



University of California
San Francisco

Basic Needs for Students Annual Report

July 1, 2023-June 30, 2024

UCSF Student Life
basicneeds.ucsf.edu

8/15/2024





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

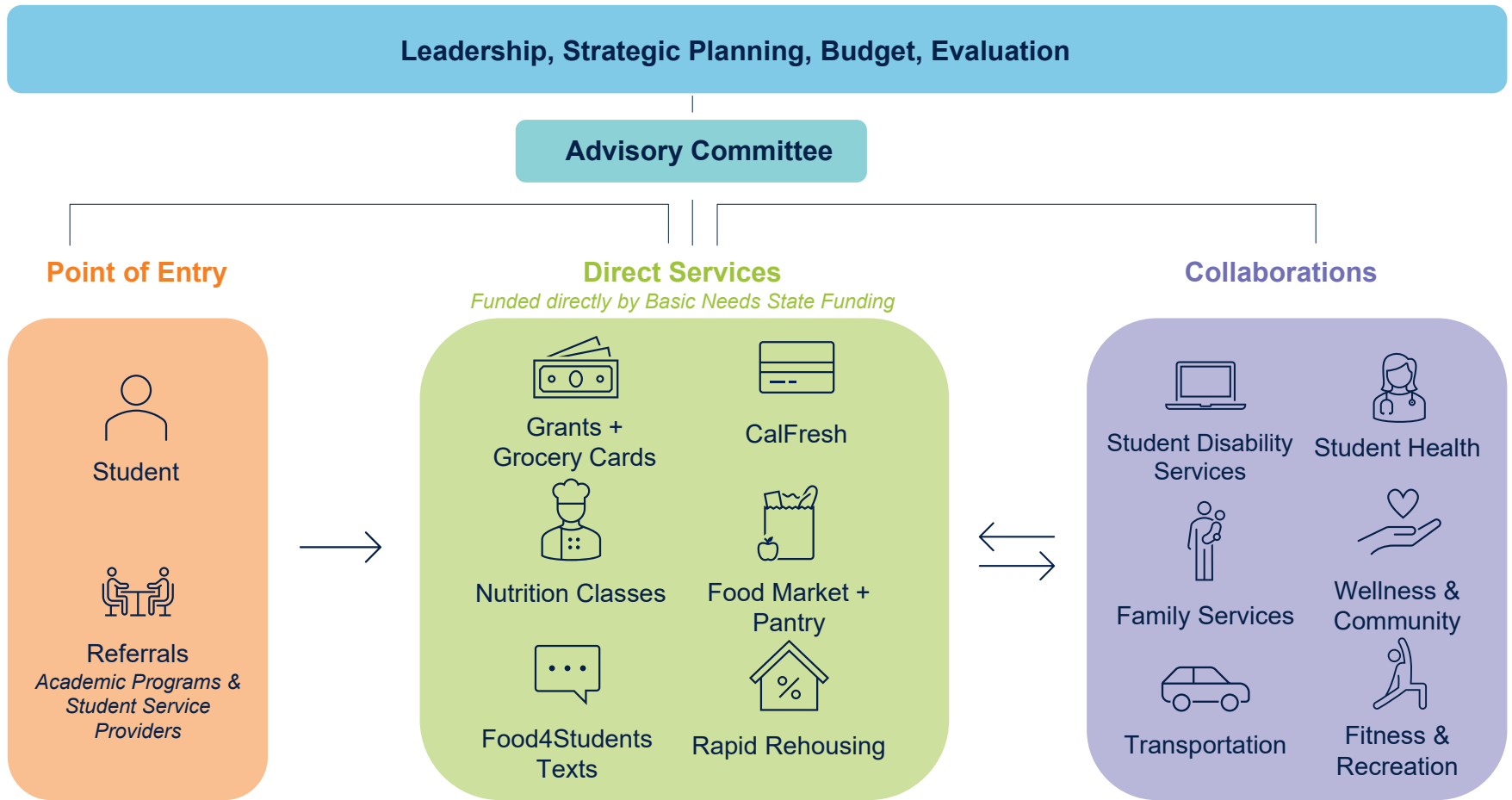
Regents of the University of California Special Committee on Basic Needs

November 2020

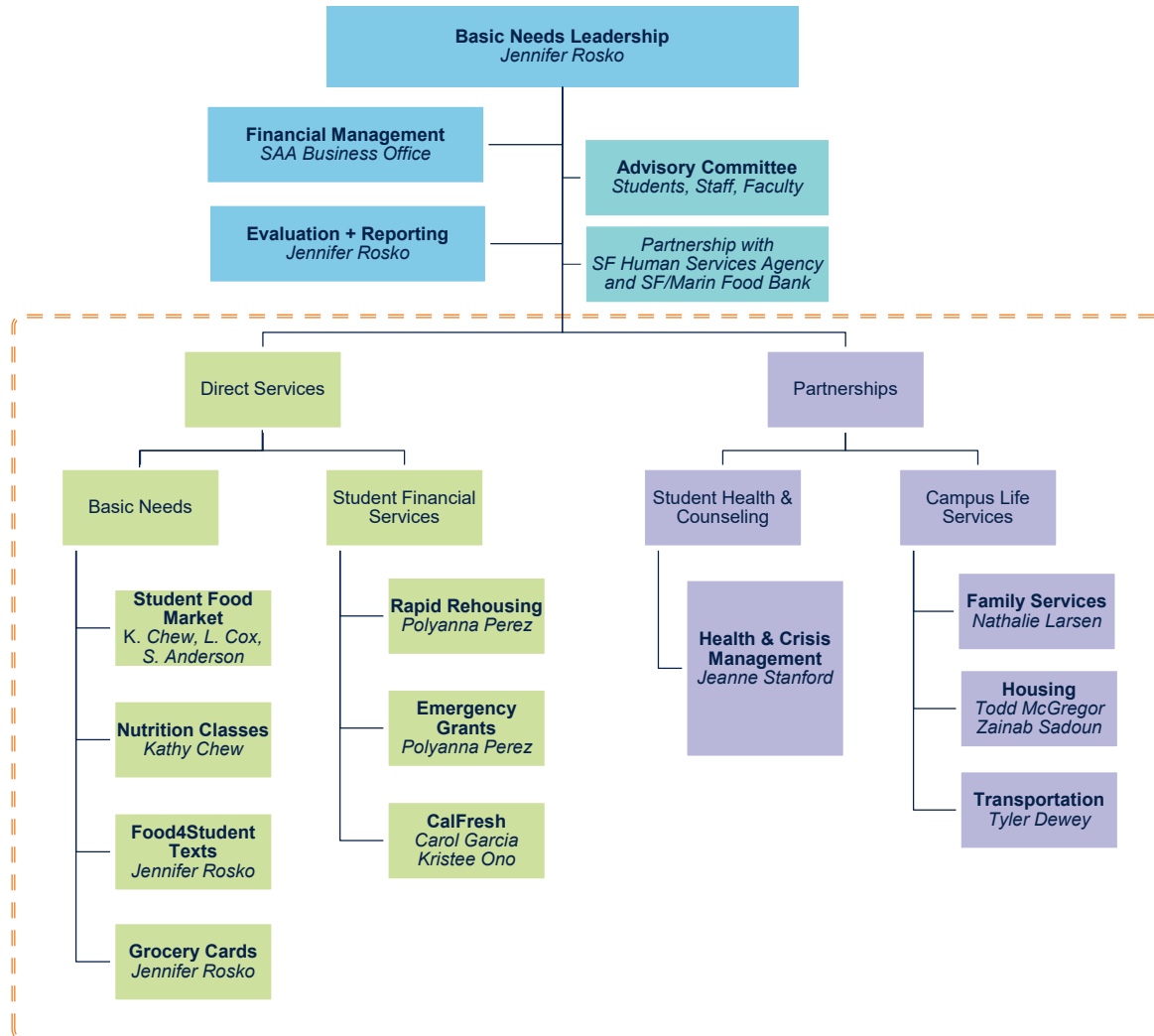
Overview

- 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

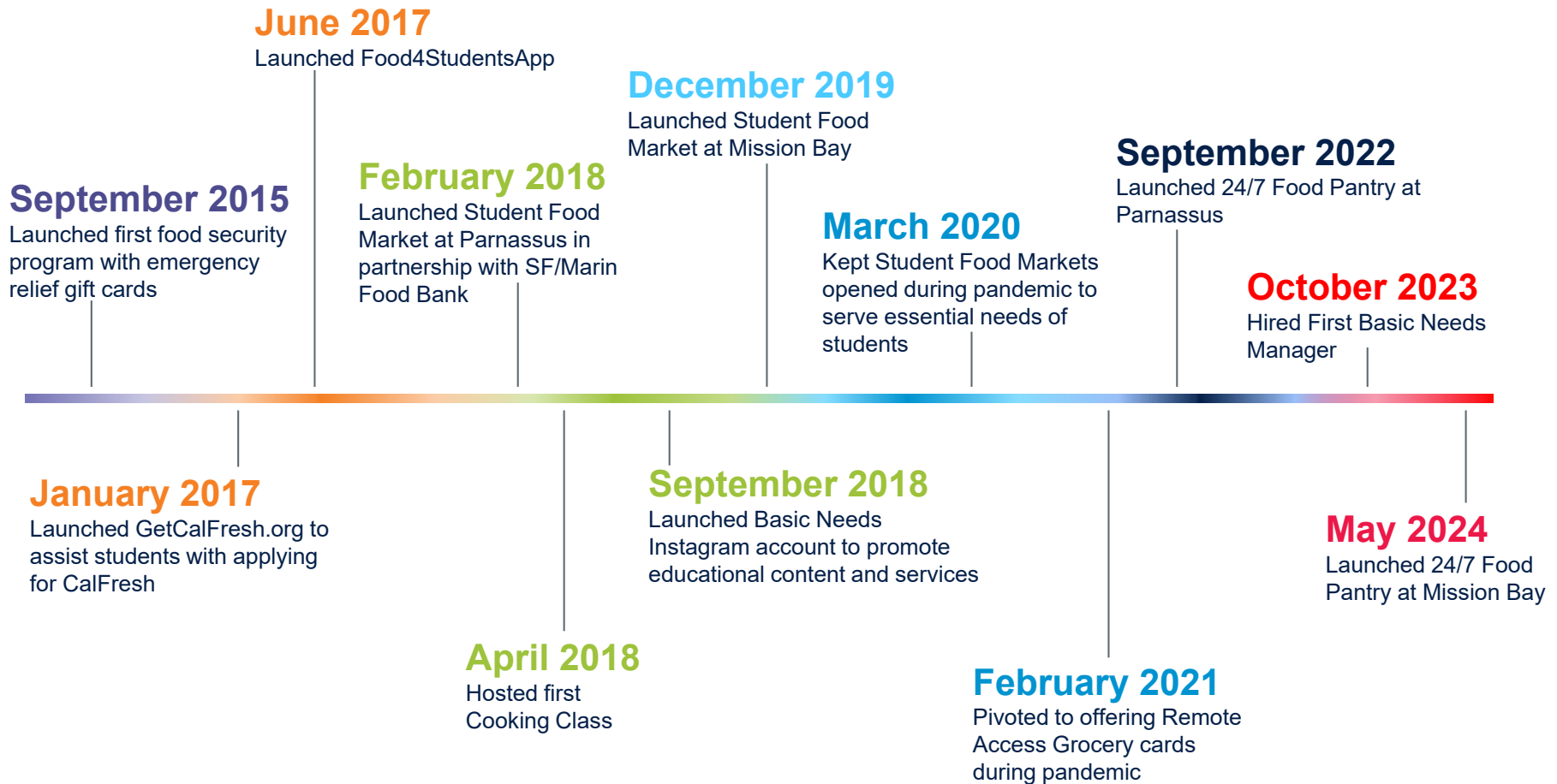


Overview



History

Timeline of development and expansion of basic needs services at UCSF.



2023-24 Annual Report

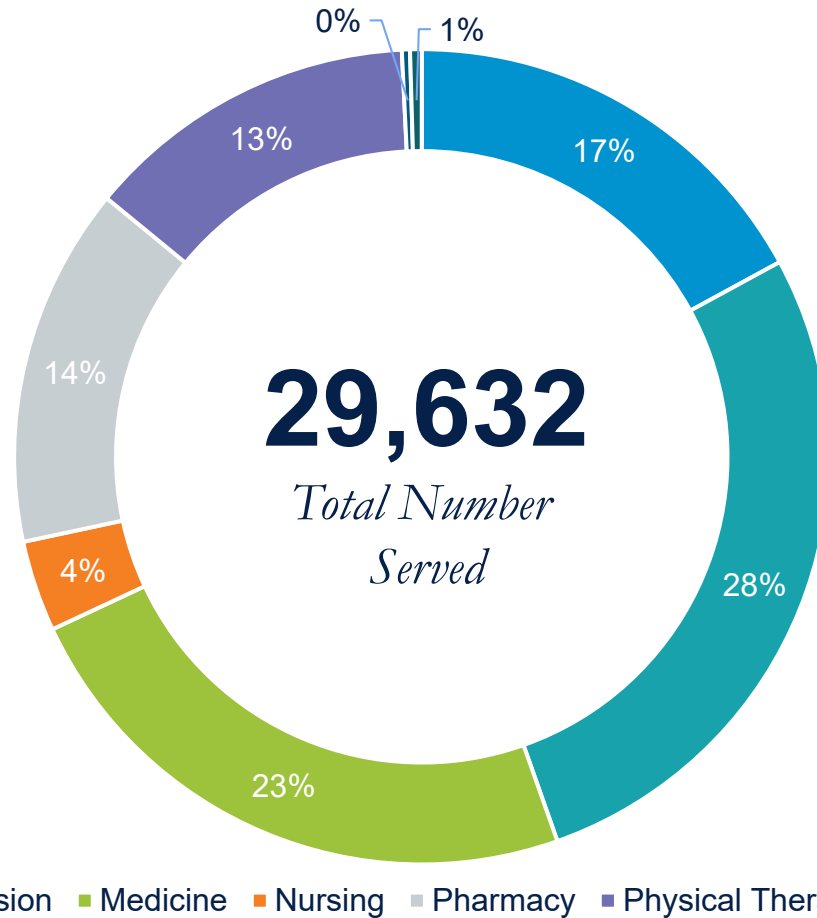
Program Adjustments

Based on feedback, the following adjustments were made for 2023-24



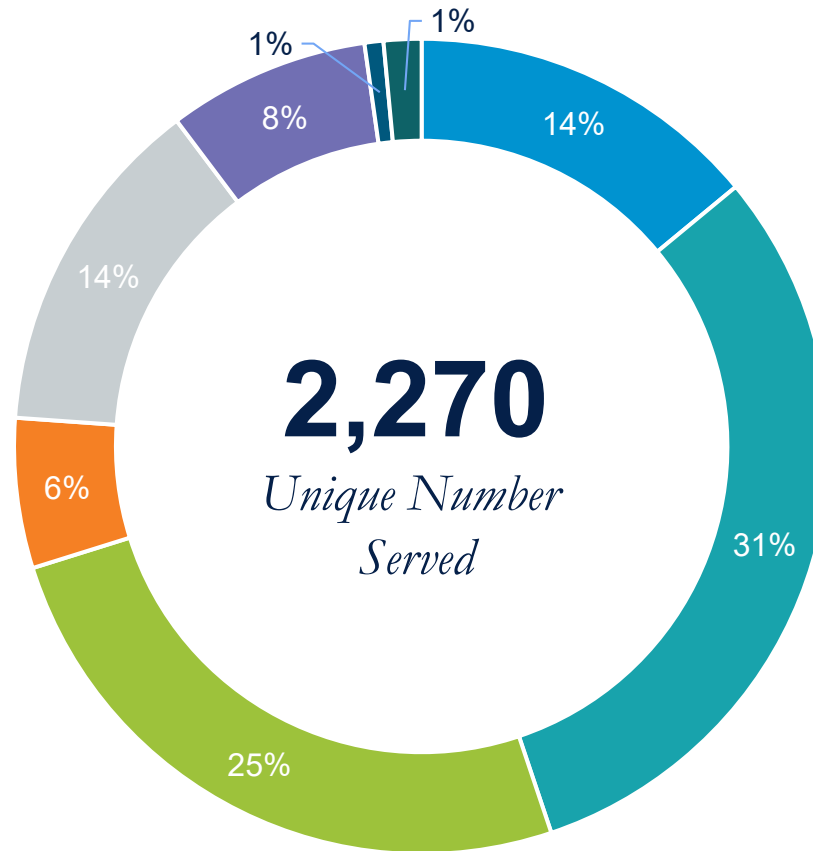
Student Summary

Total Number Served through Basic Needs Programs



Student Summary

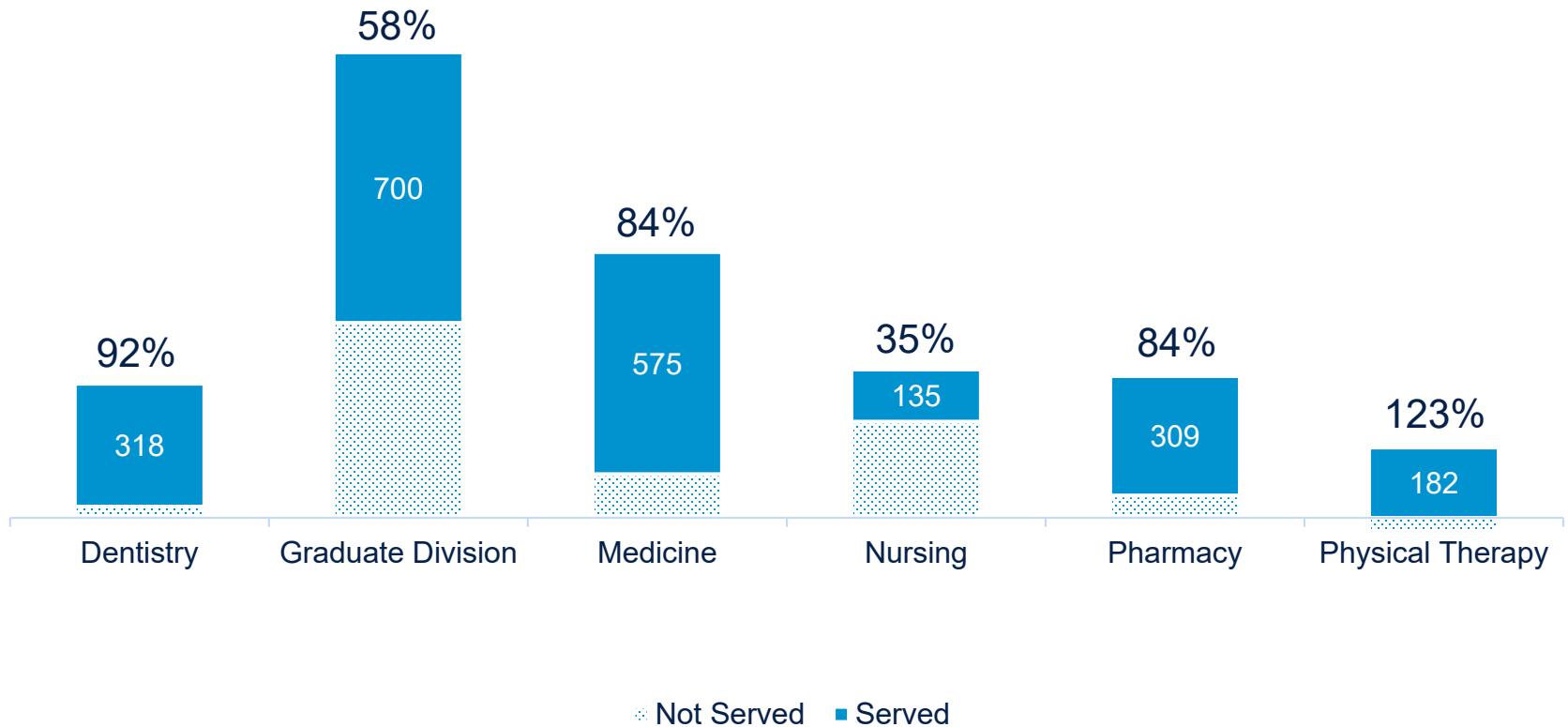
Unique Number Served through Basic Needs Programs



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

Student Summary

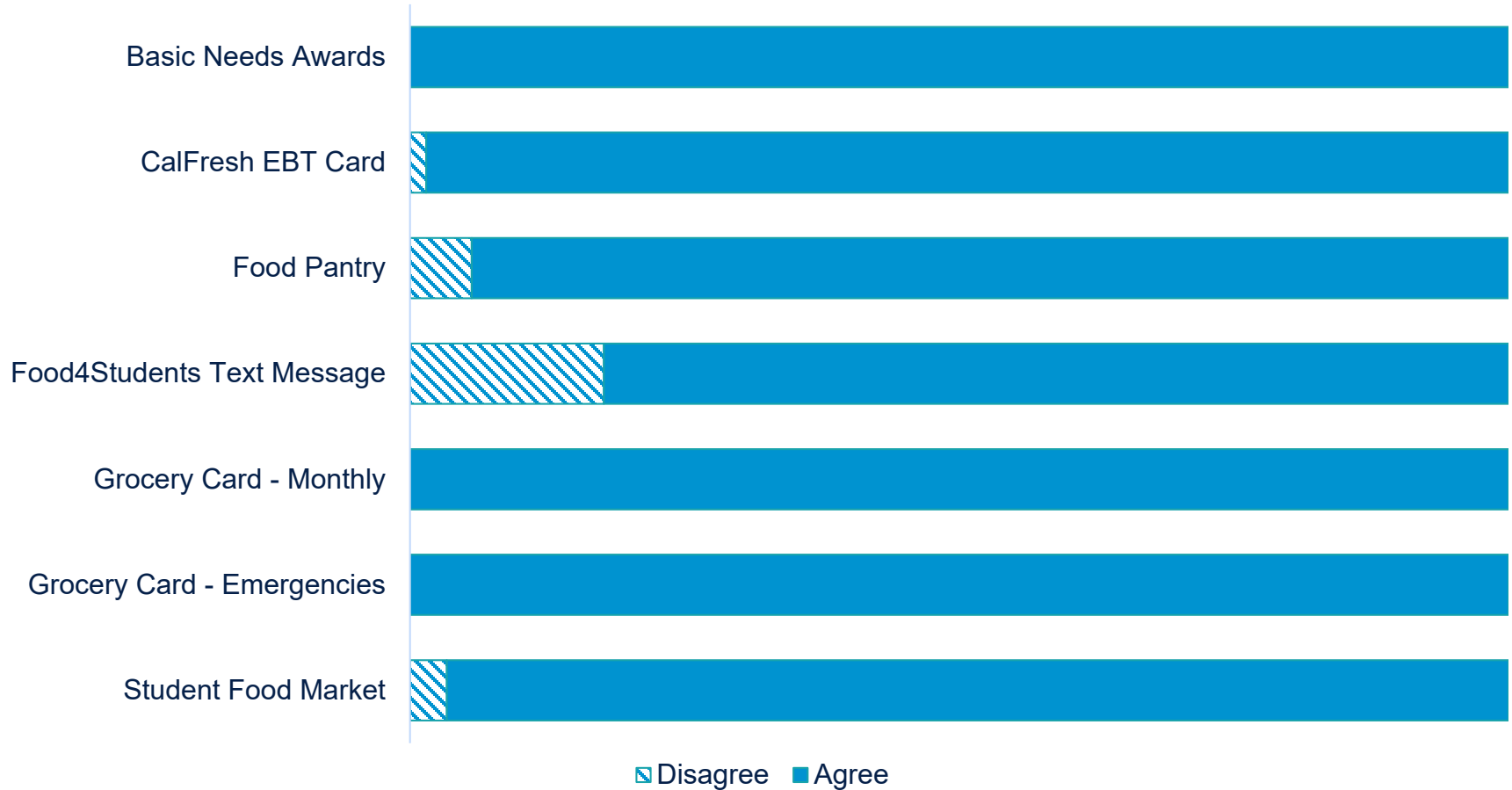
Unique Number of Students Served per Academic Program



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 2023. Over 100% of physical therapy were served as a result of serving graduating and incoming students during the summer months.

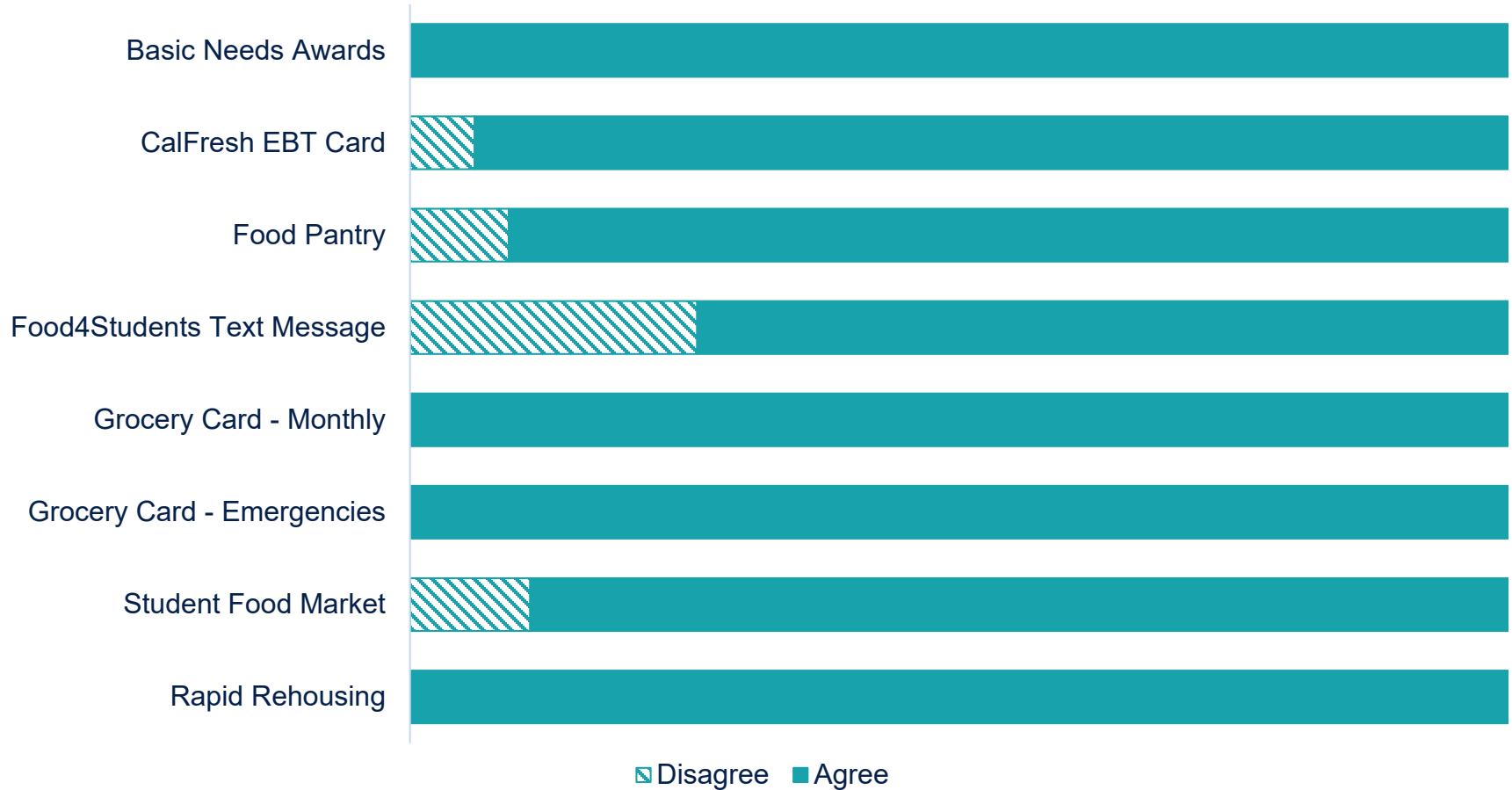
Basic Needs for Students

Participating in the program has made me more food secure.

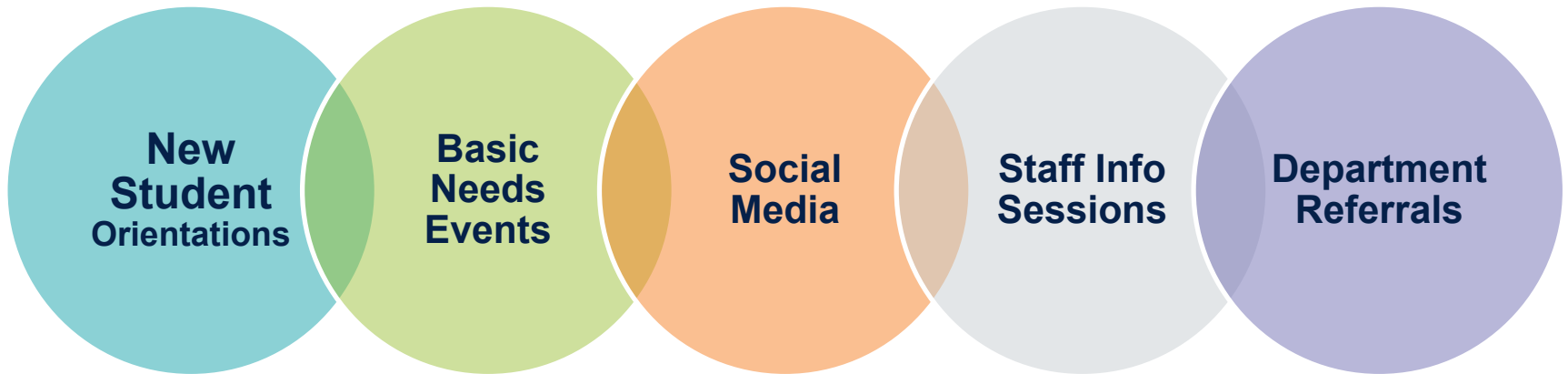


Academic Performance

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

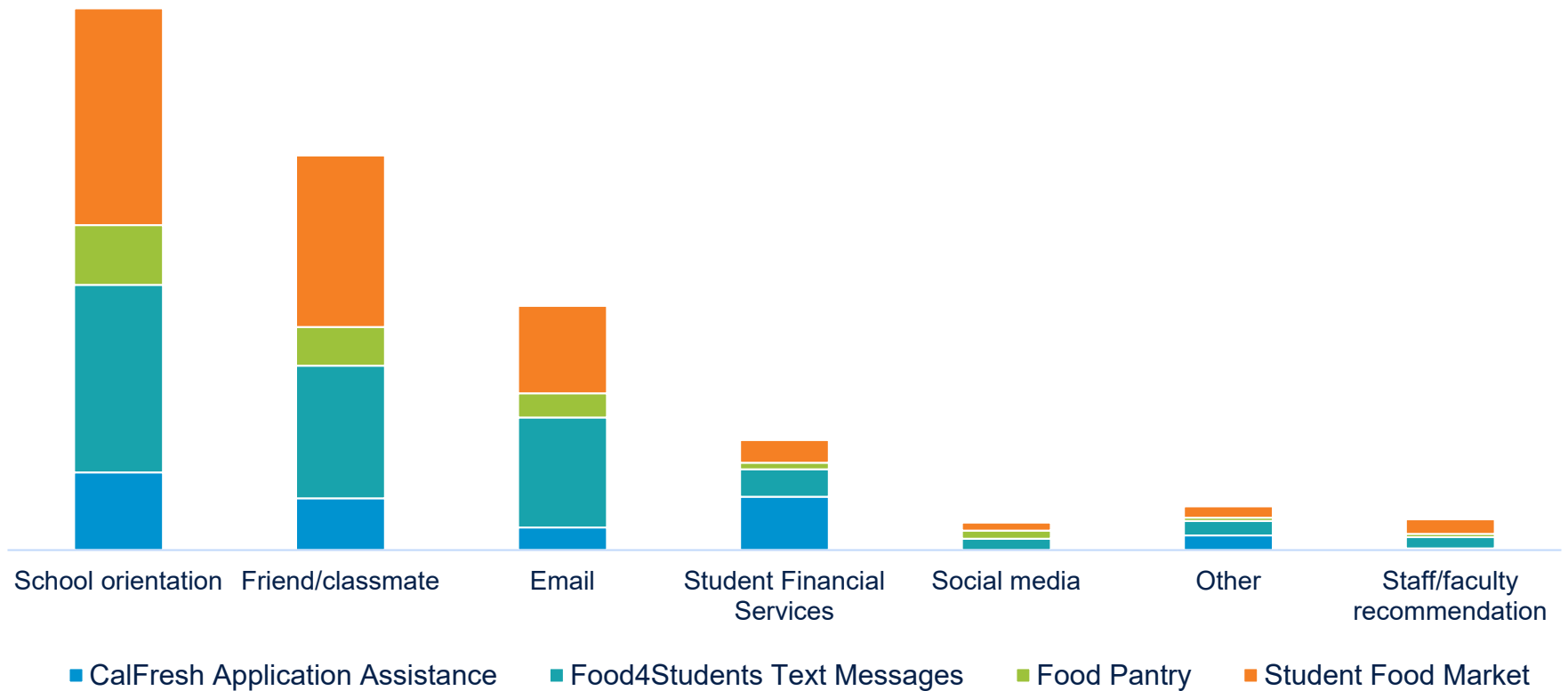


Outreach Efforts

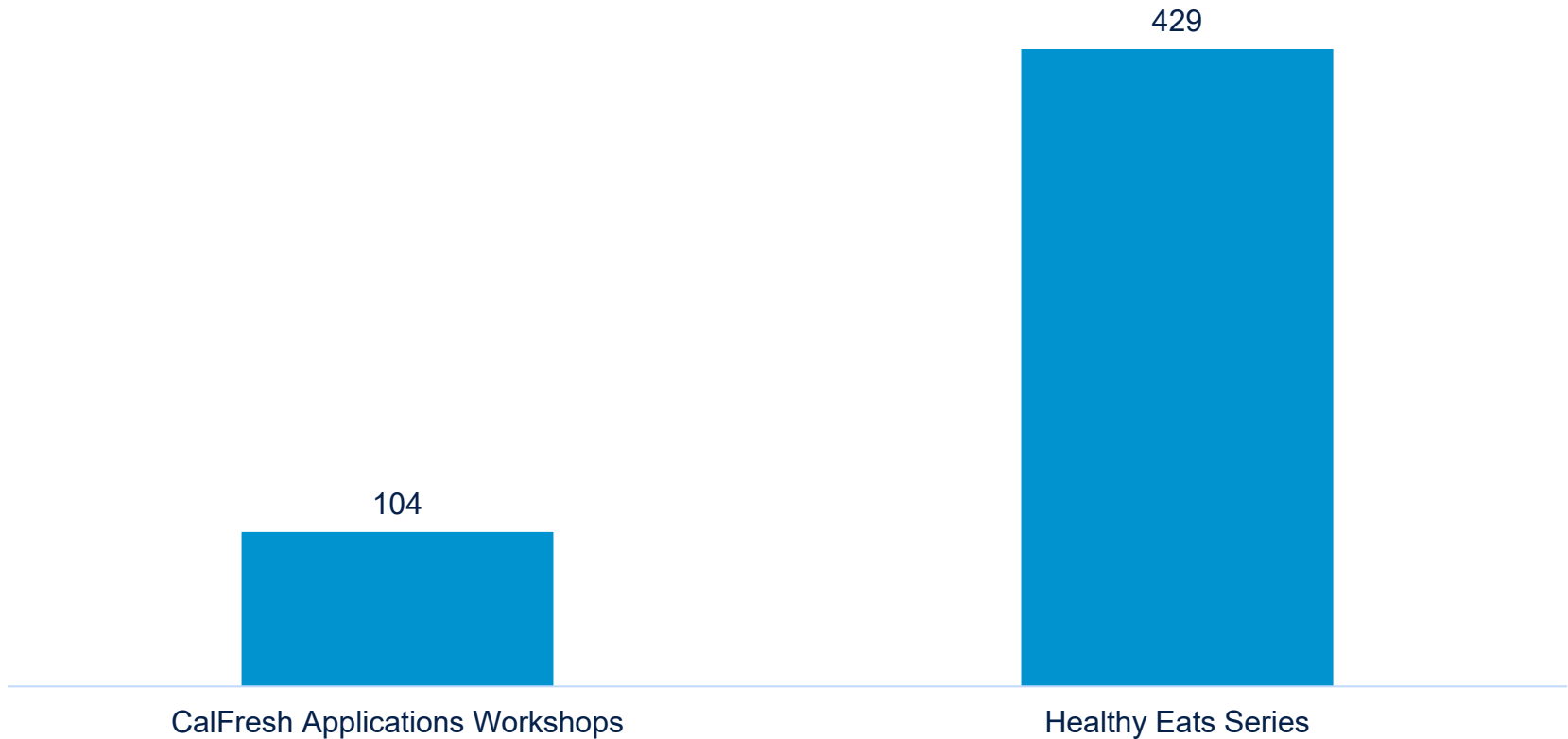


Outreach Strategy

How did students hear about our programs?

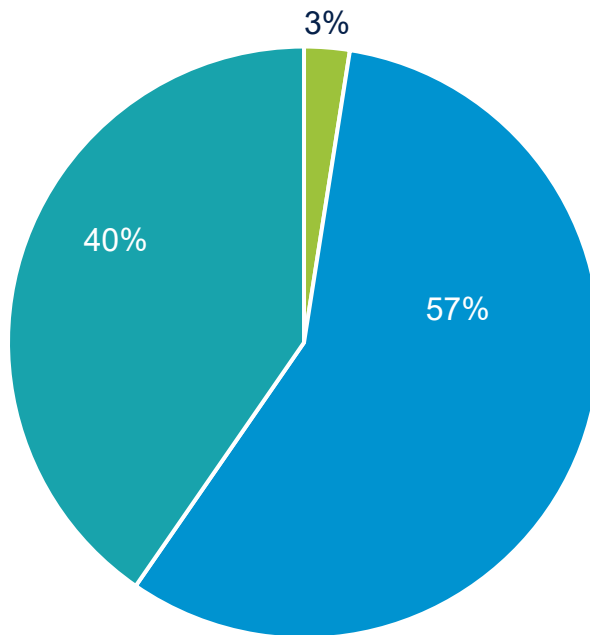


Event Attendance



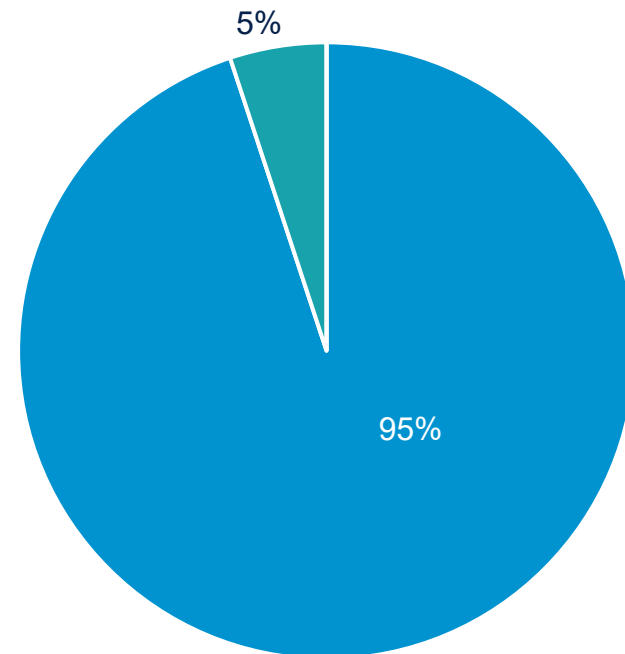
Event Evaluations *n=161 (30%)*

Expectations



- Did not meet expectations
- Exceeded expectations
- Met expectations

Recommendation



- Yes
- Maybe
- No



Event Evaluations

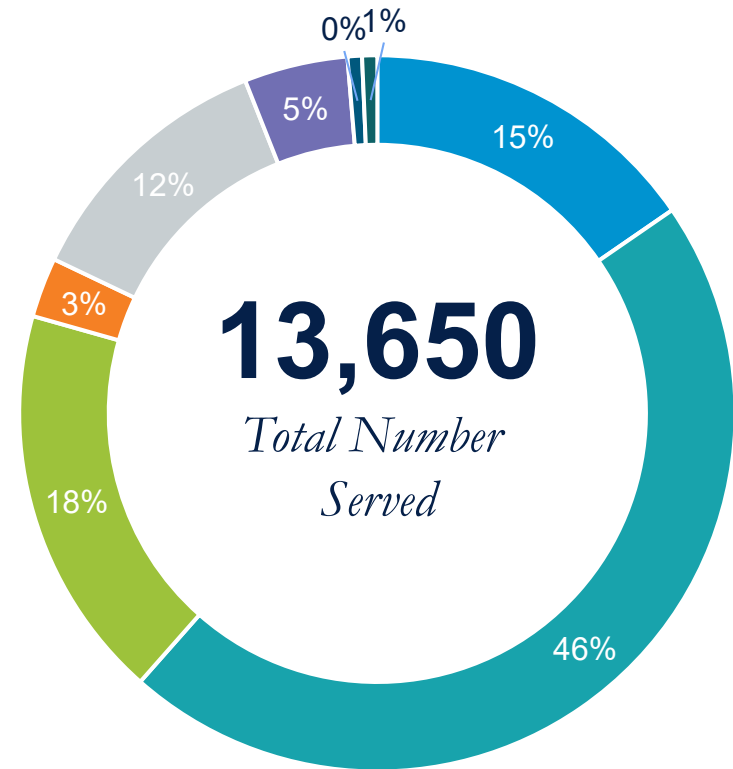
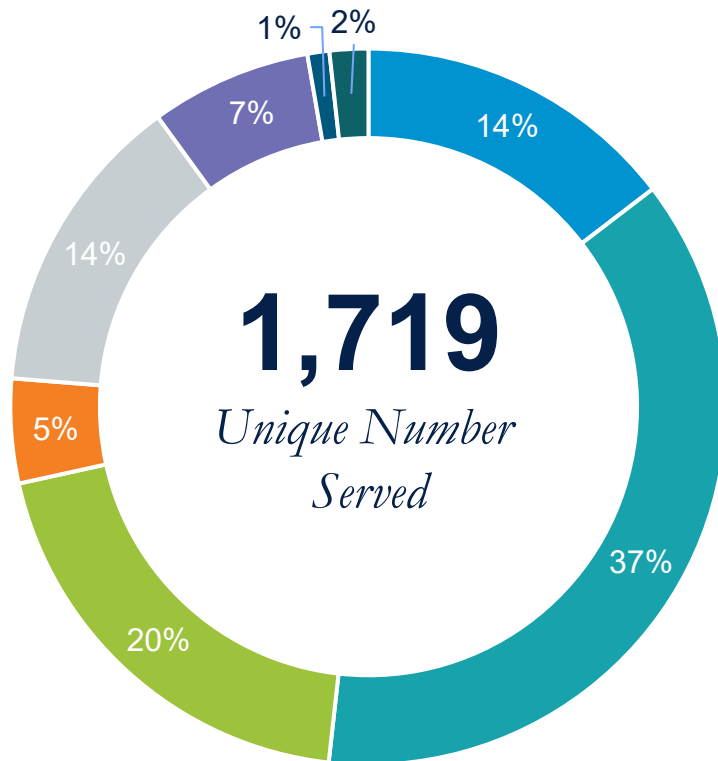
Areas of Strengths

- Honestly, [the **CalFresh Application Workshop**] was so helpful, even down to giving us time to apply real time.
- Continue these free [**Healthy Eats**] food events, me and my classmates love them!! Helps us eat healthier AND save money!
- I love having legume-forward [**Healthy Eats**] food events! As a vegetarian they're much appreciated!
- Love this [**Healthy Eats**] series especially since its promoting healthy eating and it's so easy to eat non-healthy foods during lunch since we only have so much time!!

Areas for Improvement

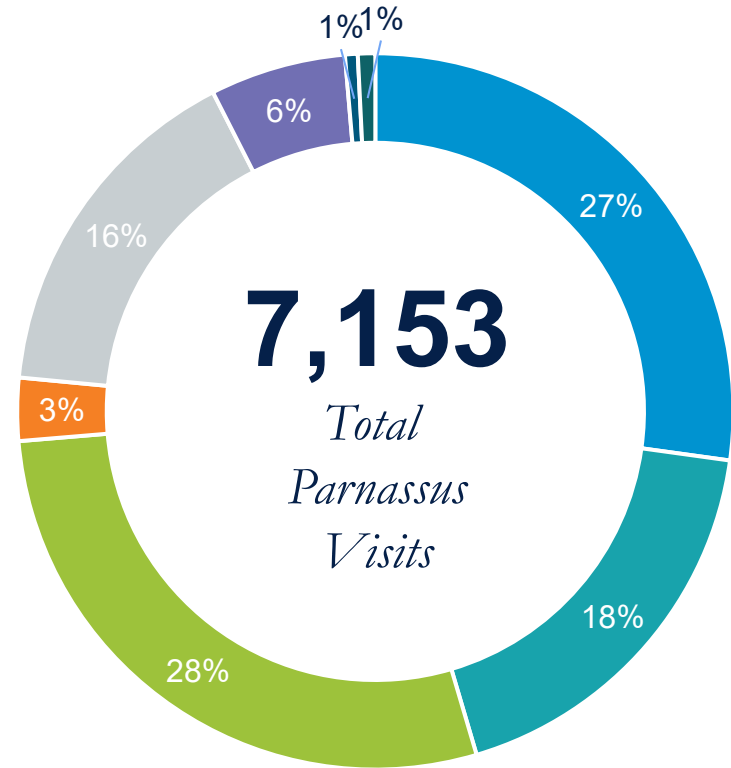
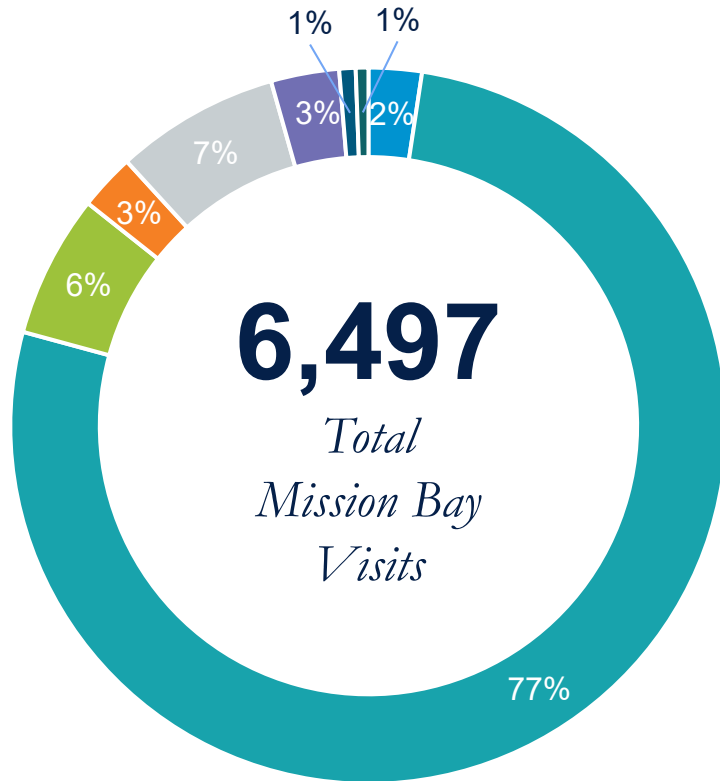
- Maybe also invite the CalFresh liaison to join or additional staff so there are people that can be answering questions in the chat throughout the [**CalFresh Application Workshop**] session.
- I had only heard about this [**Healthy Eats**] event via text message day-of. More publicity ahead of time would have been better. And more food and drinks provided.
- I would love more cooking classes like this [**Healthy Eats**] one with fast and simple treats!

Student Food Market



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

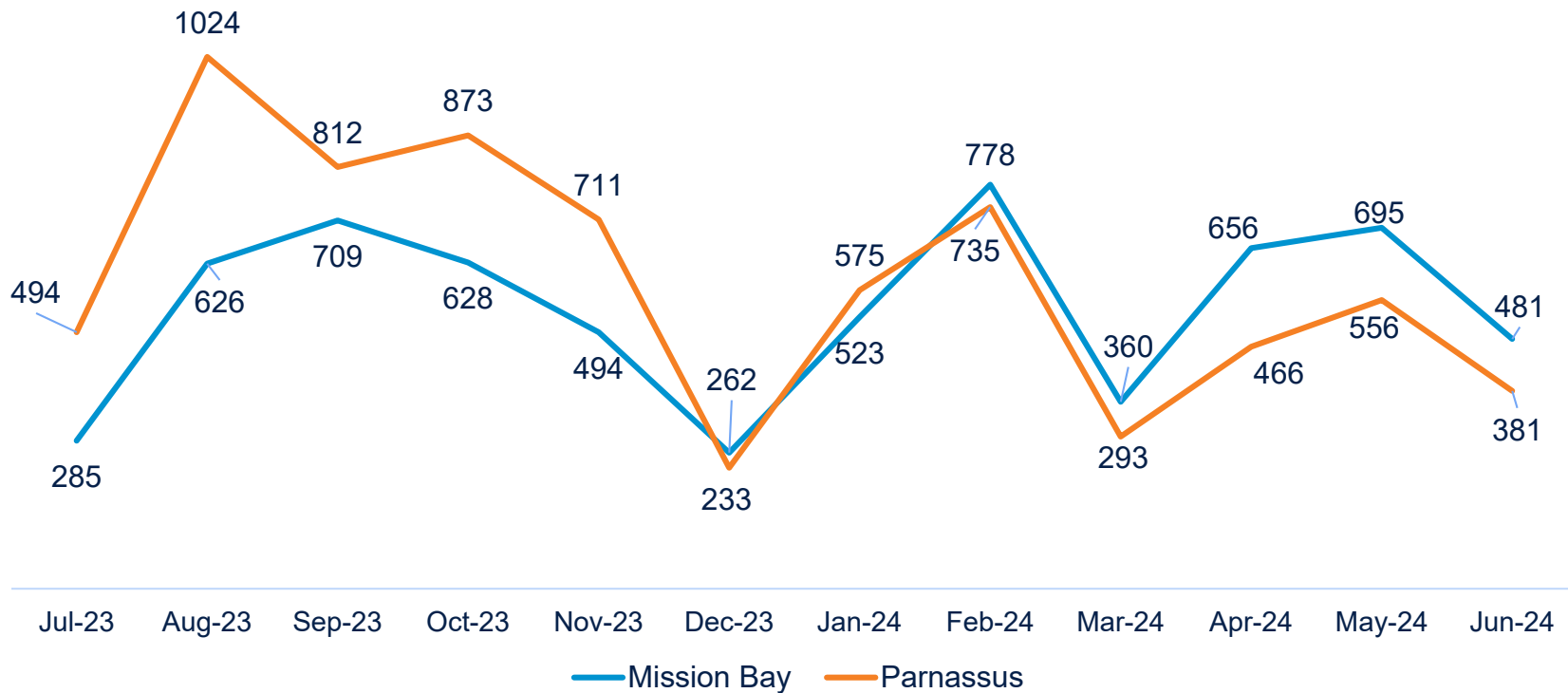
Student Food Market



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

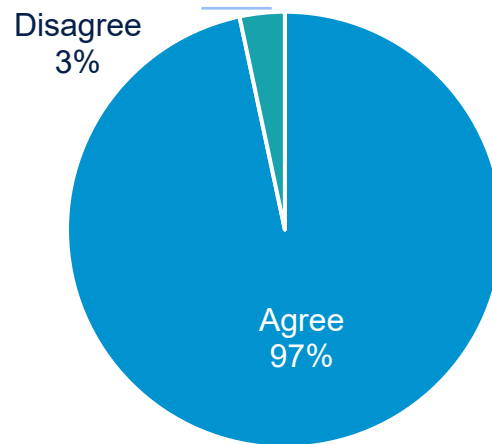
Student Food Market

Monthly visits per market location

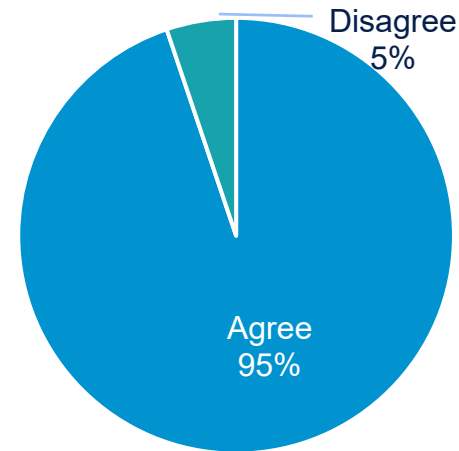


Student Food Market Evaluations *n=329 (21%)*

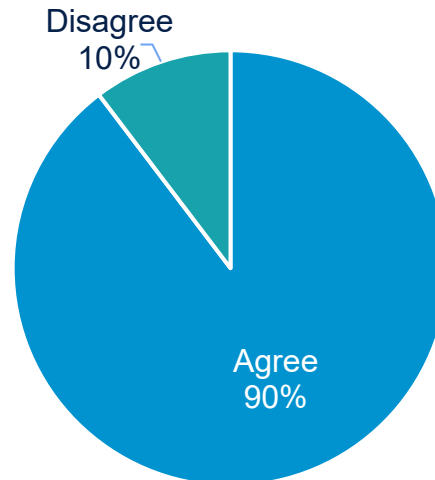
Participating in the program has made me more food secure.



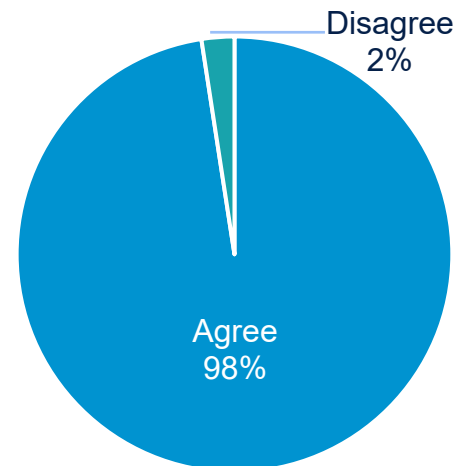
Participating in the program has reduced my food security stress.



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

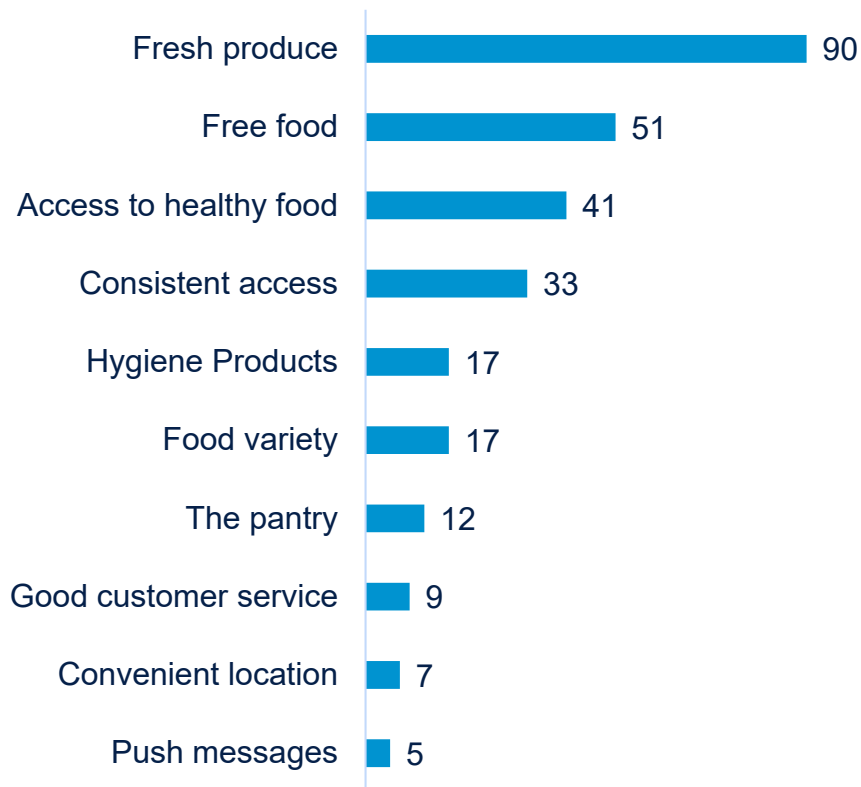


I have found the program helpful.

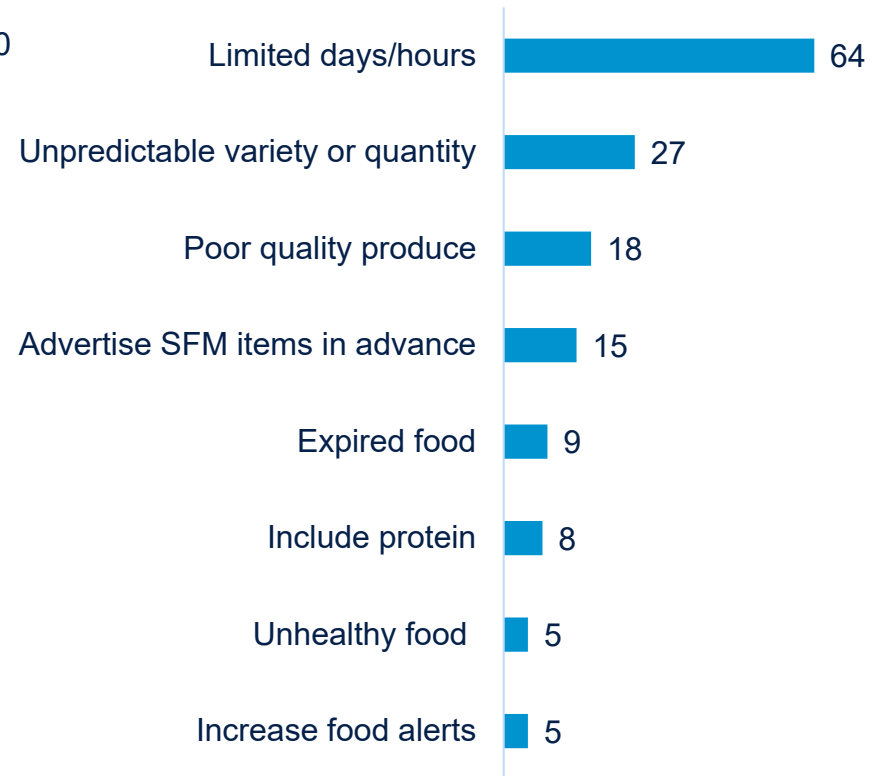


Student Food Market Evaluations *n=329 (21%)*

Areas of Strengths



Areas for Improvement





Student Food Market Evaluations

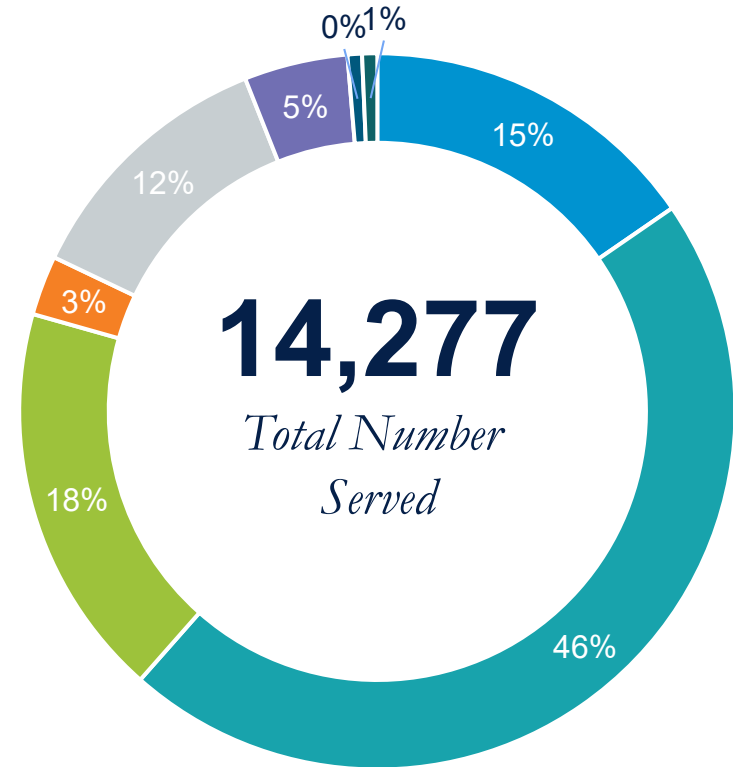
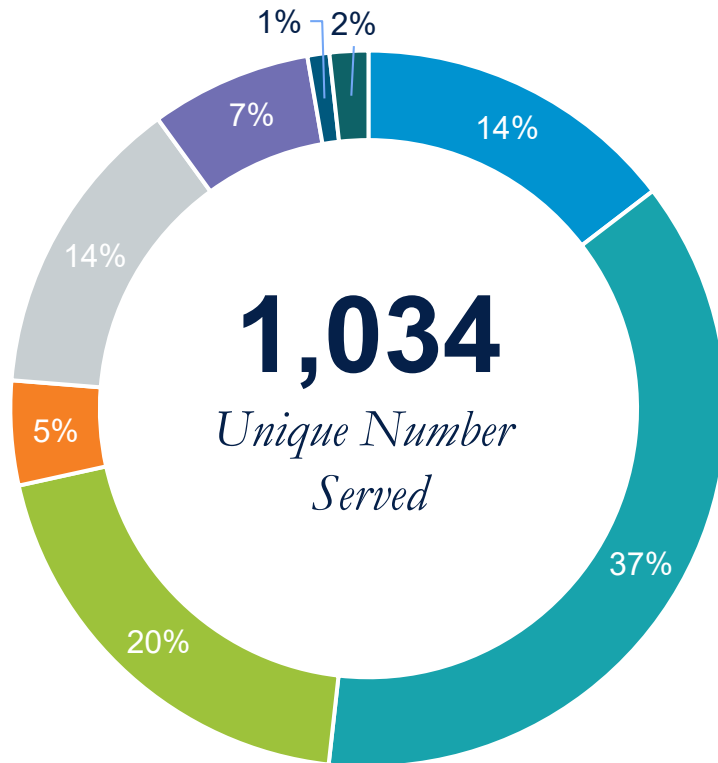
Areas of Strengths

- Having a consistent and weekly access to healthy vegetables and fruits to make sure my nutrition is optimal.
- It's super welcoming and community-oriented. I never feel like I'm being judged and it feels like we're all just here to take care of each other. I also love that it was introduced so early in orientation week for med students-- it really normalized the process since we would all just come in huge groups of friends to see what's in the market every Thursday.
- Regular access to ample fresh food and groceries at both campuses, at a predictable time, with excellent communication and friendliness.
- Being able to readily access fresh produce which can cost quite a bit in a city like San Francisco has been incredibly helpful. The money I save on produce and other food items I can then use for other expenses like rent and utilities.

Areas for Improvement

- Sometimes it's difficult to predict the contents of the market. The surprise can be fun but it does not help as much with meal prep or planning ahead when grocery shopping or figuring out how I can cut costs and supplement meals ahead of time.
- I would be greatly appreciative if eggs were available as well at the food market -- the food market has been absolutely wonderful, but having a source of protein would be incredibly useful.
- The timing of the Student Food Market can be difficult to access while on clinical rotations as clinical duties can extend past the hours it is open.
- I wish that there would be reminders each week for the student food market. Forgetting one makes it hard for the week.

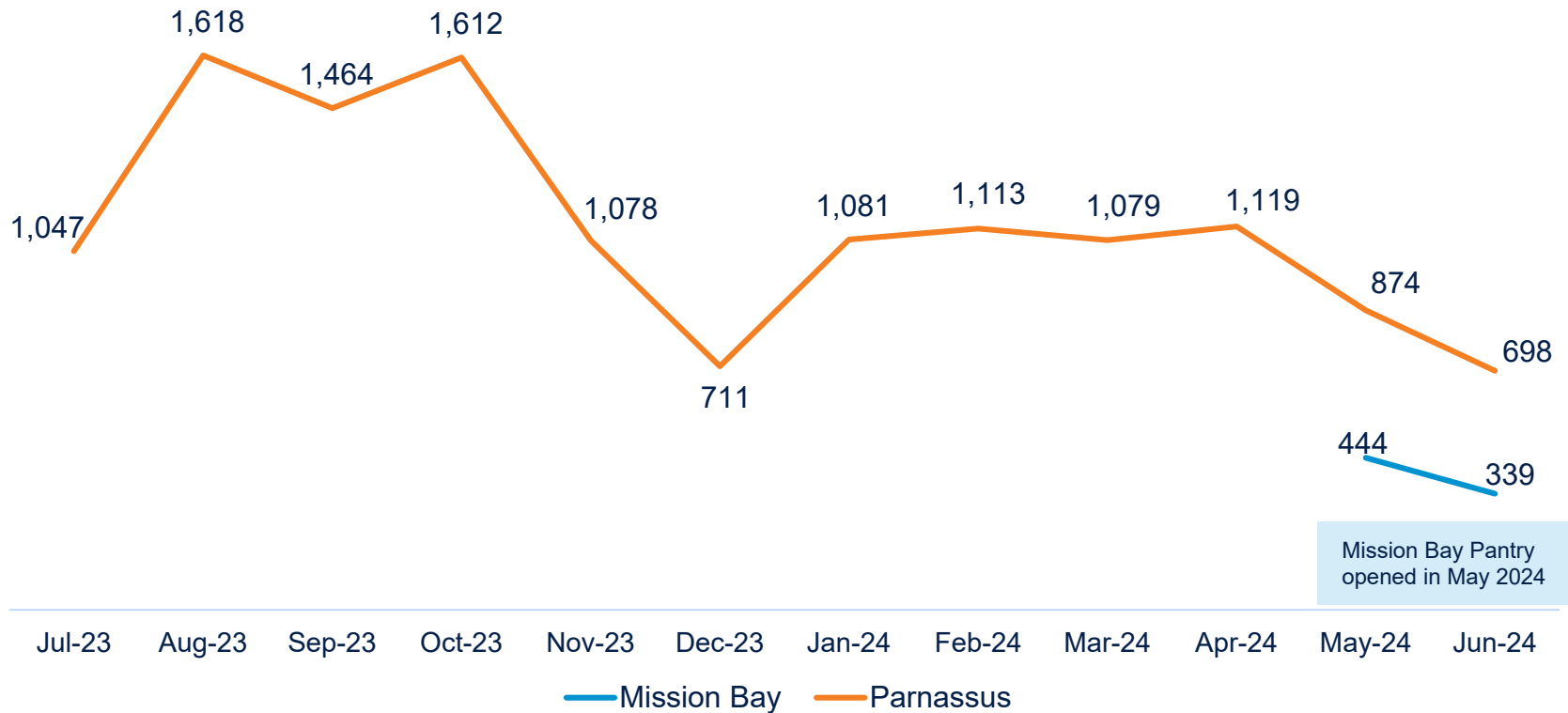
Food Pantry



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

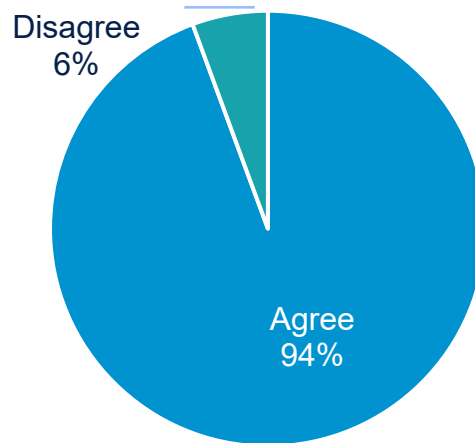
Food Pantry

Monthly visits per pantry location

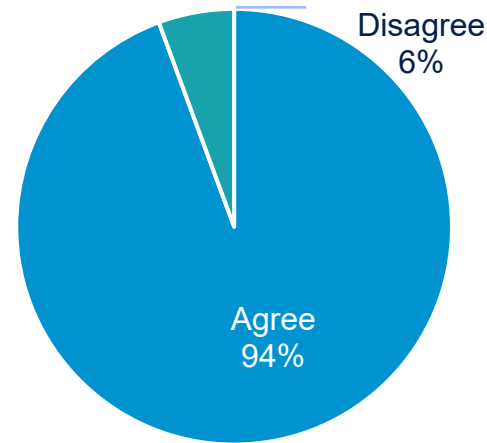


Food Pantry *n=89 (11%)*

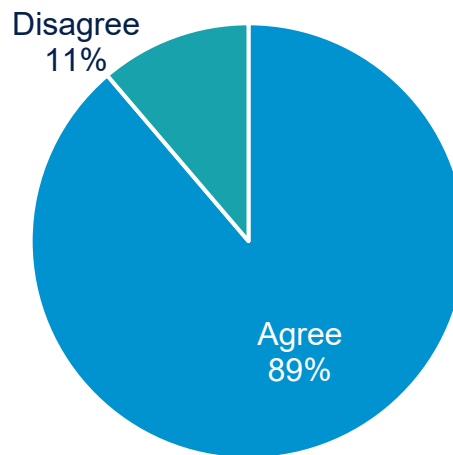
Participating in the program has made me more food secure.



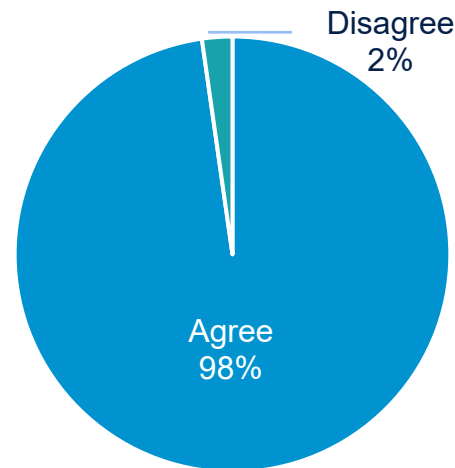
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I have eaten healthier food as a result of the program.



I have found the program helpful.





Food Pantry

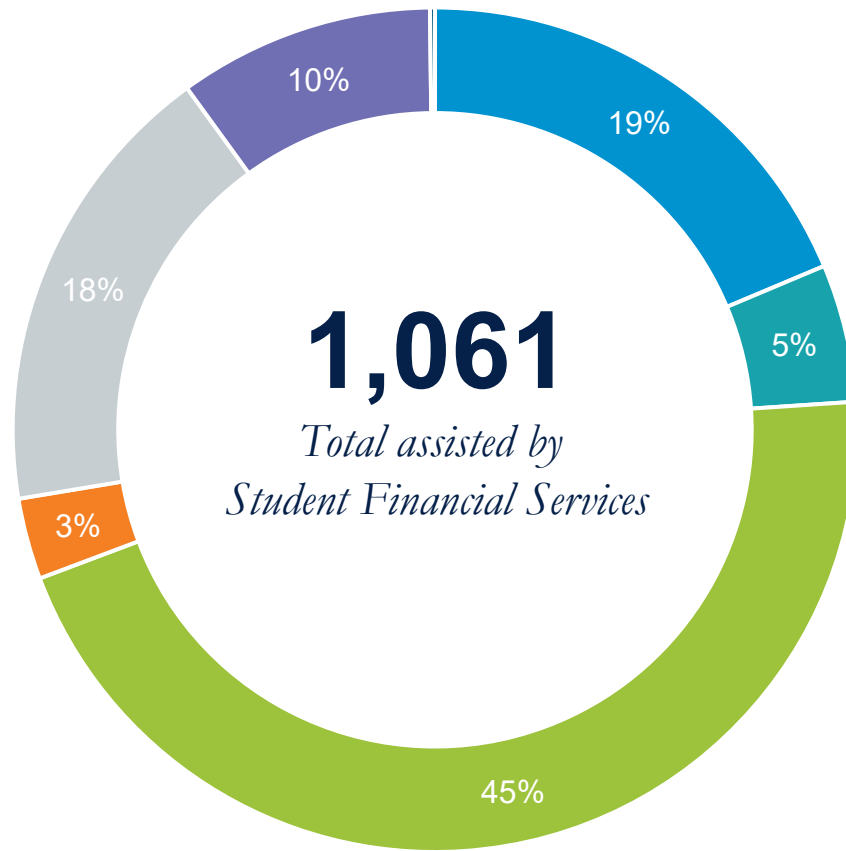
Areas of Strengths

- The ease of accessing the food pantry has been most helpful, because regardless of my school schedule, I never felt any barriers accessing the food pantry.
- On my brief break during a five hour class, I love that I can quickly run down to the student resource center for a nutritious snack and grab a couple things I need for my pantry! It's also pretty cool that there's a headshot booth -- I need to remember to use this. The person that sits at the desk is always so kind as well :~)
- The items in the food pantry have been so incredibly helpful! Likewise, it is conveniently located on campus, making it easy to access.
- I enjoy getting the tuna and chicken salad boxes. They've saved me from not having anything to eat for lunch on several occasions.

Areas for Improvement

- I would love to have more cultural non-perishable foods (like the microwave short grain rice), ready-made broths/soups, options that don't have meat for instant ramen/noodles, and sometimes cookies/brownie mixes.
- Please add more ready-to-eat snacks and halal ramen so it's more accessible to people with different dietary needs.
- I think it would also be beneficial if the program could expand to the UCSF community outside of students only- for example trainees such as residents- could also benefit greatly from this program.
- Continue using social media as a form to reach out to other students.

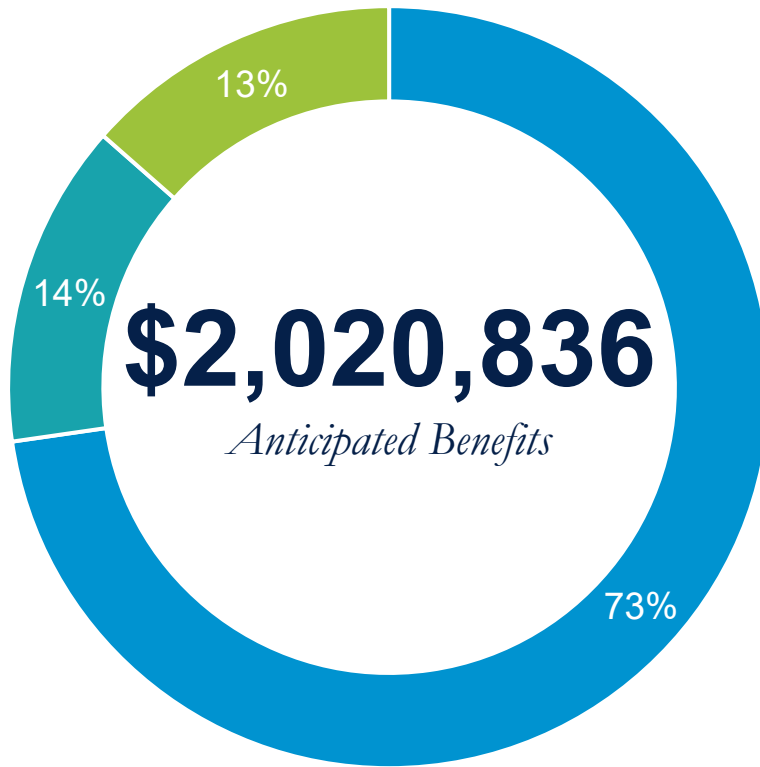
CalFresh Application Assistance



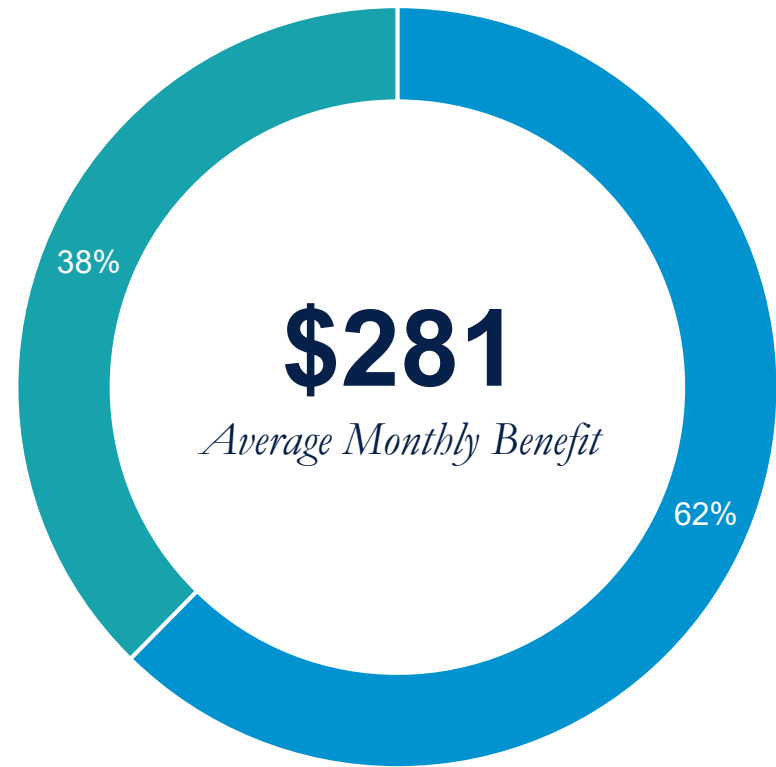
- Dentistry
- Graduate Division
- Medicine
- Nursing
- Pharmacy
- Physical Therapy
- Other

CalFresh Applications

Application statistics for San Francisco County



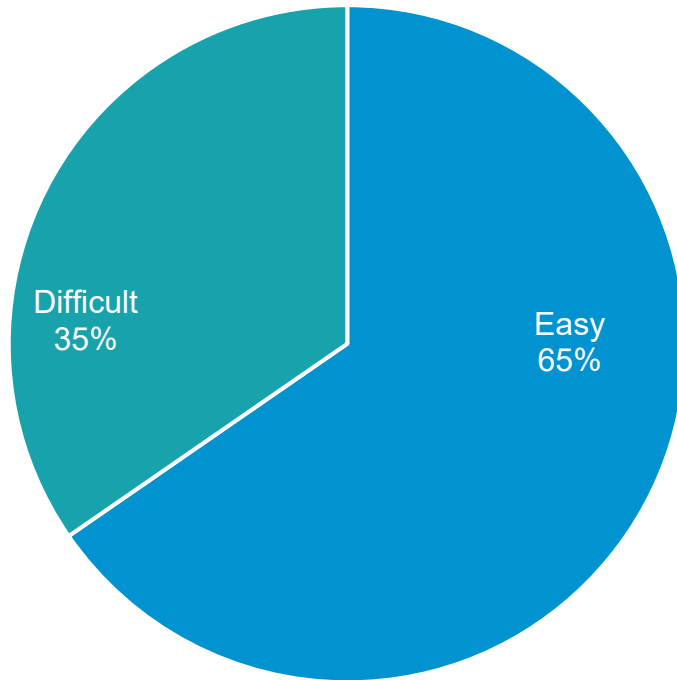
■ Approved ■ Denied ■ Pending/Other



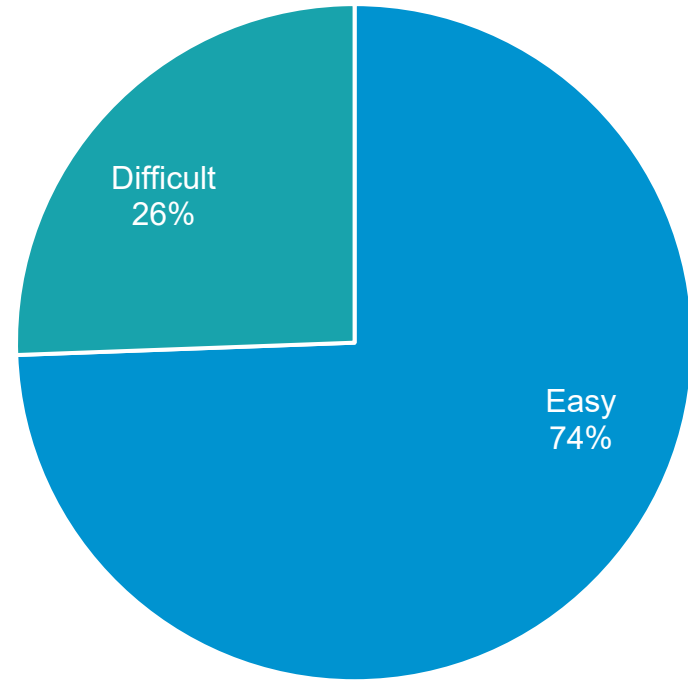
■ New ■ Renewal

CalFresh Applications Evaluations *n=137 (18%)*

How would you rate your experience applying for CalFresh?

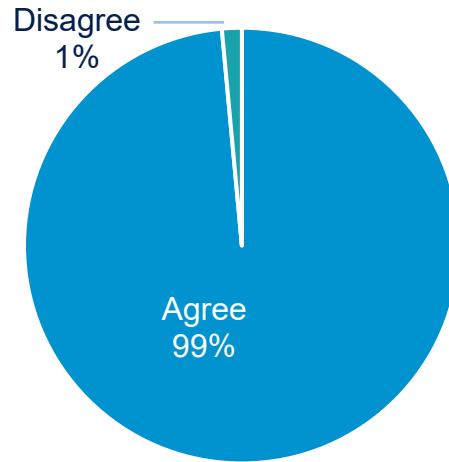


How would you rate your experience renewing CalFresh?

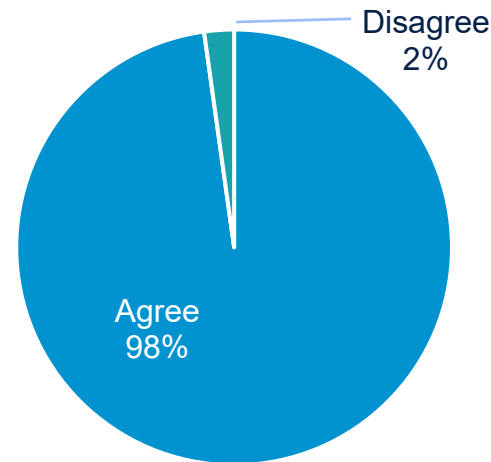


CalFresh Applications Evaluations *n=137 (18%)*

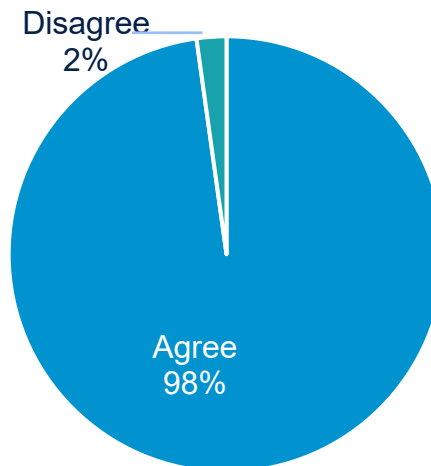
Participating in the program has made me more food secure.



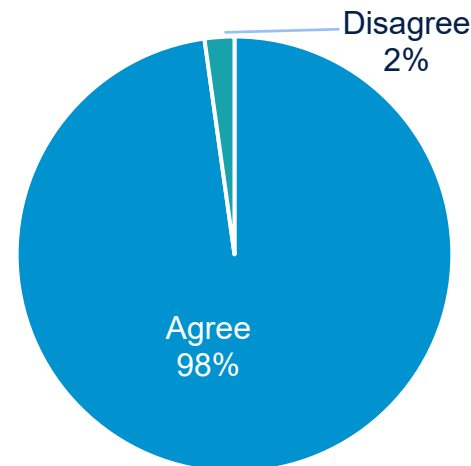
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I have eaten healthier food as a result of the program.



I have found the program helpful.





CalFresh Evaluations

Areas of Strengths

- Having CalFresh has decreased my student loans and allowed me to spend less additional money monthly on food. It allows me to purchase healthy ingredients for meal prep, which allows me to spend less money on food at the hospital when I am on 8-10 hour shifts.
- It has greatly cut down on my monthly budget as groceries were a large part of my expenses. Rent and tuition was covered by student loans. I have no income as a student so I was using my savings and leftover loans to pay for groceries.
- The financial services team has been extremely helpful throughout the process! They always reply quickly, with the documents I need, and help facilitate my case with the city. So amazing!
- Having CalFresh motivated me to eat out less and significantly lowered the cost of my groceries. This allowed me to allocate my monthly budget elsewhere such as rent and tuition.

Areas for Improvement

- There needs to be a better way to coordinate with CalFresh staff. After applying took nearly 6 months to get approved due to significant delays from CalFresh caseworker and multiple repetitive requests. Reached out to UCSF for assistance but was told UCSF had no way to contact them.
- Having an easy step-by-step online guide for how to both apply and renew, ie. also including easy access links to any forms needed to submit to obtain to renew.
- Stay on top of the renewals. I never knew when I needed to renew until they sent a letter, and there is very little time between the letter and the deadline. Especially on a busy rotation it can be easy to miss.
- Maybe consider widespread advertising of these resources through social media to raise awareness.

Student Awards



Basic Needs Awards

\$25,000

\$136 to \$3,166

27 students



Grocery Cards

\$84,700

\$200 to \$400 *per card*

31 students



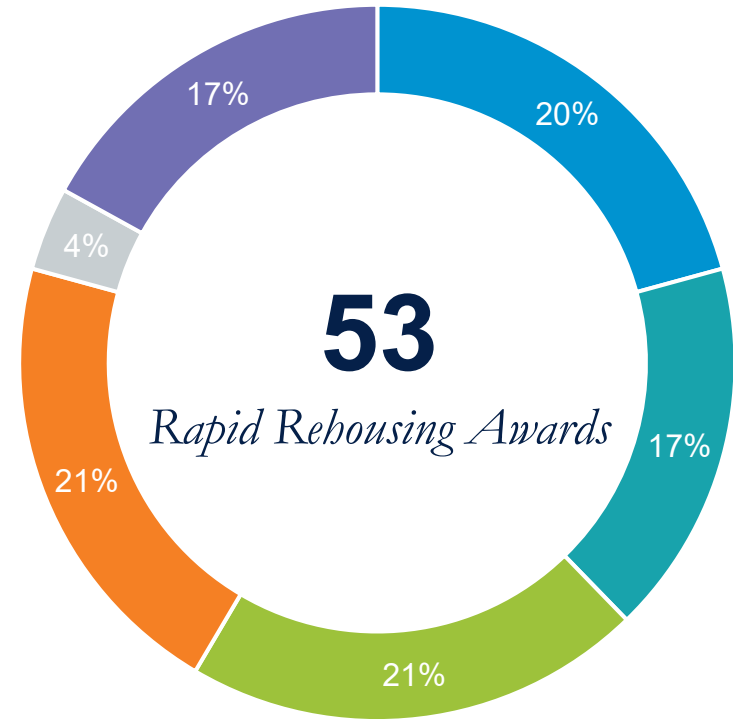
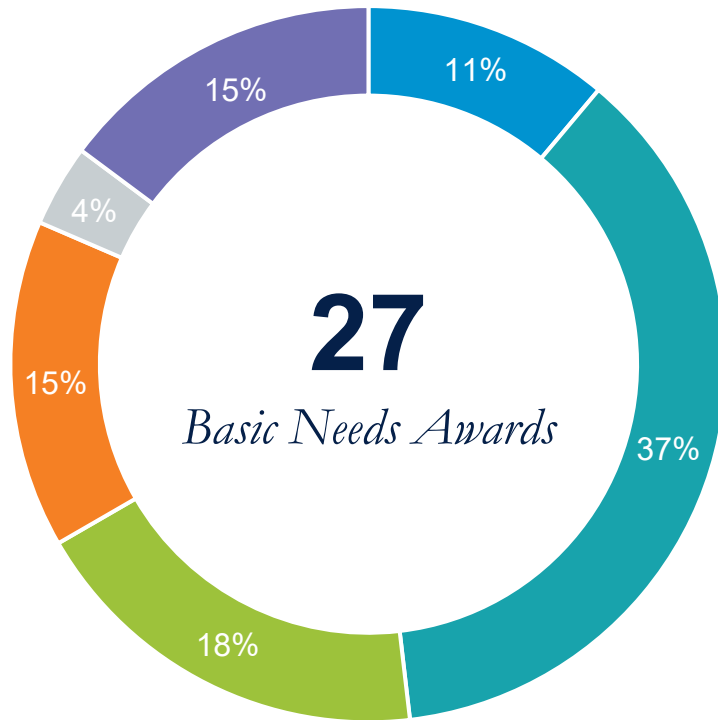
Rapid Rehousing Awards

\$142,000

\$470 to \$3,600

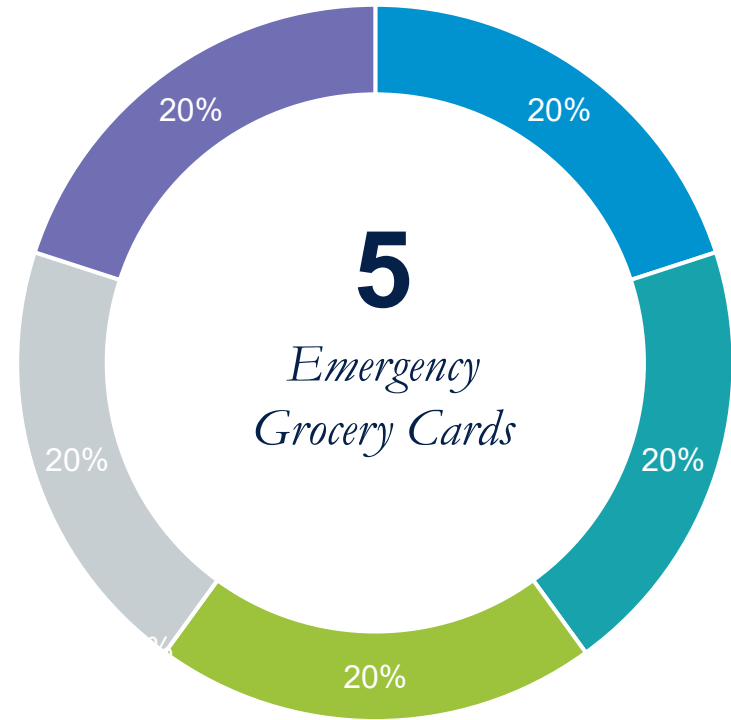
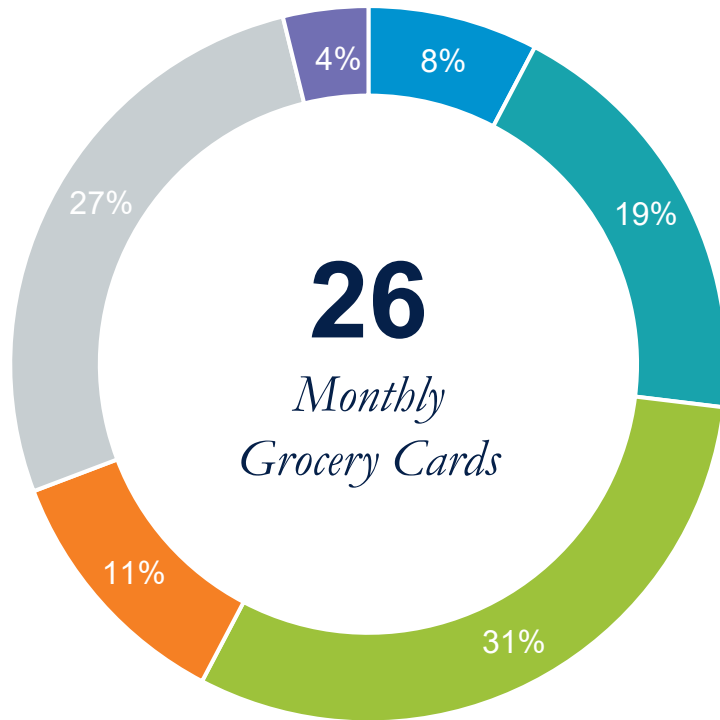
53 students

Student Awards



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

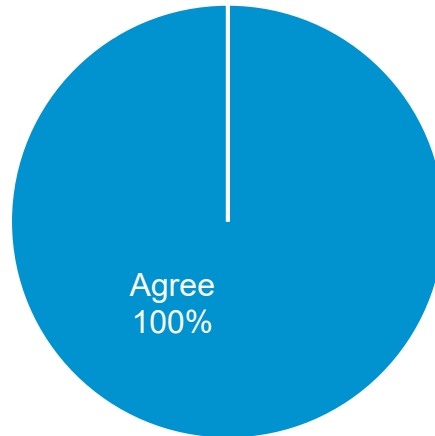
Grocery Cards



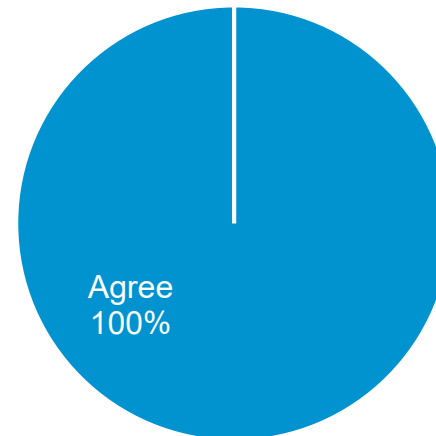
■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy ■ Visiting Student ■ Other

Monthly Grocery Cards Evaluations *n=13 (43%)*

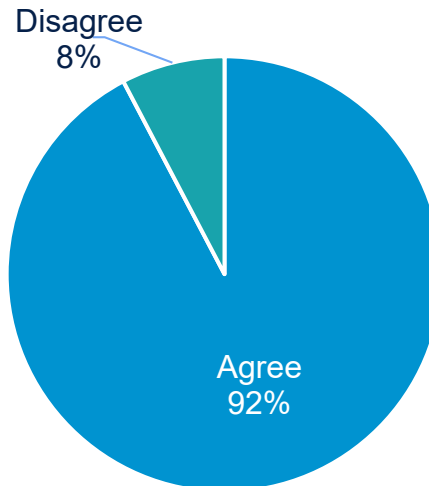
Participating in the program has made me more food secure.



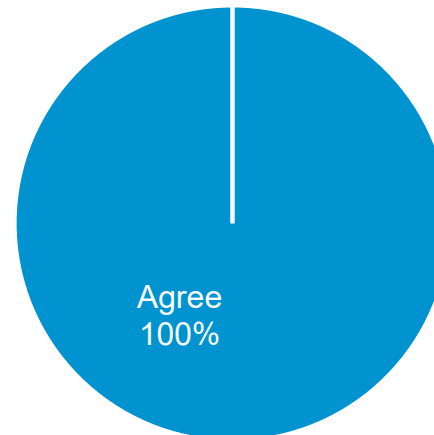
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I have eaten healthier food as a result of the program.



I have found the program helpful.





Monthly Grocery Cards Evaluations

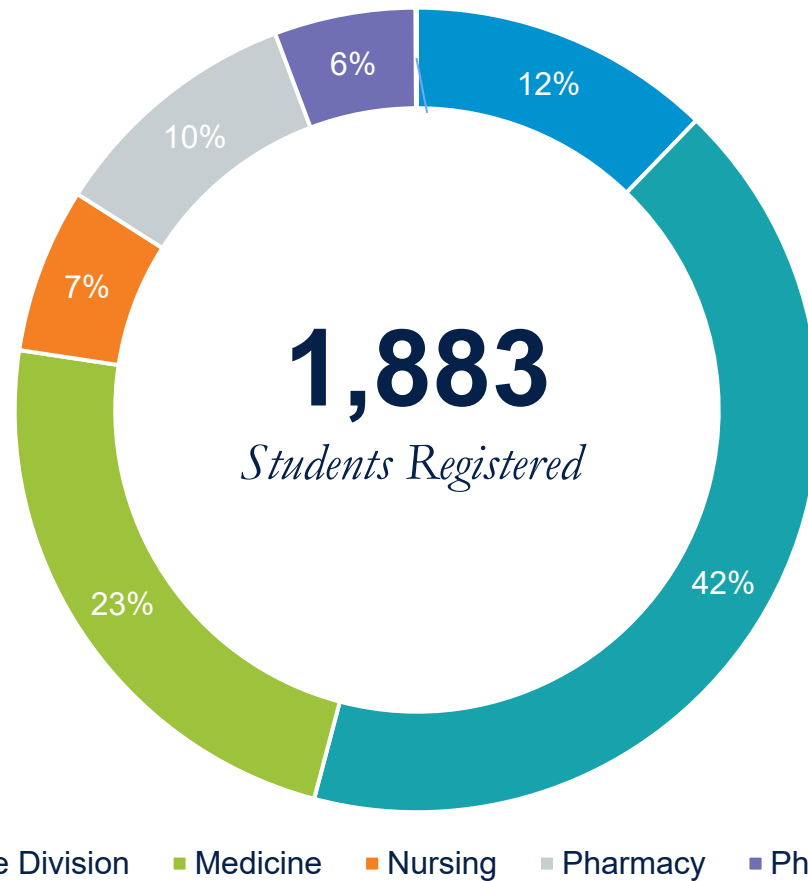
Areas of Strengths

- As an undocumented student, I've found it really helpful to receive something that approximates what CalFresh provides for other students. This is so important not just to my tangible physical health. It also makes me feel like UCSF cares about me and my unique concerns as an undocumented student.
- Being able to eat enough food so my brain can function optimally. Before I would only eat one meal a day and low quality food. This resulted in brain fog and low energy.
- Being able to buy all the stuff I used to eat back home without financial worry.
- This is the best program for food security! Since it started, I have so much less anxiety about being able to afford enough to eat. The flexibility and consistency is great.

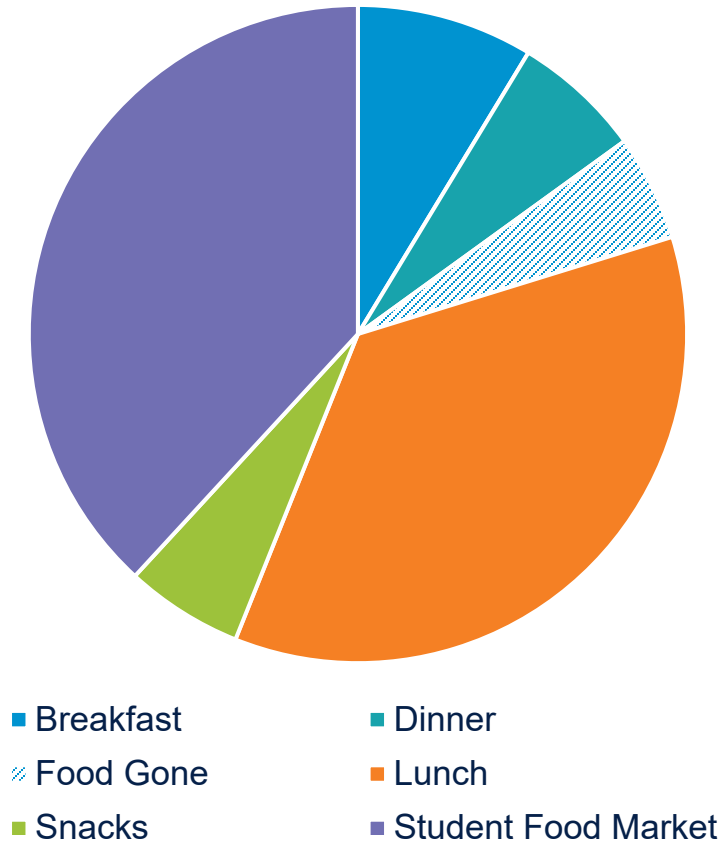
Areas for Improvement

- At times the cards are realized later than the beginning of the month. That being said they are always very responsive through email and quick to fix the situation.
- I do wish they allowed for pick up at Mission Bay spaces for students who do not go to Parnassus for classes.
- By nature, a little less flexible than EBT, but honestly has not been an issue. Hard to think of anything negative, so so helpful!
- It is hard to have to pick up the vouchers every month. It is also hard to have to be limited to certain grocery stores

Food4Students Text Message



Food4Students Text Message



60%

of student body signed up

173

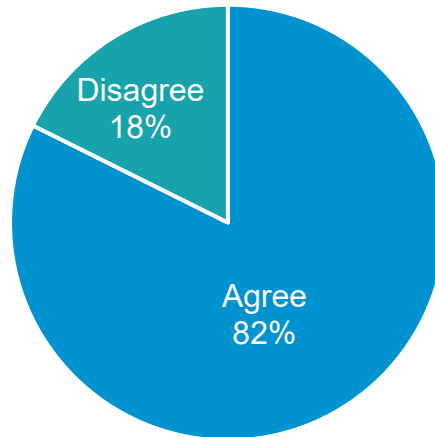
texts messages sent July 1-June 30

89

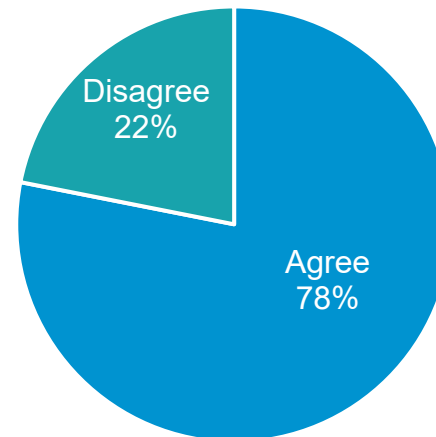
campus partner food providers

Food4Students Evaluations *n=306 (18%)*

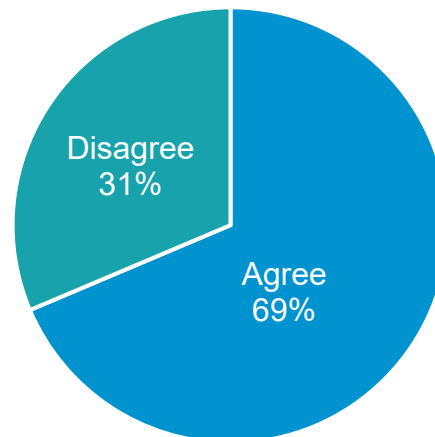
Participating in the program has made me more food secure.



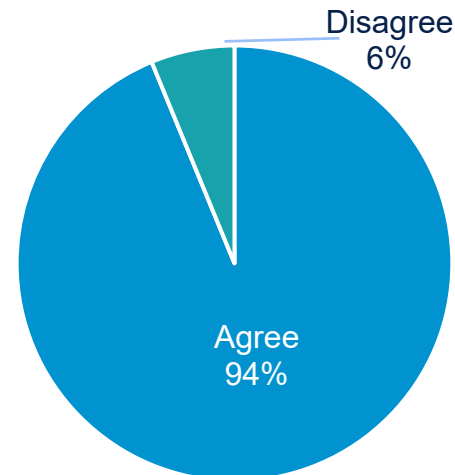
Participating in the program has reduced my food security stress.



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



I have found the program helpful.





Food4Students Evaluations

Areas of Strengths

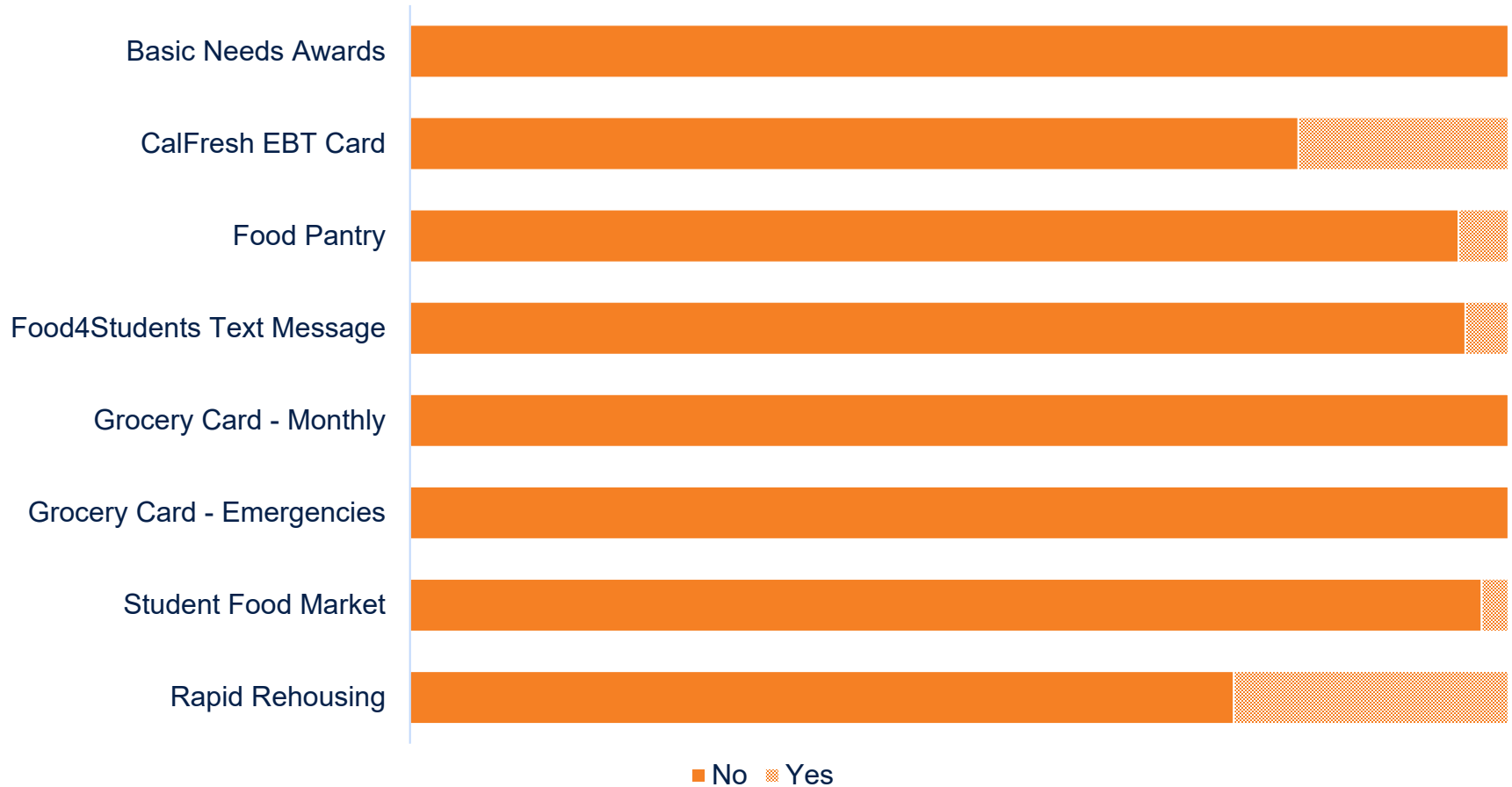
- The quality of the food has been surprising and I'm so happy to see that food get used and not go to waste.
- The text messages are clear and informative, and sometimes there is a followup message if the food is no longer available.
- The food helps me stay focused during class and it's always helpful to get notifications saying there's free food.
- The messages come with a time stamp saying how long the food will be available. Helps save time and allow to determine if able to reach the location in time to get the food.
- I find the Friday morning text messages about left over food from the Thursday fresh food pantry most helpful.

Areas for Improvement

- The least helpful is when supplies run out before getting there. Location may also be hard to find.
- Most of the time, the food becomes available at off hours of the day (i.e. not during normal eating hours). Also, to clarify, I find that the program does not reduce my food insecurity because it isn't consistent enough to rely on for meals. It's a wonderful program and I love that it helps to reduce food waste, and at the same time I don't feel like this falls under the umbrella of programs that help reduce student's financial stress. If a significant portion of funding is going toward keeping this program running, I wonder if that funding could be better utilized toward providing consistent meals and/or finding other ways to aid students with the cost of food. But if this a relatively low-cost program (which I imagine it is, since it is based on a texting service) then it's definitely worth keeping.

Stigma

Do students feel any stigma using the following programs?





Stigma Feedback

Areas for Improvements

Student Food Market

- I guess let individuals pick how much they want/need instead of handing out a certain quantity.
- Not really sure - pay us grad students better so we don't rely on food from the food bank, though I know this is out of the purview of this program.
- Have it more like a farmers market in the centre of a building instead of a closed space maybe?
- Initially it was only available to students who signed up ahead of time, and if they didn't attend, they were removed from the roster list - I have felt somewhat guilty sometimes when I show up now since receiving that email several months/a year ago!

CalFresh EBT Card

- It's a social stigma. I feel very aware of using my EBT and worry about judgement.
- Providing a list of restaurants / grocery stores that accept cal fresh so I don't have to ask the cashier.

Food4Students Text Messages

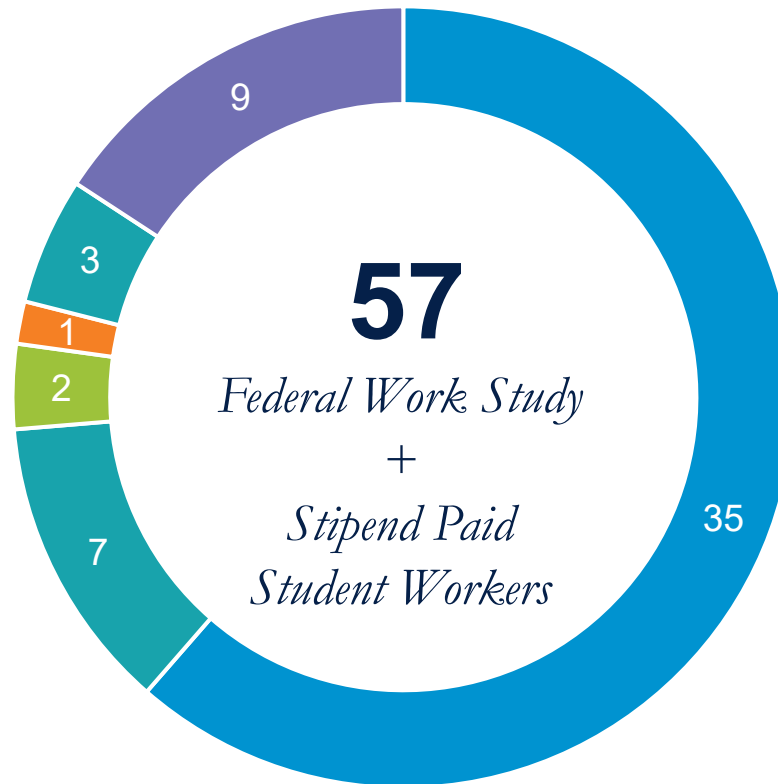
- I guess the issue is not the program, but other people's perception of us looking for free food.

Rapid Rehousing Award

- I had to share documents of personal affairs to justify getting the funds which was kind of humiliating

Student Workers

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

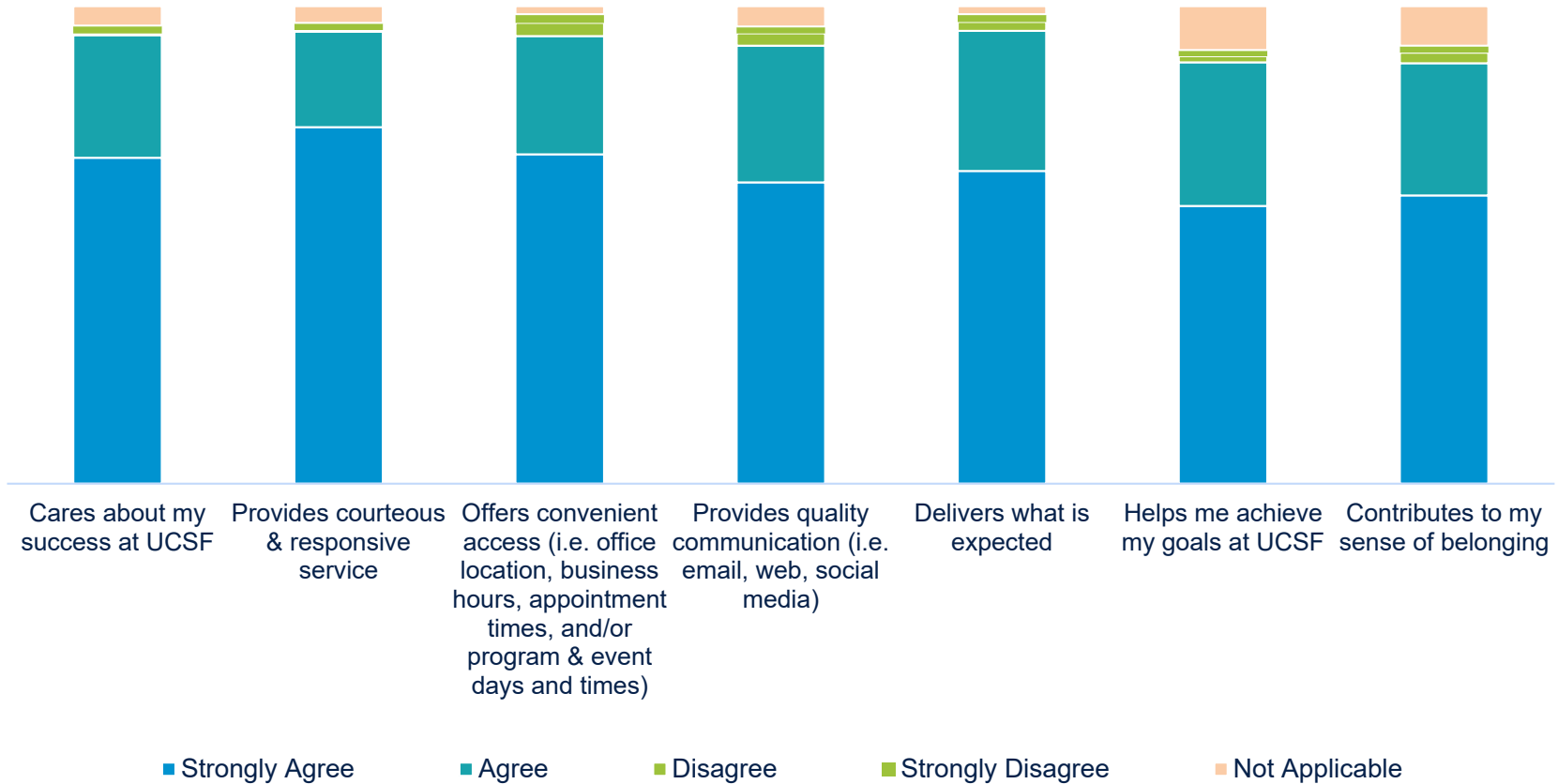


■ Dentistry ■ Graduate Division ■ Medicine ■ Nursing ■ Pharmacy ■ Physical Therapy

UCSF Student Services Survey

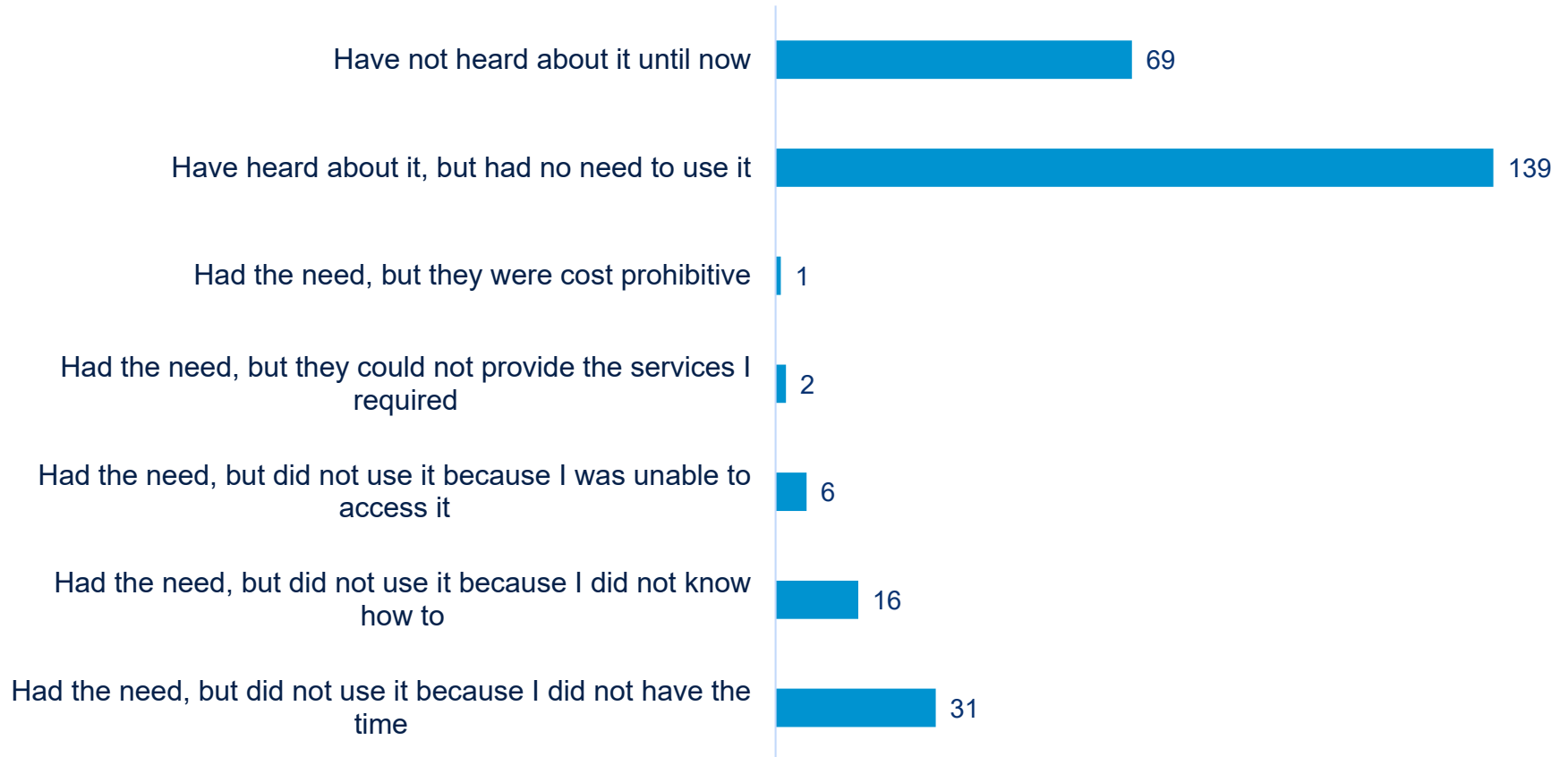
Program Overall Evaluation *n=545*

Based on feedback from the 2024 UCSF Student Services Survey



Program Overall Evaluation *n*=264

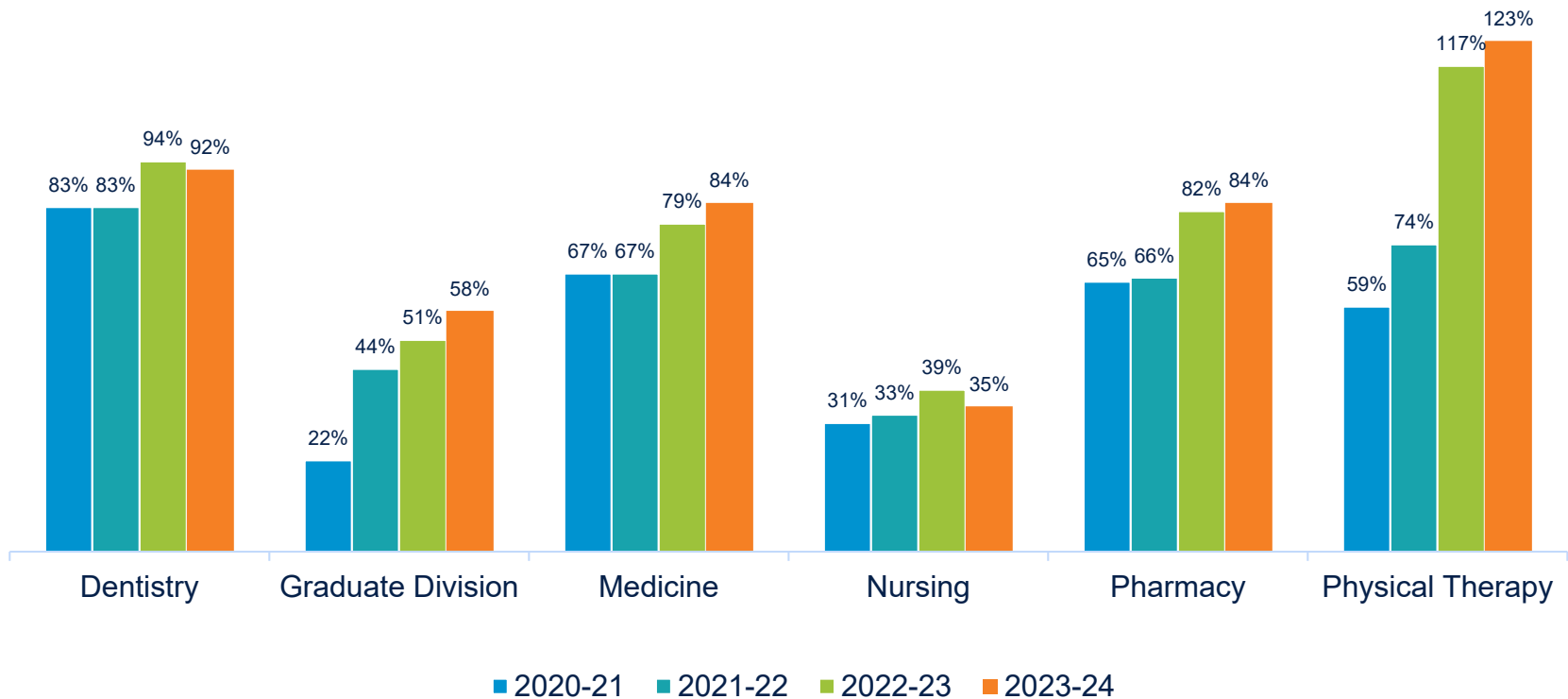
Based on feedback from the 2024 UCSF Student Services Survey



Year-Over-Year Comparisons

Overall Unique Usage Statistics

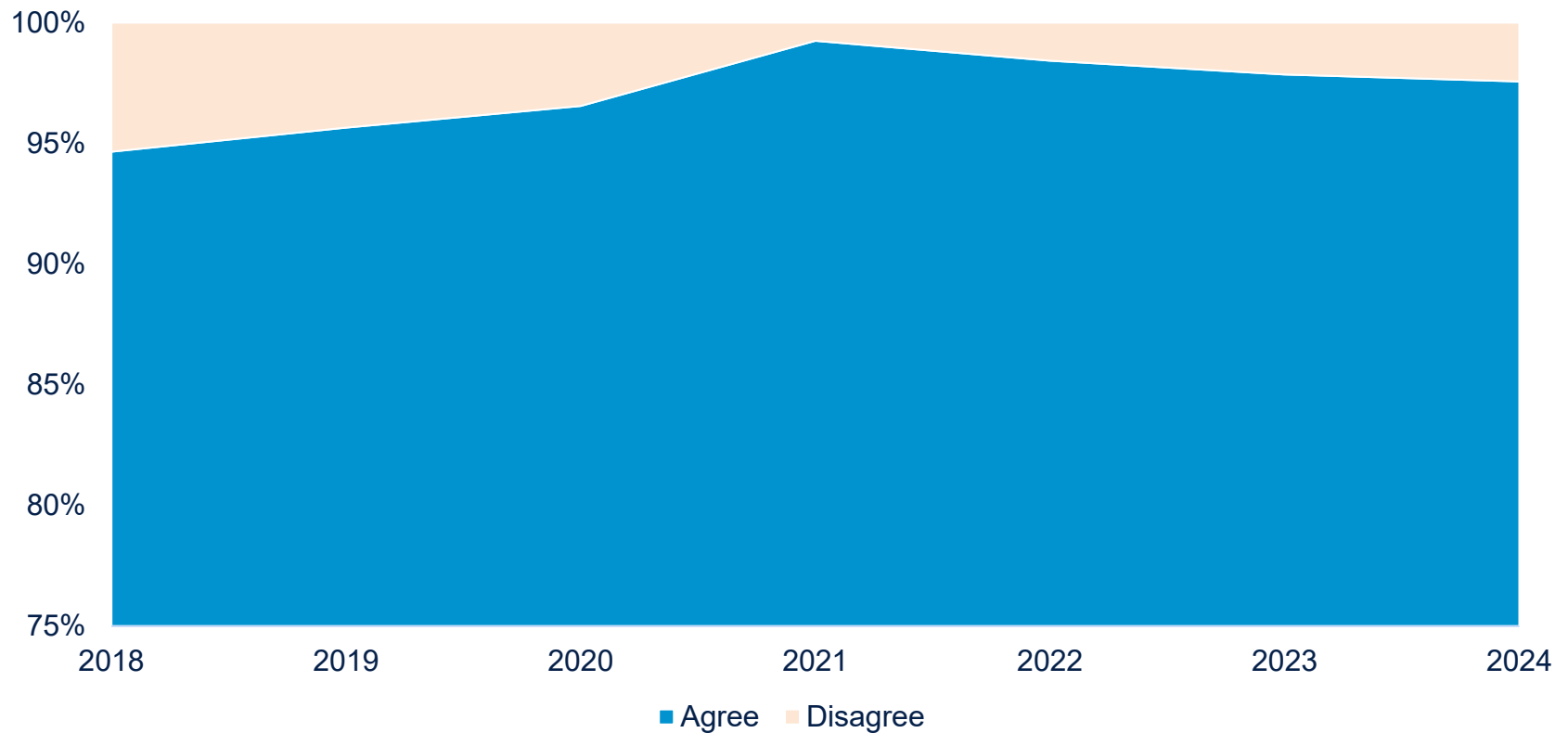
Comparison of percent of population served through Basic Needs programs



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 2023. Over 100% of physical therapy were served as a result of serving graduating and incoming students during the summer months.

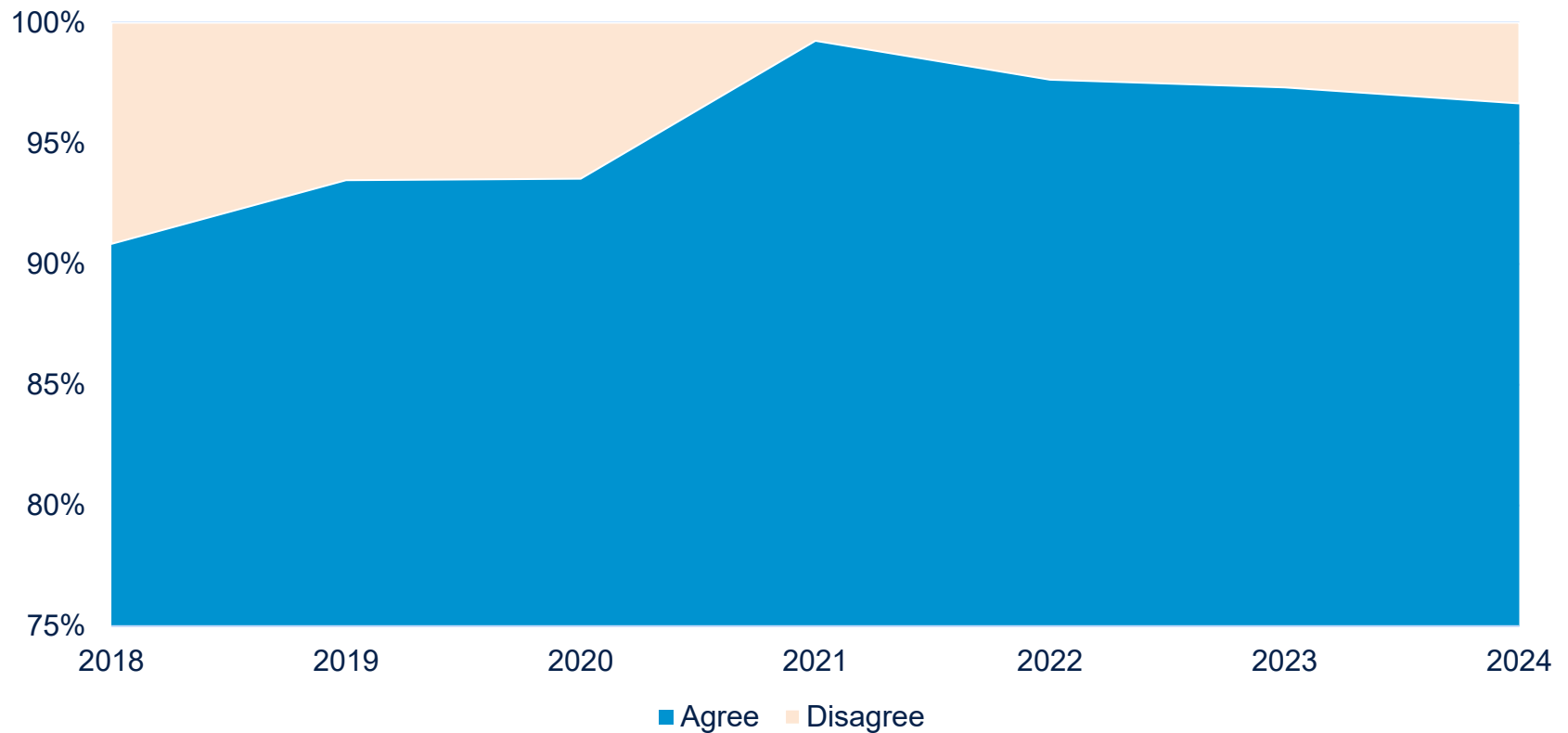
Student Food Market Feedback

I have found the program helpful.



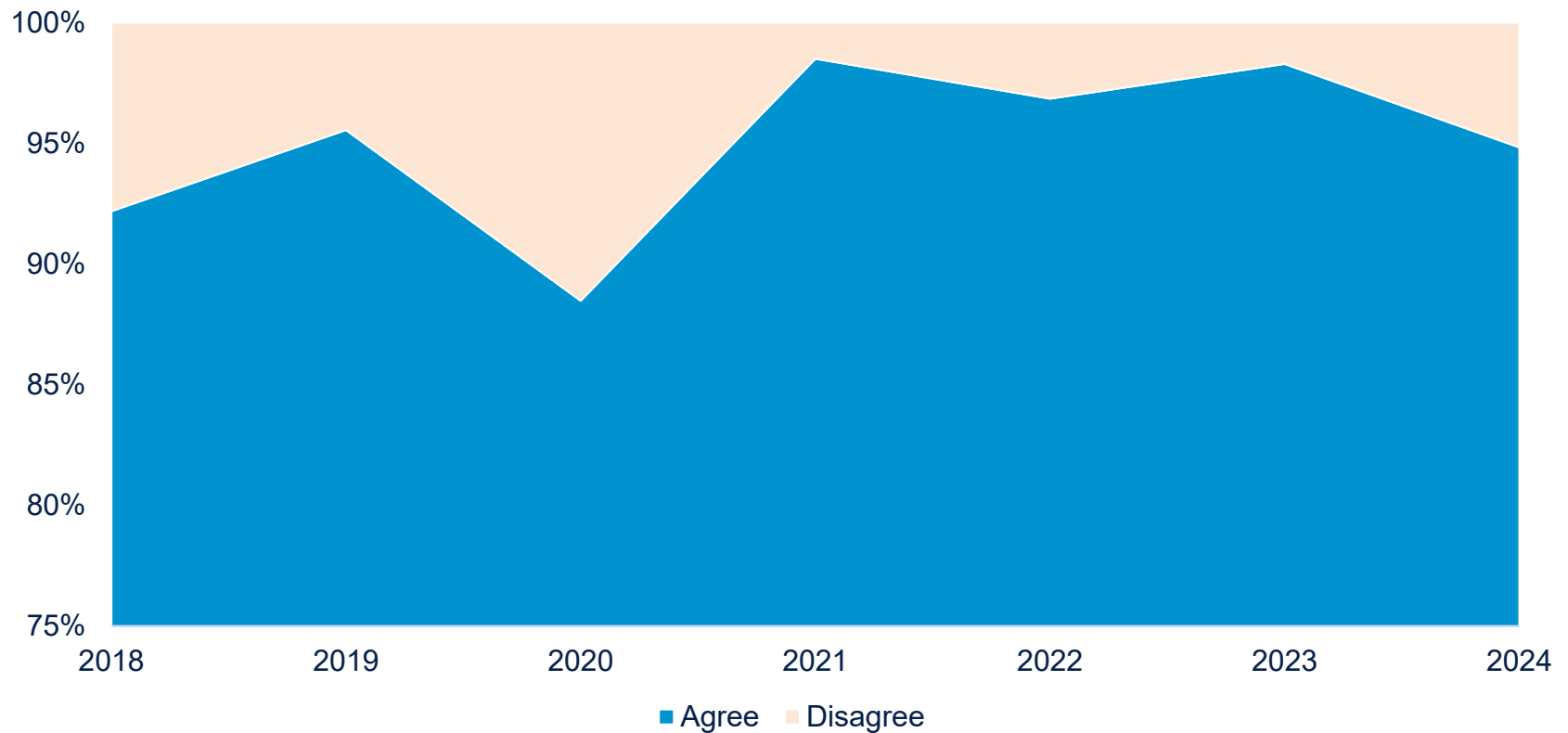
Student Food Market Feedback

Participating in the program has made me more food secure.



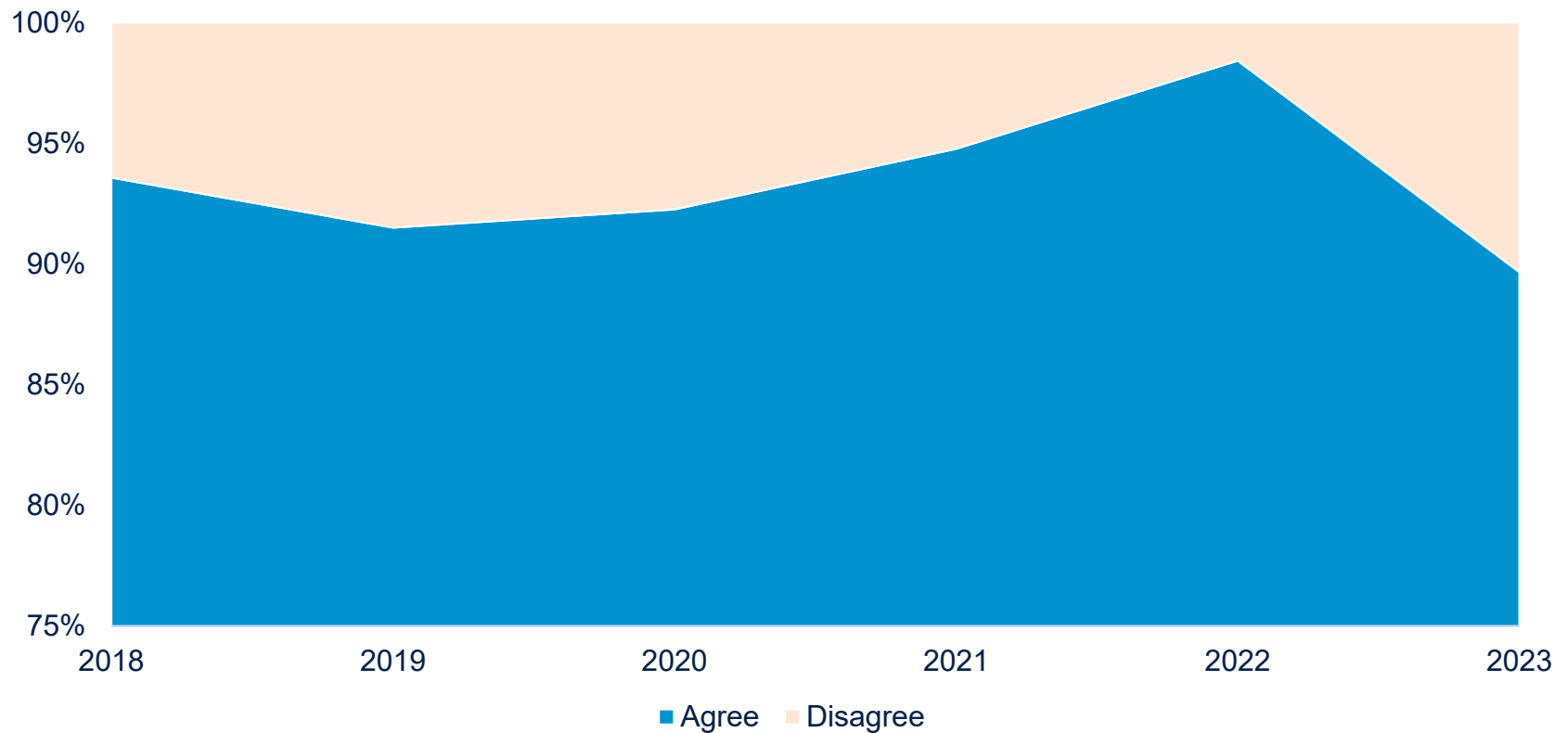
Student Food Market Feedback

Participating in the program has reduced my food security stress.



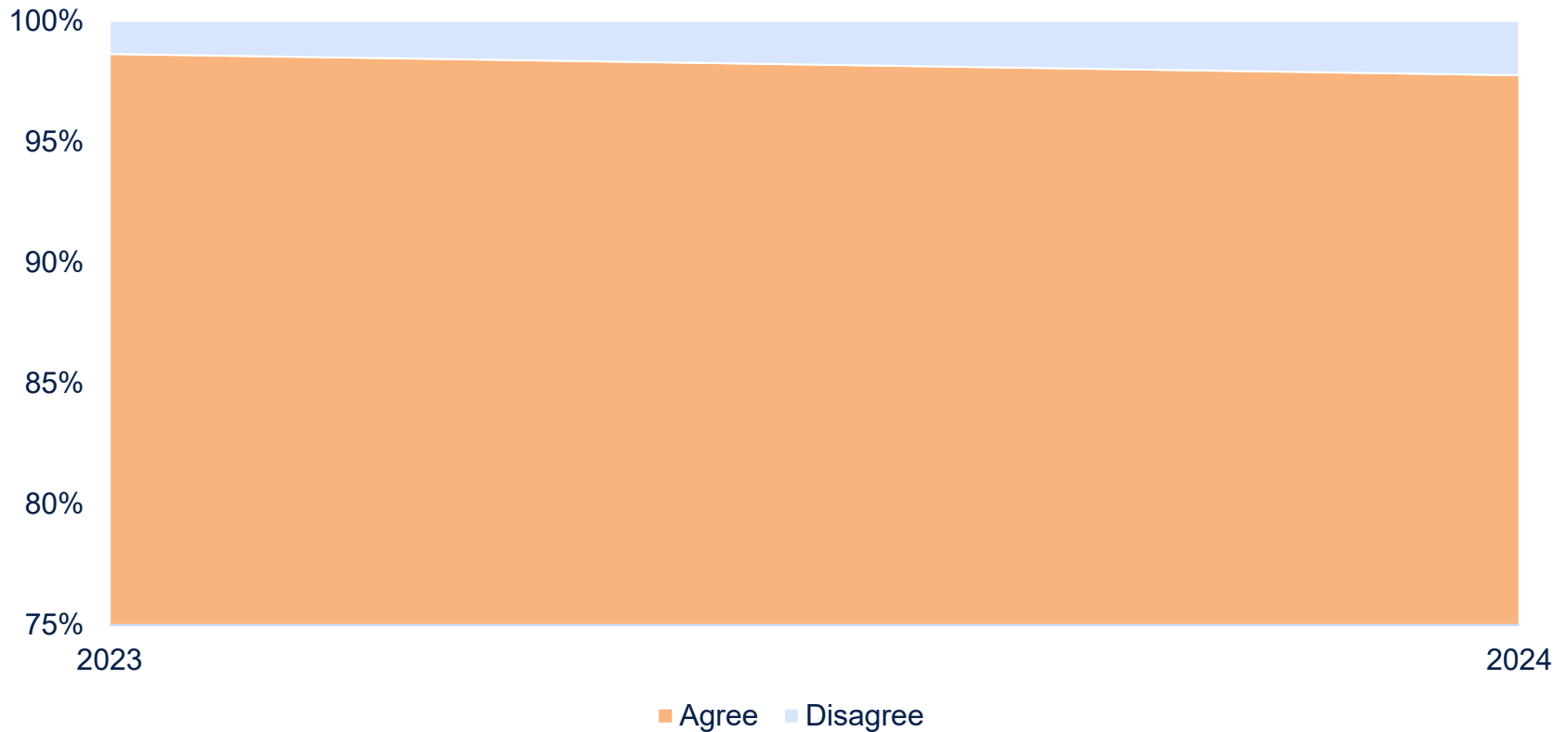
Student Food Market Feedback

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



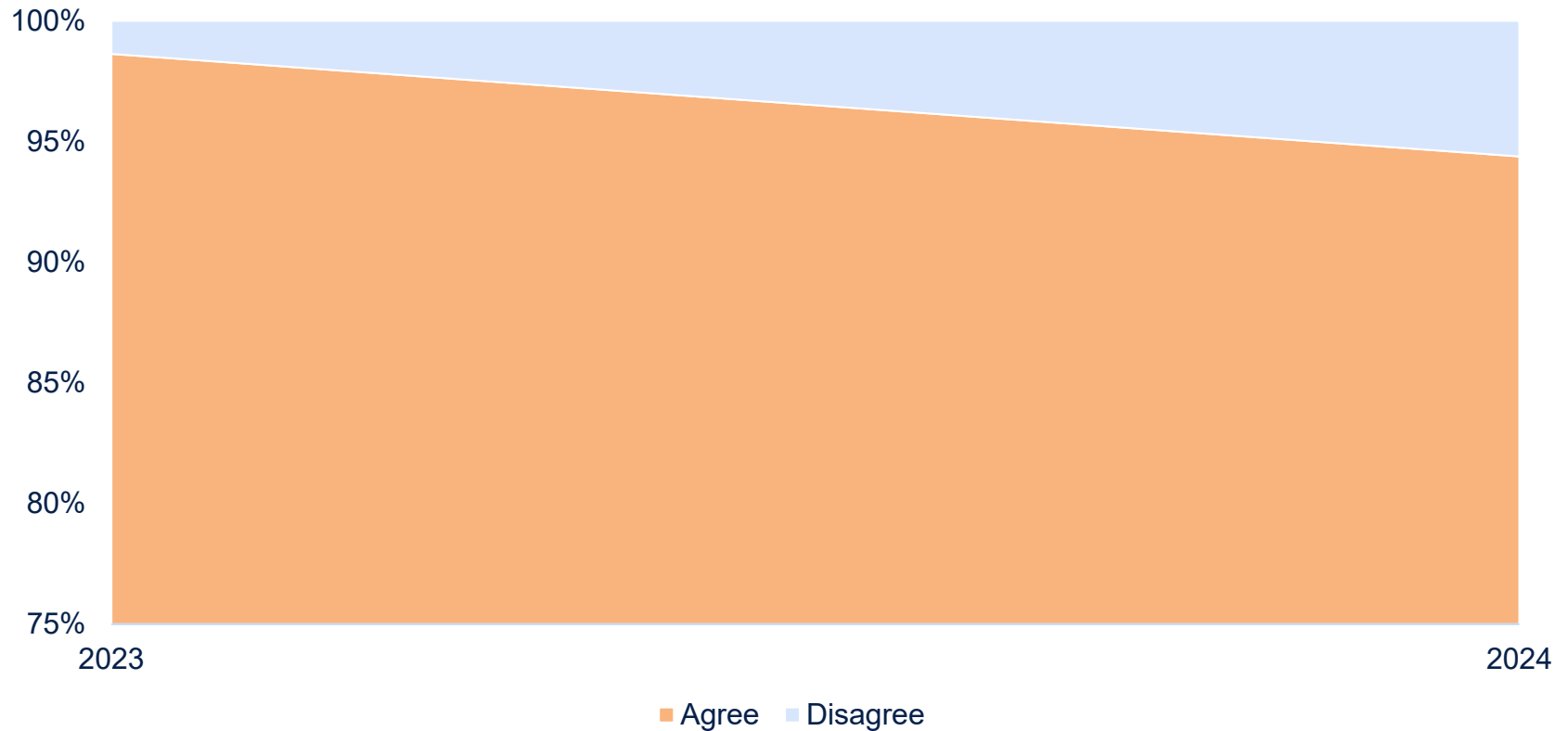
Food Pantry

I have found the program helpful.



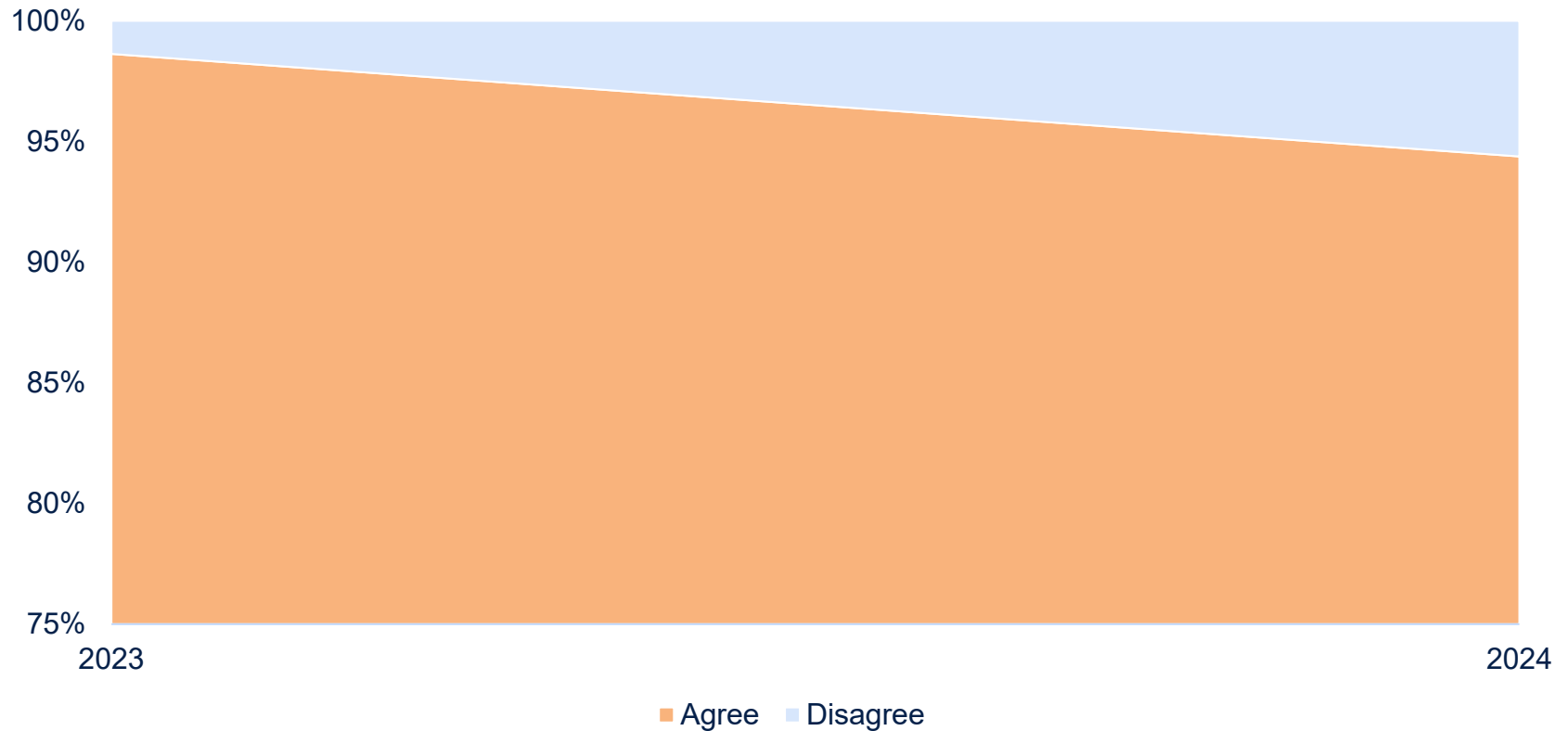
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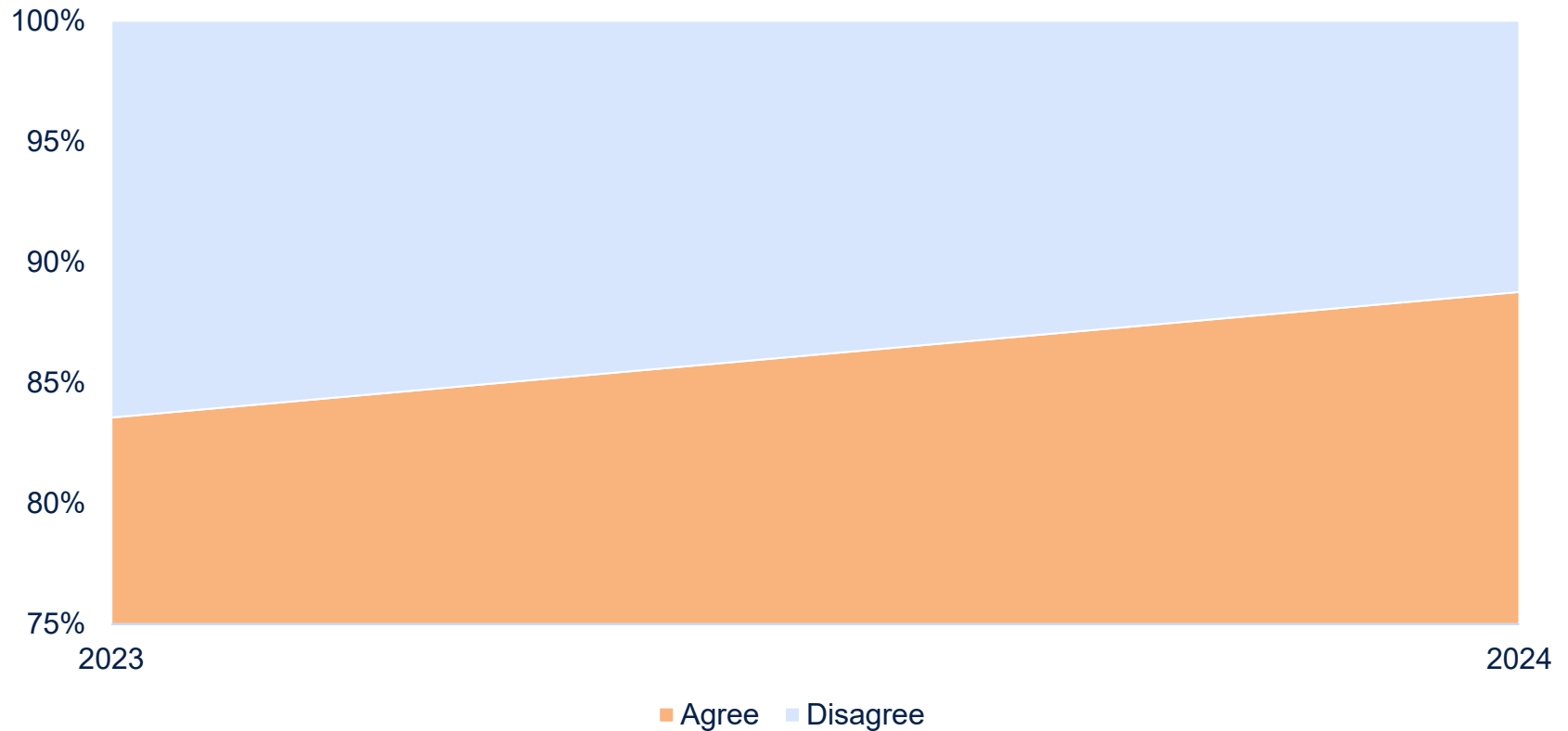
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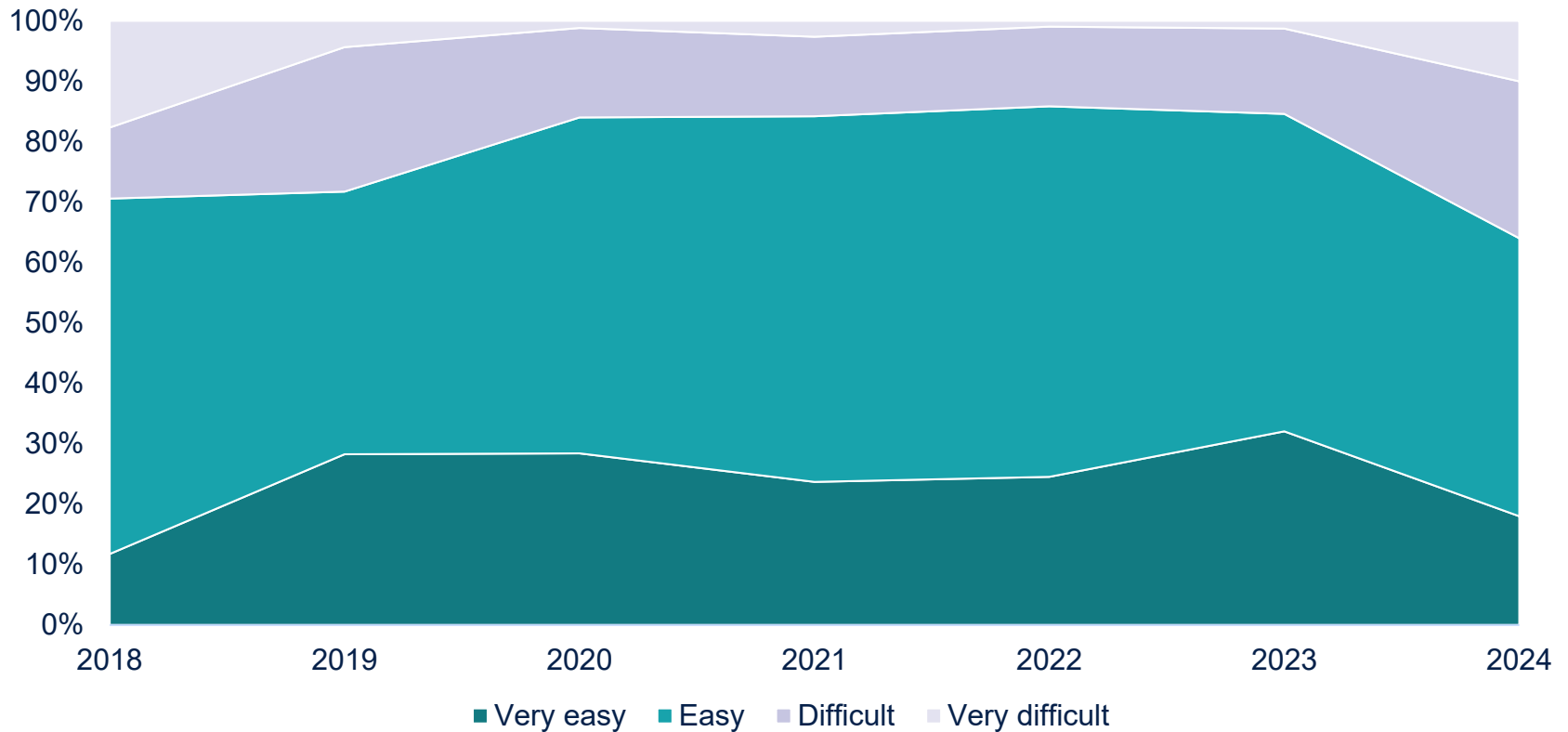
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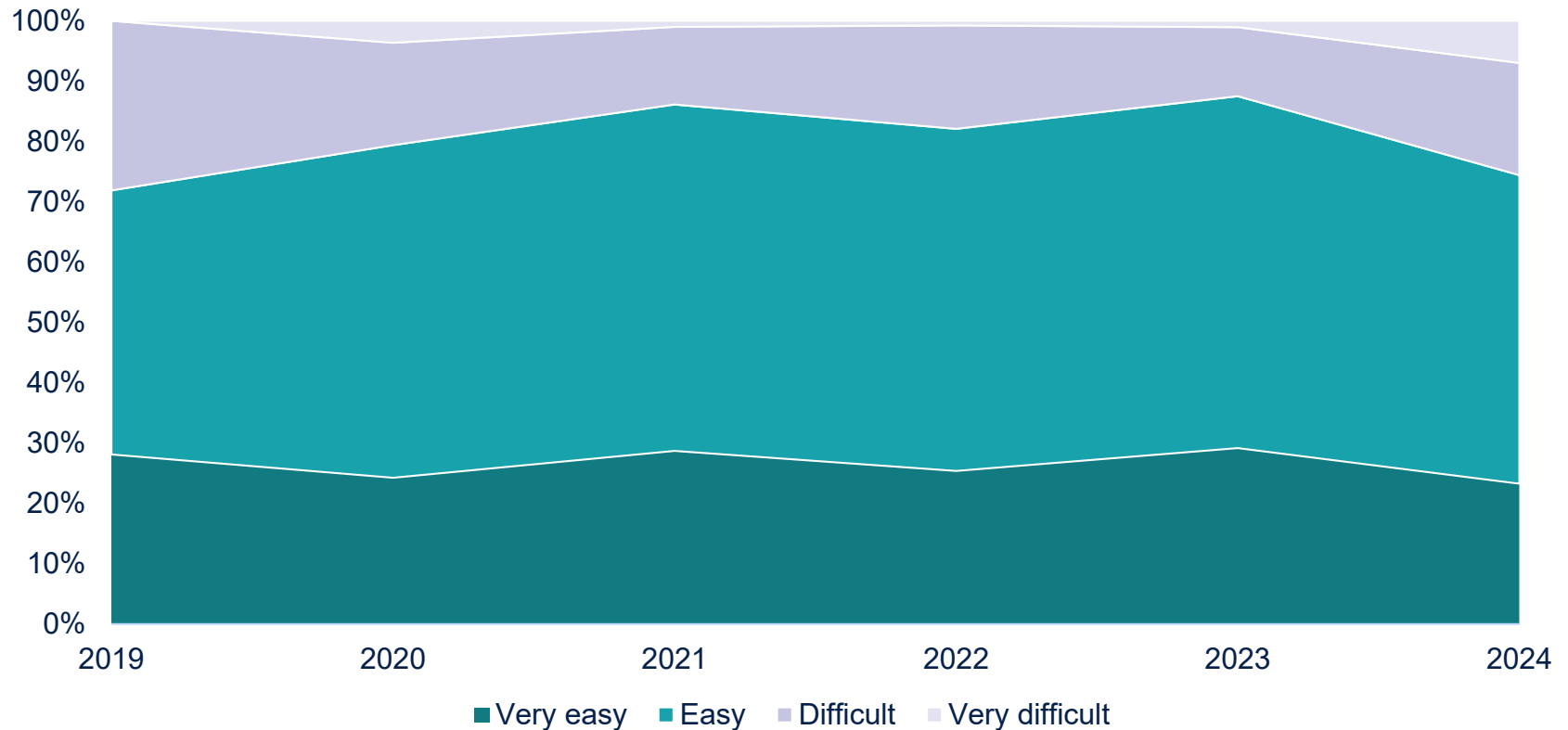
CalFresh Feedback

How would you rate your experience applying for CalFresh?



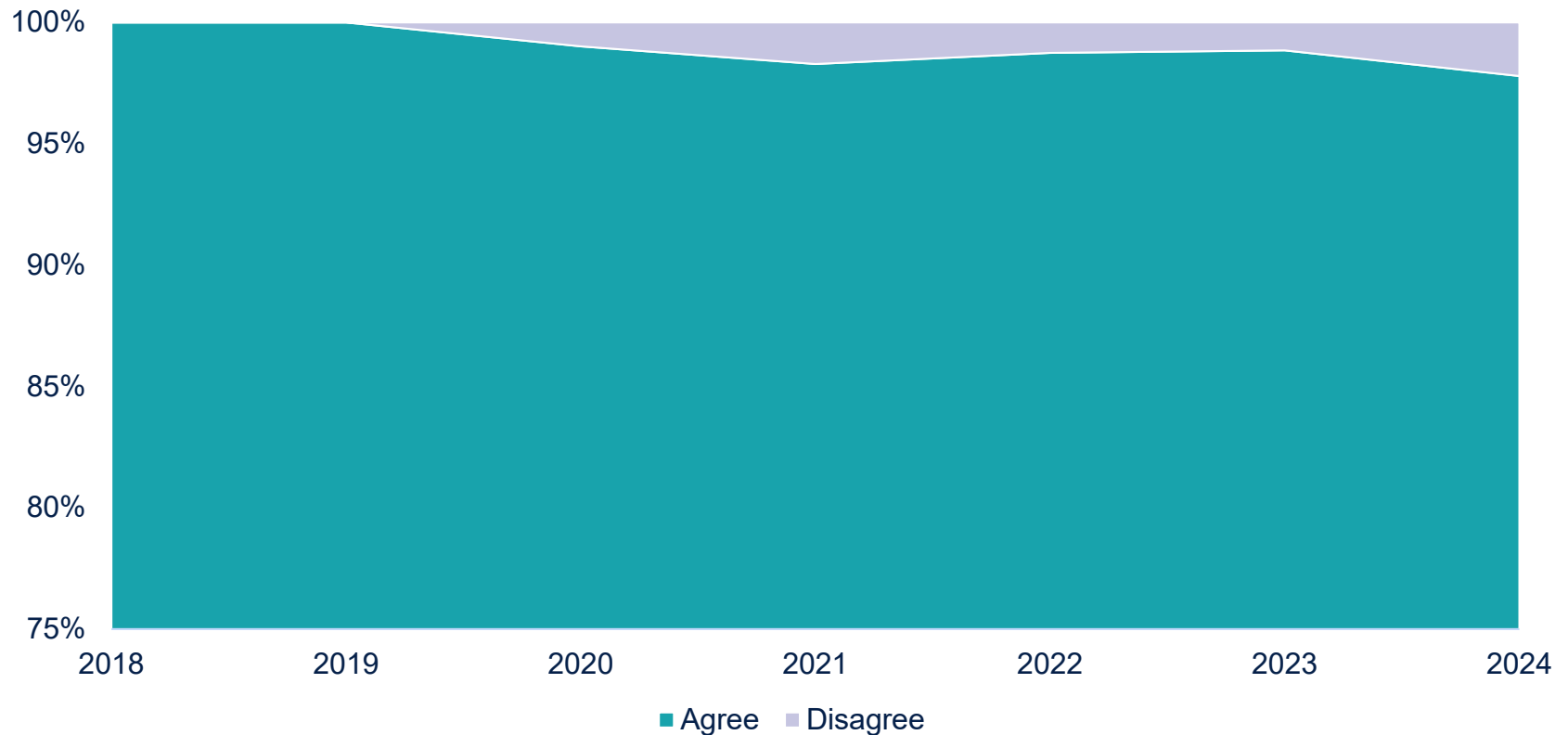
CalFresh Feedback

How would you rate your experience renewing CalFresh?



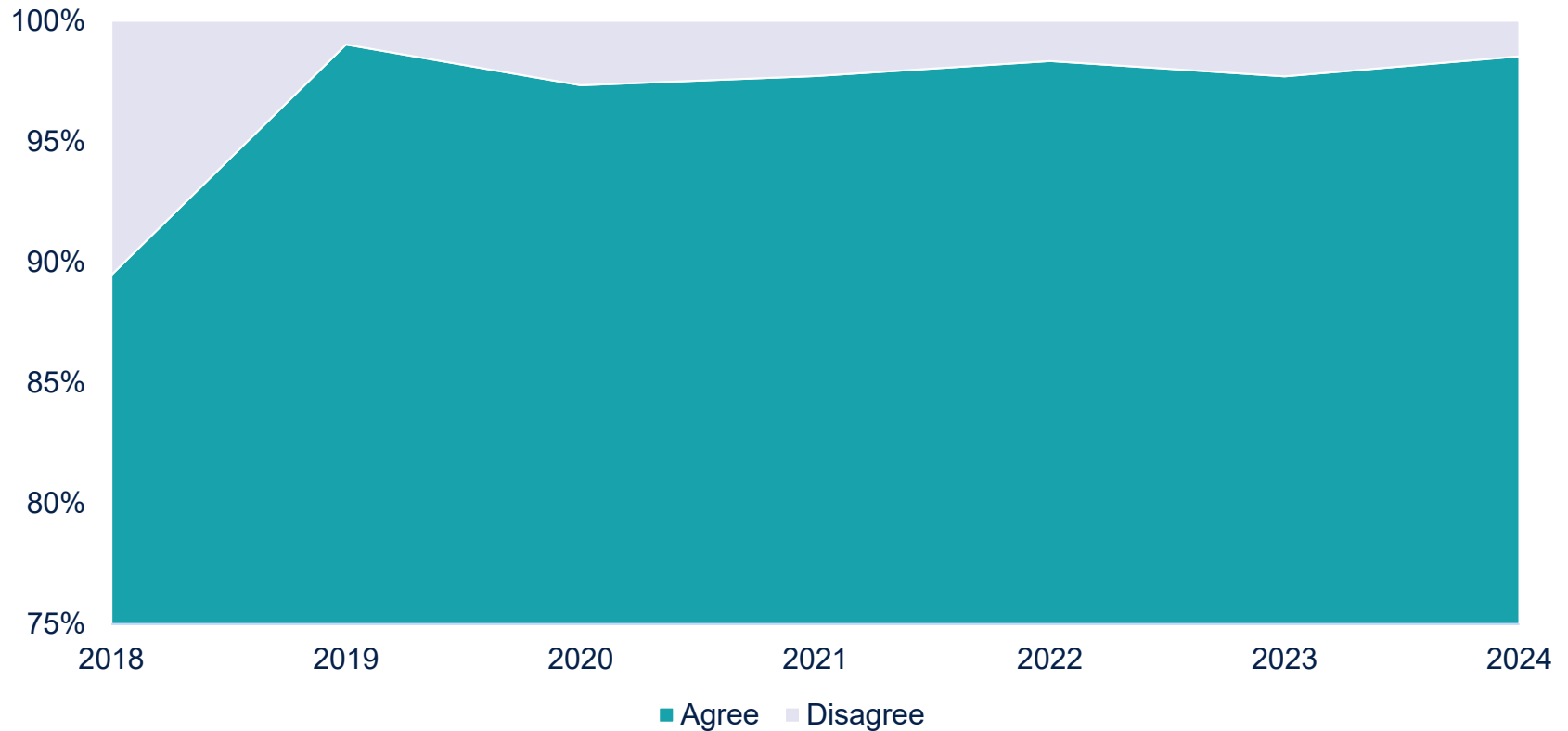
CalFresh Feedback

I have found CalFresh helpful.



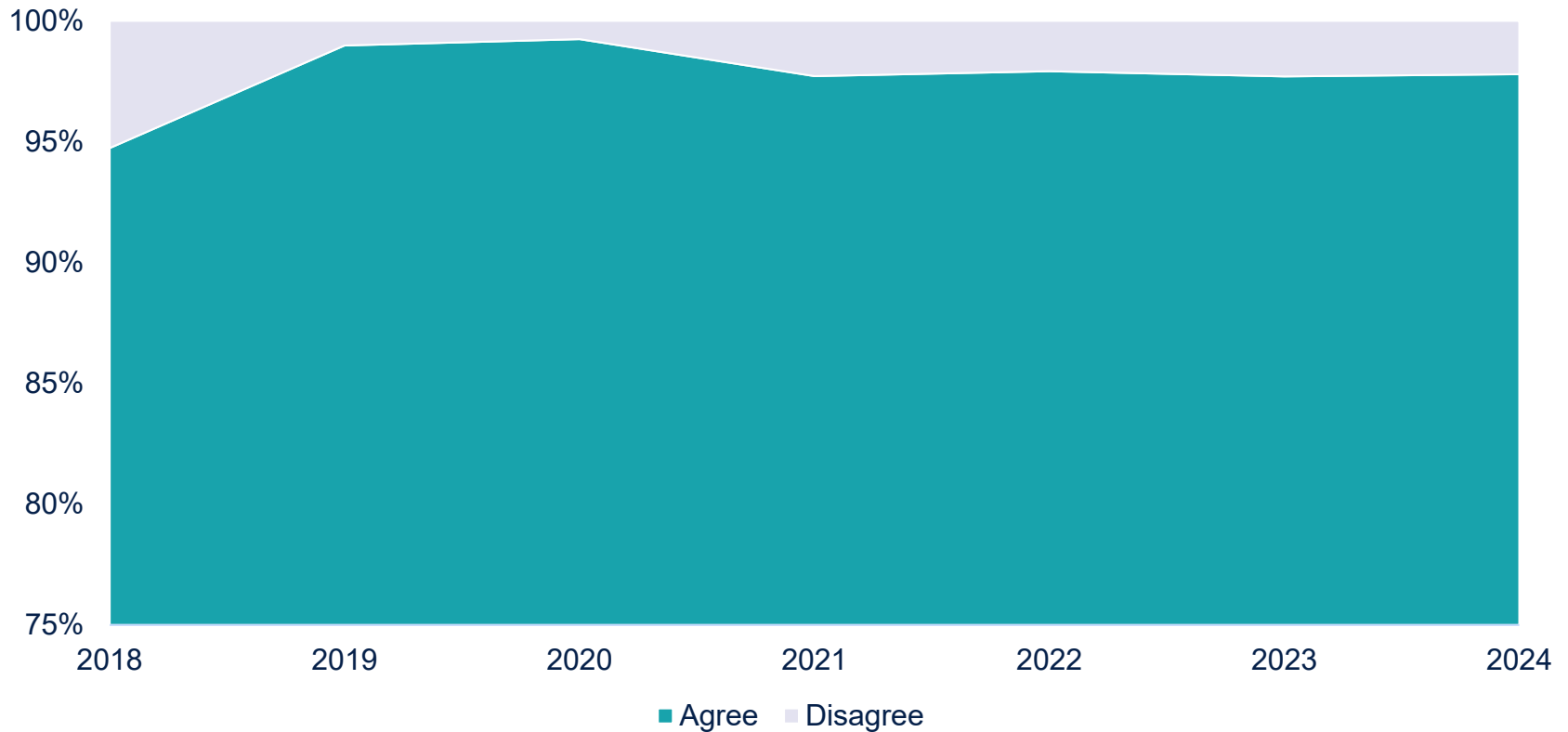
CalFresh Feedback

Using CalFresh has made me more food secure.



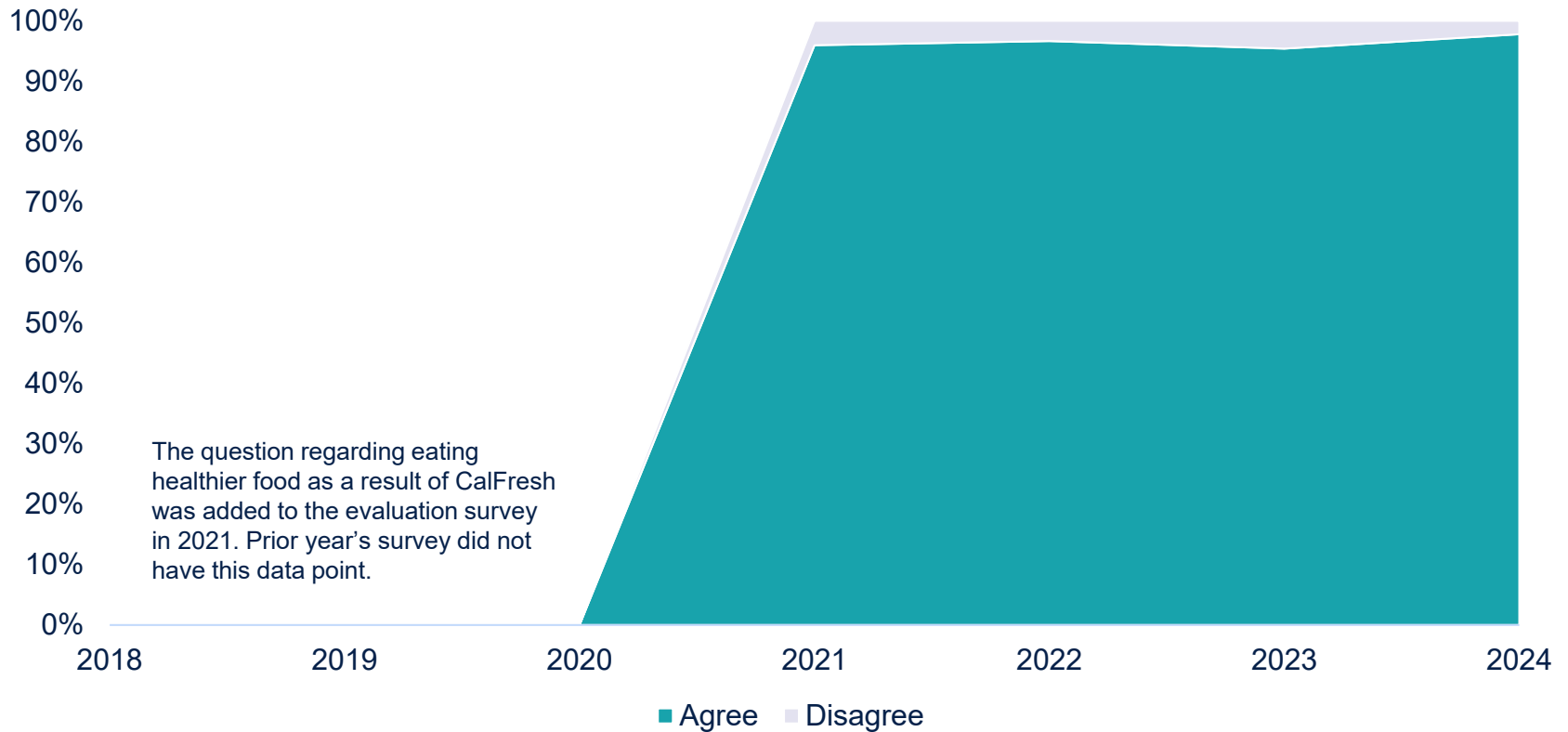
CalFresh Feedback

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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