

## FOOD PARTNER SURVEY

2006 results  
April 9, 2007

Of 350 active agencies, 31% or 107 responded to the survey.

Question on services: 78 agencies reported an increase in the number of people served.  
This represents 74% of the responding agencies.

1.
  - a. Four soup kitchens responded, with a range of 25 to 1,000 meals served each week. Kitchens are open from 1 day a week with 1 meal a day, to KARM's 7 days a week serving 3 meals a day.
  - b. -79 are a food pantry with 25, 953 families being served monthly
    - 34 pantries are open 1-3 days a week
    - 16 pantries are open 4-7 days a week
    - 10 pantries are open 1-2 days a month
    - 19 did not respond about days or times open
    - most reported being open around 4 hours
  - c. 3 children's homes responded; serving 68 children
  - d. 1 foster home association reported; serving 9 homes
  - e. -3 group homes, serving 50 people a day
    - FISH serving 45 people a day
    - 2 battered women shelters, serving 87 women a day
    - 9 adult rehab centers, serving 240+ people a day
    - 4 children's programs, serving 2,800
    - 1 church & 1 additional NPO, serving 30 people a day
2. Our agency is the only agency within 5 mile? 31 said yes, 58 said no, 18 did not respond
3. Our agency is open hours other agencies are not. 52 said yes, 55 said no
4. 7 agencies reported inadequate food storage, 6%
5. 15 agencies reported inadequate resources, 14%
6. 6 agencies reported inadequate transportation, 6%
7. -27% reported they have difficulty finding nutritious food
  - 88% reported they are able to find and distribute nutritious food
  - 33% reported they have difficulty finding a well rounded selection of foods
  - 67% reported they are able to purchase certain foods from supermarket wholesalers
  - 90% reported they are aware of the volunteer for credit program

8. 83% have enough volunteers to work their programs
9. 30% answered yes, however many put a question mark
10. 25% are not aware of all SHFB programs. Scoop, Kids Cafe & Rural Route are known less than others
11. 40% are interested in learning more about the programs Second Harvest offers
12. source of funding
  - a. community 60%
  - b. congregation 80%
  - c. United Way 25%
  - d. Grants 35%
  - e. County 12%
  - f. Cash drives 40%
  - g. Food drives 50%
  - h. Other 20%
13. -75% reported having a computer, 25 reported not having one
  - 39 reported having food files (about 50% of those with computers)
  - 13 reported that they would like a computer
  - 80% said people with computers use them for other work
  - 85% have someone in their organization with computer training
  - 30% report having problems not being able to confirm client information
14. 40% reported having someone with training in grant writing
15. 60% reported someone who has had training for using volunteers
16. 75% reported having a Board of Directors
17. 35% have someone with training on board development
18. 43% have someone with Strategic planning training
19. 52% have someone with training in Operational Management for a non-profit
20. 34% use income guidelines to determine need
21. 95% reporting feel they are doing good or great job in meeting the needs of those they serve

22. Best things about Second Harvest

- a. price/cost of food
- b. brings food directly to us
- c. good clean warehouse
- d. quality and variety of food products
- e. flexibility of staff and hours
- f. buying in bulk
- g. helpful staff
- h. dependability

23. Most difficult things about SHFB (asterisk denote several responses)

- a. Limits on certain items
- b. Distance they have to travel
- c. Paper work
- d. Would be helpful to access list of what is available prior to going \*\*\*\*\*  
need current updates
- e. More turkeys and ham for holiday baskets
- f. Low volume of produce \*\*
- g. Selection
- h. Shopping times
- i. Need restaurant size cans
- j. Lack of healthy options \*\*
- k. Product availability does not always meet pantry needs
- l. Getting checked out fast
- m. Need better variety of canned foods other than beans
- n. Lack of protein items \*\*
- o. Keep product line listing current, show credits on monthly statements
- p. Digging through bins
- q. Ability of buy enough – ie. Can only buy 72 boxes of cereal need 450

24. How do you feel about the Shared Maintenance Fee: (5cents a pound)?

Overwhelmingly positive responses. However, there were a few like “you can call it what you want, but it is still paying for the food.”

25. 75% of the agency’s distribution of food is obtained from Second Harvest.

26. Large majority reported no increase in minority clients.

27. Agency wisdom

- a. FEMA food is great
- b. Have collection buckets by church doors often
- c. Require photo iD, prove of address and income, registration of recipients and shared with other agencies in order to limit duplication.
- d. Participation of many churches in area to make pantry a community commitment
- e. Train workers well, keep going over the rules, let them know they are important and useful
- f. Work with a licensed dietician
- g. Learning about and utilizing USDA program and food stamps
- h. Discussions from staff at Second Harvest and other area church pantries very helpful
- i. We go by appointment, that way the staff and clients are not rushed