



Samaritan House COVID-19 Response

As San Mateo County's largest food distribution agency, Samaritan House annually serves 18,000+ clients across 12 food programs, including a Food Pantry, Dining Room, two Food Pharmacies, Mobile Meals delivery program, and school lunch and snack program. These critical programs aim to improve food equity through access to food services, case management, and nutritional security for San Mateo County's low-income, food-insecure individuals and families.

While the pandemic presented Samaritan House with unprecedented challenges and food insecurity skyrocketed, our agency was uniquely positioned to meet the ongoing needs of our community and provide the same level of quality food service, care, and compassion to thousands of people across the County affected by this public health crisis. As our world reopens, we know the experience for those at the economic top is very different from those living below the poverty line. Samaritan House's wide range of services – food, health care, shelter, clothing, and financial assistance – are vital components of San Mateo County's human services safety net for those who continue to feel the economic devastation of the pandemic. Looking at a long road to recovery ahead, we are preparing for the impact that COVID-19 will have on our clients and the considerable demand for services that will exist well after things settle into a “new normal”.

Food & Nutrition Program

Food Service (fully operational; adapted to no or low contact)

Kitchen:

- Dining Hall converted to outdoor, prepackaged take-out only
- Shelter Services: Meal service for shelter residents housed at Safe Harbor and for those housed in local hotels.
- Mobile Meals: Daily hot meals served to homebound, elderly, and disabled persons. Toilet paper/paper towels are an add-on service provided weekly
- Worker Resource Center: Boxed, hot meals served to day labor clients
- Community Meals: Supplied to hunger-relief programs across San Mateo County (i.e. Daly City Food Pantry).

Pantry:

- Pantry operation converted to drive-thru grocery, pick-up format
- Food Pharmacies: dispense dietary-appropriate food weekly to help patients control their diabetes, lower risk for COVID-19, and reduce food insecurity for their household (drive-thru / home delivery service)
- Family Harvest at Leed Elementary: Monthly food service, 3 boxes pre-packed groceries: refrigerated, dry, and fruits/vegetables (drive-thru)
- Produce Mobile: Families/children receive fresh produce and vegetables (drive-thru)
- School Pantries/After-School Snacks: We work with local schools and Martin Luther King Jr. Community Center

“ My experiences volunteering with Samaritan House have left deep impressions on my heart. We all need a boost up at some point in our lives. When times are dark, it is important that we don't forget compassion and love. ”
- Amanda, Volunteer



Food Stats (April 1, 2020 - June 31, 2021):

- **3.375M** meals served, **185%** increase
- **224%** increase in total number of unduplicated people served by the Food & Nutrition Program: **21,880 vs 9,778**
- **50%** increase in number of prepared hot meals: **>800/day, >4,000/week**
- **240%** increase in number of unduplicated people served by the Pantry: **20,701 vs 8,623**
- **227%** increase in number of grocery bags distributed: **191,444 vs 84,164**
- **102%** increase in number of unduplicated people served by the Food Pharmacy: **1,179 vs 1,155**



Partners have always been vital to our work; the mobilization and solidarity of our collective community, including partner organizations, funders, individual donors, and volunteers, have proven central to response and recovery throughout this health crisis - increasing access to supportive services, reducing health inequities, addressing transportation insecurity, strengthening community resilience, ensuring that no one is left behind.

We partner with the County, as well as with hundreds of local organizations, to maximize the impact we have for those in need. We value our longstanding partnership with Second Harvest of Silicon Valley, who in FY21 donated \$4.6M worth of food, and without whom we could not distribute the food that our clients depend on for their survival. Samaritan House also partners with Costco, Draeger's, Lunardi's, Piazza's, Safeway, Trader Joe's, and Whole Foods. Collectively, tens of thousands of pounds of donated food are received weekly, representing 95% of the food used across all programs.

Community Partnerships:

- Mobile Meals Program: Bagged lunches/hot meals to those impacted by partner organization closures: social service programs, senior centers in Brisbane and Menlo Park
- Mobile Team Unsheltered Service: Bagged lunches/hot meals to those served by the County's Mobile Clinic street medicine program
- East Palo Alto Summer Camp Lunch Program:
 - Bayshore Christian Ministries
 - Cooline Team
 - East Palo Alto Academy High School
 - Girls to Women
- LifeMoves: Weekly hot meals to homeless families and individuals
- One East Palo Alto: Weekly hot meals to families in need
- San Mateo Police Activities League: Weekly hot meals for children and families in need
- Street Life Ministries: Weekly hot meals for Redwood City's children and families in need
- Swords to Plowshares: Daily hot meals for veterans in need



“

Samaritan House is an outstanding partner with Bayshore Christian Ministries, through its generous donations of nutritious meals and backpacks with school supplies for youth in our programs. During this difficult period of the pandemic, in which pressures on the East-of-Bayshore community have increased, we especially appreciate Samaritan House's support of our mission to help East-of-Bayshore youth gain hope and a future. – Kim Shimazaki, Bayshore Christian Ministries

”

