

***Final Grant Report
Eden Health District***

Grantee Organization Name: Mercy Retirement & Care Center

Program or Project Name: Mercy Brown Bag Program

Application Number and Grant Amount: Grant Number 16-012, Grant Amount \$15,000

Contact, Phone Number, Email: Krista Lucchesi 510-534-8540 klucchesi@eldercarealliance.org

Date: (date the report is submitted) 12/28/17

Signature and title of the individual preparing the report: Krista Lucchesi, Director

Please respond to the following items in a narrative report that is no more than six pages long.

1. Please list the objectives of your grant and describe how the project did or did not meet each one.

We did reach all the Eden Health District Grant Goals and Objectives:

Each of our distribution sites will have twice monthly distributions of nutritious groceries throughout the year. We will reach out to additional seniors and additional low-income senior housing buildings. 70 additional low-income seniors throughout Eden Area will enroll to receive twice-monthly nutritious groceries, by the end of the grant period.

Mercy Brown Bag Program's grocery distributions in the Eden Area have significantly changed during this grant period. We have transitioned our Hayward Area Senior Center site from an inside-the-building distribution method to our new mobile grocery truck method. This is the case for all of the Eden Housing sites as well. In fact, Eden Issei Terrace was the first distribution with our new truck and KQED featured them in a segment. That site had 30 residents who received food that their service coordinators would pile into their cars from the Hayward Area Senior Center and then distribute to folks who were in need. However, the size of their cars and the amount of volunteers who would do this limited their ability to expand the program. Now that the truck is there, we feed over 100 individuals at each of our twice monthly distributions. This has been a great success. Our program at Hayward Area Senior Center was in the afternoon and the numbers had dropped a bit so beginning in October we decided to bring the new mobile grocery truck to their parking lot in the morning and we have seen a great change in the atmosphere and mood of the recipients. The numbers have not significantly grown at this site yet but we expect to see great growth as more outreach is completed.

We will train volunteers at each of our distribution locations throughout Alameda County and begin using Link2Feed database by the end of the grant period. Link2Feed database will be successfully operating in 95% of our distribution locations throughout Eden Area by the end of the grant period.

Even though the Link2Feed database has been more time consuming than we expected to get up and going at each of our sites, we have been able to use this system at all but two of the Eden Area sites (Broadmoor Plaza and San Leandro Senior Center), and these sites are scheduled to begin implementation in January. This database system is fabulous once the volunteers are comfortable using it. Not only does it speed up the sign in process, it significantly helps our reporting abilities, and has cleaned up our data information.

At each distribution we will continue to recruit, train, work with, and acknowledge volunteers who help their neighbors obtain nutritious groceries. By the end of the grant period, 75 Eden Area volunteers will be enriched by meaningful volunteer opportunities at our sites in neighborhoods across the area.

The distribution of groceries at all of the sites throughout the Eden Area would not be possible without the generous assistance of volunteers. These men and women, many of whom are recipients themselves, are tireless supporters and caregivers for their community. We currently have 76 “Seniors Helping Seniors” volunteers who help us in the many tasks we could not do with staff alone: sorting food, bagging food, setting up the sites, delivering food to their neighbors, unloading our trucks, loading bags into cars, working with the database or paper data collection, outreach to neighbors, cleaning up after the distribution, and making sure our mobile grocery truck distribution process is working. These volunteers tell us how their lives are enriched by the sense of purpose they get from helping their neighbors, the exercise they obtain from all of this hard work, and the socialization they enjoy with their fellow workers.

2. What measurable outcomes did you achieve with this project? Please list the outcomes described in your proposal. Explain how you did or did not meet each of those, and explain any additional outcomes you may have achieved.

Our listed outcomes were described as helping seniors: remain in their homes and stay active in their communities, pay their bills, avoid chronic diseases, enjoy more exercise and socialization, reduce stress, maintain their quality of life and self-sufficiency, improve their ability to heal, lessen their health care costs and connect to a myriad of other important community services. We also described implementing a new database and feedback loop process. All of these outcomes were achieved in the lives of seniors throughout the Eden Area because of your partnership. We are truly grateful for the opportunity to touch lives in this manner, and to see their smiles and hear their thanks on a daily basis.

In addition to all of the ways you have helped us to improve their quality of life we also been able to improve the infrastructure of our program to make us more able to meet the increasing need in our community. The database, cooler, survey process, additional staffing, and new web site are other tools we will continue to use to see these positive outcomes play out in the lives of more seniors.

3. If not included in response to question #2, please report:

a) Number of individuals served with the Eden Health District funds:

Overall in the Eden Area we are now providing nutrition for 634 individuals who live in 445 Eden Area households.

b) Specific geographic areas or neighborhoods served with the Eden Health District funds.

We are serving a very diverse set of low-income elders throughout the Eden Area. While elders come from each neighborhood to their nearest distribution location (such as the Hayward Area Senior Center, San Leandro Senior Center, or Ashland Community Center), the largest concentrations are in the neighborhoods where we serve affordable housing units. These include:
Broadmoor Plaza 232 East 14th St, San Leandro 94577
Eden Issei Terrace 200 Fagundes Ct, Hayward, 94544
Wittenberg Manor I & II 657 Bartlett Ave, Hayward 94541
Fargo Senior Center 868 Fargo Ave, San Leandro 94579
Kent Gardens 16450 Kent Ave, San Lorenzo 94580
Hayward Senior Apartments 568 C Street Hayward, 94541
and Weinreb Place 22605 Grand St, Hayward 94541

4. Describe any problems you encountered, any unexpected benefits you gained and lessons you learned during this project.

This year we changed in many positive ways. In our warehouse we removed old boilers and installed a cooler that is double the size of the space we had before. This allows us to obtain twice as much produce and other perishable items. We started the mobile grocery truck part of our program and have been thrilled with the feedback we receive from grocery recipients. It has taken awhile to work out the kinks of this new system but it is running very smoothly now. We invite you to come see it in action, it is beautiful! We also implemented the Link2Feed system, as reported above. We learned a great deal by returning to sites four or five times until the volunteers are completely comfortable with the web-based system. As with any new technology program we encountered various stumbling stones along the way, but now that most of the sites are online we have real time data at our fingertips and the ability to survey our guests whenever needed. This has made a huge difference in our ability to create our monthly reports which used to take us three days and now take less than 30 minutes. Additionally, we participated in an Urban Institute and Feeding America project which taught us how to create feedback loops to make positive changes in our operations based on input from our grocery recipients.

5. Would you make any changes if you were to do this project again? Please explain.

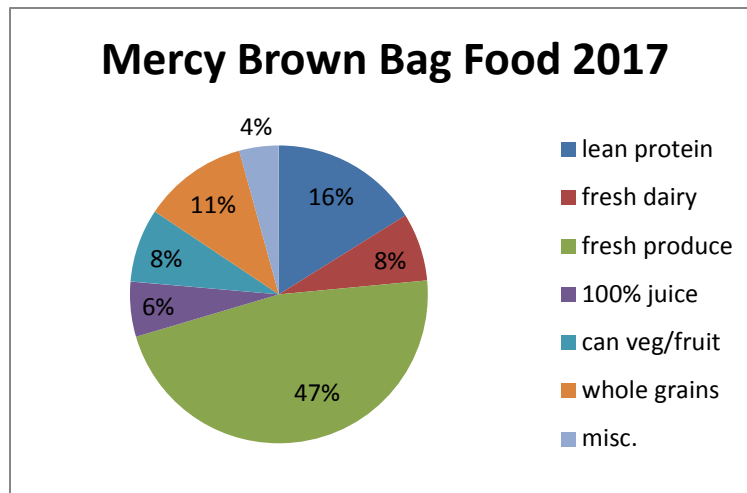
This was our 35th year of serving elders in Alameda County and each year we learn more and attempt various ventures. We attempted a great deal of projects this year, and looking back realize that it was a lot to wrap our efforts around. The only thing we might change if we were to do it again is to be kinder to ourselves in the process, understanding that these things take time to do well.

6. What are your plans for continuing this project in the future?

Mercy Brown Bag Program plans to continue to serve our growing population of seniors with all of our best abilities and hearts. We will continue to do outreach to additional seniors in Eden Area and will partner with more entities to serve in the best way possible. We are planning another truck distribution at additional Eden Housing sites beginning this coming spring.

7. Is there anything else you would like the Eden Health District to know about your project?

Each year it seems the demographics of the seniors we serve throughout Alameda County becomes more diverse. With the implementation of the new database we have now started to ask what languages the recipients speak. This year we have 17 different languages spoken in the Eden Area! They are Albanian, Amharic, Bulgarian, Burmese, Cantonese Chinese, English, Farsi, Hindi, Indonesian, Japanese, Korean, Mandarin Chinese, Panjabi, Russian, Spanish, Tagalog, and Vietnamese. It is a joy to be able to build relationships with these older adults and presents a bit of a challenge with communication, however love is the universal language and somehow that message continues to be spread through nutritious groceries. Thank you for choosing to support this program and for standing with us for so many years. We hope that you also understand our heartfelt gratitude and fully realize the health differences you are making in these older Eden Area seniors.



This is the breakdown of the pounds of food that we gave out during this calendar year:

We completed our strategic plan this year and have plans to create another in early 2018. We thought you might like to see some of the highlights of what your generosity has supported.

The four main goals of our plan were summarized as ***Grow and diversify funding sources by 50% to include endowment, Increase distribution to feed 6000 low-income seniors (500 additional recipients per year), Expand infrastructure to support growth, and Establish an Advisory Council.***

To illustrate the difference between before our Strategic Plan and now:

- In 2014 we had two full-time staff and one part-time staff. Now we have three full-time staff, two part-time staff, and a part-time volunteer intern.
- We established an Advisory Council to provide assistance, direction, and fundraising help throughout the year.
- We did all registrations and reporting by hand in an outdated Access database. Now we have a web-based database at 95% of our sites, and growing.
- The space in the warehouse was half of the space it is now, with half of the cooler space we have now.
- We had one old motorized pallet jack that the drivers shared. We still use the old one, but we also have a new one and a pallet lifter. We will purchase an additional one in the coming year.
- We have added a customized mobile grocery truck that is currently serving seven sites, with many new sites lined up to open in the coming year.
- We have changed from 1 page of web presence to an entire MercyBrownBag.org site.
- We are part of a diabetes prevention study and participated in a study through Feeding America and Urban Institute to help us learn from our grocery recipients and make changes based on their feedback. We also took a group of 8 seniors to the State Capitol to tell their stories and advocate for programs and services they need.

We are a much stronger organization at the end of this period because it strengthened our infrastructure and held us to a planned course of action.

Please see the enclosed following attachments: A financial report and printed publicity about this grant.

Project Budget to Actual

FY 17 Expense Budget		Budget	Actual	Eden Health District Funds (1/17th)
Payroll	2 FT, 2 PT	195,581	206,697	5171
Taxes		14962	15,269	880
Benefits		13143	7,455	773
Training		500	115	
Consultant (Mercy Volunteer Corps)(PT)		14000	6,318	824
Food		95000	87,864	5588
Supplies		18000	13,746	1059
Repair Equipment		2500	4,968	147
Equipment		20000	14,197	
Vehicle DMV/Repair		3500	2,490	206
Fuel		6000	3,174	353
Total		\$383,186	\$362,293	\$15,000

FY 17 Revenue Budget			
Membership Donations		13500	8,272
Foundations/Corporations/Government		308000	301,132
Individuals/Organizations		60000	51,221
Recycling of pallets		2000	846
Total		\$383500	\$361,472

Mobile Grocery Truck Budget			
Item	Year One	Year Two	
Mobile Food Pantry Truck	180000		
Research/Community outreach staffing	4000		
Driver staffing (1 full time)	24000	48000	
Taxes/Benefits	3000	9000	
Fuel	2000	4000	
Repairs/DMV charges	1500	2000	
Food for truck	30000	60000	
Supplies	1500	2500	
Contingency/Pilot Project	14000	14500	
Total	\$260000	\$140000	

Mobile Pantry Truck Revenue Budget			
Thomas J Long Foundation		\$400,000	