



Meal Times



Spotlight On

Enhancing the Client Experience in Alameda County

When you approach 1921 San Pablo Avenue in Uptown Oakland, you'd think you're visiting a chic boutique shop.

Indoor plants and succulents line the windowsills of its two large windows. The entrance door appears to be dated to another time in Oakland's architectural past.

But appearances are just that - appearances. Because inside this 2,200 square-foot space, nestled in between two store fronts, is Project Open Hand's East Bay Office and Grocery Center, humming with activity.

Clients are shopping for their groceries. Meal deliveries are being coordinated. Registered dietitian nutritionists are conducting in-person and virtual meetings with clients.

Project Open Hand, which started providing services to East Bay clients since 1989, has now become the largest medical nutrition provider in Alameda County, serving 245 clients weekly with meals and groceries and making more than 170 deliveries per week in communities like Oakland, Berkeley, Hayward, and Alameda.

While services must expand to meet the needs of Alameda County Clients, the small building we operate out of has not experienced the same

growth. Improvements are needed to enhance the client experience. And hopefully, that will all change soon!

Last year, the office next door became empty and thus the opportunity to lease the space.

The Executive Team and the property owner discussed options to design the space to fit our needs. If secured, the space would double in size to 4,400 square feet. And most importantly, it would improve the client experience with an expanded client and grocery center to increase distribution and operational capacity.

"The expansion will improve the volunteer experience and ensures the community can connect with our mission and our service model"

-Ana Ayala

Currently, 1,227 meals are distributed weekly out of the Oakland location.

"Project Open Hand San Francisco has a community center where it's like a beacon in the neighborhood. It's a place where you can come and speak with staff in a confidential space. During non-pandemic times, food demos and classes really enhance the client experience. That has been limited in Alameda County," Ana Ayala,

Vice President of Programs said.

"Here in Oakland, we don't really have the same community center due to space limitations. We have a tiny lobby where people come in and check in. They can chat with someone, but it's not the same experience. It's our responsibility to make sure all our clients receive the same level of services," she said.

The new space will also help improve the experience for staff members and volunteers.

Currently there is no break room for the 8 to 12 staff and volunteers to enjoy their lunch.

There's no private meeting space. With the expansion, staff will have dedicated cubicles for operations, additional meeting rooms, and improved infrastructure such as more permanent storage and refrigeration fixtures to make the space more useful and efficient.

"As a whole, spaces that had to pull double and triple duty can now be dedicated to a staff member," Vice President

of Operations, Jonathan Jump, said.

Although volunteer shifts are still limited due to COVID restrictions (two volunteers per day), the expansion will allow for more volunteer opportunities for supporters and corporate groups.

"In San Francisco, our building is a community space that draws volunteers. It resonates in the community at large as a space to be in, contribute to and participate in. It's one of the more fun volunteer experiences because we created such a welcoming place."

"In Alameda County however, we had to limit groups. The expansion will improve the volunteer experience and ensures the community can connect with our mission and our service model," Ayala said.

We need your help. **We can't acquire the additional space for the Oakland Center without you.** Will you help us offer an improved experience for our Alameda County clients and support all other Project Open Hand programs?

Please consider a donation at www.openhand.org/donate today! Thank you!

by Marcus Tolero,
Marketing and Communications Manager



Paul's Letter

A Special Message From Paul Hepfer



Dear Friend,

Did you know that Project Open Hand has been providing *meals with love* to Alameda County Residents since 1989? That's over 30 years of making life-saving nutrition accessible to East Bay Community members who are battling critical illnesses like HIV/AIDS, cancer, diabetes, and heart disease.

Did you know that our grocery center on 1921 San Pablo Avenue provides services to 245 clients on a weekly basis? Many of them visit our Oakland location to shop for groceries or meet with our registered dietitian nutritionists (RDN).

And while our staff and volunteers ensure our clients receive the best care and service, we want to improve and enhance our clients' experience when they visit. We simply must do more for our East Bay clients. And that begins with making improvements to the current space. That's where we need your help!

For years, our San Francisco location on 730 Polk Street has been a beacon

for our clients. When they walk into the doors there, they get a more personalized experience because the space allows it.

Clients can meet with our RDNs in a private setting and there is ample room for them to move around and socialize with staff and volunteers. And when COVID restrictions are completely lifted, we can hold in-person cooking classes and demos once again.

You read in our cover story that we have an opportunity to expand our Oakland Office and Grocery Center. With that we can create an experience that better meets our clients', staff and capacity needs.

It's our responsibility to enhance the experience for our staff and volunteers, who are the backbone to our East Bay Operations. Additional space, infrastructure, and resources will not only improve service to our clients. It will also better equip our East Bay Team to exceed the high standard of service they already provide to our clients, even with the resources they currently have.

Our team wants to continue to meet and exceed our clients' needs, no matter where they are. In the case of Jenna Miles, our resident RDN in Oakland, she is conducting cooking classes virtually from her home kitchen to diabetes clients.

There's an often-used phrase "that you make do with what you got." Our team in Oakland has gone above and beyond to provide the best service possible to clients for over 30 years. Will you help make the Oakland expansion a reality? Thank you for your continued support,

Paul Hepfer
Chief Executive Officer

P.S. To support the Oakland Office and Grocery Center expansion and all other Project Open Hand programs, please go to www.openhand.org/donate. Thank you again.

Quarterly News from Project Open Hand | Published Since 1989



Project
Open Hand

Project Open Hand's mission is to improve health outcomes and quality of life by providing nutritious meals to the sick and vulnerable, caring for and educating our community.

EDITOR/WRITER:
Marcus Tolero, Manager,
Marketing and Communications

FOUNDER:
Ruth Brinker

Board of Directors

CHAIR:

Mike Henry,
Google

VICE CHAIR:

Ruth Yankoupe,
Getaround

SECRETARY:

Aditya Wakankar,
Sangamo Therapeutics

FINANCE CHAIR:

John Colton,
Kaiser Permanente

MEMBERS:

Andrew Chang,
Osterweis Capital

Theresa Ng Chang,
Splunk

Preston Maring, M.D.,
M.D., Physician

Ginny McSwine,
Global Demand Generation

Andrea Wilkinson,
Zogenix

Helene York,
ISS Guckenheimer

Vishwa Chandra,
McKinsey & Company

Jennifer Wieman Petraglia,
Getaround

Jennifer Drimmer-Rokovich,
SVP, Corporate Legal Affairs &
Secretary at Exelis

Richard Long,
Principal at Cercity Partner

Arthur Wood,
Medical Director for Accountable
Care - Office of Population
Health at UCSF Health

Executive Team

Paul Hepfer
Chief Executive Officer

Ana Ayala
VP, Programs

Jonathan Jump
VP, Operations

Herbert Dong
VP, Finance and
Information Technology

Amor Santiago
VP, Development and Community
Affairs

Issue No. 126

Let's Connect
openhand.org



San Francisco
730 Polk Street
San Francisco
CA 94109
(415) 447-2300

Oakland
1921 San Pablo Ave.
Oakland
CA 94612
(510) 622-0221



Community

Spotlight: Creating A Complete Virtual Cooking Experience

Registered Dietitian Nutritionist Jenna Miles is hosting a cooking class for clients who are watching intently. She has a variety of vegetables on her cutting board including mushrooms, onions and red bell peppers.

She begins julienning the red bell pepper and explains to the audience what dish she is making and the nutritional value of each item on the cutting board.

Like any live cooking class, clients are encouraged to ask questions, which Jenna answers in-depth. It's a unique opportunity for the viewer to interact with the host.

But this is not a normal cooking class. Jenna is teaching her class out of her home kitchen with a complete setup including lighting equipment, digital camera, and laptop.

And the clients are participating virtually through a Zoom platform.

"Normally we would love to host a cooking class in-person with our clients. But due to COVID, we are always having to adjust to meet our clients' needs and enhance their experience with us," Miles said.

Project Open Hand plans to teach ten virtual cooking classes like these, spread out over the next few months. We partnered with the Alameda County Health Department (ACHD) to teach two classes to select participants; four to participants from Roots Community Health Center in Oakland, and four to Spanish-speaking participants from Alameda County's Tiburcio Vazquez Health Center.

Each class consists of ten participants. All of them are East Bay residents with diabetes. That's why our classes are prepared with the goal of increasing their self-efficacy by cooking foods and meals that will help them manage their diabetes.

A different recipe is taught during each class. In addition to simply demonstrating how to cook a recipe, the ingredients are shipped to the participants' homes. Our dietitians teach basic knife skills, and pertinent nutrition information about each ingredient, and how it will benefit their health.

Each class is one hour long and takes place over Zoom.

"These classes have improved the client experience in the East Bay by allowing people to stay safe at home during the pandemic, while still gaining valuable skills in cooking diabetes-friendly dishes. It also benefits our participants by providing them, for free, the ingredients to make these healthy recipes," Miles said.

"I've received lots of positive feedback so far about how these classes have helped our participants increase their knowledge and understanding of nutrition for improved diabetes management."

It appears that Jenna and the Nutrition Team have figured out a recipe for success in enhancing the client experience, virtually.

This is only possible because of your support. Thank you!

by Marcus Tolero, Marketing and Communications Manager



Project Open Hand Plate Clubs

Your gift makes a difference. *MealTimes* offers special acknowledgment to Project Open Hand supporters who have made gifts totaling \$1,000 or more from August 1, 2021 through November 19, 2021. If you have questions about this list, please contact donations@openhand.org or 415-447-2300.

PLATINUM PLATE CLUB
\$50,000 - \$99,999

John and Marcia Goldman Foundation
Estate of Sylvester James
Hellman Foundation
MacPhail Family and Friends

GOLD PLATE CLUB
\$25,000 - \$49,999

Gap Foundation
Dana and Robert Emery
Estate of Elizabeth Engelcke
Terri Hearsh
Estate of Nancy Vernon-Burke

SILVER PLATE CLUB
\$10,000 - \$24,999

Anonymous (1)
Estate of Dr. Bruce Collier
Lillian Lincoln Foundation
Gail McIntyre
Sutter Health CPMC
Onnolee and Orlin Trapp

BRONZE PLATE CLUB
\$5,000 - \$9,999

Anonymous (2)
Theresa Ng Chang
Yu-Hung Chiang
Corcoran Global
Paul Feuerwerker
Nancy Bolmeier Fisher and Ian Fisher
Fremont Bank Foundation
Linda Glick*
Gray Grodzicki

Gurmehar Foundation
Michael Henry and Tyler Wuthmann
Preston Maring, MD
The Mary See Foundation
Anne and Martin Roher
Silicon Valley Mechanical
Ruth A. Yankoupe Fund
Aditya Wakankar

CRYSTAL PLATE CLUB
\$2,500 - \$4,999

Donald and Joann Andrushko
Sharon Davidson*
Sharon Davidson and Jeff Gray
Folsom Street Bootblacks
Hilltop Foundation
Yolande Jurzykowski
Kristofer Konietzko and Peter Borkon
Jennifer and Rober Petraglia*
May Qwan and Don Qwan
Tachina Rudman-Young and Peter Young
Linda Walsh and Keith Cowan
Ellie Wood

CHINA PLATE CLUB
\$1,000 - \$2,499

61 Divisadero Street, LLC
Susan Aizumi
Alameda County Leather Corps
Claire and Kendall Allphin
Michael Andersen and Melanie Andersen
Anonymous (12)
Baker & Commons
Mario Balestrieri Charitable Gift Account
James Bartlett and Theodore Hax

La Bateau Ivre
Arvind and Russita Bedi
Richard Bland
Boichik Bagels
Kathleen Brannan and Michael Borck Family Foundation
Dennis Breen
Yvette Assia-Breslauer and George Breslauer
Donna and Ralph Briskin Family Fund
Richard and Patricia Briskin
Denise Carret
Tiia Carswell
Dr. and Mrs. Melvin Cheitlin
Susan Choy and Ronald Choy
Community Thrift Store
Sharon & Dale Crandall Family Fund
Carolyn and Gordon Davison
Janeann Dawson
Marie and Peter Dorsey
The Ed and Joyce Drake Family Fund
Gail Eiselman
The Robert and Martha Falkenberg Fund
Howard and Carol Fine Philanthropic Fund
Susan and James Flessner
Kelly Gaynor*
Nadine Ginzberg
The Girl Friends Incorporated - Golden State Chapter
John Glass*
Susan Goldschmidt
Robert Goodman
Marian and Roger Gray Fund
John Halvorson
Peter Heinemann & Dana Kueffner
Hohenschuh Family Fund
John Holme and Margit Birge

Randa Jacobs
Ola Johnson
Susan and Barry Karl
Jeffrey N. and Anne Marie Katz Charitable Fund
Walter Kennedy and Deborah McNab
James Kennedy*
Thomas Koon
Patricia Lockett
Steven Lovell and Dara Youngdale
Thomas and Beverly Marlow
Todd McElhatton
Joyce McLean
Prasanna Menon
Janine and Jon Miller
Milligan Family Charitable Fund
Sally Morton
Randall Murley
Paul O'Shea
George Quan
Phillip P. Ramsay
Lyle Ramshaw
Weslie Rau and Dennis Snapp
Stephen Rico
The William Schoch and Joshua Stein Charitable Fund
Serenio Group
Shelagh Smith Giving Fund
Dr. Lisa Sternlieb
Tarbell Family Charitable Fund
Robert Weston*
Peter Wiley
Philip Yee
The Charles & Jane Zaloudek Charitable Trust



* Designates members of The Supper Club, Project Open Hand's monthly giving program. To learn more about The Supper Club, visit: www.openhand.org/give/supper-club.



From Our
Kitchen
to Yours



Cauliflower Mashed “Potatoes”

NUTRITION per serving: **96 calories 3.8 g fat, 366 mg sodium, 14 g carbohydrate, 6.3 g fiber, 5.1 g protein.**

Ingredients

- 1 medium (3-lb) head of cauliflower,
- trimmed & cut into florets
- 3 cloves garlic
- 1 tablespoon extra virgin olive oil
- 1/2 teaspoon salt
- 1/8 teaspoon freshly ground black pepper
- For garnish: chopped fresh thyme,
- extra virgin olive oil, freshly ground black pepper

Instructions

1. Bring a large pot of salted water to a boil.
2. Add the cauliflower & garlic and cook for about 10 minutes or until the cauliflower is fork tender.
3. Drain the cauliflower and garlic, return it back to the hot pan & let it stand for 2 to 3 minutes with the lid on.
4. Transfer the cauliflower & garlic to a food processor.
5. Add the olive oil, salt & pepper & purée until smooth. (You can also just use a potato masher or hand blender instead of a food processor). Adjust the salt and pepper to taste.
6. Garnish with chopped fresh thyme, salt, pepper, & a drizzle of olive oil.
7. Serve immediately, or store the cauliflower mashed “potatoes” in the refrigerator for up to 3 days.

THANK YOU TO OUR SPONSORS FOR MAKING HAND TO HAND A SUCCESS



Project Open Hand
meals with love

MASTER CHEFS
Goldman Foundation
Neil MacPhail Family & Friends
EXECUTIVE CHEFS
Anonymous
SOUS CHEFS
Gilead Sciences, Inc.
Sutter Health CPMC
Tito’s Handmade Vodka



Chefs de Partie
California Teachers Association
Andrew Chang* & Danni Xie
and Jennifer* & Robert Petraglia
Theresa Chang*
Corcoran Global Living
Sharon Davidson
Fingerpaint
Nancy Bolmeier Fisher**,
Ian Fisher & Ryan Fisher
Gurmehar Foundation
Linda Glick**
Mike Henry* & Tyler Wuthmann
Paul Hepfer & Eileen Bewley
Kristofer Konietzko** & Peter Borkon
and Patricia King**
Preston Maring, M.D.*
San Francisco Health Plan
Silicon Valley Mechanical
Adi Wakankar*
Andrea Wilkinson*
Ruth Yankoupe*
Helene York*

A Special Thank You To Kaiser Permanente For Sponsoring Our Virtual Production

IN-KIND DONORS

Kathy Amendola
Anonymous
Cara Baker
Tim Barabe** & Gail Kennedy
Chef Adrian Barrow
Berkeley Country Club
Bonterra Wine
Gary Bukovnik
Andrew Chang
Club Fugazi
Lawrence Doyle
Elite Island Resorts Caribbean
Blandina Farley
Mareike von Johnson
Carmela Krantz**
Sara Gaviser Leslie
Wes Leslie
Scott Lettieri
Mr. Tipple’s Recording Studio
Presidio Golf Course
Kara Ricciardi
Bill Rogan
Mark Sackett
Sasquatch Fly Fishing
Eric Schumacher
Ryan Spratt of Spratt Media
Sweet Farm
Tito’s Handmade Vodka
Trujillo Wines
Chef David Verzello
*Members of the Board
**Emeritus Members of the Board
(as of December 3, 2021)

