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KŪPUNA FOOD SECURITY COALITION MEMBERS

AARP Hawai‘i
Age-Friendly Honolulu
Aloha Harvest
Aloha United Way
American Savings Bank
Blue Zones Project Hawai‘i
Catholic Charities/Lanakila Multi-Purpose Senior Center
Chef Hui/Pili Group
City and County of Honolulu
Farm Link Hawai‘i
Harry & Jeanette Weinberg Foundation
Hawai‘i Appleseed Center for Law and Economic Justice
Hawai‘i Foodbank
Hawai‘i Meals on Wheels
Hawai‘i Public Health Institute
Hawai‘i State Department of Health, Chronic Disease Prevention and Health Promotion Division/Start Living Healthy
Healthy Mothers Healthy Babies
Help Is On the Way
Kanu Hawai‘i
Keiki to Kūpuna Foundation
Kūpuna Kōkua
Lanakila Pacific
Lunalilo Home
Nā Hoaloha
Our Kūpuna
Pacific Gateway Center/Nā Kūpuna Makamae Center
Salvation Army
St. Francis Healthcare Systems
Supersistence
The Food Basket/DA BUX Double Up Food Bucks
The Kohala Center
The Pantry
The Trust for Public Land
University of Hawai‘i
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Summary
The COVID-19 pandemic has disrupted people's lives in unprecedented ways, inciting stay-at-home orders and an economic downturn affecting availability and affordability of, and accessibility to food resources. While food security issues have been felt throughout the communities, Hawai‘i’s seniors ("kūpuna") were heavily impacted as they tried to weather this health crisis. The Kūpuna Food Security Coalition ("KFSC" or "Coalition") was formed to address the immediate and urgent food needs of O‘ahu’s kūpuna who were facing empty grocery shelves and fearing to venture outside their homes during the outbreak.
The KFSC was composed of public and private sector groups, food providers, funders, University of Hawai‘i and businesses, and led by the Honolulu Elderly Affairs Division who was being inundated by calls for help. Within a few weeks after the COVID-19 outbreak, massive feeding and food distributions were systematically organized and coordinated by the KFSC to serve the kūpuna in need. The Coalition’s work has continued since March of 2020, and resulted in over 1.2 million meals distributed, serving up to 8,000 kūpuna each week.

This After-Action report is intended for policy makers, funders, public and private agencies, businesses, and stakeholders involved in kūpuna health and wellbeing, food systems, emergency response and sustainable development. It serves as a planning tool and reference for future policy and advocacy strategies and program planning around the development of a resilient food security system in Hawai‘i that best serves our kūpuna. This After Action Report is a chronicle of the KFSC’s successful food distribution endeavor and serves as a roadmap for future emergency feeding efforts.

**THIS REPORT AIMS TO:**

- **Describe the Coalition’s infrastructure, organization, communication, fundraising and distribution strategies, and recommendations for replication and scaling.**

- **Highlight lessons learned, best practices and recommendations to inform future efforts around emergency food response planning and long-term kūpuna food security and sustainability.**

- **Identify populations, and documents the data and trends of the number of meals delivered, people served and community impact by zip code.**

- **Identify opportunities to address gaps and unmet needs in the community, and prioritizes funding for new initiatives and business development.**
BACKGROUND

IMPACT OF THE COVID-19 PANDEMIC

Thirteen percent of Hawai‘i’s older adults face the threat of hunger due to financial hardships, lack of family support and other challenges that limit their access to food (1,2). The advent of COVID-19 further exacerbated the issue of food insecurity for older adults and exposed underlying weaknesses in the public assistance programs such as the Supplemental Nutrition Assistance Program (SNAP) which continues to be underutilized. Other safety net programs such as long-standing congregate senior meal sites were closed due to the risk of virus transmission. The loss of these community programs increased the demand for home delivered meals. However, many of the delivery volunteers whom were seniors themselves could no longer perform this task. As these critical resources were struggling to meet the food security needs of kūpuna, some older adults were experiencing job losses, increased medical expenses, or limited family support due to unemployment, physical distancing, or other competing needs, creating a compounding effect. While kūpuna across the state struggled with food access and availability, there were many existing organizations with food resources that were searching for new models in order to stay in business. With hotels, schools and restaurants having to suddenly close their doors, there were excessive amounts of food supply that suddenly became available. There were kitchens sitting empty that used to provide meals for schools and airlines, delivery trucks that used to deliver to the hotels and restaurants, and perishable produce that needed to be consumed quickly. Many of these businesses were looking for ways to keep their staff employed and wanted to help vulnerable populations, such as older adults, who needed food; however, they were not sure who to contact or where to begin.
The response of the City and County of Honolulu Elderly Affairs Division (EAD) to this public health crisis was critical for the continued well-being of the vulnerable aging population. Facing the emerging challenge of ensuring food access for kupuna and the time sensitivity needed to tap into underutilized food resources, EAD and a group of key stakeholders recognized the potential to bring the community together to address this public health emergency. By March 2020 when COVID-19 began spreading throughout the state, the KFSC connected with meal providers, produce suppliers, delivery resources, donors, volunteers, and kupuna across O'ahu. The goal of this initiative was to form a cross-sectoral partnership to engage all parts of the community in identifying needs and creating solutions around food security for kupuna. Initially, EAD brought together AARP Hawai'i, Aloha United Way (“AUW”) and the Harry and Jeanette Weinberg Foundation (“Weinberg Foundation”) to form the organizational nucleus. Additional Coalition partners were then recruited. The first wave of Coalition members were primarily food providers (Aloha Harvest), meal delivery services (Lanakila Meals on Wheels, Keiki to Kupuna, Hawai'i Meals on Wheels) and other organizations such as KANU Hawai'i, American Savings Bank, and the Center on Aging at the University of Hawai'i. As the lead organizer, EAD helped the Coalition in establishing general guidelines, identifying the target population and resources, and provided the final decision-making if appropriate or needed. The AARP agreed to play the foundational organization support role, including coordinating partnerships and interfacing between Coalition members to realize tangible projects, identifying other community resources and partners to support the Coalition’s efforts, and supporting Coalition members by connecting them with partners or community stakeholders that may have the resources to lend support. With this partnership in place, the Coalition moved forward by forming a steering committee and three subcommittees to focus on three main pillars of work with each pillar bringing together multiple community partners and resources. The three subcommittees focused on food (produce, meal preparation, meal delivery), access (connecting vulnerable kupuna with food resources), and funding (initial fundraising, oversight).
PARTNER SPOTLIGHT: THE SALVATION ARMY

Within one week of the coalition’s formation, The Salvation Army on Oahu mobilized staff, volunteers, and a network of churches to prepare and deliver thousands of meals a week to kupuna throughout the island. The Salvation Army’s Kroc Center Hawaii, Kauluwela Corps, Pathway of Hope, Family Services Office, and Kaneohe Corps teams, along with generous community partners, provided over 635,000 meals, including to many kupuna who needed meals delivered because they could not leave their homes. In addition to their meal deliveries, The Salvation Army staged various mass food distribution drive thru events to assist families. The Salvation Army is uniquely positioned to serve those impacted by disasters, however long it takes, because they are there before, during and after impact. Their quick mobilization to address food security issues facing our island kupuna demonstrates their nimbleness and organizational structure to respond to these emergencies.

“During this virus, I ran out of money for food. The Salvation Army came to my rescue. They gave me a food box that tasted so good. Then they called me and followed up on me to see how I am doing and if I needed food. I couldn’t figure out how to answer my phone, so I missed their calls. But they kept calling and I was able to get back in touch with them. Their follow-through was wonderful, and I received my food. Anna from The Salvation Army was my angel who followed through with me.”

Cici, retired kupuna in Honolulu
INITIAL FUNDING SOURCES

Early in the effort, the Coalition primarily played a coordinating role, connecting food providers with meal production and delivery resources. While this helped with the immediate emergency response needs, there was a need for funding support to grow and sustain the efforts of the Coalition members. To meet this need, several organizations came together as the funding subcommittee to map out potential funding sources for immediate response and KFSC capacity-building, including the Harry and Jeanette Weinberg Foundation.

The Hawai‘i Public Health Institute (“HIPHI”) was then brought on to play both a fiduciary role for the Coalition (in order to receive and manage donations and distribute funds to local community partners), as well as taking over the backbone support role from AARP. The Center on Aging at the University of Hawai‘i assisted with identifying priority and underserved kūpuna populations and additional resources that could be leveraged. KANU Hawai‘i helped build out an initial digital presence for the Coalition efforts and assisted members in recruiting volunteers, while AUW helped connect kūpuna with KFSC partner organizations through their 2-1-1 line, ensuring that their needs were met. The Coalition also held a fundraising telethon in May, in partnership with KHON2, which helped raise over $40,000. The Weinberg Foundation contributed another $100,000.
A critical part of the KFSC’s success was the decision to leverage data throughout the process to ensure that decisions were evidence-based, and prioritization of resources aligned with the greatest need. The first step was to identify the target population of kūpuna with potential unmet food needs in Honolulu County. Using the poverty data and number of financially-strapped kūpuna from the U.S. Census and AUW’s Hawai‘i report on Asset Limited, Income Constrained, Employed (ALICE) populations, the Coalition identified the number of potential kūpuna in need down to a ZIP code level (3,4). Additionally, data on each of the affordable senior housing facilities in the county was consolidated and analyzed to map out the number of seniors served by each location and identify the assigned food provider to that site.

With this estimate of potential seniors in need, the Coalition also began collecting data on food resources and delivery volumes from each partner on a weekly basis and also capturing either the housing facility or ZIP code where meals were being provided. By identifying both the target population and food resources at a detailed geographic level, the Coalition was able to identify the gaps (i.e., how much additional food resources were needed) and where there was potential overlap and direct resources towards where they could have the greatest impact. This work on identifying target areas, gaps in service, and potential overlaps provided the entire Coalition membership with a “common language,” where service providers and funders could better understand where their resources were most needed.
PHASE I
EMERGENCY RESPONSE PLANNING

The initial efforts of the Coalition were focused on emergency response associated with the onset of the COVID-19 pandemic. There is much previous literature describing management problems that occur during disaster response operations, primarily due to the urgency of the situation forcing coalitions to come together under extreme circumstances with an expectation of performing well, but not having the experience in working with each other to forge immediate trust and confidence (5). However, this was not KFSC’s experience. This Coalition succeeded because all partners checked their egos at the door, generously offered their talents and resources, and became a united force with a clear focus to collectively address the food needs of vulnerable kūpuna across O‘ahu. This was a demonstration of community collaboration and teamwork.
IDENTIFICATION OF POTENTIAL SENIORS IN NEED

As income is a large predictor of food insecurity, the Coalition expected that the kūpuna with the greatest need would be those living below the poverty line, as well as those who were struggling to make ends meet prior to the pandemic. Many kūpuna’s economic stability had been further strained by sudden job losses or diminished resources such as empty grocery shelves, unemployed family members, and senior center/congregate meal sites closures.

The KFSC used the most recent five-year average data on poverty for those 65 and older from the American Community Survey (U.S. Census Bureau, 2020) to create maps by ZIP code level layered with an estimate of kūpuna likely to be experiencing need based on data from the ALICE report (AUW, 2020).

Since the data from the ALICE report is not broken out at a ZIP code level, the KFSC used the census economic data as a guide for ZIP code distribution to determine a ceiling for potential need (Figure 1). Additionally, the KFSC identified all of the affordable senior housing facilities in the county and mapped these at a ZIP code level as well (Figure 2). This helped to understand where there were high concentrations of seniors who would potentially need support, especially with the reduction in availability of congregate meals, and where resources could be focused to have the highest impact.
Many partners were already delivering meals to kūpuna clients prior to the COVID-19 pandemic. However, an increase in services was needed to meet the surge in demand from kūpuna with unmet food needs. Some of the challenges they faced included limited budgets and constrained labor resources, which were systematically addressed with funds from the Coronavirus Aid, Relief, and Economic Stability Act ("CARES Act"), donations and fundraising efforts.

The food providers in the Coalition ranged from experienced, government-contracted providers to brand new organizations and partnerships that formed in response to the pandemic, ranging in services from food suppliers to aggregators to distributors. A critical role the Coalition played was to provide coordination across partners to maximize their potential impact, establish connections to leverage resources, and direct providers to where they were needed most.

Beyond identifying needs and potential partnership opportunities, the Coalition held weekly calls where members could share best practices, discuss key initiatives, share news and ongoing issues they were facing, and determine how to work together to address the needs of the community. Smaller group meetings were convened on an ongoing basis as needed to work out logistics and problem solve specific issues, as well as learning sessions focused around grant opportunities. The Coalition also began to collect data from partners on the number of seniors served, meals provided, and food/produce boxes delivered each week to capture collective impact and track progress over time.

"The KFSC provided invaluable opportunities to connect with agencies and individuals who are also in the trenches of addressing Hawai‘i’s emergency food crisis caused by the pandemic. Through collaboration and ongoing discussion, this community of thoughtful, strategic leaders helped our agency devise solutions to unexpected problems, and together, we helped each other adapt to the challenges of the pandemic. Having an established network of like-minded agencies proved most valuable during the surge in meals requests. Through collaboratively managing the increasing demand for meals, KFSC allowed HMoW to maintain continuity of services for our current clients while expanding services to hundreds of additional requests."

Hawai‘i Meals on Wheels
PARTNER SPOTLIGHT:

ST. FRANCIS HEALTHCARE SYSTEM
SHOW ALOHA CHALLENGE
CITY AND COUNTY OF HONOLULU
HAWAI‘I MEALS ON WHEELS
PACIFIC POINT
SALESFORCE

Aloha and Collaboration in Action
When a volunteer delivered a hot meal to Mrs. Chun (name changed for privacy) and learned it was her first and only meal of the day, it was both disheartening and rewarding. It is hard to believe many Hawaii seniors like Mrs. Chun go without food, but the encounter served as a stark reminder that food insecurity is a real issue in our islands.

St. Francis Healthcare System's Home Delivered Meals Program has been changing the lives of seniors during the pandemic. Meal deliveries not only ensure seniors receive proper nutrition, but also let seniors know they are not overlooked. Daily visits from volunteers and delicious meals also bring out the best in the seniors. From her doorway, Mrs. Chun welcomes volunteers with a big smile. As she’s handed her meal, she enjoys giving a candy bar to her meal delivery volunteer as a small but meaningful token of her gratitude. Even at a distance, our delivery volunteers bring warm aloha as they talk story with clients and check in on their wellbeing.

When Hawaii’s older population was advised to stay at home, it became apparent that the pandemic would become a community food crisis for thousands of vulnerable seniors. At the onset of the pandemic, many like Mrs. Chun were afraid to leave their homes and risk exposure to the virus while shopping for groceries.

Their pantries and refrigerator would remain bare without outside support. For some seniors, who were already finding it challenging to get by, the new coronavirus not only presented a menacing health threat, but also created new social and emotional challenges and greater disparities in our community.

The Challenge
Michael Gangloff, founder of the Show Aloha Challenge, felt compelled to take action. He made a substantial $50,000 financial contribution from his own personal funds and challenged others to match his gift and share their aloha. It was the spark that ignited others to join in to ensure no one went without during the pandemic. He enlisted the support of Lanai Tabura, who recruited a dozen restaurants to prepare the meals. They then turned to Derrick Ariyoshi, administrator with the City & County of Honolulu’s Elderly Affairs Division, for help with distribution.

Working Together
Ariyoshi was instrumental in pulling everyone together, enlisting the support of members of the Kūpuna Food Security Coalition. Both Hawai‘i Meals on Wheels and St. Francis Healthcare System stepped forward to help fill a vital need by delivering meals to those who did not qualify for any other government assistance program (continued on next page).
Creating a Win-Win for All

Despite the dire circumstances, St. Francis was able to turn it into a win-win situation for everyone in the community at a time when support was so critical. St. Francis rapidly mobilized internal resources to initiate the intake and assessment processes as well as deliver meals to effectively respond to executive orders imposing a lockdown. In addition to recruiting volunteers to deliver the meals, St. Francis also hired delivery drivers to support those in the hospitality industry who were laid off from hotels. The meal delivery program also enabled the participating restaurants to continue operating — a welcome service as many of these were on the brink of closing or having to lay off employees. Franciscan CARE Plus, a program of St. Francis that provides care coordination services, provided another dimension of care for those seniors that needed additional support services beyond meal deliveries.

Technology was also key to the success ramping up the program. With the support of Pacific Point and SalesForce, St. Francis was able to modify a current app to make meal tracking and deliveries a snap with a few swipes on a mobile phone. The result? Altogether, about 170,000 meals were delivered to more than 1,600 individuals. Addressing food insecurity among seniors also gave Hawaii’s family caregivers peace of mind. While they kept their distance or tended to essential work responsibilities as frontline workers, St. Francis was there to provide meals and check-in on their loved ones.

An Ongoing Commitment to Serve

For St. Francis, the good work continues even today. With the intake and delivery infrastructure already in place, St. Francis has been partnering the Hawai’i Department of Health to deliver meals, groceries and household items to those in quarantine and isolation to help reduce the risk of exposing others to the virus and spreading the disease further.

IMPACTS AND RESULTS

AUW’s 2-1-1 call center experienced a 600% increase in call volume in the early months of the COVID-19 pandemic. Analysis of this data helped inform the KFSC’s response efforts and priority strategies. Figure 3 shows the volume of calls from older adults to 2-1-1 by month and topic for Honolulu County. As expected, calls regarding COVID-19 spiked up quickly in March and achieved a high point in April before starting to subside (blue line).
Calls regarding food banks or food pantries followed the same pattern (green line), which may point to these resources being the first place that seniors think of for food access/security. On the other hand, calls regarding home-delivered meals (red), grocery ordering/delivery (aqua line) and other food-related topics such as emergency food assistance, food vouchers, and food in general (orange) all took a little longer to spike up, with significant call volumes in April and peak calls in May. This data may inform future disaster response efforts as it helps to provide a good picture of when to expect calls and increases in demand over time. The Coalition also looked at calls by ZIP code to compare with the predicted potential need (i.e., seniors in poverty plus ALICE). Figure 4 shows that there is a positive correlation between the number of potential seniors in need (horizontal axis) and the volume of calls (vertical axis). While the volume of calls becomes relatively small at a ZIP code level, the data aligns well with what the Coalition expected (the blue line).
MEAL TRENDS AND KŪPUNA SERVED

As mentioned earlier, the initial emergency response effort focused on providing meals and food boxes to seniors in need on O‘ahu. Given this focus, the Coalition members quickly ramped up to meet the need, more than doubling the volume of meals provided on a weekly basis in just two weeks. The orange line on Figure 5 is the number of meals the Coalition members have provided to seniors in need on a weekly basis.

![Figure 5. Trends of Meals Provided](image)

This emergency response volume was sustained at that level until Mālama Meals, one of the initial Coalition members, ended their operations in late May. One of the great benefits of the Coalition was that the other members stepped up and immediately took over all the delivery sites that Mālama Meals was serving and focused on where there was continuing need.

Photo by Aloha Harvest

Photo by Lunalilo Home
Once the immediate emergency response food needs were addressed, the Coalition transitioned to focus on long-term, sustainable solutions to the food security issues facing the vulnerable kūpuna in Hawai‘i. Essential to this shift was built infrastructure and support to enable collaborative, multi-sector efforts to advance systems-level change, efficiently and effectively raise and distribute funding, and provide other backbone supports to the Coalition. Through support from the Harry and Jeanette Weinberg Foundation and CARES Act funding, HIPHI expanded their staff and resource capacity to meet this demand.
In June 2020, the Coalition finalized their goal statement:

Through an extensive network of coalition partners, we will collaborate to ensure that our vulnerable kūpuna receive and/or have access to nutritious meals and wrap-around services, enabling them to age-in-place, thereby improving quality of life while reducing costs of care.

With a clear long-term goal, the KFSC leveraged the work done by Hawaiʻi Appleseed Center for Law and Economic Justice and the Hawaiʻi Community Foundation, described in their report, “Feeding our Kūpuna: An Overview of Hawaiʻi’s Senior Hunger Safety Net and How to Strengthen it.” Published in January 2020, the report identifies three pillars of food security for older adults (Figure 6) and recommends actions to strengthen each of these pillars (6).

![Three Pillars of Food Security](image)

**Figure 6. Action Focus Areas, Feeding Our Kūpuna**

The KFSC continues to build on this work by:

**RESOURCES & ACCESS**
Increasing the number of food-secure kūpuna in Hawaiʻi by expanding meal delivery service and increasing enrollment in SNAP among qualified kūpuna.

**FOOD QUALITY & NUTRITION**
Increasing the capacity to provide medically appropriate meals as well as education on culturally appropriate menus, especially for disproportionately affected kūpuna populations.

**RESILIENCE & SUPPLY**
Increasing the percentage of locally produced food used in meal delivery efforts.
PARTNER SPOTLIGHT: LANAKILA PACIFIC

Lanakila Pacific’s Meals on Wheels (LMOW) department was uniquely positioned to lead the Kupuna Food Security Coalition’s effort to assist food insecure seniors in learning about, applying for, and utilizing SNAP benefits. Through a grant provided by the KFSC, LMOW was able to use fresh, local produce as a way of starting a conversation with kūpuna about SNAP. They distributed the produce to seniors in person, setting up produce distributions at affordable senior housing properties, and used the opportunity to also provide SNAP education. Their team followed up with anyone who was interested in applying for SNAP benefits, helping them throughout the application process. LMOW has employed a SNAP Outreach provider since 2018, and additionally worked with the Department of Human Services SNAP Trainer/Organizer, who also had over 10-years of experience providing SNAP outreach. Beyond receiving SNAP education, kūpuna can use their SNAP benefits to purchase both home delivered meals and fresh produce island-wide, directly to their front door, through LMOW.

"Lanakila was well equipped for success. We had the SNAP expertise and ability to acquire, package, and distribute fresh local produce. A senior in Mililani who picked-up a produce bag returned to the distribution table. She seemed teary eyed. We asked the senior if something was wrong, worrying that maybe there was a damaged item in her produce bag. The senior said she was overwhelmed when she opened the produce bag. That it had been such a long-time since she’d had such nice fresh items and she came back because she needed to thank us for what we were doing. It was a strong reminder to us that too many seniors living on a fixed budget are struggling to have access to healthy, fresh food and how SNAP could help them."

Lanakila Pacific
SNAP AWARENESS AND ENROLLMENT

With only about 50% of eligible seniors enrolled in the Supplemental Nutrition Assistance Program (SNAP) as of the end of 2019, increasing this percentage can reduce food insecurity and draw down additional federal funds each year, relieving pressure on State and local resources (7). Beginning in July 2020, KFSC members began to incorporate education on SNAP as a part of their food delivery services. Partners shared information about SNAP and provided enrollment assistance directly or through referral to a partnering organization. Increasing awareness of and enrollment into SNAP provided two benefits: 1) enrolled seniors gained access to additional resources to improve food security, and 2) SNAP acted as a more sustainable, long-term solution to secure access to healthy food, aligning with the KFSC’s transition away from emergency response.

The shift to promotion of sustainable solutions aligned with community need. As was seen earlier (Figure 3), calls to AUW’s 2-1-1 line related to food security needs peaked in April and May; however, calls regarding food stamps / SNAP (purple line) actually didn’t reach their peak until August 2020. This may well point to the community’s transition towards seeking more reliable food security support rather than time-limited, less predictable efforts around emergency response. Being out ahead of this, the Coalition was able to work with AUW to meet this need and focus educational resources in the geographic areas where the calls were originating.

In addition to SNAP education and enrollment, KFSC members increased the use of Electronic Benefits Transfer (“EBT”) cards for online grocery ordering and delivery platforms, local produce providers, and “EBT Elite” programs that allow authorized users to shop for SNAP-covered groceries on behalf of the EBT card owner. This greatly contributed to addressing the needs of seniors with reduced mobility and transportation, and mitigating the risks associated with virus transmission.
Waimea residents Sydney Limtiaco, 79, and the Honda family are coronavirus friends. They might have never met except for the pandemic. But now the Hondas are Limtiaco's lifeline for food and medications. "For many years I suffered from chronic pneumonia, so my lungs are weak, and I use an inhaler," says Ms. Limtiaco, a widow who lives alone without a car. Before the COVID-19 pandemic, Limtiaco would rely upon county transportation services for errands. But when the pandemic started, Limtiaco knew she had to stay home and even now as the state opens up, Limtiaco isn't leaving her house because of her high-risk status.

The Honda family have been volunteering for Our Kūpuna since April, and Kim Honda is registered as the EBT card alternate user. "We wanted a family project to do together, something that would be helpful to someone else in our community during this time," says Kim Honda, a schoolteacher at Hawaii Preparatory Academy, who read about Our Kūpuna in a local newsletter. She, her husband, Dean, fit the volunteer requirements, so they registered to become volunteers. Their children, 17-year-old daughter Malia, a senior at HPA, and 15-year-old son Jakob are also involved with the errands. Malia is accumulating hours for her driving test; she delivers the groceries to Ms. Limtiaco's doorway while staying 6 feet away, and they get to interact.

"They brought me flowers on Mother's Day," says Limtiaco. "Since I lost my daughter 12 years ago, that meant a lot." To show the Hondas her appreciation, Limtiaco made them a pot of soup and a lemon meringue pie to take home. "The Hondas are wonderful angels to me."
In September, with the additional funding made available through the CARES Act, the Coalition further extended its reach, serving more seniors each week than at any point during the pandemic (as can be seen in the blue line in Figure 7) and providing almost three times the number of meals each week to Kūpuna relative to the volume prior to the pandemic. In total, through the end of December, the KFSC provided about 1.2 million meals kūpuna on O‘ahu.

Analyzing the geographic data, it revealed the areas where there were underserved seniors with food insecurities. For example, Figure 8 shows coverage for the first week of October 2020, with dark green indicating those ZIP codes where a higher percentage of potential seniors in need are being served versus those where a lower percentage are being served (in dark red).
Additionally, by combining data on the volume of potential seniors in need and meal delivery volumes at a ZIP code level, it was possible to identify the optimal ZIP codes where the Coalition members could best focus incremental resources as they became available (Figure 9). Beginning in July, the Coalition efforts started to incorporate SNAP education in their programs. By October, Coalition members had provided education to 2,500 seniors around SNAP and other food program options (Figure 10). There was a large increase in August coinciding with the launch of EMSP initiatives as KFSC partners began to deliver other wrap-around services to help seniors age-in-place, in addition to food delivery. Health and Wellness checks (red line) have been a particularly critical part of these wrap-around solutions.
Partner Spotlight: Chef Hui

Chef Hui alone has provided over 150,000 meals to seniors in need since March 2020. Their ongoing program is particularly unique due their access to a robust network of chefs ready to feed the community, providing much needed revenue to their restaurants by preparing meals for kūpuna using locally sourced ingredients. Their Give & Go meals program offers partner restaurants a $8 per meal stipend for each community meal prepared, helping to mitigate the drastic reduction in revenue for restaurants due to the pandemic. Chef Hui prioritizes partnering with restaurants who are committed to purchasing locally sourced food, meaning the program supports kūpuna who are struggling to access affordable, nutritious food while also supporting local restaurants, farmers, and ranchers who have been impacted by food service industry closures.

Chef Hui attributes their ability to quickly mobilize to feed kūpuna to their partnerships who have established relationships in their community. By partnering with organizations like Wai‘anae Coast Comprehensive Health Center, We Are Oceania, Hui o Hau‘ula, and Ka‘imuki Youth Development Center, they are able to efficiently reach seniors across the island. Chef Hui’s success in feeding underserved communities demonstrates the value of developing partnerships with community leaders on both the supplier and distributor side of emergency feeding.

“We were able to reach our goals by using our systems we had in place and were able to reach rural areas by working directly with partners in the community that the people trust.”

Chef Hui
LESSONS LEARNED

There are many factors that contributed to the KFSC’s success, including:

A clear call to action and a common agenda

A lead agency to coalesce private-public sector partners and provide backbone support

The unwavering commitment of partners to serve our kūpuna

The culmination of professional skills, resources, and trusted relationships with communities served for mutually reinforcing impact

Continuous communication and shared measurement for clear and transparent tracking of progress

While the collected data provides the measurable impact of the KFSC’s work, key Coalition members were interviewed individually to share their observations of what worked well and what were the weaknesses. Summary of their responses give insights of KFSC’s performance as an entity.
This Coalition drew upon the leadership and resources of government, private businesses, nonprofits, funders and academia. Each group had different vantage points and access to their own network and expertise. They brought those elements into the work of the Coalition to quickly build this complex food distribution system. Every person/organization was engaged in being part of the solution and leadership from the City, AARP Hawai‘i, Harry and Jeanette Weinberg Foundation, AUW, and others helped the Coalition build a cohesive framework in a short period of time. The level of cooperation and synergy was very high. In addition, different members volunteered to lead the different facets of the operations such as data mapping, fundraising, volunteer recruitment, and food distribution coordination. Jackie Boland of AARP served as the main convener of the Coalition’s meetings and point of contact for communications. Keone Kealoha used his organization’s (Kanu Hawaii) website platform to recruit and direct volunteers to organizations in need of help. However, having a champion to set the tone and vision of the mission had been essential in keeping the Coalition aligned and focused. Derrick Ariyoshi, City and County of Honolulu Elderly Affairs Division’s Executive and Coalition Chair, has been credited for bringing the different groups together for this major initiative. His clear vision, collaborative leadership style, and humility have been the driver of the Coalition. Having these strong leaders in critical positions are being attributed to the Coalition’s strength.

"While the structure is important, having the right people ultimately makes a big difference."

Keone Kealoha
Kanu Hawaii

Photo by Chef Hui
DATA MAPPING

The need for data mapping was quickly recognized as an important component of the Coalition’s work. The data mapping team identified low income seniors by zip codes, and the major community focal centers and low-income senior housing sites for efficient meal delivery and distribution. There was a point person on the data team who kept track of the food providers’ assigned sites to minimize any duplication and directed new providers to underserved neighborhoods and housing sites. Each food provider tracked the number of meals delivered to individuals and emergency food bags distributed. Service providers found weekly data collection and submission challenging especially if this is not usually done in their regular operations. Private food vendors, like Mālama Meals, don’t typically engage with volunteers nor track data in their line of business. Therefore, these private sector partners had a steeper learning curve unlike nonprofits familiar with foundation grants and their reporting requirements. Despite the challenges in collecting and submitting timely data, the aggregate data and analysis proved to be of value. Food providers received their own data report to evaluate their own business operations. Data mapping has been instrumental in documenting the Coalition’s progress and impact.

ORGANIZATIONAL STRUCTURE

The emergency nature of the COVID-19 pandemic required the community-based partners to pivot from providing their daily programming and services to providing emergency food assistance to the seniors in need. In this urgency to hastily organize the Coalition’s feeding efforts, much attention was focused on the immediacy to deliver meals. Working in a crisis mode, Coalition members had to quickly adjust their usual operations from a specific, siloed focus to an all-encompassing collaboration with network colleagues and nontraditional partners and grassroots volunteers in coordinating this island-wide feeding. There was an intersection between the aging network and the community at large. Except for the Salvation Army, who is equipped to respond to disaster emergencies, this was a whole new ballgame for most members. Developing processes and guidelines, working with new partners, raising money, and prioritizing tasks and demands in an intense environment are not for the faint-hearted. One interviewee noted that the KFSC’s achievements required: 1) the right people, 2) the right fit, 3) the right organizations with shared vision and purpose, and 4) luck.

"We were building the airplane as it was taking off."

Derrick Ariyoshi
City and County of Honolulu
# FACTORS THAT CONTRIBUTED OR Hobbled THE COALITION'S WORK

<table>
<thead>
<tr>
<th>Worked well</th>
<th>Areas for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️ A mission that resonated with all members</td>
<td>✗ Having more structure into the Coalition's governance and decision-making processes especially with grants and fundraising</td>
</tr>
<tr>
<td>✔️ Good structure and effective coordination with key people in pivotal roles</td>
<td>✗ Sequencing and pacing the work – when to ask for feedback and adjusting accordingly to move forward</td>
</tr>
<tr>
<td>✔️ Nimbleness in responding rapidly to the different needs</td>
<td>✗ More public and media communication – Needed to share our story, what was being done, and what more was needed</td>
</tr>
<tr>
<td>✔️ Ability to transition from emergency response to seeking long-term solutions and sustainability</td>
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## VOLUNTEER ENGAGEMENT

The hidden gem and backbone of the Coalition were the hundreds of volunteers recruited to help with the preparation and meal deliveries to seniors week after week. When the COVID-19 pandemic shut down the economy, it also crippled organizations such as the meals on wheels providers that were heavily dependent on volunteers especially retirees who were now at risk to the COVID-19 exposure, and unable to continue their service. Grassroot organizations responded to the public outcry for manpower. Help is on the Way and Our Kūpuna were among those who recruited, vetted and assigned younger volunteer drivers to the meals on wheels providers and other members of the Coalition. The Salvation Army’s teams of trained volunteers helped with the emergency food bags and meals packaging and distribution. Kanu Hawai‘i used its website platform to include the Coalition members in need of volunteers and directed interested volunteers to their sites. Using social media as a recruitment tool, Kanu Hawai‘i served as an excellent conduit to get people connected to the efforts on the ground. Lanakila Meals on Wheels, for example, was in desperate need for 30 more volunteers and among the first group to sign up on the Kanu’s site. Within 48 hours, their manpower needs were answered.
Volunteers answered the call in many different ways, including:

- Preparing food boxes and meals
- Assembling food boxes and meals
- Delivering meals to kupuna
- Making phone calls to and conducting wellness checks with kupuna
- Connecting kupuna to other resources, providing assistance to get enrolled in complimentary programs
- Providing direct health and social services
- Fundraising
- Pickup up groceries and other essential supplies for kupuna; assisting kupuna in utilizing their SNAP/EBT benefits
- Providing transport of goods; gleaning and redirection of food resources
One of KFSC’s significant feats was the financing of this massive food distribution initiative. With no start-up funds, each food provider and business covered the food and labor costs from their own operating budget, and/or raised funds through community donations and contributions. Show Aloha Challenge, for example, raised over $1 million from private businesses, individuals and foundations to provide thousands of meals to homebound seniors. Not only was this organization feeding people, it was also supporting our local economy including hard-hit local restaurants and farms by purchasing and delivering fresh produce and chef-prepared hot meals to kūpuna with limited income and family support. Federal funding also made its way to the community including $3 million in federal CARES Act funding via the City and County of Honolulu and an additional $2 million from the U.S. Administration of Community Living provided through the State of Hawai‘i Executive Office on Aging. Those federal funds supplemented existing federal Title III and state Kūpuna Care services by providing food and meal delivery along with wrap around support services from nonprofits such as Catholic Charities Hawai‘i and St. Francis Healthcare System. A fundraising telethon was later sponsored by KHON which raised an additional $40,000+ along with another $100,000 from the Weinberg Foundation. These funds were distributed as grants and contracts to continue assisting seniors in need.

"With additional contractors, drivers, and office staff partly supported by KFSC, we were able to reach new recipient agencies that we had never connected with before. For example, we provided rescued and purchased food to a west-side low-income housing complex for the first time this summer. We collected some survey data from recipients and were touched in particular by a comment from a recipient about how they used the rescued fruit. This kūpuna stated that they used the fruit as a way to connect with their grandchildren and showed them how to properly cut the food and prepare it in a meal. That our distributed food could go on to provide an additional human element of connection between generations shows the ways in which food redistribution can go above-and-beyond merely offering a satiating meal."
The Coalition came together and mobilized quickly to respond to critical food security needs for kūpuna during the pandemic. Moving forward, the Coalition continues to strategize around the long-term goal of ensuring a sustainable, equitable food system that:

1. **Meets the food needs of kūpuna and vulnerable populations.**

2. **Is integrated with wrap-around services to support healthy lifestyles and aging-in-place.**

3. **Contributes to a strong, more resilient community with the capacity to prepare for, withstand, and recover quickly from disruptions in the system and emergency situations.**
Several approaches can be used to identify remaining gaps and unmet need.

First, an asset mapping and inventory of food access and food assistance resources can identify both strengths and remaining gaps in the food system.

In addition, the Coalition needs to meet with kūpuna and caregivers to ensure that it fully understands their unique needs and social determinants that impact their ability to age-in-place. Virtual listening sessions with kūpuna and caregivers can help to set meaningful and person-centered goals in its work. These processes will help to identify new directions for the Coalition, including the potential to expand statewide.

To support the expanded work of the Coalition, it will focus on building its own capacity and the capacity of its partner organizations. First, the KFSC Steering Committee will pursue additional sources of funding and leverage partnerships and funding in creative ways. At the same time, HIPHI will better position itself to receive and administer new sources of government and private foundation funding at the local, state, and federal levels. Effective advocacy efforts will bolster these efforts by building support for KFSC policy initiatives and funding requests at the City Council and State Legislature.
Next, the KFSC can provide support and added value to its member organizations by providing training and technical assistance in advocacy and business acumen. The collective voice of 40+ member organizations is more powerful than individual providers alone. HIPHI and AARP can provide a training on advocacy strategies to strengthen member organizations’ capacity to engage in advocacy both as an individual organization and collectively. The Coalition can also help to expand providers’ expertise and retool operations to impact long-term food system activities. In particular, the Coalition can identify and provide resources to train service providers in business development in order to develop sustainable revenue channels and/or program models. Finally, the availability of volunteers and volunteer recruitment continues to be a challenge during the pandemic, yet they will be critical in community recovery efforts (8). The Coalition can support its member organizations through volunteer recruitment and training.

With strengthened capacity, the Coalition can expand its efforts and foster innovative approaches to food security and wrap around services as well as utilize the Coalition’s lessons learned to prepare for the next emergency or natural disaster. The KFSC can evolve and become an “incubator” to pilot and test new innovations to food security and provide technical assistance to support development and ensure community impact. At the same time, the Coalition can expand its community-based initiatives to address other social determinants that work in concert with food security to impact one’s health and ability to age in place. For example, KFSC can support efforts to connect kūpuna to needed home modifications and to social engagement opportunities. A pre-disaster plan is needed that considers the needs of kūpuna, persons with dementia, and persons with disabilities in its planning. Such plans are needed statewide and requires collaboration with key partners including emergency management to the City and County Office of Climate Change, Sustainability and Resilience.
The following table outlines the KFSC’s recommendations, action steps, lead organization, and timeframe, as well as considerations and assumptions for implementation.

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Action Steps</th>
<th>Lead</th>
<th>Timeframe: Short (w/in 1 year), Ongoing, Long-term (2-4 years)</th>
<th>Assumptions/Considerations</th>
</tr>
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<tbody>
<tr>
<td>Sustain critical food security and nutrition services</td>
<td>Support non-profit partners in continuing meal and food box delivery</td>
<td>KFSC</td>
<td>Short</td>
<td>It is uncertain whether there will be additional CARES Act funds or other sources of funding. Look to provide non-profit providers with in-kind support—public awareness, help in identifying volunteers, etc.</td>
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<tr>
<td></td>
<td>Support non-profit partners in conducting SNAP outreach and education</td>
<td>KFSC, SNAP Outreach workgroup</td>
<td>Short</td>
<td>It is uncertain whether there will be additional CARES Act funds or other sources of funding. Look to provide non-profit providers with in-kind support—public awareness, help in identifying volunteers, etc.</td>
</tr>
<tr>
<td>Strengthen coalition structure and build capacity</td>
<td>Create strategy for future kūpuna food security efforts including asset mapping, identify gaps in food system, needs of coalition members</td>
<td>Steering Committee</td>
<td>Short, Ongoing</td>
<td>Determine priorities for 2021 and beyond, appropriate data needed in order to develop strategy</td>
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<td></td>
<td>Hold listening sessions with kūpuna—understand remaining needs and gaps, create person-centered strategy</td>
<td>Data committee</td>
<td>Short</td>
<td>Obtain insights and feedback from kupuna in different parts of island to understand (continued on next page).</td>
</tr>
<tr>
<td>Recommendation</td>
<td>Action Steps</td>
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<tr>
<td></td>
<td>Set KFSC policy agenda and coordinate advocacy efforts</td>
<td>Steering Committee</td>
<td>Short</td>
<td>factors that impact their food insecurity other needs that limit ability to age in place</td>
</tr>
<tr>
<td></td>
<td>Build capacity and infrastructure to receive and manage federal funding - fiscal support, accounting, meet deliverables w/ quality, timeframes, reporting, strategy for next phase</td>
<td>HIPHI</td>
<td>Long-term</td>
<td>Build on HIPHI expertise, position HIPHI to administer funding from other federal agencies and national foundations.</td>
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<tr>
<td></td>
<td>Pursue federal, state, and private funding that aligns with KFSC strategy, meets needs of funders</td>
<td>Steering Committee</td>
<td>Ongoing</td>
<td>Continue to monitor and identify funding opportunities to maintain food security efforts or expand in new directions</td>
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<td></td>
<td>Maintain relationships with funders to leverage funds in creative ways</td>
<td>Steering Committee</td>
<td>Ongoing</td>
<td>Need to partner and leverage funds during times of fiscal constraint. Use DoubleUp Bux as case example/model.</td>
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<td></td>
<td>Expand coalition efforts statewide</td>
<td>KFSC, engage partners on neighbor island</td>
<td>Long-term</td>
<td>Contingent upon resources for backbone infrastructure, support from counterparts and partners from neighbor islands</td>
</tr>
<tr>
<td></td>
<td>Provide additional technical assistance and resources to coalition members</td>
<td>Offer training on advocacy</td>
<td>TA provided by AARP</td>
<td>Short</td>
</tr>
<tr>
<td>Recommendation</td>
<td>Action Steps</td>
<td>Lead</td>
<td>Timeframe: Short (w/in 1 year), Ongoing, Long-term (2-4 years)</td>
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<tr>
<td>Foster creativity and innovation in addressing kūpuna food security</td>
<td>Adopt an “incubator” model to pilot and test new approaches to food and wrap around service delivery</td>
<td>Steering Committee</td>
<td>Long-term</td>
<td>Contingent upon funding to administer to providers via RFP. KFSC role to support ideation and pilot development, provide technical assistance, monitor pilot quality and impact.</td>
</tr>
<tr>
<td>Expand coalition efforts to other social determinants of health</td>
<td>Identify and strategize additional wrap around services to support aging-in-place</td>
<td>Steering Committee</td>
<td>Long-term</td>
<td>Steering committee to discuss needs w/ partners and prioritize wrap around service priorities</td>
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<td></td>
<td>Conduct pre-disaster planning that encompasses the needs of vulnerable populations, empowers older adults and persons with disabilities in planning and volunteer response</td>
<td>Steering Committee, key partners including HI-EMA, Red Cross</td>
<td>Long-term</td>
<td>Need to determine coalition role in this effort as convener or participant in other disaster planning efforts to ensure that plans are age-friendly and considers the needs of vulnerable kūpuna.</td>
</tr>
<tr>
<td>Broaden awareness and recognition of coalition member efforts</td>
<td>Engage congressional members. Provide joint congressional presentation on KFSC</td>
<td>Steering Committee</td>
<td>Short</td>
<td>Need to determine right message, approach, and “ask”</td>
</tr>
<tr>
<td></td>
<td>Identify additional public awareness strategies and opportunities</td>
<td>KFSC</td>
<td>Ongoing</td>
<td>Identify goals beyond awareness (e.g., volunteer recruitment?)</td>
</tr>
</tbody>
</table>
The Kūpuna Food Security Coalition was formed during an unprecedented time and brought together a diverse cross-sector of non-profit, government, private, and community volunteers to collectively address the food needs of vulnerable kūpuna across Hawai‘i. Initially formed in response to the COVID-19 pandemic, the Coalition has expanded its focus to address the long-term sustainability of food security solutions. The Coalition’s goal was to ensure that our vulnerable kūpuna received and/or had access to nutritious meals and wrap-around services, thereby enabling them to age-in-place. Data analyses indicated that the KFSC had a significant islandwide impact in the number of meals and food boxes distributed, due to successful partnerships and private and public funding support. Moving forward, the Coalition intends to both sustain and expand its efforts by focusing statewide, conducting disaster preparedness planning, and on targeting other social determinants of health. The KFSC will serve as an incubator for new models of nutrition services and food delivery to create a sustainable system that ensures food security for vulnerable kūpuna.
Funded KFSC Organizations

**KFSC**
- Aloha Harvest
- Hawai‘i Meals on Wheels
- Our Kūpuna
- Keiki to Kūpuna
- Lanakila Pacific
- Pili Group/Chef Hui
- SAC Foundation
- St. Francis Healthcare System of Hawai‘i
- The Salvation Army

**Expanded Meal Service Plus (EMSP)**
- Aloha Harvest
- Hawai‘i Meals on Wheels
- Our Kūpuna
- Healthy Mothers Healthy Babies
- Keiki to Kūpuna
- Lanakila Pacific
- Lunalilo Home
- Pili Group/Chef Hui

**Senior Housing Sites**
- La‘iola
- Hale Po‘ai
- Kapuna I Apartments
- Hale Moena Kupuna
- Whitmore Circle Apartments
- Harry & Jeanette Weinberg
- Senior Residence at Maluhia
- Malulani Hale
- Kinau Vista
- Pumehana
- Kalanihui
- Wisteria Vista
- Piikoi Vista
- Keola
- Hoonanea
- Harry & Jeanette Weinberg
- Philip St Elderly Hsg
- Makua Alii
- Kulana Hale
- Paoakalani
- Kalakaua Vista
- RHF Pauahi Kupuna Hale
- Artesian Vista
- Makame
- 220 California
- Ainahau Vista
- Ainahau Vista II
- Lani Huli
- Manoa Gardens
- Wilikina Park Elderly
- Franciscan Vistas Ewa
- Kulanakauhale Maluhia
- O Na Kupuna
- Pohai Nani Good Samaritan
- Kaneohe Elderly
- Senior Residence at Kaneohe
- Harry & Jeanette Weinberg
- Silvercrest
- Oceanside Hawaii
- Honuakaha
- Kahuku Elderly Hauoli Hale
- Na Lei Hulu Kupuna
- Pohulani Elderly
- Haleiwa Senior Citizens
- Kupuna Home O‘Wai’alu
- Kaluanui Sr. Apts
- Royal Kinau
- Punchbowl Homes
- Hale Mohalu II
- Hale Mohalu
- Hausten Gardens
- Keola
- Hoomalu Elderly
- Halia Hale
- Harry & Jeanette Weinberg
- Nanaikeola Senior Apts.
- Senior Residence at Iwilei
- Senior Residence at Kapolei
- Senior Residence at Kapolei 2
- D. E. Thompson Village
- West Loch Elderly Village
- Plaza at Punchbowl
- Waipahu Hall
- Kamalu
- Ho‘olulu
- Kamalu-Hoolulu Elderly
- Olaloa Retirement Community
- Meheula Vista I
- Meheula Vista II
- Meheula Vista III
- Hale O‘Hauoli
Nearly **400** individual donors came together to raise funds to put meals into the hands of our kūpuna, averaging $99.70 per donation.

Donations were received from all islands across the state, as well as other states including Arizona, California, Colorado, Nevada, and Washington.

Mahalo to our donors for their generosity and commitment to supporting our kūpuna.
Sources:
Kūpuna Food Security Coalition

hiphi.org/kupuna