

WE HEARD YOU...

We recently surveyed more than 150 households who use Food for Morgan County asking for feedback. We asked questions such as, "How well has this pantry met your needs?" and "What could this food pantry do better?" Now, we want to share what we found:

Overall, participants were happy with our services.

- 98% of participants answered that they are "always" or "mostly" treated with respect at Food For Morgan.
- 69% of participants said the pantry was meeting their needs "very well" or "extremely well."

But we are always trying to improve.

What we heard:

When asked what the pantry could do better, the most common suggestion was to improve way pantry goes sign in. People wanted shorter wait times and didn't want to stand in line in the hallway for a number anymore.

What we're doing about it:

First, the food pantry now has a sign-in sheet for those who arrive early. Pantry workers will call your name in the order of that list to come get a number. So, if you must come early, you can sign that list and sit comfortably in the waiting room, knowing your spot in line is safe.

We also encourage our participants to come later in the day. Most people who come in an hour before we close have a wait of 10 minutes or less.

What we heard:

Participants were confused about the red card system.

What we're doing about it:

Red cards were made so that people who have medical needs could get through the line quickly, but we heard that participants didn't understand who was eligible and didn't like that people with red cards all were signed in before other participants.

So, we have made changes to who is eligible for a red card. Now, only participants who wear oxygen tanks or have a health concern that they cannot sit or stand receive cards. We have also begun calling white numbers at the same time as red cards so that all our participants can get through our check-in process quicker.

What we heard:

Participants asked for clothing and other assistance.

What we're doing about it:

At Food for Morgan, it is our goal to offer as many great resources for our participants as possible. We are working on finding even more partnerships in our community for these requests. Stay tuned!