Food Pantry Survey

Thank you for taking the time to complete this survey! Your response will help the Washington Food Coalition (WFC) and the American Heart Association (AHA) in collaboration with More Than Food Consulting to evaluate better practices in increasing access to healthy, nutritious, and culturally relevant foods and nutrition policies in Washington State.

*A note on language: In this survey, we use the term "**Food pantry**" to refer to an agency that distributes food to customers, clients, guests or neighbors who are food insecure. We use the term "**customer**" to refer to someone who receives food from a food pantry.*

Please have **one person** from the pantry complete the survey. We understand that some organizations receiving this survey offer multiple services including meals or distribute food to other organizations. This survey focuses on **pantry services**, or food distributed directly to customers that is prepared and eaten off site. If a question doesn't apply to your organization, please select "N/A" or "Don't Know."

This survey will take no more than **20 minutes** to complete. In appreciation of your time, a $25 Visa gift card will be sent to your email within 1-2 business days of submitting your response. If you have any questions, **please contact Trish Twomey at trish@wafoodcoalition.org**. If you have additional clarification or notes about your responses, please include those in the last question.

About you:
First and Last Name _____

Email _____   Name of organization _____

*The following questions are specific to food pantry services. Please **do not** include information about meal programs.*

1. What is your role at the pantry?
   - ○ Pantry leader (Executive director, CEO or board member)
   - ○ Pantry coordinator, manager or director (responsible for day-to-day running of the pantry)
   - ○ Paid staff, not responsible for day-to-day running of the pantry
   - ○ Volunteer, not responsible for day-to-day running of the pantry
   - ○ Other - Please describe _____

2. What is the average number of customers (individuals) and volunteers at your pantry per month, unduplicated?
   Customers: _____   Volunteers: _____

3. How many full-time (or full-time equivalent FTE) paid staff do you have working at the pantry?
   - ○ No paid staff, all volunteers
   - ○ 1 – 2 part-time paid staff (<1 FTE)
   - ○ Don't know
   - ○ 1 – 2 full-time paid staff (1-2 FTE)
   - ○ More than 2 full-time (or FTE) paid staff

4. Which of the following best describes the size of your pantry space (including storage, waiting area and distribution space)?
   - ○ Small – Examples may include a small closet area with shelving (up to 10' x 12' space), with limited space for storage
   - ○ Medium - Examples may include a small room with shelving and some room for storage for up to 8 pallets of food
   - ○ Large - Examples may include a large room with multiple aisles of shelving, extra room for storage for more than 8 pallets of food

5. Please add any additional information about your pantry space here:
   _____

6. How often are you open for distributing food to customers?
   - ○ 1 – 3 days per month
   - ○ 1 day per week (4-5 days per month)
   - ○ 2+ days per week, no evening or weekend hours
   - ○ 2+ days per week, including some evening or weekend hours
   - ○ Don't know

7. How often can people come to receive food from your pantry?
   - ○ Less than 1 time per month
   - ○ 1 time per month
   - ○ 2-3 times per month
   - ○ 1 time per week
   - ○ 2+ times per week or no limit
   - ○ Don't know

8. Approximately what percentage of your inventory comes from the following sources. The percentages should add to 100%:

Individual donations (food drives)	
Retail donations	
Gleaning or donations from farms	
Regional food bank (Food Lifeline, Northwest Harvest, Second Harvest)	
Purchased	
Government (TEFAP, CSFP, EFAP, etc.)	
WSDA FA sources, for example LFAP	
Other - Please Explain	

9. Which of the following statements best describes how your pantry currently distributes food to customers? *Each statement includes examples of how a pantry might offer customer choice. This could also be done via online food ordering or over the phone where customers can select food. Please select the statement that most closely represents your pantry.*

   - ○ **No choice-** Every customer gets the same, predetermined items. Volunteers/staff handle the food and prepare bags or boxes for each customer.
   - ○ **Limited choice**- Customers can choose among a few prepackaged boxes or can combine a prepackaged box with limited choice of certain food items from a table or basket. Customers typically do not touch or handle the food directly.

- ○ **Modified choice**- Customers select items from a menu or tell volunteers/staff what food items they want by pointing, and volunteers/staff then pack a bag or box for them. Customers may select from general food items such as soup or cereal, but not the specific type. Customers typically do not touch or handle the food directly.
- ○ **Full choice**- Customers are allowed to shop for their food much like a typical grocery shopping experience and freely handle and select food items. The pantry may set limits on the number of items per food group or based on family size. Customers can see food options and can select what they want. If ordering online or over the phone, customers may select from specific food items such as chicken noodle soup or Cheerios.

10. Approximately what is the annual operating budget **for your pantry**?
    - ○ Under $25,000
    - ○ $25,000 – $50,000
    - ○ $50,001 - $100,000
    - ○ $100,001 - $250,000
    - ○ $250,001-$500,000
    - ○ Over $500,000
    - ○ Don't know

11. Which of the following best describes the status of a nutrition policy at your organization?
    - ○ We do not have a nutrition policy
    - ○ We started drafting a nutrition policy and the work is on hold
    - ○ We are actively working on a nutrition policy
    - ○ We follow the nutrition policy of our EFAP lead, coalition or network
    - ○ We have completed and adopted a nutrition policy

Nutrition Policy:
The next few questions are for pantries who responded "We follow the nutrition policy of our EFAP lead, coalition or network" or "We have completed and adopted a nutrition policy." If you did not select either of those responses, please skip to Question 18.

12. How long has the nutrition policy been in place?
    - ○ Less than one year
    - ○ 1 – 2 years
    - ○ 2 – 5 years
    - ○ More than 5 years

13. Did you create an implementation plan for the nutrition policy? *An implementation plan would include details about who will make decisions, when steps will be taken, by whom, and how the policy will be put into action.*
    - ○ Yes
    - ○ Not yet, but we are planning to
    - ○ No
    - ○ Don't know
    - ○ N/A

14. Does your policy include language to review the policy on a regular basis?
    - ○ Yes
    - ○ No
    - ○ Don't know

15. Since passing the policy, has it been reviewed or updated?
    ○ Yes
    ○ No
    ○ N/A: Our policy was passed in the last year

16. What resources did you use to develop your nutrition policy? *Select all that apply.*
    ☐ Template from AHA or WFC
    ☐ Nutrition guidelines [Healthy Eating Research (HER) Guidelines, Dietary Guidelines for Americans (DGA), etc.]
    ☐ Nutrition experts (registered dietitian)
    ☐ Example from another food pantry
    ☐ Canvas Course: How to Develop a Nutrition Policy
    ☐ Other - Please explain _____
    ☐ None of the above

17. How do you communicate about your nutrition policy? *Select all that apply*
    ☐ Share with staff responsible for purchasing or ordering food
    ☐ Share with food donors and community
    ☐ Share with financial donors
    ☐ Post on website
    ☐ Share in the pantry with customers
    ☐ Share with volunteers (e.g. during orientation)
    ☐ Include in other communications with customers and volunteers (newsletters, signs, etc.)
    ☐ We haven't communicated about our policy yet
    ☐ Other - please describe: _____

18. How would you define success for your nutrition policy? What would success look like for your nutrition policy?

    _____

    _____

    Please skip to Question 20

If you *have NOT yet adopted a nutrition policy:*

19. What challenges or barriers have made it difficult to complete and adopt a nutrition policy at your pantry? *Select up to three*
    ☐ We don't have the time to implement the policy
    ☐ We don't have control over what food is available or food that we receive
    ☐ Our organization's leadership doesn't believe that a policy will make a difference
    ☐ We generally make healthy choices in practice and don't see the need to have it in writing
    ☐ Not enough money to promote or purchase healthy food
    ☐ More people are seeking pantry services and we are focused on meeting demand
    ☐ We don't have enough information to complete a policy
    ☐ Nutrition is not a priority for our pantry right now
    ☐ Our customers like the foods we currently offer
    ☐ None, we are actively creating a nutrition policy now
    ☐ Other - please explain: _____

20. What resources or supports would help your pantry <u>to complete and adopt a nutrition policy?</u> *Select up to three*
    - ☐ More money to purchase healthy food
    - ☐ More volunteers to handle healthy food
    - ☐ More time to draft the policy and have it approved by our leadership
    - ☐ More time to implement the policy and put it into action
    - ☐ More support from local food donors and retailers to provide healthy food
    - ☐ More support from donors or regional food banks (Food Lifeline, Northwest Harvest, Second Harvest) to provide healthy food
    - ☐ More information to show the value of nutrition for staff, volunteers and leadership
    - ☐ More interest or requests from customers for healthier foods
    - ☐ Technical assistance or support drafting the policy and implementation plan
    - ☐ Other - please explain: _____

21. To <u>increase access to healthy food</u> at your pantry, what are the top 3 resources you would need? (Rank your top 3 as 1-top priority, 2, then 3-lower priority)

____ Funding

____ Space

____ Equipment: refrigerators / shelves

____ Technology (computer, wifi, software)

____ Commitment from board of directors or leadership

____ Commitment from staff/volunteers

____ Additional Volunteers

____ Paid staff

____ More healthy food from donors and regional food bank (Food Lifeline, Northwest Harvest, Second Harvest)

____ Partnerships to source healthy food

____ Other: please describe:_____

For the next questions, we define **healthy, nutritious food** as including food low in saturated fat, sodium and added sugars, including fruits and vegetables, lean meats, low-fat dairy and whole grains.

22. Please answer the following questions about practices that are currently in place **at your food pantry**

	Yes	We are planning to	No	Don't know
Does your organization or pantry mission statement include nutrition?	○	○	○	○
Do you include information about nutrition on your organization or pantry website?	○	○	○	○
Do you have a staff or volunteer in the pantry with nutrition expertise?	○	○	○	○
Do you rank foods nutritionally? (e.g. into choose often, sometimes, rarely using the Healthy Eating Research Nutrition Guidelines or SWAP)	○	○	○	○
Do you collect/track data about the nutritional quality of your food inventory, such as percent of food that is chosen often, sometimes, rarely?	○	○	○	○
Do you collect/track percent or pounds of fresh produce distributed?	○	○	○	○

Do you talk with food donors about donating nutritious foods?	○	○	○	○
Do you prioritize purchasing nutritious foods with funding?	○	○	○	○
Do you provide nutrition education training to staff and volunteers?	○	○	○	○
Do you collect feedback from customers on a regular basis (annually or more frequently) about the types of food they prefer?	○	○	○	○

23. Over the last 12 months, for food distributed by the pantry, how have the amounts of the following changed? *If your pantry does not offer a type of food, please select "N/A"*

	Decreased	Remained the same	Increased	Don't know	N/A
Total food	○	○	○	○	○
Fruits/vegetables	○	○	○	○	○
Low fat dairy	○	○	○	○	○
Lean protein	○	○	○	○	○
Whole grains	○	○	○	○	○
Culturally familiar foods	○	○	○	○	○
Unhealthy beverages and snack foods (including bakery products, crackers, chips, sugar-sweetened beverages, candy, soda)	○	○	○	○	○

24. Over the last 12 months, how have the following changed at your pantry? *If not in place or tracked/assessed, please select "N/A"*

	Decreased	Remained the same	Increased	Don't know	N/A
Staff/volunteers promoting healthier food	○	○	○	○	○
Customer satisfaction with food distributed	○	○	○	○	○
Volunteer satisfaction	○	○	○	○	○
Displays of healthy food or nutrition education resources in the pantry	○	○	○	○	○
Nutrition education for customers (e.g. flyers, cooking demonstrations)	○	○	○	○	○

Signage or product placement to promote the selection of nutritious foods by customers (sometimes called "nudges")	○	○	○	○	○
Number or quality of healthy food donations	○	○	○	○	○
Healthy food messages incorporated in donor requests/materials	○	○	○	○	○
Customer preferred foods sourced by pantry	○	○	○	○	○

25. Is there anything else you'd like to share about creating and using a nutrition policy and increasing access to healthy food at your pantry?

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