



THE 2017 MONTGOMERY COUNTY EMERGENCY FOOD PANTRY CLIENT SURVEY REPORT

Funded by: HealthSpark Foundation

ABSTRACT

During February and March 2017, 1361 clients from 18 pantries all over Montgomery County, PA shared information about their personal circumstances, food needs and preferences, medical situations, transportation and their experience with the emergency food pantry system. This report contains the county summary of all that data, the 18 individual pantry's data and combined data from several of the county's regional Emergency Food Coalitions.

Elizabeth Peteraf, MA
July 2017

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The 2017 Montgomery County Food Pantry Client Survey Overview

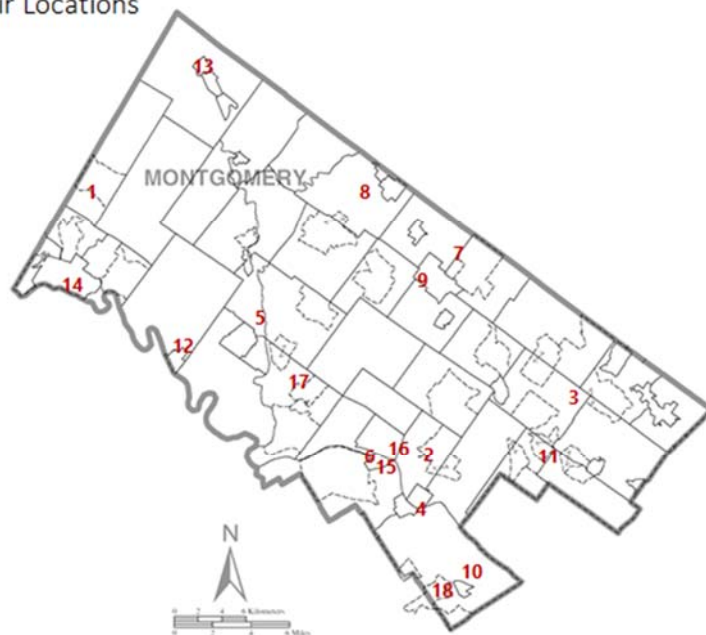


In January 2017, over 50 of the emergency food pantries in Montgomery County, PA, were invited to participate in a countywide pantry client survey. Eighteen pantries responded, and during February and March of 2017 they collected a total of 1361 completed surveys.

The 2017 Pantry Client Survey was the third in a series of client surveys administered in Montgomery County. In 2014, **HealthSpark Foundation** (then known as the North Penn Community Health Foundation) funded a Montgomery County food pantry client survey initiative. That first year, 201 clients from four Norristown pantries completed the surveys. When the second survey was distributed in 2015, eight pantries and 653 clients participated and almost half of the food pantries were located outside of Norristown. Significantly, the 18 pantries participating in the 2017 survey are dispersed all over Montgomery County, ensuring a broad geographical representation.

Food Pantries Participating and their Locations

1. **Boyertown Multi Services**
2. **Catholic Social Services - Norristown**
3. **Chelton Seeds of Hope - Dresher**
4. **Colonial Neighborhood Council - Conshohocken**
5. **Daily Bread Community Food Pantry - Schwenksville**
6. **Interfaith at Grace Lutheran Church - Norristown**
7. **Hatfield Church Of The Brethren**
8. **Keystone Opportunity Center - Soudertown**
9. **Manna On Main Street - Lansdale**
10. **Narberth Community Food Bank**
11. **New Life Presbyterian Church - Glenside**
12. **Open Door Ministry - Royersford**
13. **Open Link - Pottsville**
14. **Patrician Society - Norristown**
15. **Pottstown Cluster**
16. **Salvation Army - Norristown**
17. **St. James Episcopal - Collegeville**
18. **St. Mary's Episcopal Food Pantry - Ardmore**



In Montgomery County, PA there are five coalitions of emergency food providers covering all parts of the county that meet regularly in their locale, to share resources and best practice models. There is representation in the 2017 pantry survey from all five Montgomery County Emergency Food Coalitions: Advocates Against Hunger, Eastern MontCo Pantry Coalition, The InterCounty Food Network, The Main Line Coalition and The Nutrition Coalition.

Participating Pantries	Regional Emergency Food Coalition				
	Advocates	Eastern Montco	InterCounty	Main Line	Nutrition Coalition
Boyertown Multi Services*					
Catholic Social Services	X				
Cheltenham Seeds of Hope		X			
Colonial Neighborhood Council*					
Daily Bread Community Food Pantry			X		
Interfaith Grace Lutheran	X				
Hatfield Church of Brethren					X
Keystone Opportunity Center					X
Manna on Main Street					X
Narberth Community Food Bank				X	
New Life Presbyterian Church		X			
Open Door Ministry			X		
Open Link			X		
Patrician Society	X				
Pottstown Cluster			X		
Salvation Army	X				
St. James Episcopal			X		
St. Mary's Episcopal Food Pantry				X	
TOTAL	4	2	5	2	3

*Boyertown and Colonial do not participate in any regional Emergency Food Coalition.

The 2014 edition of the pantry client survey was based on a survey developed by the Oregon Food Bank and used with their permission; some questions from their version were changed and some eliminated to better suit the needs and interests of Montgomery County providers. The survey was updated again in 2015 with three additional questions included about clients' attitudes regarding healthier food choices and eliminating junk food.

The 2017 version has several more changes. Most importantly, the questions are grouped in modules so that the pantry network could, in future surveys, select the topics of greatest interest to current challenges in the system. Besides the basic demographic information, there are seven additional modules: housing, employment, food (security), SNAP, health, transportation and pantry operations. A copy of the 2017 survey can be found in **Appendix A**.

Engagement

There are approximately 50 known emergency food pantries across Montgomery County. The survey coordinator, Elizabeth Peteraf, attempted to contact by phone or email all 59 organizations. In December 2016, the coordinator encouraged participation at the county wide "Peer Learning Circle" highlighting the past successes and presenting on the opportunities for the operational benefits of data collection through the survey. The "Peer Learning Circle" was created by HealthSpark Foundation in 2015 to bring together pantry managers and volunteers from all over Montgomery County on a quarterly basis to network, share best practices and, through a professional facilitator, explored new concepts.

Nineteen pantries responded positively; one pantry manager later dropped out due to medical reasons, and two pantries had less than 10 participants. Eighteen pantries participated. Fifteen provided data from at least 32 of their clients.

The survey coordinator personally visited 14 of the 18 pantries at least once to offer information, assistance and encouragement. The level of assistance varied widely among the pantries from providing assistance only via phone and email information to some, to training college students to distribute and collect surveys in other sites. Six of the 18 pantries participated last year; 12 were entirely new to the survey and received a visit from the coordinator. Phone calls and/or emails were sent to the pantry managers midway through the initial process. This contact proved important to recruitment as several pantries had not received or seen the email but were willing to take part.

Process

Seeking consistency in administration of the survey, written guidelines for how to distribute and collect the surveys were provided to all participating pantries in advance (see **Appendix B**). The pantries were encouraged to administer the surveys to the clients during the period from February 13th to March 31st. The goal was to make the survey available to as many clients as possible in each participating pantry. Surveys were anonymous and clients were verbally reassured that their participation would not affect their ability to receive food. This was also stated in writing at the top of the survey.

One \$50 VISA gift card was offered to each pantry to use in a drawing to incentivize participation among clients, and most pantries accepted the offer. Pantry managers completed a signed receipt attesting to the delivery of the gift card to a client.

Surveys were provided in English, Spanish and Arabic. Volunteers from a local university were available to assist with the process, if needed. While many pantries appreciated personal visits from the survey coordinator, all 18 pantries had the ability to receive the survey and other material via email.

Reports

Multiple reports have been produced from the data gathered in these surveys.

This report contains:

1. On overview of the process;
2. Graphs and charts of countywide responses;
3. Two Key Highlight documents: the countywide data and data from three of the five regional Emergency Food Coalitions compared to the countywide data (**Appendix C**); and
4. Individual responses by clients to questions 13, 25, 27 and 34 (**Appendices D, E, F and G**, respectively).

Companion reports include:

1. Eighteen reports with data specific to each participating pantry. All participating pantries received a copy of their report with raw data which is formatted to the original survey.
2. A modified survey reports for the three regional Emergency Food Coalitions that had participation from at least three member-pantries: Advocates Against Hunger, InterCounty Food Network and The Nutrition Coalition. And there is a comparison report with graphs for the coalitions and the county.
3. A brief comparison of the results from 2014, 2015 and 2017 pantry client surveys.

All data reports have the following characteristics:

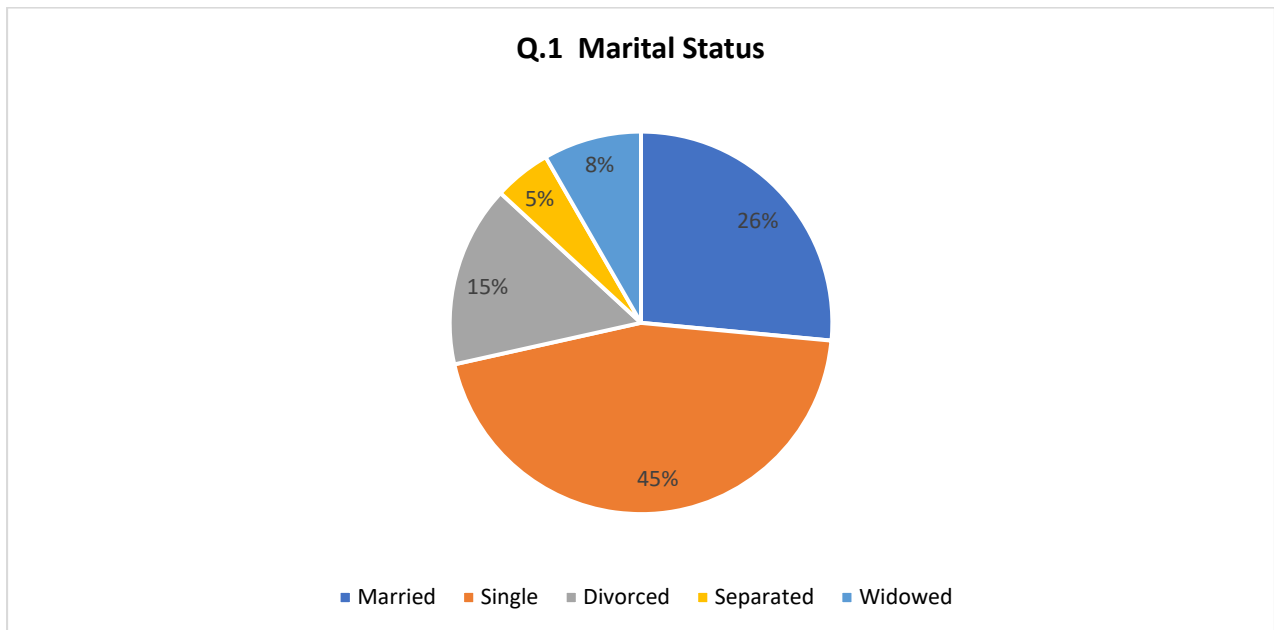
- Percentages are rounded off – 0.1 to 0.5 are rounded to the next lower whole number; 0.6 to 0.9 are rounded to the next higher whole number. Occasionally in the individual pantry reports, when a response is lower than .5%, then 1% is used for simplicity. In the overall county report, questions with a small number of responses, the exact percentage better illustrates the number. Examples:
 - Q.5 What gender do you identify with? *Transgender .02%*
 - Q.8 Which of the following best describes your living situation? *Living in a shelter .4%; Living in a car .2%.*
- **Appendix H** contains all the raw survey data for the county.

HealthSpark Foundation, as the project sponsor, retains possession of all databases.

2017 Montgomery County Emergency Food Pantry Client Survey Statistics

All percentages in all charts are based on total number of responses to that question, not the total number of surveys collected.

Basic Information



Married	357
Single	607
Divorced	207
Separated	65
Widowed	112
Total	1348

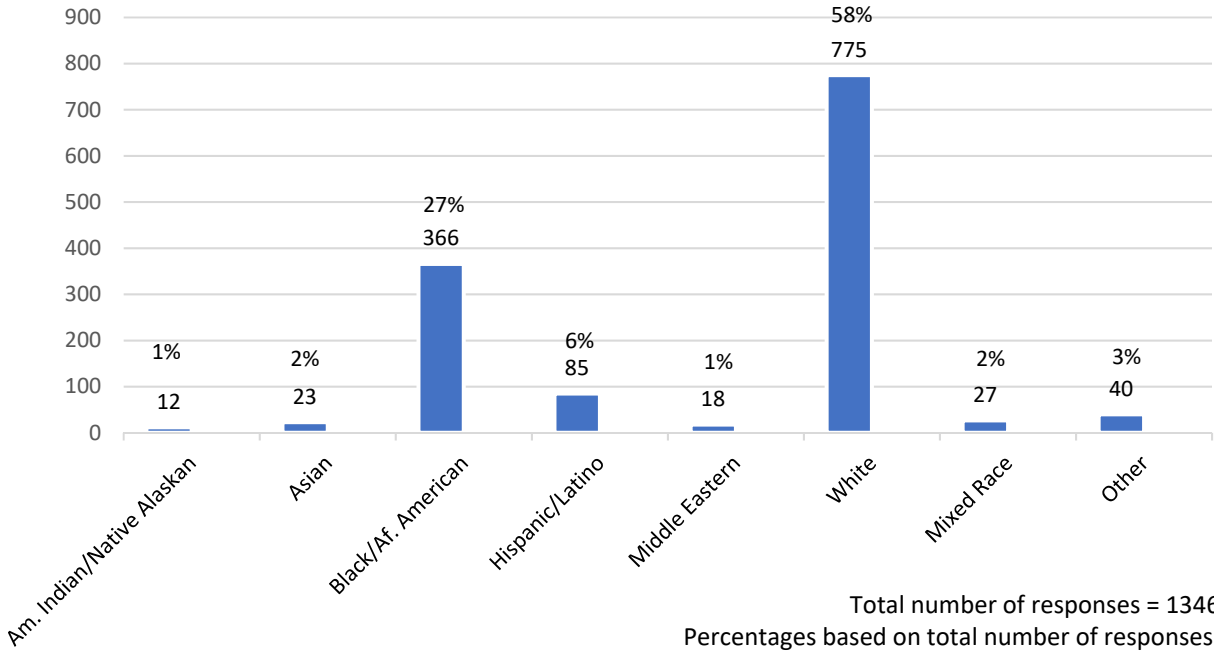
Q.2 What is your age?

Average age is 52.

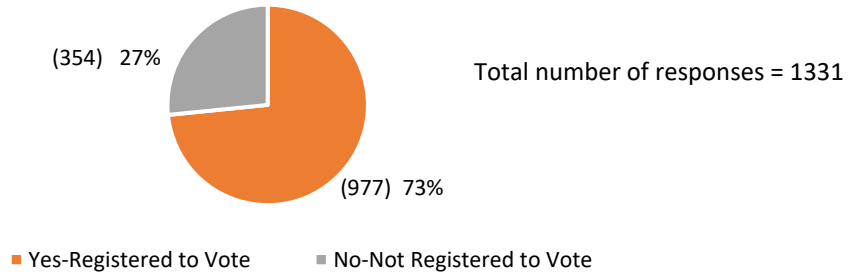
Youngest respondent is 17.

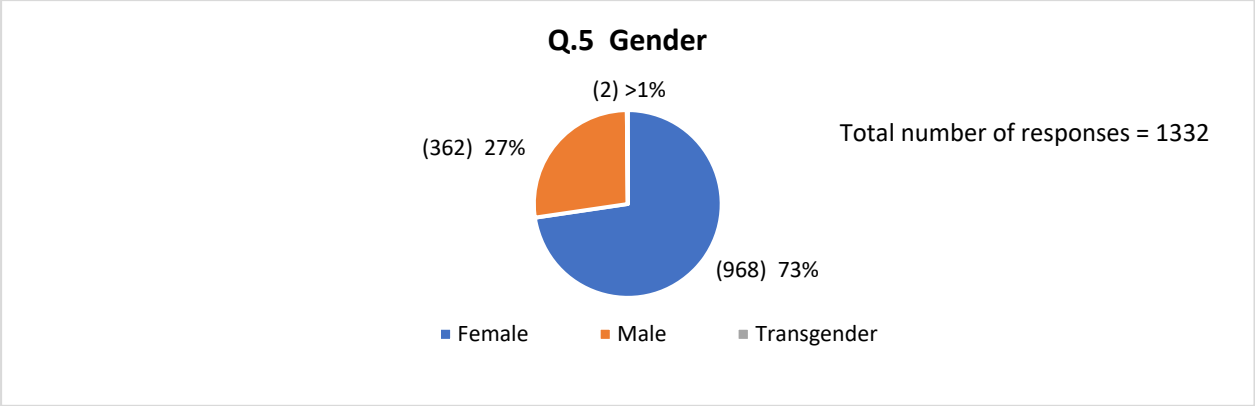
Oldest is 98.

Q.3 Race/Ethnicity

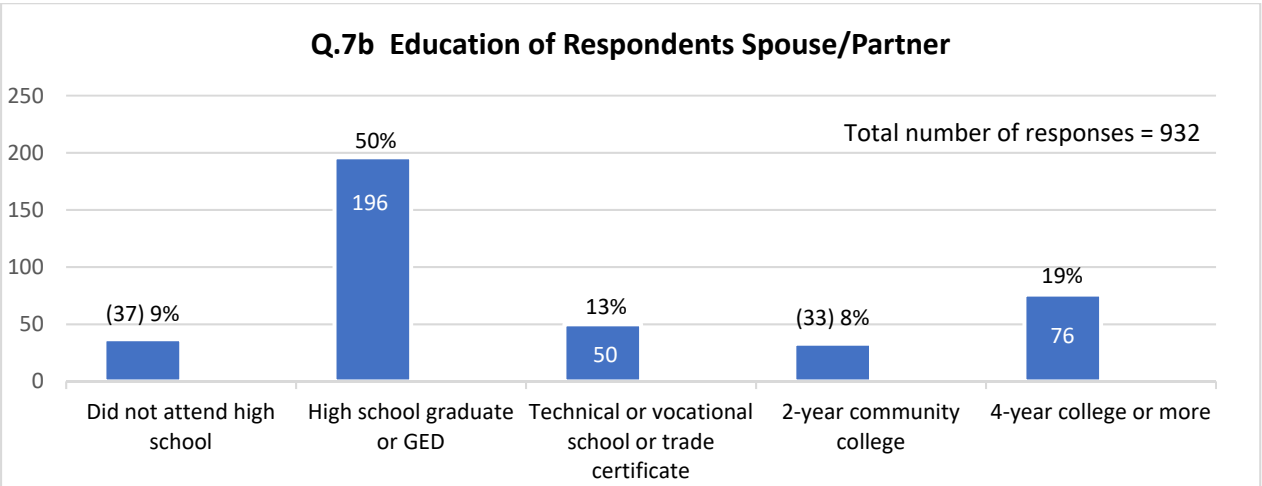
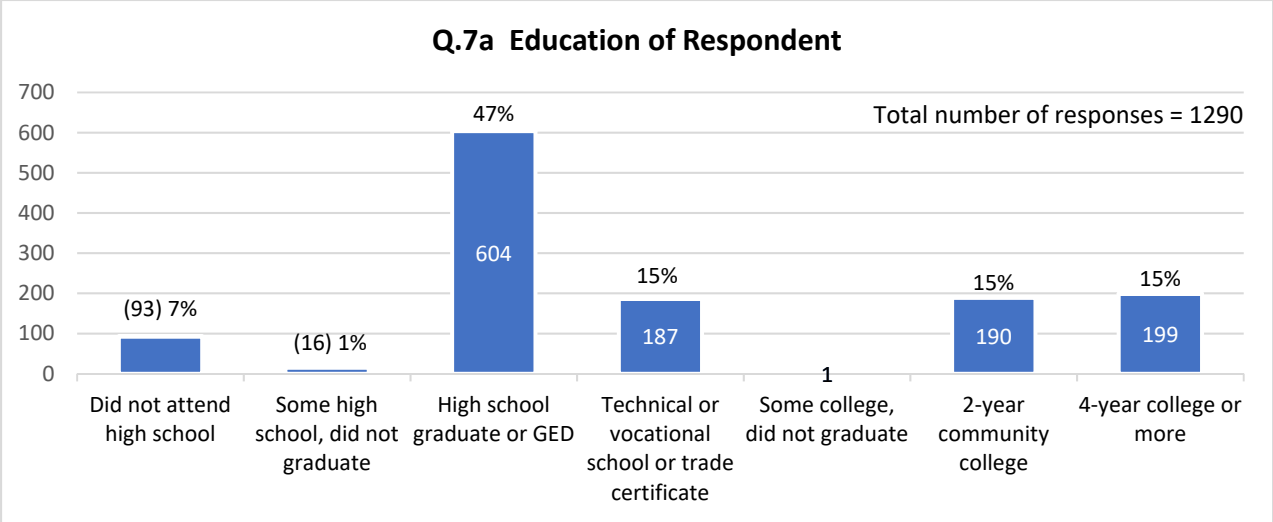


Q.4 Voter Registration

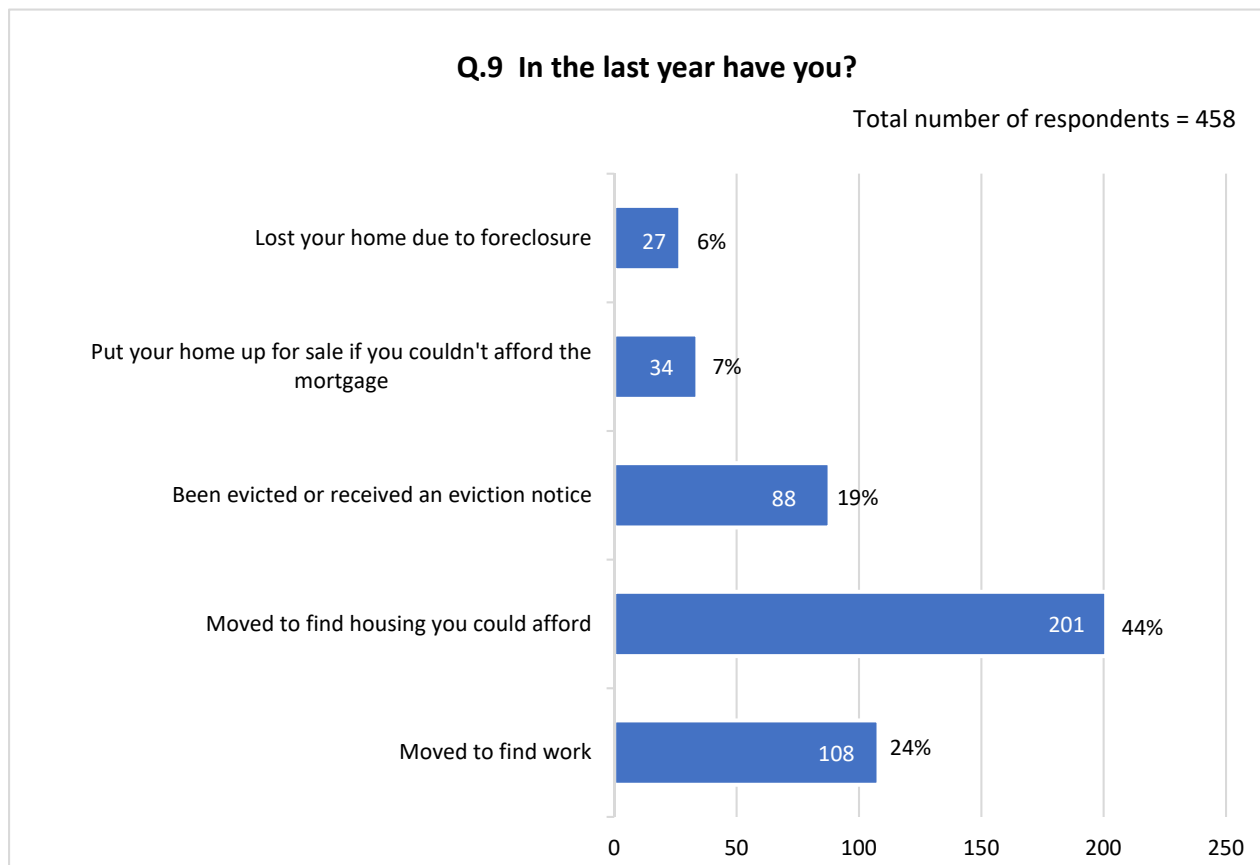
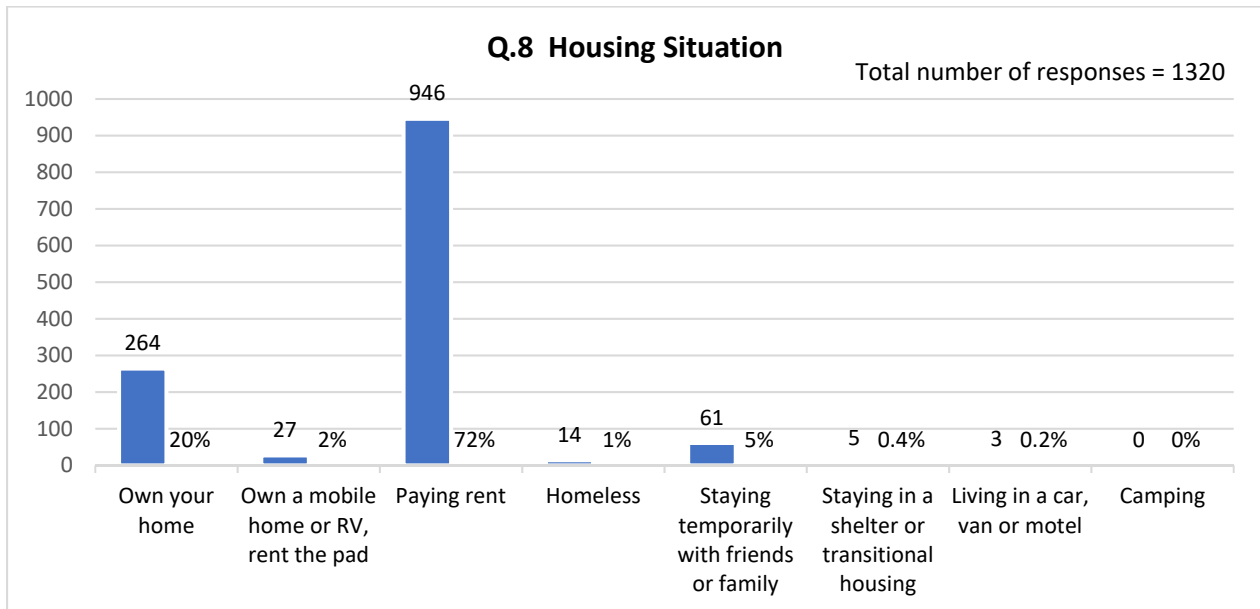




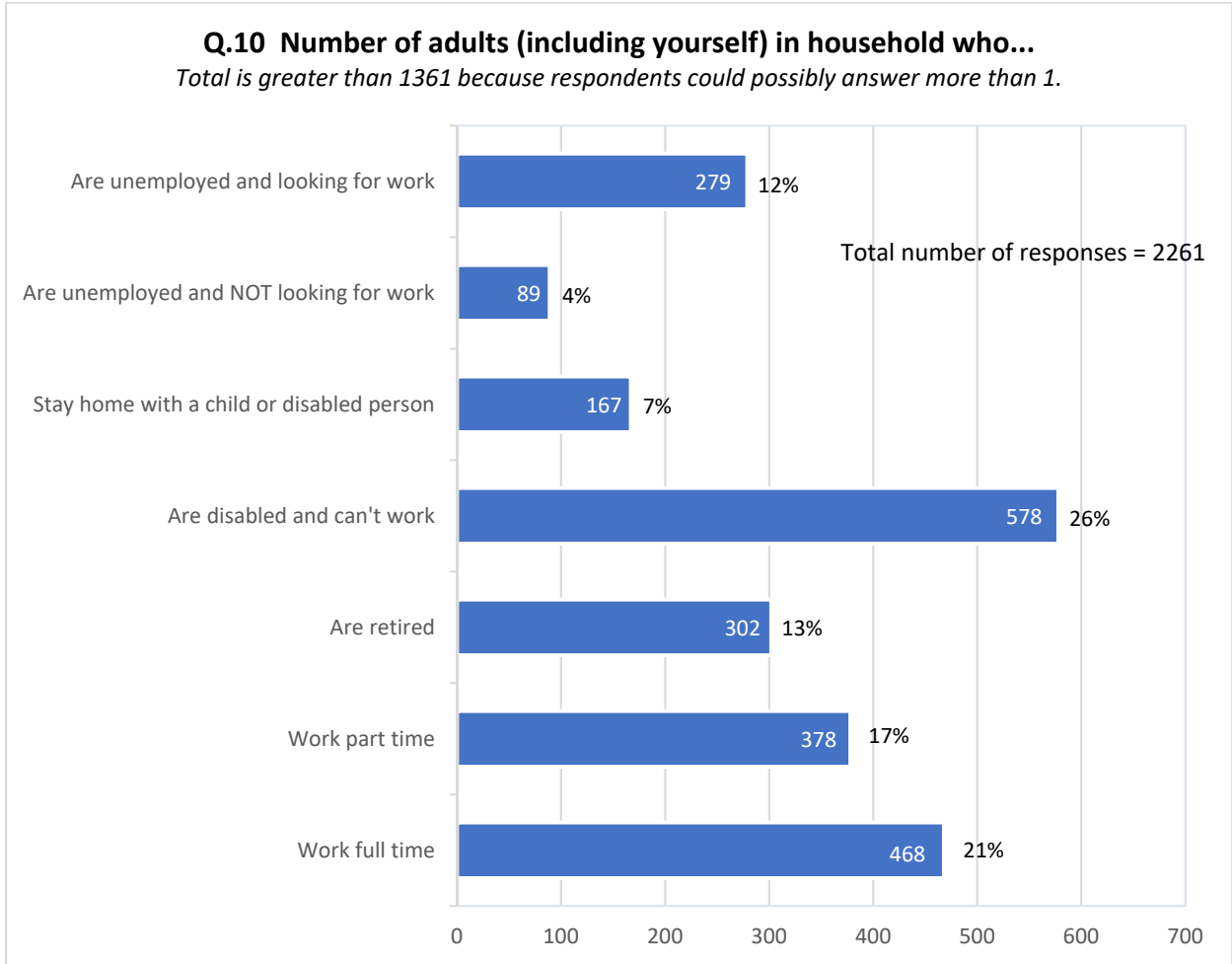
Q.6 Average Household size: 2.6
 8% of Households have veterans (104 veterans)



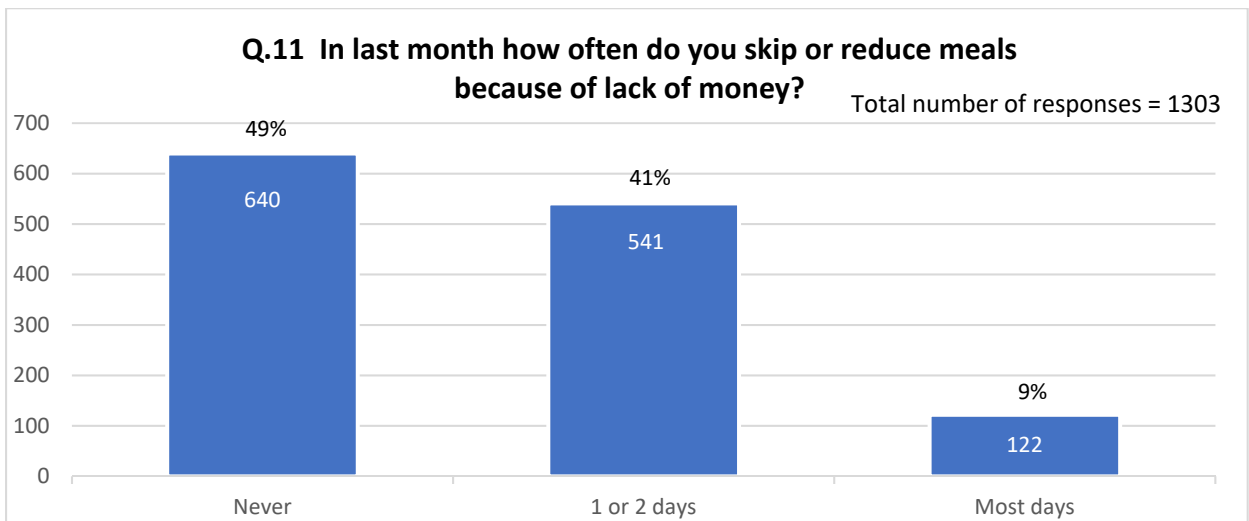
Housing

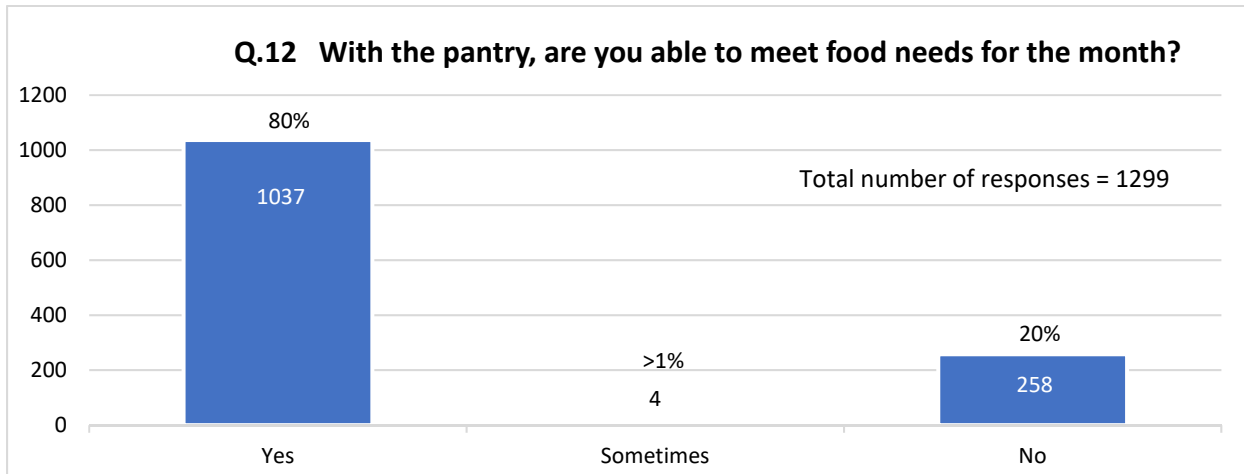


Employment

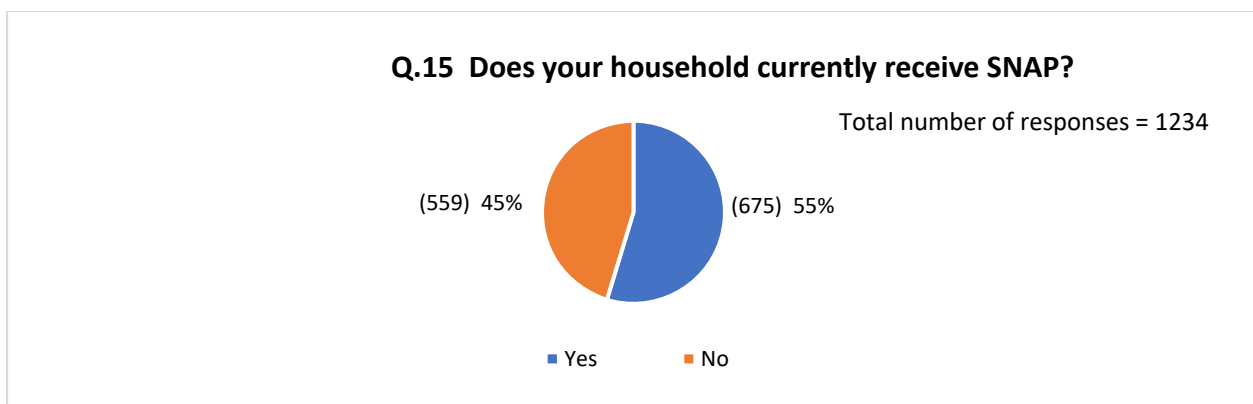
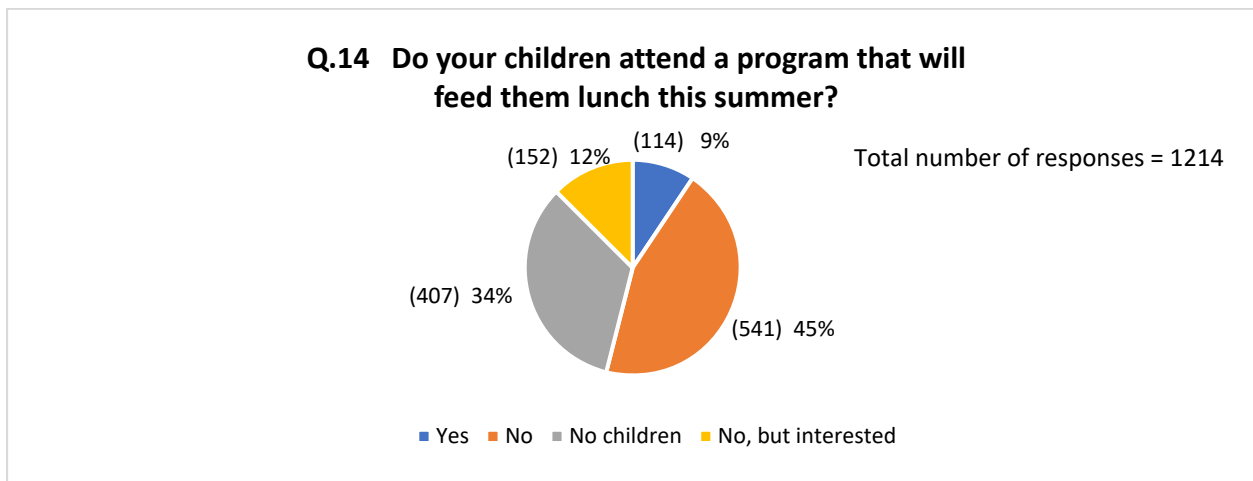


Food

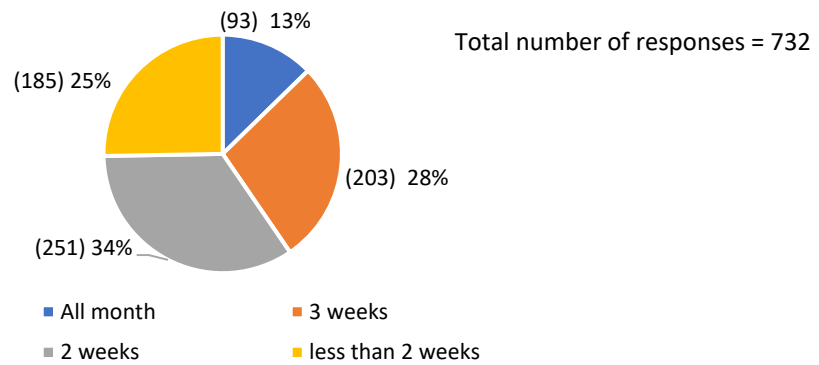




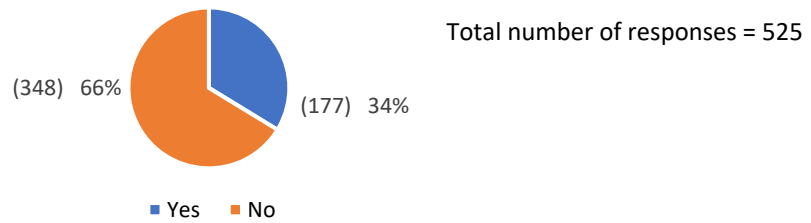
Q.13 What food would you like to see more of at this pantry?
Individual answers are in Appendix D.



Q. 16 How long does SNAP last you?



Q.17 Are you not on SNAP, but interested in receiving help to apply?



Health

Q. 18 How many adults and children in your household do NOT have health insurance?

Adults without Health Insurance - 429

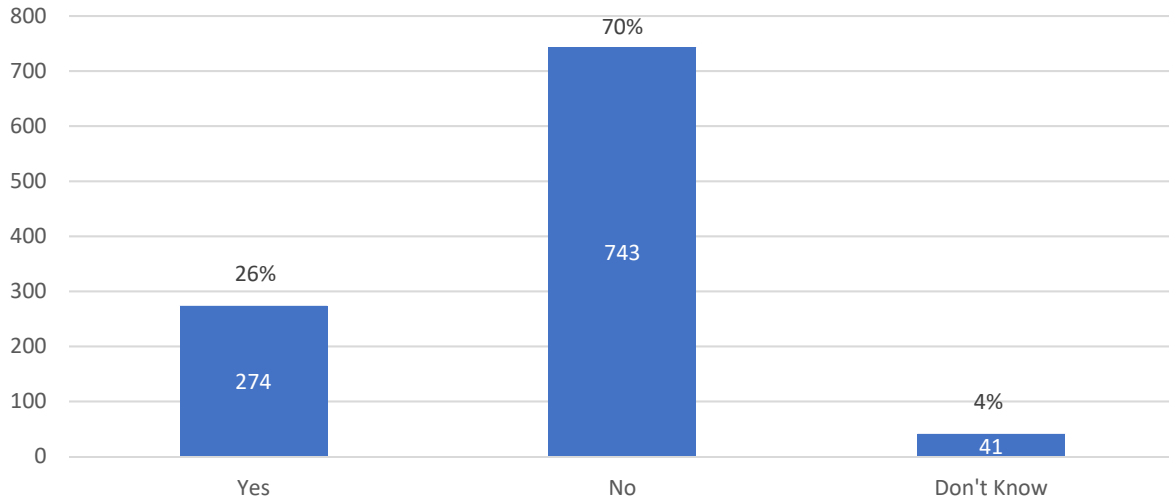
Children without Health Insurance - 125

Q. 19 Have you visited an Emergency Room (ER) in the past two months?

Yes - 318

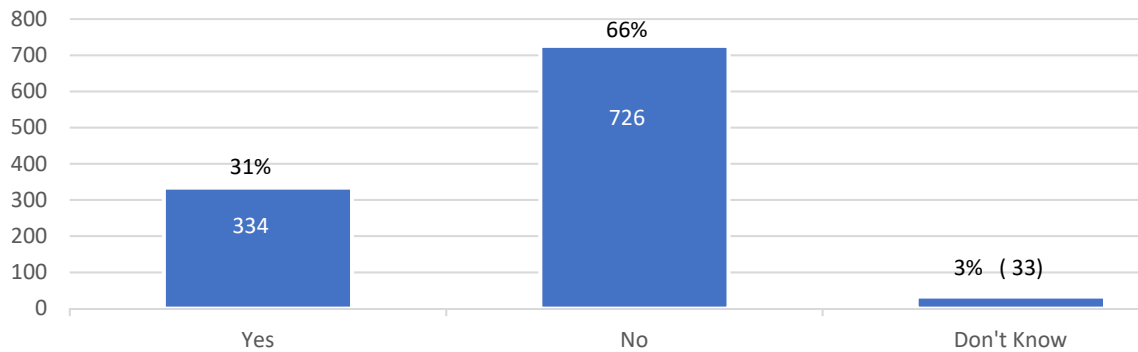
Q.20a Anyone put off filling a prescription because you can't afford them?

Total number of responses = 1058



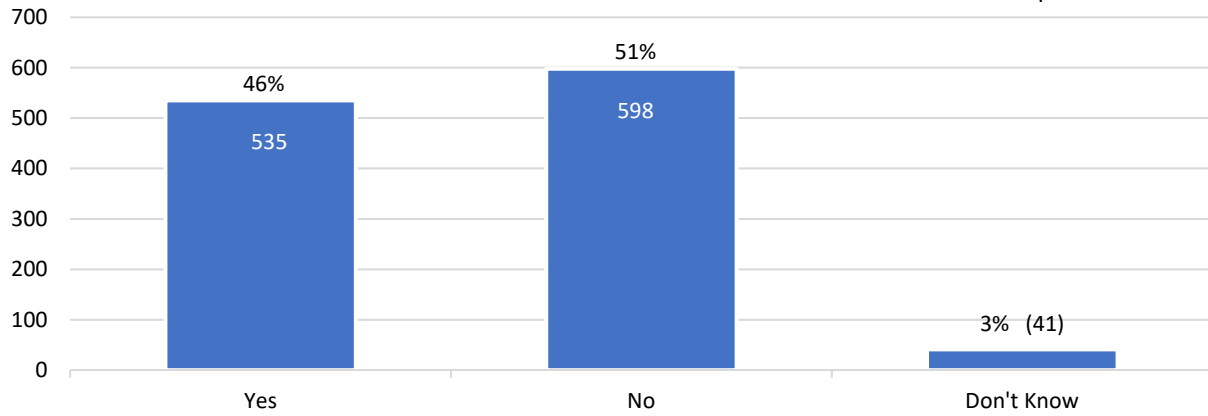
Q.20b Has anyone in the household put off going to the doctor because you can't afford it?

Total number of responses = 1093



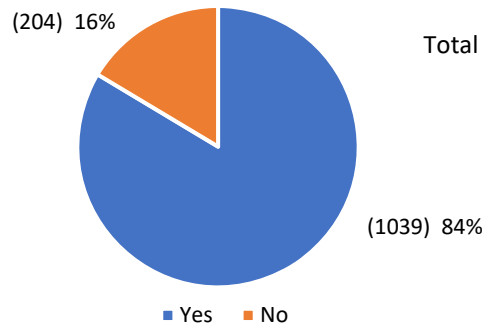
Q.20c Has anyone put off going to the dentist because you can't afford it?

Total number of responses = 1174



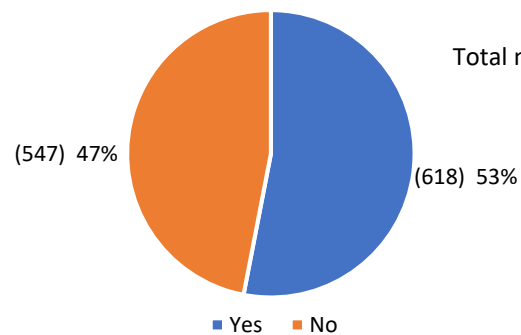
Q.21a Do you have a regular doctor?

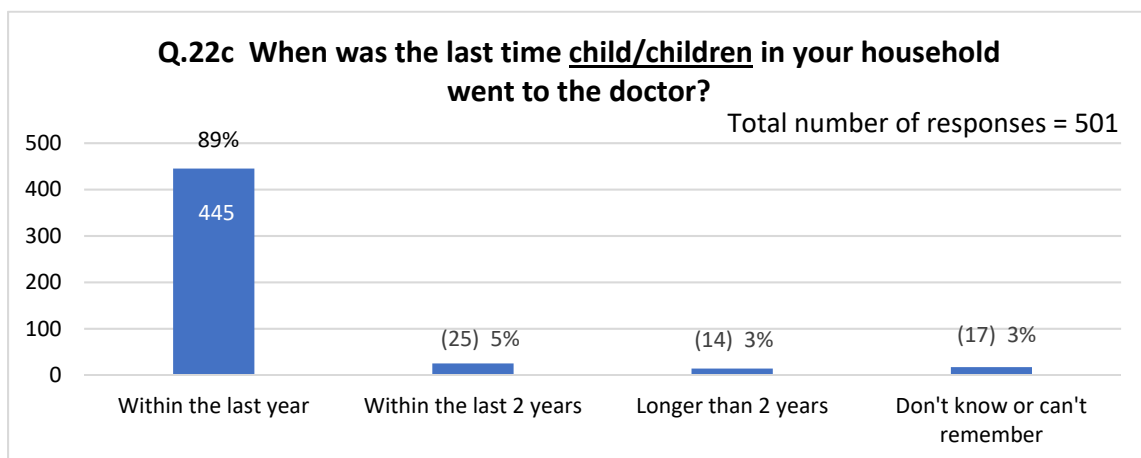
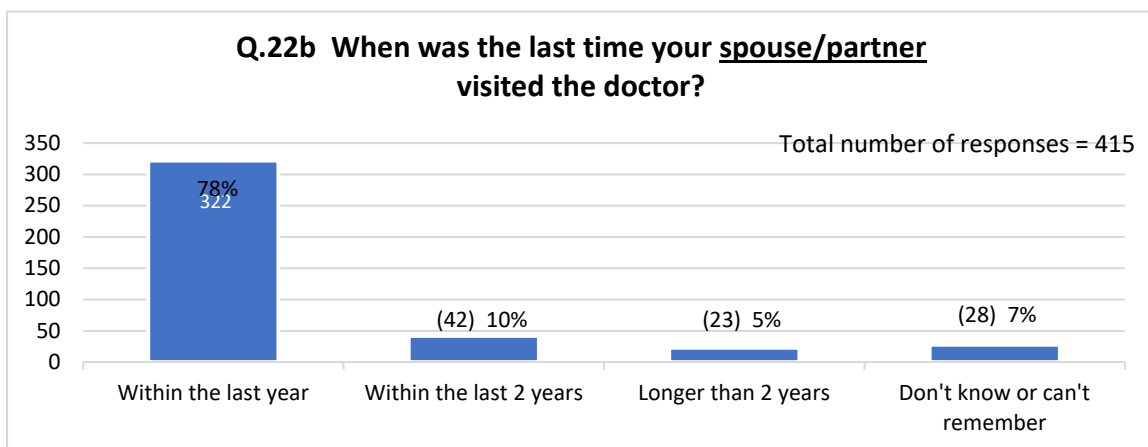
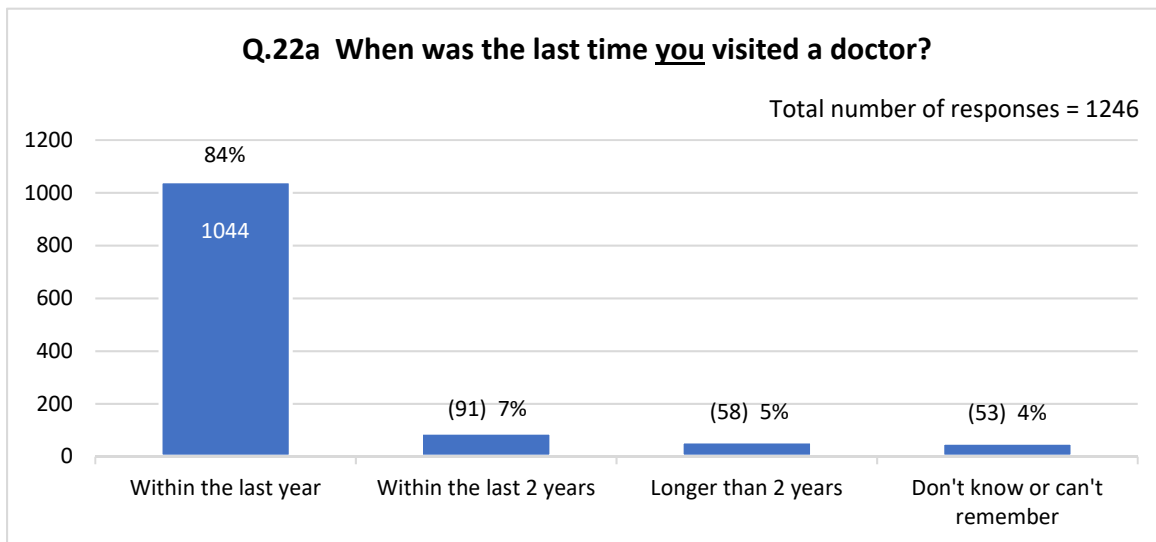
Total number of responses = 1243



Q.21b Do you have a regular dentist?

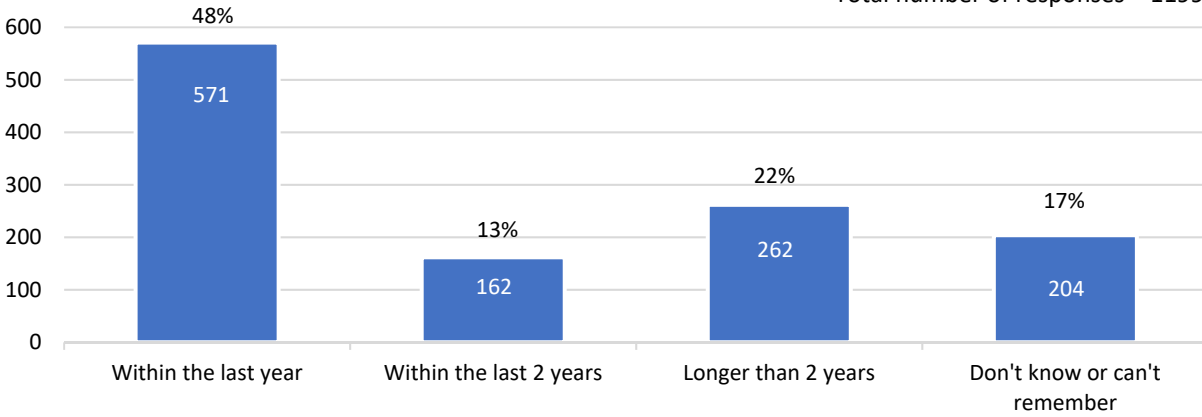
Total number of responses = 1165





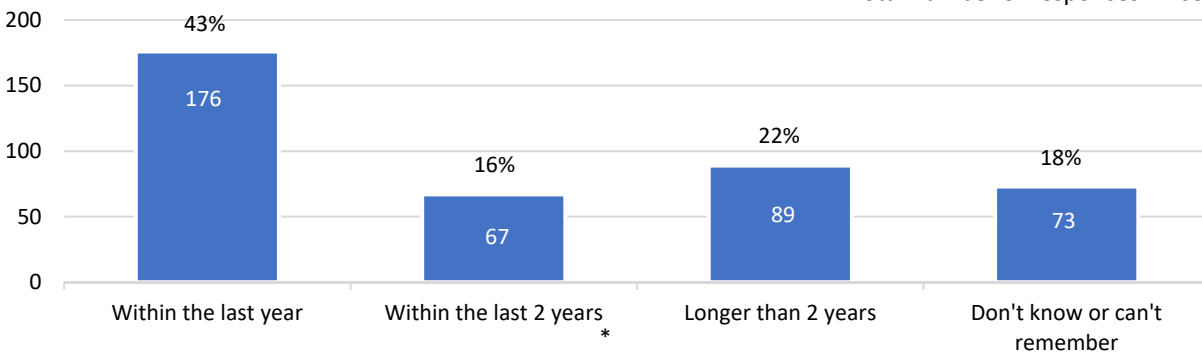
Q.23a When was the last time you visited a dentist?

Total number of responses = 1199



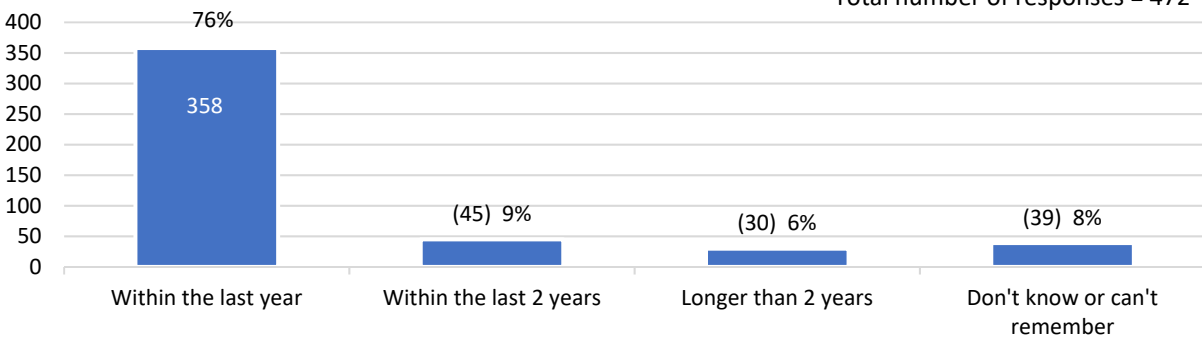
Q. 23b When was the last time your spouse/partner visited a dentist?

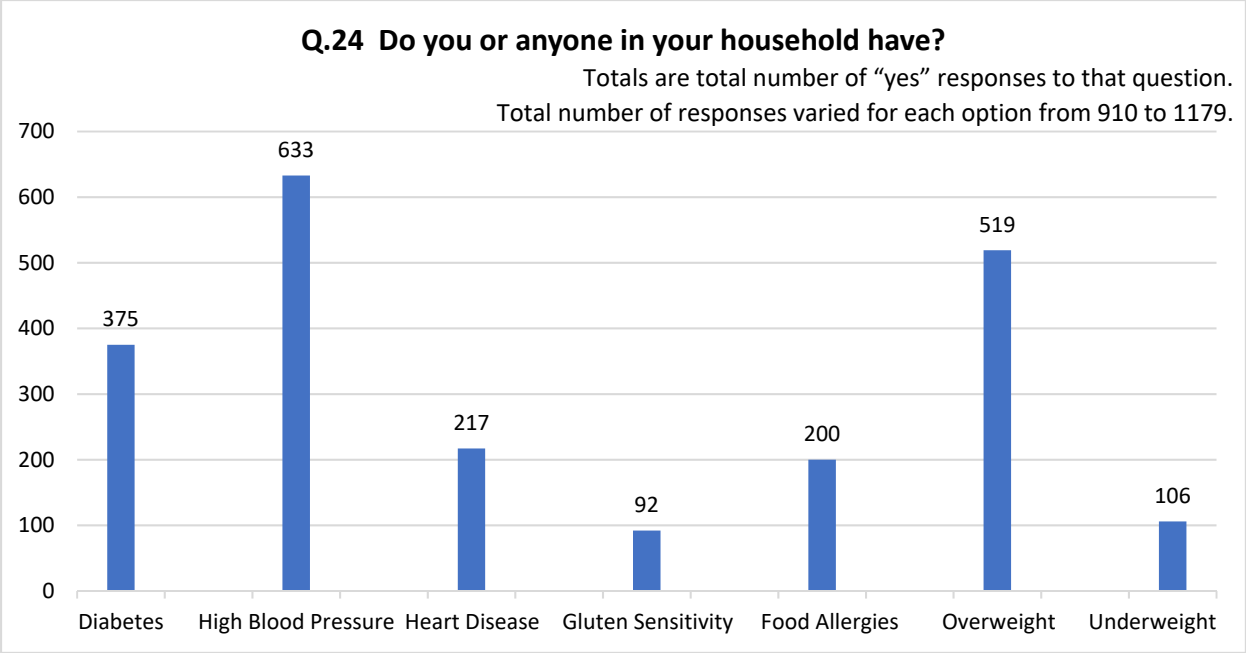
Total number of responses = 405



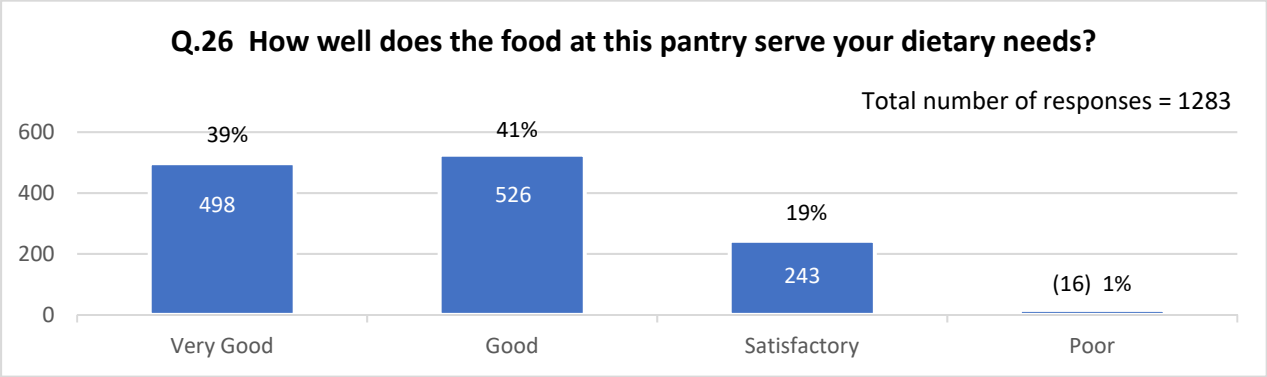
Q.23c When was the last time child/children in your household visted a dentist?

Total number of responses = 472



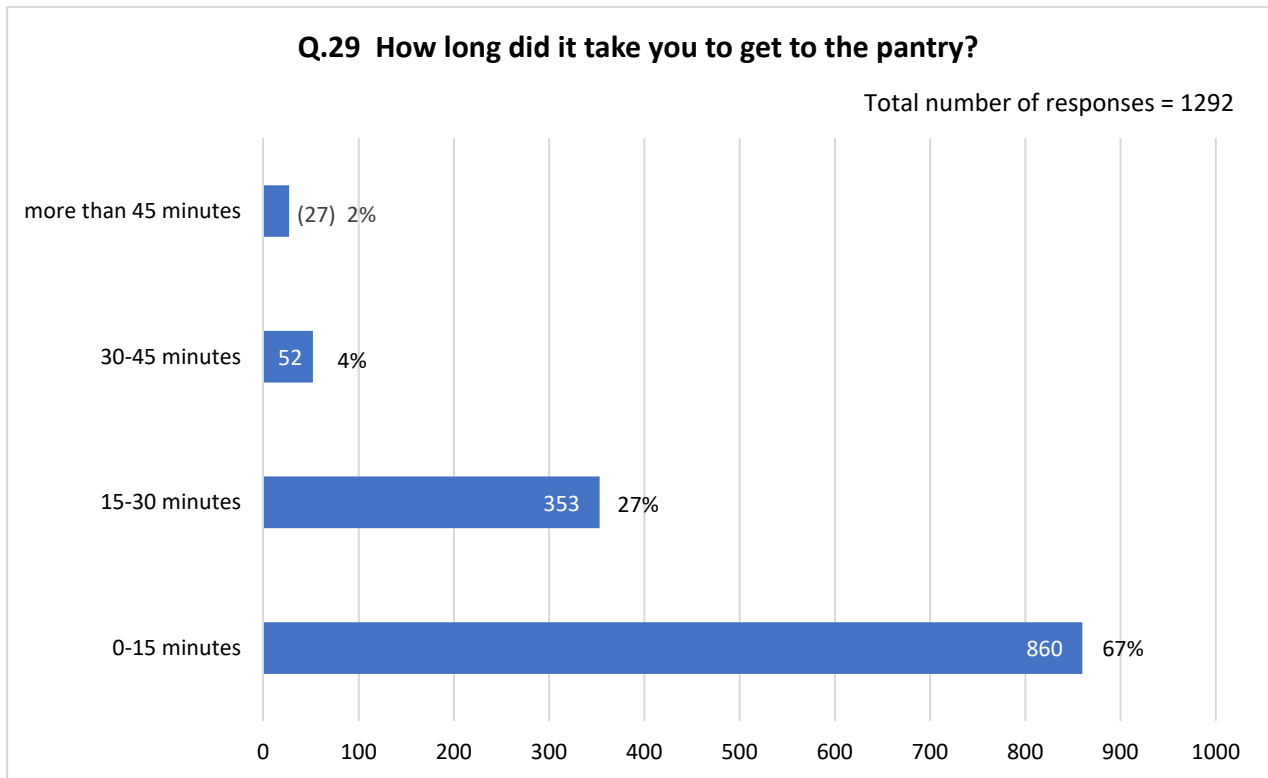
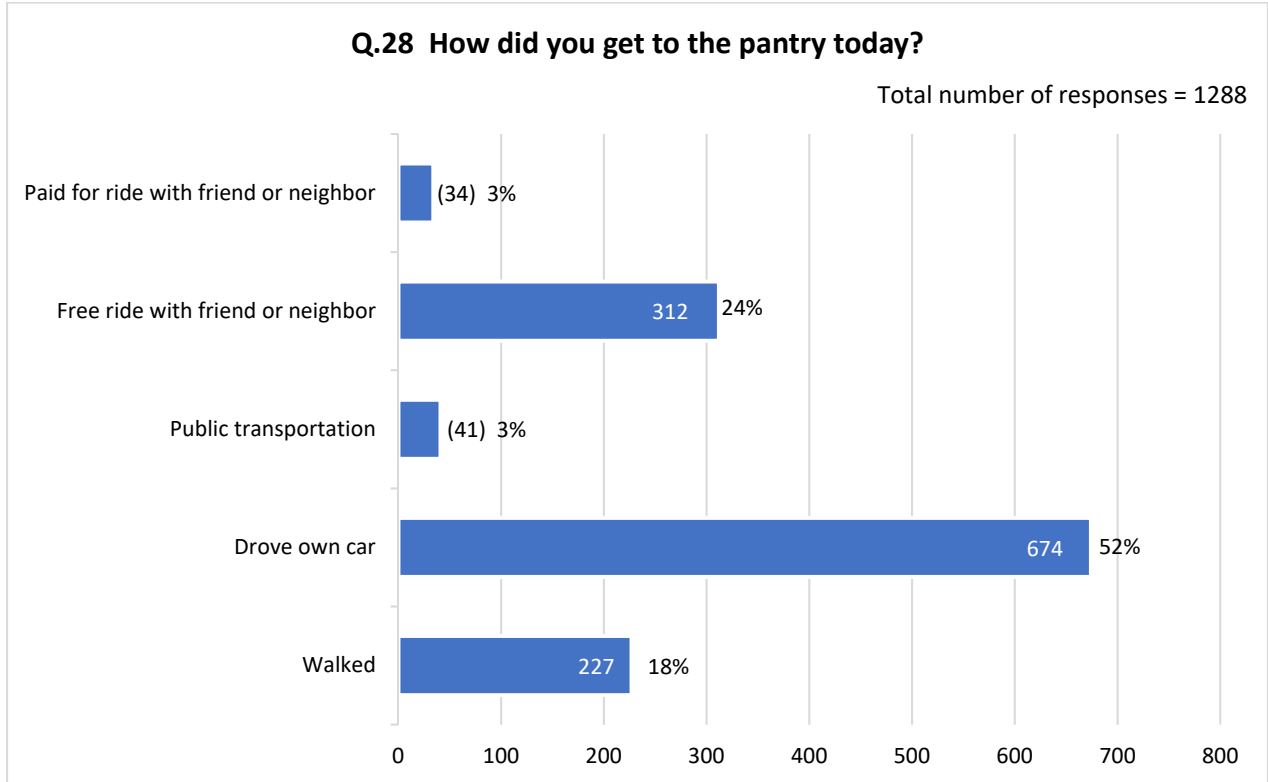


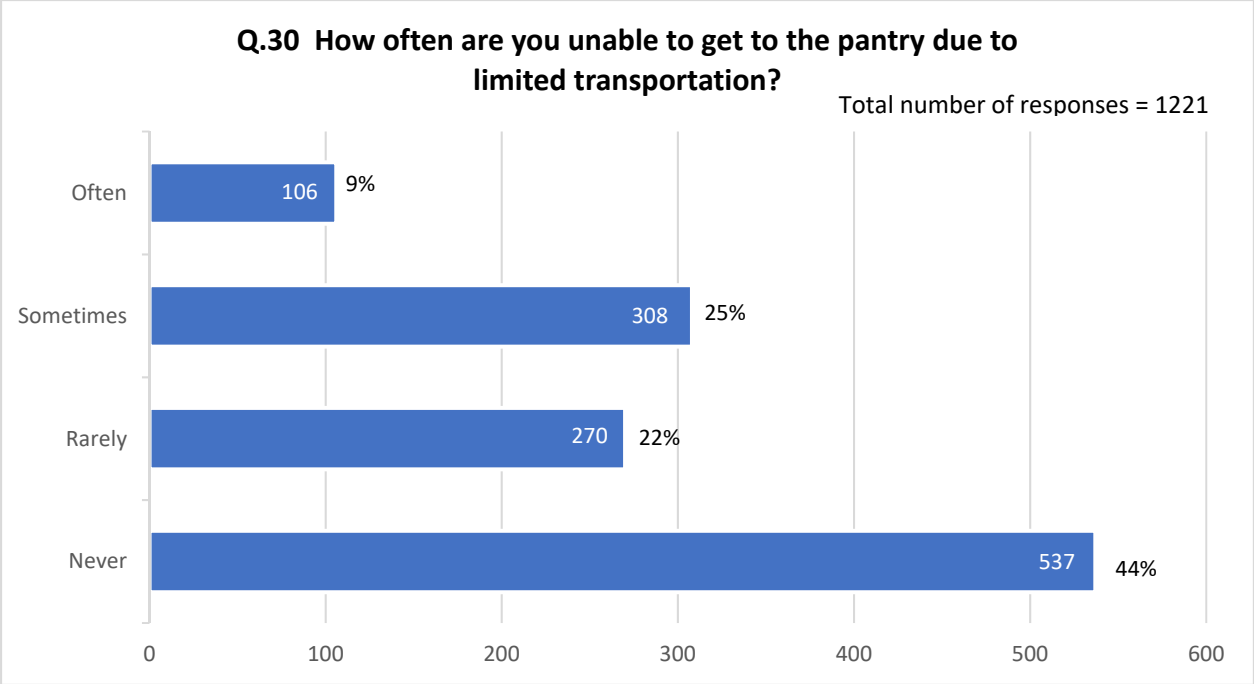
Q.25 If you have food allergies what are they?
Individual answers are in Appendix E.



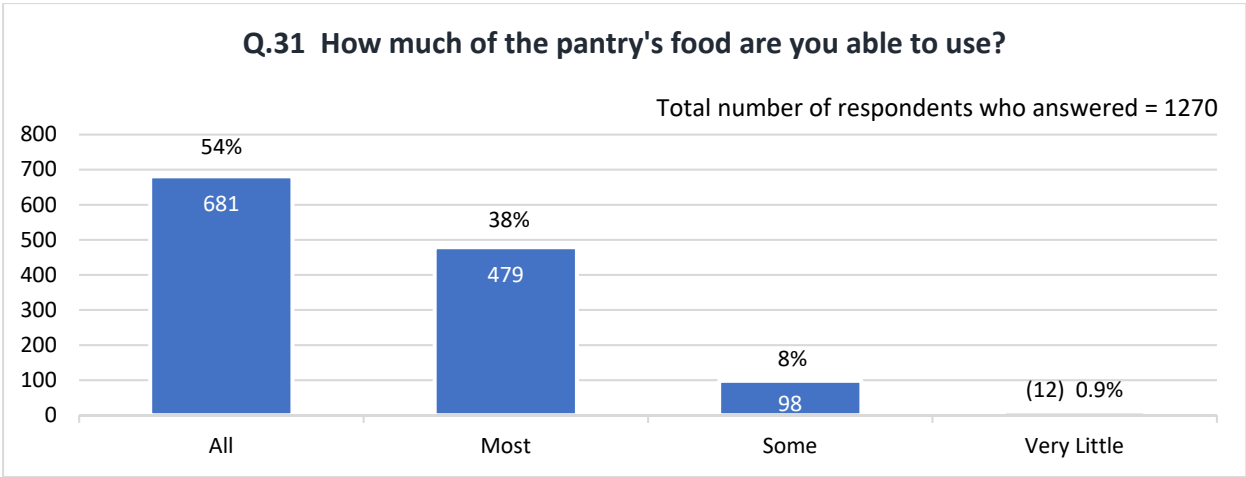
Q.27 If you answered poor (in Q.26), please explain why?
Individual answers are in Appendix F.

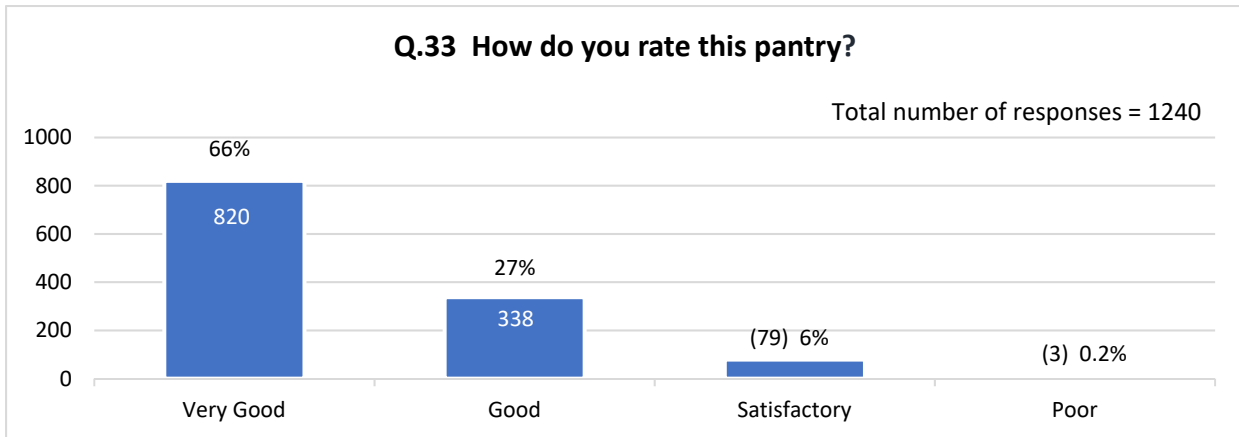
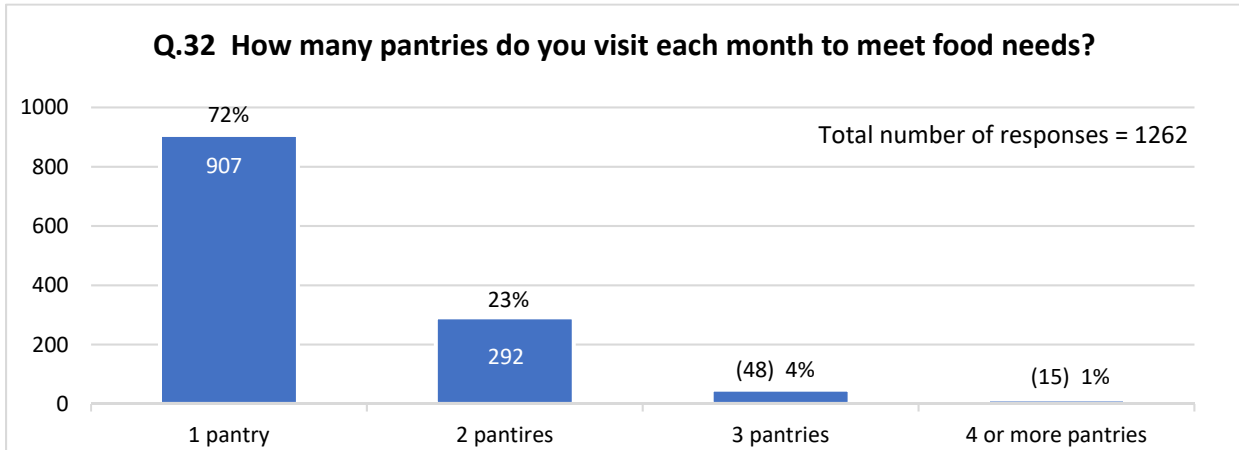
Transportation





Pantry Operations





Q.34 How can we improve our services?
*Individual answers are in **Appendix G**.*

Appendix A

Do not write your name on the survey. This survey is anonymous.

Date: _____ Day & Time: _____ Pantry: _____

You are NOT required to fill out the survey to get food today and your participation will not affect your food order today.

We want to improve our pantry and your answers can help us give you the best possible service.

Thank you for participating in the **2017 Pantry Survey!**

BASIC INFO

1. What is your marital status? (check ✓ only one box)

Married Single Divorced Separated Widowed

2. What is your age? _____

3. What is your race and ethnicity? (check ✓ all that apply)

American Indian or Native Alaskan Asian Black or African American
 Hispanic or Latino Middle Eastern White Other

4. Are you registered to vote? Yes No

5. What gender do you identify with? Male Female Transgender

6. For your household, please enter a number for each of the following (include yourself):

Number of children (age 0-5)?	Number of children (age 6-17)?	Number of adults (ages 18-64)?	Number of Adults (age 65 and up)?	Number of veterans?

7. What is the highest grade completed by you and/or your spouse or partner:

	You Check ✓ <u>one</u> only	Spouse/Partner Check ✓ <u>one</u> only
Did not attend high school	<input type="checkbox"/>	<input type="checkbox"/>
High school graduate or GED	<input type="checkbox"/>	<input type="checkbox"/>
Technical or vocational school or trade certificate	<input type="checkbox"/>	<input type="checkbox"/>
2-year community college	<input type="checkbox"/>	<input type="checkbox"/>
4-year college or more	<input type="checkbox"/>	<input type="checkbox"/>

HOUSING

8. Which of the following best describes your housing situation (check ✓ only one box)

- | | |
|--|---|
| <input type="checkbox"/> Own your home (inc. paying mortgage) | <input type="checkbox"/> Staying temporarily with friends or family |
| <input type="checkbox"/> Own a mobile home or RV, and rent the pad | <input type="checkbox"/> Staying in a shelter or transitional housing |
| <input type="checkbox"/> Paying rent | <input type="checkbox"/> Living in a car, van or motel |
| <input type="checkbox"/> Homeless | <input type="checkbox"/> Camping |

9. In the last year, have you or another adult household member:

	Yes	No
Moved to find work?	<input type="checkbox"/>	<input type="checkbox"/>
Moved to find housing you could afford?	<input type="checkbox"/>	<input type="checkbox"/>
Been evicted or received an eviction notice?	<input type="checkbox"/>	<input type="checkbox"/>
Put your home up for sale if you couldn't afford the mortgage?	<input type="checkbox"/>	<input type="checkbox"/>
Lost your home due to foreclosure?	<input type="checkbox"/>	<input type="checkbox"/>

EMPLOYMENT

10. Number of adults in your household (include yourself):

Work full time	
Work part time	
Are retired	
Are disabled and can't work	
Stay home with a child or disabled person	
Are unemployed and NOT looking for work	
Are unemployed and looking for work	

FOOD

11. In the last month, how often did you have to reduce or skip meals for your family because there was not enough money for food? Never 1 or 2 days Most days

12. When you add the food from this pantry to your other food supplies, are you able to meet your food needs for the month? Yes No

13. What food you would like to see more of at this pantry? _____

14. Do your children attend a program that will feed them lunch this summer?

- Yes No No children No, but interested

SNAP

15. Does your household currently receive SNAP (food stamps)? Yes No
16. If you get SNAP, how long does it usually last? (check ✓ only one box)
 All month 3 weeks 2 weeks less than 2 weeks
17. If you do not get SNAP, are you interested in receiving help to apply? Yes No

HEALTH

18. How many adults and children in your household do NOT have health insurance?

Adults without health insurance	
Children without health insurance	

19. Have you visited an Emergency Room (ER) in the past two months? Yes No
20. Are you or anyone in your household putting off any of the following because you can't afford them?
- | | | | |
|------------------------|------------------------------|-----------------------------|-------------------------------------|
| Filling a prescription | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Going to the doctor | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Going to the dentist | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |

21. Do you have regular:

Medical care (a provider that knows you)? Yes No
 Dental care (a provider that knows you)? Yes No

22. When was the last time you and members of your household visited a doctor?

	You <i>Check ✓ <u>one</u> only</i>	Spouse/Partner <i>Check ✓ <u>one</u> only</i>	Child/Children <i>Check ✓ <u>one</u> only</i>
Within the last year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Within the last two years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Longer than two years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know or can't remember	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. When was the last time you and members of your household visited a dentist?

	You <i>Check ✓ <u>one</u> only</i>	Spouse/Partner <i>Check ✓ <u>one</u> only</i>	Child/children <i>Check ✓ <u>one</u> only</i>
Within the last year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Within the last two years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Longer than two years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know or can't remember	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. Do you, or does anyone in your household, have the following:

- | | | | |
|---------------------|------------------------------|-----------------------------|-------------------------------------|
| Diabetes | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| High Blood Pressure | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Heart Disease | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Gluten Sensitivity | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Food Allergies | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Overweight | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Underweight | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |

25. If you have food allergies, what are they? _____

26. How well does the food at this pantry serve your dietary needs?

- Very Good Good Satisfactory Poor

27. If you answered poor, please explain why:

TRANSPORTATION

28. How did you get to the food pantry today? (check ✓ only one box)

- Walked Drove own car Public Transportation
 Free for ride with friend or neighbor Paid for ride with friend or neighbor

29. How long does it take you to get to this food pantry? (check ✓ only one box)

- 0-15 minutes 15-30 minutes 30-45 minutes more than 45

30. How often are you unable to get to this food pantry because of limited transportation?

- Never Rarely Sometimes Often

PANTRY OPERATIONS

31. How much of the food from this pantry are you able to use?

- All Most Some Very Little

32. How many pantries do you visit each month to meet your need for food?

- One 2 pantries 3 pantries 4 or more pantries

33. How do you rate this pantry?

- Very Good Good Satisfactory Poor

34. How can we improve our services?

Appendix B

Client Survey Guidelines

Thank you for your interest in participating in the annual survey of pantry clients in Montgomery County, conducted with the support of the HealthSpark Foundation. This document will give you a quick overview of why we do the survey, how it can help you improve the operations at your pantry and offer best practices for conducting the survey.

Survey Goals and Value

To better understand food insecurity and the emergency food system in Montgomery County, we want to hear directly from clients. The data collected can raise community awareness, sway legislators and gather resources to improve lives around the county. By conducting the survey annually, we can notice trends and monitor how situations are changing around the county.

Benefits for Your Pantry

Participating pantries have noted the following benefits:

- Better understand clients' experiences and needs, including non-food issues such as health conditions that might impact inventory and services offered
- Gauge how well clients' needs are being met and opportunities for improvement
- Ideas for which additional (non-food) services might benefit clients
- Empower clients by involving them as partners in improving pantry operations

You will receive a summary of client responses for your pantry, along with a comparison to results of other pantries that participate. You will also receive personalized recommendations for additional services or improvements you can make, based on responses.

Survey Content

The full survey contains 39 questions in the following seven areas:

- Demographics (age, race, education level, etc.)
- Stability (housing, employment, food access, SNAP)
- Children (WIC, child care, summer meals)
- Health (insurance, health conditions, etc.)
- Transportation
- Assets/Debt
- Pantry Operations (waste, best days/times, other services, satisfaction)

The questions in the demographics and stability sections are included every year, in order to be able to compare basic client information across the county and from year-to-year, while other sections may be included in some years depending upon what the foundation and pantries wish to obtain data on. Pantries are always welcome to conduct the full survey, if they desire.

While the client completes most of the survey, there is a small section to be completed by whoever administers the survey that includes pantry name and day/date/time.

Implementation Best Practices and Methodology

When participating in the survey we ask that you:

- Aim to collect surveys from at least 20% of your clients
- Aim to collect surveys from clients during all hours of pantry operation
- Aim to collect surveys from both English and any non-English speaking populations (Spanish and Arabic versions are currently available)
- Share the purpose of the survey with clients
- Instruct clients to **not** write their name on the survey
- Reassure clients that their individuals responses **will not** be shared
- Stress to clients that participation in the survey is **voluntary** and will not impact their ability to receive food from the pantry, either now or in the future

Annual Timing

The client survey is conducted every year in January and February, around the same time the MontCo Anti-Hunger Network (MAHN) is conducting their provider survey. Conducting the surveys simultaneously results in a complete snapshot for each pantry, opportunity for connections between provider and client survey data and the ability for both to be presented at the annual MAHN conference. See the annual calendar below for more information.

Additional Resources

The HealthSpark Foundation provides resources in four categories for pantries participating in the client survey. You will be able to request the resources you will need for your pantry in December.

Translated materials

We currently have survey translations available in Spanish and Arabic. If you have additional languages spoken by a majority of your clients, let us know and we will work on developing an appropriate translation. Also, if you are able to get the survey translated into another language, please share that with the foundation so other pantries may have access to it, as well.

Incentives

We will provide a **\$50 grocery gift card** to each pantry for a random drawing raffle for their clients that complete a survey.

Volunteers

We **maintain partnerships with many area universities and community organizations** that provide volunteers and can secure volunteers willing to assist with the survey at your pantry. We will provide pantries with volunteer contact information, but each pantry is responsible for coordinating schedules with their volunteer(s) directly.

Technology

HealthSpark Foundation maintains a pantry capacity grant program which includes an opportunity for pantries to apply for a grant to support their technology needs.

Client Survey Annual Calendar

Month	Activity
December	Foundation launches initiative and pantries sign on to participate
January	Client survey conducted MAHN provider survey conducted
February	Client survey conducted MAHN provider survey conducted
March	Data analyzed
April	Data analyzed Results provided to participating pantries
Late Spring	Annual MAHN conference, results officially presented
Summer	Connect pantries to services/programs, as needed based on survey results
Early Fall	Survey recap meeting and determination of next year's survey content

Appendix C

2017 Emergency Food Pantry Client Survey Key Highlights for Montgomery County

Total number sampled: 1361. Percentages are determined by number of respondents who answered that question.

Average Age of Pantry Client

52 years old

Gender

73% Female

27% Male

2 individuals identified as Transgender

Race and Ethnicity

58% White

27% Black

6% Hispanic

Registered to Vote

73% Yes

27% No

1331 answered question

Employment

468 household members work full-time

378 work part-time

279 are unemployed and seeking jobs

Housing

44% Moved to find more affordable housing

24% Moved to find work

19% Evicted or being evicted

13% Had to sell home or were foreclosed on

264 respondents own their home

Education

8% Less than High School Diploma

47% High School or GED

15% Vo-Tech Graduate

30% Graduate of two-year college degree or greater

SNAP

55% Receive SNAP

Of those who receive SNAP, 59% say it lasts two weeks or less

177 respondents interested in receiving help to apply for SNAP

Health

429 Adults without health insurance

125 children are without health insurance

54% High Blood Pressure

34% Diabetes

48% Overweight

Pantry Services

72% Clients who visit only one pantry per month

93% Clients who rate the pantry very good or good

Key Highlights of Montgomery County & Regional Emergency Food Coalitions

Percentages were determined by the number of respondents who answered that question. Three of the county’s five regional Emergency Food Coalitions had at least three member-pantries participate: Advocates Against Hunger, the Intercounty Food Network and the Nutrition Coalition. Therefore, the county total is higher than the sum of the coalitions in the chart below.

Total	County	Advocates	InterCounty	Nutrition
Number of Surveys collected	1361	463	392	367
Total Participating Pantries	18	4	5	3
Basic Information				
Marital Status:				
Married	26%	21%	23%	34%
Single	45%	51%	43%	40%
Widowed	8%	6%	11%	7%
Age				
	52	51	52	51
Race and ethnicity:				
Black/African American	27%	43%	17%	12%
Hispanic	6%	12%	3%	4%
Middle Eastern	1%	<1%	<1%	4%
White	58%	38%	74%	71%
Registered to vote				
	73%	78%	72%	65%
Female				
	73%	74%	73%	72%
Male				
	27%	26%	26%	28%
Highest level of grade completed:				
High school/GED/Vo-Tech graduate	61%	63%	68%	56%
2- or 4-year college graduate	30%	28%	25%	34%
Housing				
Own your home	20%	20%	20%	16%
Paying rent	72%	71%	70%	79%
Moved to find affordable housing				
	44%	44%	50%	42%
Been evicted or received eviction notice				
	19%	21%	17%	17%

Total	County	Advocates	InterCounty	Nutrition
Employment				
Work full time	468	145	148	132
Work part time	378	102	112	115
Unemployed and looking for work	279	94	91	65
Food				
In last month, how often do you skip or reduce meals due to lack of money?				
1 or 2 days	42%	44%	43%	34%
Most days	9%	9%	10%	9%
Do your children attend a summer feeding program?				
Yes	114	44	24	35
No, but interested	152	52	53	29
SNAP				
Does household receive SNAP?	55%	59%	58%	51%
If so how long does it last:				
All month	13%	14%	11%	14%
3 weeks	28%	23%	29%	25%
2 weeks	34%	37%	36%	31%
Less than 2 weeks	25%	22%	23%	30%
If not on SNAP, are you interested in help to apply?	177	43	49	64
Health				
Adults without health insurance	429	166	124	100
Children without health insurance	125	48	19	45
Have you put off:				
Getting prescriptions	26%	25%	27%	26%
Going to doctor	31%	28%	30%	34%
Going to dentist	46%	40%	47%	50%
Does anyone in household have:				
Diabetes	34%	38%	33%	29%
High blood pressure	54%	58%	52%	47%
Food allergies	21%	22%	18%	19%
Are overweight	48%	46%	53%	44%

Total	County	Advocates	InterCounty	Nutrition
Pantry Operations				
How much of the pantry food are you able to use:				
All	54%	57%	51%	52%
Most	38%	32%	45%	37%
How many pantries do you visit to meet your food needs:				
One	72%	58%	81%	82%
Two	23%	32%	17%	15%
How do you rate this pantry:				
Very good	66%	66%	65%	68%
Good	27%	29%	29%	24%
Satisfactory	6%	5%	5%	7%
Poor	<1%	0%	<1%	<1%

Appendix D

Q. 13 What food would you like to see more of at this pantry?

General Themes

The following notes each instance the most popular requested food items were mentioned, by pantry. (Some pantries had no responses.)

Pantry	Meat	Vegetables	Fruit	Dairy (other than milk)	Eggs	Milk
Boyertown Multi Services						
Catholic Social Services	27	18	14	7	8	7
Cheltenham Seeds of Hope	5	3	2			
Colonial Neighborhood	1					
Daily Bread	4	1	1	7	2	3
InterFaith Grace Lutheran	3	1		2		
Hatfield	2	3	2			
Keystone	8	4	1	2	1	1
Manna on Main Street	21	12	12	13	6	3
Narberth	1	2	2			
New Life	2	1	1	3	2	2
Open Door	9	3	1			
Open Link	10	10	7	2	1	2
Patrician Society						
Pottstown Cluster	5	2		2		1
Salvation Army	4	1		1	1	
Saint James Episcopal	3			1		
St. Mary's	3	1	2	1		2
Totals	108	62	45	41	21	21

Q. 13 All Answers

- All fresh food & healthy
- Cheesecake
- Fresh food
- Basically everything
- Quick meals
- Instant meals
- Cabbage
- 😊 But blessed either way
- Breakfast meat (non-pork)
- Frutas, vegetales, carne, huevo, frijol de bolsa
- Frutas y vegetales frescos.
- Yogur queso leche, vegetales frescos y frutas
- Vegetales huebas carne leche
- Frutas y verduras frescas, carne y huevo, frijoles de bolsa
- Frutas y verduras frescas, carne, huevo, queso, arroz, frijoles, en balsa
- Frutas y verduras
- Everything is perfect
- Good with what I get
- Household products i.e. paper, cleaning supplies, pet food
- Everything is perfect
- Nothing!
- Anything will help
- Healthy snacks
- Glad to have what there is
- Sweet potatoes, real baked beans
- Powdered drink mix w/electrolytes e.g. pediolyte PowerAde Gatorade
- Cereal, sauce, soup, vegetables, fruits, simple easy food items.
- Whole turkeys
- “Verdura”
- Leche, carne, frijoles
- Carnes, lacteos
- Rice (3)
- More juice
- Dairy - eggs, there is a great variety I think.
- Carnes/lacteos/frutas
- All food
- Dairy not expired/eggs
- Oil, brown rice
- I am diabetic Need more protein. (?) requests 90% protein in my diet. Also 10 - carb desserts.
- Stuff for children, Easter baskets, Christmas Items
- Organic items
- Oil, four, seasons, meats
- Dairy meats desserts fresh fruit fresh bread
- Doing a great job! Meat
- Todo
- Meats can goods juice
- Juevos, leche, jugo
- Chicken/pork/canned goods
- Everything is good

- I'm happy with what I get
- More meats and good veggies
- High quality proteins & fresh vegetables
- Pastas, meats, coffee
- This pantry is fine. God bless the staff and donators.
- Fruit & veggies, gluten free
- Everything ok
- Organic
- More whole grains
- Pantry has very healthy foods
- Look ok to me?
- You're good
- Fruits & veg. & meat
- Not expired You throw out meats that are bad, dairy is expired
- I don't know
- Doing great job
- Breakfast foods
- What I receive is great
- More chicken, fish and foods that are not expired.
- Fruit, vegetables/protein.
- Lettuce/produce, meats/hamburger
- Gluten free
- Dog food
- First time
- Dairy, meat, fresh fruit & veggies
- Leche huevo fruta
- Almond butter. I love everything
- Baby food
- Anything
- Different kinds of canned goods
- Pizza (2)
- Fruit juice
- Coffee, tea
- Beverages
- Anything
- Condiments
- Steak, ground beef
- Chicken (6)
- Pork (4)
- Fish (5)
- Frozen (5)
- Breakfast food
- Peanut butter & jelly
- Pasta and sauce (2)
- Bread
- Snacks
- Nuts
- Juice
- Ice cream
- Any beans/peas/etc.
- Organic
- Fish/healthy/fresh meat
- Sugar/coffee
- It's all good
- Vegetarian/vegan
- Nothing specific
- Breakfast foods
- Vegan/vegetarian
- (Pies)
- Fish
- Healthy stuff - veggies & fruit, More variety/fresher
- Meat

- Fruit, lettuce
- None
- I've found everything that I need
- Vegan food (Tofu) meatless items
- Baby food, cereal
- Healthy
- Toiletries
- Chicken & ground beef
- Chicken & fish
- Meat
- Gluten free bread, gluten free stuff, stuff for kids lunches
- Pies
- All is good more pet food
- Milk, eggs, butter
- Protein "meats"
- Canned goods
- Frozen foods
- Not sure First time here see above
- Canned goods
- Evaporated milk, dry milk
- Frozen
- Nutrition drinks
- They mostly have it all
- Frozen food/low sodium
- I think you're doing great. Thank you so much.
- Sandwiches
- Fresh produce, desserts
- Needs met
- They have (?)
- Orange juice
- Butter (2)
- Creamer, eggs, water, meat, chocolate milk
- Fish/chicken
- Organic human & pet
- I'm satisfied
- Very grateful
- Chicken, dairy
- This pantry supplies plenty of things
- Organic
- Sugar, butter
- Not picky
- Cheese
- Chicken, dairy
- This pantry supplies plenty of things
- Organic
- Chicken
- Beef
- Cabbage
- Cheese
- Bread
- Produce & bread
- Detergent, toiletries, produce.
- (Unreadable) (4)
- Just more quantity of meats & # of cans allowed.
- Sweets
- Fresh veggies - whole grain food. Less sweets
- Grape jelly
- Trash bags etc. Shampoo, non-food items. Paper products. Cleaning supplies more variety
- Fresh food
- Chicken

- Good variety now
- Good the way it is
- Good supply in my opinion
- Sweets
- You have almost everything.
More meat.
- Veggies (more choices)
- Paper products - paper towel, toilet paper
- Beef
- Meat/seafood
- Sodium reduced
- I think it's a good variety
- Proteins
- Prepared foods
- Bigger meat selection
- Any
- Milk products (Yogurt cottage cheese etc.)
- Juice
- Well satisfied
- Fresh veggies (broccoli, spinach)
- Protein drinks
- Eggs/cheese/butter
- Fresh (2)
- Frozen (3)
- Vegan
- Deer meat
- Rice or almond milk, fresh veggies & gluten-free
- Drinks, tea or lemonade
- Non-food items, parking
- Variety of meat & fish
- Anything (sausage)
- This is a very well stocked pantry
- Happy with/maybe more meats
- (Unreadable)
- Fruit & vegetables organic - various
- They mostly have what we need.
- All good
- Chicken, cheese, eggs, toilet paper
- Eggs, butter
- Crackers fresh veggies & fruit
- Oil, egg
- Not sure
- Any food
- Food not expired
- Grateful for any foods
- Roasts
- Juice
- Seafood
- Spanish food
- Fresh food
- Pork chops, veal cutlet – Meat
- Creamer
- All good
- Eggs, cat food, gluten free bread
- Ice tea
- Protein
- Dessert
- Fresh
- Cheese
- Staples, sugar, cheese, flour etc...

- Fresher produce
- Spaghetti sauce, produce, pet food
- Ice cream
- Breakfast foods
- Organic
- Cakes and pie
- 1st time here
- Perishable items
- Protein
- Fish
- Whatever you supply
- Organic pastries
- Chicken - deli meat
- 1st time
- Assortment of beverages - soda - iced tea
- Condiments/fresh veg
- Vegetarian if possible (Besides vegetables)
- Ground meat
- Gluten free/GMO free items
- Noodles
- Beans
- Everything
- Likes it now
- Is ok what they give me
- Sugar, coffee, orange juice
- Frozen vegetables
- Drinks (2)
- Protein or fatty items
- None
- Lettuce, spinach, potatoes, milk, fruits
- Cake, eggs
- Butter (2)
- Chicken breast
- Cheese
- Everything is wonderful
- Juices natural food.
- Eggs, tofu, meat, more Asian kinds
- Bread
- Everything is good
- Tofu
- Fish, fruit, (salmon) & yogurt
- Beef
- Fresh veg, and fruit and proteins (meat - chicken)
- Any
- Fish
- Ground chicken, rice
- Cat food - coffee – sugar
- Yogurt, cheese
- Everything is perfect
- Beef - ground beef
- Bread, milk, snacks
- Produce & soup
- Chicken, fish
- Fresh foods
- Yogurt, fresher fruit & lettuce that don't go bad in a day.
- Breakfast/hygiene
- Some more fruit and some fish and some veg - please.
- Meats – seafood
- Unknown, first time
- Fresh or frozen fruits & vegetables
- Halal meat
- Clam juice
- Fresh lentils/beans

- Gluten free
- Bengali food
- Fresh fruit/yogurt/beef
- Spelt flour noodles, water, salad dressing
- Chicken & meat
- Organic
- Quinoa & chia seed
- Gluten Free
- Kids snacks
- Fresh food
- Everything
- Healthy foods, veggie, fruits, vegetables, gluten free items please.
- Homemade soups
- Variety especially vegetables and fruits
- Happy with FB
- Fairly well stocked
- Meet your needs
- Can pastas
- It's good
- Cheese, milk, butter, eggs
- Everything
- Dairy (milk, butter, eggs, cheese)
- Everything
- Oriental, Spanish
- Gluten free food
- Breads
- Healthier (2)
- Fish
- Proteins/meat
- Fresh foods - veggies, fruit, dairy
- Sandwiches
- Fresh produce meats - all, fish - all, collards, kale, broccoli, corn
- Snacks!
- Pizzas
- N/A
- Spanish food
- General fresh foods
- Seafood
- First time here
- Cheese (2)
- Frozen foods
- Not sure
- Goodies
- Everything
- Canned pork
- Healthy food/Not over the date/Over ripe produce
- Better choices
- Canned veggies
- Steak
- Beef
- Healthy food
- Condiments
- Whole milk
- Diabetic friendly food
- Beef/hamburger makes more meals
- Yes
- Beef & chicken lamb
- Are more veggies possible?
- Flour/sugar/pkgd., boxed meats
- More boxed goods
- Not sure
- I'm good

- Any is appreciated
- Eggs, mayo, cheese, dry beans, sugar
- Frozen fish
- None
- Butter
- Food
- Cans hash, sugar
- (Unreadable)
- Whatever
- Crackers
- Pasta, cakes
- Different meats
- Meat, cookies, chips
- Bushes beans/black beans
- Diet foods - bariatric friendly
- Gluten free
- Protein/meat
- Pasta --> sauce Prego, apples, soda
- Uncertain
- ? (3)
- Perishables; SW w/info that can benefit the community & their households.
- Baked beans – mayo
- Snacks
- Not sure
- Low sodium foods
- WAWA
- Boxed milk
- Vegetarian
- Fresh food
- Some paper products
- Butter
- Frozen meats
- (Chicken red meat)
- Fresh
- Healthier
- Canned food & rice
- Cat food
- Drink
- It suits my needs
- Fruit & frozen veg, meats
- Meat & potatoes
- Baked potatoes
- Chicken breast
- Soups
- Meats - variety, healthy choices
- Meat other than ham & beef which I can't eat
- Tea
- Pancakes
- Chicken nuggets
- Fresh
- Anything that's useful
- None
- Healthy
- Meats for freezer
- Stuffing
- More variety of meats
- I think it's fine now.
- Meats - beef
- Drink mixes i.e. Iced tea, tang, kool aid :)
- Water
- You're doing well. I also shop at Giant.
- Side dishes - rice & plain pasta
- Any
- Milk, orange juice, lettuce

- Fresh food
- Vegan options, more fresh produce, preservative-free, organic and sugar free options
- More variety veg.
- Anything
- More meats that aren't canned.
- Whole grains, whole foods/produce organic/non-GMO foods.
- Cereal canned goods
- Bread, produce, cat food
- Sandwich bread, meats
- Toilet paper
- I don't know
- Rice
- Canned fruit, juices, healthy breakfast cereal (not sugared)
- Snacks - crackers, cookies
- Baked goods
- Refrigerated/meats
- Nothing
- Any
- Meats, bread, vegetables
- It's ok
- Rice & beans
- ?
- I don't have complaints. They are good to our family.
- Fresh fruit & veggies and more picks with household items
- Frozen veggies/TV dinners
- Anything
- Bananas
- Meats offered
- Drinks, organic foods & non food items - toilet paper, paper towels.
- Oranges, potatoes
- I think they do good
- Juice/milk
- Ground beef
- Pleased with selections
- Meat, cheese, veggies, fruit
- Choices
- It's okay
- Lunch meats
- Fish
- Canned goods
- Fresh local foods, organic (it does have some of these items which is great)
- Healthy alternatives but this pantry is very good in selections.
- More meats, butter, eggs, bread

Appendix E

Q. 25 If you have food allergies, what are they?

- Walnuts
- ! Child GPC deficiency
- Apples
- Bananas
- Berries
- Blue food coloring
- Cayenne pepper
- Chocolate
- Corn
- Cow's dairy/dairy
- Egg whites/eggs
- Fish & tree nuts
- G-6 Pd deficiency
- Gluten
- Green beans
- Kiwi
- Lactose
- Mango
- Meat- beef, chicken, turkey, Lamb
- Mushrooms
- Nuts
- Oranges
- PCN coconut
- Peaches
- Peppers
- Pineapple
- Pork
- Red dye (kids)
- Seafood, seasonal allergies
- Sesame
- Shellfish, peanuts, sensitivities due to GI conditions
- Spicy food
- Tomatoes
- Wheat/rye/barley
- Dairy
- Gluten/sensitive
- Nuts, jelly (grape), peaches
- Peanuts, cashews, pistachios
- Seasonal
- Shellfish
- Tree nuts
- My son's allergic to most things
- Avocados
- Carrots
- Cinnamon
- Fish & seafood
- Food dye
- Gluten
- Green beans, chocolate
- Lactose intolerant
- Nuts
- Peanuts
- Penicillin
- Shellfish
- Soy
- Wheat, dairy, eggs

- Asthma
- Fish
- Park
- Penicillin
- Shellfish
- Onions, onion powder
- Banana family
- Caffeine
- Carbs
- Chemicals, food preserves
- Cow's milk - chemical additives to our food
- Fruit
- Gluten
- Milk/dairy
- Pineapple
- Shellfish
- Strawberries
- Lactose intolerant
- My autistic son is on a stomach bacteria-friendly diet
- Strawberries
- Wheat, food dyes
- Apples
- Carrots
- Cheese
- Chocolate
- Dairy
- Fish
- Food coloring
- Gluten
- Lactose
- Lamb
- Meat flavoring
- Multiple
- Mushrooms
- Onion
- Pineapple
- Pork
- Raspberries, cherries
- Red pepper flakes, cumin
- Seafood/shellfish
- Some fruits
- Strawberries
- Tomatoes
- Tree nuts, coconuts, peanut, barley, wheat
- Wheat
- Artificial sugar
- Gluten issues
- Shellfish
- Some fruits
- Dead animals
- Green peppers
- Mushrooms
- Nuts
- Pepper, wheat
- Seafood
- Wheat, milk/dairy
- Eggs/milk/cheese/gluten
- Shellfish
- Bing cherries
- Eggs
- Fish
- Flounder
- Fresh vegetables & fruit

- Lactose
- Milk
- Mushrooms
- Nuts
- Onions, peppers
- Peanuts
- Plums
- Salt
- Shellfish
- Shrimp
- Strawberries
- Tree nuts
- Dairy
- Peanut butter
- Red sauce
- Seafood/shellfish
- Broccoli family, grapefruit
- Oranges
- Protein allergy, fava beans
- Red dye/Red dye #3
- Cinnamon
- Dairy
- Half of Trader Joe's food I have an allergic reaction.
- Lactate
- Lettuce
- Peanuts
- Shellfish
- Soy
- Strawberries
- Sugar
- Sulfate
- Wheat/white flour
- Almonds & coconut
- Peanuts
- Whole milk
- Cherries/plums
- Fish & seafood
- Gluten
- Grapefruit
- Kiwi
- Milk/dairy
- Nuts, peanuts
- Peanuts & eggs (Child)
- Spices & acid problems
- Spicy
- Spinach
- Strawberries
- Wheat

Appendix F

Q. 27 If you answered poor, (to Q. 26 Does food pantry serve your dietary needs) please explain why.

- A lot of food expired, and not good condition and not fresh
- Diabetes
- It's not enough fresh food
- Sometimes the food goes bad
- Need more low carb
- Very satisfied with this program to help our community
- They have things that make my food stamps last longer than two weeks
- First time
- Mejores Productos
- 2 minute maximum at each station
- A lot of sugar
- Diabetes
- It's not enough fresh food
- Diabetes
- Certain food
- Need fresh food every week
- There should be more vegetarian/vegan options
- Living only on SSI
- Because my SNAP stopped and if I get more that will be good because we spend a lot of money for, rent, electric heat and the transport so I need help. Thank you.
- I have hypoglycemia. I kind of need more complex carbs and veggies.
- I use the pantry (for some) food cost, to make food last without coming out of pocket. But I can't make full meals.
- Diabetic
- The food here helps the good people
- Unknown, first time visiting
- I don't eat it corn syrup or canned goods, only organic

- A lot of sugar
- Sometimes it's bad or old
- More Meats!
- Most of the stuff there is over past due date and no good.
- Too many carbohydrates

Appendix G

Q. 34 How can pantry improve services?

- Check for outdated items
- More meats & produce.
- Better selection, more dairy & meats.
- Services are good.
- More child or baby friendly stuff.
- More vegetables.
- More days.
- You guys are great!
- Services are very good & no need for improvement as of yet.
- Esta bien.
- Add a website.
- Just the waiting in line can be very long.
- Muy bien.
- Get us in quicker in cold weather.
- Esta bien.
- Creo que esta bien.
- You are the best cupboard in area.
- Thanks for everything. Serving food, help and the way to pick up our food like shopping.
- I am happy with the service here.
- Doing good job, thanks.
- 2 sign in people.
- Case Manager day.
- Check expired dates often.
- Pray More.
- Incloyendo mas productos lacteos canes y pescada.
- Transportation.
- Daily hours or appointments.
- Gave more meats - vegetables.
- If the staff is faster.
- More milk.

- The volunteers are very good people. Very polite. Just a little more breakfast & dairy. Not much other than that is very good. Thanks.
- More variety.
- I know it's difficult, but so many have significant dietary restrictions and special needs, no teeth, Crohn's etc.
- Just go a little faster.
- More food per visit. More food per visit would help it last longer.
- Service is excellent.
- Keep blessing others. Thanks.
- Todo este perfecto (Gracias).
- I find everything to be fine.
- More people to help out Faster service.
- Quicker, more effective service. More variety of food and beverages. Stricter requirements.
- I think you do a great job. Whatever we are given is a blessing.
- Tiatando de entregar productos no vencidas.
- Usted son una Angeles gracias por todo. / You guys are angels thanks for everything.
- Provide sugar or substitutes, more lactose free milk.
- More meat.
- The wait.
- Larger packs of meat!
- Clients on special diets.
- Diabetic need low carb. Extra protein.
- Stop people from holding other people a place in line.
- More space for food & seating.
- Less waiting time, fresher food.
- Con mas alimento.
- The lines.
- You're doing great.
- I'm personally satisfied with the staff and this location maybe could have few more chairs for disabled folks to sit. But otherwise Great Job!!
- I find everyone at the pantry very helpful and good variety of food :) Wouldn't change a thing.
- Some volunteers are rude. Some more veggies that aren't molded.
- Some staff could be more courteous. Organization of wait line.

- The wait, because people came so early and you stand in line.
- More people to work in the office.
- Don't push food chosen by volunteers onto clients to get rid of bad food & make the line go faster.
- Case manager day.
- The number system - give random numbers as people come so people don't come early and wait outside.
- Hours & days were extended, which is easier/better - so that's fine. Otherwise provide a ride and I will pay for the service.
- Very good.
- More bags for groceries.
- Volunteers to move things along.
- Pantry is very resourceful and caring.
- Excellent staff.
- More vegetables.
- Very good services - I like the set-up to go through pantry.
- Checking dates on food.
- Open doors when cold before time/give out more portions.
- Move people along when they are shopping. Some people take very long to pick out food. Check in goes fast.
- Regular baked beans.
- Shorter wait time.
- Come more often.
- More meats.
- More "food" chicken, fish - too many sausages & pork are not healthy - more chicken breasts to choose from.
- More meat & different vegetables.
- Longer hours, or other days if possible.
- Less time please.
- Afternoon hours.
- Having more meats, to be able to receive more personal care items.
- Some more helpers
- Add more meat, and dairy foods.
- Do not let people get a lot of something you don't have a lot of like desserts just b/c their order is large.
- Bring the carts out a different way - through the garage perhaps.

- Just the waiting to go into the (?) needs two people.
- More food for people with celiac disease.
- Already doing a very good job. Thank you.
- I was treated very friendly.
- Just need more meats to make a full meal.
- Get more help, provide medicine/doctor services.
- Estan bien los servicios.
- Expand the inside. Have more fresh fruits and veggies if possible. Thank you.
- I think you are doing a great job!!
- Rotation of frozen meats/check dates.
- Kay makes each ? Very ? & blessings & good tidings & hope! Amen to Kay & her Wonderful Staff! All are super Friendly & Supportive :) "Be like Kay" :)
- Please - more frozen or ready to eat meatless dinners (veggie burgers etc.) & pet food (cat).
- I can't think of anything right now, but I've been blessed for this food pantry for a while And ALL I can say is THANK you EVERYBODY for your work so far. May God still Bless you all.
- Offer more juice, butter, soy milk.
- This pantry is great! People are friendly & very helpful.
- GOD BLESS. THIS IS A GREAT HELP.
- SOME PPL FEEL LIKE THEY ARE BEGGING. PLEASE DON'T TALK DOWN TO THEM.
- Keep loving people the way you have done over the years. God bless you all abundantly! :)
- I wish we can get more of certain items i.e. cereal 1 item - we have a family of 7 Thank you! I love this place God Bless you all
- More donors.
- Have better fruit & veg that are fresher.
- Miss Sandy really cares about everyone. She tries to help everyone.
- Love coming here! People are so nice.
- You are amazing :)
- Less sweets
- If they had more like, household goods, toilet paper, soap, etc.
- More cat food.
- Household things.

- Very grateful with the services.
- This pantry does very well.
- More meats.
- Excellent!
- I cannot use can high sodium need fresh or frozen veggies.
- Larger facilities Everyone here is awesome :)
- Bigger place. :)
- Be able to choose certain items like on a points scale. Sometimes need things like feminine products, etc., more than food.
- I don't think u can, everybody is really pleasant & helpful especially the older ladies that work here. God Bless you all!
- More fresh produce.
- There is a lot of expired food.
- More days per week.
- Fresh veggies, meats.
- One volunteer was very rude and mean to me.
- Some food is far out of date.
- Coffee & donuts/Hugs.
- Ok by me.
- It's good.
- A role model pantry.
- Dando mas.
- Recibiendo algun beneficia economico.
- More volunteers and more bags.
- :)
- Very good/Pleasant people/Don't need improvement.
- I work fulltime and attend school can't make it in on the hours open, or have to rush from work to come here.
- Good
- If you have medical emergency and can't get there on days available it would be nice to call & make arrangements for a pickup - just in special cases - not all the time.
- everything is good
- Avoid first come first serve, some people can not get here in time, by the time thy arrive, all the good stuff is already gone.
- Make it more than once a month.

- You are the best of what you do.
- It is all good.
- First I am very thankful for the Food Pantry for your help to us. Maybe you can ask if some body need the food that you put in the bags already because others can take food that they don't use.
- I think you do a very good job!
- You guys are great - no need for improvement.
- More selection.
- Personal care items.
- Can't think of anything, you are very helpful :)
- Great job as is just helping for more days per month per family.
- At the moment it is satisfactory, just need more fruits and veggies.
- Very satisfied.
- You are all so special to everybody no other response.
- This pantry is awesome and the individuals working here are very nice and helpful.
- Good job already!
- "See answer 27" (There should be more vegetarian/vegan options)
- Thank you very much for your kindness and good services.
- More fresh food - let us choose what we can eat. Do not want pre packed bags.
- More open allotted days of pantry visits.
- You are doing an excellent job of providing help to people like me.
- I am very happy staff makes you feel comfortable/very happy.
- Increase amount of organic or home-grown produce.
- The people there are all awesome, friendly, and helpful.
- You are wonderful, thank you!
- Less miscellaneous limitation.
- Bring healthy food. Check expiration date.
- Bigger - the area is small. Also, things that SNAP doesn't offer - paper towels, dishwasher liquid, dryer sheets, etc. Food storage bags garbage bags.
- Find a way to make the time go faster for us.
- Dish detergent, paper towels, toilet paper, soap, laundry, transportation, knowledge of service.
- Twice I had to throw away ground meat that was rancid.

- Providing better quality food/produce, verify no food is already expired.
- Very good.
- More volunteers.
- You people are great thank you for helping me.
- More fresh food (produce) & unprocessed meats. It is hard to avoid salt here.
- Healthier food. Less rotten or expired.
- I believe everything you do, you do it well and with human compassion. A true blessing.
- People here are wonderful, place is the best!! No improvement needed.
- Just bring in fresh fruit & veggies.
- Regulate any troublemakers or unappreciatives.
- More meat with pantry visit.
- Everything is great. It would be nice not to wait so long and have a schedule when you come in with a time.
- Yogurt, salmon, fresh fruit, canned fruit, orange juice, coffee (instant), wine, marijuana (for pain).
- You are very good and I hope you increase the fresh fruits and vegetables and meat and chicken.
- More food items.
- More healthy foods.
- I'm very satisfied, maybe more meats.
- Larger area.
- Be more strict with immigrants.
- More toilet paper per client.
- Put the sign up sheet out when it opens or a tiny bit earlier, not 11:00 please.
- More healthy options. Better timing.
- I thank God for manna - perfect!
- Excellent services & staff. Thank You!
- The sign up schedule needs improvement.
- Accept food that is not outdated, or close to being so. Check for mold and anything else that looks suspicious.
- Help people with transportation if they need!!!
- No need to. Luv Manna.
- Longer hours, night hours.

- More meat.
- Excellent staff and help.
- None - All is just great here at Manna!
- The dates on the food - it goes bad fast.
- Faster processing for smoother entry otherwise, it's a great pantry.
- Be careful of expiration dates.
- Not sure. I'm always treated well & leave satisfied.
- Card for list of food quantities should be in the order that the pantry is - so it's easier to follow.
- To take people & pick them up.
- "Better" fruits & vegetables - fresh.
- Providing more perishables.
- Number board/computer screen listing current number being served.
- Manna should be more food health.
- Offer more foods for people with only a microwave.
- Thank you for what we get.
- Everything is good, some of products are expired.
- Remove expired canned foods or snacks from the pantry.
- More produce & personal items & soup.
- Don't improve - you guys do very good - keep up the good work!
- It doesn't matter what day or time I go, there is not much of a selection that I want or can use to feed myself. Usually out of a lot of items.
- Checking dates of all items meat included, more toiletries, water (juices) Orange (GED classes).
- Hygiene.
- Have some of the workers come in about 7:40am to get started.
- The waiting time is too long if you can make more hours or days that will be great.
- More organized/bigger space/(it's too cramped).
- Some non wheat products, other noodles, non dairy cheese products (cannot read).
- People should be able to pick out their own food so as to utilize it best. Service could be nicer :)
- It's very comforting & hopeful so, only sometimes menus are limited.
- More healthy foods, more fruits, vegetables, nuts, some groceries gift card to buy other stuffs needed please. Thank you!

- More menus at a time.
- More gluten free food & more dog food all the time please.
- By having a roll sheet, get rid of bad food, menus should be in the hand of the person that gives them out.
- Word of mouth.
- Open early
- Give numbers to applicants
- More low sodium choices
- More vegetables.
- Service is good. I'm always treated kindly and with respect. The food is fresh!
- More dairy.
- Very good. I would like to thank God and you for the food. Cause a lot of people unable to get food to eat.
- It's small - but they have a nice variety to choose from.
- This pantry (New Life) does an excellent job. Particularly in that they are non-judgmental in any regard & are very welcoming.
- If meat were available at each visit that would be great. More gluten free options would be helpful. Thank you for what you're doing! God bless you.
- Have more healthy food.
- I will suggest - transportation - tokens, pass.
- Nothing to change, I am always keeping the faith and always thanking God for it.
- Need more food.
- More food get a lot of people/folk are in need. God Bless.
- Thank you for all you do. God bless you.
- You can't this pantry is great! Good food and everyone is so kind!
- The fresh produce & milk are great.
- More meats to last the month.
- "More space"
- Your services are excellent and the people that are here. There is no judgment and no questions. Very professional.
- Everything is very good :)
- It's great already!
- Keep on doing what you guys do.
- Certain volunteers need to be friendlier.

- Provide more meats and fresh veggies.
- More for one person.
- More carts to carry food.
- The best. Very helpful. Couldn't make it without it. Thanks.
- I'd like to see more diapers sizes 4, 5, 6.
- Love this pantry and all they do.
- A great place.
- Some produce is already rotten when I get it. Not all.
- Right now nothing. Well maybe make the space area a little bigger if willing. But other than that I love it. Thank you!!!! :)
- Let more than one person go at a time so people can get out quicker. Be open longer.
- Possibly offering say 2 dozen eggs instead of 1 dozen, instead of beef. (I eat 1 dozen/wk & very little beef.)
- Frozen foods.
- The services are excellent.
- Locally grown food vouchers?
- Making it weekly instead of monthly.
- You do a great job - thanks & God bless you!
- All good just more meats.
- I think it is wonderful that such help is available.
- Everything you provide is very appreciated by myself and my husband.
- More freedom to pick.
- Be able to pick anything and not just what is listed.
- More people friendly and everyone working gives you the same amount, not a different amount every month.
- Better accessibility to back of building at the pantry door, more parking, not having to park and go upstairs, then drive to alley. Make an entry to pantry available from main floor.
- More days to pick up food.
- Pantry is fine. Parking is terrible!
- Shorter waiting period.
- More meat in pantry & that's it.
- I think you do a nice job with your resources!
- Have a newsletter w/recipes & ideas to help people utilize the available food. Also, host cooking and nutrition classes.

- The service is good here.
- It is great and friendly as is.
- At this time, I don't see any need for improvement. You've already redone it and is better.
- Happy with our services doesn't need to improve.
- The services is great :)
- It's good.
- Doing very well.
- Ok
- MORE MEATS, VEGETABLES.
- I appreciate you good guys.
- By having more current date food and frozen food.
- Get more meat & juices.
- transportation, more protein - meats
- Dry good availability!
- Better specification of food, specify clothing area.
- Clarify for first time visitors, milks, clarify what appointments means on door.
- Communicate hours.
- Quicker lines.
- More Spanish food options.
- Better organization of times/places in line before opening.
- Good Job.
- Go back to making apt. OR 14C9A & 14C 11A (????)
- Let people sign in as soon as they show up.
- Put it on line Kelly!
- Have a bad back can't stand long.
- Help for bigger families, check produce!
- Produce improvement.
- Examine produce better. I you wouldn't eat it, don't give it out.
- Specify food choices on machines (??)
- Better hours. More hours.
- More fresh food.
- By going back to appointments.
- Help to get appliances - refrigerator, stove, etc.
- Include cleaning supplies.

- Get more meats & dairy.
- Stop changing the rules every month! (Indecipherable note about "dictator trump")
- Give us rides.
- Set appointments instead of having to wait outside in the cold/snow/rain.
- More room to sit.
- It is satisfactory.
- Speed up times - call for appt.
- It's great! Thank you :)
- Excellent - very good.
- Get more meat & drinks.
- Saturday Hours.
- 10:30am is too late to open, waiting in line.
- Let us inside & sit down if inclement weather.
- Not sure I like this new system.
- Meat, eggs, milk.
- More options.
- More meat & earlier time in.
- Pray for us too/when it's cold let us in.
- NONE. Great service.
- This pantry is very efficient, and staff are 150% ok.
- More fruit & produce.
- I practically support 3 ppl, if I could possibly receive food for 3 ppl instead of 1 person.
- More boxed goods.
- Larger Space.
- I like the way (shopping) better than before. Thank you for thinking about way to make much better use.
- to give more meat out to single (?).
- Satisfied w/new improvements.
- I'm pleased that we can walk through pantry to make desired choices.
- Let us visit maybe twice a month. :)
- I praise you for all of the general products, paper products, band-aids, personal hygiene products, soap, cleaning products. Without your help I would have to do without. Thank you.
- It's good - fresh fruit & vegetables.

- Fix the line.
- Excellent (different line rules).
- Waiting area.
- You are nice & helpful get cat food.
- Help find apartments (?)/ (cannot read)
- More (cannot read), Diet foods.
- More food and laundry pods (??)
- Two times a month.
- I think you all do very well with meeting the needs of the people.
- Protein.
- Thank you!
- More friendly.
- More drinks.
- The kids need more snacks. Cheese sticks & meat would be nice. Fruit juice.
- Incorporate social services if possible. Incorporate perishable items, pet food if possible.
- Don't let all people.
- Thank you!!
- Very good.
- More meat & fruits.
- Offer boxed milk.
- Give each person a number from the outside like the store do for deal area.
- More produce, less service without compassion or tact.
- Variety.
- These "Angels" take wonderful care of us!
- Be better organized.
- Reduce standing in line - it's harder for seniors and other disabled.
- Allow self service.

Appendix H

2017 Montgomery County Survey Food Pantry Clients Report - Total Participants



Total surveys collected: 1361

Percentages are derived from the number of responses to that question.
(Total number of responses to that question.)

BASIC INFO

1. What is your marital status? (check ✓ only one box) (1348)

26% Married 45% Single 15% Divorced 5% Separated 8% Widowed

2. What is your age? Average 52

3. What is your race and ethnicity? (check ✓ all that apply) (1346)

1% Am Indian/Nat Alaskan 2% Asian 27% Black or Afri Amer
6% Hisp/Latino 1% Mid Eastern 58% White 3% Other 2% Mix

4. Are you registered to vote? (1331) 73% Yes 27%No

5. What gender do you identify with? (1332) 27% Male 73% Female 0.02% Transgender

6. For your household, please enter a number for each of the following (include yourself):

Number of children (age 0-5)?	Number of children (age 6-17)?	Number of adults (ages 18-64)?	Number of Adults (age 65 and up)?	Number of veterans?
493	842	1787	438	104

7. What is the highest grade completed by you and/or your spouse or partner:

	You Check ✓ <u>one</u> only (1290)	Spouse/Partner Check ✓ <u>one</u> only (392)
Did not attend high school	7%	9%
High school graduate or GED	47%	50%
Technical or vocational school or trade certificate	14%	13%
2-year community college	15%	8%
4-year college or more	15%	19%
Some HS did not graduate	1%	

HOUSING

- 8. Which of the following best describes your housing situation (check ✓ only one box) (1320)**
- | | |
|---|--|
| 20% Own your home (inc. paying mortgage) | 5% Staying temporarily with friends or family |
| 2% Own a mobile home or RV, and rent the pad | 0.4% Staying in a shelter or transitional housing |
| 72% Paying rent | 0.2% Living in a car, van or motel |
| 1% Homeless | 0 Camping |

- 9. In the last year, have you or another adult household member: (458)**

	Yes	No
Moved to find work?	24%	<input type="checkbox"/>
Moved to find housing you could afford?	44%	<input type="checkbox"/>
Been evicted or received an eviction notice?	19%	<input type="checkbox"/>
Put your home up for sale if you couldn't afford the mortgage?	7%	<input type="checkbox"/>
Lost your home due to foreclosure?	6%	<input type="checkbox"/>

EMPLOYMENT

- 10. Number of adults in your household (include yourself):**

Work full time	468
Work part time	378
Are retired	302
Are disabled and can't work	578
Stay home with a child or disabled person	167
Are unemployed and NOT looking for work	89
Are unemployed and looking for work	279

FOOD

- 11. In the last month, how often did you have to reduce or skip meals for your family because there was not enough money for food? (1303)** **49%** Never **41%** 1 or 2 days **9%** Most days

- 12. When you add the food from this pantry to your other food supplies, are you able to meet your food needs for the month? (1299)** **80%** Yes **20%** No **0.3%** sometimes

- 13. What food you would like to see more of at this pantry? _ **Appendix D** _____**

- 14. Do your children attend a program that will feed them lunch this summer?**
114 Yes **541** No **407** No children **152** No, but interested

SNAP

15. Does your household currently receive SNAP (food stamps)? (1234) 55% Yes 45% No

16. If you get SNAP, how long does it usually last? (check ✓ only one box) (732)
 13% All month 28% 3weeks 34% 2 weeks 25% less than 2 weeks

17. If you do not get SNAP, are you interested in receiving help to apply? 177 Yes 348 No

HEALTH

18. How many adults and children in your household do NOT have health insurance?

Adults without health insurance	429
Children without health insurance	125

19. Have you visited an Emergency Room (ER) in the past two months? 318 Yes No

20. Are you or anyone in your household putting off any of the following because you can't afford them?

Filling a prescription	26% Yes	70% No	4% Don't know	(1058)
Going to the doctor	31% Yes	66% No	3% Don't know	(1093)
Going to the dentist	46% Yes	51% No	3% Don't know	(1174)

21. Do you have regular:

Medical care (a provider that knows you)?	84% Yes	16% No	(1243)
Dental care (a provider that knows you)?	53% Yes	47% No	(1165)

22. When was the last time you and members of your household visited a doctor?

	You <i>Check ✓ <u>one</u> only</i> (1246)	Spouse/Partner <i>Check ✓ <u>one</u> only</i> (415)	Child/Children <i>Check ✓ <u>one</u> only</i> (501)
Within the last year	84%	78%	89%
Within the last two years	7%	10%	5%
Longer than two years	5%	5%	3%
Don't know or can't remember	4%	7%	3%

23. When was the last time you and members of your household visited a dentist?

	You <i>Check ✓ <u>one</u> only</i> (1199)	Spouse/Partner <i>Check ✓ <u>one</u> only</i> (405)	Child/children <i>Check ✓ <u>one</u> only</i> (472)
Within the last year	48%	43%	76%
Within the last two years	13%	16%	9%
Longer than two years	22%	22%	6%
Don't know or can't remember	17%	18%	8%

24. Do you, or does anyone in your household, have the following:

Diabetes	34% Yes	62% No	3% Don't know	(1087)
High Blood Pressure	54% Yes	44% No	2% Don't know	(1179)
Heart Disease	22% Yes	75% No	3% Don't know	(1000)
Gluten Sensitivity	10% Yes	87% No	3% Don't know	(936)
Food Allergies	21% Yes	77% No	2% Don't know	(969)
Overweight	48% Yes	50% No	2% Don't know	(1078)
Underweight	12% Yes	86% No	2% Don't know	(910)

25. If you have food allergies, what are they? _____ Appendix E _____

26. How well does the food at this pantry serve your dietary needs? (1283)

40% Very Good **41%** Good **20%** Satisfactory **1%** Poor

27. If you answered poor, please explain why: ___ Appendix F _____

TRANSPORTATION

28. How did you get to the food pantry today? (check ✓ only one box) (1288)

18% Walked **52%** Drove own car **3%** Public Transportation
24% Free ride with friend or neighbor **3%** Paid ride with friend or neighbor

29. How long does it take you to get to this food pantry? (check ✓ only one box)(1292)

67% 0-15 minutes **27%** 15-30 minutes **4%** 30-45 minutes **2%** more than 45

30. How often are you unable to get to this food pantry because of limited transportation? (1221)

44% Never **22%** Rarely **25%** Sometimes **9%** Often

PANTRY OPERATIONS

31. How much of the food from this pantry are you able to use? (1270)

54% All **38%** Most **8%** Some **1%** Very Little

32. How many pantries do you visit each month to meet your need for food? (1262)

72% One **23%** 2 pantries **4%** 3 pantries **1%** 4 or more pantries

33. How do you rate this pantry? (1240)

66% Very Good **27%** Good **6%** Satisfactory **0.2%** Poor

34. How can we improve our services? Appendix G

Thank you for participating in HealthSpark's 2017 survey!

