

SANTA CLARA COUNTY



SOCIAL SERVICES AGENCY

# Senior Nutrition

# Program

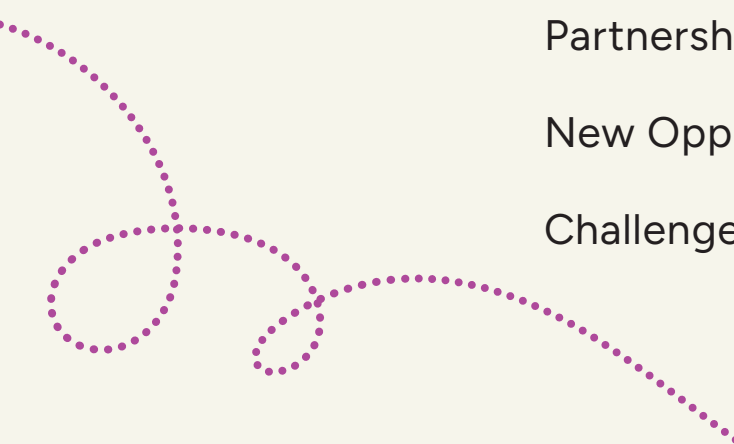
2024  
Annual Report





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# LETTER FROM THE PROGRAM MANAGER

Dear Friends,

This past year has been a period of remarkable growth and dedication for the Senior Nutrition Program. Our team continues to focus on our core mission: providing high-quality nutrition and supportive services to enhance the health and well-being of seniors in our community. The success of our program would not have been possible without the collaboration and support of our community partners, volunteers, and dedicated staff who work tirelessly to ensure that every older adult receives the care they need.

We have built strong partnerships with local organizations, allowing us to expand access to nutritious meals and essential services that promote independence and social connection. These partnerships have been instrumental in addressing the evolving needs of our older adult population, ensuring that no one is left behind.

Looking ahead, we remain committed to innovation and continuous improvement. We will keep exploring new ways to reach more seniors, develop new partnerships, and build a stronger, more resilient support system for seniors, one that enhances their quality of life and empowers them to live with dignity and independence.

I am deeply grateful to all who contribute to our success, and I look forward to another year of growth and collaboration.

With gratitude,

Vandana Puri  
Program Manager, Senior Nutrition Program



Senior Nutrition Program Team from left to right: Aiysha Ahmed, Shirley Lin, Lauren Yamamoto, Trisha Lam, Vandana Puri, Lilia Roxas, Dieuly Nguyen, Marilyn Picard, Pedro Hernandez



# ABOUT US

Our mission at the Senior Nutrition Program (SNP) is to promote the general health and well-being of older individuals by providing services that are intended to reduce hunger and food insecurity, promote socialization, and delay the onset of adverse health conditions.

## Core Services

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

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

- Economically disadvantaged
- Black, Indigenous, and People of Color (BIPOC) individuals
- Older adults living in rural areas
- Older individuals with limited English proficiency, and
- Older adults at risk of institutionalization

## Funding Streams

Services are funded through the following sources:

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



# YEAR IN REVIEW

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

## 1,561,997

Meals Served

## 16,592

Older Adults Served

## 820,272

### Dine-in & To-go

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

## 741,725

### Home-delivered

Fresh, frozen and hot meal delivery program that provides meals and supplemental grocery items to qualifying homebound older adults.

## 7,757

new participants enrolled

## 47%

live at or below the FPL\*

## 50%

age 75+

## 33%

live alone

## 76%

BIPOC

\*The Federal Poverty Level (FPL) is a measure of income issued by the Department of Health and Human Services (HHS) that determines eligibility for certain benefits. According to HHS, for 2023 the FPL was an annual income of \$14,580 for an individual, and \$19,720 for a family of two.



## Increased Options for the Home-delivered Meals Program

In Fiscal Year 2023-2024, SNP launched several new services benefiting the clients who participate in the Home-delivered Meals program.

### *Launch of Asian Inspired Meal Program*

In September 2023, in collaboration with the Health Trust, SNP added an Asian inspired meal option for homebound older adults. Eligible individuals requesting this service receive a weekly delivery of seven meals including fresh fruit and milk.



### *Introducing a Fresh Meal Option*

In October 2023, in collaboration with Sourcewise, SNP introduced meal options provided by Everytable for homebound older adults. Eligible individuals requesting this service receive a weekly delivery of five ethnically diverse meals with fruit and milk. From April to June 2024, five additional meals were provided for a total of 10 weekly meals.

### *Provision of Therapeutic Meals*

In April 2024, SNP implemented Therapeutic Meals in collaboration with Sourcewise and TRIO Community Meals. Meals on Wheels (MOW) clients are allowed to choose from three meal options such as regular (no concentrated sweets), diabetic, or heart healthy. Diabetic meals limit carbohydrates, total fat, saturated fats, and sodium. Heart healthy meals limit total fat, saturated fat, cholesterol, and sodium. These two new meal options target clients who need to restrict sugar, fat, and sodium in their diets due to existing medical conditions.



### *Neighborhood Meals on Wheels Expands to South County*

In September 2023, the Gilroy Senior Center became the fourth congregate meal site to deliver hot, daily meals to eligible homebound older adults who live in the Gilroy and Morgan Hill area. The expansion of Neighborhood Meals on Wheels (NMOW) program ensures that older adults who are unable to leave their homes, due to illness or a disability, are able to receive healthy and nutritious meals.

# YEAR OF INNOVATION

## Increased Options for the Congregate Meals Program

In Fiscal Year 2023-2024, SNP launched several new services benefiting the clients who participate in the Congregate Meals program.

### *CHAMPSS Program Offers Restaurant Meals*

In collaboration with Self-Help for the Elderly, the Restaurant Meal Program's "Choosing Healthy Appetizing Meal Plan Solution for Seniors (CHAMPSS)" was launched in April 2024. This is a fresh alternative to the traditional congregate meal program. Older adults can enroll in the CHAMPSS program and have the opportunity to order restaurant-prepared food from a select menu that aligns with SNP nutrition guidelines. Eligible participants can dine-in for breakfast, lunch, or dinner at Di Lac Vegetarian Cuisine located in San Jose, CA. Additional restaurants are being considered for expansion of services.



CHAMPSS, Self Help for the Elderly

### *Virtual Socialization Over Lunch*

In August 2023, the Vietnamese American Service Center (VASC) successfully implemented to-go meal service for clients preferring to minimize in-person contact. These clients pick up meals and dine in at home while participating in discussions via a virtual platform administered by the staff at the VASC. Participants engage in lively, one-hour conversations related to daily life, traveling, health, and cooking.

### *Alviso Reopens Doors to Older Adults*

After transitioning to a to-go model during the COVID-19 pandemic, Alviso re-opened in July 2023 for congregate dining. The site serves as a hub for older adults to socialize, enjoy a nutritious meal and participate in their senior enrichment activities such as fitness, games, arts and crafts.



# FLAGSHIP PROGRAMS

## Dine-in & To-go Meals



### Dine-in & To-go Meals

This core service offers nutritious and healthy lunches at 37 different nutrition sites throughout the County of Santa Clara. These lunches are cooked on-site, catered by local restaurants or local food vendors, and provide 1/3 of the Daily Reference Intake for an older adult. The Congregate Meals Program is open to all seniors age 60 or over.

With the addition of CHAMPSS restaurant meal program, participants can dine-in, socialize, and enjoy a meal in a restaurant setting. Menus are approved by registered dietitians. Within three months of its launch date, 366 older adults enrolled in the program. The restaurant meal program is anticipated to expand in Fiscal Year 2024-2025.

### Participant Demographics

**14,435**  
Clients served

**48%** age 75+

**79%** BIPOC

**64%** Asian

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

### Annual Meal Participant Satisfaction Survey

In January 2024, SNP distributed its annual survey to all SNP participants. We received 2,726 responses and here are some highlights.

**94%** agree or strongly agree SNP helps them stay healthy

**89%** agree or strongly agree socialization at meal sites help them maintain their overall health

**92%** agree or strongly agree they are satisfied with the meals provided by SNP



# FLAGSHIP PROGRAMS

## Dine-in & To-go Meals

### Annual Meal Participant Satisfaction Survey

*(continued)*

For additional services like nutrition education series, blood pressure checks, bingo, and karaoke provided at the meal site, participants responded:

**83%** agree or strongly agree it helps them stay socially connected

**71%** agree or strongly agree it helps them eat healthier foods at home

**78%** agree or strongly agree it helps them continue to live independently

### Total Meals Served Fiscal Year 2023-2024 (Summary by Contracts)

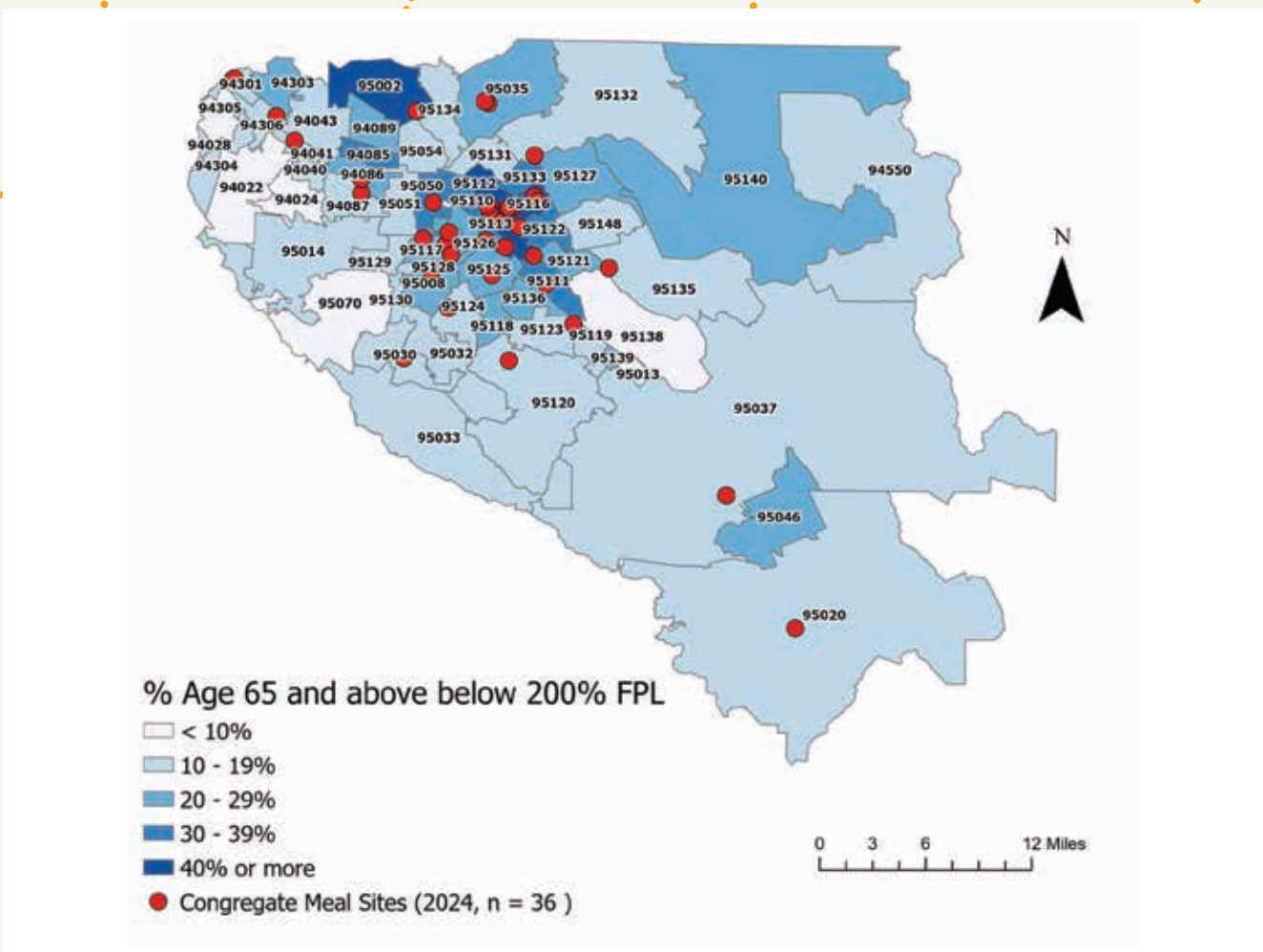
Sites	Meals Served
Asian American Community Services	12,268
Catholic Charities	72,449
City of Campbell	16,292
City of Milpitas	20,563
City of San Jose	212,278
City of Santa Clara	17,555
India Community Center	8,988
Korean American Community Services	9,963
La Comida	60,305
Los Gatos	15,580
Community Services Agency of Mountain View, Los Altos, and Los Altos Hills	43,606

Sites	Meals Served
Portuguese Organization of Social Services and Opportunities	29,619
The Salvation Army	26,163
Sunnyvale United Methodist Church	36,705
Trung Tam VHPG Di Lac, Inc.	58,519
Vietnamese American Service Center	100,096
Vista Center for the Blind and Visually Impaired	1,968
YMCA of Silicon Valley	46,718
Self-Help for the Elderly	13,735
Yu-Ai Kai Japanese American Community Senior Service	16,888
<b>Total</b>	<b>820,272</b>

# WHERE WE SERVE

## SNP Targets Areas of Greatest Need Throughout Santa Clara County

Poverty is associated with hidden hunger and nutrient deficiencies, which exacerbate the severity of malnutrition in individuals. Therefore, both malnutrition and poverty seem to reinforce each other as a vicious cycle. Our nutrition sites are located in zip codes to provide meals where there is most need.



Author: Santa Clara County Social Services Agency Office of Research and Evaluation

Sources: U.S. Census Bureau 2022 American Community Survey (5-year Estimates, 2018-2022), Table B17024; U.S. Census Bureau 2023 Current Population Survey Annual Social and Economic Supplement; 2024 Senior Nutrition Program (SNP) Congregate Locations. Note: The data shown are based on the share of individuals 65 and over whose income to poverty level falls below 200 percent of the Federal Poverty Level (FPL). The federal poverty level threshold for a family unit with one householder age 65 and over with no dependents in 2022 was \$14,036 per year. The poverty threshold for a family unit with two people with a householder age 65 and over and no dependents was \$17,689 per year.

Service Location Site	City	Zip Code	Population Age 65 and older below 200% FPL (percent, rounded)
John XXIII Multi-Service Center	San Jose	95112	49
Yu-Ai Kai Japanese American Community Senior Service	San Jose	95112	49
The Salvation Army Senior Activities Center	San Jose	95112	49
Northside Community Center	San Jose	95112	49
Alviso Branch Library & Community Center	San Jose	95002	45
Roosevelt Community Center	San Jose	95116	41
Eastside Neighborhood Center	San Jose	95116	41
Mayfair Community Center	San Jose	95116	41
Portuguese Organization for Social Services and Opportunities	San Jose	95116	41
Alma Community Center	San Jose	95110	36
Seven Trees Community Center	San Jose	95111	34
Vietnamese American Service Center	San Jose	95111	34
Trung Tam VHPG Di Lac, Inc. (previously Viet Tu Te)	San Jose	95122	33
Santa Clara Senior Center	Santa Clara	95050	30
Cypress Community Center	San Jose	95117	28
Campbell Senior Center	Campbell	95008	27
India Community Center	Milpitas	95035	26
Milpitas Senior Center	Milpitas	95035	26
Vista Center for the Blind and Visually Impaired	San Jose	95128	24
Asian Americans for Community Involvement	San Jose	95128	24
Korean American Community Services	San Jose	95128	24
Willow Glen Community Center	San Jose	95125	23
Gardner Community Center	San Jose	95125	23
Sunnyvale United Methodist Church	Sunnyvale	94086	20
Mountain View Senior Center	Mountain View	94040	20
Gilroy Senior Center	Gilroy	95020	19
Southside Community Center	San Jose	95123	19
La Comida - Stevenson House	Palo Alto	94306	18
Berryessa Community Center	San Jose	95132	17
Live Oak Senior Nutrition and Service Center	Los Gatos	95030	16
La Comida - Downtown	Palo Alto	94301	15
Self-Help for the Elderly	Sunnyvale	94087	15
Camden Community Center	San Jose	95124	14
Morgan Hill Senior Center	Morgan Hill	95037	13
Almaden Community Center	San Jose	95120	11
Evergreen Community Center	San Jose	95135	11



# FLAGSHIP PROGRAMS

## Home-delivered Meals



### Meals on Wheels

Meals on Wheels is SNP's home-delivered meals program for homebound older adults age 60 or older and who are unable to prepare meals for themselves or have difficulty obtaining food because of illness, frailty, or disability.

Eligible individuals can choose from various meal delivery options including therapeutic for diabetic and heart healthy, through our partnerships with Sourcewise, TRIO, Everytable and the Health Trust.

### Participant Demographics

**1,858**

Clients served

**66%** age 75+

**54%** BIPOC

**73%** at nutritional risk

**68%** live at or below the FPL

### Annual Meal Participant Satisfaction Survey

In January 2024, SNP distributed its annual survey to all SNP participants. We received 252 responses and here are some highlights.

**93%** agree or strongly agree SNP helps them maintain their overall health

**93%** agree or strongly agree SNP helps them maintain their independence

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

**75%** agree or strongly agree they enjoy the variety of food offered

# FLAGSHIP PROGRAMS

## Home-delivered Meals

### TRIO Community Meals

TRIO Community Meals offers one delivery per week with 14 home-delivered meals consisting of two fresh and five frozen lunch/dinner entrées, seven breakfast meals, and additional grocery items, such as yogurt or fresh berries. Clients can choose between regular, diabetic or heart healthy meal options. During the year, TRIO also distributed 4,750 shelf-stable emergency meals.

**631,880** **66%**  
meals delivered age 75+

### Everytable

Everytable offers one delivery per week with 10 fresh home-delivered meals that are nutritionally balanced and culturally diverse, including a mix of authentic Indian, Mexican, Asian, and Middle Eastern flavors. All meals are served with fruits and milk.

**11,451** **64%**  
meals delivered age 75+

### The Health Trust

The Health Trust, in partnership with Bloom Catering, offers one delivery per week of seven frozen, Asian inspired meals, fruit and milk. Meal delivery drivers also provide wellness checks and makes sure clients are safe, alert, and cared for. The program enrolled 47 older adults.

**9,557** **70%**  
meals delivered age 75+

*Although the Health Trust announced they are no longer providing direct services, the SNP contract was maintained.*



# FLAGSHIP PROGRAMS

## Home-delivered Meals



### Neighborhood Meals on Wheels

This year, four sites offered Neighborhood Meals on Wheels: Portuguese Organization for Social Services and Opportunities (POSSO), Yu-Ai Kai Japanese American Community Senior Service, Vietnamese American Service Center (VASC), and Gilroy Senior Center.

All NMOW sites offer hot, home-delivered meals to qualified homebound participants. Gilroy provides a variety of cuisines, POSSO specializes in providing Portuguese cuisine meals, Yu-Ai Kai provides a combination of Japanese and American-continental meals, and VASC specializes in Asian-influenced meals.

### Participant Demographics

**357**

Clients served

**74%** age 75+

**62%** BIPOC

**63%** at nutritional risk

**45%** live at or below the FPL

### Annual Meal Participant Satisfaction Survey

In January 2024, SNP distributed its annual survey to all SNP participants. We received 143 responses and here are some highlights.

**95%** agree or strongly agree SNP helps them maintain their overall health

**95%** agree or strongly agree SNP helps them maintain their independence

**92%** agree or strongly agree they are satisfied with the meals provided by SNP

**95%** agree or strongly agree they enjoy the variety of food offered



# FLAGSHIP PROGRAMS

## Home-delivered Meals

### Gilroy Senior Center

Gilroy's NMOW program delivers daily hot meals, Monday through Friday, to eligible homebound older adults residing in the Gilroy and Morgan Hill area. There are 67 older adults enrolled in this program.

**5,680**  
meals  
delivered

**71%**  
age 75+

### Portuguese Organization for Social Services and Opportunities

POSSO's NMOW participants value the ability to enjoy home-style Portuguese meals at home and are grateful for the daily wellness checks from drivers. The meals help many thrive and delay adverse outcomes including chronic disease and social isolation.

**19,915**  
meals  
delivered

**84%**  
age 75+

### Vietnamese American Service Center

VASC's NMOW delivers daily hot Vietnamese meals with vegetarian options, Monday through Friday, to eligible homebound older adults residing within the site's four-mile radius.

**17,671**  
meals  
delivered

**60%**  
age 75+

### Yu-Ai Kai Japanese American Community Senior Service

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

**10,741**  
meals  
delivered

**81%**  
age 75+

# FLAGSHIP PROGRAMS

## Home-delivered Meals



### Carry-Out Meals

SNP received American Rescue Plan Act (ARPA) funding from Sourcewise and served a total of 34,830 meals to 659 unduplicated older adults.

The funding was allocated to Vietnamese American Service Center to offer an additional option of carry-out meals to participants who preferred to minimize in-person contact. Participants were able to pick up their meals and enjoy them at home.

### Participant Demographics

**658**

Clients served

**32%** age 75+

**98%** BIPOC

**44%** at nutritional risk

**74%** live at or below the FPL

### Annual Meal Participant Satisfaction Survey

SNP distributed its annual survey to all SNP participants. We received 182 responses and here are some highlights.

**89%** agree or strongly agree SNP helps them maintain their overall health

**93%** agree or strongly agree they are satisfied with the meals provided by SNP

**80%** agree or strongly agree they enjoy the variety of food offered

# FLAGSHIP PROGRAMS

## Mobility Management Program



The Mobility Management Program (MMP) provides free transportation benefits to eligible, registered congregate meals program participants to access dining sites and engage in social interaction with others. Benefits include monthly bus passes, gas cards, and paratransit rides. Paratransit rides are provided in partnership with Valley Transportation Authority (VTA).

As dining sites have returned to dine-in service, SNP has seen rapid growth among MMP usage—especially increases in paratransit rides and gas card benefits.

### Participant Demographics

**1,490**

Clients served

**49%** age 75+

**34%** live alone

**91%** BIPOC

**73%** live at or below the FPL

**4,514**

bus passes

**6,868**

gas cards

**6,442**

paratransit rides





# STORIES FROM THE COMMUNITY

## Meet Alvin



Alvin has been attending the Northside Community Center since 2018. He is extremely grateful for receiving a daily, hot meal and enjoys socializing with his friends at Northside. He especially likes the meals because they are well-balanced and nutritious. He enjoys participating in the activities Northside provides such as bingo, meditation, and art classes. He is grateful to the recreation and kitchen staff who are always very helpful and bring joy in his life. He feels a sense of connection and belonging and looks forward to attending Northside SNP every day!

## Meet David & Peggy

David and Peggy, who previously attended the dine-in program at Morgan Hill Senior Center, have been participating in Gilroy's Neighborhood Meals on Wheels program since January 2024.

The NMOW program has brought a positive impact to David and Peggy's life. The meal program has been a perfect resource for them, amid some health challenges. David enjoys the daily interactions with the meal delivery staff and looks forward to the meals, noting that they are always high in quality, satisfying and tasty. In addition, the program's consistency and reliability means that he and his wife can count on nutritious meals being delivered five days a week, with a variety of delicious foods that they would be unable to prepare themselves.



# STORIES FROM THE COMMUNITY

## Meet Lew

*I have been a volunteer driver for MOW for three years. In addition to the food I deliver, I bring care, compassion, and conversation. I care deeply about my clients. I come with a smile, I leave with a smile, and I take a smile back with me. It is one of the more meaningful things I have done with my life.*

- Lew, Delivery Driver, The Health Trust

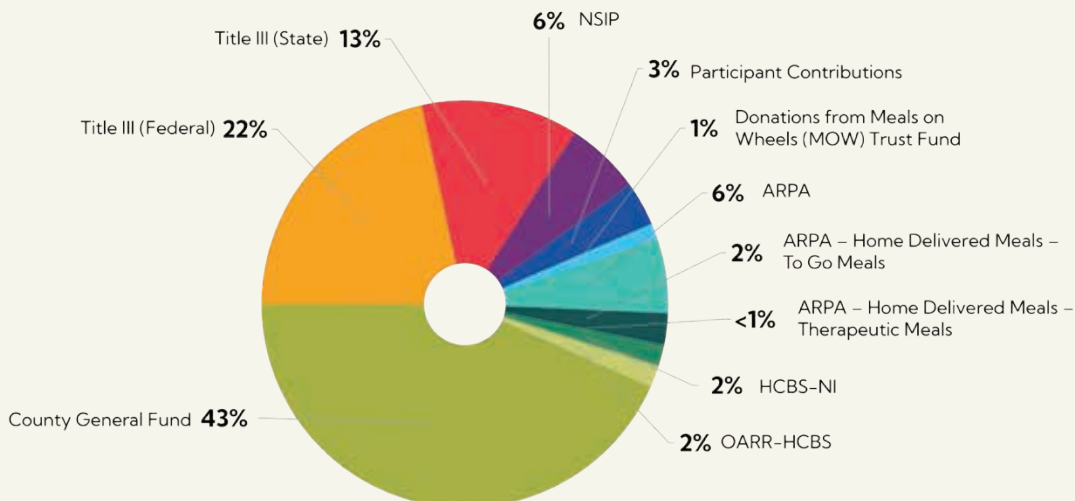


Almaden Community Center; Seven Trees Community Center;  
Vietnamese American Service Center

# FUNDING HIGHLIGHTS

In Fiscal Year 2023-2024, SNP expended a total of \$15,323,486 and received a total of \$15,323,486 from a variety of funding sources through a joint collaboration with federal, state, and county governmental institutions, over 37 meal sites, community partners, and program participants.

Funding Source	
County General Fund	\$6,709,877
Title III (Federal)	\$3,336,018
Title III (State)	\$1,939,886
Nutrition Services Incentive Program (NSIP)	\$918,682
Participant Contributions	\$535,663
Donations from Meals on Wheels (MOW) Trust Fund	\$200,000
American Rescue Plan Act (ARPA)	\$913,636
American Rescue Plan Act (ARPA) Home Delivered Meals - To Go Meals	\$384,341
American Rescue Plan Act (ARPA) Home Delivered Meals - Therapeutic Meals	\$4,157
Home and Community Based Services (HCBS) Senior Nutrition Infrastructure Grant Program (NI) HCBS-NI	\$261,935
Older Adults Recovery and Resiliency (OARR) funding-Home and Community Based Services (HCBS)	\$119,291
<b>Total</b>	<b>\$15,323,486</b>

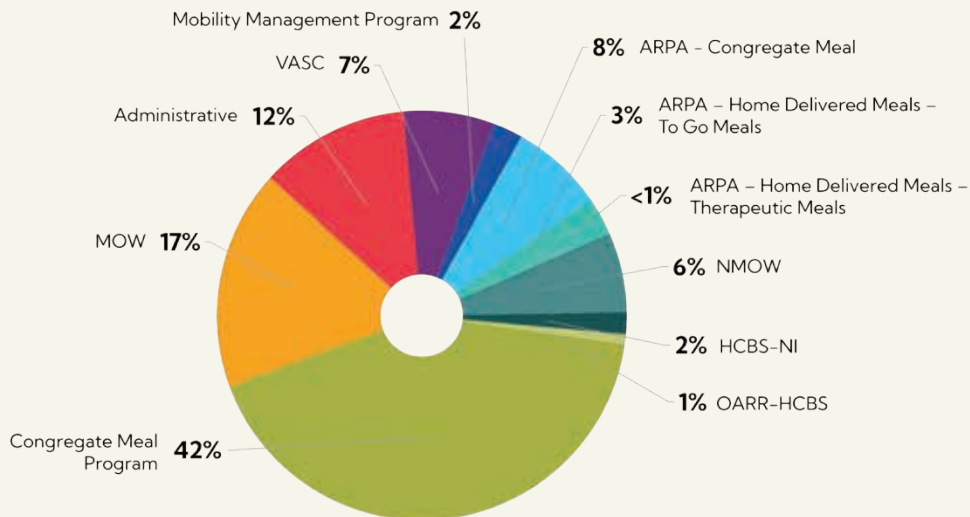




# FUNDING HIGHLIGHTS

## Expenditures

Congregate Meal Program	\$6,459,925
Meals on Wheels Program (MOW)	\$2,657,333
Administrative	\$1,813,612
Vietnamese American Service Center (VASC)	\$1,101,056
Mobility Management Program	\$356,962
American Rescue Plan Act (ARPA) - Congregate Meal	\$1,126,884
American Rescue Plan Act (ARPA) Home Delivered Meals - To Go Meals	\$452,166
American Rescue Plan Act (ARPA) Home Delivered Meals - Therapeutic Meals	\$110,439
Neighborhood Meals on Wheels (NMOW)	\$969,076
Older Adults Recovery and Resiliency (OARR) funding-Home and Community Based Services (HCBS)	\$119,645
Home and Community Based Services (HCBS) Senior Nutrition Infrastructure Grant Program (NI) HCBS-NI	\$261,935
<b>Total</b>	<b>\$15,323,486</b>





## Kassandra Velasquez, Intern & Earn

The Intern and Earn program offers SNP a valuable opportunity to support CalWORKs families and children by providing real-world workplace experience. Through this program, students can gain hands-on experience while continuing their education. This year, SNP was pleased to welcome Kassandra Velasquez as an intern with SNP. Kassandra contributed to several key projects, including digitizing paper registration forms, entering survey data, conducting analyses in Qualtrics, and collecting information on SNP site features for our website. Her efforts were a tremendous help to our team and to the program's overall efficiency.



## Natalie Sun, County Intern

Natalie, a junior at UCLA, interned with the program in the summer, and assisted the office specialist with updating information in the database. She created handouts and a PowerPoint presentation on Voluntary Contributions. Additionally, she hosted tabling events to promote the program and developed social media posts that contributed to increasing awareness and engagement. Natalie's creativity and meticulous work ethic contributed greatly to the program.



## March National Nutrition Month®

Each March, the National Nutrition Month® campaign encourages everyone to explore how to make informed food choices and develop healthy eating and physical activity habits. SNP participants completed interactive fact or fiction and word search activities to learn more about this year's theme, "Beyond the Table – Eat with the Environment in Mind," which focused on the entire journey of food from production to consumption.

Senior Nutrition Program; Natalie Sun, National Nutrition Month from The Academy of Nutrition and Dietetics

# COMMUNITY ENGAGEMENT

## Nutrition Education Beyond SNP Sites

In partnership with the Public Health Department, SNP empowered community members to make well-informed nutrition choices. At the Cupertino Community Center, SNP Registered Dietitians provided skill-based nutrition education on two key topics, *What's on a Label* and *Rethink Your Drink*, based on the Dietary Guidelines for Americans, 2020-2025, enabling participants to effectively apply nutrition information in real-world settings.

## SNP Connects at Outreach Events

SNP participated in 22 educational outreach events including health fairs, professional meetings, cultural celebrations, and other community gatherings. Event visitors enjoyed learning about programs and services for older adults, discussing nutrition topics, spinning the interactive prize wheel, and receiving promotional giveaways. SNP engaged over 1,000 visitors, fostering networking opportunities and expanding the community's shared awareness of available resources to promote the overall health and wellness of older adults.



Senior Nutrition Program

## SNP Presents to Future Dietitians at SJSU

The SNP Managing Dietitians frequently present to San Jose State University (SJSU) dietetic students about the specific needs of older adults in Santa Clara County. The presentations provide an overview of SNP services and how it plays a vital role in ensuring their well-being and care. This collaboration and education for future dietitians empowers them to become valuable resources for this vulnerable community.





## Meal Site Menus Are Now Online

In response to feedback from participants, SNP has made it easier to access meal site menus. While many sites provided printed menus or posted them in their dining hall or website, SNP has now taken the initiative to provide a digital version online. All meal site menus are centrally posted to the county's Social Services Agency Facebook page. This allows everyone to easily view what's being served at each location.



## SNP Community Cookbook

SNP created an online community cookbook for site managers and site staff to use for adding new recipes to their menus. Recipes were scaled to serve 100 people and a nutrient analysis was also provided within each recipe to indicate recipes were following the nutrition guidelines for SNP meals.



## Customer Service Training

In December 2023, SNP partnered with the Social Services Agency's Staff Development and Training Department to provide nutrition site staff with comprehensive customer service training. Learning objectives included understanding empathy and empathy continuum, enhancing customer service skills, and identifying and practicing PEARLS – Partnership, Empathy, Apology, Respect, Legitimation, Support. Participants practiced effective communication skills and managing conflicts with role-play scenarios.

## Falls Prevention Education

SNP partners with the Falls Prevention team at Valley Medical Center to provide education on Falls Prevention at select SNP meal sites. Topics and items covered included strength training exercises, options for improving home safety, fall risk assessments, and postural hypotension. By providing education, SNP aims to empower older adults to take proactive steps to protect themselves and to live a safe and independent lifestyle.

Morgan Hill Community Center, Self-Help for the Elderly



# PARTNERSHIP HIGHLIGHTS

## Public Health Department: Distributing Farmer's Market Coupons Making Healthy Foods More Accessible

Food costs rose 2.7% in 2023. In partnership with the Public Health Department, SNP increased purchasing power for fresh, local produce by distributing coupons for \$3.00 off purchases of fruits and vegetables at participating farmer's markets. Participants maximized their food dollars by redeeming a total of 864 coupons, representing a collective cost saving of \$2,592.

## Behavioral Health Services Department: Increasing Mental Health Awareness

SNP partners with the Behavioral Health Services Department to provide education and tabling events for participants at select SNP sites. Throughout the year, educational presentations were given at Roosevelt Community Center, Seven Trees Community Center, Sunnyvale United Methodist Church, Salvation Army, Gilroy Senior Center, Self Help for the Elderly, POSSO and Morgan Hill Senior Center. Topics such as suicide prevention and mental health services have been discussed with over 280 participants, providing valuable information and support. The partnership began in April 2024 and continues to be an important effort to ensure older adults have access to resources and support.



## Second Harvest of Silicon Valley: Giving Back to the Community

The SNP staff participated in sorting groceries and assembled grocery boxes for distribution at Second Harvest of Silicon Valley. Together, the team sorted 28,500 pounds of fruits and vegetables. The event not only strengthened team collaboration but also contributed to supporting the local community by helping provide essential food supplies to those in need.

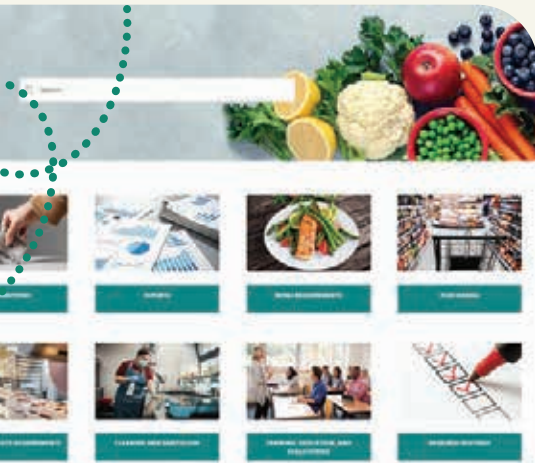


# PARTNERSHIP HIGHLIGHTS

## Technology Services and Solutions Department (TSS)

### *Our Participants at a Glance*

TSS played a crucial role in developing a comprehensive dashboard for SNP. This dashboard provides valuable insights into the program's performance by capturing and organizing key data. It includes demographic information on all meal site participants, tracks satisfaction survey results, and integrates nutrition risk assessments. The dashboard allows for more effective program monitoring, enabling the team to make data-driven decisions and tailor services to meet the unique needs of the senior population.



Senior Nutrition Program

### *Reimagining the Policy and Procedure Manuals with RoboHelp*

SNP continues to look at ways to improve work processes. Collaboratively with TSS, SNP diligently converted the program's existing policies and procedure manuals (P&Ps) using Adobe RoboHelp into a user-friendly digital format. This solution allows staff to update and publish P&Ps when new requirements and regulations occur and provides community partners and clients with easy access to view the most current information at any given time.

### *Laptop Distribution*

SNP teamed with TSS on the 0513 Laptop Distribution Project to distribute refurbished laptops to the Santa Clara community. Since the distribution location of the first deployment was in South County, SNP advertised this effort among SNP meal sites in Morgan Hill, Gilroy, and South San Jose. 240 residents received a device through this effort. All of the recipients were very grateful and were looking forward to connecting with the world through the digital platform.

### *Scanner App Launch at SNP Pilot Sites*

TSS created a scan app to track meals served at SNP meal sites. The data collected from this app will feed into a database designed by TSS. Currently, the scan app was launched at six sites. Feedback received from the sites have helped improve the scan app and database. SNP looks forward to launching this app at the remaining sites in the next few months.





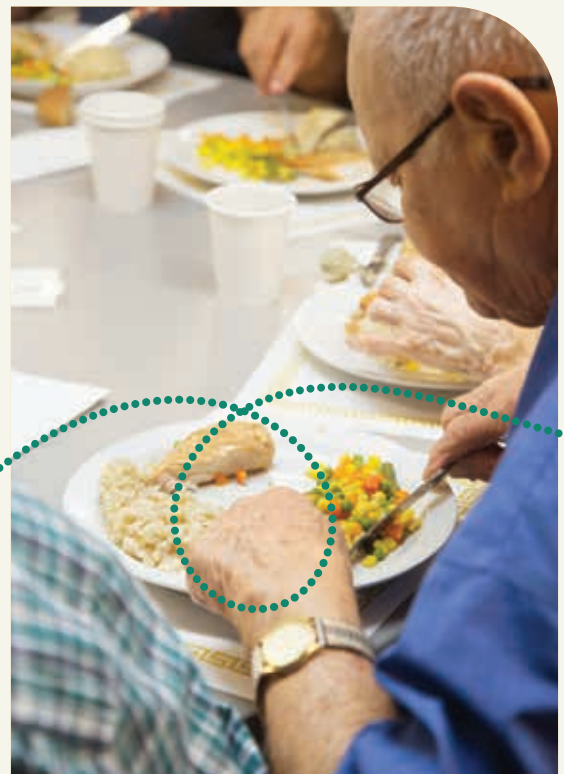
# PARTNERSHIP HIGHLIGHTS

## Office of Research and Evaluation: Food Security Survey

The Office of Research and Evaluation (ORE) conducted a study with SNP to examine CalFresh participation, the impact of discontinued CalFresh emergency allotments on food security, and potential racial disparities of food security among their clients two years after the allotment was discontinued. More than 2,039 SNP clients (14% of total SNP clients) responded to an annual survey administered in May 2024. The survey included questions from the U.S. Household Food Security Survey Module.

### Key takeaways:

- Among respondents who completed the surveys in 2023 and in 2024, there was a notable increase in the number of SNP clients reporting low or very low security in 2024 (Cohort-Comparison).
- 278 SNP clients who participated in both surveys indicated significantly greater levels of food insecurity this year than in the previous year (Matched-Sample Comparison).
- One year after the end of the emergency allotment, CalFresh recipients reported increased difficulty in meeting their basic food needs.
- All other ethnic groups reported higher levels of food insecurity compared to White Americans.



# NEW OPPORTUNITIES

## Research Partnerships with Local Universities

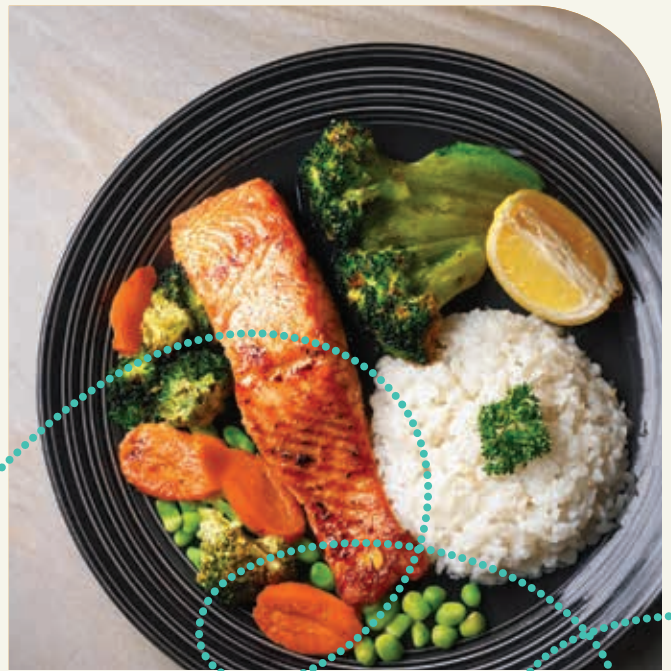
Collaborating with San Jose State University, SNP will conduct a study on the impact of food insecurity among older adults in Santa Clara County. The research will provide valuable data to inform future program enhancements and policy advocacy, ensuring that food assistance programs are better equipped to address the growing issue of senior food insecurity in the community.

## Grant Funding Opportunities to Enhance Program

SNP is actively pursuing grant opportunities to expand its services and support existing programs. These grants will enable the program to reach more older adults, enhance meal quality, and introduce new initiatives. By securing grant funding, the program can also strengthen its infrastructure, hire more staff, and invest in technology for better data management and outreach. This will ensure that the program continues to meet the growing needs of the senior population while improving their health and well-being.

## Expansion for CHAMPSS

Increasing the number of locations for the restaurant meal program with CHAMPSS will greatly benefit older adults by expanding their access to nutritious meals in more convenient settings. With more locations, older adults can have greater flexibility in choosing where and when to enjoy balanced, restaurant-quality meals, fostering independence and social engagement.





# CHALLENGES

## Be Future-Ready

As the elderly population continues to grow, in age and diversity, there is an increasing urgency to expand funding for the Senior Nutrition Program to address the rising demand for essential services, including nutritious meals, social interaction, and comprehensive support. Strengthening this program is not only an act of compassion but also a smart, long-term investment in the health, well-being, and dignity of our aging residents. We need to prepare ourselves to be more future-ready. By ensuring adequate funding is available, we can help reduce food insecurity, improve health outcomes, and foster a sense of community, which are crucial for the physical and emotional well-being for older adults from all walks of life.



## Increased Demand Outpaces Staff Resources for SNP

SNP needs additional staff to manage the increasing complexity of funding streams and the growing demand for services. With multiple grants and funding sources, it is essential to have additional staff to track, report, and ensure compliance with each funding stream's requirements. Additionally, more staff are needed to process applications efficiently as demand for meal services rises. Without sufficient personnel, the program may face delays in application processing, difficulty managing finances, and the risk of missed funding opportunities, all of which can affect service delivery and program sustainability.

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SANTA CLARA COUNTY



SOCIAL SERVICES AGENCY