

Good Samaritan's COVID-19 Service Response

Date: April 27, 2020

From: Mario Paz, Executive Director

To: Our Donors, Funders, Supporters and Partners

Before this crisis, Good Samaritan was keenly aware of our interconnections as a community, and our agency's deep capacity for care. And as this crisis has unfolded, we have witnessed the incredible ways that people inside and outside our agency have stepped up and taken action to support each other. Thank you to all our donors, funders, supporters and partners for coming together to build a movement of compassion and mutuality.

Since the early notice of this pandemic and shelter-in-place orders, Good Samaritan initiated organizational capacity planning and community needs assessment, risk assessments, communication and resource development strategies.

We are pleased to share our transformed "essential services" approach, which focuses on our strengths, including always listening to and centering our community's needs, how we have adapted as an agency, and the collective impact work we are holding with partners.

Above all, we are guided by our mission to serve those most vulnerable and impacted - who continue to look to Good Samaritan for help.

In health and community,



Mario Paz



Staff preparing for diaper giveaway at our weekly distribution days.

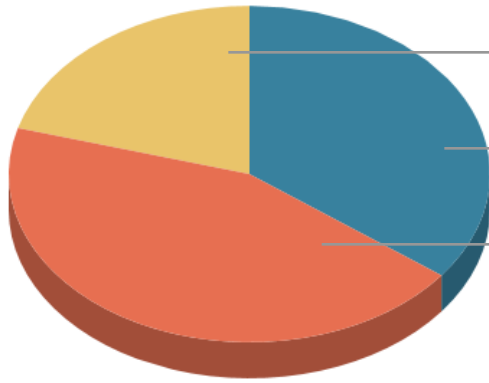


GOOD SAMARITAN
FAMILY RESOURCE CENTER, INC.

1294 Potrero Street, San Francisco CA 94110
Serving Our Community for 126 Years!

How Good Samaritan is helping our vulnerable immigrants and families in San Francisco

Weekly Participation in Our Services



- 175 Infants & Toddlers
- 300 Parents & Caregivers
- 375 Children and Teens

Total = 850 Participants*

**and growing*

Agency Strengths & Collective Impact

Distribution of Essential Goods



Good Samaritan has organized weekly distributions of food, cash gift cards, diapers and other essential goods to support our families. We have increased our capacity to serve more, and have growing demand/wait-lists.

- + **Distributed \$75,000 of emergency funding to our families**
 - + **Distributed 34,700 diapers to parents** with newborns + infants at home
 - + **Weekly hot food distribution to families** in community with Calvary Hill Community Church
 - + We are **supporting an average of 225 families** at our distribution days
- Distributions of essential goods is an ongoing, weekly service*

Family Wellness Check-Ins and Virtual Support



Good Samaritan has modified all staff work plans to include weekly/daily wellness check-ins with children, youth and their families. The majority of our low-income families were the first to lose their sources of income/jobs and face food and other basic needs insecurity and social-emotional stress.

- + Entire staff engaged in effort to contact and **support 850 participants (parents, youth, families) each and every week**
- + **90% engagement rate** with our participants
- + **Case management continues for 70 families in extreme need**
- + **Helping 30% of our families protect themselves against evictions**

Distance Learning Support



Good Samaritan is working closely with parents and the SFUSD to reduce learning loss and help students adapt to distance learning guidelines provided by their schools and teachers. Many challenges are being reported as our Immigrant English Language Learners and low-income students struggle because of limited access to technology and adverse living conditions.

- + **Supporting distance learning for 150 students** at Willie Brown MS
- + Virtual **support groups for 125 vulnerable newcomer students**
- + **Virtual afterschool program and support services for 100 SE residents**