



# Supporting Families During COVID-19

COVID-19 and the resulting shelter-in-place mandate have caused momentous and unprecedented challenges for San Francisco's families.

**69,400**

people became unemployed in San Francisco in the first few weeks of shelter in place.

In addition to businesses, many schools and child care programs closed.

**>50%**

of child care programs worried they would go out of business in 3 months without significant financial support

**25%**

of childcare programs reported having to lay off or furlough early educators

*"Our mission is to support families and children and meet them where they are. And that just looks a little different right now. So I help with deliveries, stop at food banks and drop off materials and supplies to **people who need it most.**"*

*Caitlin McNamara, Support Services Program Director, Support for Families*



Throughout the spring and summer, First 5 San Francisco has been on the front lines along with numerous community partners, ensuring that families have essential supplies to meet basic needs, supporting family well-being, and building the capacity of family resource centers and early educators to adapt and respond to the crisis.

## Supporting Basic Needs

**221,582**

diapers

**37,724**

ounces of formula

**28,461**

household supplies

**2,433**

gift cards and vouchers

**2460/week**

food pantry distributions by family resource centers

**780**

groceries and meals



*"Families that we serve in our family resource centers live in extreme poverty and marginalized communities. Now **we're seeing an increase in brand new families that didn't need community support before** and now, as shelter-in-place goes on, they do."*

*Katie Albright, Chief Executive Officer, Safe and Sound*

## Ensuring Families' Well-Being

**100%**

of family resource centers (FRCs) made regular wellness check phone calls

**1,161**

English and Spanish books were distributed to families

**4,352**

learning kits sent to providers to support social distance instruction

*“Our network of 26 FRC’s took our plan into action overnight - talking with leaseholders on behalf of families, making wellness calls and singing to children over Zoom and Facetime, and gathering food and supplies to distribute for those most in need.”*

*Berta Hernandez, Family Services Director,  
Instituto Familiar de la Raza*



## Building Local Capacity

**1,185**

pieces of personal protective equipment distributed to emergency child care providers

**148**

children of essential workers served in 14 Emergency Child Care sites

**25**

emergency child care coordination meetings

**38**

child care re-opening meetings and family child care roundtables

**21**

weekly family resource center coordination meetings

**5**

Professional development sessions with UCSF experts on COVID-19 and child health



*“Families need someone to support them emotionally right now and I am here to support them, not only to care for the children, but also to give them the information they need.”*

*Zonia Torres, Family Child Care Provider*

First 5 San Francisco’s COVID-19 approach has sought to address families’ most urgent and emergent needs, while helping to build the city’s safety net to effectively serve families in the current crisis and beyond.

**\$2.4 million**

in COVID-19 relief to partners, providers, and families



*“Out of this crisis has come **stronger connections** and **new collaborations** across all of First 5’s partners to serve San Francisco’s families. Despite unimaginable challenges, our community has been dedicated to making sure children are supported with what they need to thrive.”*

*Theresa Zighera, Executive Director,  
First 5 San Francisco*