part UCSF. I feel blessed.
- As a commuter, I find it difficult to go to the Student Market on Thursdays, so this has been a huge help in meeting my basic needs. I'm very grateful for UCSF Basic Needs for sending me a card for groceries!
- Being able to access Costco foods in bulk which are a lot more cost effective. I feel like I have been eating a lot healthier thanks to the program.
- Being able to have support for purchasing food when on rotations away from San Francisco.
- I love how we get food assistance even though we are out on clinicals.

## *Areas for Improvement*

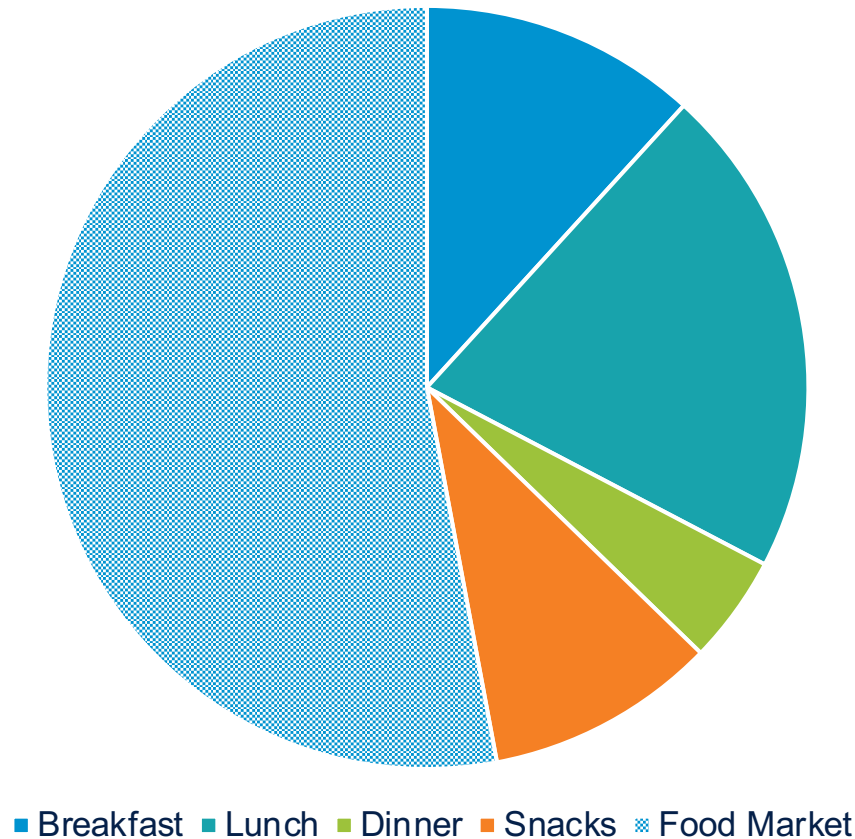
- It did not seem like the program was advertised to students much. Since the window to apply was narrow, if I had not followed information about the basic needs programs routinely, I may have missed this opportunity.
- It would be nice to be able to get these more often instead of just once. Also, would be nice to be able to mix and match to different stores.
- This wasn't necessarily the least helpful, but picking up the grocery card from just one location at the UCSF campus was a little difficult given I had already moved to Southern California for rotations. If there could be an online gift card in the future it would be helpful for students away from the Bay area.

# Food4Students Text Message





# Food4Students Text Message



**61%**

of student body  
signed up

**152**

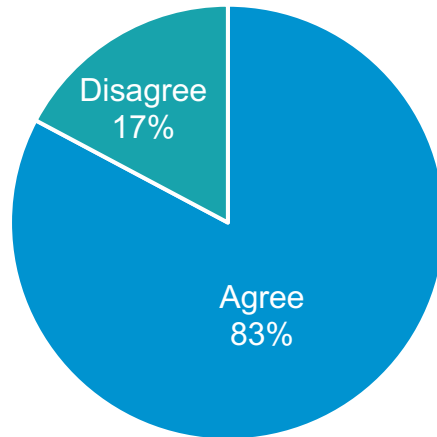
texts messages sent  
July 1-June 30

**55**

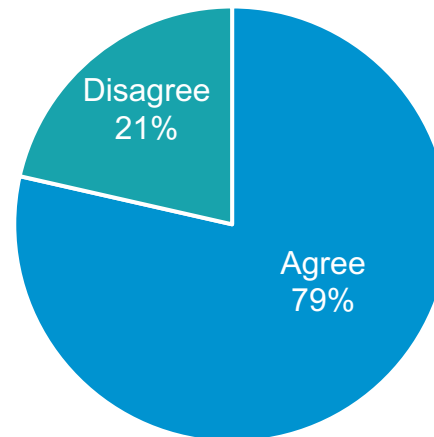
campus partner  
food providers

# Food4Students Evaluations *n=331 (17%)*

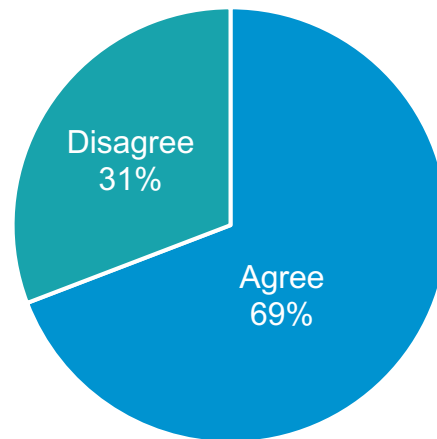
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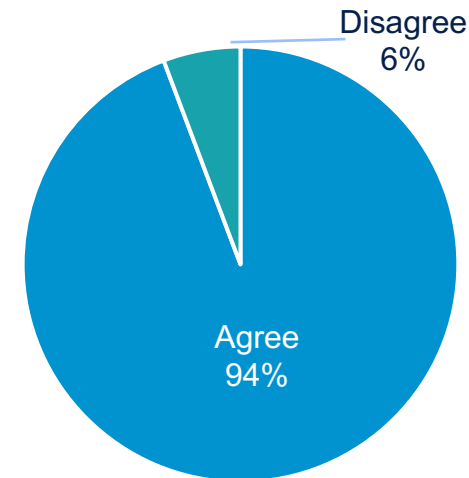
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# Food4Students Evaluations

## *Areas of Strengths*

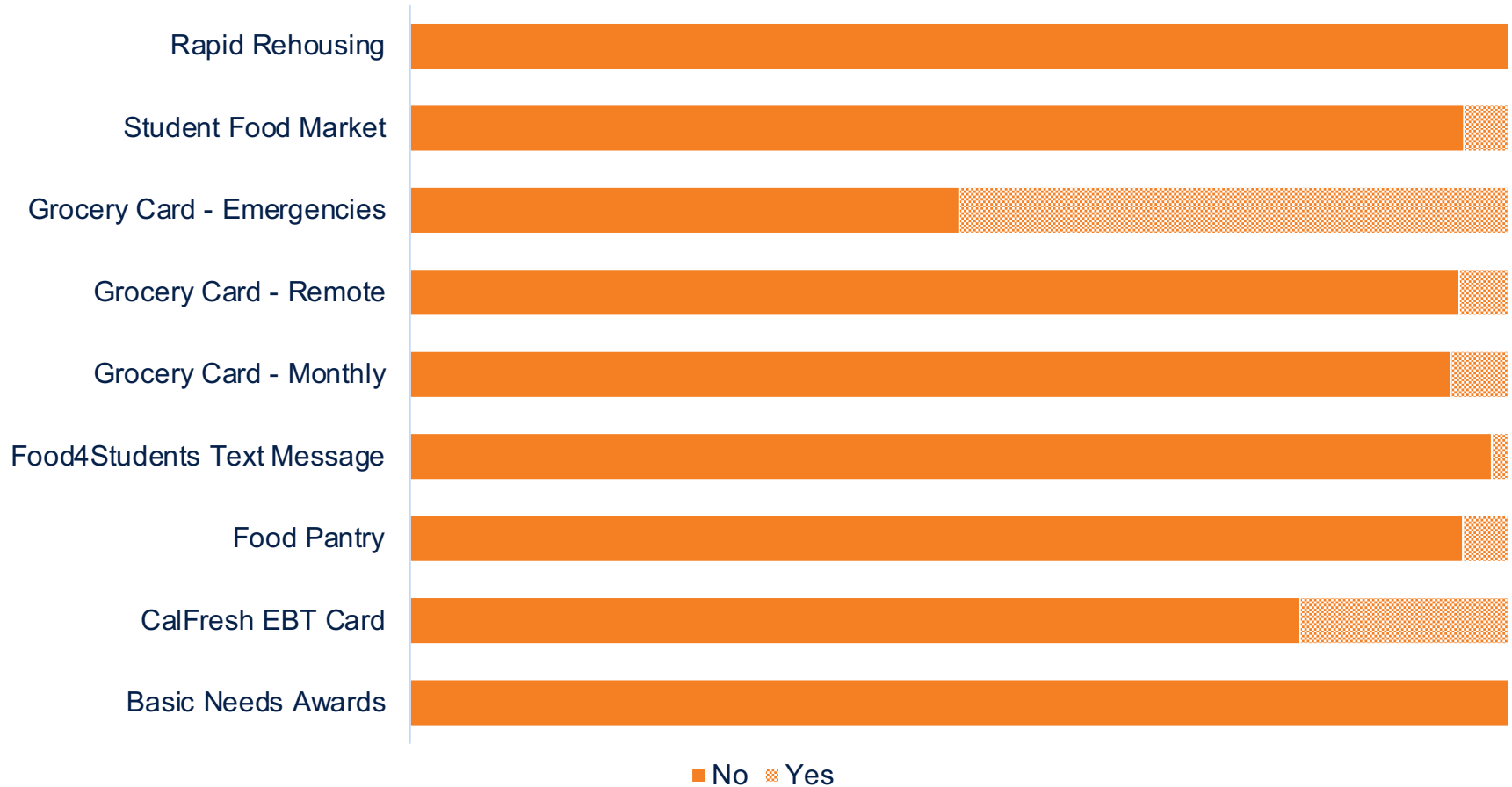
- Getting the texts straight to my phone is much faster than seeing a post on social media or email.
- I appreciate that this helps reduce food waste and redistributes food to people who need it.
- It's really helpful to get free food whenever there's food leftover from an event!
- Access to free food helps reduce my financial and time resources put into getting food for myself.
- Knowing it's there! I sometimes struggle with keeping mealtimes consistent and having a good relationship with food, so the encouragement alone is helpful for me!

## *Areas for Improvement*

- Less frequent messages recently, but that's most likely because there are less programs serving food post-Covid restrictions.
- The time limit for arriving after receiving the text is too short.
- The fact that there's no text afterwards to say that there's no more food being given out because we're left wondering if we should still go to the place to see if there's food left.
- The least helpful part of the program is the fact that everyone is racing to get their piece of the food. They usually have limited supply of food to provide. Also, not much texts have been provided for free food across campus.

# Stigma

*Do students feel any stigma using the following programs?*





# Stigma Feedback

## *Areas for Improvements*

### ***CalFresh EBT Card***

- I think since the card is so distinctive it is hard not to be able to hide it but I felt talked down to when I used it to checkout so I am not sure what can be done but the stigma is there.

### ***Emergency Grocery Card***

- I just felt like I had to beg and plead for help. It was pretty dehumanizing.

### ***Student Food Market***

- We are so underpaid that we have to rely on our employer giving us food from the food bank. Furthermore, the weekly food market was listed as an event for graduate student appreciation week, which was extremely demeaning and insulting.

### ***Food Pantry***

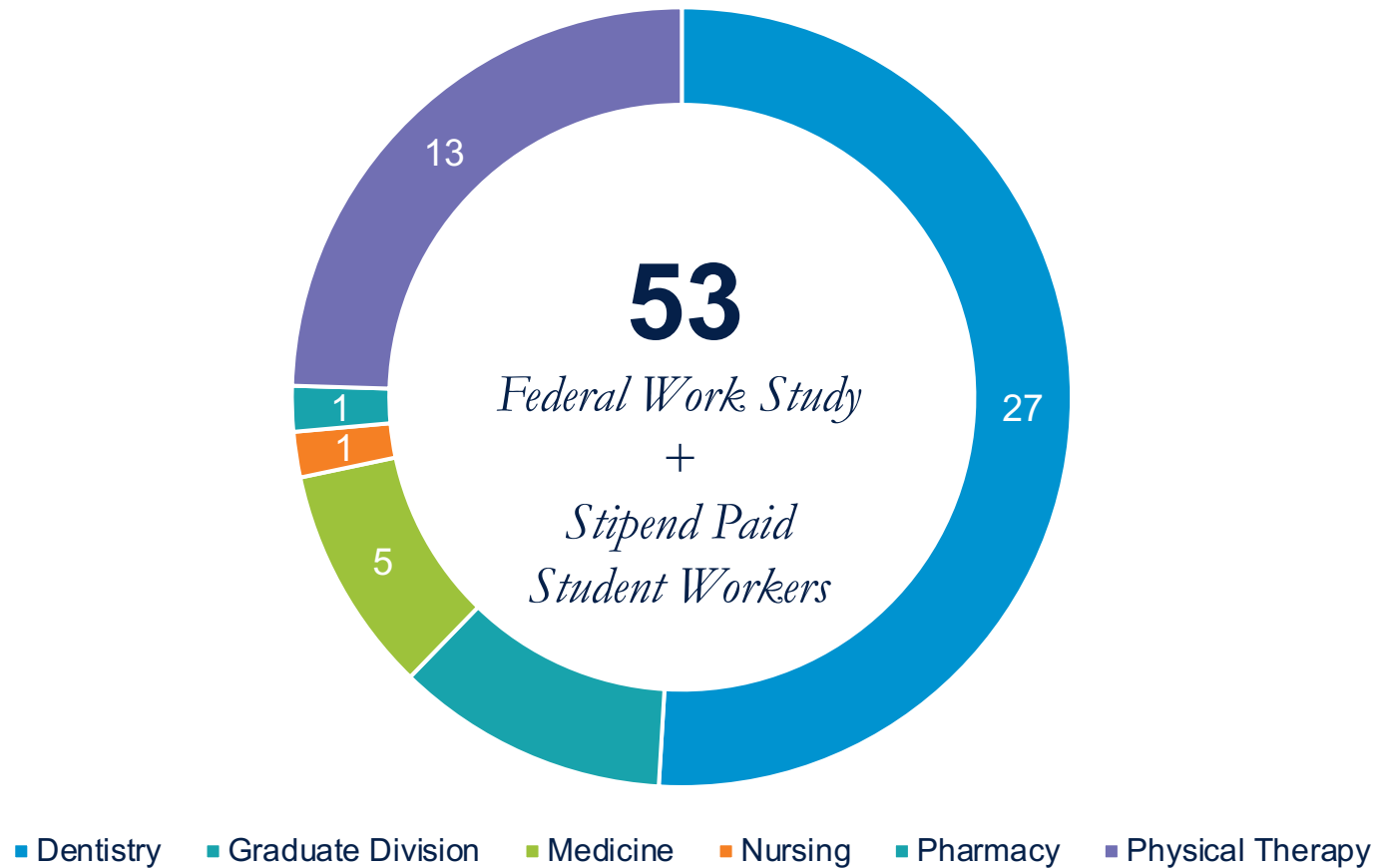
- I honestly didn't think much about this until very recently when a classmate made a belittling comment to her friend who was about to go grab a snack at the pantry. This comment just made me a bit uncomfortable because the pantry is a resource for students and if I am paying thousands of dollars to the school, I think it only makes sense to utilize all the resources provided by the school.

### ***Remote Access Food Program***

- Other students were surprised to hear that I had applied for the program. In their minds there is a mental block of what food insecurity looks like and what type of people should be applying to the program. I think it would help for students to be made aware that this is a program to help students feel secure and that it doesn't hurt to apply rather than a fail safe for someone who is already desperately struggling. Other students I spoke with felt guilty like they'd be taking away help from someone who needed it more if they had applied.

# Student Workers

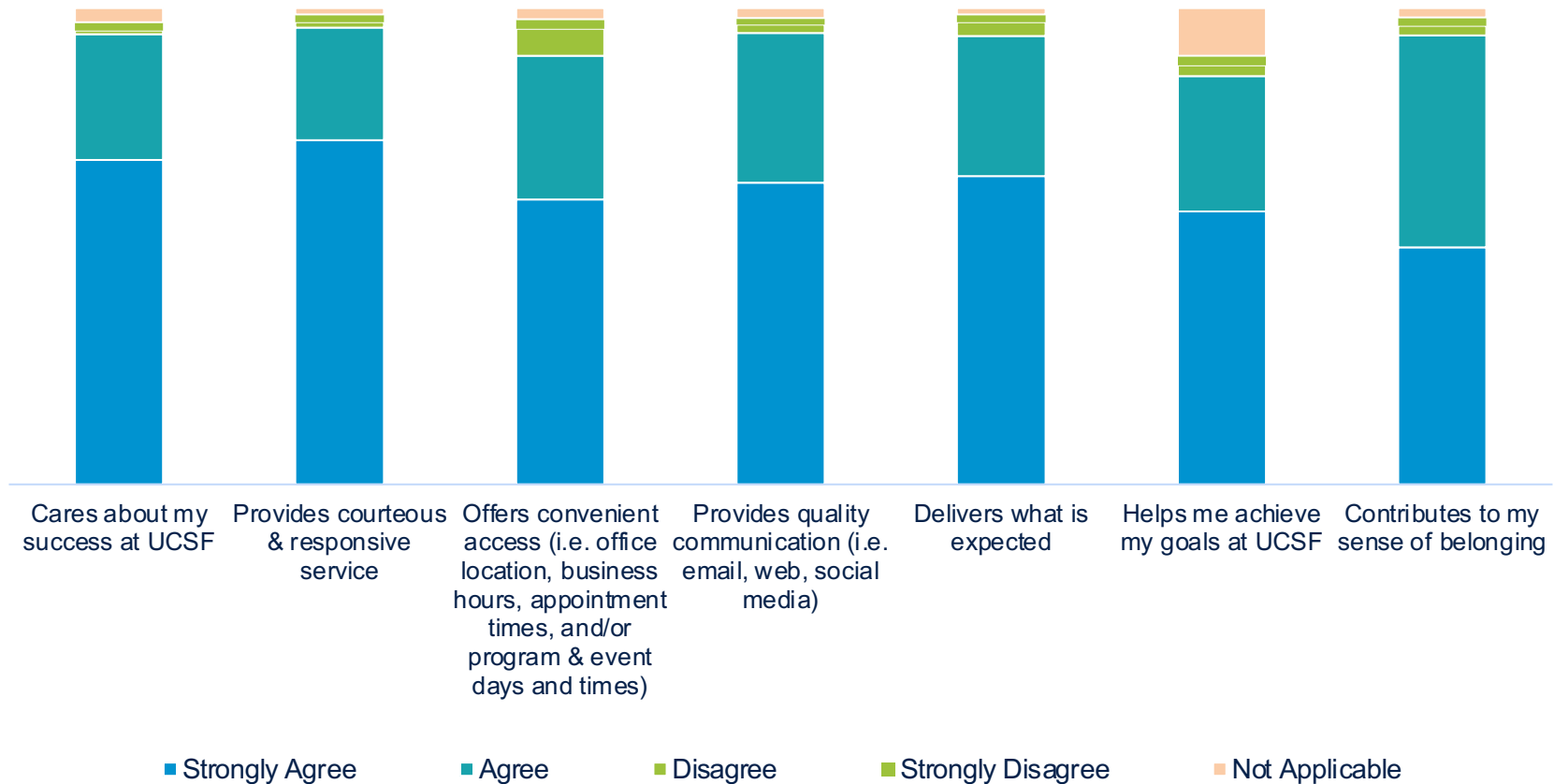
*Federal work study and stipend paid students dedicated to supporting Basic Needs*



# UCSF Student Services Survey

# Program Overall Evaluation $n=430$

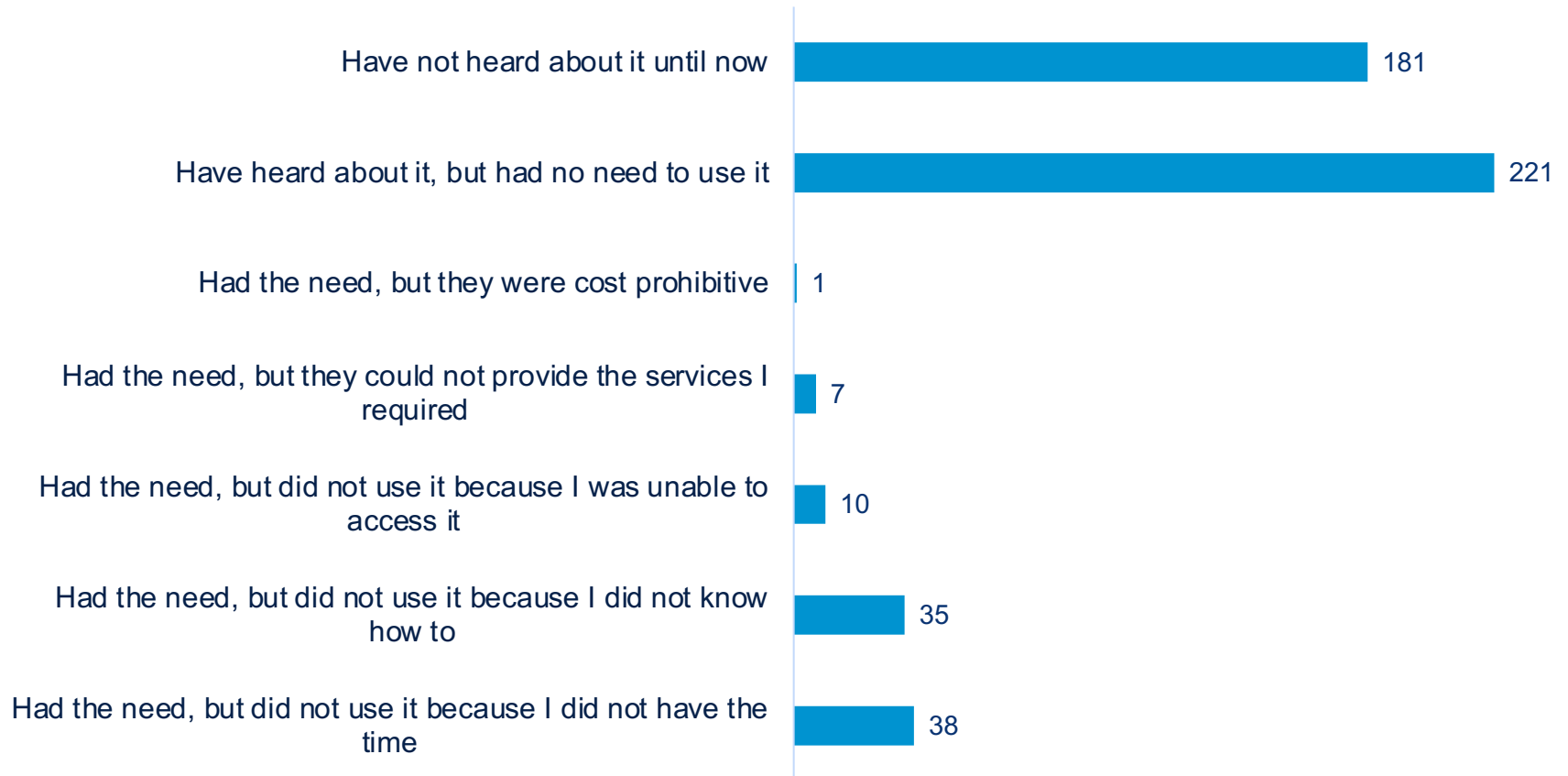
*Based on feedback from the 2022 UCSF Student Services Survey*





# Program Overall Evaluation $n=493$

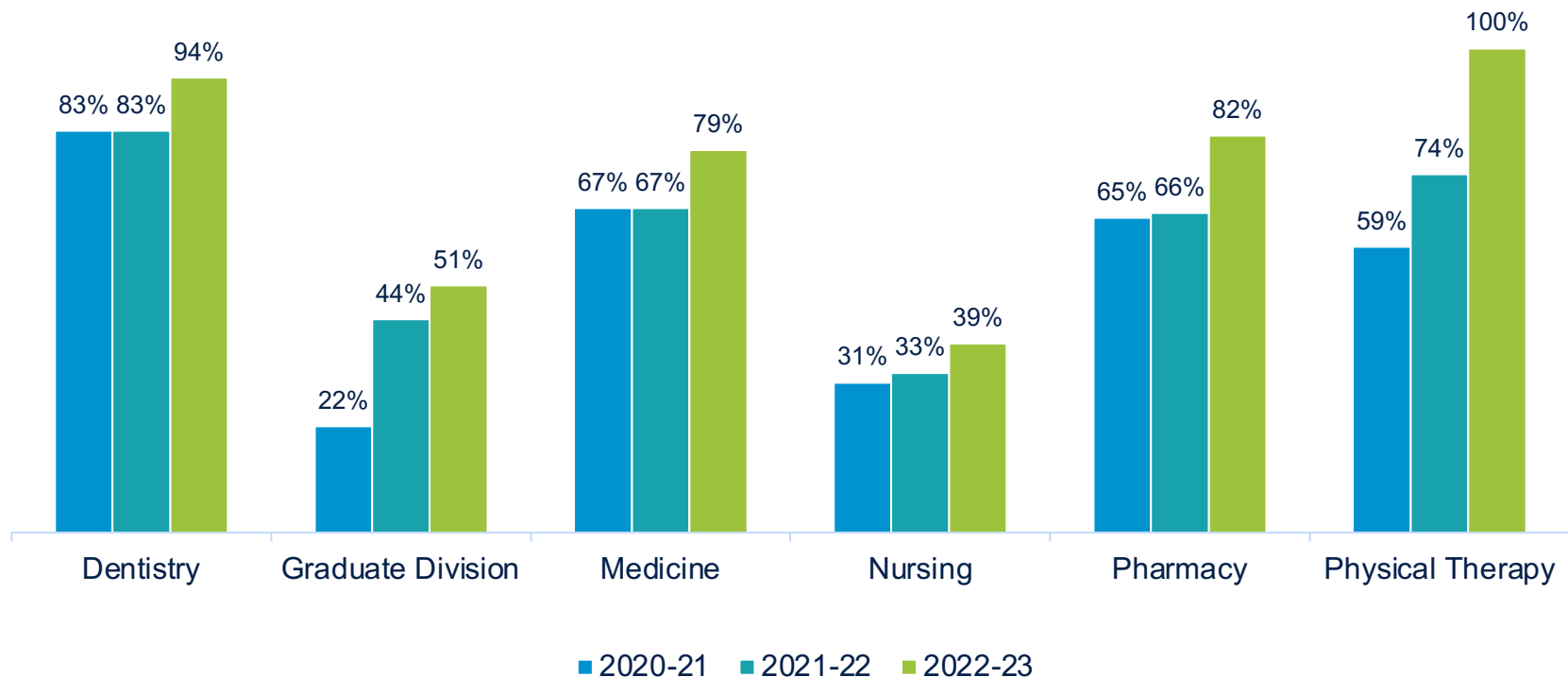
*Based on feedback from the 2022 UCSF Student Services Survey*



# Year-Over-Year Comparisons

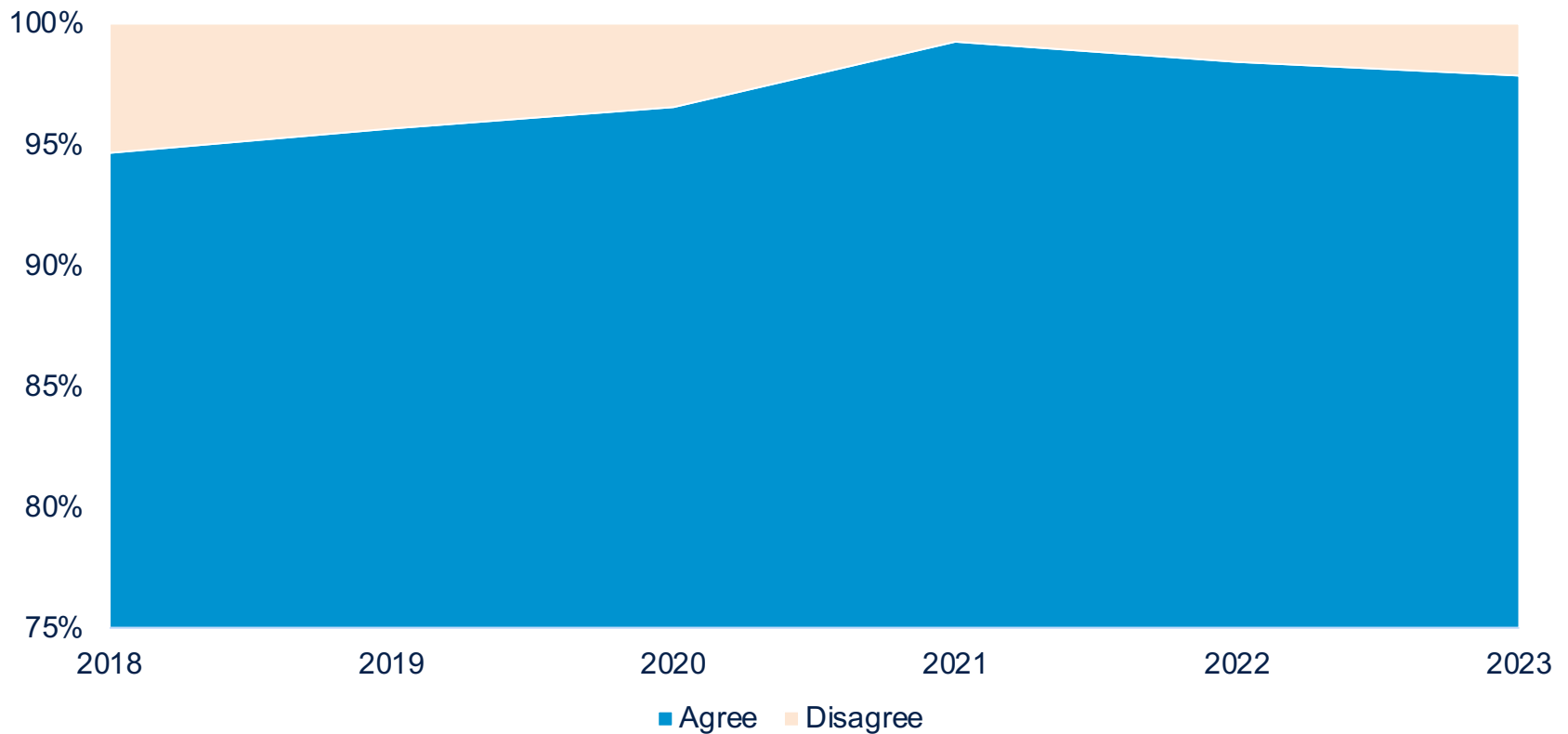
# Overall Unique Usage Statistics

*Comparison of percent of population served through Basic Needs programs*



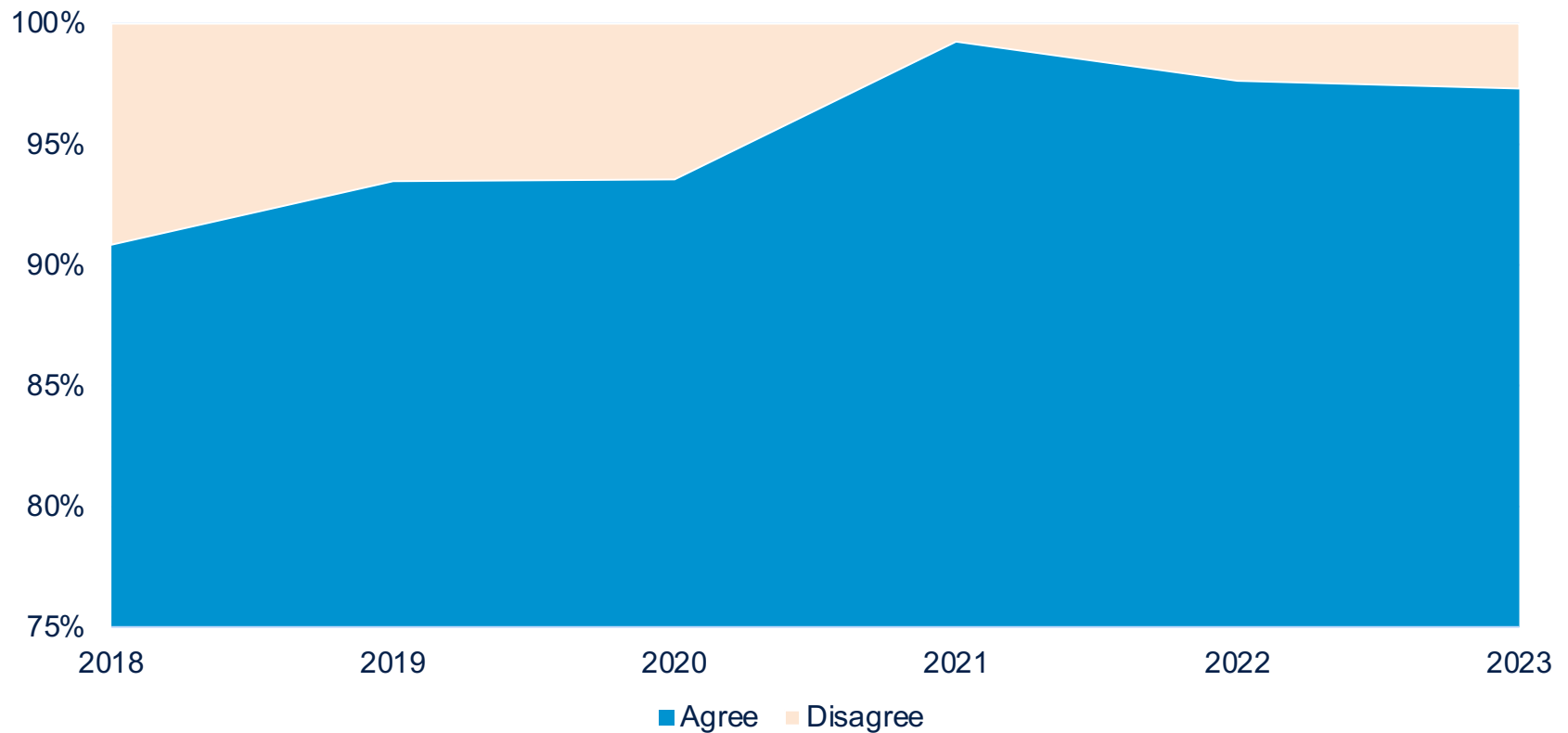
# Student Food Market Feedback

*I have found the program helpful.*



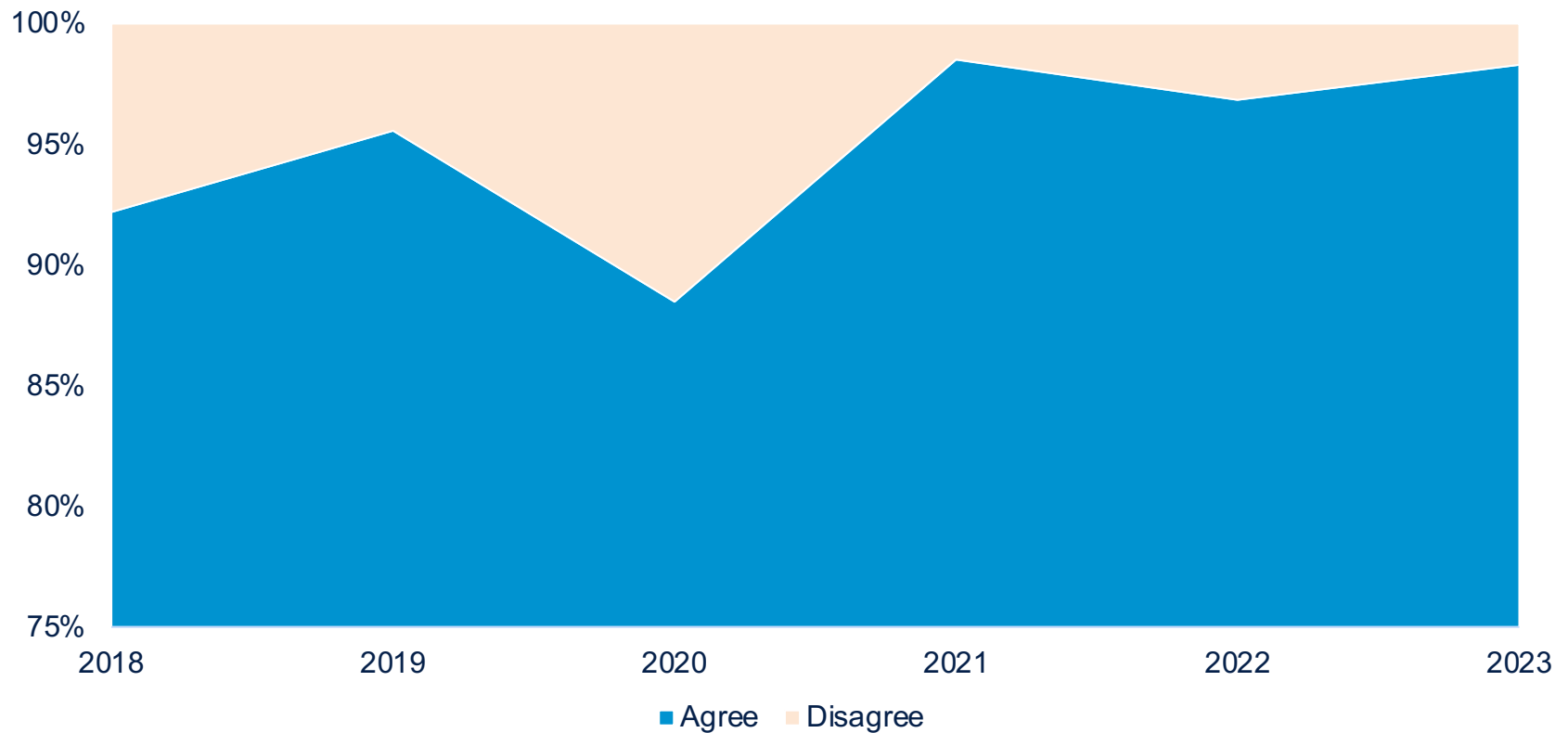
# Student Food Market Feedback

*Participating in the program has made me more food secure.*



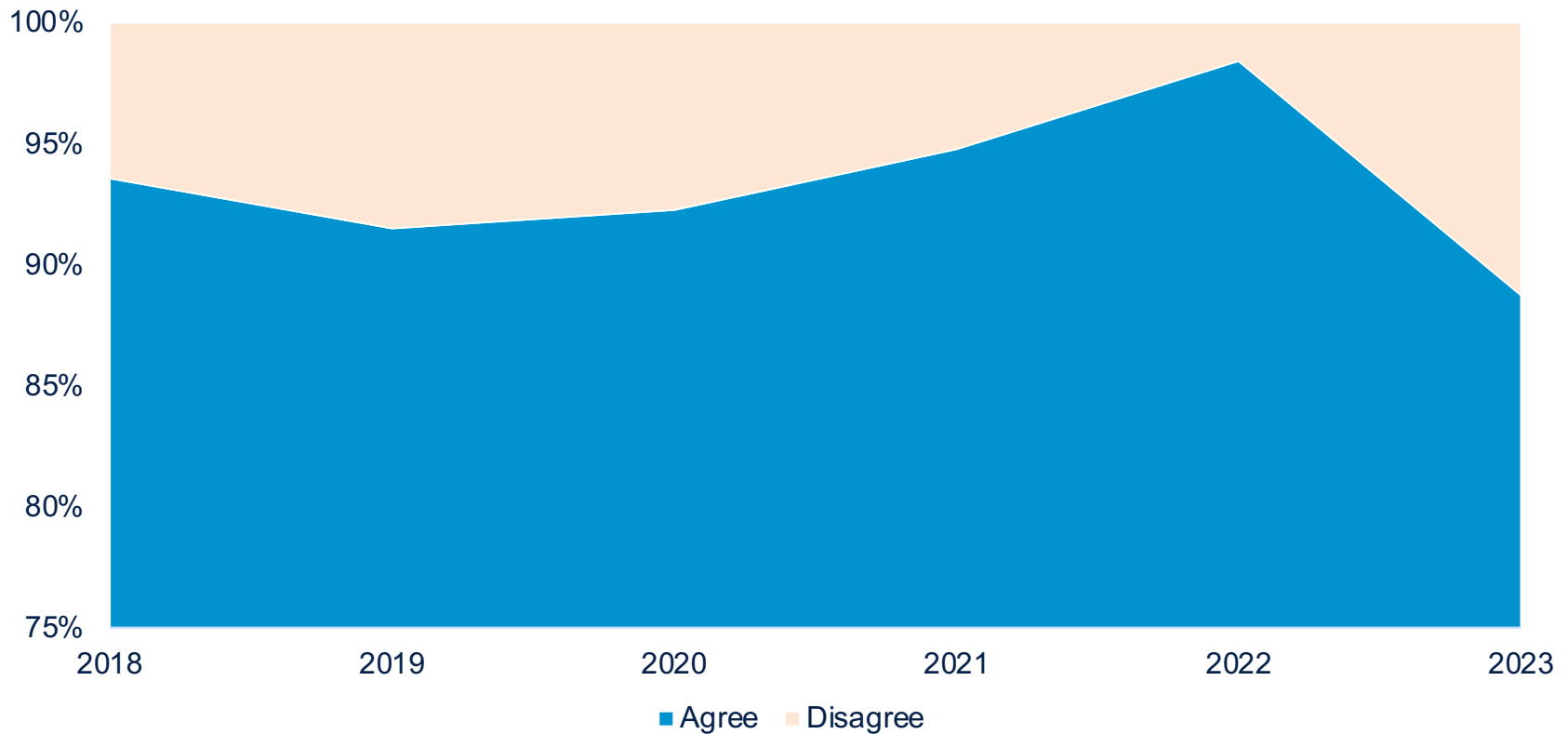
# Student Food Market Feedback

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



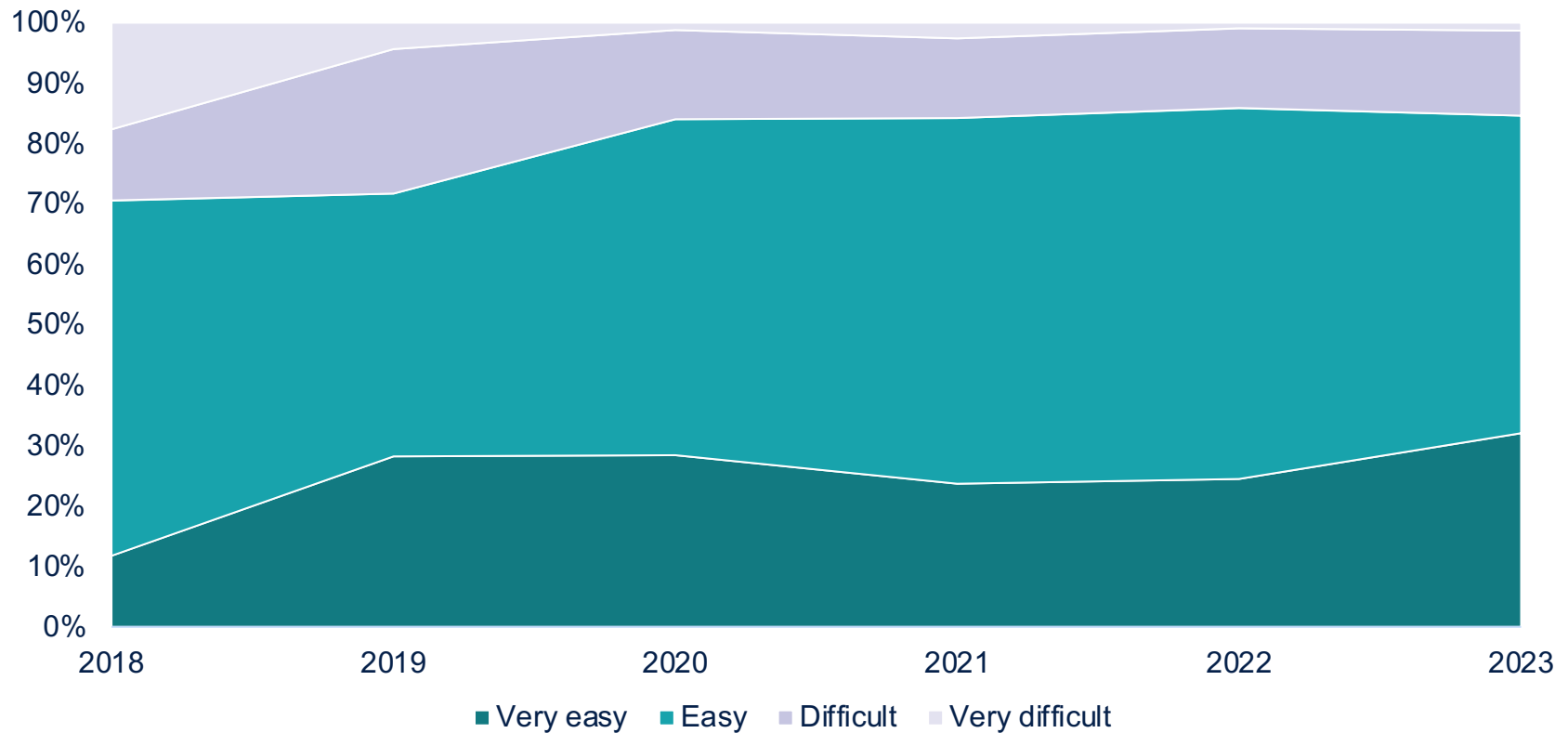
# Student Food Market Feedback

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



# CalFresh Feedback

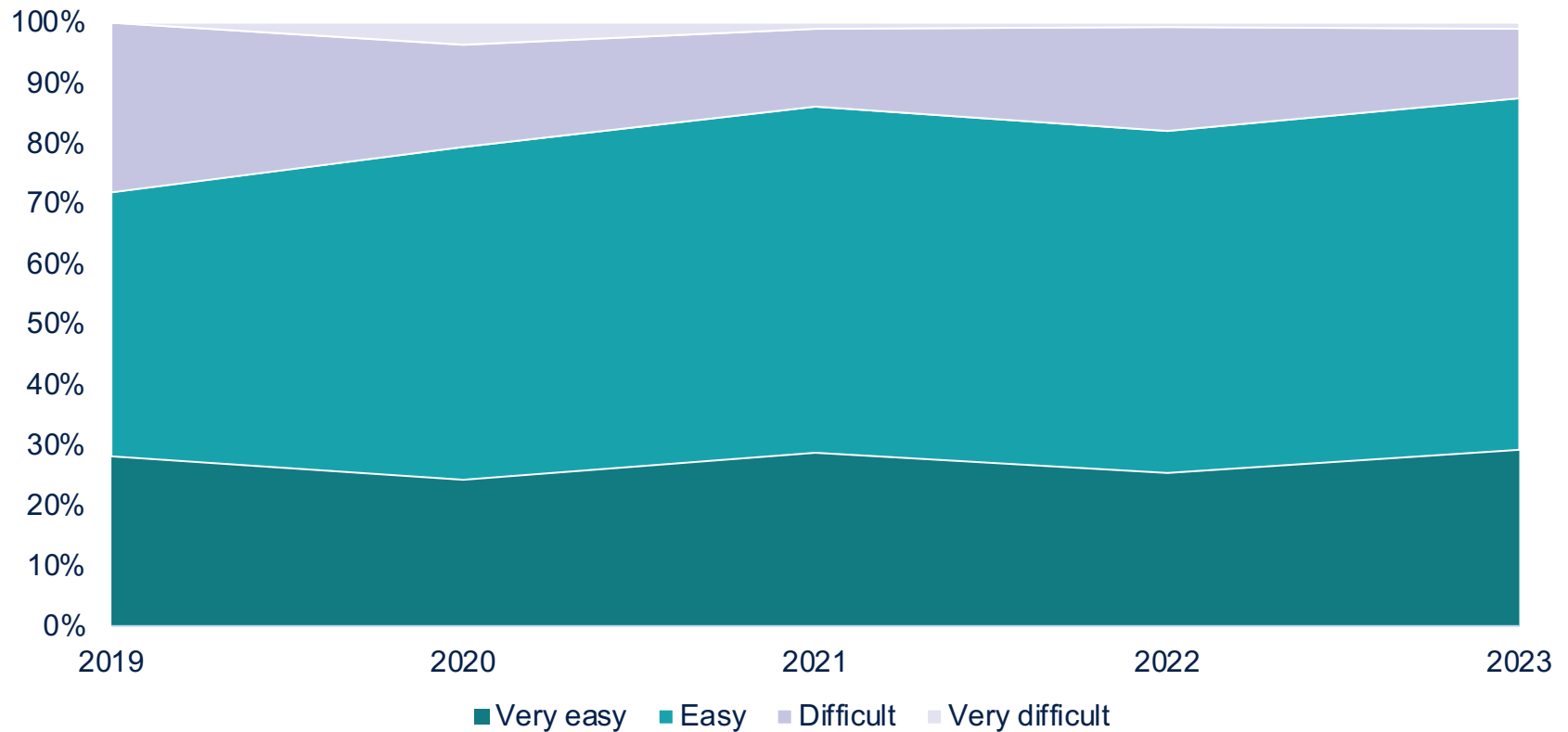
*How would you rate your experience applying for CalFresh?*





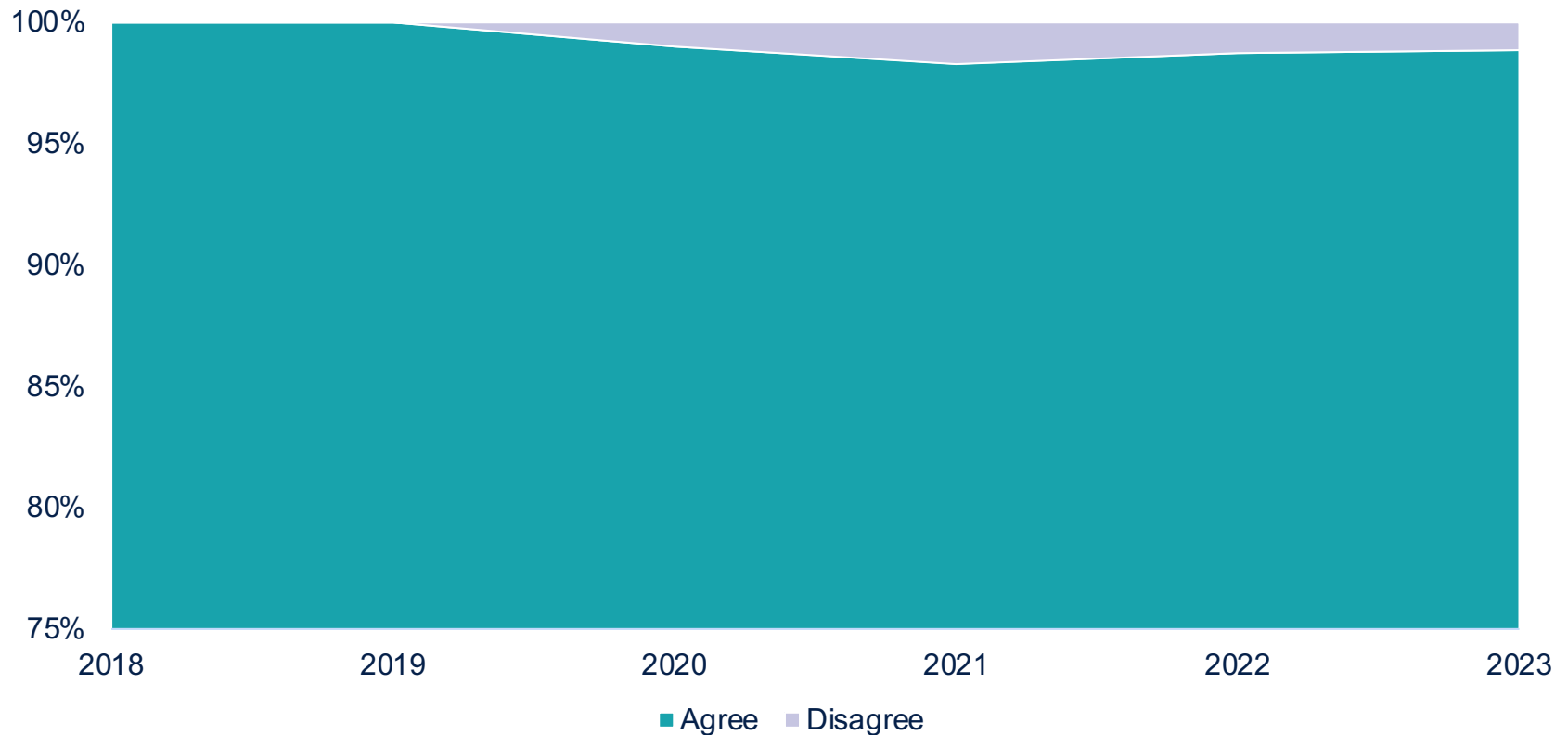
# CalFresh Feedback

*How would you rate your experience renewing CalFresh?*



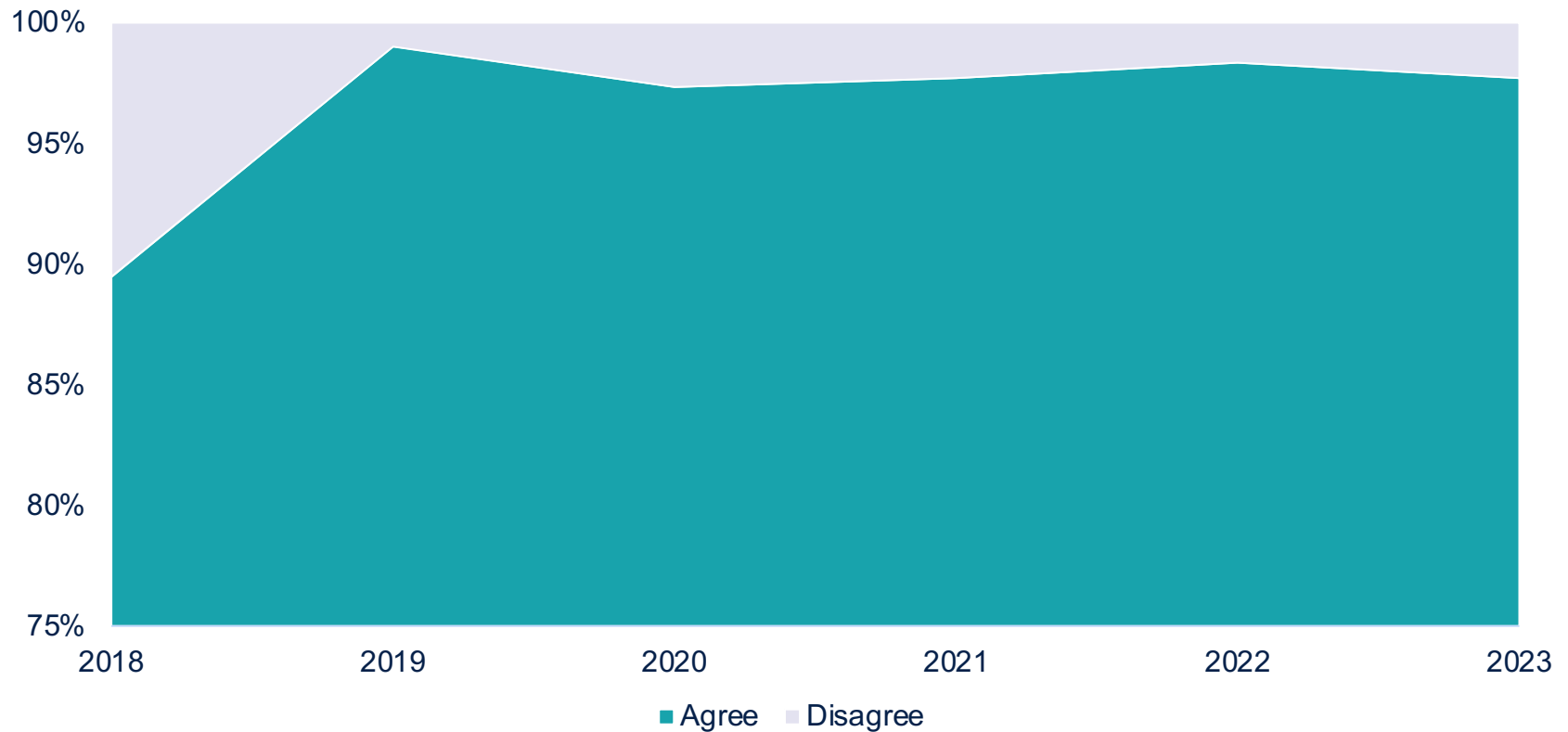
# CalFresh Feedback

*I have found CalFresh helpful.*



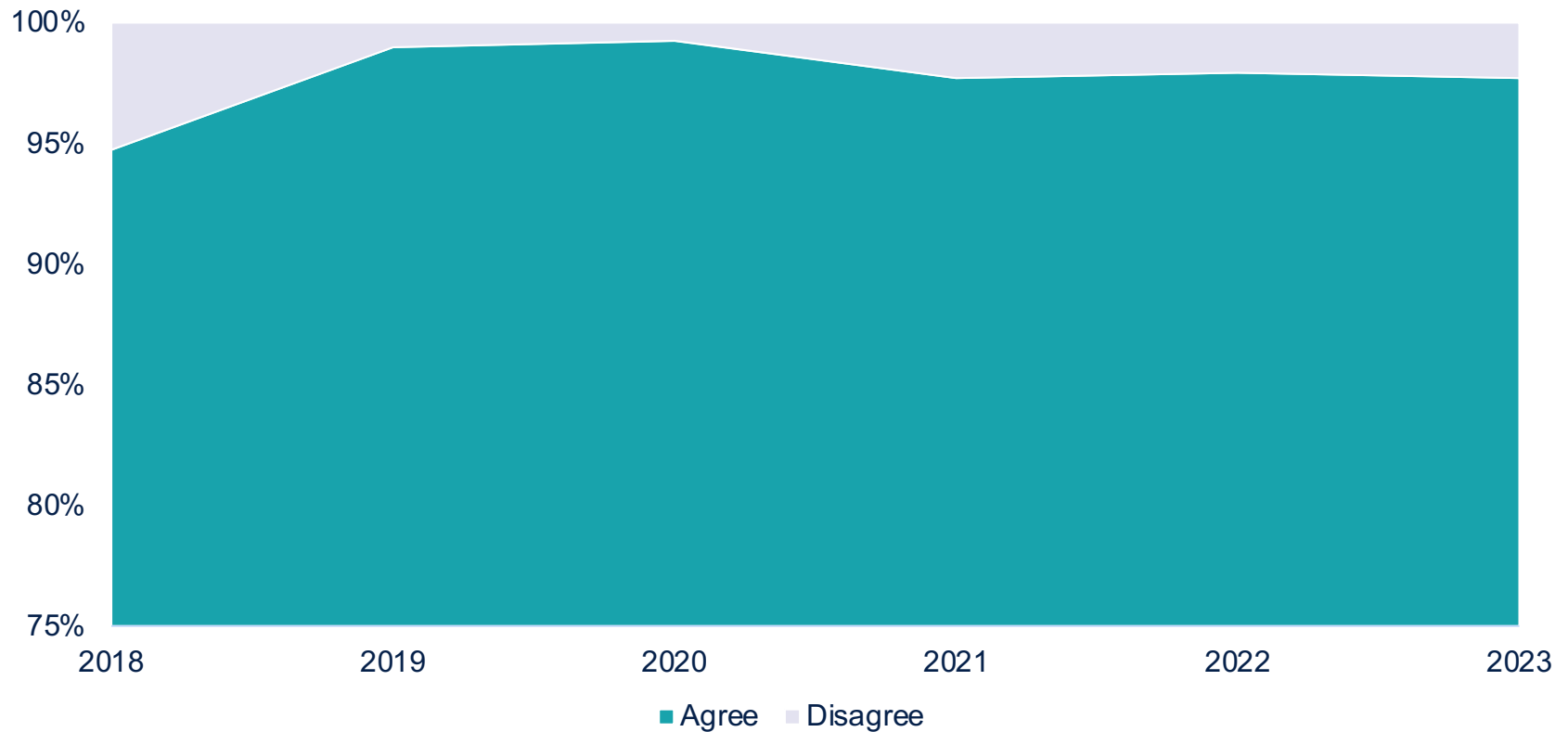
# CalFresh Feedback

*Using CalFresh has made me more food secure.*



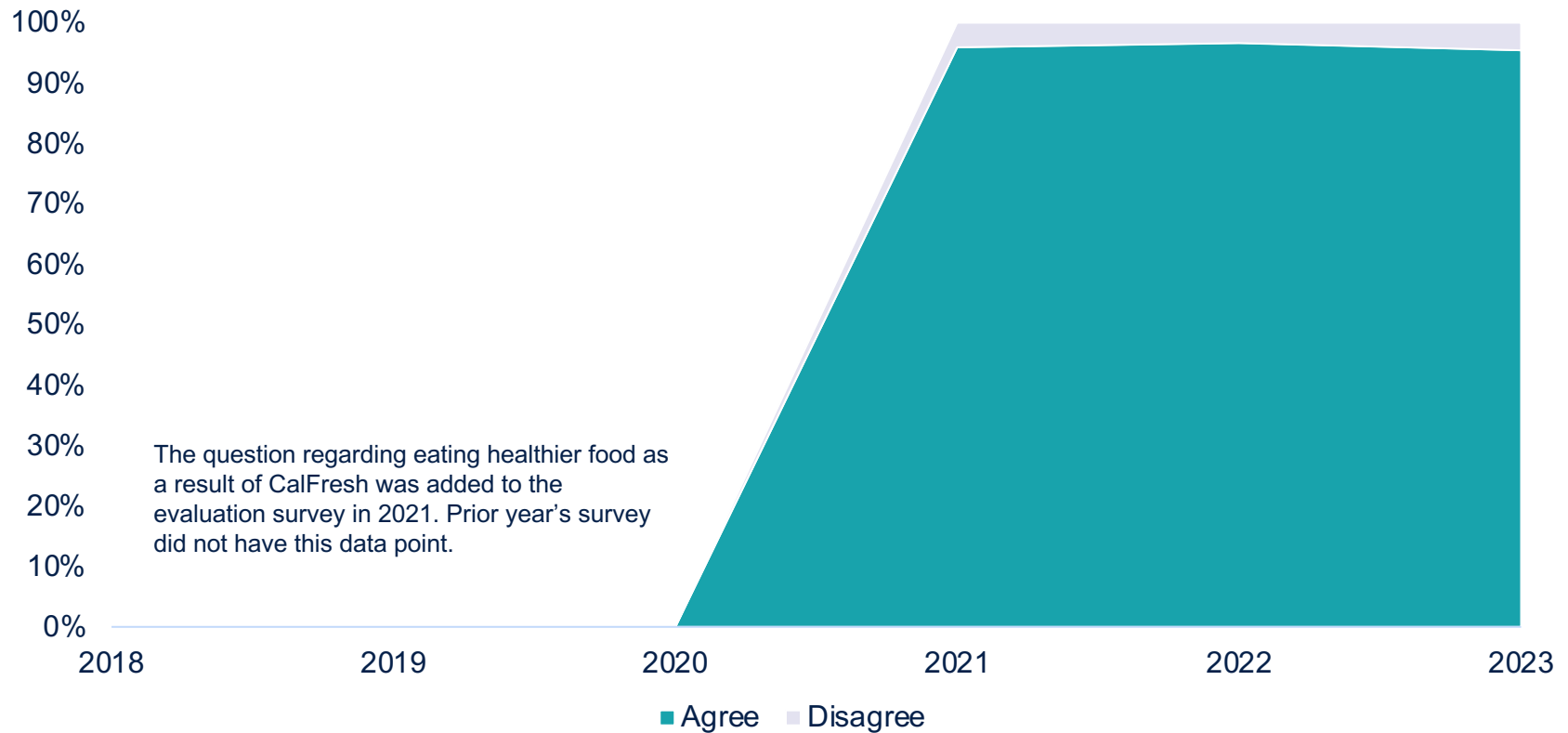
# CalFresh Feedback

*Using CalFresh has reduced my food security stress.*



# CalFresh Feedback

*I have eaten healthier food as a result of CalFresh.*



# Contact

# Contact Information

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