NAPA COUNTY EMERGENCY FOOD SYSTEM STUDY: FINAL REPORT

Napa County Health and Human Services Agency: Agreement #180151B

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BACKGROUND

This study is a result of public and private partnerships across Napa County working on a Robert Wood Johnson Foundation grant (Invest Health) exploring the local intersections of health, equity and economic development. Local emergency food access data reveals service agency partners, policy makers, and community residents need a better understanding of the barriers to access to existing emergency food services (including cash aid, bulk and prepared food) from the standpoint of the user and eligible non-user, in order to identify opportunities to improve program services, system coordination and service expansion. The end goal of the study is a blueprint of emergency food service improvements that result in an end to food insecurity in Napa County. Ending food insecurity in Napa County will require significant community engagement and sustained commitment by a diverse array of stakeholder groups working in partnership to achieve collective impact.

The Live Healthy Napa County (LHNC) community collaborative has served as a principal convener for this study. LHNC completed a strategic planning cycle in 2017 to identify its three focus areas for work and the focus of the next Community Health Assessment starting in 2018. Food Access/Food Insecurity emerged as the number one priority area. The work of the user-centered Napa County Emergency Food System Study is a central component of the data for the work of that group and the Community Health Assessment.

The study was made possible by grant funding from Kaiser Permanente Northern California Community Benefit Program, The Peter A. and Vernice H. Gasser Foundation, Queen of the Valley Community Benefit Program, and Napa County Health & Human Services Agency, and extraordinary collaboration and partnership with more than forty community partner agencies who serve the demographic and geographic spectrum of Napa County.

The network of programs and providers of emergency food in Napa County include service agency partners, policy makers, community and faith-based organizations, and residents. With the exception of federally funded WIC and CalFresh cash-aid programs, the majority of bulk and prepared emergency food programs receive little-to-no public funding, relying primarily on private and philanthropic donations and volunteer labor. No one local entity receives enough funding nor controls the services of emergency food distribution, and therefore making an impact will require broad engagement and collaboration. Within that context, the Emergency Food System Study was initiated by Napa County Health & Human Services Agency, in close partnership with the diverse array of stakeholder groups serving residents experiencing food insecurity. The study's intent is to provide the necessary data to the broader network of food-aid partners in order to improve access to emergency food. At all phases of the study design and execution, community engagement and collaboration have been the hallmarks of progression and determination of next steps. Successful improvements to program services, system coordination and service expansion are dependent upon the interconnected network of providers from different sectors working together to end to food insecurity in Napa.

METHODS

To gather stakeholder and decision-maker input, inform the design of the study and determine next steps, three convenings were held with community stakeholders. The aim of the convenings was to understand the context of the emergency food system in Napa County, identify priority populations and research questions for the study, to make meaning of the survey data collected from users and non-users of emergency food in order to determine key areas of further inquiry via focus groups, and begin protoyping solutions based on the study findings and recommendations. To monitor and disseminate the findings from this study and other important indicators related to food security, food access, and related health and socioeconomic factors, a publicly available electronic data dashboard will be built. Additional convenings will occur throughout the remainder of the year to continue prototyping solutions with community partners and residents experiencing food insecurity in order to identify new areas of service improvement, coordination and delivery to end food insecurity.

To identify barriers in accessing emergency food in Napa County, in-person, self-administered pen-and-paper surveys were conducted in English, Spanish, and Tagalog with 351 users and eligible non-users of the emergency food provision system at community liaison organizations. To better understand potential barriers and solutions for priority population groups accessing emergency food in Napa County, focus groups were conducted in English and Spanish using a structured focus group discussion guide. Focus groups were held with each of the following priority populations: adults experiencing homelessness (n=9), low income older adults (n=10), and low-income, Spanish-speaking adults (n=12).

Finally, an addendum to the study was added following the 2017 Napa County Wildfire Disaster. The purpose of this study addendum was to understand, from the standpoint of the **donor** (as opposed to the core study, which is from the standpoint of the **user**), what spurred them to donate during the time-sensitive and acute emergency. The goal is a better understanding of donor motivation to help inform overall strategies and recommendations to improve the system of emergency food provision. Five interviews were conducted with owners/operators of businesses who donated food during the wildfire disaster, and one in-depth interview was conducted with the food bank director.

RESULTS

There were a total of 351 surveys collected from users and non-users of the emergency food provision system in Napa County. Survey respondents shared that they appreciated the quality of food and the provision of healthy food and fresh fruits and vegetables from food assistance programs they attend. Lack of awareness about the programs, not qualifying (or the perception of not qualifying) to participate, not being able to attend at the time or day the program is offered, having difficulty getting to the program, and not feeling comfortable attending the program were the top barriers to accessing food assistance programs identified in survey responses.

Focus groups were selected as a method of further exploring barriers identified in the survey responses with three priority populations: low income older adults, adults experiencing homelessness, and Spanish speaking low income adults. Focus group participants engaged in a voting process to identify the top three barriers facing their group. The top barriers discussed among low-income, older adults, included lack of transportation, difficulty using the food provided by programs (due to dietary restrictions, lack of refrigerated storage, etc.), and lack of awareness of emergency food system programs. Among adults experiencing homelessness, the top barriers discussed were stigma, difficulty using the food provided by programs, and lack of transportation. Finally, among low-income, Spanish speaking adults, the top barriers discussed were the dates and times emergency food programs are offered, income eligibility requirements for programs, and immigration status. Within the focus groups, solutions were identified to help address these barriers and improve access to food assistance programs.

For the wildfire addendum, in-depth interviews were conducted with owners/operators of locally owned businesses and the food bank, all of whom provided food assistance during the 2017 Napa Wildfire Disaster. Interviewees from local businesses donated coffee and pastries, prepared meals, bagged lunches, and meat to evacuation centers, shelters, first responders, and churches. Common challenges to donating during the wildfires included a lack of coordination or organization, not knowing where to drop off food, and not having a centralized contact or system. Barriers to becoming active in Napa County emergency food provision on a regular basis included lack of time, money, and resources. According to the director of the food bank, there has been an influx of new clients in the wake of the 2017 Napa County Wildfire Disaster, many of whom are seeking food assistance after losing employment during the wildfires. There was an overwhelming response to the wildfires and the food bank received more donations than they could take in.

CONCLUSION

The focus, design, and methods of this study were informed by the strong collaboration of over 40 organizations and groups in Napa County, with non-profit and community-based organizations, healthcare, local government, education, local funders, and other sectors represented. Through community meetings with key stakeholders along with surveys and focus groups with users and non-users of the emergency food system, key populations were identified, liaisons to those populations were selected to facilitate surveys, barriers to accessing food assistance in Napa County were identified, key areas for further inquiry were determined, and possible solutions to improve access were shared. The findings and recommendations of this study will help to inform service agencies, policy makers, funders and community residents as they work together to develop new ways to improve food access and eliminate food insecurity in Napa County. Key informant interviews with wildfire disaster donors and the food bank director identified barriers and facilitators of food donations, from the standpoint of the donor, in order to inform strategies to improve the emergency food system following the user-centered study.

Communication is central to ending food insecurity and should be approached with consideration of the entire ecosystem of potential participants in the emergency food system, including those experiencing food insecurity, donors of goods and services, service providers and funders. In addition to communication, the ability to access and utilize available healthy food is central to ending food insecurity in Napa County. The data gathered during this study support five key recommendations designed to address cross-cutting findings for barriers users and eligible non-users face when accessing emergency food in Napa County: Awareness, Stigma, Transportation, Using the Food, and Fundraising

1. **Awareness:** Develop easily accessible, multi-lingual, multi-media regular communication about available emergency food assistance programs and services, eligibility criteria and location-date-time information.

2. **Awareness & Stigma:** Develop a human-centered story-telling campaign designed to decrease the stigma of food insecurity and serve as a platform for potential donors to experience empathy for fellow residents who are experiencing food insecurity.

3. **Transportation:** Expand food access locations and minimize transportation barriers by leveraging existing place-based service locations and operations to include food distribution within the scope of services offered.

4. **Using the Food & Stigma:** Large economic anchor institutions in the community (such as healthcare, education and government institutions) should include supporting access to healthy food for all residents as an essential part of future policy and planning activities.

5. **Fundraising:** Non-profit service providers should explore ways to engage individual, institutional and private industry donors in funding opportunities via new and emerging technology such as social networks and crowd funding tools.

The Napa County Emergency Food System Study is the result of work stemming from public and private partnerships across the City and County of Napa, funded by a Robert Wood Johnson Foundation grant (Invest Health), exploring the intersections of health, equity and economic development in Napa.

Local emergency food access data reveals service agency partners, policy makers, and community residents need a better understanding of the barriers to access existing emergency food services (including cash aid, bulk and prepared food) from the standpoint of the user and eligible non-user, in order to identify opportunities to improve program services, system coordination and service expansion. The end goal of the study is a blueprint of emergency food service improvements to end food insecurity in Napa County. Ending food insecurity in Napa County will require significant community engagement and sustained commitment by a diverse array of stakeholder groups working in partnership to achieve collective impact.

Invest Health team project work began with a deep, data-driven look at who is accessing low-and-no cost food in Napa County from both a quantitative and qualitative standpoint. This deep dive found that:

- The number of people living below 185% of the Federal Poverty Level in Napa County who are in need of help is over 35,000.

- There is a direct relationship between the rising cost of rent and growing rates of food insecurity, especially among families with children, in Napa County.

- Food insecurity has a related social isolation burden for our lowest income residents, especially among low-income older adults.

- 8,400 children in Napa County qualify for a free or reduced-price meal at school, and yet only 1,200 of their families are accessing the Napa food pantry.

- Napa County has two prepared food/soup kitchens which are open Monday through Friday and serve one meal daily before 5pm, making access for working individuals and families nearly impossible.

- Participation in Women Infants and Children (WIC), CalFresh, Food Bank programs and other services are steadily declining while overall rates of food insecurity are increasing.

What this data revealed was local service agency partners, policy makers, and community residents need a better understanding of barriers to accessing existing emergency services (including cash aid, bulk and prepared food) from the standpoint of the user and eligible non-user, to identify opportunities to improve program services, system coordination and service expansion.

With that goal in mind, the Invest Health team developed a Request for Proposals for an Emergency Food System Study in Napa County. Funding for the study came from a grants and funding from:

1. Kaiser Permanente Northern California Community Benefit Grant Program
2. Peter A. and Vernice H. Gasser Foundation
3. Queen of the Valley Community Benefit Program
4. Napa County Health and Human Services Agency

Additionally, Live Healthy Napa County (LHNC) completed a strategic planning cycle in 2017 to identify its three focus areas and the focus of the next Community Health Assessment (CHA) starting in 2018. Food Access/Food Insecurity emerged as the number one priority area. The work of the User-Centered Emergency Food System study is a central component of the data for LHNC's work and the CHA.

LHNC was formed in 2012, when partners representing more than 30 organizations and groups in Napa County came together to conduct a comprehensive CHA. The data collection process for this assessment included extensive input from community members and helped to shape Napa County's first Community Health Improvement Plan. A key priority area within the improvement plan was to address the social determinants of health, which are conditions that affect a wide range of health outcomes in the environments in which people are born, live, learn, work, play, and worship. Access and ability to utilize healthy, nutritious food is a social determinant of health, with food insecurity being linked to obesity, type 2 diabetes, cardiovascular disease and a host of other health conditions. Napa County Public Health provides administrative backbone support for LHNC and oversees the data collection process for the CHA.

Emergency food services, including cash aid (e.g. CalFresh and WIC), bulk food (e.g. food bank pantries), and programs providing prepared food (e.g. The Table and Salvation Army soup kitchens) , are critical to improving food security. Approximately one in 10 people in Napa County struggles with hunger; among children, the prevalence of food insecurity is even higher and affects one in five children.[1] Emergency food service providers provide cash aid and free and low-cost food to increase access; however, use of these services is low in Napa County. Furthermore, participation in federal nutrition programs that can improve food security, like CalFresh and WIC, has been steadily declining.[2] There is a clear impetus for improving use of emergency food provision services in the County because the system is used by only about 25% of eligible users.[2] The Napa County Emergency Food System Study utilized human-centered design and user-centered research approaches to identify barriers to using the emergency food provision system and other food assistance programs.

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[1] Source: https://www.cdph.ca.gov/Programs/CCDPHP/DCDIC/NEOPB/CDPH%20Document%20Library/RES_2017 CountyProfiles.pdf

[2] Napa County Health and Human Services, personal communication 2018.

Human-centered design processes require that the participants who are impacted by the problem define the problem and lead the process of generating solutions. This allows the research process to evolve from participants, rather than starting with predefined expectations and research plans typical of the scientific process. Using a human-centered design approach based on the Theory U methodology, we first grounded our understanding of the issues related to use of the emergency food provision system in the reality of Napa County residents, recognizing the need for the problem to be defined and solutions to be generated directly from users and eligible non-users of the system. Next, we used our understanding, as gleaned from the residents, to generate ideas that could be used to increase use of the system by eliminating identified barriers.

This project followed a five-step process of human-centered design informed by Theory U: 1) Shared intent, 2) Define the systemic perspective, 3) Make meaning, 4) Ideate solutions and prototype, and 5) Scale and test. For this study, it was important that stakeholders and community members come together to inform the research questions, priority populations, and study methods that would lead to identifying potential solutions to barriers of using emergency food services and to improve food security. Phase 1, shared intent, was important for building a community that came together and fully understood and agreed to the intent of the study. The shared understanding generated from Phase 1 helped to inform Phase 2 of the study, where we gathered data about the issues from the users' perspective. After gathering data through surveys, we worked in partnership with the community by conducting focus groups to gain a deeper understanding and to make sense of our findings. Finally, our intent is to share the findings of this study so that they may be utilized to create prototypes of potential solutions and scaled to test if they solve the intended issues, resulting in a pipeline of potential projects and investments to end food insecurity in Napa County.

Theory U

Phase 1 Shared Intent	Phase 2 Systemic perspective	Phase 3 Make meaning	Phase 4 Prototype	Phase 5 Scale
Form a design team comprised of stakeholders to better understand food security context in Napa County.	Observe system to identify opportunities, barriers and leverage points using in-person surveys.	Analyze data from phase 2 and share results with stakeholders.	Conduct focus groups with 3 key populations to understand barriers and devise solutions to food security issues.	Prepare final report describing findings from each phase to support bringing solutions to scale.

Phase 1
Shared Intent   We formed a design team, comprised of Napa County staff, study stakeholders, and PHI staff. We held the Food Study Design Convening 1 to discover shared intent and greater context related to food security and the emergency food provision system to inform our subsequent research.

Phase 2 **Define the** **Systemic** **Perspective**	The system was observed to identify opportunities, barriers, and leverage points using partner-administered surveys conducted in English, Spanish, and Tagalog with users of the emergency food system. These surveys were conducted with 351 users and non-users of the emergency food provision system through 22 community liaisons at 34 locations across Napa County.
Phase 3 **Make meaning**	The data from Phase 2 was analyzed to make meaning of what opportunities, leverage points, and barriers exist. The data was shared with partners during the Food Study Design Convening 2. This allowed possible prototype solutions for Phase 4 to be identified by uncovering blind spots and improving the current understanding of the issues.
Phase 4 **Prototype**	Three focus groups were conducted with members of priority populations: adults experiencing homelessness, older adults, and Spanish speaking adults. These focus groups provided an opportunity for community members to review and react to the findings from Phase 2, as well as gather their perspectives. This allowed study participants to identify possible prototype solutions for Phase 4 by improving the current understanding of the issues.
Phase 5 **Scale and Test**	A comprehensive report describing the findings from each phase was prepared. To disseminate the results with community members, public officials, users and eligible non-users of the emergency food provision system, and others, an interactive data dashboard was developed using LiveStories software.

FOOD DONATION IN THE CONTEXT OF A WILDFIRE DISASTER

The Food Study Design Convening 1 was originally scheduled for Monday, October 9th, 2017. That day followed the start of the 2017 Wildfire Disasters in Napa and Sonoma counties. The Tubbs, Atlas, and Nuns fires collectively burned almost 143,000 acres, damaged nearly 8,000 structures, and killed 31 people[3]. In the wake of the disaster, the timeline of the Napa County Emergency Food System Study shifted. PHI's study team acknowledged the need to adjust the study timeline. Napa County decided to expand the scope of work to include an addendum exploring barriers and facilitators to food donations during the time-sensitive wildfire emergency in an effort to understand opportunities to solve the on-going food insecurity emergency. An additional meeting was convened through Live Healthy Napa County (LHNC), the purpose of which was to frame the relationship between the focus of the user-centered study and the connection to what occurred with emergency food during the disaster, improve understanding of how Napa County had addressed needs created during the disaster, and identify potential study participants and organizations for the evaluation. The information shared during Wildfire Component Convening led to a series of key informant interviews with the food bank director and local business owners/operators who donated food during the wildfire disaster.

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[3] CalFire. 2018. Top 20 Most Destructive California Wildfires. Retrieved July 2018 from
http://www.fire.ca.gov/communications/downloads/fact_sheets/Top20_Destruction.pdf.

Identifying Users and Non-Users of the Emergency Food Provision Study

The Food Study Design Convening 1 was conducted on January 31, 2018. Thirty-seven stakeholders attended this convening. Attendees include representatives from Live Healthy Napa County, the Food Safety Net Committee, the Healthy Aging Population Initiative, the Commission on Aging, the Local Food Advisory Council, Leadership Napa Valley, Invest Health grant partners, Community Action Napa Valley, City of Napa Fire Department, Parks and Rec Department, and Recycling/Waste Management; and Napa County Agricultural Commissioner's Office, Public Health, Comprehensive Services for Older Adults, and Self Sufficiency, as well as the County Board of Supervisors Chair. Details about this convening (agenda, detailed minutes) are included in Appendix I.

The purpose of this convening was to frame the user-centered approach and study, discover shared intent and greater context related to the local condition of food security and the Napa County emergency food system, identify priority populations of study participants, as well as identify trusted community partner liaisons for those populations. The Food Study Design Convening 1 was our study's Phase 1: Shared Intent in the Theory U framework.

The objectives of the Food Study Design Convening 1 were:

1. Frame the user-centered approach and study and introduce focus on users and non-users of the emergency food provision system.
2. Improve understanding of the purpose of this study and what we are seeking to understand.
3. Identify potential study participants (users and non-users of the emergency food provision system) and strategies for reaching them, including identifying key service and non-profit partners with existing relationships to the selected populations.
4. Gather feedback for next steps.

During the Food Study Design Convening 1, participants were asked to identify who in Napa County experiences food insecurity, where these people are located, how this study could successfully outreach to them, and who are the liaisons that could help with this outreach. This resulted in identification of priority target populations for inclusion in the study: older adults, families with youth, Latino/undocumented/monolingual low-wage workforce, low-income neighborhoods, and adults experiencing homelessness. Convening participants also identified community liaisons who are trusted by the priority populations and could host data collection efforts with community members.

The rich information collected from community partners during this convening led to an important shift in the study design: Where the original study design had only included intercept surveys conducted by PHI consultants out in the community, the information collected as part of this convening made the case for direct participation by trusted community liaisons in surveying the priority populations. The joint design of the process and collection of data by many community partners was critical in creating authentic community engagement around this issue.

PURPOSE/INTENT

The Napa County Emergency Food System Study Survey was conducted as part of Theory U's Phase 2 – Define the systemic perspective. During this phase, we used in-person surveys to collect information from users and eligible non-users of the emergency food provision system to identify opportunities, barriers, and leverage points to improve access and utilization of existing programs and resources.

METHODS

In-person, self-administered and/or interviewer-assisted pen-and-paper surveys were conducted in English, Spanish, and Tagalog with users and eligible non-users of the emergency food provision system. Priority populations for participating in the survey were identified by stakeholders during the Food Study Design Convening 1, and included: older adults, families with youth, Hispanic/Latino individuals, individuals experiencing homelessness, and residents of low-income neighborhoods.

Community liaisons, including LHNC partners, non-profit community organizations, healthcare, social service agencies and emergency food providers, assisted in the dissemination and collection of surveys to users and eligible non-users of the emergency food provision system. Community liaisons were provided a 15-minute web-based training regarding the procedures for data collection. Prior to the data collection period, community liaisons received packets with instructions for data collection; blank copies of the surveys in English, Spanish, and Tagalog; and a folder for collecting back completed surveys. The aim was to receive back 350 completed surveys, with the hope of including all five priority populations in the study sample: older adults, families with youth, Latino/Undocumented/Monolingual low-wage workforce, low-income neighborhoods, and adults experiencing homelessness. Community liaisons were assigned a target quota of surveys to complete based on the priority populations reached and the average number of participants served by each liaison. The target quota for each community liaison was kept small in order to involve the maximum number of organizations at a wide geographic level throughout the county.

Community liaisons were instructed to either: 1) offer the survey to all of their clients (if the target group of clients was small) or 2) use a systematic random sampling method (every 5th person) in order to limit bias in sample selection. The surveys were collected over two weeks in March 2018. A total of 351 surveys were completed by users and eligible non-users. Completed surveys were received back from 22 community organizations at over 34 locations across Napa County.

The primary objective of the survey was to learn about barriers to accessing food assistance services in Napa County. The survey instrument asked questions about food assistance programs respondents attend, barriers to attending food assistance programs, and food security status. Survey

questions were informed using the information and priorities shared by stakeholders at the Food Study Design Convening 1. A copy of the survey instrument can be found in Appendix III.

Survey responses were collected back from community liaisons for data entry by trained PHI data entry staff, and 10% of surveys were double-entered to check for accuracy. All quantitative data was analyzed using SAS 9.4 to generate univariate and bivariate descriptive statistics. Qualitative responses were analyzed in NVivo 11 to identify common themes.

IRB exemption was approved for this study by PHI's IRB under Category #2, 45 CFR 46.101 (b).

RESULTS

PARTICIPANTS

There were a total of 351 surveys collected by community liaisons and analyzed by PHI from users and non-users of the emergency food provision system in Napa County. Seventy percent were completed in English and 30% were completed in Spanish (Table 1).

The majority of respondents self-identified as either Hispanic or Latino (44%) or White (40%). The average age of respondents was 52 years old (Range: 18 – 97). The majority (92%) considered Napa County to be their permanent residence.

To identify whether respondents were currently using the emergency food provision system, respondents were given a list of food assistance programs in Napa County and asked to indicate which of the programs they or anyone in their household currently participate in. The programs listed included programs that provide free food, meals, and cash aid for purchasing food. Of those surveyed, just over 1 in 5 (21.1%) indicated that they or their household do not currently participate in the

Table 1. Demographic characteristics of Food Program Survey respondents.

Language survey completed in (n=351)	n	%
English	247	70.0
Spanish	104	30.0
Age (n=278)	**Mean**	**Range**
Age in Years	52	18 - 97
Race/Ethnicity (n=316)	**n**	**%**
Hispanic or Latino	138	44.0
White	125	40.0
More than one race or ethnicity	17	5.0
American Indian or Alaska Native	8	3.0
Black or African American	4	1.0
Asian	4	1.0
Native Hawaiian or Pacific Islander	1	<1.0
Some other race or origin	7	2.0
Refused	12	4.0
Consider Napa County their permanent residence (n=308)	**n** 284	**%** 92.0
Current user of emergency food provision system? (n=350)	**n**	**%**
User	276	78.9
Non-User	74	21.1

emergency food provision system and were identified as non-users. The majority of survey respondents (78.9%) were identified as users of emergency food system programs.

Since not all survey respondents completed the demographic questions, individuals who completed the survey in Spanish were grouped with those who identified as Hispanic/Latino to estimate the percentage of survey respondents that were part of the Hispanic/Latino priority population. Almost half of survey respondents (46%) identified as Hispanic/Latino and/or Spanish-speaking (Figure 2). About one quarter of the survey respondents were 65 years of age or older, representing the perspective of older adults as a priority population. Almost 1 in 5 respondents (19%) were currently experiencing homelessness.

Figure 1. Current housing situation of respondents (n=315).

Current housing situation(s) of respondents (n=315).

Housing situation	Percentage
Apartment or House	64%
Trailer or Mobile Home	9%
Shelter	11%
Car or RV	3%
Couch Surfing	3%
Campsite or Tent	3%
Porch or Garage	1%
Motel or Hotel	0%

Percentage of Respondents (%)
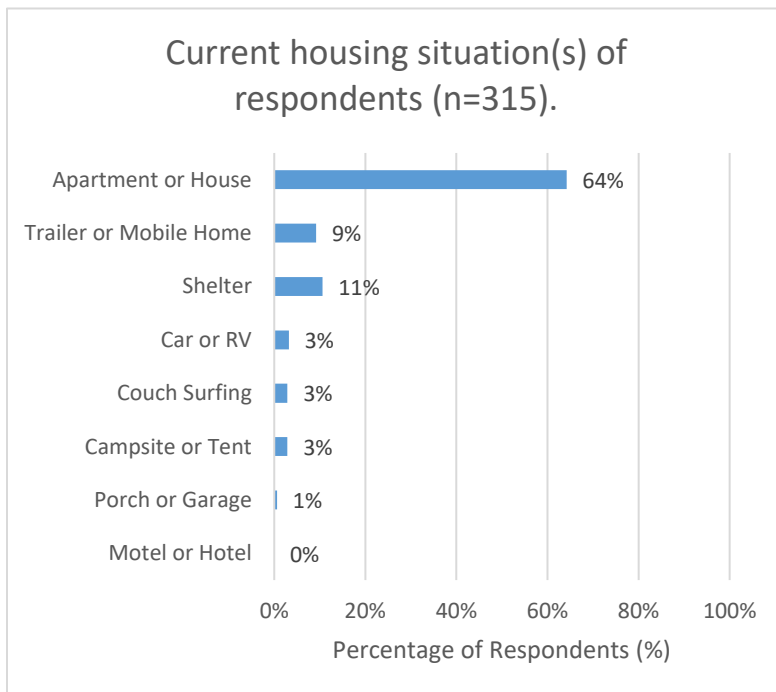
Figure 2. Percentage of respondents that were identified as being part of the following priority populations.

Priority Populations

Hispanic/Latino and/or Spanish Speaking:

**Total: 162
(46%)**

Older Adults (≥65 years old):

**Total: 73
(26%)**

Currently Experiencing Homelessness:

**Total: 61
(19%)**
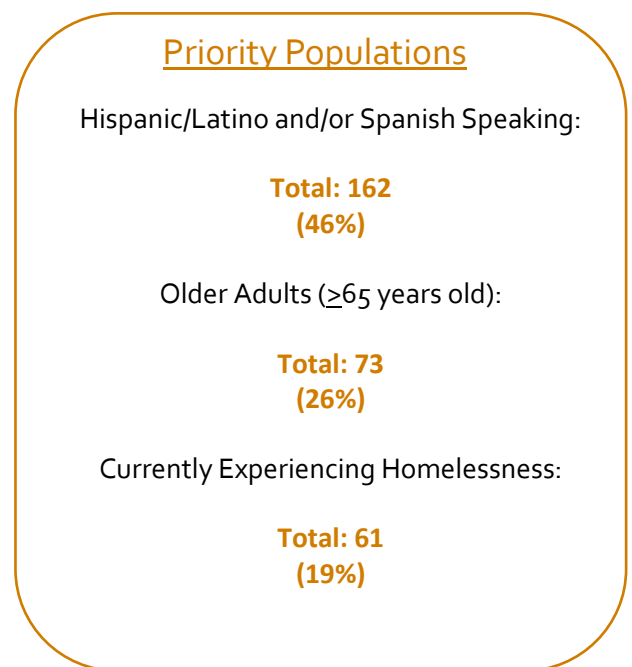
Most respondents (64%) reported that they were currently living in an apartment or house, and 9% were currently living in a trailer or mobile home (Figure 1). Other respondents indicated that they had less stable housing situations, including living at a shelter (11%), car or RV (3%), couch surfing (3%), campsite or tent (3%), or porch or garage (1%). These individuals were considered to be currently experiencing homelessness.

Almost three quarters of all respondents were classified as being at risk for food insecurity (73%) (Figure 3).[4] Among non-users of the emergency food system, 59% indicated they were at risk for food insecurity.

Risk for food insecurity was compared among survey respondents by priority population. Among survey respondents who were identified as individuals experiencing homelessness, 93% were classified as at risk for food insecurity (**Error! Reference source not found.**). By comparison, risk for food insecurity was lower among survey respondents who were Hispanic/Latino and/or Spanish-speaking individuals (68%), as well as among older adults (61%).

Figure 3. Food security status among survey respondents.
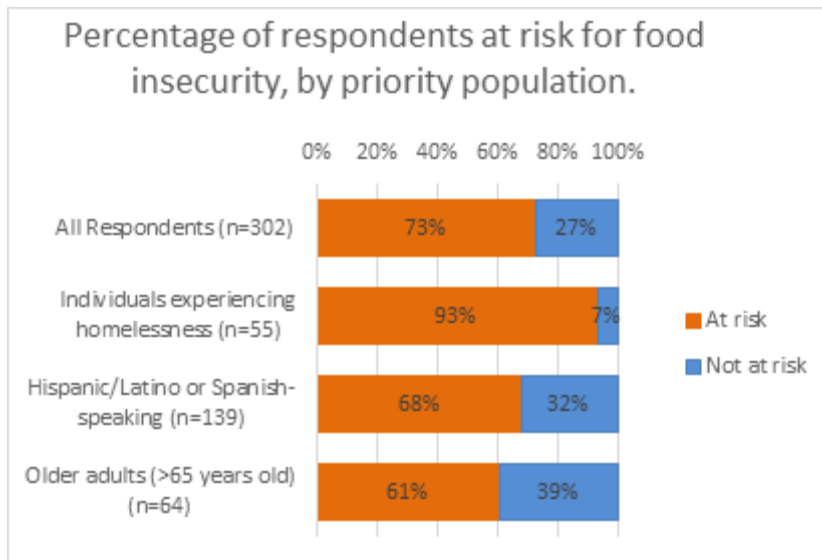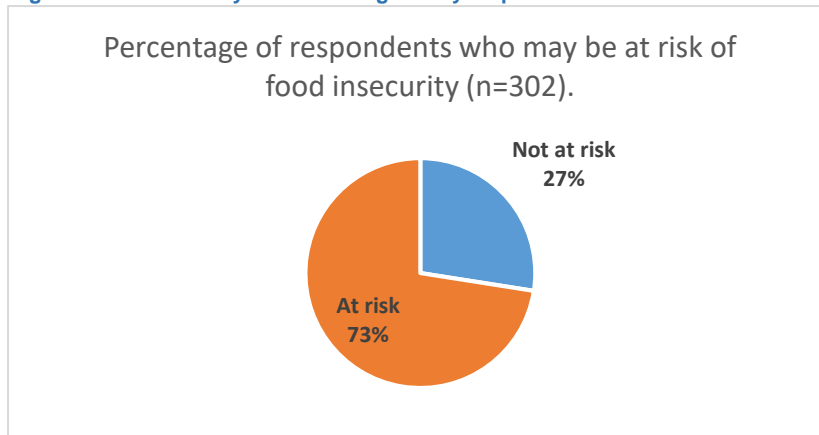
Percentage of respondents who may be at risk of food insecurity (n=302).

Not at risk 27%

At risk 73%

Percentage of respondents at risk for food insecurity, by priority population.

All Respondents (n=302): At risk 73%, Not at risk 27%
Individuals experiencing homelessness (n=55): At risk 93%, Not at risk 7%
Hispanic/Latino or Spanish-speaking (n=139): At risk 68%, Not at risk 32%
Older adults (>65 years old) (n=64): At risk 61%, Not at risk 39%

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[4] At risk for food insecurity was measured using a validated 2-item questionnaire adapted from the USDA's Food Security Module. Individuals were classified as at-risk if they answered "Sometimes true" or "Often true" to one or both questions. See Appendix X.

Respondents were asked to indicate if they, or anyone in their household, received free food, meals, or money for buying food from a list of emergency food provision system programs in Napa County.

Commonly utilized programs as reported by respondents included receiving food from the food bank and food pantries (26%) and free fruits and vegetables programs (22%), such as the market offered at OLE Health (22%) (Table 2). Common meal programs that participants attended included The Table (27%), Salvation Army (27%), and free or reduced-price meals from schools (22%). One quarter of respondents indicated they receive CalFresh (25%) and 17% indicated they receive WIC.

Four out of every five respondents reported that they or someone in their household participated in at least one food assistance program (Figure 5). About a fifth said they did not participate in any of the programs (21%) and were classified as non-users of the emergency food provision system. Of note, 15% of survey respondents indicated that they participate in 5 or more of the food assistance programs listed.

Table 2. Percentage of survey respondents that currently receive food, meals, or money for food from the following emergency food system programs (n=331).

Program Participation (n=331)	n	%
Food		
Food Bank & Food Pantries	85	26.0
Senior Brown Bag Program	22	7.0
Free Fruits and Vegetables	70	22.0
OLE Health	71	22.0
Hope Christian Center	46	15.0
Napa County HHSA	39	12.0
Covenant Presbyterian	20	6.0
Spanish SDA	17	5.0
Meals		
The Table	91	27.0
Salvation Army	89	27.0
Free or reduced-price meals at school	71	22.0
Senior Centers	33	10.0
Meals on Wheels	21	7.0
Money for Food		
CalFresh	80	25.0
WIC	53	17.2

Figure 4. Total number of food assistance programs respondents participate in (n=350).

Total number of programs respondents participate in to receive food assistance (n=350).
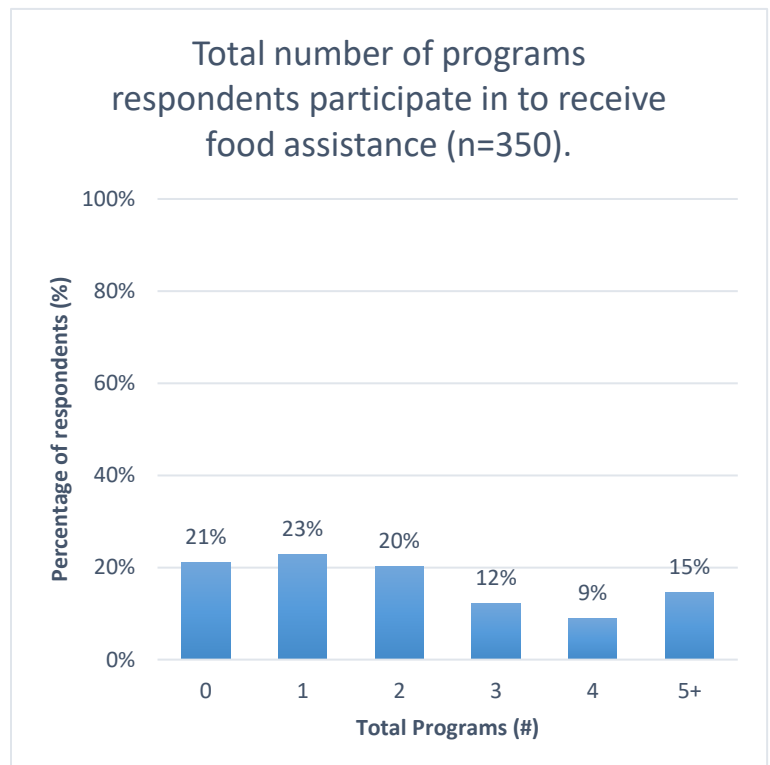
Program participation varied among survey respondents by food security status (Figure 6). Among respondents who identified as at risk for food insecurity, the most commonly utilized programs were The Table (33%), Food Bank and food pantries (32%), Salvation Army (32%), CalFresh (30%), and Free Fruits and Vegetables programs (27%). Participation in emergency food system programs was generally lower among survey respondents who did not identify as at risk for food insecurity. However, participation in WIC and Senior Brown Bag Program was slightly higher among individuals who identified as not at risk for food insecurity compared to those who identified as at risk.

Figure 5. Percentage of survey respondents that currently receive food, meals, or money for food from the following emergency food system programs, by food security status (n=301).
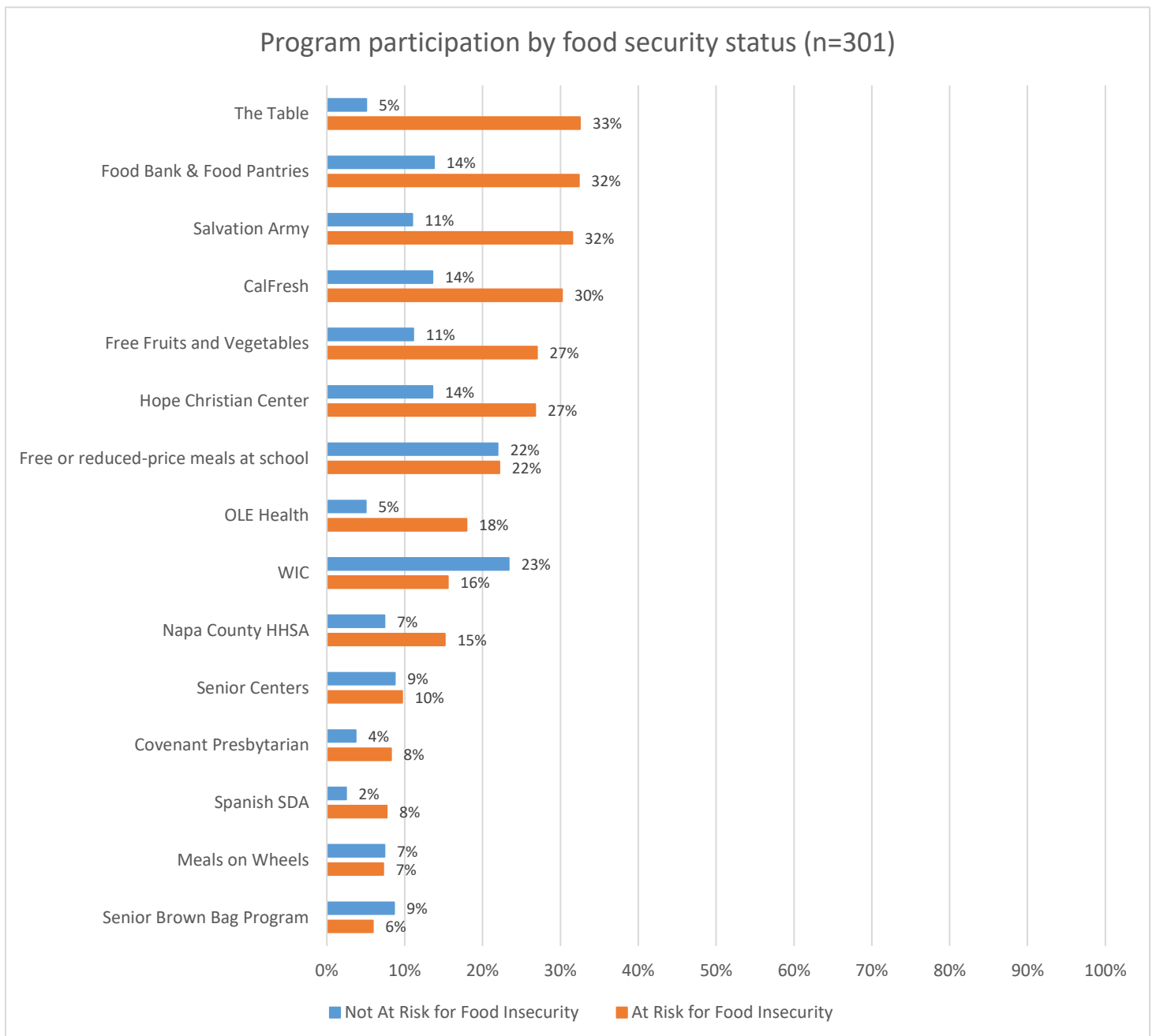
Program participation by food security status (n=301)

Program	Not At Risk for Food Insecurity	At Risk for Food Insecurity
The Table	5%	33%
Food Bank & Food Pantries	14%	32%
Salvation Army	11%	32%
CalFresh	14%	30%
Free Fruits and Vegetables	11%	27%
Hope Christian Center	14%	27%
Free or reduced-price meals at school	22%	22%
OLE Health	5%	18%
WIC	23%	16%
Napa County HHSA	7%	15%
Senior Centers	9%	10%
Covenant Presbytarian	4%	8%
Spanish SDA	2%	8%
Meals on Wheels	7%	7%
Senior Brown Bag Program	9%	6%

The total number of programs survey respondents reported participating in also varied according to food security status. Of note, 19% of individuals who identified as at risk for food insecurity reported participating in 5 or more emergency food system programs, compared to only 5% of individuals who identified as not at risk.

Program participation varied by priority population group (Table 3). Among survey respondents who were currently experiencing homelessness, the most commonly attended programs included The Table (75%), Salvation Army (72%), and the Friday Free Market at Ole Health (42%). Among Hispanic/Latino and/or Spanish-speaking respondents, the most commonly attended programs included free or reduced-price meals at school (38%), WIC (29%), and Free Fruits and Vegetables (22%). Among survey respondents who were ≥65 years of age, the most commonly attended programs included the Food Bank and Food Pantries (25%), Senior Brown Bag Program (21%), and Meals on Wheels (21%).

Table 3. Percentage of survey respondents that currently receive food, meals, or money for food from the following emergency food system programs, by priority population group.

Program	Individuals experiencing homelessness (n=55)	Hispanic/ Latino and/or Spanish-speaking (n=139)	Older adults (≥65 years) (n=64)
Food Bank & Food Pantries	29%	21%	**25%**
Senior Brown Bag Program	2%	3%	**21%**
Free Fruits and Vegetables	21%	**22%**	16%
OLE Health	**42%**	5%	8%
Hope Christian Center	21%	19%	18%
Napa County HHSA	13%	11%	12%
Covenant Presbyterian	4%	6%	9%
Spanish SDA	0%	7%	6%
The Table	**75%**	7%	10%
Senior Centers	8%	5%	19%
Salvation Army	**72%**	12%	12%
Meals on Wheels	4%	3%	**21%**
Free or reduced-price meals at school	2%	**38%**	4%
CalFresh	40%	21%	6%
WIC	2%	**29%**	2%

The number of programs respondents reported participating in varied somewhat by priority population group (Table 4**Error! Reference source not found.**). For example, almost one quarter (22%) of individuals experiencing homelessness indicated that they attend 5 or more food assistance programs, compared to only 3% of older adults (>65 years of age). Of note, program utilization results are reflective of the study sample and are not generalizable to these population groups.

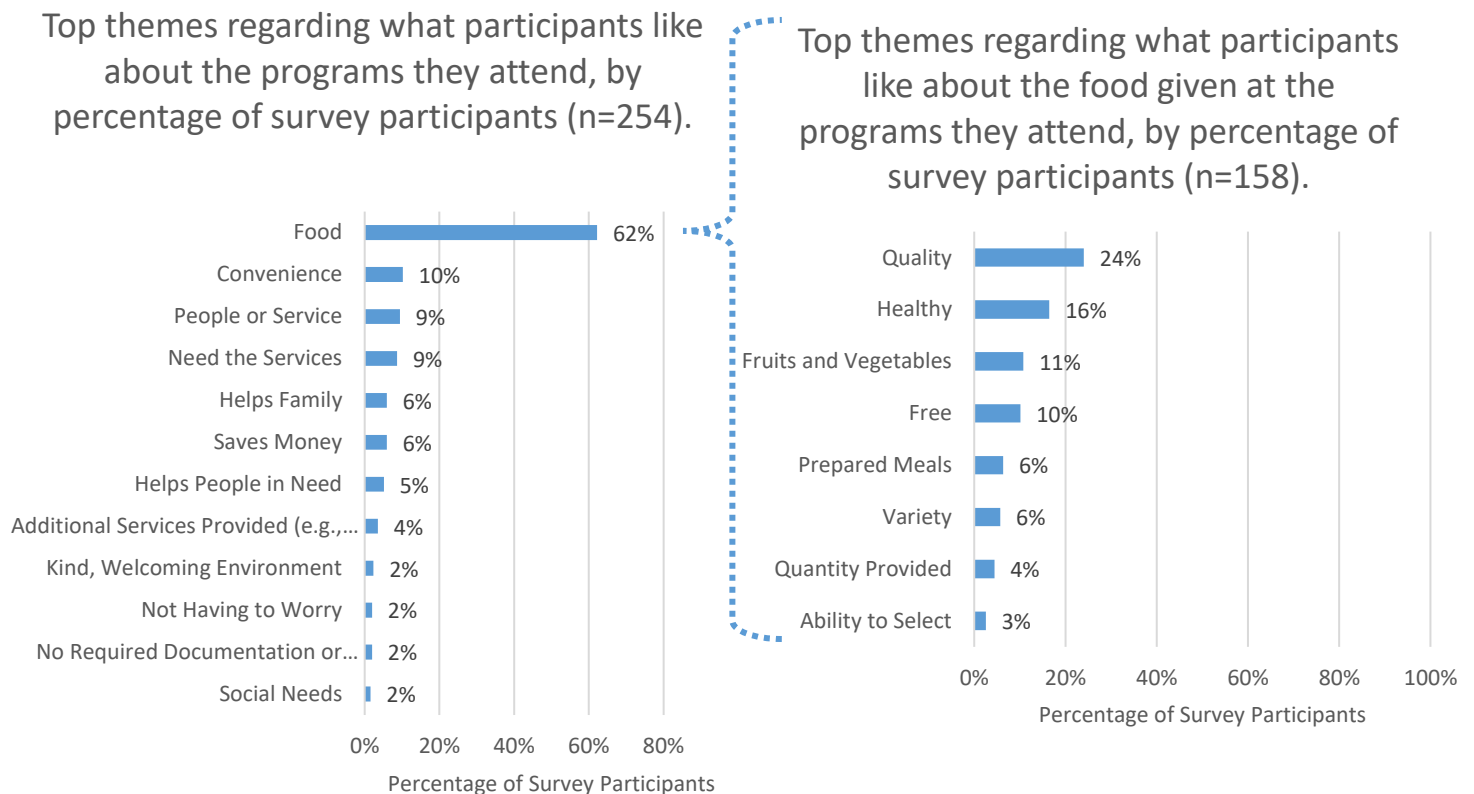Table 4. Total number of programs respondents participate in by priority population.

Total Programs (#)	All Respondents (n=302)	Individuals experiencing homelessness (n=55)	Hispanic/ Latino or Spanish-speaking (n=139)	Older adults (>65 years old) (n=64)
0	21%	13%	27%	33%
1	23%	10%	24%	25%
2	20%	17%	20%	21%
3	12%	23%	10%	11%
4	9%	15%	8%	1%
5+	15%	22%	11%	3%

Participants were asked what they liked about the food assistance programs they attend (Figure 8). Most of the responses were about the food the program provides. Most commonly, survey respondents shared that they appreciated the quality of food and the provision of healthy food and fresh fruits and vegetables. Some survey respondents also shared their appreciation that the food was free, they could enjoy a prepared meal, they received variety, the quantity provided was sufficient, and that they had the ability to select the food they received.

Other aspects of the programs survey respondents like included the convenience of the program, and the people (staff or volunteers) at the program, or the services provided. Survey respondents also

Figure 8. Themes from open-ended responses about what participants like about the programs they attend.

Top themes regarding what participants like about the programs they attend, by percentage of survey participants (n=254).

Theme	Percentage
Food	62%
Convenience	10%
People or Service	9%
Need the Services	9%
Helps Family	6%
Saves Money	6%
Helps People in Need	5%
Additional Services Provided (e.g.,…	4%
Kind, Welcoming Environment	2%
Not Having to Worry	2%
No Required Documentation or…	2%
Social Needs	2%

Percentage of Survey Participants

Top themes regarding what participants like about the food given at the programs they attend, by percentage of survey participants (n=158).

Theme	Percentage
Quality	24%
Healthy	16%
Fruits and Vegetables	11%
Free	10%
Prepared Meals	6%
Variety	6%
Quantity Provided	4%
Ability to Select	3%

Percentage of Survey Participants

shared they have a need for the services provided by the program(s), and/or that the program(s) help their family, save them money, and help other community members that are in need.

BARRIERS TO ACCESSING FOOD ASSISTANCE

Respondents were asked why they or members of their household did NOT participate in the program(s) that they had not selected (Figure 9). The most frequently cited reason for non-participation was lack of awareness of the program (49%). Other commonly cited reasons included not qualifying for the program, the time or day of the program, and not feeling a need to participate in the services offered.

Figure 9. Percentage of respondents that do not participate in other food assistance programs for the following reasons.

Reasons why respondents do not participate in other food assistance programs (n=341).

Reason	Percentage
Didn't know about the program	49%
Don't qualify to participate	28%
Can't attend at the time or day it's offered	22%
Don't feel the need to participate	15%
It's hard to get to	15%
Don't feel comfortable participating	12%
Don't want or need what the program offers	12%
It's too difficult to apply	6%
Worried what people would think if I participated	5%
Don't want to give personal information to program	5%
Prefer not to answer	6%

The most frequently cited reason for non-participation among survey respondents who were identified as non-users of the emergency food system was lack of awareness of the program (34%) (Table 5). This was also the top reason given by survey

respondents who were identified as users of the emergency food system (49%). Other commonly cited reasons for not participating among non-users included not qualifying for the program (31%), not feeling a need to participate in the services offered (19%), and not being able to attend at the time or day of the program (15%). These reasons were also commonly cited among survey respondents who identified as users of the emergency food system.
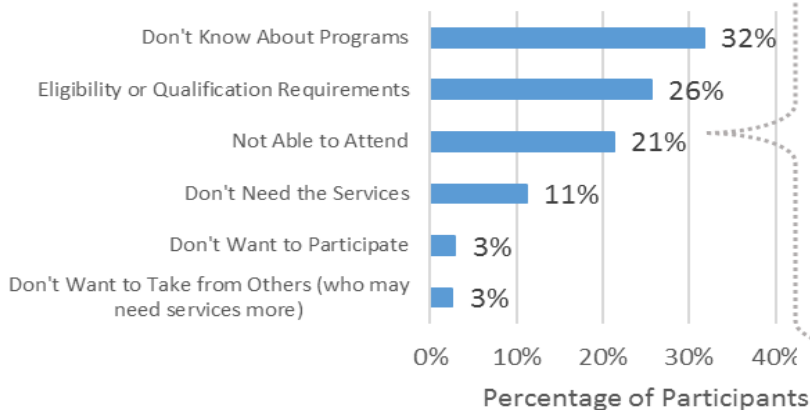
Table 5. Reasons given by non-users of the emergency food system for not attending food assistance programs.

Reasons for not participating in other food assistance programs among non-users of emergency food system (n=74).	Non-Users		Users	
	n	%	n	%
Didn't know about the program	25	33.8%	134	48.6%
Don't qualify to participate	23	31.1%	68	24.6%
Don't feel the need to participate	14	18.9%	35	12.7%
Can't attend at the time or day it's offered	11	14.9%	59	21.4%
It's hard to get to	11	14.9%	37	13.4%
Don't feel comfortable participating	9	12.2%	30	10.9%
Don't want or need what the program offers	8	10.8%	29	10.5%
It's too difficult to apply	5	6.8%	13	4.7%
Worried what people would think if I participated	5	6.8%	12	4.3%
Don't want to give personal information to program	1	1.4%	15	5.4%
Prefer not to answer	8	10.8%	12	4.3%

Survey respondents were given an opportunity to provide open-ended responses about why they or members of their household did NOT participate in food assistance programs (Figure 10). The themes identified from these responses mirrored the results shown in Table 5, with the most common response being that participants were not aware of the program(s). Other common eligibility or qualification requirements, with respondents perceiving that they don't qualify or that they don't want

Figure 10. Reasons given by non-users of the emergency food system for not attending food assistance programs.
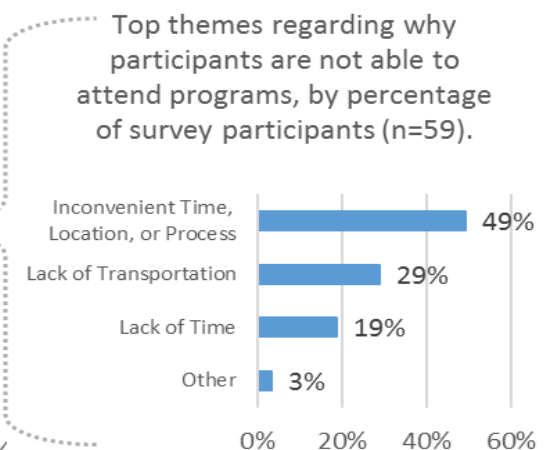
to apply or share personal information. In addition, some respondents shared that they are not able to attend the program(s) due to inconvenient times, locations, or processes for participating; lack of transportation; or lack of time.

When asked what would help survey respondents be able to eat what they want, the most common responses included more money and improvements to the food offered at food assistance programs (Figure 11). Other common responses were access to employment, ability to participate in CalFresh, and increased access to affordable foods in their community. Many respondents indicated that they are already able to eat what they want.

Figure 11. Themes from open-ended responses about what would help respondents be able to eat what they want.

Top themes regarding what would help participants be able to eat what they want, by percentage of survey participants (n=211).

Theme	Percentage
More Money	15%
Improvements to Food Offered at Programs	12%
Nothing (already able to eat what want)	10%
Employment	10%
CalFresh (higher benefit or participation)	9%
Access to Affordable Food	8%
More Convenient Programs (e.g., times and locations)	8%
Housing (affordable, stable)	6%
More Programs	5%
Access to a Kitchen or Food Storage	4%

Percentage of Participants

Efforts were made to ensure that surveys would be administered consistently by all community liaisons. These liaisons were asked to participate in a 15-minute, web-based training to review the data collection procedures. In addition, they received copies of the data collection instructions. Flexibility in the administration method was necessary given the variety of settings and services provided by the community liaisons. For example, some community liaisons may have administered the surveys during meal programs, while others may have administered the survey to clients before or after individual appointments. As a result, sampling and data collection methods may have varied slightly between sites. In addition, some participants completed the Food Program Survey in a food assistance program setting. As a result, there is a possibility that social desirability bias affected the results. However, by relying on trusted community liaisons to administer the survey, we were able to successfully recruit participants from priority population groups, such as older adult and Spanish-speaking residents, who may not have participated otherwise.

The surveys were designed to be self-administered, so respondents were not prompted to complete the second page of the survey or to clarify potentially confusing questions. Thirty survey respondents (8.6%) did not complete the second page of the survey (Table 6). In addition, demographic information was not provided by all participants; 10.0% of respondents did not provide any demographic information. It is possible that interviewer administration of the surveys would have resulted in higher item response rates.

Table 6. Percentage of respondents that did not complete demographic questions and/or the second page of the survey.

Missing Survey Variables	n	%
Age	71	20.2%
Race/Ethnicity	47	13.4%
All Demographic Questions	35	10.0%
Second Page of Survey	30	8.6%

Many of the respondents who completed a survey were recruited to participate in the survey by a community liaison before, during, or after utilizing services from a non-profit or social service provider. In addition, a probability sampling method was not used. Therefore, the results presented in this section are not generalizable to Napa County.

Efforts were made to include individuals who were likely to be undocumented residents as part of the study sample, since this subpopulation is part of the Hispanic/Latino priority population. However, Immigration and Customs Enforcement (ICE) immigration raids occurred in Napa County around the time period the surveys were administered. These events may have discouraged some individuals from participating in the survey, or from answering all of the questions on the survey.

Make Meaning

The Food Study Design Convening 2 was conducted on April 9, 2018. Thirty-two stakeholders attended this convening. Details about this convening (agenda, detailed minutes) are included in the Appendix II.

The purpose of this convening was to make meaning of the data collected from the surveys (Phase 2 – Systemic Perspective), identify what opportunities, leverage points, and barriers exist for users and eligible non-users of emergency food in Napa County, and prioritize areas of additional inquiry to be explored via focus groups. In addition, the target populations were narrowed from five to three, with the recognition that all five initial target populations would be successfully represented within the following three population groups: low income older adults, adults experiencing homelessness and Spanish-speaking low-income families. The Food Study Design Convening 2 was considered Phase 3 – Make Meaning in the Theory U framework.

The objectives of the Food Study Design Convening 2 were:
1. Review Napa County Emergency Food Provision participant survey findings.
2. Collectively make meaning and identify themes emerging from the user-centered approach, and emergency food provision system.
3. Brainstorm and prioritize areas of further exploration through focus groups.
4. Gather additional feedback and input to inform the next phase of the study.

During the Food Study Design Convening 2, the following topics for the focus group guides were selected by the participants:
- What are preferred/effective methods of communicating information about available services/resources?
  - How can we increase awareness about existing programs?
- Why are there perceptions that individuals don't qualify or that others need services more?
  - What qualifications/eligibility process does the community perceive exists at these programs?
  - Would perceptions change if the community understood there is an excess of food?
- To what extent is stigma a barrier to accessing services, and how can this be addressed?
  - What can agencies/programs do to reduce stigma/create a dignified environment?
- How can food distribution systems be changed to make it easier for individuals to access services?
- What more do we need to know about the barriers identified (e.g., transportation issues, hours of operation, types of food distributed, etc.)?

In addition, during this convening, based on participant feedback, a section of the focus group guide asking participants to identify potential solutions was identified as a priority and was added.

PURPOSE/INTENT

To build upon the findings from the Food Program Survey, three focus groups were facilitated with priority populations in Napa County. The aim of the focus groups was to dive deeper into the findings from the Food Program Survey. Specifically, the focus groups were designed to gain a deeper understanding of the barriers Napa County low-income residents experience that prevent them from accessing available emergency food assistance. In addition, focus group participants were asked to identify possible solutions to overcome these barriers. The focus groups were conducted as part of Theory U's Phase 2 -Systemic Perspective and Phase 4 – Prototype. By holding these focus groups, we provided an opportunity for community members to review and react to the findings from Phase 2, as well as gather their perspectives. This allowed us to identify possible solutions to prototype for Phase 4 by uncovering blind spots and improving our current understanding of the issues.

METHODS

PHI staff conducted a series of three focus groups in the city of Napa on May 9, 10, and 16, 2018. The results of the Food Program Survey and feedback from the Food Study Design Convening 2 held with community stakeholders were used to inform the development of the focus groups, including the selection of target populations. These target populations included recruitment of three of the five priority populations for this study: adults experiencing homelessness, low-income older adults, and low-income Spanish-speaking adults. These three priority population groups were selected as the target participants for the focus groups with the understanding that members of these priority groups would also include individuals who are parents of young children and residents of low-income neighborhoods, thereby including representatives from all five priority populations. To facilitate these conversations, the focus groups were held at a homeless shelter, a senior center, and an elementary school, respectively. Recruitment for the focus groups was led by Napa County Health and Human Services staff and On The Move, both of whom worked with community liaisons to identify the best locations for the focus groups and to register participants. Focus groups were designed to include 8-12 participants per group and were conducted in English (Adults Experiencing Homelessness, Older Adults) and Spanish (Spanish-speaking). Inclusion criteria were developed for each focus group to ensure that the participant was a member of the priority population. These criteria included:

- Adults Experiencing Homelessness: adults $\geq$18 years of age currently experiencing homelessness
- Older Adults: adults $\geq$55 years of age and eligible to participate in food assistance programs
- Spanish-speaking: adults $\geq$18 years of age who speak Spanish and are eligible to participate in food assistance programs

In an effort to include participants from other areas of Napa County, recruitment for the Older Adults focus group included reaching out to other senior centers, mobile home parks, and older adult community groups and inviting them to participate, and recruitment for the Spanish-speaking Adults focus group included reaching out to Spanish-speakers who lived throughout the county.

Recruitment of individuals for the Adults Experiencing Homelessness focus group was primarily conducted through homeless shelters in Napa County. This was done in an effort to prioritize individuals who would be able to fully participate in the focus group and limit the likelihood of including individuals suffering from conditions that may limit their participation, such as severe mental illness or substance abuse

A structured interview guide was used by each focus group moderator and included questions about the barriers participants might experience in accessing food assistance in Napa County. A group voting technique was used to identify and prioritize the top three barriers most important to participants of each focus group to discuss. Barriers identified through the Food Program Survey responses were listed on a poster and read aloud to participants. Participants were also given an opportunity to add additional barriers to the list that they felt were important. Participants were then asked to rate each barrier on a 3-point scale using colored voting cards to indicate how much of a problem each barrier is to their community, with green being "Not at a problem", yellow being "Somewhat of a problem", and red being "Big problem".

Finally, participants were led in an activity to identify solutions to the barriers they had discussed. The focus groups were 90 minutes in duration, including a 10-minute refreshment break. Focus group participants were asked to complete a voluntary demographic survey at the completion of the focus group. All participants received a $25 gift card as an incentive for participating.

Focus groups were analyzed to identify key themes that emerged to understand barriers to accessing food assistance programs and identify potential solutions. **In addition**, **a graphic recorder listened to recordings of the focus groups and created a permanent, attractive, engaging, and useful record of the focus group discussions for each group.** The graphic recording for the older adult focus group is shown below, and all three are included in the appendix (Appendix II).

IRB exemption was approved for this study by PHI's IRB under Category #2, 45 CFR 46.101 (b).
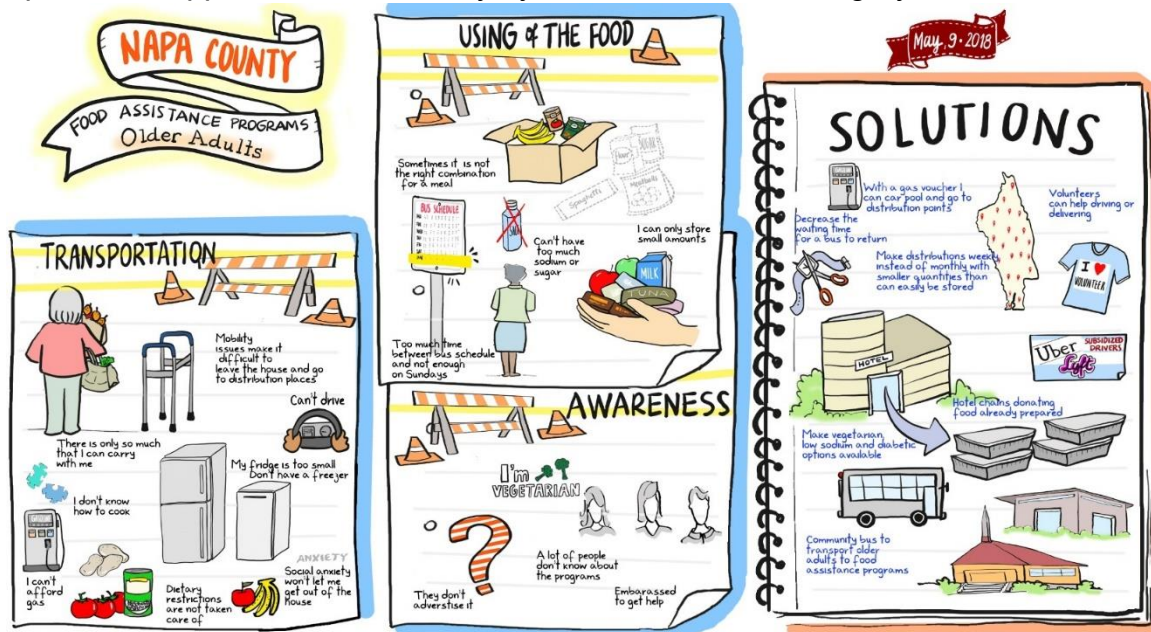
PARTICIPANTS

A total of 31 adults participated in the focus groups, with each focus group ranging from 9-12 participants. Almost one third of the participants were ≥65 years of age, while about half of participants (48.4%) were between the ages of 35 and 64 (Table 7). More than half of the participants identified as White (51.6%) and over one third identified as Hispanic/Latino (38.7%). Most of the participants identified as female (73.3%). A little less than half of participants currently had children <18 years of age living at home with them (41.9%).

The majority of participants indicated they are currently living in an apartment or house (67.7%), while one third are currently living in unstable housing such as a shelter, campsite or tent, couch surfing, or car or RV. About two thirds of participants indicated they are at-risk for food insecurity (61.3%); however, 16.1% marked they didn't know or refused.

Table 7. Demographic characteristics of focus group participants (n=31).

Demographic characteristics of focus group participants (n=31)		
Focus groups	n	%
Spanish-speakers	12	38.7
Adults experiencing homelessness	9	29.0
Older adults	10	32.3
Age		
25-34	7	22.6
35-44	6	19.4
45-54	5	16.1
55-64	4	12.9
≥65	9	29.0
Race/Ethnicity		
Hispanic/Latino	12	38.7
White	16	51.6
More than one race	3	9.7
Gender (n=30)		
Male	8	26.7
Female	22	73.3
Children (<18 years) living at home		
No	18	58.1
Yes	13	41.9
Current Housing Situation		
Apartment or House	21	67.7
Shelter	5	16.1
Campsite or Tent	2	6.5
Couch Surfing	1	3.2
Car or RV	2	6.5
At-Risk for Food Insecurity[1]		
Yes	19	61.3
No	7	22.6
Don't know	3	9.7
Refused	2	6.4

[1]At-risk for food insecurity was measured using a validated 2-item questionnaire adapted from the USDA's Food Security Module. Individuals were classified as at-risk if they answered "Sometimes true" or "Often true" to one or both questions. See Appendix X.
[2]Total percentages may not add up to 100% due to rounding.

To gain a deeper understanding of the barriers Napa County residents experience that prevent them from accessing food assistance, participants were shown a list of possible barriers that were identified by the Food Study Survey respondents. After adding to the list (if applicable), participants engaged in a voting process to identify the top 3 barriers for each focus group. Table 8 below summarizes the results of the voting process, displaying the number of participants in each focus group that indicated each barrier was a big problem for their community. The top 3 barriers for each focus group (highlighted below) were the focus of the conversations and were discussed in greater detail. Barriers that were discussed within the focus groups are described in detail below.

Table 8. Percentage of participants in each focus group that identified the following barriers as a "Big Problem" for their community.

Barriers	Adults Experiencing Homelessness (n=9)		Older Adults (n=10)		Spanish Speaking (n=12)	
	n	%	n	%	n	%
Awareness	2	22	3	30	1	8
Stigma	5	56	0	0	0	0
Transportation	2	22	7	70	3	25
Dates/Times	1	11	1	10	12	100
Using the Food	5	56	4	44	0	0
Aspects of the Program	2	22	1	10	9	75
Qualification Levels (Income)	--		--		12	100
Immigration Status	--		--		11	92

Awareness (Older Adults, Spanish Speaking)

Understanding the Barrier

Participants in the Older Adults focus group felt that awareness of food assistance programs was a key barrier that prevented their community from accessing assistance. Participants were shown a list of food assistance programs in Napa County, and they shared that they and others they know were unaware that some food assistance programs existed. In other cases, lack of information about the program, such as the venue or eligibility process, were barriers to participating. In fact, some focus group participants shared that they were attending the focus group in part to find out more about programs that exist. For instance, one participant shared that her neighbor was told to sign up for Meals on Wheels, but the neighbor didn't know how to go about signing up or get more information. Participants used some of the focus group time to share information with each other about programs they attend.

While awareness was not a top barrier discussed by participants of the Spanish-speaking focus group, it was brought up during the discussion in sharing how they hear about food assistance programs in their community. Common methods included referrals from healthcare (WIC), word of mouth, flyers distributed at churches, information provided by the schools, and one participant mentioned an online resource called Peach Jar (an electronic flyer distribution program used by Napa Valley Unified School District) which sends information about programs and events, such as free summer meals. Spanish Speaking participants felt that more flyers are needed to help advertise programs.

Identifying Solutions

Focus group participants agreed that information about food assistance programs is not always reaching people in need. Participants from the Older Adults focus group felt that producing flyers with information about existing programs and how to participate would be a good solution. Methods of disseminating flyers that were discussed included handing them out at places like the senior center or mailing them to individuals receiving social security.

Within the Spanish speaking focus group, participants felt that information about food assistance programs could be communicated through a hotline or phone number, allowing individuals to call for information. Another idea was to have a website or email with program information. Another solution requested by participants of the Spanish Speaking focus group was to have information about eligibility requirements easily available, such as in a flyer. In particular, they shared that it would be helpful if information was easily available about whether citizenship status would be considered as part of the eligibility process.

Dates and Times of Programs (Spanish-speaking)

Understanding the Barrier

Participants of the Spanish-speaking focus group felt that the dates and times of food assistance programs is a barrier to access. In particular, participants expressed that food assistance programs are not always held at times that are convenient for working families and/or families with children. For example, distribution times may conflict with the time children need to be dropped off or picked up from school. They also noted that not many programs are available in the evenings or on weekends. Participants also shared that the number of times per month that some programs are offered can be limited, particularly in some communities such as American Canyon. This impacts both the amount of food that individuals in those communities have access to, as well as their ability to attend the program. One participant spoke about the Friday Free Market at Ole Health:

"La Clínica Ole abre a las 2:00 de la tarde. Pero como llegan a hacer línea, en una hora no tráfico a esa hora y tiene uno que ir por los niños." – **Spanish Speaking Focus Group Participant**

Ole Clinic opens at 2:00pm. But when you arrive, you have to stand in a long line; one-hour is not sufficient. At 3:00pm kids are out of school and that is why many people do not go. Traffic at that time and you have to pick up the kids.

Identifying Solutions

In order to make food assistance programs more accessible, participants requested that more programs be offered in the morning after children have been dropped off at school, or in the evenings when families are off work. Another idea was to have food distributions at schools. Participants also hoped to see more programs available on weekends. For example, participants wished that CalFresh and WIC offices would offer appointments on weekends for working families.

Using the Food (Adults Experiencing Homelessness, Older Adults)

Understanding the Barrier

Participants from both the Adults Experiencing Homelessness and Older Adults focus groups discussed at length the challenges they have experienced using the food from food assistance programs in Napa County. One challenge that emerged was with regard to the quality of food provided by food assistance programs. Participants from both groups shared experiences receiving food from programs that either had already spoiled or spoiled before they had a chance to eat it. One participant from the Adults Experiencing Homelessness focus group expressed concern about the potential for getting sick from eating spoiled food, noting how difficult it is to recover from illness when you lack access to shelter and facilities. In the Older Adults focus group, participants discussed at length the strategies they've utilized to maximize shelf life of the food they receive, including microwaving Cheerios that have gone stale or using paper towels to absorb moisture and prevent produce items from spoiling quickly. Participants expressed how they struggle to maximize shelf life and reduce waste from the food they receive.

QUOTES

"Sometimes the food comes out good but I don't know what is wrong with the food that it expires right away. It's like, they give it to you then like the next couple of days it spoils, you know? I can't understand why that is going on." – **Adults Experiencing Homelessness Focus Group Participant**

"The other day I went in and I thought, 'What could be wrong with a Totino's pizza?' I grabbed that, I get it home, I just wanted something, I've been at the [program] for three hours, I opened it up – aghhh - it was full of mold, all mold, the whole thing is mold." – **Older Adults Focus Group Participant**

"Put a cup of cheerios in the bowl, put it in the microwave, put it on defrost, and it takes whatever out of it and they're fine. Takes the moisture out of them." – **Older Adults Focus Group Participant**

Participants from both focus groups discussed concern about the types of foods distributed and the nutritional quality of the food. Among participants from the Older Adults focus group, concern was expressed about the foods they receive being high in sodium and added sugar and, as a result, inappropriate for meeting the dietary needs of some older adults with health conditions such as diabetes. They expressed desire for more whole grains and fresh produce, though they expressed concern about produce items spoiling quickly. In particular, among older adult participants, there was desire for foods appropriate for people with diabetes.

<div style="text-align:center">QUOTE</div>

"They don't have any specialties like for diabetics or for people that are having problems with food." – **Older Adults Focus Group Participant**

Some participants from the Adults Experiencing Homelessness focus group felt that food assistance programs should have more ready-to-eat foods specifically for individuals experiencing homelessness. However, some participants expressed concern about eating too many processed foods and shared that they want to have access to fresh and healthy foods. Some participants from both focus groups expressed that they would like to see more healthy and vegetarian options available from food assistance programs.

<div style="text-align:center">QUOTE</div>

"When you live out here in the tent, you need something like top ramen, something you can take backpacking and can just add hot water." – **Adults Experiencing Homelessness Focus Group Participant**

One substantial challenge experienced by participants from the Adults Experiencing Homelessness focus group was a lack of access to food storage and preparation space. Specifically, participants noted that they do not have access to refrigerators and freezers, causing food they receive to spoil quickly. They also lack access to kitchens, appliances, and tools for preparing and cooking food, which greatly limits the types of food they can use. For instance, one participant shared their experience receiving raw meat from a food assistance program and having no way to cook the meat in order to eat it. Participants noted that some of the parks have barbeque grills, but that a permit is required to use them and often they are being used by other residents or tourists, which limits their access to these facilities. Participants also noted that they cannot bring outside food into the shelters during the week. This is another barrier that prevents individuals experiencing homelessness from storing their own food.

<div style="text-align:center">QUOTE</div>

"You can't cook it anywhere. There are barbecues at the park, on the weekends everyone's got their permits to use the pits, homeless can't get a permit so they have to wait till people leave the park to use them to cook their food." – **Adults Experiencing Homelessness Focus Group Participant**

Some participants from the Older Adults focus group shared similar challenges in lacking access to a complete kitchen. For example, some participants shared that low-income senior housing does not always have a full-size refrigerator. One participant shared about a friend that only has a mini-fridge and no freezer, making it impossible to store frozen foods and difficult to store a large quantity of refrigerated foods, such as fresh fruits and vegetables. Another participant shared that they only have access to a kitchenette, which sometimes limits what they can store and prepare.

Participants from both focus groups discussed the dilemma they experience in deciding what to do with food items they receive that they either don't want or can't use. Participants from the Older Adults focus group, who primarily discussed the Senior Brown Bag Program, Salvation Army, and Food Bank programs, shared that some programs don't give them the option of picking what they want or returning unwanted food items. In addition, participants from the Older Adults focus group discussed having to give food away because they won't be able to eat all of it before it spoils. Many participants discussed systems that have been developed to promote sharing of unwanted food items as a solution to this challenge. For example, participants in the Older Adults focus group discussed sharing tables or boxes in their communities where they can place non-perishable food items that they don't want for others to take.

QUOTE

"I want to give them back the canned carrots and the canned peas because I don't like them, but they won't let me. And I would think, because I'm not going to eat it myself, I'll just give it to someone else, but I don't know anyone who likes canned carrots and canned peas…they don't have a bin where I can just give it back." – **Older Adults**

Participants in the Older Adults focus group shared that another challenge with using the food from food assistance programs is that some individuals have difficulty preparing meals. For instance, one participant shared that some older adults may not know how to cook. In addition, participants discussed the combination of foods received from food assistance programs, commenting that sometimes it's difficult to make a meal.

QUOTE

"One thing is that what they put in the box doesn't necessarily go together to make a meal…you keep stocking up on stuff because you don't get the right combination to make a meal. Like you get spaghetti sauce but no spaghetti." – **Older Adults Focus Group Participant**

Identifying Solutions

Many solutions were discussed by participants of the Adults Experiencing Homelessness group to provide a way for them to store and prepare food. Participants discussed the idea of solar-powered appliances, such as George Foreman grills or crock pots. They also discussed using solar-powered refrigeration units or lockers. Portable cooking appliances were discussed as an option, enabling individuals experiencing homelessness to prepare meals in places such as parks. Another idea which participants were energized about was to have a van with mobile cooking stations. They described that the van could have multiple mini cooking stations with the basic appliances needed for preparing a meal, and that the van could travel to places where individuals experiencing homelessness could use it.

QUOTE

"Something like a mobile kitchen, maybe like three locations." – **Adults Experiencing Homelessness Focus Group Participant**

From the Older Adults focus group, one solution that emerged was to make food distributions more frequent, such as weekly instead of monthly. One participant proposed that more frequent distributions would allow participants to take less food each time and therefore avoid issues with food spoiling before they have time to eat it.

QUOTE

"If they had more frequent distributions you could take smaller quantities…so right now they only have monthly distributions but if it was weekly you could store them." – **Older Adults Focus Group Participant**

Transportation (Adults Experiencing Homelessness, Older Adults)

Understanding the Barrier

Transportation was another key barrier experienced by participants of both the Adults Experiencing Homelessness and the Older Adults focus groups. Participants from both groups reported that lack of access to personal transportation is a barrier to accessing food assistance. Reasons for lacking personal transportation included not having a personal vehicle, not having a driver's license, having a medical condition that prevents you from driving (e.g., blindness, stroke), or not having money to pay for gas. In addition, lack of money was a barrier to accessing alternate transportation, such as taxis. Many participants in the Older Adults focus group indicated that they rely on neighbors for transportation, or that their neighbors rely on them. However, not all participants knew someone that

they could rely on for transportation. As a result, participants indicated that they must rely heavily on public buses or walking as a primary means of transportation.

<div align="center">QUOTE</div>

"I have a car but towards the end of the month I have no gas…this month I'm really worried about how much gas I'm going to have, but you'd think well it's not that much, well empty is empty." – **Older Adults Focus Group Participant**

Having to rely on the public bus system was discussed as another barrier to accessing food assistance among both focus groups. Participants shared that getting to a food assistance program can take a long time when relying on public buses, particularly when the bus schedule doesn't align well with food assistance program schedules. Participants expressed that this situation is even more challenging when they need to transfer buses one or more times to get to their destination. Additionally, participants noted that buses don't always drop you off exactly where you need to go, and for those with mobility limitations it can be difficult to reach their destination by foot. Another challenge that was discussed among both groups was that public transportation is not available within the city of Napa on Sundays, and that community events often impacted the availability and ease of using public transportation.

<div align="center">QUOTES</div>

"When you go get the bus, and it takes like maybe an hour or more…some of us can't wait that long. We come and it goes by, sometimes it doesn't even stop for you." – **Older Adults Focus Group Participant**

"On Sunday you'd have to physically get to Soscol Avenue, which is a haul, especially for somebody who is here, to access a bus…I would not have thought things would deteriorate…there is less viable transportation than when I moved here fourteen years ago through changes in routes." – **Older Adults Focus Group Participant**

"Taking the bus there would take about half the day. You can't go back and get seconds." – **Adults Experiencing Homelessness Focus Group**

Participants shared that limitations in public transportation limited both the food assistance programs that they could access, as well as the amount of food they could transport back to their home. Within the Adults Experiencing Homelessness focus group, participants shared that they were unable to return to food assistance programs to receive second helpings, even though this is allowed in some cases, because getting back and forth would be too difficult. Participants from both focus groups expressed that having to make transfers within the bus system greatly limited their likelihood of attending a program. For example, one participant from the Older Adults focus group shared that there's only 1 program they can reach by using one bus; to reach all other programs they would need to transfer at least once. Participants from the Adults Experiencing Homelessness focus group discussed how lack of transportation limits the amount of food they can take from a food assistance

program because transporting the food can be difficult if you are walking or taking public transportation. One participant from the Adults Experiencing Homelessness group shared that they have had to rely on using a shopping cart to transport food, and noted that they worry about getting in trouble for taking the shopping cart. Participants from the Older Adults focus group also experienced this challenge, and noted that many older adults suffer from health conditions that limit their mobility. Participants from both focus groups discussed how difficult it was to carry more than 1 or 2 bags of food with them when relying on walking or taking a bus, and some shared that they had to leave food behind because they were unable to carry it with them.

QUOTES

"If you get a good amount of food, and are homeless, how are you going to carry it?" – **Adults Experiencing Homelessness Focus Group Participant**

"My wife and I live in a car, we push a WalMart shopping cart to the food bank." – **Adults Experiencing Homelessness Focus Group Participant**

"From where I live I would have to use a No. 6 Bus, transfer to an intervening bus, to use a No. 2 Bus that would take me to the Salvation Army. So I am restricted by which programs I can access where I would have to use two buses…I will be limited to what I can physically bring back on the bus. Unless I have made prior arrangements, I will be able to bring 1 bag of groceries back and depending on the weather, I would also be restricted on whether something were perishable and would not safely be able to get it home. So that is to me a very systemic problem and also a complex problem." – **Older Adults Focus Group Participant**

Another challenge brought up by participants of the Adults Experiencing Homelessness focus group was that individuals who are currently experiencing homelessness may not feel comfortable using a public bus system. They explained that individuals who haven't been able to shower in a while may worry about being in close proximity to other people, and that the stigma they experience from other people, such as staring or moving away, may prevent them from choosing to use the bus.

QUOTE

"Some people that are homeless, stigma, they haven't had a bath or shower for a while, don't want to be around people. Maybe create something like Meals on Wheels for the homeless." – **Adults Experiencing Homelessness Focus Group Participant**

Identifying Solutions

Participants from both focus groups felt that one solution to the limited transportation they experience would be a community bus that was designed specifically to transport people to and from food assistance programs and places where they can access affordable food. Of note, participants of both focus groups expressed a desire for the bus to be designed specifically for their community. Particularly among participants from the Adults Experiencing Homelessness group, participants desired a bus for only individuals experiencing homelessness so that they would not have to worry about experiencing stigma.

Another idea discussed by both focus groups was to have more food delivery programs, like Meals on Wheels, to deliver food directly to those in need. Participants of the Adults Experiencing Homelessness focus group were aware of Meals on Wheels and shared that they would like to see a program like that designed for individuals who are currently experiencing homelessness.

Participants of the Older Adults focus group were in agreement that a good solution would be to have more food assistance programs come to them and be held in locations where older adults are living or congregating. They requested specific locations where food programs could be held, including the Senior Center, Rohlffs Manor, The Reserve, Jefferson Housing, and neighborhood churches.

Among participants of the Older Adults focus group, there were many other ideas for making transportation easier among members of their community. Some participants thought that vouchers for gas or for using public transportation, including vehicle programs like taxis or Uber, could be a solution to help older adults more easily access food assistance. A couple of participants who are able to drive brought up the idea of developing a carpooling system, where people could partner up to pool resources and ensure that they had a vehicle, a person who could drive, and enough money for gas. Participants discussed volunteers as potential resources for delivering food to older adults or for picking up older adults to transport them. In addition, one participant shared an idea for having local hotels donate ready-to-eat meals and deliver them to places where older adults congregate, such as senior centers.

Stigma (Adults Experiencing Homelessness)

Understanding the Barrier

Participants from the Adults Experiencing Homelessness group expressed that stigma was the top barrier they experience when accessing food assistance. Focus group participants described their experience with stigma in accessing food assistance programs. One participant shared that people they know won't attend food assistance programs because they are uncomfortable and worried what other people will think. Other participants reflected upon their own discomfort attending food assistance programs.

> "I was really uncomfortable, but over time I realized that we're all the same, we're all people." – **Adults Experiencing Homelessness Focus Group Participant**

There was agreement among participants that other people are uncomfortable being around individuals experiencing homelessness, and that this poses a barrier. For instance, participants explained that sometimes volunteers at meal programs appear to be uncomfortable or even afraid to interact with individuals experiencing homelessness. They expressed a desire for volunteers to be more comfortable interacting with them.

QUOTE

> "It would help if there was a little more interaction…but if people could be more comfortable with us, it seems like some like to interact and some are like…they're almost afraid to talk to you." – **Adults Experiencing Homelessness Focus Group Participant**

Participants also brought up stigma they experience from tourists and other Napa County residents. For example, participants shared experiences of people crossing the street to avoid walking near them or looking at them like they were dangerous. Participants discussed feeling judged by others based on stereotypes that individuals experiencing homelessness are criminals or suffering from mental illness. They expressed desire for people to understand that this is not the case for all individuals experiencing homelessness.

QUOTE

> "When the tourists go by they're afraid and they look at you like you're going to mug them or something…They cross the streets." – **Adults Experiencing Homelessness Focus Group Participant**

Identifying Solutions

During the focus group, participants expressed a need to feel special and to experience food assistance programs in such a way that stigma was absent. For example, they described at length how much they appreciate the meals served at Salvation Army. Participants commented that the food is prepared by a real chef, and that people serve them and put consideration into the presentation of the food. Participants shared this made them feel special and they enjoyed attending the program. Another participant made a comment during the focus group about how nice it was to receive Peet's coffee, which was provided to the participants during the focus group session. They commented on how the brand made them feel special. One idea that was shared during the focus group was for a meal program to be held someplace special, such as having a field trip out to Lake Berryessa, to allow individuals experiencing homelessness to go someplace where they could enjoy their meal, enjoy being outside, and get some time away from crowds. They expressed that something like this would make them feel special.

All participants agreed that another key solution to addressing stigma was to educate the public about homelessness. Participants commented that they often feel they are being judged based on stereotypes about individuals experiencing homelessness, and they commented that they want other people to understand that most individuals who are currently experiencing homelessness are ordinary people. They want people to understand that not all individuals who are currently experiencing homelessness are suffering from mental illness or are dangerous. Participants felt that education about homelessness was not only needed for the public, but also for volunteers at food assistance programs and for tourists visiting the area.

Income Limits to Qualify for Programs (Spanish Speaking)

Participants of the Spanish-speaking focus group added qualification requirements among food assistance programs to the list of barriers they experience, and participants agreed unanimously that this is a big problem for their community. Specifically, participants focused their discussion on income limits to qualify for food assistance programs, though they also discussed qualification and application processes as barriers.

One key concern that was discussed by participants was the high cost of living in Napa County. Participants shared that much of their income is spent covering their cost of living, and they felt this should be considered when determining eligibility, rather than looking only at gross income to determine eligibility. Some participants also had the incorrect understanding that family size is not considered when determining income-eligibility for food assistance programs such as CalFresh and WIC.

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<p align="center" style="color:#3399cc;">QUOTES</p>

"Un problema que no está allí es también los ingresos. Cualquier cosita te pasas y ya no calificas." – **Spanish Speaking Focus Group Participant**
Another problem that is not listed is also income. When you go over, even a bit, you then don't qualify.

"Muchos programas también se basan a los ingresos. Pero ellos no miran en los gastos que tiene uno a partir de los ingresos. Las rentas ahorita son muy caras y no miran esa parte." – Spanish Speaking Focus Group Participant
Many programs base [eligibility] on income. They do not see the expenses we have, they only see the total gross income. Rents are so expensive now and they do not see that.

</div>

Participants discussed the eligibility thresholds for food assistance programs and concern that making more money could mean they no longer qualify to receive benefits, even though they still need assistance. In fact, one participant shared stories of having to repay benefits after becoming ineligible. While the story she provides (below) relates to accessing health care, it resonated with focus group participants who expressed they had similar experiences with CalFresh (food stamps).

There was confusion among focus group participants about factors that would cause them to become ineligible for food assistance programs, and participants expressed fear of having to repay cash aid benefits if they became ineligible.

<div style="background-color:#6699cc; padding:1em;">

QUOTES

"A mí me toco una vez que mi esposo en una temporada gano un poco más del límite. Se nos enfermo la niña y fuimos a dar al hospital. Resulta que el Medi-Cal no cubrió. No calificamos para Medi-Cal o estampillas de comida ese mes. Fuimos a Medi-Cal y nos dijeron que no cubriría el hospital. Sabe por cuanto nos pasamos, por $1.00. Pensamos y ahora que vamos a hacer, pues tuvimos que pagar el hospital." – **Spanish Speaking Focus Group Participant**
One time my husband made a little more during one season over the limit. My daughter got sick and we took her to the hospital; Medi-Cal did not cover. We did not get Medi-Cal or Food Stamps that month. We went to Medi-Cal and they told us it would not cover for the hospital. You want to know by how much we did not qualify, by $1.00. We got frustrated and had to pay at the hospital.

"Yo trabajaba y aplique para recibir asistencia monetaria, mi hija estaba chiquita y yo no recibía child support. Recibí como tres meses $500 al mes. Cuando ya comenzó mas bueno el trabajo toco al mes llevar yo mis pruebas y me cobraron lo que había recibido. Entonces que quiere el gobierno, ¿que se esté uno muriendo de hambre para poder calificar?" – **Spanish Speaking Focus Group Participant**
I applied to receive financial assistance, my daughter was small, and I received no child support. I received about $500 for three months. When work started getting better I went back and showed my paperwork and was charged everything that I had received. What does the government want, that we be dying of hunger in order to qualify?

"Es muy difícil progresar, por que te atienes de una ayuda, pero también uno quiere trabajar y progresar. ¿Pero como vas a progresar si te quitan la ayuda de inmediato? No deberían quitar la ayuda hasta que uno este mas estable. No nomas porque te pasaste una semana." – **Spanish Speaking Focus Group Participant**
It is very difficult to progress because you need the help you are receiving but we also want to work and progress. But how can you progress if help is taken away immediately? Assistance should not be taken away until one is more stable. Not because you went over one week.

</div>

In addition to concerns about income eligibility thresholds, participants expressed that the qualification and application processes for food assistance programs can pose a barrier to accessing food assistance. Discussion among participants touched upon CalFresh application and eligibility requirements in particular. Some participants felt that requirements are too arduous, requiring a lot of paperwork and evidence. These requirements, combined with fear of losing eligibility and possibly having to repay benefits, were seen as barriers to accessing CalFresh assistance.

Another eligibility barrier shared by some participants was concern that they needed to provide a utility bill as proof of residence in order to participate in Food Bank programs. One participant shared that this prevents people they know from participating, because they don't always remember to bring a utility bill with them. This requirement to provide a utility bill was also discussed among participants of the Adults Experiencing Homelessness focus group, and was seen as a barrier given that individuals who are currently experiencing homelessness do not have a place of residence.

Immigration Status (Spanish Speaking)

Understanding the Barrier

Another barrier that was identified and added to the list of barriers experienced by participants in the Spanish Speaking focus group was immigration status. Participants of the focus group expressed concerns related to immigration status and confusion about how it affects their ability to access food assistance programs. There was discussion among participants about how changes to immigration status might affect their eligibility for assistance programs. For instance, one participant shared a story about someone they know who had to pay back benefits they had received in order to become a citizen. Another participant shared that a relative had recently become a citizen, which they believed may now make that relative eligible to receive assistance benefits that they had been ineligible for before. However, the participant was concerned how their relative's change in benefits would affect the other members of the household. One participant shared with the group the perception that undocumented individuals may have an easier time accessing assistance services, while individuals who are documented may have more difficulty qualifying.

Fear related to immigration status was also seen as a barrier. One participant shared that they do not attend certain food assistance programs as a result of their immigration status. However, participants agreed that there are organizations and programs they trust to ask for help about issues with immigration status. These included Ole Health, WIC, community resource centers, schools, and immigration lawyers.

Identifying Solutions

One key solution that participants shared to make food assistance programs more accessible was to make information about eligibility with regard to citizenship status easily available. For instance, participants proposed the idea of having a flyer available that listed which programs have a citizenship requirement and which programs are open to all individuals. They felt that having this information easily available would help people to more easily navigate food assistance programs and would help reduce fear related to immigration status.

Other suggestions from participants of the Spanish Speaking focus group included improving the ability for individuals to get their documents and electing a new President.

Other Barriers

During the focus groups, other themes emerged from discussion that appear to be barriers to individuals in accessing food assistance.

Programs Suited to Specific Populations

One barrier that emerged during the discussions among participants of the Adults Experiencing Homelessness and Older Adults focus groups was that food assistance programs are not always suited to meet the needs of their community. In the Older Adults focus group, participants shared many of them are from single-person or two-person households. Participants shared about their experiences when the small size of their household was a barrier, preventing them from accessing foods that they wanted or needed. For instance, one participant shared he was unable to receive a turkey, while families with larger household sizes were receiving multiple turkeys. Another participant shared frustration that some food items, such as a large can of meat, were only available to larger sized households and that there was no flexibility to trade other food items for those items.

> ### QUOTE
>
> I find, for me and a few others, a single white male in this area…you don't get what you need. I went down to [the program] one day and there's a lady taking two or three turkeys. I asked them about getting one. 'Well you're not a family. You can't have one.' That would have lasted me a whole month." – **Older Adult Focus Group Participant**

Similar experiences were shared by participants from the Adults Experiencing Homelessness focus group. Participants shared that they had often received inappropriate foods from food assistance programs, such as raw meat, which they have no ability to store or cook. Participants expressed desire for programs to have special foods available for individuals currently experiencing homelessness, such as ready-to-eat items or foods that don't require refrigeration or cooking.

Tourist Economy

Another concern that was discussed among participants of the Adults Experiencing Homelessness and the Older Adults focus groups was with regard to how they can be impacted by the tourist economy in Napa County. For example, in the Older Adults focus group, participants shared that their neighborhood grocery store had recently closed and been replaced by a hotel. Participants were concerned that this had created a food desert in their neighborhood, and they wished that prioritization could be given to building more food access into the community. Participants of the Adults Experiencing Homelessness group mentioned that their access to critical resources, including public transportation, use of parks and park facilities (such as restrooms and barbeque grills), is limited during the summer months when there is an influx of community events and tourism. They

expressed the need for transportation and food preparation solutions particularly during the summer months as a result.

Both focus groups shared ideas for utilizing Napa County's tourist economy as part of the solution to making food assistance more accessible. For instance, one participant of the Older Adults focus group shared an idea for getting hotels in the community to donate meals to low-income older adults. Within the Adults Experiencing Homelessness focus group, an idea was presented to start a 'Sponsor a Homeless Person' program, similar to other financial sponsorship programs for individuals in need, which participants felt could be useful not only to help educate the public about homelessness, but also to improve the situations of individuals experiencing homelessness in their community.

Fear

Participants from the Adults Experiencing Homelessness focus group shared that one barrier to accessing food assistance programs was fear of law enforcement. Participants shared concern that law enforcement were showing up at food assistance program sites to look for people. They shared that some people were not attending food assistance programs anymore out of fear of law enforcement showing up.

Participants from the Spanish Speaking focus group also discussed fear as a barrier, specifically related to immigration status. Participants expressed fear about whether food assistance programs will check immigration status as part of their eligibility process. Participants also were concerned and confused about how changes to immigration status would impact their eligibility to participate in food assistance programs.

POPULATION-SPECIFIC FINDINGS

Older Adults

Participants of the Older Adults focus group shared that the food assistance programs they were most aware of included:

- Food Bank
- Senior Brown Bag
- Meals on Wheels
- Salvation Army
- Free Fruits and Vegetables

Among participants in the low income Older Adult focus group, the most well-known food program was the Senior Brown Bag program. Some participants had the understanding that the Meals on Wheels program was going to be discontinued, and concern was expressed about this given the difficulty many older adults experienced with transportation.

Participants of the Older Adults focus group were concerned about food access in their community. They shared that their local grocery store had recently closed and was going to be replaced by a hotel. They felt that they were now living in a food desert.

Individuals Experiencing Homelessness

Participants of the Adults Experiencing Homelessness focus group shared that the food assistance programs they were most aware of included:

- CalFresh
- The Table
- Salvation Army
- Senior Brown Bag Program
- Meals on Wheels
- Food Bank

Throughout the focus group, conversation was focused primarily on the Food Bank and congregate meal programs, such as The Table and Salvation Army.

Participants from the Adults Experiencing Homelessness focus group shared that the food assistance programs they attend give them a sense of community. However, they also described challenges with attending food assistance programs. One challenge was related to fighting and physical violence that they had experienced at food assistance programs. Participants described that fighting sometimes breaks out between participants. One participant described a food assistance program where they had witnessed fighting among participants and expressed that they couldn't imagine a parent feeling safe enough to attend the program with children. In addition, some participants shared that mental illness can be a barrier for individuals experiencing homelessness. One participant shared that social anxiety makes it difficult to feel comfortable in a crowd, and that this feeling can be exacerbated by having to stand in line or be in a big room full of other people at food assistance programs. Speaking of mental health, one participant shared:

QUOTE

"It's one of those stigmas. I'm not just saying it lightly. There are reasons why we're not seen, too. It's not that we do not want to be seen, but because we have to not be seen."
– **Adults Experiencing Homelessness Focus Group Participant**

Other solutions emerged during the Adults Experiencing Homelessness Focus Groups specifically related to improving the community's understanding of homelessness.

Participating in the Solution Process

Participants from the Adults Experiencing Homelessness requested that someone who has personally experienced homelessness be included in the process for planning and creating solutions to address food insecurity in Napa County. They felt that this would help to ensure that the challenges experienced by homelessness would be considered and addressed as solutions are developed. They felt this was particularly important because someone who has personally experienced homelessness will be the best person to represent this experience to others who have not had this experience.

QUOTE

"People who have experienced homelessness should be doing this work because they know exactly how it is. They should be involved." – **Adults Experiencing Homelessness Focus Group Participant**

Sponsorship Program

One participant in the Adults Experiencing Homelessness focus group shared an idea for a 'Sponsor a Homeless Person' program, which could allow people to get to know and directly support an individual who is experiencing homelessness. They felt that this would help to educate the public about homelessness and also directly contribute to alleviating food insecurity.

Spanish-speaking Individuals

Participants of the Spanish-speaking focus group shared that the food assistance programs they were most aware of included:

- CalFresh
- WIC
- Free Fruit and Vegetables
- Food Bank
- Salvation Army
- Food Pantry programs
- Free summer meals for kids

Discussion among participants in the Spanish Speaking focus group was primarily focused on CalFresh, WIC, and the Ole Health Friday Free Market.

One participant expressed concern about racial discrimination against Hispanic individuals, expressing the perception that other people may think Hispanic individuals are taking advantage of food assistance programs. This perception may be a barrier and discourage individuals from participating in programs.

Efforts were made to ensure that the focus groups were inclusive of all members of the priority populations for the Napa Emergency Food System Study, which included:

- Families with youth
- Older adults
- Individuals experiencing homelessness
- Spanish-speaking individuals
- Residents from low-income neighborhoods

The focus group participants included individuals from each of these priority groups.

All three focus groups were held on weekdays during normal business hours. This may have made it difficult for adults who work full-time to attend the focus groups.

Out of the nine participants that attended the Adults Experiencing Homelessness focus group, two participants were not able to fully participate due to trouble focusing and engaging in group conversation. Similarly, one of the participants in the Older Adults focus group had difficulty engaging and participating in conversation.

Focus group participation was limited to 12 individuals per focus group. This was done in an effort to ensure a safe, productive environment where each participant would have an opportunity to contribute to the conversation. More than 12 individuals were interested in participating in both the Older Adults and Adults Experiencing Homelessness focus groups, and as a result, some individuals had to be turned away, and priority was given to individuals who were pre-registered to participate. Individuals who were not able to attend the Adults Experiencing Homelessness focus group were invited to help themselves to the food and refreshments available for focus group participants before leaving.

**Prototyping & Supporting Bringing Solutions to Scale**

The Food Study Design Convening 3 was conducted on July 9, 2018 with thirty-four stakeholders attending. Details about this convening (agenda, detailed minutes) are included in Appendix I.

The purpose of this convening was to provide a comprehensive picture of the user-centered data gathered via study surveys and focus groups, frame the study conclusions and recommendations for next steps, and inspire ideation and development of potential interventions and solutions. The Food Study Design Convening 3 was our study's Phase 5: Scale in the Theory U framework.

The objectives of the Food Study Design Convening 3 were:

1. Provide an overview of the Napa County Emergency Food System Study
2. Identify potential solutions to prioritized barriers emerging from the focus groups
3. Prioritize potential interventions and solutions
4. Explore next steps and utilize distributed leadership and self-organization to steward the work going forward.

During the Food Study Design Convening 3, participants were asked to first review the data from the surveys and focus groups, visualized on large charts and graphic recordings, and utilize an empathy map (included below and in Appendix I) to reflect upon the information with focus on surprises or possibilities, barriers/pain points, feelings of participants, focus group solutions, and the potential of any cross-cutting solutions. Next, participants worked in groups of five to brainstorm, share and cluster potential solutions to barriers on a Feasibility-Impact Matrix (included below in Appendix I). This activity was repeated for each of the three focus group target populations: low-income older adults, adults experiencing homelessness, and low-income Spanish speaking families. Finally, groups were asked to prioritize the top ideas in each populations. Results were shared with the larger group and there was facilitated discussion around cross-cutting solutions and potential next steps. Finally, a participants were given an opportunity to share their contact information for solutions they would be interested in continuing to contribute to. Results were summarized and are included in Appendix 1.
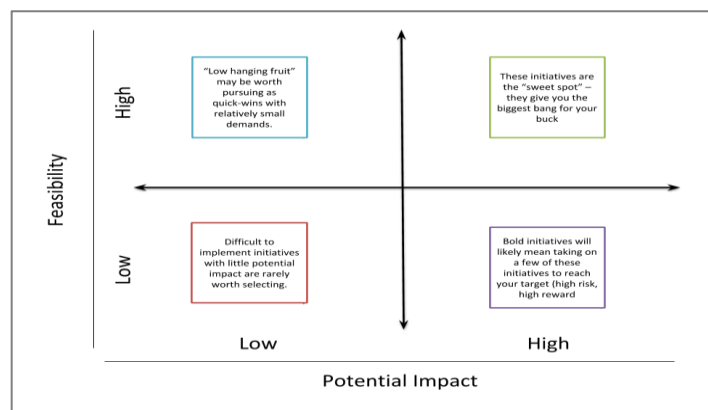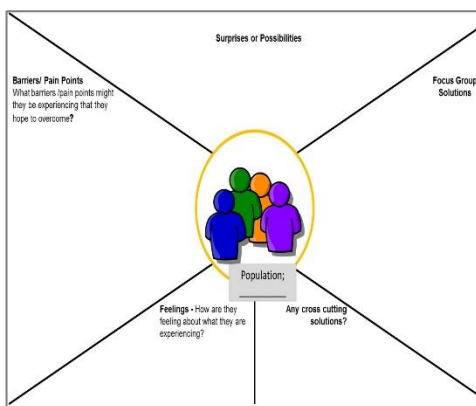
2017 NAPA WILDFIRE DISASTER IMPACT ON EMERGENCY FOOD: STUDY ADDENDUM

The Emergency Food Provision Study original kick off date was set for October 9, 2017. This meeting was postponed due to the 2017 Napa Wildfire Disaster. The meeting was re-scheduled for January 31st, 2018, due to core staff being re-assigned to the Recovery Operation Center. In the meantime, an addendum to the original study was added to focus on the emergency food response by food providers (restaurants, organizations and individuals) during the 2017 Napa Wildfire Disaster. The purpose of that new portion was to understand, from the standpoint of the **donor** (as opposed to the main study, which is from the standpoint of the **user**), what motivated them to donate during the time-sensitive and acute emergency. The goal is a better understanding of the motivation and interest of donors in order to inform overall strategies and recommendations to improve the system of emergency food provision at the conclusion of study. The work for the fire-related addendum was initiated at the Live Healthy Napa County meeting on December 4, 2017.

This addendum to the original study included 30 minute interviews with five owners/operators or locally owned businesses who were identified by first responders, community members and County Emergency Operation Center staff as having been significantly involved in food distribution and donation during the fires and a 90 minute interview with Shirley King (Director of the Food Bank) to gain a deeper understanding of the changed context of emergency food provision after the 2017 Napa Wildfire Disaster as well as the 2014 South Napa Earthquake. The purpose of the longer interview with the Food Bank Director in contrast to several shorter interviews with donors was to understand how disasters impact emergency food **post** disaster, rather than **during** a disaster.

WILDFIRE ADDENDUM CONVENING: EXPLORING EMERGENCY FOOD PROVISION DURING A WILDFIRE DISASTER

The Wildfire Addendum Convening was conducted on December 4, 2017, and 40 stakeholders attended this meeting. Details about this convening (agenda, detailed minutes) are included in the Appendix. It was designed to explore emergency food provision during the 2017 Napa Wildfire Disaster.

The objectives of the Wildfire Addendum Convening were:

1. Frame the connection between the user-centered study and the impact of the wildfire disaster on emergency food in Napa County.

2. Improve understanding of how the Napa County community addressed needs created during the wildfire disaster by providing food to first responders, the sheltered population, individuals and others.
3. Improve understanding of the impact the wildfire disaster had on the emergency food system (i.e. food bank pantry, cash aid programs, prepared food/hot meal programs, etc.) both during and after the event.
4. Identify potential study participants and organizations for the evaluation (pre and post wildfire disaster donors).
5. Gather feedback for next steps.

During the Wildfire Addendum Convening, participants identified what they wanted to learn from the wildfire addendum to the emergency food study. In addition, participants reflected on what had changed as a result of the wildfire disaster and stories of resilience were shared. Key informant interviews with donors in the emergency food system were identified as a necessary and valuable addition to the study.

2017 NAPA WILDFIRE DISASTER KEY INFORMANT INTERVIEWS

METHODS

Five interviews were conducted by phone in February 2018 using a semi-structured interview guide (see Appendix III). Interviews were designed to be brief (20 minutes) and included qualitative and quantitative questions about food donations during, before, and after the wildfire disaster. During the Wildfire Addendum Convening, LHNC partners and community stakeholders identified individuals who should be interviewed to better understand barriers and facilitators to food donations during the wildfire disaster. From this process, local business owners/operators were prioritized to participate in key informant interviews and were invited to participate in the study by Napa County Health and Human Services staff.

After completing five interviews with local business owners/operators about food donations during the 2017 Napa Wildfire Disaster, an in-depth, in-person interview was conducted with Shirley King, Napa Valley Food Bank Director, on June 8, 2018, using a semi-structured interview guide (see Appendix III). The primary aim of this interview was to gain a deeper understanding of the changed context of the emergency food provision system in the wake of two natural disasters that have occurred in Napa County in the last four years. This interview also aimed to identify further context about barriers and facilitators to food donations, building upon the findings from the interviews with donors.

RESULTS: 2017 NAPA WILDFIRE DISASTER DONORS

Who was interviewed?

Interviews were conducted with owners/operators of five locally owned businesses: 1) coffee roaster/mobile coffee truck, 2) catering company, 3) deli, 4) restaurant/butcher, and 5) bakery/café (Table 9). Three of the businesses had been in operation less than three years, and two had been in operation over ten years.

Table 9. Organization type and staffing size among locally owned businesses that were interviewed.

Donor Organization	Employees
Coffee Roaster/Mobile Coffee Truck	6-8 (part time)
Catering Company	30-60 (part time)
Deli	10 (5 full time)
Restaurant/Butcher	20 (mix of part-time and full-time)
Bakery/Café	26 (mix of part-time and full-time)

What was donated?

Table 10. Donation type, quantities, and locations during the wildfire disaster among interview participants.

| Donor Organization	Donation Type and Quantity	Location
Coffee Roaster/Mobile Coffee Truck	>500 coffees and >500 pastries	Evacuation Centers, Emergency Operation Center, CalFIRE Command Center
Catering Company	1,000 prepared meals	Shelters, First Responders, CalFIRE Command Center
Deli	10,000 bagged lunches (sandwiches, hot breakfast dinners)	Evacuation Centers, First Responders, CalFIRE Command Center
Restaurant/Butcher	200-300 pounds of ground beef	Church
Bakery/Cafe	A few hundred lunches (sandwiches, salads, coffee, baked goods)	First Responders

All five organizations interviewed had previously donated time, food, or money prior to the 2017 Napa Wildfire Disaster. Most had donated between 3-4 times in the previous year; one organization had donated 30-40 times during the past year. Food items were typically donated for charity events that benefited churches (with food/meal services), schools, and nonprofit organizations. The types of donations during non-disaster times included excess dairy products that were close to their expiration dates (e.g. milk and cream), meal preparation services, boxed meals (such as sandwiches, wraps, and breakfast burritos), large food service donations (desserts, dinners, buffet items, hors d'oeuvre,) and bulk cuts of meat or bulk ground meat.

> All five organizations interviewed had previously donated time, food, and/or money prior to the October fires.

Most common reasons for donating

Among participants, the top reasons for donating food during the wildfire disaster were to thank first responders and to help the community (Figure 12). Most participants also reported that the urgency of the situation provided motivation to donate, and that they had food that was going to go bad.

Figure 12. Top reasons participants gave for donating food during the wildfire disaster.
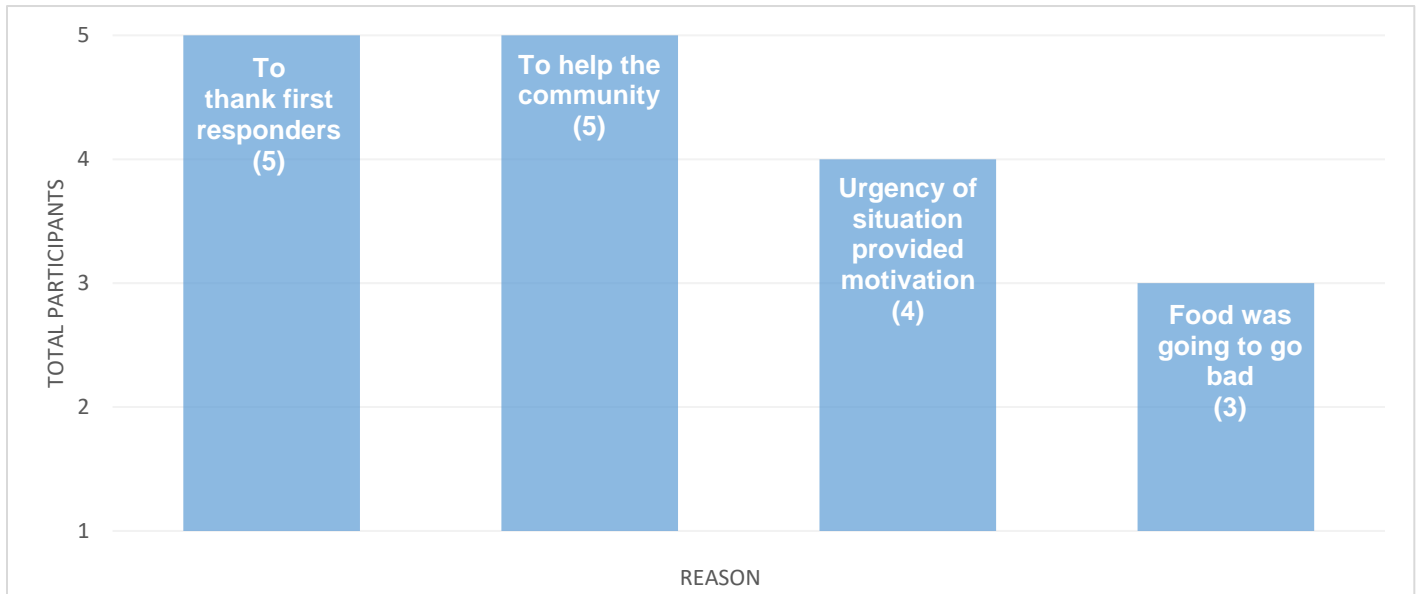
Many donors passionately expressed how inspiring it was to see the community come together during the disaster:

> Donors passionately expressed how inspiring it was to see the community come together during the disaster.

"It was overwhelming to see the outpouring from the community."

"When we showed up the first responders were extremely grateful. Coffee is a little gesture, but it went a long way towards morale and motivation."

"That week was like 9/11 for us. Everything just stopped. It was something you would never forget, and we just did what we had to do for our community."

Barriers to donating

Many donors expressed frustration in trying to donate food products or services during the disaster response. A lack of coordination or organization, not knowing where to drop off food, and not having a centralized contact or system for donating were common issues that were shared. Donors expressed a need for a central, organized location online to find out where to donate. One donor also suggested that resources should be bilingual.

"[I] donated to The Table in Downtown Napa. Had a hard time finding places to donate and drop off product."

"The first few days of the fires people were donating [food], and we did not know where to go to donate [food]. It was hard to find a contact to get the food out. Who needed it? Where can it go? There was a lot of runaround. There needed to be more organization – a list of who to talk to would have made it easier."

> Many donors expressed frustration in trying to donate food products or services during the disaster response.

"One of my staff tried calling several evacuation centers and other emergency food banks and was unsuccessful getting a hold of anyone for more information. [One example is an organization that][5] denied our donations and claimed they were not taking food donations yet. He eventually texted some of his friends in the community and they directed him to a few other options, which is why we ended up giving the product to [another organization]."

"The [organization] is not ready for events like this. They are pretty bad at managing. The [organization] is the same. They are turning away good food and giving people pizzas."

"We have a hard time with beef, it's hard to donate to food banks because it has to have a certain temperature – we have to be careful."

"I really think there should be something from the County that can work with the private sector to help. People are trying to help and donate good food. Create a County center to break that barrier and allow private sectors to donate."

"I think that the line of communication to know exactly where the food is going is very important."

Most common reasons donors felt they didn't want to, or couldn't, donate food or food services
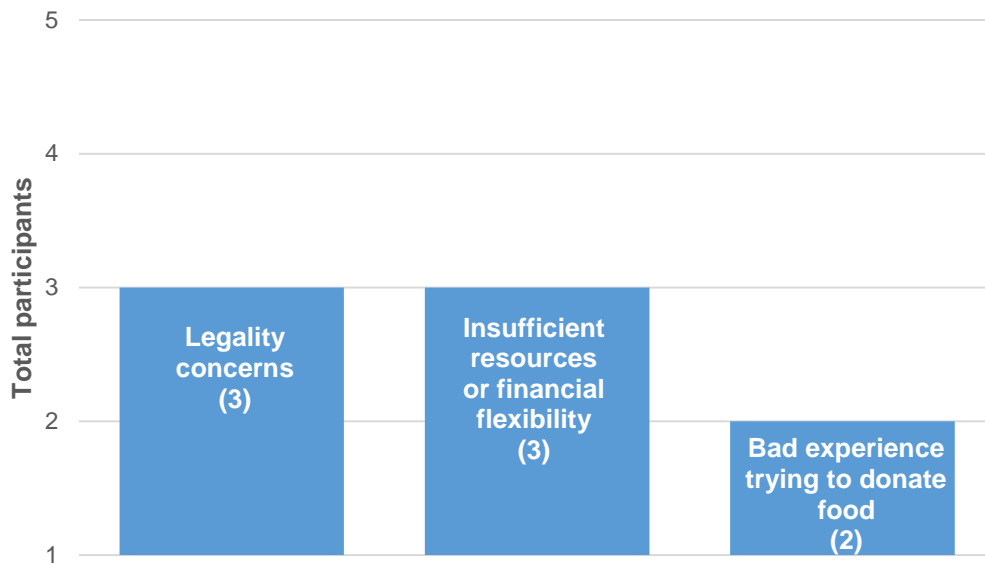
The most common things that donors reported would encourage them to become active in Napa County emergency food provision on a regular, non-disaster basis were time, money, and resources (Figure 13). Many reported that their businesses were not stable enough or did not produce enough profit, or required too much of their time, to donate on a regular basis. Other reasons included understanding who could take their products or who needed it most would help, and, more information about the food provision system and pick-up and delivery information for donations.

> Barriers to becoming active in Napa County emergency food provision on a regular basis included lack of **time, money, and resources.**

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[5] Names of specific organizations have been removed to preserve confidentiality.

"I am always willing to donate. It's complicated when you are dealing with people who do not understand about donations. Product can be expensive. People think it's not a big deal. People tend to abuse that - I think this needs to be addressed. People need to understand the value of food and that it needs to go to people who actually really, really need it."

"I had to look at my assets, what I do, and how that could be of service somehow to the community in a time of need."

Role of Fundraising

During three of the five interviews, donors highlighted the key role that crowd funding played in supporting their emergency food donations during the 2017 Wildfire Disaster. Funds were generated through GoFundMe and Facebook pages, as well as at retail operation locations. Communication regarding how to donate was done through social media, including Twitter, and emails to existing clients.

> Donors highlighted the key role crowd funding played in supporting their emergency food donation efforts during the 2017 Wildfire Disaster.

One donor interviewed shared details of a matching campaign through Facebook and Twitter, raising $2500 through crowd funding. The funds were used to purchase additional food and cover the cost of staffing the food production and provision effort.

Shirley King, Napa Valley Food Bank Director, has been active with the food bank for 18 years in addition to having extensive experience with food security organizations such as Feeding America.

The Napa Valley Food Bank is part of the California Association of Food Banks and provides food to seven food pantries. The food bank has played a vital role in providing emergency assistance in the aftermath of four natural disasters in Napa Valley, including the 2014 South Napa Earthquake, the 2015 Valley Fire, the 2016 Napa Floods, and the 2017 Napa Wildfire Disaster. The organization receives on-going donations from various organizations and individuals including the Napa Food Project. However, in recent years, food and monetary donations have markedly decreased.

Changes in the Aftermath of the 2017 Napa Wildfire Disaster

According to King, there was an influx of new clients following the 2017 Napa Wildfire Disaster, many of whom were seeking food services after losing employment as a result of the fires. Since then, applications for food services have increased particularly in the city of Napa and Calistoga. Due to the increase in applications, processing time has increased. King shared that fundraising for new staff and accessibility for clients continue to be major barriers to providing services.

> The food bank has seen an influx of new clients, many of whom are seeking food services after losing employment during the 2017 fires.

Challenges

According to King, over time food and financial donations to the food bank have decreased.

> "After having a [natural] disaster every year for the past four years, people are donor weary. Our financial donations are down. Our food donations are down."

Aligned with reports from restaurant owners/operators, King reports challenges with coordination and operation of the food pantries. Operation of the food pantries is labor intensive and there are not enough staff or volunteers, particularly bilingual and young volunteers. Securing funding to hire more staff to support food bank operations is a consistent challenge.

> Securing funding to hire more staff to support food bank operations is a consistent challenge.

> "Our biggest barrier is that we don't have enough bilingual staff or volunteers...To do the kind of distribution we want to do, it necessitates a consistent number of volunteers...In the county, we have 209 committed volunteers."

> "Money for operations and for getting more staff is close to nonexistent."

For clients, accessing food bank services is a major obstacle, particularly transportation for those residing in rural or remote areas. In addition, the application process and long processing times due to an influx of new clients after the 2017 fires present challenges.

"A large obstacle is also filling out the applications every June and December because they are getting more extremely invasive with the questions from people."

"Don't need to make it difficult to get free food. Sadly, the largest pantry is the one that requires demographics and has a huge 17-page application."

There was an overwhelming response during the 2017 fires and the food bank received more donations than they could take in.

Lastly, during the 2017 Napa Wildfire Disaster, the food bank received more food than they were able to take in and had to ask for help from surrounding food banks to store excess food temporarily.

Successes

According to King, the food bank launched an on-going food drive in June 2017 which occurs every other month and has been a great success, but donations are still lower than in past years. Asking for specific donations from donors has been particularly effective.

Asking donors to give specific donation items has been effective at improving the quality of food donated to the food bank.

"We have what we call a 'top 10 list'. It's very specific...If we say, 'we need canned protein items', we get canned chicken and tuna and things like that. Being specific has been helpful. Every other month, we bring in about 10,000 pounds of food which is a lot of food for us."

In some locations, clients can choose their own food instead of receiving a pre-assembled box of items, which has increased uptake of food services.

"We would love to have all of our [pantry] sites to have the choice model because it empowers the client and it's a lot less waste of food."

Common reasons for donating

Common reasons stated for donating were to thank first responders and help the community. In addition, both the urgency of the situation and the realization that existing food was going to go bad (due to the halting of regular tourism-related business/sales because of the fires) were also key motivators. The media coverage of the fires enabled donors to connect to the people in need of food (either in the emergency shelters, or to first responders) and readily find information about where those people were so they could bring food to them.

> The top reasons donors gave for donating food during the 2017 Wildfire Disaster were to help the community and thank first responders.

Barriers to donations

While media made the 'who' and 'where' easy to identify, the emergency response system was less prepared to facilitate receiving the donations. According to donors interviewed, both Red Cross and Salvation Army shelters turned away much of the food donation offers, leaving a higher percentage of the food going to the Emergency Operation Center and/or CalFIRE Command Center and directly to first responder camps or road-closure-evacuation check-points. Food donors indicated that a lack of coordination or organization and not having a centralized contact or system for food donations were primary issues that were identified. Donors repeatedly expressed a need for a central, organized location online to find out where to donate, and asked that these resources be bilingual.

> Food donors indicated a key barrier to donation was the lack of a centralized contact or system for food donation during the 2017 Wildfire Disaster.

Role of Crowd Funding

Crowd funding was mentioned as playing a role in the provision of emergency food during the wildfire disaster. Some of the business owners interviewed described their efforts to raise money through Facebook, Twitter, GoFundMe, or by accepting local cash donations at their place of operation in order to fund the purchases or offset the costs of donation operations (such as gas for transportation/delivery of food). Donations came from both local residents experiencing the disaster directly and from residents across the State, Country, and even in a few cases from out of the Country. Here again, the role of media coverage likely played an essential role in providing an emotional connection between potential donors and those in need, and social media/crowd funding became the facilitator for the donation of cash that ultimately became the physical donation of food. In this way, crowd funding played a vital role in expanding the social safety net in Napa County during the 2017 Wildfire Disaster.

> Crowd funding played a vital role in expanding the social safety net in Napa County during the 2017 Wildfire Disaster.

The focus, design, and methods of this user-centered study and wildfire disaster addendum were informed by a large number of Napa County community stakeholders, including non-profits service providers, healthcare institutions, grass-roots community groups, local government staff, elected officials and residents, using a human-centered design approach based on the Theory U framework. This approach ensured that the entire study focus was grounded in a shared understanding of food insecurity and in the reality of Napa County residents. This approach was important to ensure study scope was inclusive of the demographic and geographic diversity of Napa County residents; outreach to potential study participants was conducted in a way that maximized participation from hard-to-reach populations; and, there was shared recognition that the success of the study and the realization of study recommendations are dependent upon the interconnected network of providers from different sectors working together to end food insecurity in Napa County. Through convenings, surveys, and focus groups with users and non-users of the emergency food provision system, key barriers to accessing food assistance in Napa County were identified and possible solutions to improve access were identified.

The user-centered study and wildfire disaster study addendum took place between December 2017 and early-July 2018. A timeline of key dates and events is provided below:

December 4, 2017	Wildfire Addendum Convening
January 31, 2018	User-centered study Convening #1: Study Design
February 1-28, 2018	Wildfire Addendum Key Informant Interviews (5)
March 5-16, 2018	Partner-administered surveys conducted
April 9, 2018	User-centered study Convening #2: Make Meaning
May 10-16, 2018	Focus groups with priority populations
June 8, 2018	Wildfire Addendum Food Bank Director Interview
July 9, 2018	User-centered study Convening #3: Prototyping
August 21, 2018	Study Comprehensive Report Issued

CONCLUSIONS & RECOMMENDATIONS

Communication is central to ending food insecurity and should be approached with consideration for the entire ecosystem of potential participants in the emergency food system, including those experiencing food insecurity, donors of goods and services, service providers and funders. In addition to communication, the ability to access and utilize available healthy food is central to ending food insecurity in Napa County. The data gathered during this study supports the following conclusions and recommendations, shown in Table 11 on the following page.

Table 11. Key findings, conclusions and recommendations from the Napa County Emergency Food System Study.

Finding

Survey respondents who do not participate in food assistance programs identified not knowing about them as the primary reason why.

Conclusion

Users and eligible non-users of emergency food identified lack of awareness of programs, service locations and times, and eligibility criteria as primary barriers to accessing emergency food.

Recommendation #1

Develop easily accessible, multi-lingual, multi-media regular communication about available emergency food assistance programs and services, eligibility criteria and location-date-time information.

Finding

Donors identified the compelling nature of a time-sensitive emergency as a primary motivator for taking extraordinary steps (including crowd funding) to bring food to those in need during the 2017 Napa Wildfire Disaster.

Conclusion

Helping the community and a clear understanding of the urgency of the situation are together key facilitators of food donation for individuals and business owners in the community.

Recommendation #2

Develop a human-centered story-telling campaign designed to decrease the stigma of food insecurity and serve as a platform for potential donors to experience empathy for fellow residents who are experiencing food insecurity.

Finding

Awareness of programs, transportation and program dates and times were identified by users and non-users of the emergency food system as being primary barriers to access in the community.

Conclusion

Vital food safety net providers like the food bank struggle to provide essential services with little-to-no Federal or State funding, diminishing donations and shrinking volunteer pools.

Recommendation #3

Expand food access locations and minimize transportation barriers by leveraging existing place-based service locations and operations to include food distribution within the scope of services offered.

Finding

Users and eligible non-users of emergency food lack adequate access to the transportation, food storage and food utilization resources necessary to maintain food security.

Conclusion

Increasing the availability of locally grown and/or produced low-cost healthy food options will support efforts to increase the number of programs and locations that are able to provide emergency food.

Recommendation #4

Large economic anchor institutions in the community (such as healthcare, education and government institutions) include supporting access to healthy food for all residents as an essential part of future policy and planning activities.

Finding

During the 2017 Wildfire Disaster, cash aid and food donations to providers of emergency food significantly increased as a result of clear and urgent communication over social and print media regarding the need and how to donate.

Conclusion

Outside of time-sensitive disaster(s), potential funders and donors to the emergency food system lack direct connection to immediate, clearly defined opportunities to provide financial assistance.

Recommendation #5

Non-profit service providers should explore new ways to engage individual, institutional and private industry donors in funding opportunities via new and emerging technology such as social networks and crowd funding tools.

PURPOSE/INTENT

To aid in the dissemination of results from the Napa County Emergency Food System Study, a custom, online data dashboard will be built using LiveStories, a web-based data storytelling platform combining images, charts, maps, videos, and rich text to tell a story. ***The dashboard will be available online in September 2018***. The findings of the Napa County Emergency Food System Study are the central component of the LiveStories site, with an indicator dashboard included as a tool to help the measure and track change in key food insecurity metrics over time. In addition to key findings from the Napa County Emergency Food System Study, the dashboard includes food insecurity, health impact, and health and racial equity indicators.

The data dashboard will include a main landing page (the Napa County Food System Study findings) and 3 sub-sites focused on sharing indicators:
- Access to Food Programs
- Food Security
- Health Behaviors & Outcomes

The sites will be available in English and in Spanish to ensure broad dissemination and use of the data. Each website will be designed to be a sustainable reporting tool that the LHNC backbone support team within Napa County Health and Human Services Agency can update over time to assess progress.

Translations are done by native Spanish speakers who are fluent in English and Spanish and are highly proficient in public health and healthcare terminology. In addition, every translation will be reviewed by a staff member who has a certificate in Spanish translation from the University of California, San Diego, and the bilingual epidemiologist who builds the sites.

INCLUSION CRITERIA FOR DATA

We used the following criteria to gather and report data:
- Publicly accessible data from reports or dashboard websites (e.g. California Health Interview Survey [AskCHIS], Feeding America, Centers for Disease Control and Prevention) or data provided by Napa County Health and Human Services.
- Compare to state data when possible.
- Drill down by geography, race/ethnicity, age, gender, income, and poverty level.
- Present statistics to Napa County Health and Human Services staff before finalizing them to be certain they accurately represent the community.
- With agreement from Napa County Health and Human Services, we included statistics that are considered statistically unstable and included a footnote on the table or figure when occurred.

WILDFIRE COMPONENT CONVENING

Convening Agenda
Addressing Food Insecurity Post-Wildfire Disaster
December 4, 2017
Living Vine Church · 3305 Linda Vista Way Napa, CA

Objectives:
1. Frame the study and discuss priorities of the Napa County EFPS Evaluation in light of the wildfire disaster.
2. Improve understanding of how the Napa County community addressed needs created during the wildfire disaster by providing food to first responders, the sheltered population, individuals and others.
3. Improve understanding of the impact the wildfire disaster had on the emergency food system (i.e. food bank pantry, cash aid programs, prepared food/hot meal programs, etc.) both during and after the event.
4. Identify potential study participants and organizations for the evaluation (pre and post wildfire disaster donors).
5. Gather feedback for next steps.

Agenda Item	Lead	Time	Goals
Welcome	Co-Chairs Joelle Gallagher Alissa Abdo	1:30-1:45	Welcome and Opening Introductions
Frame the Study	Jennifer Henn	1:45-1:55	Background and framing of the study
Study Approach	Rebecca Garrow; Dana Pearlman *Public Health Institute*	1:55-2:05	• Introductions to Public Health Institute team • Our approach to the study • Questions
Improve Understanding: Wildfire Disaster & Emergency Food Assistance	Dana Pearlman Sue Grinnell *Public Health Institute*	2:05-3:05	Improve understanding of the food response during the wildfire disaster. • *Share stories about the food response you saw during the wildfires.* • *Has anything shifted/changed related to food post-fire in the emergency system?*
BREAK	----	3:05-3:20	-----
Identify Study Participants	Dana Pearlman; Sue Grinnell; Kyli Gallington; Rebecca Garrow *Public Health Institute*	3:20-4:10	Identify who we should include in this study objective, including (but not limited to): individuals and businesses who provided emergency food donations.
Next Steps	Rebecca Garrow; Kyli Gallington *Public Health Institute*	4:10-4:20	Review next steps and action items.
Celebrate + Adjourn	Co Chairs Joelle Gallagher Alissa Abdo	4:20-4:30	Closing Thoughts

Convening Minutes: Monday December 4, 2017

Introductions
> Joelle Gallagher (Co-Chair)

Why food insecurity: Priority Areas
- o Social determinant of health
- o Intergenerational impact
- o Needs resources of LHNC (Living Healthy Napa)
- o Urgent and can be leveraged

Convening Agenda
> Jennifer Henn

Priority areas for next health assessment:
- o Food access and insecurity
- o Housing that is affordable
- o All-age friendly communities

Community Health Assessment ⟹ *Community Health Improvement Plan* ⟹
Interdependent Work ⟹ *Measurable Outcomes*

PHI Study Approach
What do you want to learn as a result of this process?
COAD – Community Organizations Active in Disasters
Phase 1: Key Inquiries (Key Informants)
> Top 3 people we need to speak with

Stories of Resilience
- Shared generosity – organizations and individuals
  - o Taking food to firefighters and shelters
- COAD coordination of food resources
- Food boxes waiting for people when they got home
- Salvation Army
- School closures
- Heart is in the mouth
- People wanted to give food – not gift cards
- Food bank clients – lost work and livelihood
  - o People who need access to food are out of work
- People did not know they would get milk, chicken, eggs, and meat
- Disaster = outreach tools. People learn what is available (e.g. not just packaged foods).
- COAD gift card donations
- COAD meeting regularly; able to craft a message for donors
- Food Recovery Program – supposed to collect food that day
- Redirection of food waste from restaurants who did not have customers.

- Food donations for livestock
- Many donations of refined sugar foods
    - Some went to compost, people did not throw away
- Taking advantage – window of opportunity. Give to community.
- People without electricity/fixed income – who took care of those people.
- Each of us saw different places
- Napa Valley College – Food trucks
    - Other shelters – food trucks not available
    - Difference in type and quality of food
- Resilience – nonprofits – normal SOW: Able to quickly transition into what needed to be done at that moment.
- Create safe spaces – family centers
- Infant's breastfeeding – elders (Need to remember these people)
- First responders usually have to pay for their own food – in this case they did not
- Groups come together for BBQ – prepare food for first responders or people affected by the fires.
- Access to information – where to go for food (difference)

What Changed as a Result of the Disaster?
- The story has changed
- People wanted to give
- The fires was the story
- Many people who gave don't realize that it's an ongoing disaster
- New clients show up – new people
- More awareness – Cal FRESH, resources
- Made people think more about what it means to be vulnerable and generous
- No formal system for informal resources
    - Buy pizza, but no space
    - Emergency food system – no places for informal resources
- Prioritize housing over food now
- Some programs have Federal standards – Cannot change, not appropriate to area
- COAD – Longer term recovery
- 53 foot trailer donation the day before
- Zero containment moment- Need to take care of ourselves, Napa County cannot rely on external sources, neighbors depend on each other.
    - Things got localized
- People must live out of town now, relying on other food systems now
- Federally funded programs – contracted providers – do have some opp for disasters, can look into this more?
- Maintain, not blame!
- Generosity

Convening Debrief

What went well?
- Very engaged group, interested in process
- Group asked good questions, shows they are interested
- Lots of participation
- People felt utilized – their knowledge
- Facility/Room setup
  - Centrally located
  - At church – a partner
- Partners really open to being part of the process

What can be done differently?
- Simple slides when brainstorming
- Not all participants were on the same page
  - Most people did not have all relevant information
- Prep work/outline information
- Time allocation – more time at end for discussion

For next Meeting
- Preliminary results from this meeting available at the next meeting
- Recap what came out of this first convening
- Lay some framework

Agenda: Napa County Emergency Food Provision Study
Identifying Users and Non-Users of the Emergency Food Provision Study
January 31, 2018; 9:00am – 12:00pm
2751 Napa Valley Corporate Drive Building A, 1st Floor
Napa, CA

Objectives:

1. Frame the user-centered approach and study, build upon momentum from December 4th convening, and introduce focus on users and non-users of the EFPS.
2. Improve understanding of the purpose of this study and what we are seeking to understand.
3. Identify potential study participants (users and non-users of the EFPS) and strategies for reaching them.
4. Gather feedback for next steps.

| Agenda Item	Lead	Time	Goals
Welcome	Co-Chairs Joelle Gallagher Alissa Abdo	9:00-9:15	*Welcome and Opening Introductions*
Frame the Study	Jennifer Henn Jennifer Palmer	9:15-9:30	*Frame the study and review purpose of today's meeting.*
Study Approach	Rebecca Garrow; Dana Pearlman, Kyli Gallington *Public Health Institute*	9:30-9:45	• *Introduce team + roles + collaboration.* • *Review the user-centered approach and study approach and phases* • *Questions*
Co-Create Operating Principles	Dana Pearlman *Public Health Institute*	9:45-9:55	*Discuss what we want to accomplish today and how we want to work together.*
Identify Study Participants	Dana Pearlman Sue Grinnell *Public Health Institute*	9:55-10:35	*1) Who is experiencing food insecurity in Napa County? What groups are experiencing food insecurity? 2) Where are they? 3) How do we reach them successfully?*
BREAK	----	10:35-10:50	----
Identify Study Participants (continued)	Dana Pearlman; Sue Grinnell; Kyli Gallington; Rebecca Garrow *Public Health Institute*	10:50-11:40	*Whole Group Report Out*
Next Steps	Rebecca Garrow Jennifer Henn, Jennifer Palmer	11:40-11:50	*Review next steps and action items*
Celebrate + Adjourn	Co-Chairs Joelle Gallagher Alissa Abdo	11:50-12:00	*Closing Thoughts + Thanking of Participants*

Meeting Notes
Napa County Emergency Food Provision Study
Convening 1: Identifying Users and Non-Users of the Emergency Food Provision Study
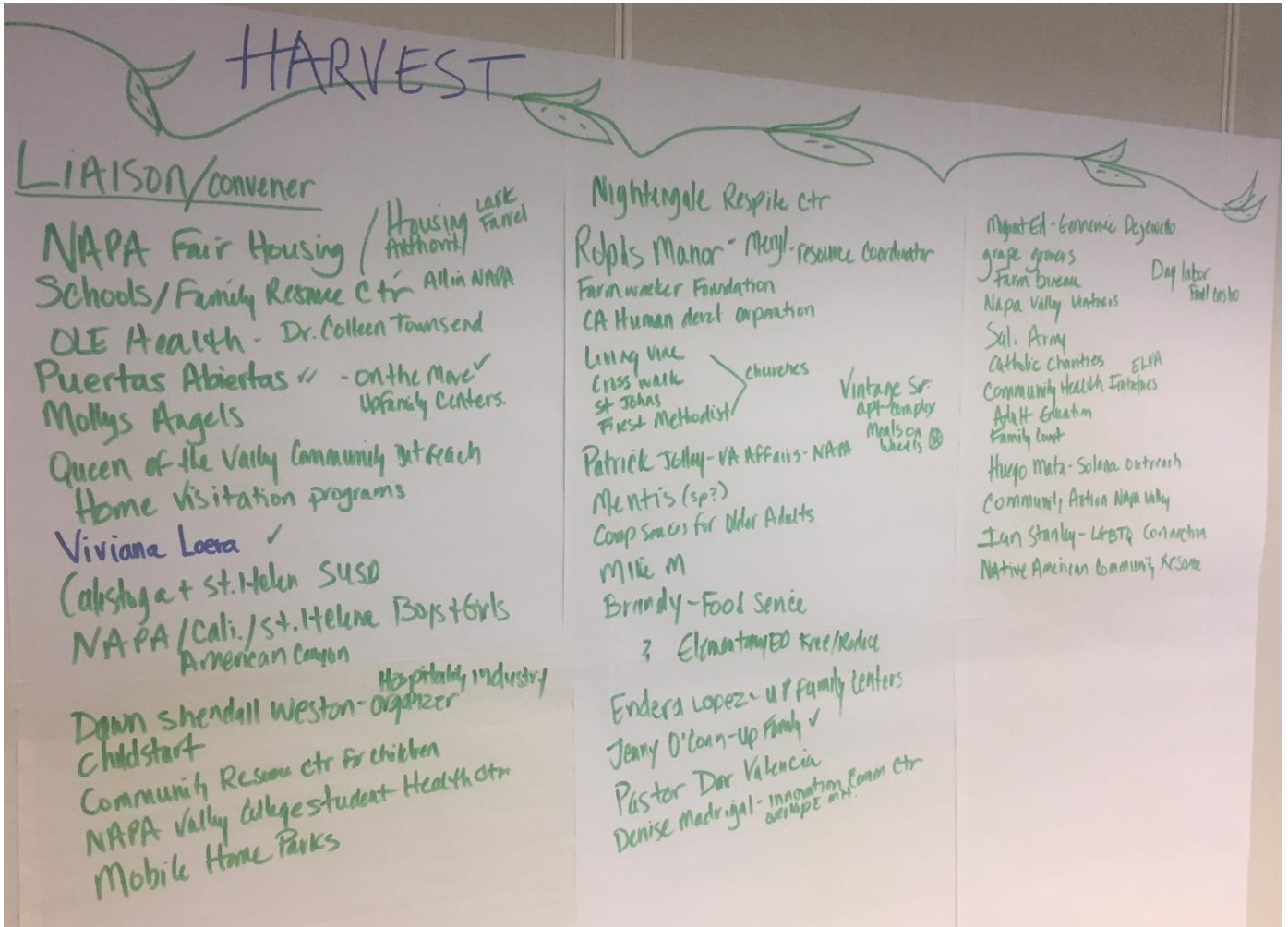January 31, 2018; 9:00am – 12:00pm; setup 8:00am
2751 Napa Valley Corporate Drive Building A, 1st Floor
Napa, CA

Whole Group Report Out:
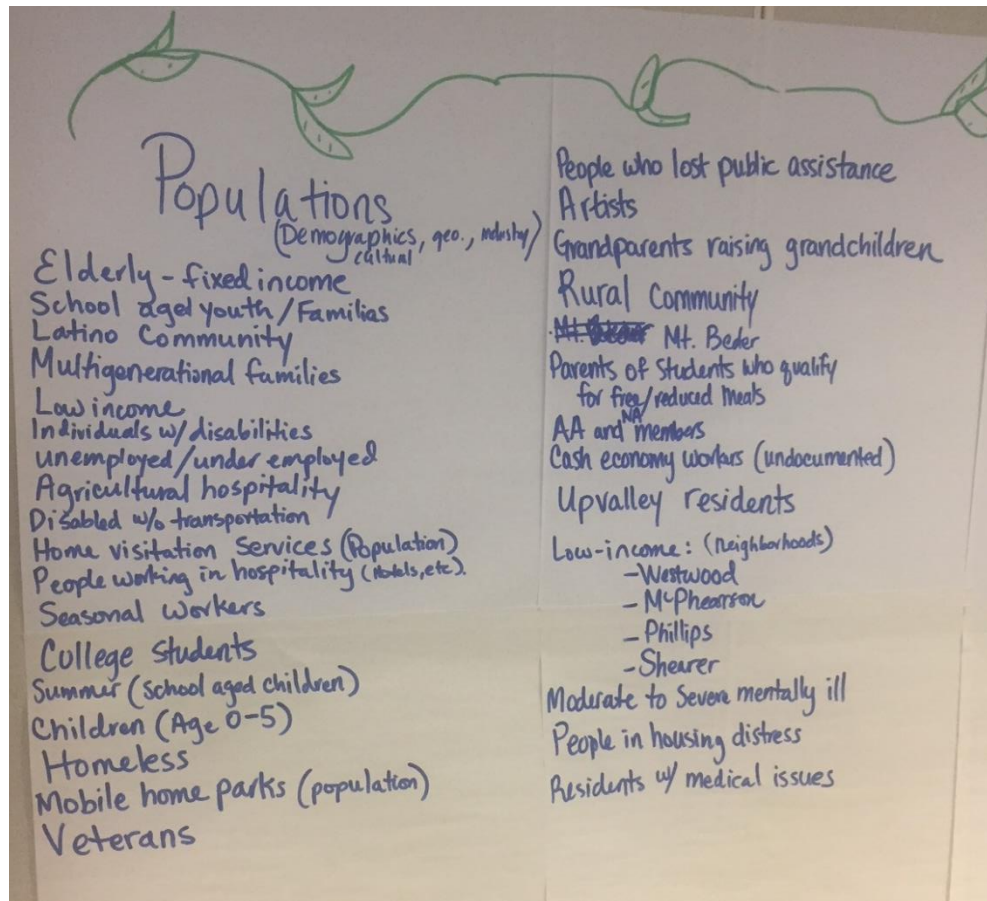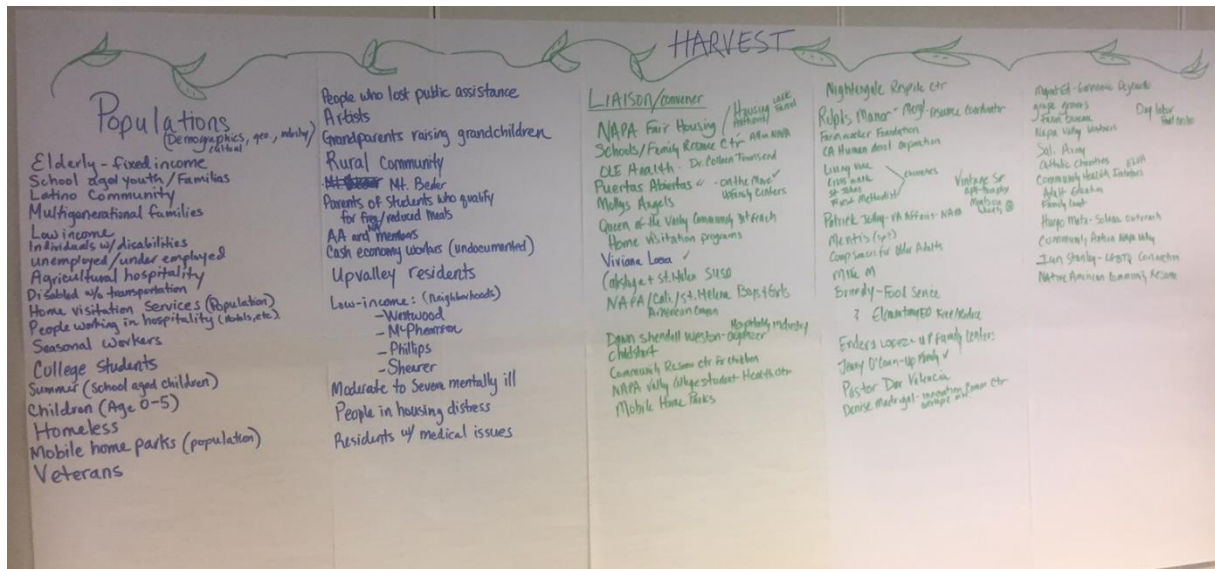
Populations:

Liaison/Convener:

Population Top Priorities (Votes from Participants):

22   Elderly – Fixed Income
15   School aged youth/Families
14   Latino Community
1   Multigenerational families
6   Low income individuals with disabilities
3   Unemployed/Underemployed
4   Agricultural hospitality
2   Disabled without transportation
3   Home visitation services (population)
5   Seasonal workers
2   College Students
3   Summer (School aged Children)
2   Children (Age 0-5)
7   Homeless
1   Mobile home parks (population)
3   Veterans
3   People who lost public assistance
4   Grandparents raising grandchildren
3   Rural community
1   Parents of students who qualify for free or reduced-price school meals
2   AA and NA members
2   Cash economy workers (Undocumented)
2   Upvalley residents
10   Low-income neighborhoods:
- Westwood
- McPhearson
- Phillips
- Shearer
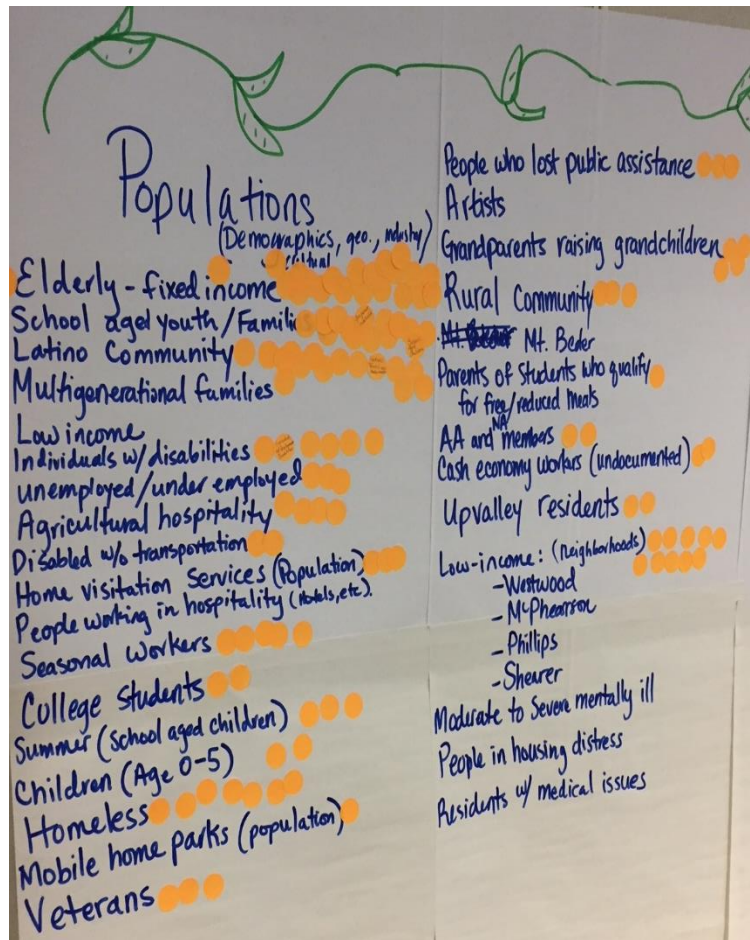
Liaison/Convener (Votes from Participants):

1   Napa Fair Housing/Housing Authority -Lark Farrel
20   Schools/Family Resource Centers
6   OLE Health -Dr. Colleen Townsend
1   Puertas Abiertas
2   On the Move
1   Molly's Angels
7   Queen of the Valley Community Benefits
4   Home Visitation Programs
1   Vivana Loera
1   Calistoga & St. Helena SUSD
1   Dawn Shendall Weston - Hospitality
        industry organizer
2   Community Resource Center for Children
3   Mobile home parks
4   Ralph's Manor -Meryl, Resource
        Coordinator
4   Farmworker Foundation
2   California Human Development
14   Congregations
- Living Vine
- Crosswalk
- St. John's
- First Methodist

2   Vintage Senior Apartment Complex
3   Comp sources for older adults
1   Brandy food service
3   Endera Lopez -Up Family Centers
2   Pastor Dor Valencia
1   Denise Madrigal -Innovation Community Center
1   Partnership Health Plan
1   Grape growers
5   Farm Bureau
1   Elva – Community Health Initiative
1   Adult Education
3   Hugo Mata – Solano Outreach
2   Community Action Napa Valley
2   Native American Community
7   Brandon Gardner -Napa Police Department
(Homelessness outreach)
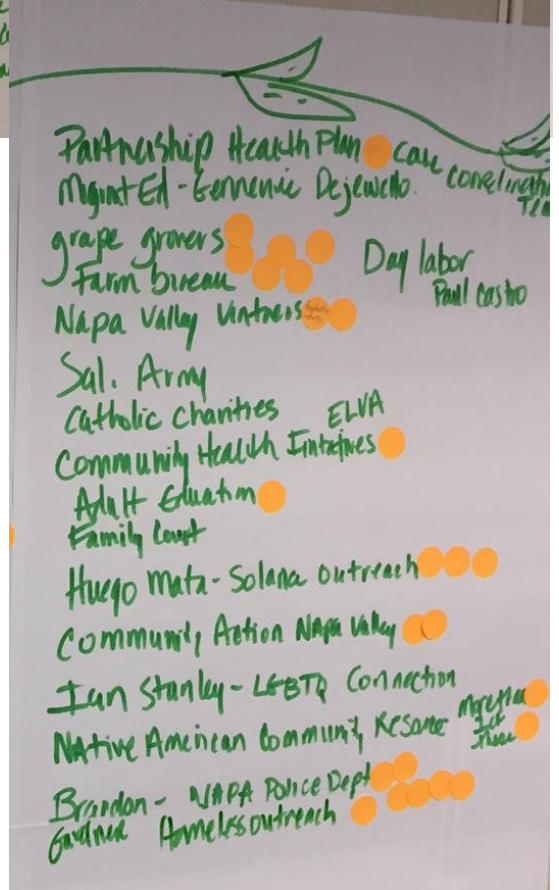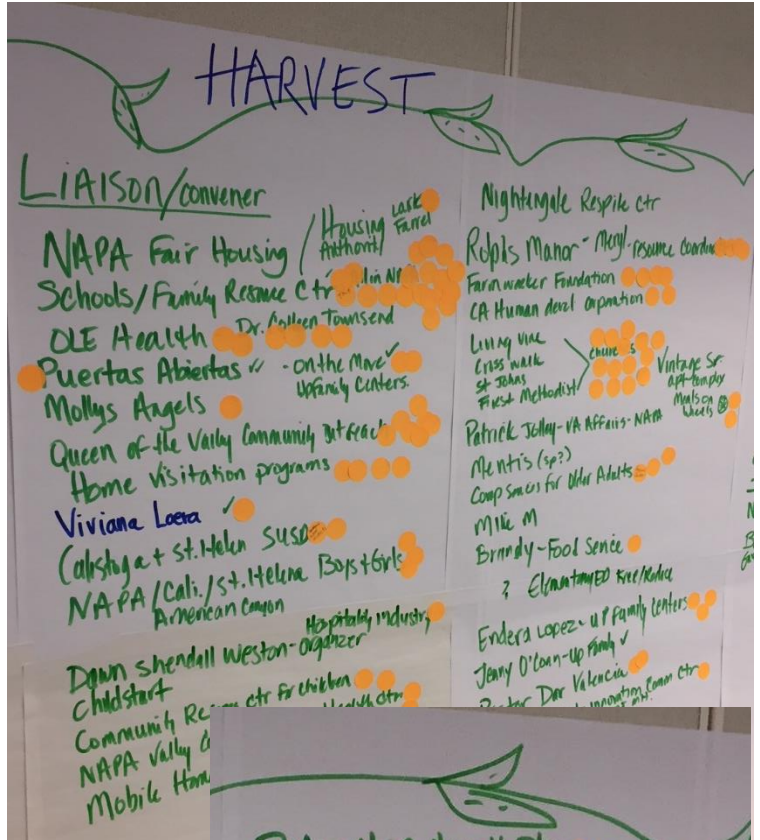
What would you like to learn from this study?

What would you like to learn from this study?
- - - - - - - - - - - - - -

ways to assist/help
THE IMPROVEMENT STORIES.

How does the Study plan to reach people
that don't already access community /
resour ce data collection sights? ✓

- WHAT IS THE OUTCOME OF TODAYS INFO

- Terminology - Consistent terms · English, spanish and Tagalog

Agenda: Napa County Emergency Food Provision Study
Make Meaning, Brainstorm, and Prioritize Next Steps
Monday, April 9, 2018; 1:30pm – 4:30pm
2751 Napa Valley Corporate Drive Building A, 1st Floor, Napa, CA

Objectives:
1. Review Napa County Emergency Food Provision participant survey findings.
2. Collectively make meaning and identify themes emerging from the user-centered approach, and emergency food provision system.
3. Brainstorm and prioritize focus areas.
4. Gather feedback and input to inform upcoming focus groups and the next phase of the study.

Agenda Item	Lead	Time	Goals
Welcome	Co-Chairs Joelle Gallagher Alissa Abdo	1:30-1:35	*Welcome and Opening Introductions*
Frame the Study	Jennifer Henn Jennifer Palmer *NCHHSA*	1:35-1:50	*Frame the study, study design, and next steps.*
Study Approach	Rebecca Garrow; Dana Pearlman, Kyli Gallington *Public Health Institute*	1:50-2:00	• *Introduce team + roles + collaboration.* • *Review objectives and flow of the day* • *Update on study progress and survey methods* • *Questions*
Co-Create Operating Principles	Sue Grinnell *Public Health Institute*	2:00-2:10	*Discuss what we want to accomplish today and how we want to work together.*
Gallery Walk of Survey Findings	Dana Pearlman *Public Health Institute*	2:10-2:25	• *Volunteers to read quotes from survey participants.* • *Take time to review and reflect upon survey findings.*
BREAK	----	2:25-2:40	----
Café and Harvest Report Out	Dana Pearlman Sue Grinnell *Public Health Institute*	2:40-4:00	*What? So What? Now What?*
Next Steps	Suzanne Ryan-Ibarra *Public Health Institute* Jennifer Henn Jennifer Palmer *NCHHSA*	4:00-4:10	*Review next steps and action items*
Celebrate + Adjourn	Co-Chairs Joelle Gallagher Alissa Abdo	4:10-4:30	• *Closing Thoughts* • *Any other matters to address* • *Thanking of Participants*

**Convening 2 notes: what are you noticing?**

- Perceived challenges to accessing programs
- Access to programs
- Accessibility
- Accessibility of SafetyNet food systems due to location or time
- Lack of access due to awareness of program
- Do not know of resources
- Lack of knowledge
- Lack of awareness if food safety net programs
- Knowledge of programs
- Of the 73% at risk (who were polled) 59% are not accessing
- 59% at risk do not access. Why?
- Desire for healthy food
- Specialized diets

- Apply but do not qualify
- Unknown if I qualify, or if programs exist
- Pride as a barrier
- Stigma
- Access: Time, transportation, awareness
- General logistical issues
- Logistics (transportation storage)
- Transportation
- Documentation status may impair access to food services
- Time
- Hours of programs
- Compelling issue for all groups
- Diverse range of answers to "What would help?"
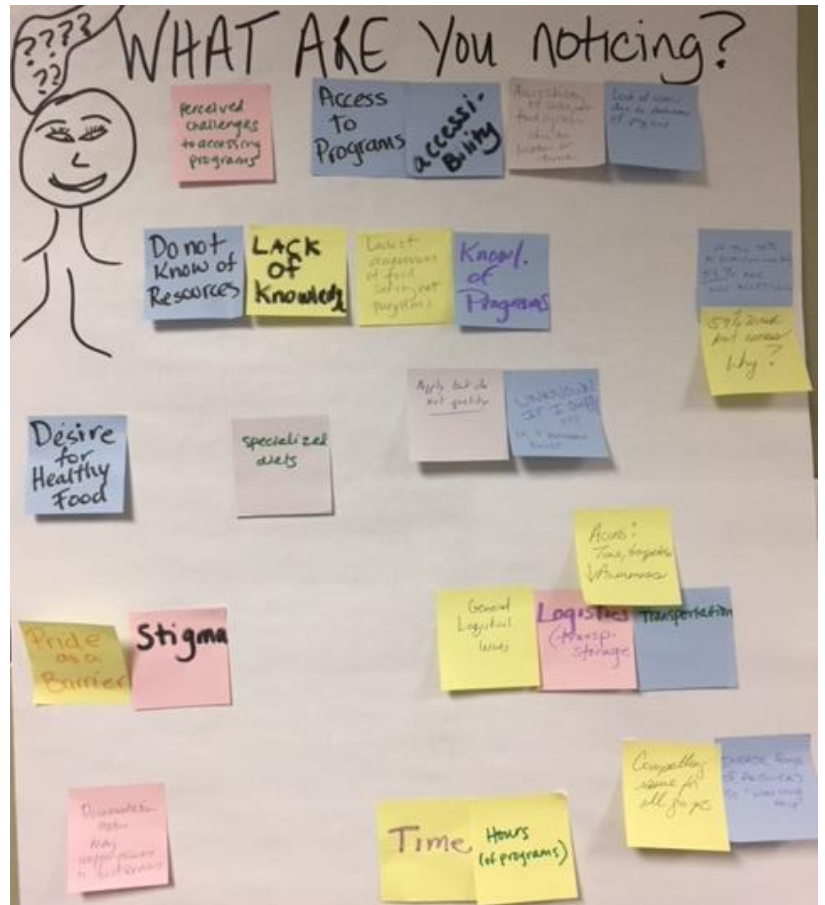
So, What?

- Excess of food and lack of utilization = waste
- Is this a community issue? Why is this issue not a more "visible" topic in the community? (lack of awareness of issue).
- Are all the right partners involved?
- System is not meeting nuanced needs of each group
- People's needs aren't being met – poor health outcomes
- Straining service providers
- Organizations are isolated in silos
- There are disconnects between needs and how services are being provided
- Interrelatedness of food insecurity with housing, transportation and income level.
- Resources – transportation, 411 networks, how are folks informed? Where do they get their info? What info is already being provided?
- Helplessness to navigate (government complex)
- Culture of communication
- Lack of communication
- Failure to outreach
- Marketing programs and eligibility
- Awareness – Eligible (Am I?), Information (when, where, what), Programs in place currently
- Application, qualification barriers
- What are the qualification requirements?
- Shame for being food insecure
- Triggering trauma
- Internal barriers – Motivation, language, safety, pride
- Feeling of ignorance
- Access: Time, location, wait time
- Overwhelmed trying to juggle – Get there, stay employed, balance family needs
- Lack of accommodation – example children not allowed in food bank
- External barriers – Transportation, isolation, time
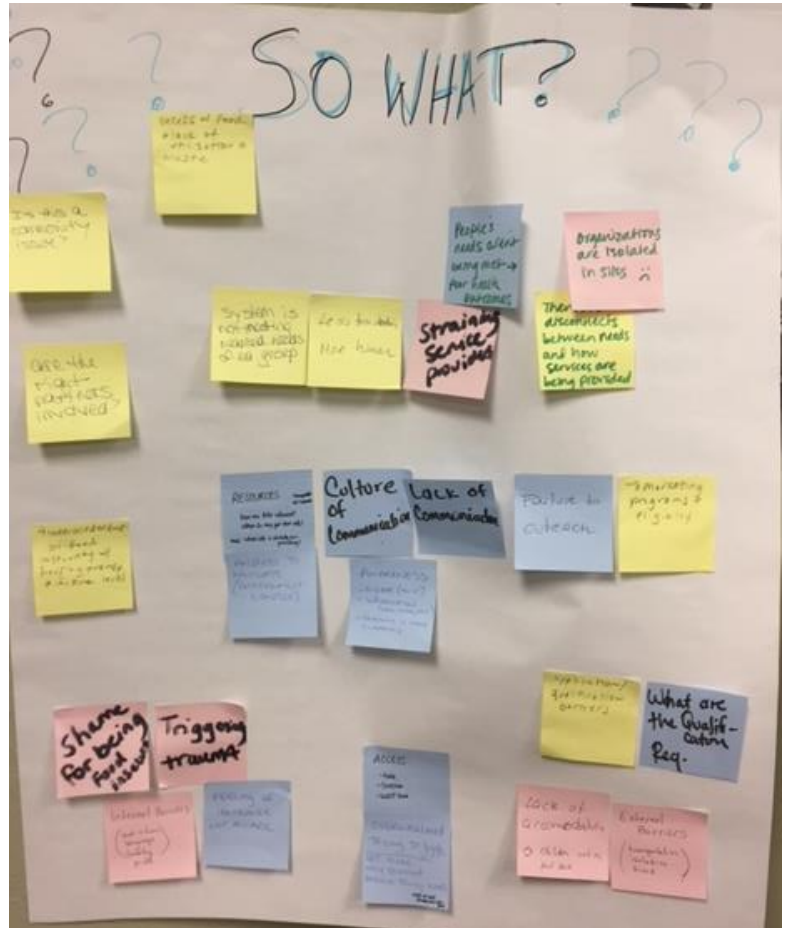
Now what?

- How to share information across services?
- Where and from who do you get your information?
- How are you learning about resources?
- What is the best way for you to get information on free or reduces priced food?
- How do you get information?
- How do you like to get information?
- Do you know about these programs?
- For those who access – how do they know/get information?
- How do you prefer to receive information about programs/resources?
- Why do people think the programs are not for them? (Feeling as though they don't qualify?
- How does the process make you feel?
- Is stigma/pride fear a large barrier? How do you address it?
- When you have family, does pride go away?
- Where does the stigma come from and for what groups does this create the biggest barrier?
- How could we ensure you have a dignified experience accessing food programs?
- What would make it easier?
- Why 59% who are at risk aren't accessing services?
- Where are trusted sources/convenient ways to receive services? (Schools, faith based, WIC, @ farmer's market)
- What would you change about the services you receive?
- Is there a HUB/place to offer extra hours?
- How will services address the rapid growing aging population with limited access and mobility?
- What are real barriers to access food programs?
- Is preparing meals from a distributed "raw food" a barrier to access
- Who do you think does/should qualify for reduced cost of free food?
- Perception? Is it true they don't qualify?
- What do you understand about these programs?
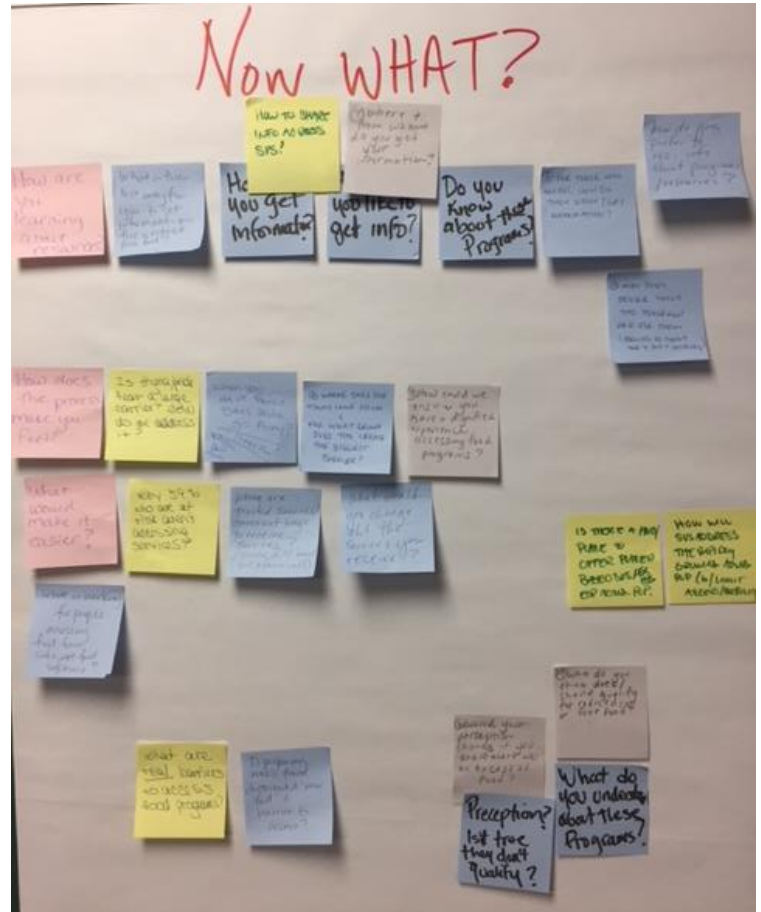
Recommendations

Focus Group Topics:
- What are preferred/effective methods of communicating information about available services/resources?
    - How can we increase awareness about existing programs?
- Why are there perceptions that individuals don't qualify or that others need services more?
    - What qualifications/eligibility process does the community perceive exists at these programs?
    - Would perceptions change if the community understood there is an excess of food?
- To what extent is stigma a barrier to accessing services, and how can this be addressed?
    - What can agencies/programs do to reduce stigma/create a dignified environment?
- How can food distribution systems be changed to make it easier for individuals to access services?
- What more do we need to know about the barriers identified (e.g., transportation issues, hours of operation, types of food distributed, etc.)?

Other Possible Topics:
- How do individuals perceive the food security items (and are there cultural differences)?
- What are solutions for increasing food access (beyond existing programs/services)?

Possible Focus Group Activities:
- Prototyping solutions with user/non-users
    - Example: social enterprises being created that distribute the excess of foods. How might they prototype ways that would increase access.
- Presenting data from the surveys and gathering reactions/responses and follow-up

Napa County Emergency Food Provision Study
Big Idea Meeting: *Solutions for Users and Non-Users of the Emergency Food Provision Study*
July 9, 2018 1:30-4:30
2751 Napa Valley Corporate Drive Building A, 1st Floor, Napa, CA

Objectives:
- Provide an overview of the Napa County Emergency Food Provision study
- Identify potential solutions to prioritized barriers emerging from the focus groups
- Prioritize potential interventions + solutions,
- Explore next steps and utilize distributed leadership and self-organization to steward the work moving forward

Agenda Item	Lead	Time	Goals
Welcome	Co-Chairs Joelle Gallagher	1:30-1:40	Welcome and Opening Introductions
Frame the Study	Jennifer Henn Jennifer Palmer	1:40-1:50	- Frame the study and any new understandings, share study findings. - Share how the work is gaining momentum and interest. (Potentially: What made it easy for donors to give easily during the fires). - Speak from the heart and appreciation of this groups dedication. - Today we are uncovering solutions, and you're the first group we are doing this with - we plan to continue to engage others in potential solutions.
Our Approach	**Dana Pearlman,** Sue Grinnell *Public Health Institute*	1:50-2	Set the context of our approach. Review Theory U and Study completed to date and purpose for the day: - Review Focus Group results, key barriers and their solutions based upon end users - Review objectives and flow of day **The importance of their input - to set the context and make sense of what might be feasible.** - Designed this as a way to get to distributed leadership - and tapping into passion and responsibility of those in attendance
Operating Principles	Sue Grinnell *Public Health Institute*	2-2:10	What are our agreements to work together today? **What conditions are needed for generative brainstorming?** Predetermined conditions and add to them: - Yes, and - Build on each others ideas

			● There is no bad idea put them all out there ● Inclusive ● Some really out there ideas that we don't do could lead to an innovating idea that we do do ● Rapid fire brainstorming ● Frame around those that step up and those that step back - to reverse that; **Step Up** **Step Back** **Make Space** **Take Space**
Gallery Walk on study findings	Dana Pearlman, **Sue Grinnell** *Public Health Institute*	2:10-2:20	**Template 1 - Empathy Maps** Gallery Walk of the visuals from each focus group. KEEP IT QUIET Each participant will have 3 empathy map templates, one for each population. They will review each visual and reflect and document their observations of the barriers and or challenges and solutions from focus groups **Empathy Map as the template (see template 1 below)** Use Empathy Map templates for participants to reflect upon the graphic visuals ● Population ● Pain point - feelings, experiencing, ● Barriers ● Solutions from focus group
Break		**2:20-2:25**	**Be at tables of 5 by 2:25**
Brainstorm Potential Solutions and Opportunities	Dana Pearlman, Sue Grinnell *Public Health Institute*	2:25-4:20 Set up 2:30-2:35 Round 1 2:35-3:08 Round 2 3:08-3:41 Round 3 3:41-4:14	**Round 1 - groups of 5** Explore Population 1 HOMELESS Template Visual Both barriers and solutions. **Share matrix visual PDF** Flip chart - describing ● **Brainstorm solo + capture on post it - 3 min** ● **Collectively share and cluster all ideas on matrix 10 min** ● **Prioritize top three ideas in upper right 5 min** *Harvest whole group report out* Population 1 15 min - **top three** solutions; if something is named, no need to say it again. Master flip chart on the wall for each population Capture the harvest

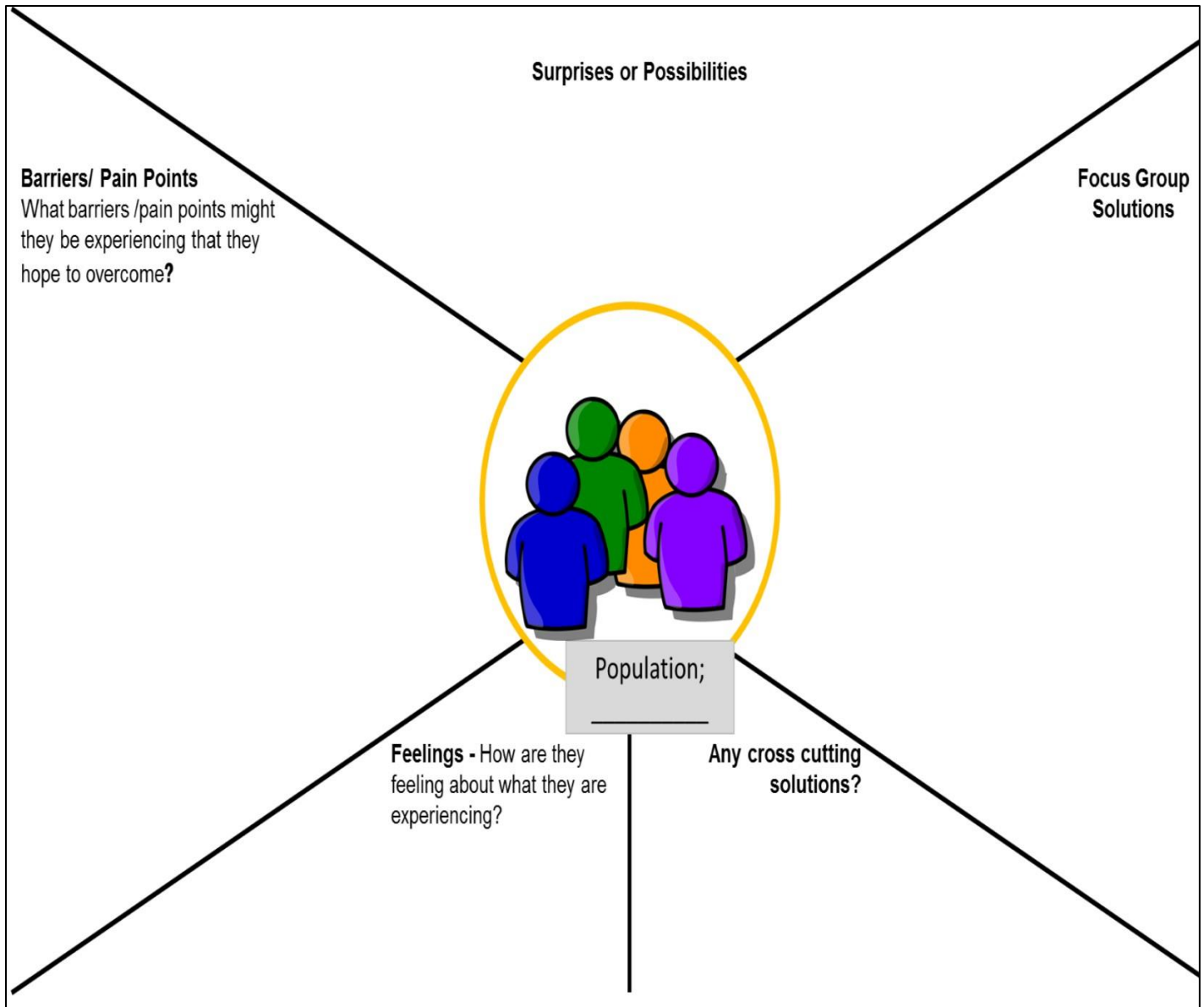| | | Prioritize top solutions and **sign up** 4:14-4:20 (If time- cross cutting) | At the end of all three - we vote

Round 2 - groups of 5
Explore Population 2 OLDER ADULTS Template Visual
Both barriers and solutions.

● **Brainstorm solo + capture on post it - 3 min**
● **Collectively share and cluster all ideas on matrix 10 min**
● **Prioritize top three ideas in upper right 5 min**

Harvest report out 15 min - top three solutions; if something is named, no need to say it again.

Round 3 - groups of 5

● **Brainstorm solo + capture on post it**
● **Collectively cluster all ideas on matrix**
● **Prioritize top three ideas in upper right**

Harvest whole group report out Population 1 15 min - **top three** solutions; if something is named, no need to say it again.

Master flip chart on the wall for each population

Round 4 - groups of 5
10 minutes Are there any low hanging fruit cross cutting solutions?

Harvest whole group Cross cutting solutions 1 **15 min** - top three solutions. If out of time, whole group discussion

Prioritize top ideas in each population + cross-cutting list 5 min (3 stickers)

Have a sign up sheet for solutions you want to contribute to and be contacted - make sure it is legible. (5 min)
● Solution
● What is needed for this to happen
● Contact information
FLIP CHART Sign up on wall |
| **Next steps** | *JENNIFER H JENNIFER P* | 4:20-4:25 | 5 min

Who will be presented to?
● Potential collaborators- who else needs to hear this information? What community connectors do we want to align with? And connect you to them
● **Distributed leadership** - Who will you share it with and what is your commitment? Anyone can present data
● To germinate these ideas with other groups |

			● Here is findings of study
			● Policy possibilities
			
			Review next steps and action items
			     ● What we will be doing with this information?
			     ● Why this matters.
			     ● Elaborate on the next steps
			     ● Engaging the community for solutions.
			     ● Other meetings - this will feed into other ideas.
			
			Next steps - **JP and Jennifer:** craft a template that highlights what you want them to do as next steps.
			
			Have a sign up sheet for what they are interested in supporting
			
			Name, org, contact info Solution

Celebrate and Adjourn	Co-Chairs Joelle Gallagher Alissa Abdo	4:25-4:30	Closing thoughts and thanking participants!

Template 1: Individual reflection from Gallery Walk, Empathy Map (3 per person)
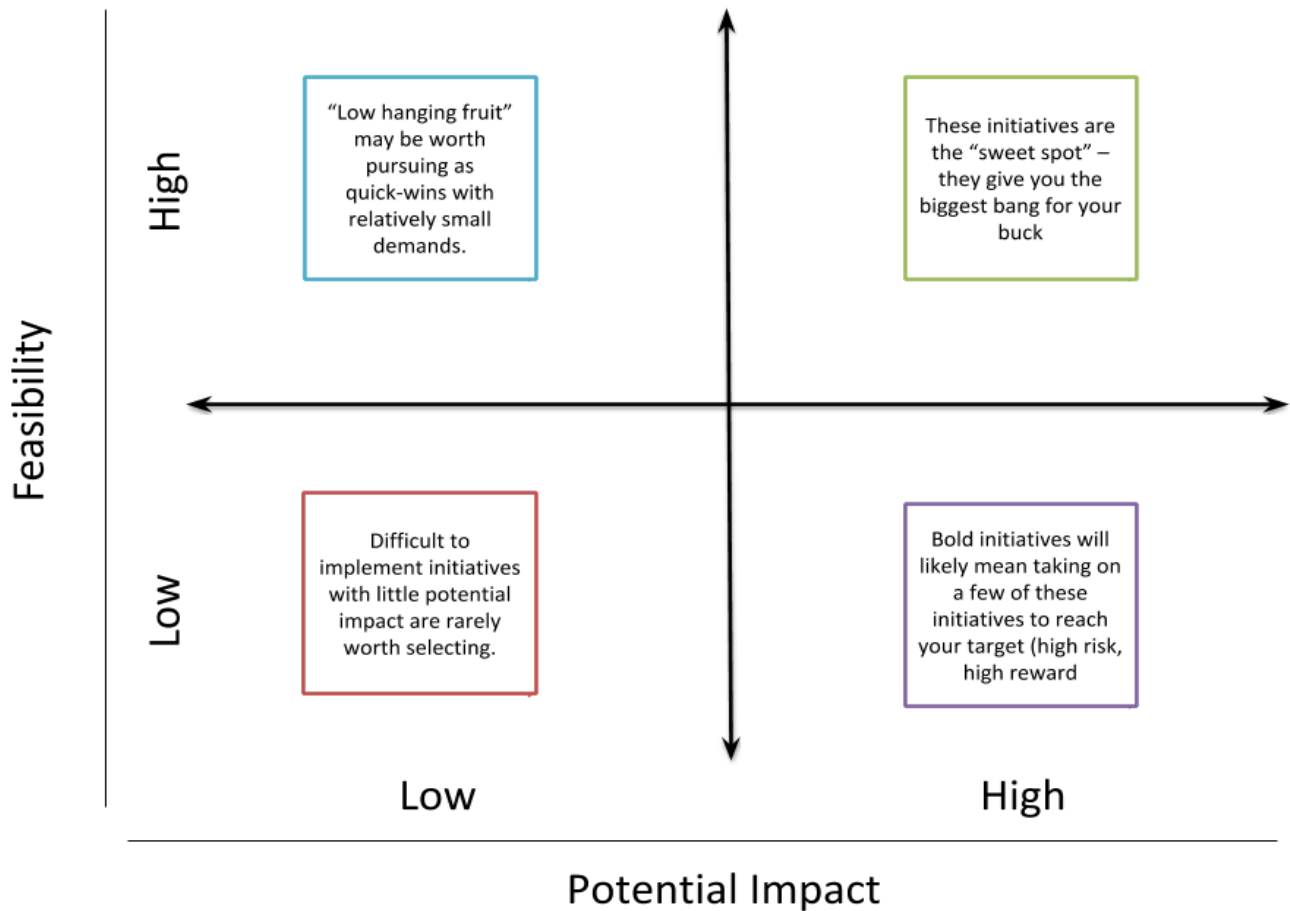Population?
Barriers and Solutions are you finding?
What's surprising you? Are you noticing any cross-cutting solutions that will impact other barriers or populations?

Surprises or Possibilities

Barriers/ Pain Points
What barriers /pain points might they be experiencing that they hope to overcome?

Focus Group Solutions

Population;
_____

Feelings - How are they feeling about what they are experiencing?

Any cross cutting solutions?

TEMPLATE 2 (table work - in groups focusing on top barriers of a specific population ie. transportation and older population). Place all ideas on Feasibility Matrix - determine which interventions are in the sweet spot (top right quadrant). THIS WILL GO ON FLIP CHART PAPER

TEMPLATE 3 - List all ideas and potential solutions from your group.
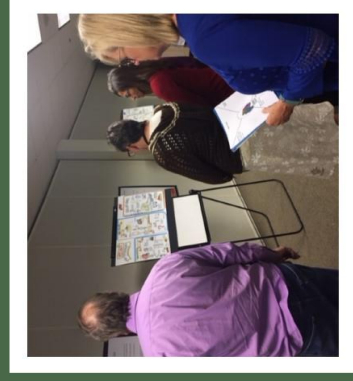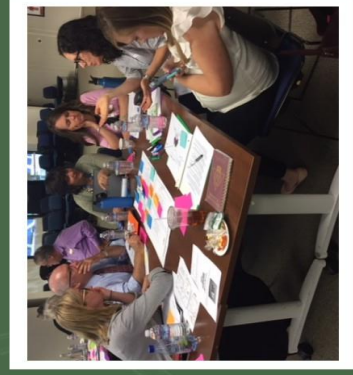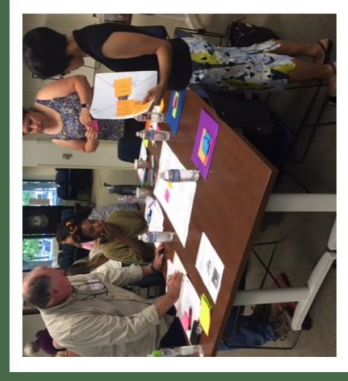**Population:** _____

Group members names and organizations:
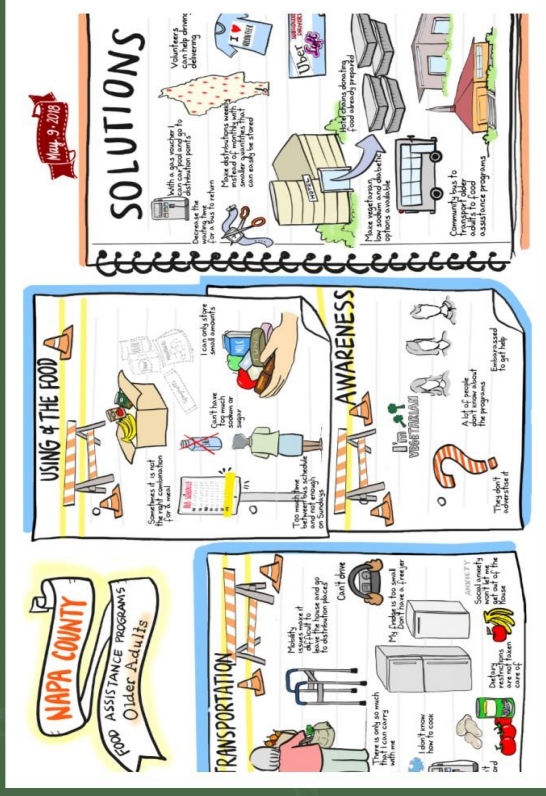1.   4.
2.   5.
3.

Big Ideas and solutions	Big Ideas and solutions

Potential Solutions to Food Access Barriers
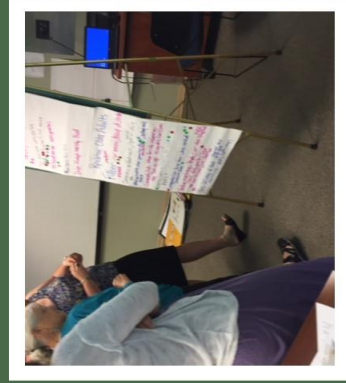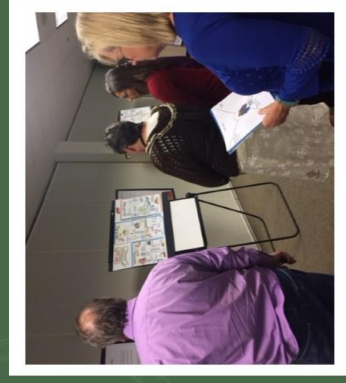## Population: Older Adults

N = Number of votes taken by stakeholders

* N=22 More distribution spots/delivery—Bring the food to the people

* N=13 Communication hub donor knows what's needed between donor and donoree

* N=11 Creating community kitchens for use

* N=10 Better gleaning restaurant/hospitals/schools/catering

* N=10 "Fuber" car service /food distribution

* N=6 Making available more specialized food/more appropriate food to meet dietary needs

* N=5 Food bank food truck

* N=4 Database on food needs / include special diets

* N=3 Vouchers for car, gas, food, reduced sodium, use of kitchen

* N=2 Need a community node where does the information traffic stay OA don't use apps using data from databank

* N=2 Vending machines people can take food for free what they need/ use only or folks could leave food to be donated

* N=1 Go fund me to source refrigerators for folks in need

* N=0 Drive-through healthy food locations

* N=0 Bus delivery of food multiuse-works both ways drop-off food go to pickup food

* N=0 Grey apron, like Blue Apron for Older Adults

Potential Solutions to Food Access Barriers
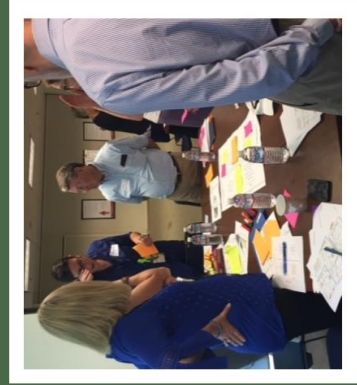## Population: Spanish Speaking Adults

N= Number of votes taken by stakeholders

* Ideas: Cultural Sensitive trusted place/person || Communications done through trusted persons

* N=29 Alternative trusted locations/after hours

* N=14 No disqualification due to purely immigration stats

* N=12 Decentralized Food Distribution in neighborhoods and at the work-place through vending / locations/food trucks/workplace

* N=10 Working with Promotores

* N=9 Food app for donors and donor(ees)/users know eligibility locations/ in Spanish/English/other languages

* N=9 CSA Boxes at schools with a tiered payment system some buy some free this would decrease stigma

* N=6 Cultural app food in meal form (food gleaning app that is culturally appropriate)

* N=3 Spanish language information and free Wi-Fi and internet

* N=1 Childcare at the Food Bank / Other places food is distributed

* N=1 Outreach

* N=0 Community network neighborhood gardens networked together

* N=0 Dealing with food deserts in Napa – there are a lot

* N=0 Elected officials speak out about the issues/needs

* N=0 Nixle alerts in Spanish when ICE officials are in the area

* N=0 Free food giveaways /cultural celebration combo

Potential Solutions to Food Access Barriers
Population: Adults Experiencing Homelessness

N= Number of votes taken by stakeholders

* N=17 Shared Kitchen for communal cooking /Shared Food

* N=16 Storage- mobile solutions/lockers at shelters

* N=13 Permanent supportive housing

* N=5 Amazon style lockers

* N=5 Community event/fundraising/hunger banquet à water/rice and or gourmet dinner to raise awareness

* N=4 Consumer oriented homeless led advisory board to advise food distribution, include stipends for serving on board

* N=3 Sponsor a homeless person program, buy them dinner/food

* N=2 Food bearing trees in all city/county properties

* N=2 Tiny home villages with centralized kitchen

* N=2 Expand/scale up innovation community center model, spread across the county and utilize as community center for food

* N=2 Organize Cal fresh groups to come together to prepare/serve/eat food

* N=1 Increase consistency of meals available random/dropped off/no breakfast 7 days a week

* N=0 Food to unsheltered homeless (how to get it to them)

* N=0 Mental health

* N=0 Solar backpack for refrigerators

* N=0 Bike powered electricity

* N=0 Community meal distribution, hours, frequency

NAPA COUNTY
FOOD ASSISTANCE PROGRAMS
Adults experiencing homelessness

May, 10 · 2018

STIGMA

Staring and judging

People afraid to talk to us

FEAR

Get through the crowd is though

Anxiety Depression

Mental illness

We are not muggers

USING THE FOOD

POWER

No place to store cold food

No proof of residence to register

Food goes bad fast

SHELTER

Can't prepare nor store food

No outside food in the shelter

Can't eat some of the food

TRANSPORTATION

WELCOME TOURISTS

Public transportation less available when events in town

Substantially less public transportation available on Sundays

Difficult to carry food

BUS STOP

SOLUTIONS

PUBLIC LIBRARY

COOK

Educate the public about homelessness

Place to cook and enjoy a meal

COOK TRUCK

WELCOME

Solar powered cooking and refrigeration

PARK

Sponsor homeless person program

Include those who have experienced homelessness to be part of the solution

WILDFIRE DONOR INTERVIEW GUIDE

Key Informant Interview Guide
DONORS
Napa Valley Emergency Food Provision System Study

Key Informant:
Organizational Affiliation(s):
Date:

Introduction
Thank you for taking the time to speak with us today!

I am with the Public Health Institute's Survey Research Group. We have been hired by a coalition of health and community service organizations in Napa County to study emergency food provision in Napa County. Joining me on the call is Jennifer Palmer (at this point I will say hello).

The Napa County Emergency Food Provision Study seeks to understand barriers Napa County residents experience when accessing free and low-cost food sources, including cash aid, bulk food, and prepared food programs on a year-round basis.

The first part of this study is focused on food donations during the 2017 Napa Fires. To better understand the emergency food response during the fires, we are talking to community members to learn about the types of food and food service donations provided during the October fires.

We are asking for 15-20 minutes of your time for this survey. Does that work for you? (Y/N) Is it OK to record this interview? The recordings will not be shared with anyone (Y/N). I'll be taking notes as we speak, so you may hear some typing in the background.

Do you have any questions for me before we begin?

1. Please tell me a little bit about yourself and your organization.
    a. How many employees do you have?
    b. How long has your business been in Napa?
2. I'm going to ask you about the food or food services you donated during the two-week period following the start of the Napa fires on October 8th.
    a. Where did you donate? (List donations, and prompt/clarify: sent food somewhere, physically handed out food, provided food to an organization, etc.)
    b. For each of these locations, what kind of food or meals did you donate? (prompt: bulk food or prepared food; produce/fresh vs. canned/boxed, etc.) Describe.
    c. Do you have an estimate of how much food you donated (# of prepared meals, pallets/boxes of food, etc)?
3. I'm going to list a few reasons that people and organizations decided to donate food and food services during the October fires. Please tell me if any of these situations apply to you/your organization. Did you decide to donate food during the 2017 Napa Fires because: (Select all that apply)
    a. Food was going to go bad.
    b. Had too much food.
    c. Business was slow
        i. Had time.

        ii.   Wanted to keep staff busy/working.
- d.   Wanted to help the community.
- e.   Wanted to show thanks to the First Responders.
- f.   I knew exactly where to go/how to donate.
- g.   I had a personal relationship with someone in the place where donation was made.
- h.   Figuring out how to donate food was easy.
- i.   It's something I've wanted to do anyway, the urgency of the situation provided motivation.
- j.   Other reasons?

4. Not including donations during the 2017 Napa Fires, in the past 12 months, have you donated food or food services? (Yes/No)
   - a. How many times did you donate food or food services?
   - b. Where did you donate? (Sent food somewhere, physically handed out food, provided food to an organization, etc.)
   - c. What kind of food or meals did you donate (bulk food or prepared food)?
   - d. Who was the intended recipient of the food or food services (who ate the food)?

5. I'm going to list a few barriers to donating food or food services that people and organizations have experienced. Please tell me if any of these situations apply to you/your organization. Have you ever felt you didn't want to, or couldn't, donate food or food services because: (Select all that apply.)
   - a. Legality concerns
   - b. Not enough time
   - c. Not enough resources/financial flexibility
   - d. Didn't know where to donate
   - e. Didn't think there was a need for food or food service donations
   - f. Would need assistance with pick-ups
   - g. Had a bad experience trying to donate food or food services
   - h. Never thought about it.
   - i. Other reasons?

6. What would encourage you to become active in Napa County emergency food provision on a regular, non-disaster basis?

7. Is there anything else you would like to tell us either about food donation or anything else that stood out for you during the response to the Napa Fires?

Those are all my questions. Thank you for taking time to speak with me today. The information you provided will be compiled with responses from other interviews and presented at a public meeting at the conclusion of the study and in a written report that will be publicly available (on or around XX) through the Napa County Health and Human Services website. If you are interested in food service donation opportunities in Napa County or food assistance resources, I can provide you with some contacts or resources.

If interested: we can follow-up with an email sharing the contact information and website (rather than reading out both). The reason I suggest this is if they are interested, I would prefer to be copied on an email sent to them sharing this info (so that I have their interest noted on my end as well :>) We could also offer to include these participants on an email distribution list for the final report.

- Jennifer Palmer with Napa County Health & Human Services jennifer.palmer@countyofnapa.org.
- A list of food assistance resources in Napa County is available on Ole Health's website (http://www.olehealth.org/napa-valley-food-resources/).

At 20 minutes: Stop the interview, "We are currently at 20 minutes and want to be respectful of your time. I would estimate that we would need another XX minutes to finish the questions I have. Do you have the time to continue?"

     If Yes: "Thank you…" → Continue

     If No: "Not a problem, thank you for your time…" → Close

Key Informant Interview Guide
SUBJECT MATTER EXPERT: FOOD SAFETY NET SYSTEM DISASTER RESPONSE
2017 Napa Valley Wildfires | 2014 South Napa Earthquake
Napa Valley Emergency Food Provision System Study

Subject Matter Expert:
Organizational Affiliation(s):
Date:

Introduction
Thank you for taking the time to speak with me today!

I am with the Public Health Institute's Survey Research Group. We have been hired by a coalition of health and community service organizations in Napa County to study emergency food provision in Napa County.

The goal of this study is to understand barriers residents experience when accessing free and low-cost food sources, including cash aid, bulk food, and prepared food programs on a year-round basis.

The first part of this study is focused on food and food service during the 2017 Napa Fires. You have been identified as a subject matter expert that can help us understand the emergency food response during times of disaster, such as the 2014 earthquake and 2017 wildfires.

Depending on the length of your answers, this discussion should take about an hour.

Do you have any questions for me before we begin?

Is it OK to record this interview? The recordings will not be shared with anyone.
- ☐ Yes
- ☐ No

1. Please tell me a little bit about yourself and the Napa Valley Food Bank. (PROMPT: What role does the Napa Valley Food Bank play within the Emergency Food Provision System in Napa County?)

2. I'm going to ask you about the food or volunteer food services **during the two-week period** following the start of the Napa fires on October 8th, 2017. I'll ask about how things have changed since the wildfires later.
   d. What was donated? (List donations, and prompt/clarify: sent food somewhere, physically handed out food, provided food (bulk or prepared), provided money, etc.)
   e. What kind of food was donated? (prompt: bulk food or prepared food; produce/fresh vs. canned/boxed, etc.) Describe.
   f. Do you have an estimate of how much food was donated (# of prepared meals, pallets/boxes of food, etc)?

FOOD	TIME/SERVICES	MONEY

3. How have services and donations changed **after the Napa fires**? (PROMPT: for each area, did things change or stay the same? If they changed, how?)

   a. Types of People/Organizations that donated (PROBE: stayed the same vs. changed – how?).
   b. First-time Donors (PROBE: stayed the same vs. changed – how?)
   c. Regular Donors: (PROBE: stayed the same vs. changed – how? differences in amounts/times?)
   d. Types of food donated (PROBE: stayed the same vs. changed – how?)
   e. Cash donations (PROBE: stayed the same vs. changed – how?)

4. I'm going to list a few reasons that people and organizations decided to donate food and food services during the Napa fires. Please tell me if you think any of these situations applied to the organizations that donated to the Napa .

   Was food provided to **the Napa Valley Food Bank** during the 2017 Napa Fires because organizations: (Select all that apply)
   a. Had food that was going to go bad.
      ☐ Yes
      ☐ No
      ☐ Comments:
   b. Had too much food.
      ☐ Yes
      ☐ No
      ☐ Comments:
   c. Business was slow
      i. Had time.
      ii. Wanted to keep staff busy/working.
   d. Wanted to help the community.
      ☐ Yes
      ☐ No
      ☐ Comments:
   e. Wanted to show thanks to the First Responders.
      ☐ Yes
      ☐ No
      ☐ Comments:
   f. Knew exactly where to go/how to donate.
      ☐ Yes
      ☐ No
      ☐ Comments:
   g. Had a personal relationship with someone in the place where donation was made.
      ☐ Yes
      ☐ No
      ☐ Comments:
   h. Figuring out how to donate food was easy.
      ☐ Yes
      ☐ No
      ☐ Comments:
   i. It's something they'd wanted to do anyway, the urgency of the situation provided motivation.
      ☐ Yes
      ☐ No
      ☐ Comments:
   j. Other reasons?

12. I'm going to list a few barriers to donating food or food services that people and organizations have experienced. Please tell me if you felt any of these situations apply to the **Napa Valley Food Bank.** Have you ever felt that people **didn't want to, or couldn't, donate food or food services because of**: (Select all that apply.)

   a. Legality concerns
      - ☐ Yes
      - ☐ No
      - ☐ Comments:
   b. They didn't have enough time
      - ☐ Yes
      - ☐ No
      - ☐ Comments:
   c. They didn't have enough resources/financial flexibility
      - ☐ Yes
      - ☐ No
      - ☐ Comments:
   d. They didn't know where to donate
      - ☐ Yes
      - ☐ No
      - ☐ Comments:
   e. They didn't think there was a need for food or food service donations
      - ☐ Yes
      - ☐ No
      - ☐ Comments:
   f. They would need assistance with pick-ups
      - ☐ Yes
      - ☐ No
      - ☐ Comments:
   g. They had a bad experience trying to donate food or food services
      - ☐ Yes
      - ☐ No
      - ☐ Comments:
   h. They just never thought about it.
      - ☐ Yes
      - ☐ No
      - ☐ Comments:
   i. Other reasons?

I'm going to ask you about the client outreach and food distribution during the Napa fires.

13. During the Napa fires, what sort of clients accessed food bank services? (PROMPT: New clients vs. same clients, # of clients, location of clients (PROMPT: UpValley, Napa, American Canyon)

14. Since the Napa fires, what has changed for **existing** clients? I will ask about new clients separately. (PROMPT: more frequently accessing emergency distributions?)

15. Think about clients that utilized food bank services for the first time during the Napa fires. Since then, what has changed for **these new clients**? (PROMPT: Have these new clients continued accessing services, discontinued access, what was their duration of accessing services, frequency of access to service, etc.)

16. Did the Napa fires present any new opportunities for distribution? (PROMPT: outlets for delivery, marketing opportunities, partners, etc.)

17. Were there barriers to distribution during or following the Napa fires?

18. What do you think would keep first-time donors engaged during non-disaster times?

19. Is there anything else that stood out for you during the response to the Napa fires that you would like to share with me?

Those are all my questions. Thank you for taking time to speak with me today. The information you provided will be presented in a report that will be publicly available through the Napa County Health and Human Services website.

Focus Group Guide
Napa County Emergency Food Provision Study

Hello and welcome! My name is _____ and I am with the Public Health Institute. We have been hired by a coalition of health and community service organizations to study barriers to accessing low-and-no-cost food in Napa County. Thank you so much for taking time out of your day to help us to understand these programs better!

During today's discussion, I will ask you a series of questions that are meant to get your opinion. There are no wrong answers to these questions. Again, we are excited to be speaking with you all, because you are the people that are going to help us better understand free and low-cost food access in Napa County.

We would like to record this conversation and take notes to make sure we accurately capture your thoughts. Once we have finished this project, these recordings will be erased. It will not be used by anyone other than our research team. No one's name will be identified in any reports. Do I have your permission to record this session and take notes? [Obtain verbal yes. Dismiss participants who do not consent to audio recording; provide incentive].

Before we begin, and before I start the recorder, please remember that while we want your honest opinions, anything you share here today will be heard by the other focus group participants. We ask that everyone respect the privacy of others in the room and keep the things they share private.

Are there questions for me before we begin?
[Answer questions]

Everyone's opinion is very important, and it's my job to make sure that all of you get a chance to talk. Feel free to respond to each other and give your opinion even if it differs from your neighbor. Occasionally, I may ask to move on to the next question, but I will do so just to make sure we cover everything we wanted to discuss today.

Before we begin, let's review some ground rules for our discussion today. [Refer to ground rules]

1. Let's go around the table and introduce ourselves. Could you please tell everyone:

a) your name,
b) where in Napa County you live.

When we refer to food assistance programs today, we are talking about places where you can receive free food, meals, or cash for food. Here is a list of programs in Napa County that provide food assistance. [Refer to list of food assistance programs on poster/flip chart]

2. What food assistance programs are you aware of in Napa County? (Probe: What do you know about these programs?)

3. How have you heard about food assistance programs in your community? (Probe: How did you learn about these programs? Where did you get information about them?)

Now, I'd like to talk about what makes it difficult for people to access or benefit from these programs. In March, we surveyed the community about these programs. I'm going to share with you the issues that members of your community

said they were experiencing that prevented them from accessing these programs. [Refer participants to list on whiteboard or easel]. I'll read through each once right now:

- Awareness – people don't know about the programs
- Stigma – people feel uncomfortable or worry what others will think
- Transportation – the ability to physically get to and from the programs
- Dates/Times – when the programs are available
- Using the Food – difficulty storing, preparing, or eating the food that is offered
- Aspects of the Program – what people experience when they participate
    - How long people have to wait
    - What the program is like
    - What services are offered

What else makes it difficult for people to access or benefit from these programs that's not already on this list? [Add to list]

We'd like to learn more about these issues in your community, and I want to hear your thoughts and opinions. Now, I'm going to read through this list a second time, and when I do, consider whether you think this is an issue that makes it difficult for people to access or benefit from programs in your community. Then, hold up one of the cards in front of you – Green means you don't think this is a problem, Yellow means it's somewhat of a problem, and Red means you think this is a big problem. [Read list of barriers]

It sounds like [read top 3 barriers] are the issues that are most important for this group to discuss. I'd like to talk about each of these a little more to understand why they make it difficult for people to access or benefit from programs in your community.

Let's start with [Barrier 1].

4. Please tell me more about how [Barrier 1] prevents people from accessing food assistance programs in your community. [Prompt: Please describe how this issue affects you or people you know].

5. Within your community, who do you think is most affected by [Barrier 1]? [Prompt: Are certain groups affected more than others? Why?]

6. What else do we need to know about [Barrier 1] before we can begin to think about solutions?

Let's move on to discuss [Barrier 2].

7. Please tell me more about how [Barrier 2] prevents people from accessing food assistance programs in your community. [Prompt: Please describe how this issue affects you or people you know].

8. Within your community, who do you think is most affected by [Barrier 2]? [Prompt: Are certain groups affected more than others? Why?]

9. What else do we need to know about [Barrier 2] before we can begin to think about solutions?

Finally, let's discuss [Barrier 3].

10. Please tell me more about how [Barrier 3] prevents people from accessing food assistance programs in your community. [Prompt: Please describe how this issue affects you or people you know].

11. Within your community, who do you think is most affected by [Barrier 3]? [Prompt: Are certain groups affected more than others? Why?]

12. What else do we need to know about [Barrier 3] before we can begin to think about solutions?

- Break for snacks/water/restroom –

[During break, place 3 sheets of blank paper and a writing utensil on the table in front of each person's seat for them to use during the brainstorming section]

Brainstorming Solutions

So far today, we have spent the majority of our time talking about issues that make it difficult for people to access food assistance programs in Napa County. In particular, we identified [Barrier 1], [Barrier 2] and [Barrier 3] as the most important issues for this group to discuss. Now, I'd like to move the conversation forward to begin thinking about **solutions** – what could be done to address these issues and make it easier for people to access food?

[If needed, review ground rules] Before we get started, let's review our ground rules… [refer to ground rules]

Let's begin. I want you to think about what we have discussed so far about [Barrier 1], [Barrier 2] and [Barrier 3]. We have talked about why these are issues for your community and who is affected by these issues.

With these issues in mind, I want you to think about: [Refer to questions below – should be written out on flip chart paper or a poster]
      What would make it easier for people to access food?
      What would ensure that [Barrier 1], [Barrier 2] and [Barrier 3] were no longer issues?

Now, I'd like to give everyone a moment to begin thinking about ideas. You can focus on all of these issues, or you can pick one of the issues that's most important to you and focus on that. There are no right or wrong answers. If it helps, use the paper in front of you to draw or write down any ideas you have. I'm going to give everyone 3 minutes now to think, and then we'll come back to discuss your ideas as a group.

[Pause while participants reflect]
Now that you've all had a moment, let's talk about ideas you have.

13. What would make it easier for people to access food? What would ensure that [Barrier 1], [Barrier 2] and [Barrier 3] were no longer issues? [Probes – describe how this would help you or people you know be able to access food or food assistance programs; prompt to make sure all barriers have been discussed]

Thank you for taking the time to talk with us today. What you have shared will help the community to develop solutions to improve food access in Napa County. We really appreciate your time and your willingness to share your perspective.

Focus Group Guide
Napa County Emergency Food Provision Study

¡Hola y Bienvenidos! Mi nombre es Suzanne y estoy con el Instituto de Salud Pública. Hemos sido contratados por una coalición de organizaciones de servicios comunitarios y de salud para estudiar las dificultades que impiden el acceso a alimentos de bajo costo y sin costo en el condado de Napa. ¡Muchas gracias por tomarse el tiempo de su día para ayudarnos a entender mejor estos programas!

Durante la conversación de hoy, le haré una serie de preguntas para expresar su opinión. No hay respuestas incorrectas a estas preguntas. Nuevamente, estamos emocionadas de poder hablar con todos ustedes, porque ustedes son las personas que nos ayudarán a comprender mejor el acceso a alimentos gratuitos o de bajo costo en el condado de Napa.

Vamos a grabar esta conversación y tomar notas para asegurarnos de captar con exactitud sus pensamientos. Una vez que hayamos terminado este proyecto, estas grabaciones serán borradas. Esta información no será compartida con personas ajenas a nuestro equipo de investigación. No se utilizará el nombre de nadie en el informe. ¿Tengo su permiso para grabar esta conversación y tomar notas? [Obtain verbal yes. Dismiss participants who do not consent to audio recording; provide incentive].

Antes de comenzar, y antes de prender la grabadora, recuerde que, si bien queremos sus opiniones honestas, cualquier cosa que comparta aquí hoy será escuchada por los otros participantes del grupo de enfoque. Pedimos que todos respeten la privacidad de los demás en la sala y que mantengan las cosas que comparten en privado.

¿Hay alguna pregunta antes de comenzar? [Answer questions]

La opinión de todos es muy importante, así que quiero asegurarme de que todos ustedes tengan la oportunidad de hablar. No dude en responder a los demás y dar su opinión, aunque sea diferente a la de otra persona. Ocasionalmente puedo interrumpir para pasar a la siguiente pregunta, pero voy a hacerlo solo para asegurar de que podamos cubrir todos los temas que queremos hablar hoy.
Antes de empezar, revisemos los acuerdos que seguiremos durante nuestra conversación. [Refer to ground rules]

1. Vamos alrededor de la mesa para presentarnos. ¿Podría decirles a todos:

a) su nombre,
b) donde en el condado de Napa vive.

Cuando nos referimos a programas de asistencia alimentaria hoy, estamos hablando de lugares donde puede recibir alimentos gratis, comidas o dinero en efectivo para alimentos. Aquí hay una lista de programas en el condado de Napa que proveen asistencia alimentaria. [Refer to list of food assistance programs on poster/flip chart]

2. ¿Qué programas de asistencia alimentaria conoce en el condado de Napa? (Probe: ¿Que sabe de estos programas?)

3. ¿Como se enteró de los programas de asistencia alimentaria en su comunidad? (Probe: ¿Como aprendió sobre estos programas? ¿Dónde consiguió la información sobre ellos?)

Ahora, me gustaría hablar sobre porque podría ser difícil para las personas acceder o beneficiarse de estos programas. En marzo, hicimos encuestas comunitarias sobre estos programas. Voy a compartir con ustedes los problemas que los

miembros de su comunidad dijeron que estaban experimentando y que les impidieron acceder a estos programas. [Refer participants to list on whiteboard or easel]. Voy a leer cada uno en este momento:

- Conocimiento: las personas no conocen los programas
- Estigma: las personas se sienten incómodas o se preocupan por lo que otros pensarán
- Transportación: la capacidad de llegar y salir físicamente de los programas
- Fechas / horarios: cuando los programas están disponibles
- Uso de la comida: dificultad para guardar, preparar o comer la comida que se ofrece
- Aspectos del programa: lo que las personas experimentan cuando participan
    - Cuanto tiempo tiene que esperar la genta
    - Cómo es el programa
    - Qué servicios se ofrecen

¿Qué más hace difícil que las personas accedan o se beneficien de estos programas, que aún no están en esta lista? [Add to list]

Nos gustaría aprender más sobre estos problemas en su comunidad, y quiero escuchar sus pensamientos y opiniones. Ahora, voy a leer esta lista por segunda vez, y cuando lo haga, piense si cree que es un problema que hace difícil que las personas participen en los programas en su comunidad. Después, sostenga una de las cartas frente a usted: verde significa que no cree que sea un problema, amarillo significa que es un problema, y rojo significa que cree que es un gran problema. [Read list of barriers]

Parece que [read top 3 barriers] son los problemas más importantes para hablar más con este grupo. Me gustaría hablar sobre cada uno de estos un poco más para comprender por qué dificultan que las personas accedan o se beneficien de los programas en su comunidad.

Empecemos con [Barrier 1].

4. Por favor cuénteme más acerca de cómo [Barrier 1] impide que las personas accedan a programas de asistencia alimentaria en su comunidad. [Prompt: Por favor describa cómo le afecta este problema a usted o a las personas que conoce].

5. Dentro de su comunidad, ¿quién cree usted que se ve más afectado por [Barrier 1]? [Prompt: ¿Se ven afectados ciertos grupos más que otros? ¿Por qué?]

6. ¿Qué más necesitamos saber acerca de [Barrier 1] antes de que podamos comenzar a pensar en soluciones?

Vamos a continuar hablando de [Barrier 2].

7. Por favor cuénteme más acerca de cómo [Barrier 2] impide que las personas accedan a programas de asistencia alimentaria en su comunidad. [Prompt: Por favor describa cómo le afecta este problema a usted o a las personas que conoce].

8. Dentro de su comunidad, ¿quién cree usted que se ve más afectado por [Barrier 2]? [Prompt: ¿Se ven afectados ciertos grupos más que otros? ¿Por qué?]

9. ¿Qué más necesitamos saber acerca de [Barrier 2] antes de que podamos comenzar a pensar en soluciones?

Finalmente, vamos a hablar de [Barrier 3].

10. Por favor cuénteme más acerca de cómo [Barrier 3] impide que las personas accedan a programas de asistencia alimentaria en su comunidad. [Prompt: Por favor describa cómo le afecta este problema a usted o a las personas que conoce].

11. Dentro de su comunidad, ¿quién cree usted que se ve más afectado por [Barrier 3]? [Prompt: ¿Se ven afectados ciertos grupos más que otros? ¿Por qué?]

12. ¿Qué más necesitamos saber acerca de [Barrier 3] antes de que podamos comenzar a pensar en soluciones?

- Break for snacks/water/restroom –
[During break, place 3 sheets of blank paper and a writing utensil on the table in front of each person's seat for them to use during the brainstorming section]

Brainstorming Solutions

Hasta el momento, hemos dedicado el mayor parte de nuestro tiempo en hablar sobre problemas que hace difícil participar en los programas de asistencia alimentaria en el condado de Napa. En particular, identificamos [Barrera 1], [Barrera 2] y [Barrera 3] como los problemas más importantes para que este grupo analice. Ahora, me gustaría mover la conversación hacia adelante para comenzar a pensar en **soluciones**: ¿qué se podría hacer para abordar estos problemas y facilitar que las personas accedan a los alimentos?
[If needed, review ground rules] Antes de comenzar, repasemos nuestras reglas básicas ... [refer to ground rules]

Vamos a empezar. Quiero que piensen en lo que hemos hablado hasta ahora acerca de [Barrera 1], [Barrera 2] y [Barrera 3]. Hemos hablado sobre por qué estos son problemas para su comunidad y quién se ve afectado por estos problemas.

Con estos asuntos en mente, quiero que piensen: [Refer to questions below – should be written out on flip chart paper or a poster]
        ¿Qué haría que sea más fácil para las personas acceder a los alimentos?
        ¿Qué aseguraría que [Barrera 1], [Barrera 2] y [Barrera 3] ya no sean problemas?
Ahora, me gustaría darles a todos un momento para comenzar a pensar en ideas. Puede enfocarse en todos estos problemas, o puede elegir uno de los problemas que le resulten más importantes y centrarse en eso. No hay respuestas correctas o incorrectas. Si esto ayuda, use el papel que tiene frente a usted para dibujar o anotar cualquier idea que tenga. Voy a darles a todos 3 minutos para pensar, y luego volveremos para analizar sus ideas como grupo.
[Pause while participants reflect]
Ahora que todos han tenido un momento, hablemos de las ideas que tiene.

13. ¿Qué haría que fuera más fácil para las personas acceder a los alimentos? ¿Qué aseguraría que [Barrera 1], [Barrera 2] y [Barrera 3] ya no sean problemas? [Probes – describa cómo esto podría ayudarlo a usted o a las personas que conoce a acceder a los programas de alimentos o de asistencia alimentaria; prompt to ensure all barriers were discussed]

Gracias por tomarse el tiempo para hablar con nosotros hoy. Lo que han compartido ayudará a la comunidad a desarrollar soluciones para mejorar el acceso a los alimentos en el condado de Napa. ¡Verdaderamente apreciamos su tiempo y su disposición en compartir su perspectiva!

Demographic Survey

This survey is voluntary. Your answers are confidential. Your answers will be combined with those of other focus group participants and used to improve the services provided by the Napa County Department of Health and Human Services.

1. How old are you?
Age: _____ years old
- Prefer not to answer

2. What is your race or ethnicity? You may choose one or more categories:
- White
- Black or African American
- Hispanic or Latino
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Other Pacific Islander
- Some other race or origin:_____
- Prefer not to answer

3. What language do you prefer to speak?
- English
- Spanish
- Other

4. Do you have any children living at home with you who are under age 18?
- Yes
- No

5. What is your current housing situation?
- Apartment or House
- Trailer or Mobile Home
- Shelter
- Campsite or Tent
- Porch or Garage
- Motel or Hotel
- Couch Surfing
- Car or RV

6. What is your gender?
- Male
- Female
- Trans male/trans man
- Trans female/trans woman
- Genderqueer
- Another gender identity: _____
- I'm not sure

7. What sex were you assigned at birth, on your birth certificate?
- Male
- Female

For these statements, please answer whether the statement was often true, sometimes true, or never true for (you/your household) in the last 12 months—that is, **since last May**.

8. Within the past 12 months, we worried whether our food would run out before we got money to buy more.
- Often true
- Sometimes true
- Never true
- Don't know
- Refused

9. Within the past 12 months, the food we bought just didn't last and we didn't have money to get more..
- Often true
- Sometimes true
- Never true
- Don't know
- Refused

THANK YOU.

Encuesta Demográfica

Esta encuesta es voluntaria. Sus respuestas son confidenciales. Sus respuestas van a ser combinadas con las respuestas de los otros participantes de los grupos de enfoque y serán usadas para mejorar los servicios de la Agencia de Salud y Servicios Humanos del condado de Napa.

1. ¿Cuál es su edad?
Edad: _____ años de edad
- Prefiriere no contestar

2. ¿Cuál es su raza o etnia? Puedes elegir una o más categorías:
- Blanco/a o Caucásico/a
- Negro/a o Africano/a Americano/a
- Hispano/a o Latino/a
- Indio/a o Nativo/a Americano/a
- Asiático/a
- Nativo/a de Hawái u otra isla del Pacífico
- alguna otra raza u origen:_____
- Prefiriere no contestar

3. ¿Qué idioma prefiere hablar?
- Inglés
- Español
- Otro

4. ¿Tiene niños menores de 18 años de edad que viven en su hogar?
- Si
- No

5. ¿Cuál es su situación actual de vivienda?
- Apartamento o Casa
- Tráiler o Casa Móvil
- Refugio o Albergue
- Campamento o Carpa
- Porche o Garaje
- Motel o Hotel
- Trasladarse de una residencia a otra
- Caro o Autocaravana

6. ¿Cuál es su género?
   - Varón/Hombre
   - Hembra/Mujer
   - Hombre transgénero
   - Mujer transgénero
   - No conformista a base de genero
   - Otra identidad de género: _____
   - No estoy seguro/a

7. ¿Qué sexo le asignaron al nacer, en su certificado de nacimiento?
   - Hombre
   - Mujer

Para estas declaraciones, responda si la declaración era frecuentemente cierta, a veces cierta, o nunca cierta (para usted o su familia) en los últimos 12 meses, es decir, **desde mayo del año pasado**.

8. En los últimos 12 meses, nos preocupaba si la comida se acabaría antes de que obtuviéramos dinero para comprar más.
   - Frecuentemente cierta
   - A veces cierta
   - Nunca cierta
   - No lo sabe
   - Niega contestar

9. En los últimos 12 meses, la comida que compramos no duró y no teníamos dinero para obtener más.
   - Frecuentemente cierta
   - A veces cierta
   - Nunca cierta
   - No lo sabe
   - Niega contestar

GRACIAS.

FOOD PROGRAM SURVEY (ENGLISH, SPANISH, TAGALOG)

Napa County Food Program Survey

Thank you for taking time to give us feedback! Your answers will help Napa County improve food services.

1. Do you or anyone in your household get free food, meals, or money for buying food from the programs below? (Circle Yes or No for each)

Food	Food Bank & Food Pantries	Yes	No
	Senior Brown Bag Program	Yes	No
	Free Fruits and Vegetables	Yes	No
	Hope Christian Center	Yes	No
	OLE Health	Yes	No
	Napa County HHSA	Yes	No
	Covenant Presbyterian	Yes	No
	Spanish SDA	Yes	No
Meals	The Table	Yes	No
	Senior Centers	Yes	No
	Salvation Army	Yes	No
	Meals on Wheels	Yes	No
	Free or reduced-price meals at school	Yes	No
Money for Food	CalFresh	Yes	No
	WIC (Women, Infants, and Children)	Yes	No
Other Places	Please List:	Yes	No

2. For the programs you circled YES: What do you like about these programs?

3. For the programs above that you circled NO: Why do you or your household NOT participate in these programs?

4. Do you or your household NOT participate in these program(s) for any of the reasons below? You may choose more than one reason.
- ☐ Didn't know about the program
- ☐ Don't feel comfortable participating
- ☐ Worried what people would think if I participated
- ☐ Don't feel the need to participate
- ☐ Don't want or need what the program offers
- ☐ Don't qualify to participate
- ☐ It's too difficult to apply
- ☐ Can't attend at the time or day it's offered
- ☐ Don't want to give personal information to program
- ☐ It's hard to get to
- ☐ Other reasons: _____
- ☐ Prefer not to answer

For these statements, please answer whether the statement was often true, sometimes true, or never true for (you/your household) in the last 12 months—that is, **since last March**.

5. Within the past 12 months, we worried whether our food would run out before we got money to buy more.
- ☐ Often true
- ☐ Sometimes true
- ☐ Never true
- ☐ Don't know
- ☐ Refused

6. Within the past 12 months, the food we bought just didn't last and we didn't have money to get more.
- ☐ Often true
- ☐ Sometimes true
- ☐ Never true
- ☐ Don't know
- ☐ Refused

7. What would help you or your household be able to eat what you want?

8. Do you consider Napa County your permanent residence?
- ☐ Yes
- ☐ No

9. What is your current housing situation?
- ☐ Apartment or House
- ☐ Trailer or Mobile Home
- ☐ Shelter
- ☐ Campsite or Tent
- ☐ Porch or Garage
- ☐ Motel or Hotel
- ☐ Couch Surfing
- ☐ Car or RV

10. How old are you?
- Age: _____ years old
- ☐ Prefer not to answer

11. What is your race or ethnicity? You may choose one or more categories:
- ☐ White
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ Some other race or origin:_____
- ☐ Prefer not to answer

Encuesta sobre el programa de alimentos del condado de Napa

Muchas gracias por dedicar su tiempo a darnos sus comentarios! Sus respuestas ayudarán a mejorar servicios de comida del condado de Napa.

1. ¿Usted o alguien en su hogar obtiene alimentos, comidas o dinero gratis para comprar alimentos de los programas siguientes? (Marque Sí o No para cada una)

Alimentos	Banco de alimentos y despensas de alimentos	Si	No
	Programa de bolsa de comida para mayores	Si	No
	Frutas y Verduras gratis	Si	No
	Centro Cristiano de Esperanza	Si	No
	OLE Salud	Si	No
	Agencia de Salud y Servicios Humanos del Condado de Napa	Si	No
	Iglesia Presbiteriana de Alianza	Si	No
	Iglesia Adventista Hispana de Napa	Si	No
Comidas	The Table	Si	No
	Centros para personas mayores	Si	No
	Ejército de Salvación	Si	No
	Servicio de Comidas a Domicilio	Si	No
	Comidas gratis o de precio reducido en la escuela	Si	No
Dinero para comid	CalFresh	Si	No
	WIC (Mujeres, bebés y niños)	Si	No
Otros Lugares	Por favor especifique:	Si	No

2. Para los programas anteriores que marcó con un círculo SÍ: ¿Qué le gusta de estos programas?

3. Para los programas anteriores que marcó con un círculo NO: ¿Por qué usted o su familia NO participan en estos programas?

4. ¿Usted o su familia NO participan en estos programas por alguna de las siguientes razones? Puede elegir más de una razón.

☐ No sabía sobre el programa
☐ No se siente cómodo participando
☐ Le preocupa lo que la gente piense si usted participa
☐ No sentía la necesidad de participar
☐ No quiere o no necesita lo que el programa ofrece
☐ No califico para participar
☐ Es muy difícil de aplicar
☐ No puede asistir a la hora o el día en que se ofrece
☐ No quiere dar información personal al programa
☐ Es difícil llegar
☐ Otras razones: _____
☐ Prefiere no responder

Encuesta sobre el programa de alimentos del condado de Napa

Muchas gracias por dedicar su tiempo a darnos sus comentarios! Sus respuestas ayudarán a mejorar servicios de comida del condado de Napa.

Para estas declaraciones, responda si la declaración era frecuentemente cierta, a veces cierta, o nunca cierta (para usted o su familia) en los últimos 12 meses, es decir, **desde marzo del año pasado**.

5. En los últimos 12 meses, nos preocupaba si la comida se acabaría antes de que obtuviéramos dinero para comprar más.
- ☐ Frecuentemente cierta
- ☐ A veces cierta
- ☐ Nunca cierta
- ☐ No lo sabe
- ☐ Niega contestar

6. En los últimos 12 meses, la comida que compramos no duró y no teníamos dinero para obtener más.
- ☐ Frecuentemente cierta
- ☐ A veces cierta
- ☐ Nunca cierta
- ☐ No lo sabe
- ☐ Niega contestar

7. ¿Qué le ayudaría a usted o a su familia a poder comer lo que quiera(n)?

8. ¿Considera el condado de Napa su residencia permanente?
- ☐ Si
- ☐ No

9. ¿Cuál es su situación actual de vivienda?
- ☐ Apartamento o Casa
- ☐ Tráiler o Casa Móvil
- ☐ Refugio o Albergue
- ☐ Campamento o Carpa
- ☐ Porche o Garaje
- ☐ Motel o Hotel
- ☐ Trasladarse de una residencia a otra
- ☐ Caro o Autocaravana

10. ¿Cuántos años tiene usted?
     Edad: _____ años
- ☐ Prefiero no responder

11. ¿Cuál es su raza o etnia? Puede elegir una o más categorías:
- ☐ Blanco(a)
- ☐ Negro(a) o africano(a) americano(a)
- ☐ Hispano(a) o latino(a)
- ☐ Indio(a) americano(a) o nativo(a) de Alaska
- ☐ Asiático(a)
- ☐ Nativo(a) de Hawái o de las Islas del Pacifico
- ☐ Alguna otra raza u origen: _____
- ☐ Prefiero no responder

Survey sa Programa sa Pagkain ng Napa County
Salamat sa iyong panahon sa pagbibigay sa amin ng tugon! Ang iyong mga sagot ay makakatulong sa Napa County na mapabuti ang mga serbisyo sa pagkain.

1. Ikaw ba o sinuman sa iyong sambahayan ay kumukuha ng libreng pagkain, meals, o pera para makabili ng pagkain mula sa mga programang nasa ibaba?
(Bilugan ang Oo o Hindi para sa bawat isa)

Pagkain	Food Bank at mga Food Pantry	Oo	Hindi
	Programang Senior Brown Bag	Oo	Hindi
	Mga Libreng Prutas at Gulay	Oo	Hindi
	Hope Christian Center	Oo	Hindi
	OLE Health	Oo	Hindi
	Napa County HHSA	Oo	Hindi
	Covenant Presbyterian	Oo	Hindi
	Spanish SDA	Oo	Hindi
Mga Meals	The Table	Oo	Hindi
	Mga Senior Center	Oo	Hindi
	Salvation Army	Oo	Hindi
	Meals on Wheels	Oo	Hindi
	Libre o pinababang presyo ng mga meals sa paaralan	Oo	Hindi
Pera para sa Pagkain	CalFresh	Oo	Hindi
	WIC (Women, Infants, and Children)	Oo	Hindi
Mga Ibang Lugar	Mangyaring Ilista:	Oo	Hindi

2. Para sa mga programang binilugan mo ng **OO**: Anong nagugustuhan mo sa mga programang ito?

3. Para sa mga programang binilugan mo ng **HINDI**: Bakit HINDI ka o ang iyong sambahayan sumasali sa mga programang ito?

4. Ikaw ba o ang iyong sambahayan ay HINDI sumasali sa (mga) programang ito dahil sa aling mga kadahilanang nasa ibaba? Maaari kang pumili ng mahigit sa isang dahilan.
- ☐ Hindi alam tungkol sa programa
- ☐ Hindi kumportable sa pagsali
- ☐ Nag-aalala sa kung ano ang iisipin ng mga tao kung ako ay sumali
- ☐ Hindi nakikita ang pangangailangang sumali
- ☐ Hindi gusto o hindi kailangan ang inihahandog ng programa
- ☐ Hindi mararapat sumali
- ☐ Napakahirap mag-aplay
- ☐ Hindi makadalo sa oras o araw na inihahandog ito
- ☐ Hindi nais na magbigay ng personal na impormasyon sa programa
- ☐ Mahirap mapuntahan
- ☐ Mga ibang dahilan: _____
- ☐ Mas nais na hindi sagutin

Para sa mga pahayag na ito, mangyaring sagutin kung ang pahayag ay kadalasan totoo, paminsan-minsan totoo, o hindi kailanman totoo para sa (iyo/iyong sambahayan) sa nakaraang12 buwan—ito ay, **simula sa nakaraang Marso.**

5. Sa loob ng nakaraang 12 buwan, kami ay nag-alala kung mauubos ang aming pagkain bago namin natanggap ang pera upang bumili pang muli.
- ☐ Kadalasan totoo
- ☐ Paminsan-minsan totoo
- ☐ Hindi kailanman totoo
- ☐ Hindi alam
- ☐ Tumangging sagutin

6. Sa loob ng nakaraang 12 buwan, ang pagkaing aming binili ay hindi nagtagal at wala kaming pera upang makakuha pang muli.
- ☐ Kadalasan totoo
- ☐ Paminsan-minsan totoo
- ☐ Hindi kailanman totoo
- ☐ Hindi alam
- ☐ Tumangging sagutin

7. Ano ang makakatulong sa iyo o iyong sambahayan na makakain ng gusto ninyo?

8. Itinuturing mo ba ang Napa County bilang iyong permanenteng tirahan?
- ☐ Oo
- ☐ Hindi

9. Ano ang iyong kasalukuyang sitwasyon sa paninirahan?
- ☐ Apartment o Bahay
- ☐ Trailer o Mobile Home
- ☐ Shelter
- ☐ Lugar ng kamping o Tolda
- ☐ Balkonahe o Garahe
- ☐ Motel o Hotel
- ☐ Nakikitira
- ☐ Sasakyan o RV

10. Ilang taon ka na?
   Edad: _____ taong gulang
- ☐ Mas nais na hindi sagutin

11. Ano ang iyong lahi o etnisidad? Maaari kang pumili ng isa o higit pang mga kategorya:
- ☐ Puti
- ☐ Itim o Aprikano Amerikano
- ☐ Hispanic o Latino
- ☐ Amerikanong Indiyano o Katutubong Alaska
- ☐ Asyano
- ☐ Katutubo ng Hawaii o Iba Pang Taga-islang Pasipiko
- ☐ Iba pang lahi o pinagmulan:_____
- ☐ Mas nais na hindi sagutin

APPENDIX IV: ADDITIONAL RESULTS

Figure 6. Responses to the 2-item food security module used to determine risk for food insecurity.

Responses to the 2-item food security module used to determine risk for food insecurity.