



# senior nutrition program

FY2022 ANNUAL REPORT

# letter from the program

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The Senior Nutrition Program (SNP) is proud to collectively present the Fiscal Year (FY) 2021-2022 annual report, covering July 1, 2021 to June 30, 2022. This report will highlight the strategies, programmatic changes, and innovations that have led to a road of recovery from a post-pandemic climate. The road to recovery has been arduous, yet the SNP team and its community partners have come out stronger, more connected, and, together, have broadened our reach. Over the course of the last year, SNP has seen more growth in nutrition services. This growth was even greater than the first year of the pandemic. This exemplifies the value and need for continued programming shifts and sustained pandemic-era service levels.

SNP's team has been a valuable asset to the Social Services Agency as well as the community. SNP was a major part of not only the pandemic food access response, but now a part of moving toward the return to baseline. This small yet mighty team has been a key part of the growth by sustaining operations and maintaining community relationships. Community partnerships are the backbone of this entire operation. None of the growth could have happened without the support of the community.

The team hopes the reader of this annual report receives not just a small glimpse of the programmatic impact of the programs SNP provides, but also how much the recovery efforts have been supported through partnerships.

## *Senior Nutrition Program*

From left to right: Dieuly Nguyen, Trisha Lam, Samantha Ho, Jennifer Kelly, Sandra Brown, Vanessa Merlano, Aiysha Ahmed, Vandana Puri, Marilyn Picard, Lilia Roxas  
Not pictured: Belay Tessema



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*Cover photos:*

*Top: Korean American Community Services staff preparing to-go meals*

*Bottom: Baked fish at Yu-Ai Kai*

# about us

**our mission:** Promote the general health and well-being of older individuals by providing services that are intended to:

- » reduce hunger and food insecurity,
- » promote socialization, and
- » delay the onset of adverse health conditions.

## core services

One of SNP's core services is to provide healthy meals in group settings, such as community centers, faith-based locations, and deliver meals to the homes of older adults who live alone. In addition to nutrition services, the program offers a wide range of other community supports, including nutrition screening, socialization, education, and transportation.

All programs target adults aged 60 and older who have the greatest social and economic need, with emphasis on the following:

- » economically disadvantaged,
- » minority individuals,
- » older adults living in rural areas,
- » older individuals with limited English proficiency, and
- » older adults at risk of institutionalization.

## funding streams

Services are funded through the following sources:

- » County General Fund
- » Title III (Federal)
- » Title III (State)
- » Participant Contributions
- » Nutrition Services Incentive Program (Federal)
- » Community Donations
- » Various Emergency Funding Sources



The aging population in Santa Clara County is increasing rapidly and growing more diverse. SNP serves those most in need. Many clients are over the age of 75, living in poverty, women, at high nutritional risk, or Black, Indigenous, or People of Color (BIPOC).

## dine-in/café program

Traditional dining program that provides meals, socialization, and support services in a congregate setting.

- **Site Home-Delivered Meals:** Hot, daily meal delivery service offered to clients that participated in the dine-in/café program pre-COVID.
- **Sheltering-in-Place Home-Delivered Meals:** Frozen, weekly meal delivery service for older adults who choose to shelter-in-place and would otherwise not qualify for traditional Meals on Wheels services.
- **To-Go/Drive-Thru:** Hot meals offered at all SNP locations during the shelter-in-place order and transition back to dine-in service.

## meals on wheels

Frozen, weekly meal delivery program that provides 14 meals and supplemental grocery items to qualifying individuals.

## neighborhood meals on wheels

Daily, hot meal delivery program for nutritionally at-risk older adults that offers a friendly safety check-in.

## mobility management program

Transportation support (paratransit, bus pass, gas cards) for dine-in/café program participants.

## RYDE (reach your destination easily)

Affordable curb-to-curb transportation service for older adults 65 years of age or older residing in certain areas of Santa Clara County.

# impact

**1,748,411**

meals served

998,734 dine-in/café

170,872 shelter-in-place

47,724 site home-delivered

514,117 meals on wheels

16,964 neighborhood meals on wheels

**25%**

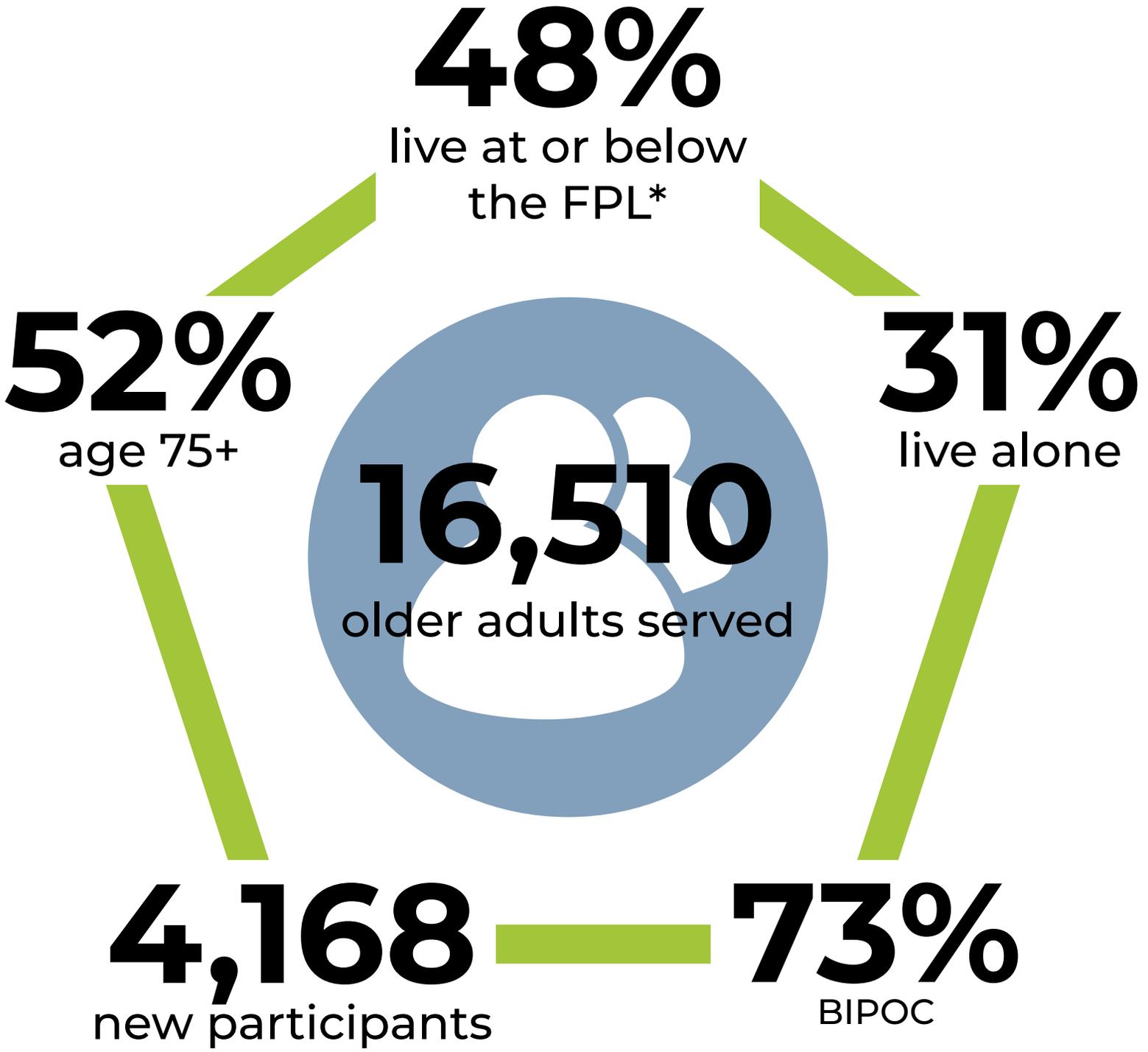
increase in  
overall  
participants

**6,907**

bus passes and gas  
cards issued

**\$14,169,251**

budget



\*The Federal Poverty Level (FPL) is a measure of income issued by the Department of Health and Human Services (HHS) that determines eligibility for certain benefits. According to HHS, for 2021 the FPL was an annual income of \$12,880 for an individual, and \$17,420 for a family of two.

# the road to recovery

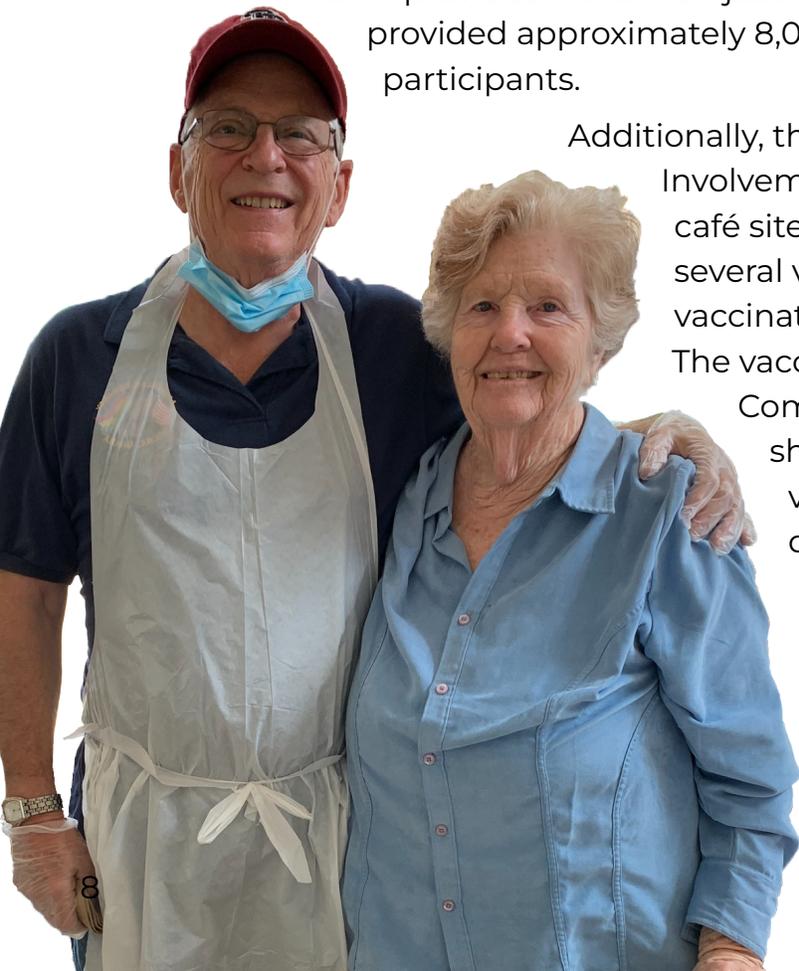
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As SNP moves toward recovering from COVID, dining sites are reopening and participants are returning to socializing while enjoying a meal.

Although some cafés have continued to offer a hybrid model of grab-and-go and dine-in options, four sites have shifted to dine-in only and resuming pre-COVID congregate meal services. During FY21-22, Santa Clara Senior Center, Campbell, Vista Center, and Milpitas successfully opened their doors for indoor dining. SNP has realized that it takes much effort to reopen sites, including increasing volunteers and staffing at sites, providing additional personal protective equipment supplies, and allowing for individual sites to decide what participant safety checks they would like to keep in place. SNP commends these sites for initiating their return to indoor dining and allowing participants to socialize once again in a safe and enjoyable manner. Moving forward, SNP plans to continuously assist sites with their plans to reopen and work toward the goal of providing socialization opportunities during meal service.

SNP provides more than just meals. During the pandemic, SNP provided approximately 8,000 COVID test kits for SNP site staff and participants.

Additionally, the Asian Americans for Community Involvement (AACI), Gilroy and Mountain View café sites opened their doors and hosted several vaccine events to ensure a widespread vaccination effort in the older adult community. The vaccination site at the Mountain View Community Center provided up to 1,000 shots per day. To close the disparities in vaccination rates primarily in populations disproportionately impacted by COVID-19, SNP coordinated a mobile vaccine clinic at Gilroy led by Public Health Department's Mobile Vaccination Unit (MoVax).



*Villa Vasona volunteer Mike with participant Sheila*

# program updates

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From a brand new dining site to site relocations, SNP is always transforming to better suit the needs of the community.

## cafés on the move

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### **Korean American Community Services (KACS)**

Korean American Community Services (KACS) relocated to a new site at the Bascom Community Center on April 27, 2022.

At its grand opening, County of Santa Clara Supervisor Susan Ellenberg, City of San José councilmember Debora “Dev” Davis, and Deputy Director Maria De Leon recognized the work of KACS, other city and County staff who worked to make the grand opening possible. Approximately 100 older adults were served a delicious and traditional Korean lunch.

KACS serves authentic Korean meals Monday through Friday.

### **Masonic Center relocation to First United Methodist Church**

The Masonic Center of downtown Palo Alto, operated by La Comida de California, relocated to the First United Methodist Church of Palo Alto, 625 Hamilton Ave., Palo Alto.

*KACS Grand Opening at Bascom Community Center*





*VASC Grand Opening*

## **vietnamese american service center (VASC)**

To address health disparities and cultural and language barriers that prevent Vietnamese residents from accessing services, SNP and the County Executive's Office (CEO) partnered to open a Café Program that targets the Vietnamese population within the County. This center is within a health center called the Vietnamese American Service Center (VASC) and rapidly became the largest Café site in the County, serving 500 meals a day within a month after opening on December 13, 2021. Additionally, VASC has served as a cold weather warming center, a COVID-19 Mobile Vaccination site, and distributed more than 2000 COVID-19 tests. Through the broad services offered, older adults can start or end their days with a wellness activities and enjoy lunch in one visit.

# flagship programs



*Indoor dining at Berryessa Community Center*

## dine-in/café program

This core services offers nutritious and healthy lunches at 37 different nutrition sites throughout the County of Santa Clara. These lunches are cooked on-site, catered by local restaurants or local food vendors, and provide 1/3 of the Daily Reference Intake for an older adult.

Since the start of the pandemic, SNP has offered grab-and-go meal service at all café sites with some meal sites offering site home-delivered meals. During FY 2021-2022, meal sites began reintroducing dine-in meal service, mostly alongside grab-and-go meals. A couple of meal sites also transitioned back to exclusively offering dine-in meal; these sites include Vista Center, Campbell Community Center, and the City of Milpitas Barbara Lee Senior Center.

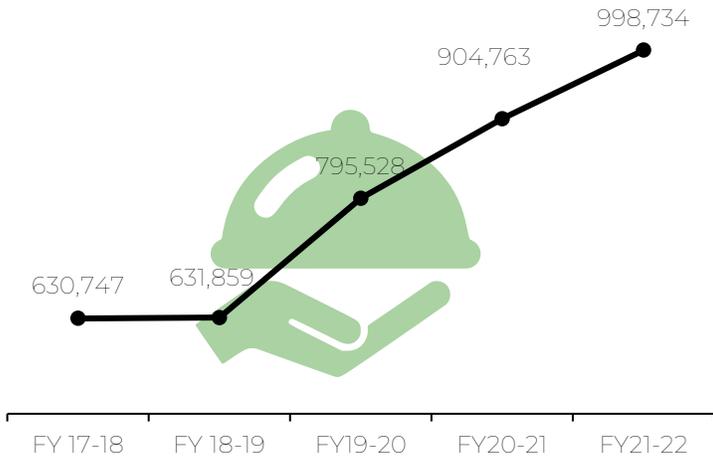
## annual dine-in/café program meal participant satisfaction survey

**89%** agree or strongly agree that SNP helps them to stay healthy

**89%** agree or strongly agree that they are satisfied with the meals provided by SNP

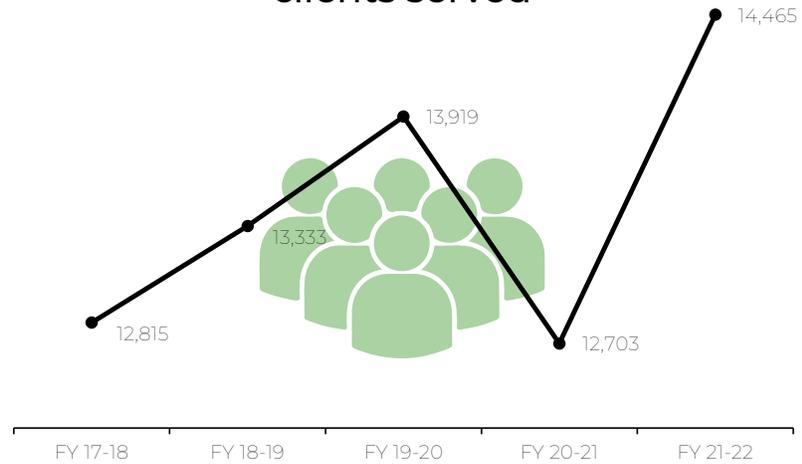
## dine-in/café program meals five-year trend

meals served



There was a 9% increase of meals served (93,971), indicating a greater need for meals among the older adults during the pandemic

clients served



There was a 14% increase in older adults served (1,762 unduplicated clients) in FY22 compared with FY21

## to-go/drive thru meals participant demographics

**14,465**  
older adults  
served

**50%**  
age 75+

**76%**  
BIPOC

**36%**  
at nutritional risk

**44%**  
live at or below the FPL

# home-delivered meals for people sheltering-in-place

Since the start of the pandemic, SNP has ensured older adults in the community have access to nourishing meals by partnering with Trio Community Meals to expand Home-Delivered Meal (HDM) services to individuals self-sheltering at home.

Like the regular HDM program, this Self-Sheltering HDM Program offers one-delivery of fourteen home-delivered meals a week. However, the service population differs due to the relaxed eligibility criteria.

This program also serves an important need in the community. According to most recent data, 57% of Self-Sheltering HDM participants score as nutritionally at risk. This is between the 36% of participants who are at high nutritional risk in Dine-in/café Program and 76% of participants in the HDM program. This shows that these participants may be at higher nutritional risk than people who choose to congregate and should be explored further before terminating this unique program.

## sheltering-in-place home-delivered meals participant demographics

**56%**  
age 75+

**362**  
older adults  
served

**67%**  
live at or below  
the FPL

**47%**  
BIPOC

**57%**  
at nutritional risk

**45%**  
live alone





*Morgan Hill staff bagging meals*

## participant satisfaction survey

**88%** agree or strongly agree that SNP helps them to stay healthy

**83%** agree or strongly agree that they are satisfied with the meals provided by SNP

**85%** agree or strongly agree that SNP has assisted in maintaining independence



*KACS staff preparing Korean meal*

# meals on wheels

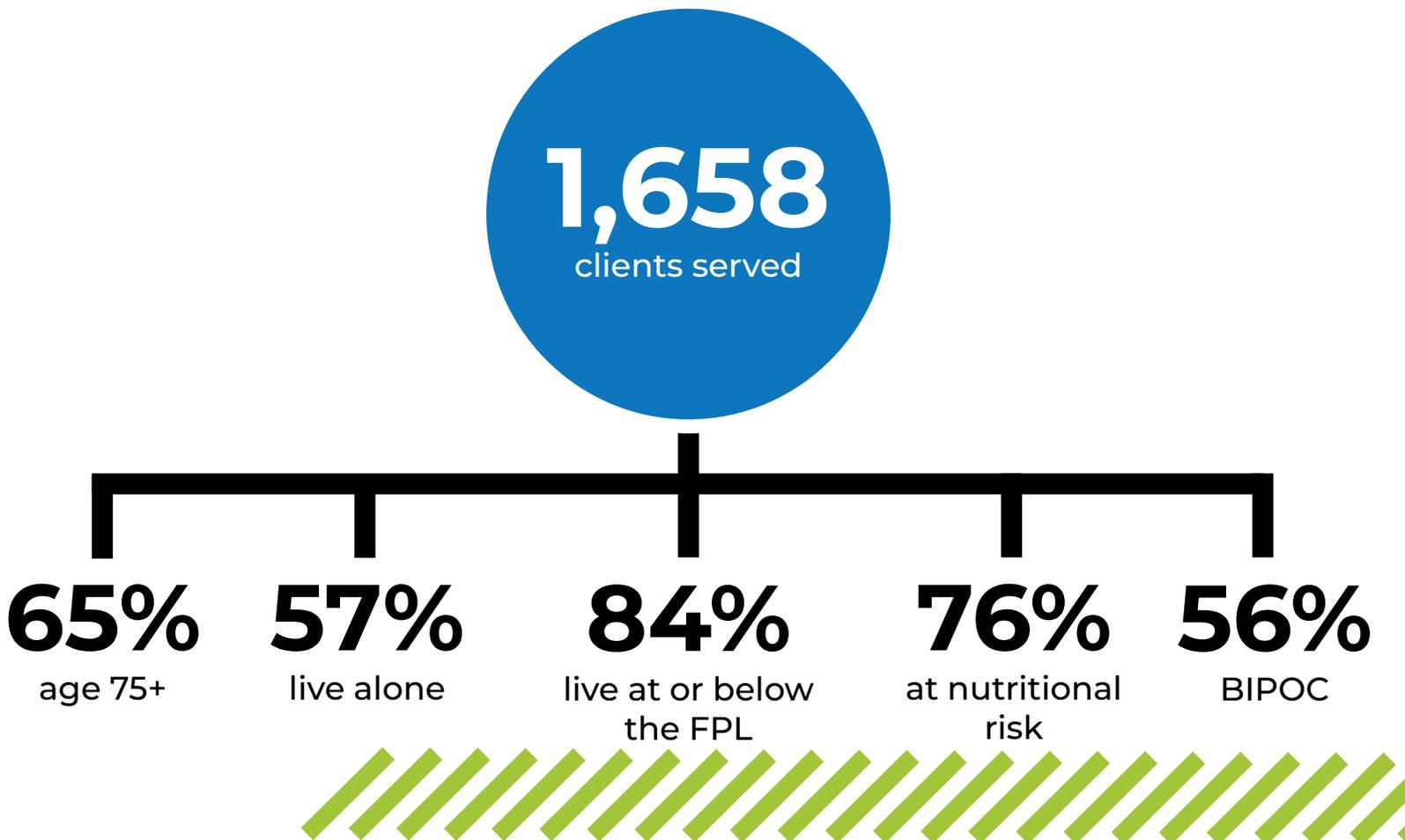
The Meals on Wheels program is SNP's regular HDM program, and offers one delivery per week with fourteen home-delivered meals consisting of two fresh and five frozen lunch/dinner entrees, seven breakfast meals, and additional grocery items such yogurt or fresh berries to homebound older individuals.

SNP received Older Americans Act (OAA) funding from Sourcewise since 1976, but briefly stopped providing the program in July 31, 2020. Services resumed October 1, 2021, and as such, data for HDM reflects this.



Home-delivered meal sample

## meals on wheels participant demographics



# neighborhood meals on wheels

Currently, two sites offer Neighborhood Meals on Wheels (NMOW): Portuguese Organization for Social Services and Opportunities (POSSO) and Yu-Ai Kai Japanese American Community Senior Service (Yu-Ai Kai). Both offer hot, home-delivered, ethnic meals to qualified homebound participants. POSSO specializes in providing Portuguese cuisine meals, and Yu-Ai Kai provides a combination of Japanese and American-continentals meals.

## POSSO

POSSO's NMOW participants truly enjoy eating homecooked Portuguese meals and are grateful for the daily check-ins from the drivers and the ability to enjoy meals at home. The meals help many thrive and delay adverse outcomes including chronic disease and social isolation.



*Andreina from POSSO delivering a meal to an NMOW participant*

**55%**  
age 75+

**8,075**  
meals delivered

# Yu-Ai Kai

Yu-Ai Kai's NMOW program provides qualified, homebound participants daily hot Japanese and American meals in the Japantown and Berryessa neighborhoods. NMOW is very highly valued in the Japantown community and helps many homebound participants thrive and access nutritious, balanced meals.

**8,889**  
meals delivered

**71%**  
age 75+



*Yu-Ai Kai staff packing meals for NMOW participants*

## participant satisfaction survey

**84%** agree or strongly agree that SNP helps them to stay healthy

**84%** agree or strongly agree that they are satisfied with the meals provided by SNP

**82%** agree or strongly agree that SNP has assisted in maintaining independence

# mobility management program

The Mobility Management Program (MMP) provides free transportation benefits, such as monthly bus passes, gas cards, and paratransit rides for eligible, registered dining program participants to access café sites and engage in social interaction with others.

In recent years, demand for MMP service was low due to the pandemic. As more dining sites are opening their doors for dine-in and stopping their to-go services, SNP foresees rapid growth among MMP usage and especially expects increases in paratransit rides and bus pass benefits, which are still below historic levels.



## mobility management program participant demographics





*RYDE participant receiving a ride*

## **RYDE (reach your destination easily)**

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RYDE is an affordable curb-to-curb transportation service for older adults 65+ living in certain areas of Santa Clara County. It is a collaboration between the Saratoga Area Senior Coordinating Council, West Valley Community Services, the County of Santa Clara, and the City of Morgan Hill. The County's RYDE program expansion launched on June 13, 2022, and is funded by VTA's 2016 Measure B Program. SNP will coordinate with other RYDE collaborators to develop a plan for countywide transportation coordination and institutionalize older adult mobility planning within the County.

The County's RYDE program expansion provides rides for eligible participants in the following zip codes:

95118 95119 95122 95123 95139



# funding highlights

In FY 2021-2022, SNP expended a total of \$14,169,251. SNP received a variety of federal dollars to respond to the increase in food demand. Program funding increased by 25% from FY 2019-2020\* to FY 2021-2022.

Funding Source	Amount
County General Fund	\$7,567,592
Title III (Federal)	\$1,888,604
Title III (State)	\$1,797,014
Nutrition Services Incentive Program (NSIP)	\$924,557
Participant Contributions	\$563,136
Federal Emergency Management Agency (FEMA)	\$644,694
Coronavirus Aid, Relief, and Economic Security (CARES) Act	\$783,653
<b>Total</b>	<b>\$14,169,251</b>

**53%**

County General Fund

**\$14.1 MILLION**

Total Funding

**13%**

Title III (State)

**13%**

Title III (Federal)

**4%**

Participant Contributions

**7%**

Nutrition Services Incentive Program (NSIP)

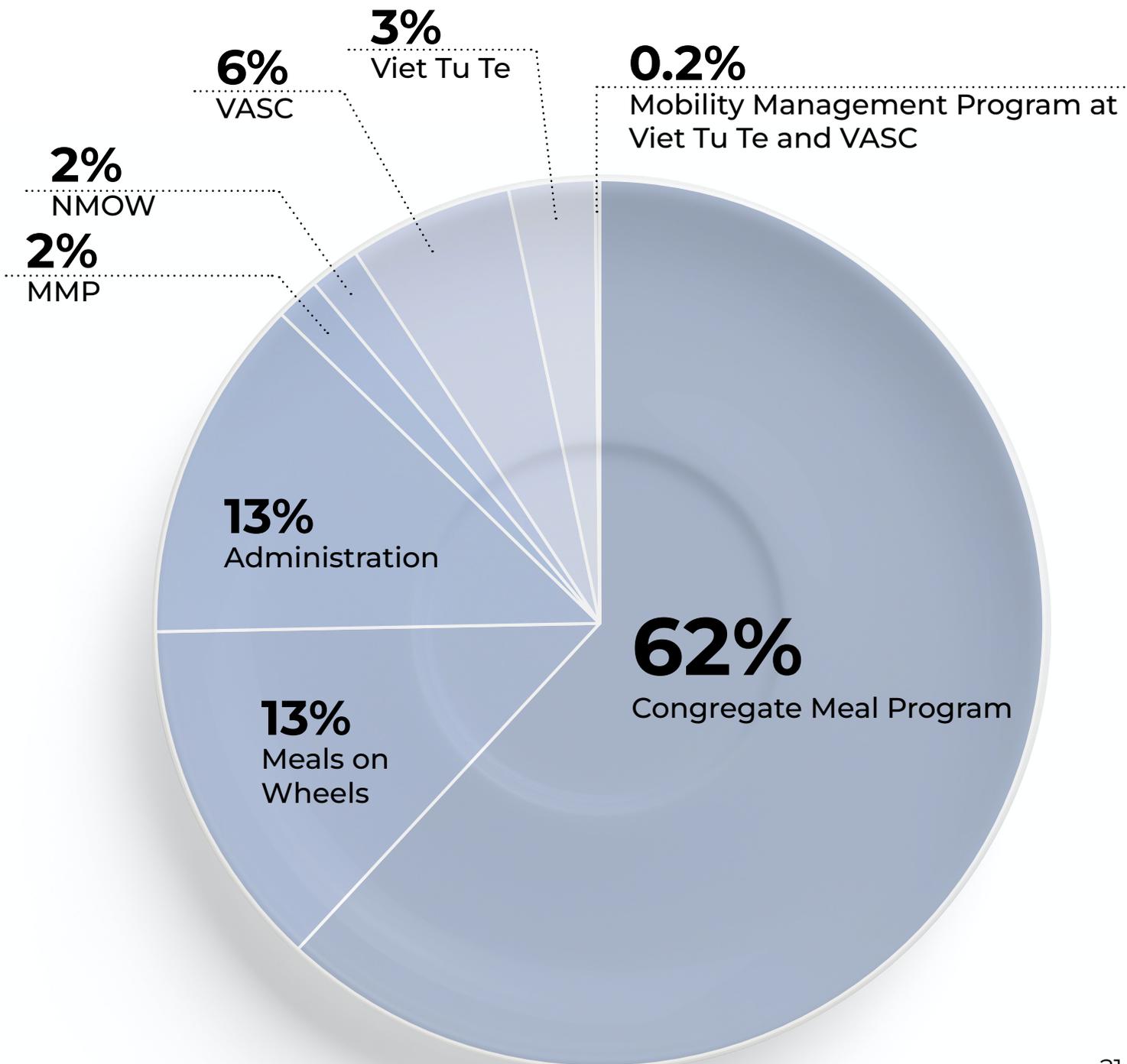
**5%**

Federal Emergency Management Agency (FEMA)

**6%**

Coronavirus Aid, Relief, and Economic Security (CARES) Act

Expenditures	Amount
Direct Congregate Meal Program	\$8,768,342
Meals on Wheels Program (MOW)	\$1,816,037
Administration	\$1,781,389
Mobility Management Program (MMP)	\$228,572
Neighborhood Meals on Wheels (NMOW)	\$261,209
Vietnamese American Services Center (VASC)	\$846,600
Viet Tu Te	\$443,157
Mobility Management Program at Viet Tu Te and VASC	\$23,945
<b>Total</b>	<b>\$14,169,251</b>



# community engagement

## roundtable discussions

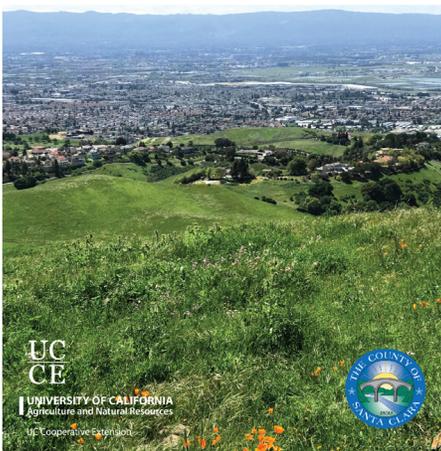
SNP adapted quickly during the uncertain times and community partners excelled in shifting from dine-in to grab-and-go meals almost overnight at the start of the pandemic. As the tide has slowly turned to normalcy, sites needed a space to vocalize questions, concerns, and share best practices. SNP began holding monthly roundtable discussions to foster opportunities for program leaders to make connections and learn. SNP has received positive feedback from community partners regarding these discussions. The discussions have helped sites visualize how to successfully provide meals in-person as the community starts to recover from strictly socially-distanced services.



## food access workgroup

### County of Santa Clara Food System Workplan

An assessment and roadmap for the development of a comprehensive Food, Restaurants, Agriculture, and Health Access Initiative



The Food Systems Workplan Report was created to address gaps and improve coordination within the countywide food system. SNP led the workgroup efforts to improve food security and public health through access to nutritious, culturally relevant, and affordable food among older adults. The Older Adult sub-workgroup identified two priorities for the workplan. These included centralizing food supports for older adults on the Second Harvest of Silicon Valley Food Locator tool, and lending Registered Dietitian expertise to community partners to grow capacity to provide multicultural cuisine. Partners have voiced concern with their ability to make cuisine changes that reflect the County's shifting demographics. SNP will support partners by hosting a culturally responsive recipe section on the website and providing nutritional technical support for organizations that want to develop ethnic menus that align with the Dietary Reference Intake.

# dietetic interns

SNP collaborates with San Jose State's Department of Nutrition and Food Science to train future dietitians. Under the supervision of SNP's dietitians, student interns receive practical experience in food service and community nutrition. SNP hosted two interns in FY 2021-2022 who were able to apply their classroom knowledge to hands-on work experience.

Intern Lorena Cuan created nutrition education handouts for the participants and staff training materials on Hazard Analysis and Critical Control Point food safety practices and intern Marissa Rios played an integral role in an online socialization program.



*Lorena Cuan*



*Marissa Rios*

# intern and earn

The Intern and Earn program provides SNP with an opportunity to help CalWORKs families and children with real-life workplace experience. Students gain workplace experience while continuing their education. Matthew Barcenas and Cassandra Velasquez had the opportunity to intern with SNP this year. They worked on multiple projects, including digitizing paper registration forms, entering data for surveys, and conducting analysis in Qualtrics. Cassandra also attended the Happy Hollow Zoo's Senior Safari and hosted an informational booth on SNP services.



Kassandra Velasquez



Matthew Barcenas

# national nutrition month

SNP celebrated National Nutrition Month in March 2022 and Registered Dietitian Nutritionist Day on March 9th. To mark the occasion, participants received informational flyers and fruit colanders as giveaways. National Nutrition Month promotes eating a variety of healthy foods and the theme for this year was “World of Flavors”.



## website

[SNP's website](#) helps the community find the latest information on SNP services and includes information on café sites, newsletters, events, and flagship programs.

SNP's quarterly online [newsletter](#) allows participants to stay connected with SNP virtually. The newsletter provides program updates and relevant community resources. SNP's website enhanced this year with a new [Partner & Resource Connection Page](#). The page links to resources SNP partners can easily access, as well as a community partner spotlight highlighting site celebrations and new SNP programs. It also hosts a dashboard that can be used to find up-to-date SNP service data, and allows filters for specific months and years.

# 718

visits to café locator

# 815

visits to MOW intake form

# 5,987

unique website visitors

# story from the community

## SNP Crosses Generations - Kathy Sorter and Donna Bush



A generation between mother and daughter, Kathy Sorter and Donna Bush both attend the Senior Nutrition Program at the Berryessa Community Center in San Jose. Kathy is 93 years old, and Donna is 69 years old. Kathy has been visiting the Center since 2007 while Donna joined her after she retired in 2010. Kathy has limited mobility and lives with Donna, who regularly takes her to Berryessa for meals and health appointments. Both Kathy and Donna appreciate the services available for older adults, especially the meals provided by staff at Berryessa. During the pandemic, both felt fortunate to have the ability to pick up meals since food costs have been increasing over the past several years. With sites reopening, both are very happy to see their friends again and are excited for dine-in services.

# partnerships

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## social services agency, office of contract management partnership

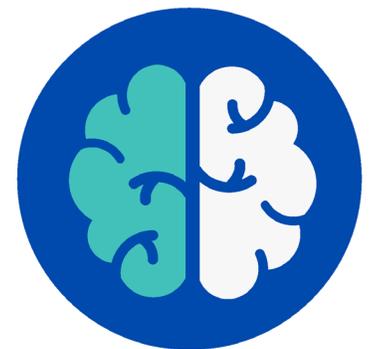
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SNP provides its core services through contracts with Community-Based Organizations (CBO) and city partners. Because of this, SNP always prepared and administered its own contracts, resulting in 35 distinct contracts. As of January 1, 2023, SNP began partnering with the Social Service Agency Office of Contract Management (OCM) to prepare and manage the contract administration tasks related to its contracts while keeping the program management, data collection, and data entry tasks in house. This partnership adds value to SNP's contract by allowing SNP to provide subject matter expertise or OCM to provide contracting expertise and continuous quality improvement oversight.

## mediterranean-DASH intervention for neurodegenerative delay diet training

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SNP collaborated with the Public Health Department's Healthy Brain Initiative to educate older adults in the community about reducing their risk of Alzheimer's disease and other forms of dementia by focusing on brain health and wellness. This partnership yielded several virtual and in-person workshops at the meal sites to increase health brain awareness through training on the Mediterranean-DASH\* Intervention for Neurodegenerative Delay diet (MIND diet). SNP also created a brain health icon to identify items that are brain healthy on the menu.



\* Dietary Approaches to Stop Hypertension

VASC Grand Opening meals



# opportunities

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## home and community based services infrastructure grant

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SNP, as one of the major recipients of local Older Americans Act (OAA) funding, makes up the foundation of the nation's home and community-based services network. Recently, Home & Community Based Services Nutrition Infrastructure Grant funding was awarded to SNP for FY 2022-2023. The grant will allow for SNP to make overdue structural and equipment updates to the facilities of partner organizations and to purchase technology that will assist with data collection efforts. Some notable improvements coming include updated flooring, fresh paint, new kitchen equipment, and the purchase of fuel efficient vehicles for meal delivery!

## neighborhood meals on wheels at VASC

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In the RFP for the meal services at VASC, both congregate and daily, hot home-delivered meals were sought. Since the meal site at VASC was new, the site initially opened offering only congregate meals allowing the vendor build capacity and develop a presence before expanding its service opportunities to provide a Neighborhood Meals on Wheels (NMOW) program. Because these services are included in the contract for meal services at VASC, SNP should be able to expand its NMOW services from just the Portuguese and Japanese meals it already provides to add Vietnamese meals.

*VASC to-go meals*



# the path forward

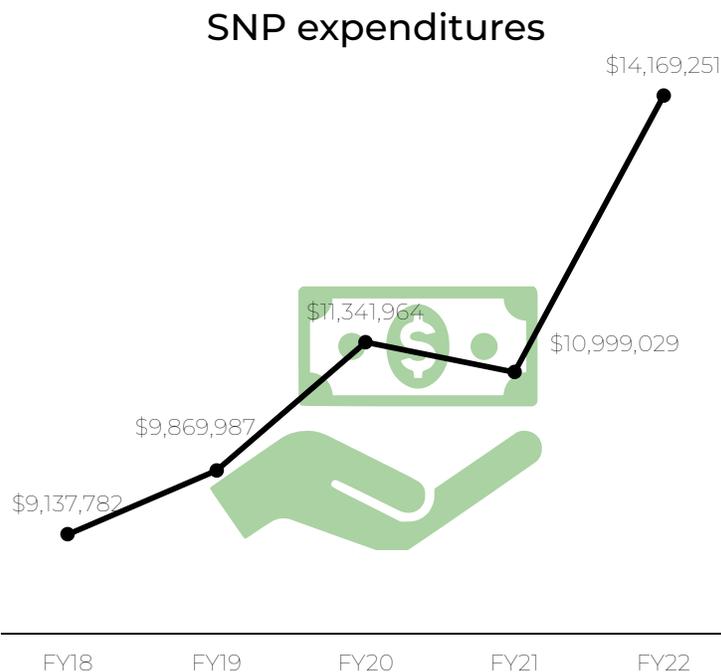
## data collection system

Traditionally, SNP has provided and collected data on its three flagship programs: Dine-in/café program, HDM, and NMOW. It also collected limited data on its non-meals programs, such as its friendly visitor service and MMP.

With the addition of new meal programs and additional funding sources, SNP is manually tracking 17 separate types of meal services, making data collection quite complicated. As such, SNP is working with Technology Support Services to create a new data collection system that will track all program data in one place to simplify and streamline the data collection and entry process.

## huge growth, small staff

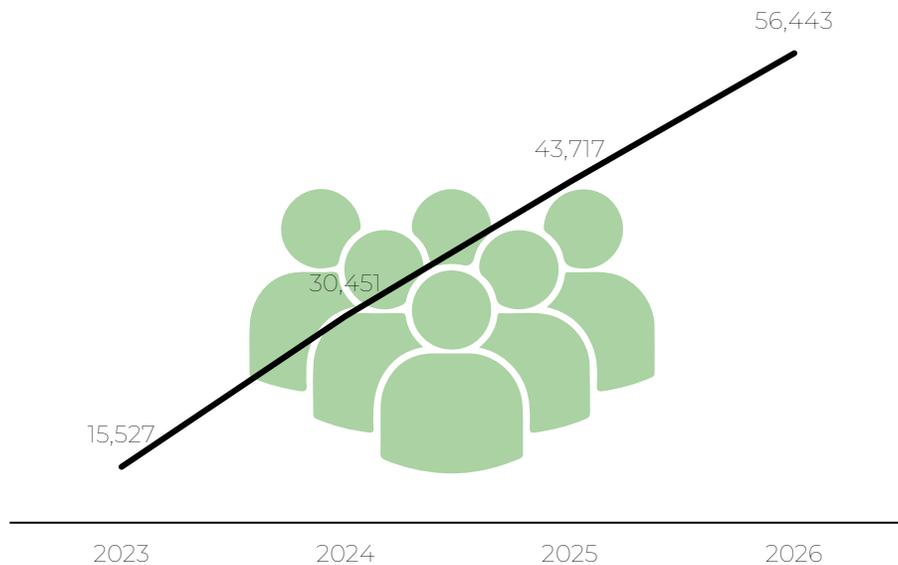
The number of staff in SNP is small but mighty! SNP had the same number of staff in FY 2021-2022 as in the previous year yet has seen considerable growth in the program. The same number of staff provided more meals than in any previous year, increased its total participants by 30%, had an increase of 97% in the number of new participants, and program funding increased by 25% in two years. Work in these areas is completed by dedicated SNP staff who are working at capacity. If growth continues at the current rate, staffing needs will be reassessed.



# santa clara county is aging

The median age of Americans is increasing. This phenomenon is also happening within our County. The California Department of Finance (DOF), Demographic Research Unit is responsible for maintaining the state's population projections, which are calculated using population data, births and death net migration. Using DOF data last updated in 2019, the estimated percentage of the County of Santa Clara who are eligible under the OAA for SNP services is anticipated to increase by 4.64% within five years from the start of this report period in 2021. This translates to an anticipated increase of 71,593 adults age 60+ in Santa Clara County by 2026. SNP projects that over the next five years, the number of participants it serves will increase by more than 2,500 participants.

## increase in SNP-eligible participants in santa clara county from 2022



# important service, high need

Malnourished patients have 34% higher hospitalization costs compared to non-malnourished patients ([Malnutrition Quality Improvement Initiative](#)). In FY 2021-2022, 36% of congregate meal participants receiving meals from the dine-in/café program, 57% of self-sheltering home-delivered meal participants, and 76% of homebound home-delivered meal participants scored at high nutritional risk on the [DETERMINE Nutritional Screening Initiative](#). The DETERMINE checklist is based on warning signs for poor nutrition that include disease status, eating poorly, tooth loss/mouth pain, economic hardship, reduced social contact, multiple medicine use, involuntary weight loss/gain, ability to do self-care, and elder years defined as 80+. SNP provided an average of 106 annual meals per participant at an average cost of \$8.10 per meal or \$858.22 per year per participant. These services are part of an upstream effort to reduce the incidence of malnutrition among participants. In the future, SNP plans to collect data on hospitalizations to assess the impact of SNP's programs on the reduction of hospitalizations.

SANTA CLARA COUNTY



SOCIAL SERVICES AGENCY