

Appendix

Item 1. Alameda County Great Plates Delivered Satisfaction Survey Results



NOVEMBER 2020

Satisfaction



Quality of Food

84%



Variety of Food

69%



Delivered on Time

82%

Comments



Want to Choose Food

26%



Want Earlier Delivery

15%



Want Healthier Food

13%



Want More Fruit/Vegetables

7%



Gratitude/Praise

22%

Great Plates Delivered Satisfaction Survey Results

Great Plates Delivered: Alameda County partners with small local restaurants to deliver meals five days a week to seniors quarantining at home during the pandemic. To date, the program has served 915 individuals in the County and supported 69 restaurants.

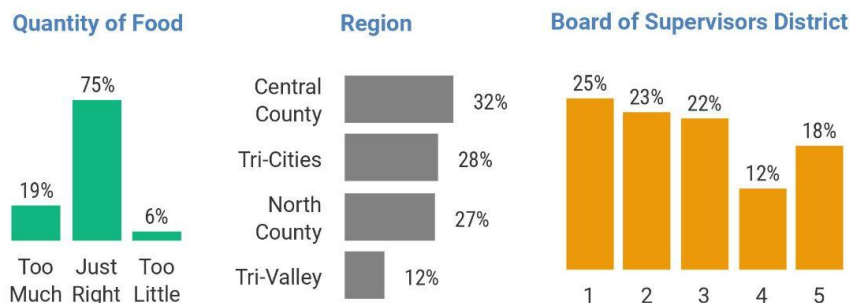
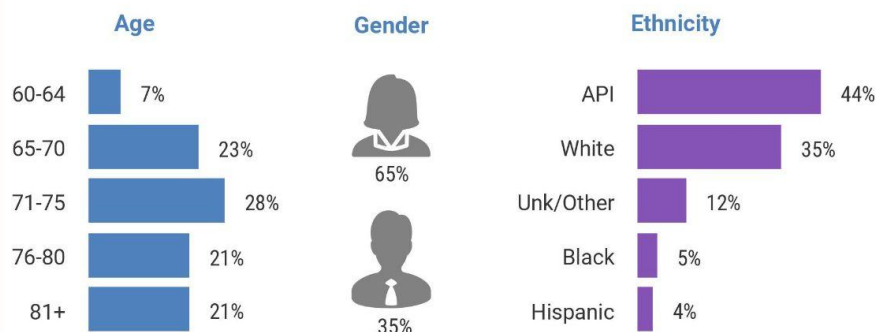
193

Survey Participants

59%

Response Rate

SSA sent email invitations to take an online survey to all participants with an email address on-file between September 14 and September 18, 2020, for a total of 327 invitations. When participants indicated a preferred language of Chinese, Spanish, Vietnamese, or Tagalog, SSA sent the invitation email and survey in the appropriate language. [All others were sent the invitation and survey in English.]. SSA closed the survey on September 29, 2020. SSA received a total of 193 responses: 171 in English, 17 in Chinese, two in Spanish, two in Vietnamese, and one in Tagalog, resulting in a 59% response rate.



Quotes from survey comments

"This program has been a blessing for me. It has worked out just right once I identified the right meals/restaurants for me."

"The staff does an incredible job. Always super friendly, very caring. I always look forward to their call. My only ding, I wish there were additional variety of restaurants."

"I love this program. It has kept me safe and out of the grocery stores. Very grateful...thank you!"

"I hope that I could have different dishes weekly. I really appreciate Great Plates Program. Thank you so much!"

"Overall I have been very thankful for the food program. I'm eating well and I don't have to cook myself, which is hard for me. Thank you Governor Newsom, Alameda County, GoGo and the restaurants who have served us."

Permission to share from Alameda County Social Services Agency - Office of Policy, Evaluation, Planning (OPEC).

"Senior Nutrition in a Pandemic: The California Great Plates Delivered Program"
by Sakeenah Shabazz, Berkeley Food Institute 1

Appendix

Item 2. Great Plates Delivered Administrator Survey Questions

Instructions for participants:

This survey was created for city and county administrators of the Great Plates Delivered Program. This survey was created by Sakeenah Shabazz, Graduate Policy Assistant, at the Berkeley Food Institute at the University of California, Berkeley. Your completion of this survey is voluntary and your responses will be used by the Berkeley Food Institute towards the completion of a report assessing the Great Plates Delivered Program.

The survey should take approximately 15-30 minutes to complete.

Glossary of shortened terms are below.

BFI: Berkeley Food Institute

CalOES: California Governor's Office of Emergency Services

GPD: Great Plates Delivered Program

Respondents were asked to include the name of their agency and their job title. First and last names of respondents were not collected.

Results:

We received responses from 21 out 40 (52% response rate)

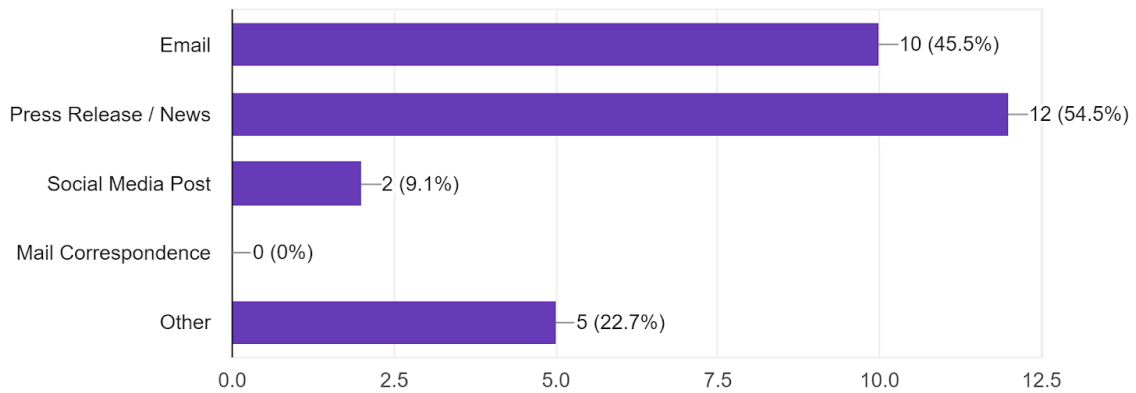
There were two submissions from San Benito County due to a change in program administration (both agencies are listed) so charts below report 22 responses.

- San Benito County (Office of Emergency Services and Chamber of Commerce)
- Los Angeles County (Workforce Development, Aging, and Community Services)
- Alameda County (Social Services Agency, Department of Adult and Aging Services) (Non-Active)
- Marin County
- City of Rancho Cordova
- City of Rosemead (Non-Active)
- City of Oakland (Economic and Workforce Development Department)
- Ventura County (Area Agency on Aging)
- City of Moreno Valley (Economic Development Department)
- City of Sacramento
- Mendocino County
- Yolo County (Non-Active)
- San Francisco County (Department of Disability and Aging Services)
- San Diego County (Department of Aging and Adult Services)
- City of Lodi
- City of Citrus Heights (Non-Active)
- City of Rancho Mirage
- City of El Monte (Community and Economic Development Department)
- City of Firebaugh (Non-Active)
- San Mateo County (Aging and Adult Services Division)
- City of Elk Grove

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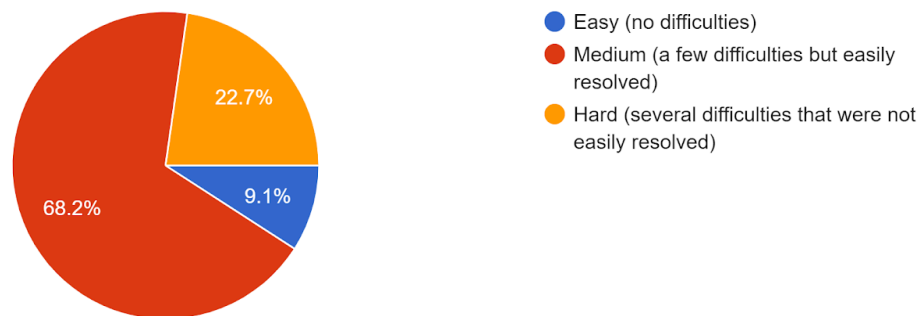
How did you learn about the Great Plates Delivered Program?

22 responses



How would you describe your agency's experience setting up the Great Plates Delivered Program in your city or county?

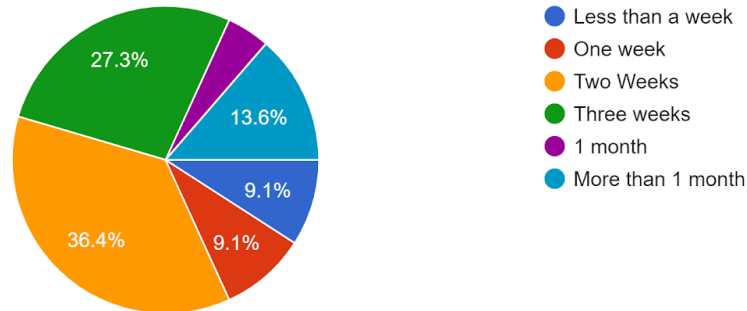
22 responses



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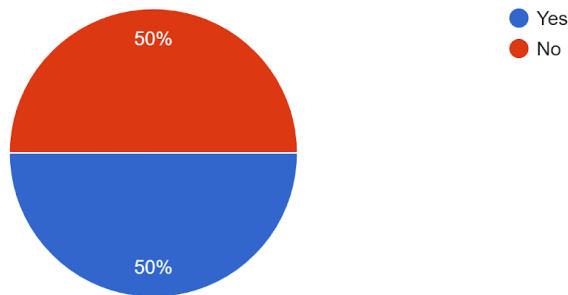
How long did it take for the Great Plates Delivered Program to be fully operational in your city or county? This time range refers to when your agency... when meals were first delivered to participants.

22 responses



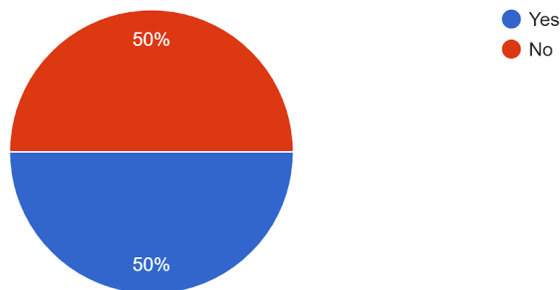
Has your agency previously operated a meal program that focused on addressing senior hunger or emergency meal assistance?

22 responses



Did your agency have to limit the number of participants who could enroll in the Great Plates Delivered Program?

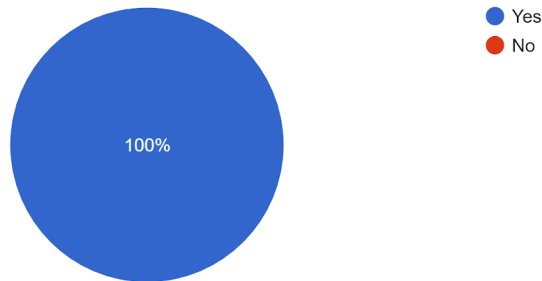
22 responses



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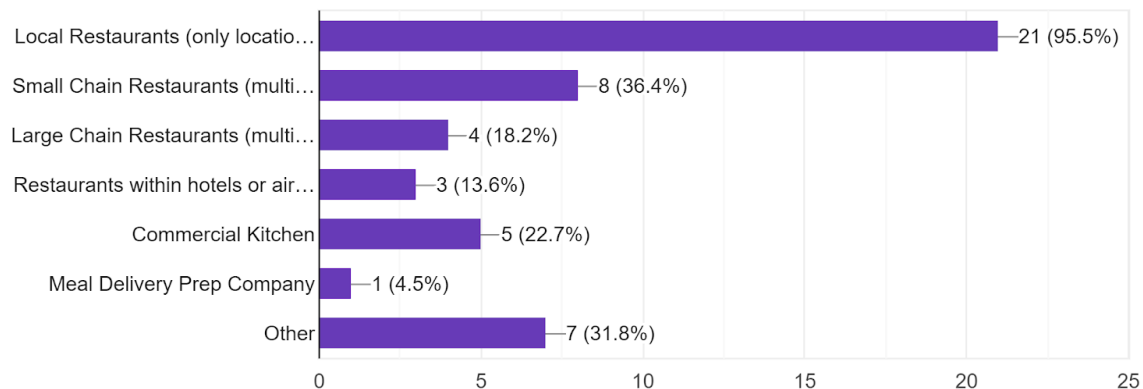
Did your agency attempt to identify and reach out to residents in your city or county that could be eligible to participate in the Great Plates Delivered program?

22 responses



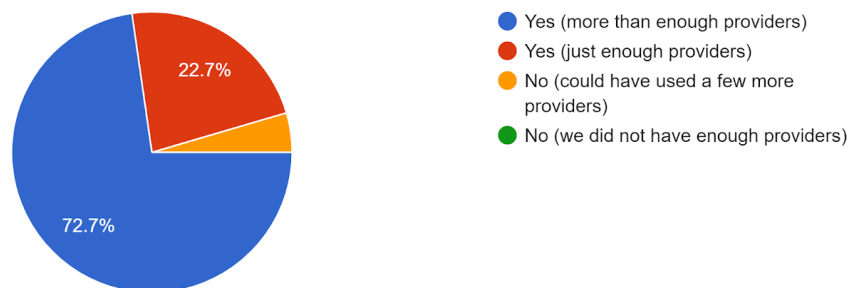
Please select the type(s) of providers your agency partnered with to provide meals to GPD participants.

22 responses



Did your agency have enough meal providers in your city or county to service GPD participants?

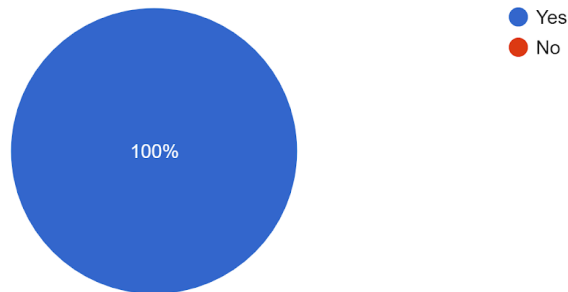
22 responses



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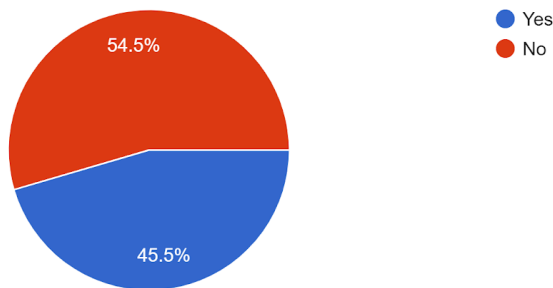
Did your agency attempt to identify and reach out to providers in your city or county that could potentially provide meals to GPD participants?

22 responses



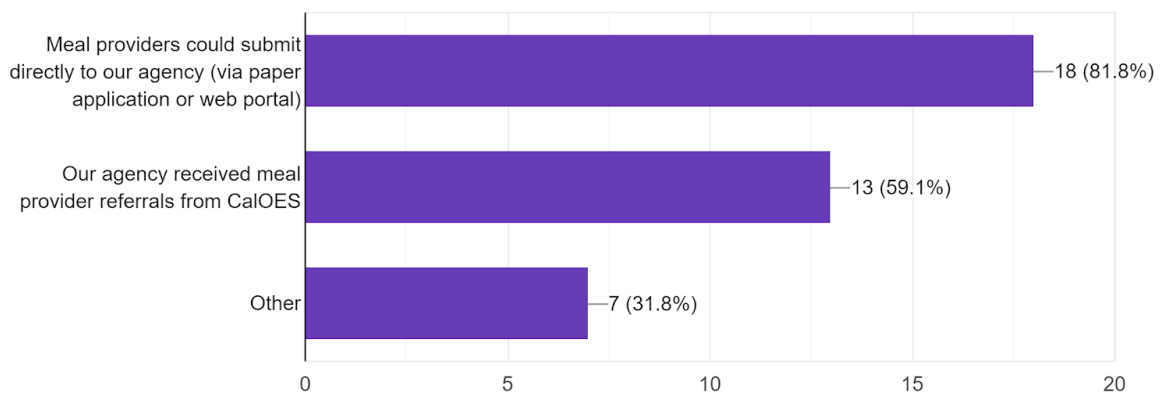
Did your agency have to limit the number of providers who could serve meals in the Great Plates Delivered Program?

22 responses



How did your agency receive applications from meal providers? Please select all that apply.

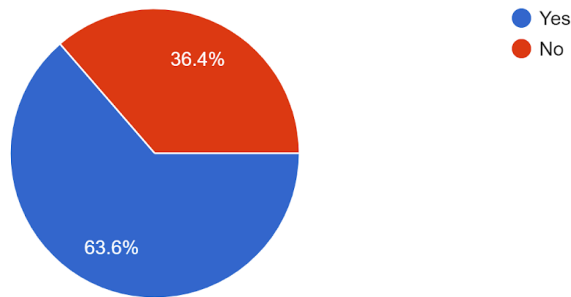
22 responses



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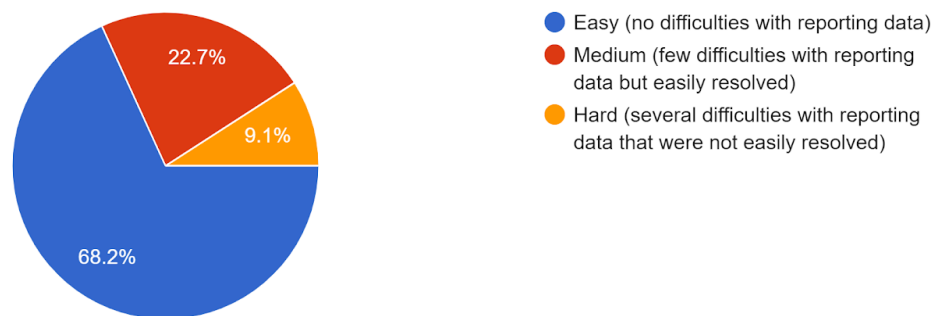
Did your agency encounter any issues with the GPD meal provider(s) in your city or county?

22 responses



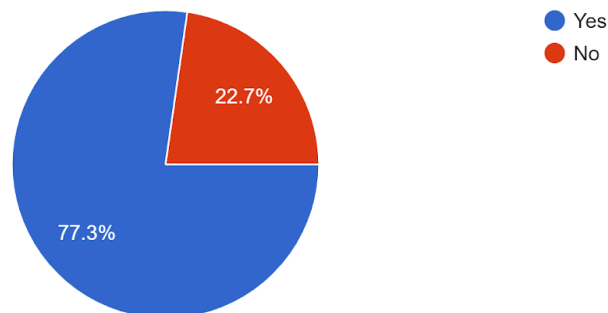
What was your agency's experience with reporting GPD Program data to CalOES?

22 responses



Did your agency work with the CalOES Recovery – Public Assistance Division to process reimbursements to FEMA?

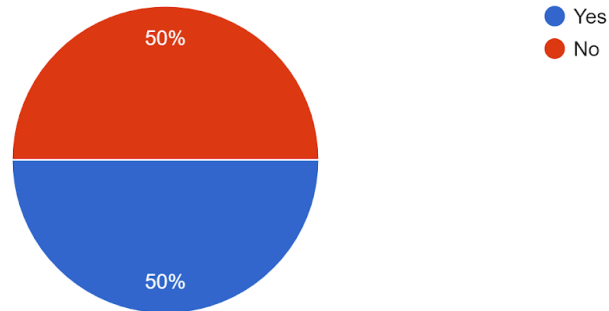
22 responses



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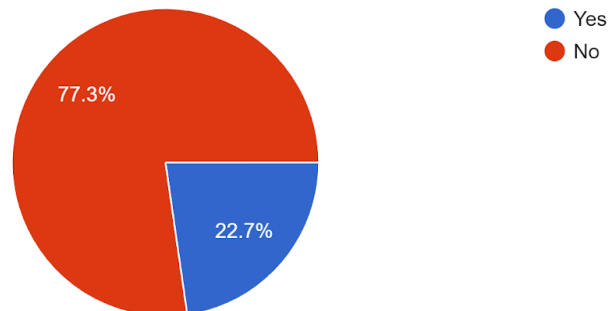
To date, has your agency received meal cost reimbursement(s) from FEMA? This refers to the \$66 dollar spending cap towards three meals per day, per participant.

22 responses



To date, has your agency received administrative cost reimbursement(s) from FEMA? This refers to costs associated with implementing and administering the program.

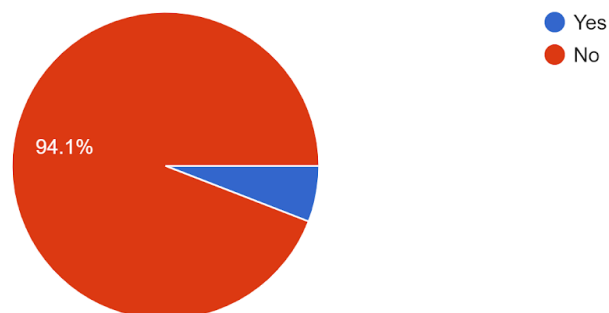
22 responses



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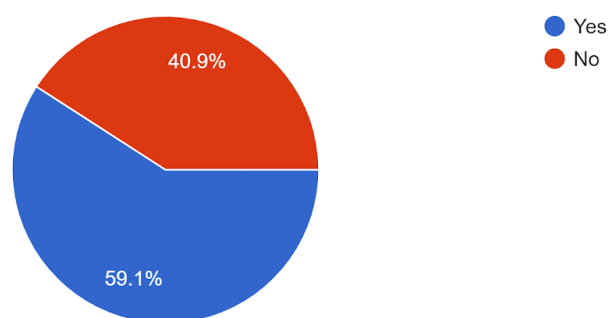
If you answered "No" to either question related to reimbursements, do you know when your agency will receive one or both of these reimbursements?

17 responses



Did your agency collect data on the race and gender of GPD participants in your city or county?

22 responses



Are there any aspects of implementing or administering the Great Plates Delivered Program that you would change?

22 responses

