



# Food Assistance & Hunger in the Heartland 2021

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State Report for Kansas

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## State Report for Kansas

### June 2022

**Prepared for:**

Kansas Food Bank  
1919 Douglas Avenue  
Wichita, Kansas 67211  
Web: [kansasfoodbank.org](http://kansasfoodbank.org)  
Contact: Communications at 316.265.3663

Harvesters – The Community Food Network  
3801 Topping Avenue  
Kansas City, Missouri 64129  
Web: [harvesters.org](http://harvesters.org)  
Contact: Communications at 816.929.3000

Second Harvest Community Food Bank  
915 Douglas Street  
St. Joseph, Missouri 64505  
Web: <http://shcfb.org>  
Contact: Communications at 816.364.3663

**Prepared by:**

University of Missouri  
Interdisciplinary Center for Food Security  
322B Mumford Hall  
Columbia, Missouri 65211  
Web: [foodsecurity.missouri.edu](http://foodsecurity.missouri.edu)  
Contact: Bill McKelvey, Senior Project Coordinator, [mckelveywa@missouri.edu](mailto:mckelveywa@missouri.edu)

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**Authors:**

Darren Chapman, PhD  
Bill McKelvey, MS  
Caitlin Bennett, BS

Fiorella L. Carlos Chavez, PhD  
Joan Hermesen, PhD  
Sandy Rikoon, PhD

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Finally, we want to extend deep gratitude to each of the clients who agreed to participate in this study and share their stories. We hope this report lifts their voices and highlights the experiences of individuals facing food insecurity in our communities.

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## State Report for Kansas

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## Executive Summary

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*Food Assistance and Hunger in the Heartland 2021: State Report for Kansas* includes findings from research conducted in the spring and summer of 2021 by the University of Missouri Interdisciplinary Center for Food Security. The research aimed to better understand the characteristics of food pantries and circumstances of food pantry clients. It involved implementation of 1) an online and telephone survey completed by food pantry directors and 2) in-person interviews with food pantry clients conducted on-site at food pantries.

This report has been prepared for the Kansas Food Bank, Harvesters – The Community Food Network, and Second Harvest Community Food Bank and includes results obtained from food pantries operating in Kansas and clients served at Kansas-based food pantries. All food pantries included in the study are affiliated with one of the three regional food banks operating in Kansas. The study only included food pantries (i.e., grocery programs that distribute food for off-site consumption) and did not collect data related to meal or congregate feeding programs or other types of food bank programs.

A summary of key findings<sup>1</sup> from this study is included directly below. The main body of this report includes [Agency Survey Key Findings](#) and [Client Survey Key Findings](#) that provide more detail. The [Complete Study Findings](#), including all data from the study, are included at the end of the document.

### Agency Characteristics

#### Staffing

- In Kansas, 33% of food pantries have paid staff.
- 21% of all pantries report employing at least one full-time staff person.
- 24% of all pantries report employing at least one part-time staff person.
- 67% of food pantries have no paid staff and rely entirely on volunteers.

#### Volunteers

- Each food pantry utilizes an average of 35 volunteers each month.
- An average of 162 hours of service are provided by volunteers at each pantry each month.
- 61% of volunteers are 60 years of age or older.

#### Nutrition assistance programs

- At least 43% of food pantries provide some form of referral, information, or assistance related to the Supplemental Nutrition Assistance Program (SNAP).
- 33% provide referrals for the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).

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<sup>1</sup> Percentages in this section are rounded to the nearest whole number.



## Client Counts & Impact of COVID-19

### Client counts

- Food pantries vary greatly in terms of the number of households they serve. An average food pantry serves 179 unduplicated (unique) households each month. Households are reached an average of 281 times each month.
- Unduplicated count: Across Kansas, 201,772 unduplicated (unique) clients are served in an average month and 416,113 are served annually. An estimated 63,783 unduplicated households are served in a typical month and 121,316 are served annually.
- Duplicated count: Across Kansas, clients are reached 219,034 times in an average month and 2,628,411 annually. Households are reached 68,453 times in a typical month and 821,441 annually.

### Changes in client counts

- 52% of pantries report serving more clients in 2021 compared to 2020.
- 25% report serving fewer clients in 2021 compared to 2020.

### Impact of Covid-19

- 70% of pantries were serving more people who were impacted by Covid-19 in 2021 compared to 2020 (e.g., from business closures, layoffs).
- 75% of pantries changed the way they distributed food (e.g., changing to drive-thru distribution).

## Client & Household Characteristics

### Household composition

- 35% of all households have a least one adult over the age of 65.
- 51% have at least one child under 18 years of age.
- 23% have at least one child under six years of age.
- 14% of households with children are headed by a single adult.

### Client demographics

- In Kansas, 62% of client respondents identify as Caucasian/White.
- 13% identify as African American/Black.
- 18% identify as Hispanic/Latino/Latina/Latinx.
- 72% of respondents identify as a woman.
- Approximately 9% of clients live in temporary housing or are houseless.
- 82% have a high-school degree or higher level of education.

### Veteran status

- 14% of households include someone who previously served in the U.S. Armed Forces, Reserves, or National Guard.

#### Employment and income

- 60% of households have at least one working adult.
- 34% of all households have a member who is working full-time.
- 47% of all households make \$15,000 or less per year.

#### Food pantry use

- 52% of households used a food pantry more than once a month in the summer of 2021.
- 38% of households used a pantry every month during the past year.
- 45% reported using a food pantry for more than two years.
- 52% of households get at least half of the food they consume in a typical month from a food pantry.

#### Food security

- 76% of households experience food insecurity.
- 41% experience very low food security (indicated by disrupted eating patterns and reduced food intake).
- 35% experience low food security (indicated by reduced quality, variety, and desirability of diet).
- 24% experience marginal food security (indicated by anxiety over food sufficiency).

#### SNAP eligibility and use

- 79% of households have incomes making them eligible for SNAP.
- Only 31% of client households have used SNAP in the previous year.

#### Use of child nutrition assistance programs

- 38% households with children five and under used WIC in the previous year.
- 62% of households with children under 18 participate in free or reduced-price breakfast or lunch.

#### Health

- 40% of all households have a member with diabetes or pre-diabetes.
- 57% have a member with high blood pressure.
- 47% have a member with high cholesterol.
- 47% have a member without health insurance of any kind.

#### Trade-offs

- 41% of households had to choose between paying for food and *medicine/medical care* in the past 12 months.
- 49% had to choose between paying for food and *utilities*.
- 38% had to choose between paying for food and *housing*.
- 11% had to choose between paying for food and *transportation*.
- 6% had to choose between paying for food and *education expenses*.
- 16% of those with children under 18 had to choose between paying for food and *childcare*.

#### Coping strategies

- 61% of households purchased the least expensive food in the past 12 months, even if it wasn't the healthiest option.
- 43% purchased food in dented or damaged packages.
- 45% consumed food past its expiration date.
- 27% sold or pawned personal items.
- 21% watered-down food or drinks.

# 1 Introduction and Background

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*Food Assistance and Hunger in the Heartland 2021: State Report for Kansas* includes findings from research conducted in the spring and summer of 2021 by the University of Missouri Interdisciplinary Center for Food Security. The research aimed to better understand the characteristics of food pantries and circumstances of food pantry clients. It involved implementation of 1) an online and telephone survey completed by food pantry directors and 2) in-person interviews with food pantry clients conducted on-site at food pantries.

This report has been prepared for the Kansas Food Bank, Harvesters – The Community Food Network, and Second Harvest Community Food Bank and includes results obtained from food pantries operating in Kansas and clients served at Kansas-based food pantries. All food pantries included in the study are affiliated with one of the three regional food banks operating in Kansas. The study only included food pantries (i.e., grocery programs that distribute food for off-site consumption) and did not collect data related to meal or congregate feeding programs or other types of food bank programs.

This study was precipitated by a need to update the findings from Feeding America’s *Hunger in America 2014*<sup>2</sup> study and to provide reliable and current information for the regional food banks operating in Kansas. As such, many of the questions used in the study questionnaires closely match those used in Feeding America’s 2014 study. However, study questions and study and sample design do differ in some regards. More details can be found in section 2 of this report, [Study and Sample Design](#).

The research team at the University of Missouri Interdisciplinary Center for Food Security was chosen because of their considerable experience in the development and implementation of survey research, including several projects focusing on food pantry clients in central and northeast Missouri. In addition, research team members have developed positive working relationships with numerous food pantries across Missouri through multiple grant-funded nutrition-improvement and capacity-building projects.

## The Need for Food Assistance in Kansas

There is a critical need for food assistance of all types in Kansas. The USDA Economic Research Service<sup>3</sup> reports that 11.3% of all Kansas households were food insecure in 2020 (the most recent year for which data is available). 6.2% of all households experienced *low* food security<sup>4</sup> and 5.1% experienced *very low* food security<sup>5</sup>. In total, this equates to approximately 318,000 people who may sacrifice the quality, variety, or desirability of their diet or go hungry at times during the year.

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<sup>2</sup> Feeding America Hunger in America 2014 study at <https://www.feedingamerica.org/research/hunger-in-america>.

<sup>3</sup> USDA Household Food Security in the United States in 2020 report at <https://www.ers.usda.gov/publications/pub-details/?pubid=102075>.

<sup>4</sup> Indicated by “reduced quality, variety, and desirability of diet.” From USDA Definitions of Food Security at <https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-u-s/definitions-of-food-security/>.

<sup>5</sup> Indicated by “disrupted eating patterns and reduced food intake.” From USDA Definitions of Food Security at <https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-u-s/definitions-of-food-security/>.

Findings from *Food Assistance and Hunger in the Heartland 2021: State Report for Kansas* show that the issue is dramatically worse for those using food pantries. Researchers found that 76% of food pantry client households are food insecure. An estimated 35% of food pantry client households have *low* food security and 41% have *very low* food security.

The regional food banks working in Kansas and local hunger relief organizations play a vital role in providing food assistance. Their role is especially critical for those who are food insecure and may not qualify for federal nutrition assistance programs. Feeding America's *Map the Meal Gap*<sup>6</sup> shows that only 41% of food insecure individuals in Kansas have incomes below 130% of the Federal Poverty Level (FPL), making them eligible for the Supplemental Nutrition Assistance Program (SNAP) and other federal nutrition assistance programs. 14% of food insecure individuals in Kansas have incomes between 130-185% of the FPL, making them ineligible for SNAP but still eligible for the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and the National School Lunch Program (NSLP). 45% have incomes over 185% of the FPL, making them ineligible for SNAP, WIC, and NSLP.

### Conducting Research During the COVID-19 Pandemic

Data collection for this study was completed during the spring and summer of 2021, at a time when COVID-19 cases were coming down from a peak in December 2020, but also when a surge in cases due to the Delta variant was starting in June of 2021. As a result, the project team implemented safety protocols for interviewers conducting in-person interviews with food pantry clients. Thankfully, no reported COVID-19 cases occurred among project personnel during their participation in this research.

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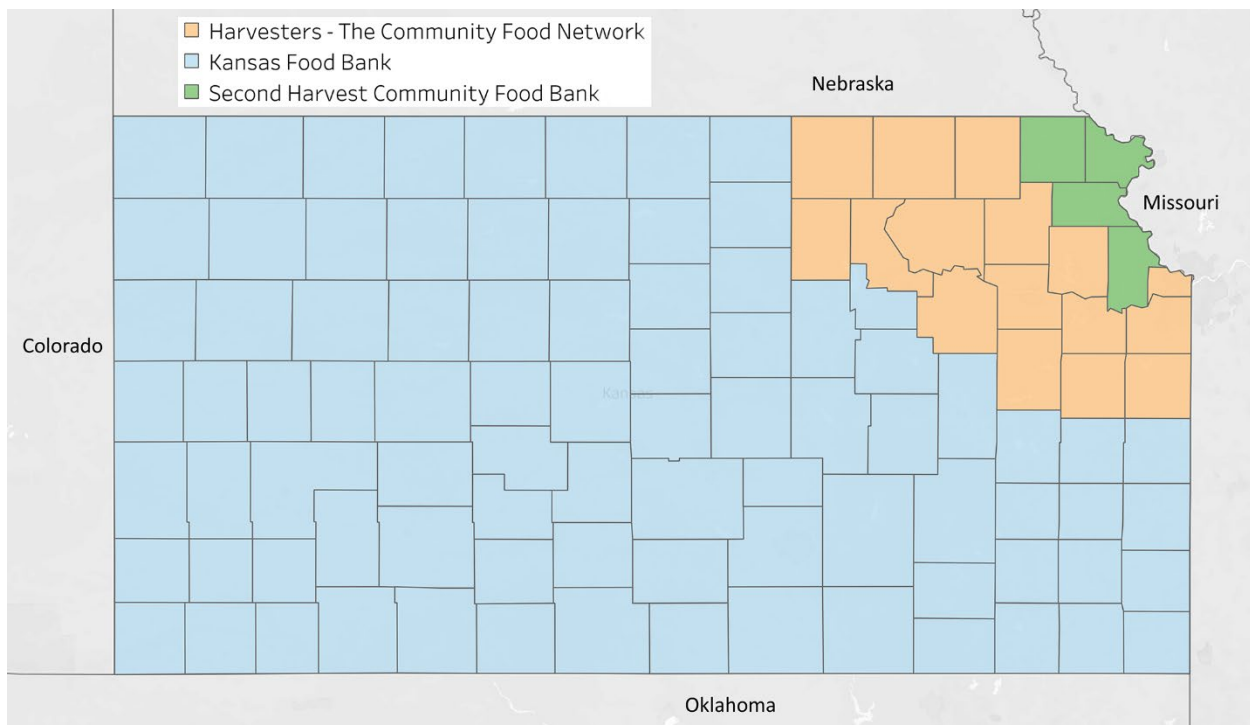
<sup>6</sup> Feeding America Map the Meal Gap at <https://map.feedingamerica.org/>.

## 2 Study and Sample Design

The *Food Assistance and Hunger in the Heartland 2021* study followed the general pattern of previous Feeding America *Hunger in America* studies and regional studies conducted by the University of Missouri (MU) Interdisciplinary Center for Food Security (ICFS). The study involved implementation of an agency survey and a client survey. The agency survey was administered primarily online using Qualtrics, a secure, web-based survey software. The client survey was administered primarily in-person by interviewers on-site at food pantries in the study area.

The study area for the entire research project included the states of Missouri and Kansas, as well as parts of Illinois serviced by the St. Louis Area Foodbank. *The results presented in this State Report for Kansas only include those obtained from food pantries operating in Kansas and clients served at those food pantries.* Figure 1 shows the study area for this report including the counties covered by the Kansas Food Bank, Harvesters – The Community Food Network, and Second Harvest Community Food Bank.

**Figure 1. State Report for Kansas study area**



Study and sample design were led by the team of ICFS researchers and involved an advisory group composed of a representative from Harvesters- The Community Food Network, the Kansas Food Bank, and Second Harvest Community Food Bank. Additional members included the Feeding Missouri State Director, and at least one representative, selected by their respective Executive Director, from other Feeding Missouri-affiliated regional food banks.

Initial conversations about the study began in August of 2018 and an advisory group was formed in April 2019. Early discussions centered on the concept of conducting a client survey. Later discussions incorporated an agency survey. Planning meetings eventually led to a timeline

that included a client survey to be conducted in the summer of 2020 and an agency survey to be conducted in 2021. On March 18, 2020, ICFS researchers received notice from the University of Missouri Office of Research that all person-to-person research had to be paused or discontinued due to COVID-19 concerns. As a result, a new timeline was developed that included an agency survey conducted in the spring of 2021 and a client survey conducted in the summer of 2021.

The study and associated surveys were designed through an iterative process between ICFS researchers and the advisory group. Source materials included previous *Hunger in America* surveys and previous surveys used by ICFS. The agency survey was finalized in March 2021. The client survey was finalized in May 2021.

This study only included agencies that provide grocery programs. These programs might include bricks-and-mortar food pantries, mobile food pantries, or food pantries located in schools or other institutions. Agencies that only offered meal programs were not included in the study.

### Agency Survey

The agency survey was developed to be completed by directors of food pantries in the study area. The survey obtained information on a host of food pantry activities and attributes ranging from staffing to food sources. The survey was administered primarily online, via Qualtrics. Some surveys were conducted via telephone. The [Agency Survey Key Findings](#) section includes the major themes of the agency survey along with highlights from the results. Complete results from the agency survey can be found in the [Complete Study Findings](#) section.

### Instrument Development

The agency survey was developed by ICFS researchers with input from the advisory group. Virtual planning meetings were conducted with the advisory group between the fall of 2020 and spring of 2021. Advisory group members identified key content areas from Feeding America's *Hunger in America 2014*<sup>7</sup> survey for inclusion in the survey. In addition, they proposed new questions to address any gaps in knowledge or changes in programs and to address issues related to COVID-19 impacts. The survey was finalized and prepared for administration in Qualtrics in March 2021.

### Agency Sampling

The project aimed for total participation of Kansas-based food pantries associated with the three regional food banks operating in Kansas. Participants were recruited through their connection with a Kansas regional food bank. Participants self-selected to participate through recruitment emails distributed through regional food bank email listservs. Emails were sent to all agencies and agency contacts included in the regional food bank email listservs.

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<sup>7</sup> Feeding America Hunger in America 2014 study at <https://www.feedingamerica.org/research/hunger-in-america>.



To be eligible to participate, respondents needed to be 1) at least 18 years of age, 2) English-speaking, 3) self-identified as a food pantry director in the state of Kansas affiliated with a regional food bank, and 4) included in a regional food bank email listserv.

A link to the survey was sent by the project director to regional food bank staff along with a short message about the survey and instructions for participants. Regional food bank staff then sent the anonymous link and accompanying message to food pantry directors via email at set intervals in March 2021. After an initial email was sent, reminder emails were sent 10 and 20 days later to promote increased response rates. Additional recruitment occurred via telephone calls to agencies that did not respond to the electronic survey. An agency contact list provided by the regional food banks to the project director was cross-referenced with completed surveys to determine which agencies required additional contact. Each agency was called at least twice and at least 3 days apart. Contacts were able to opt-out of the survey, complete the survey by phone, or request that a link to be sent to them to enable them to complete the survey online.

### Staffing and Training

Staffing for the agency survey was provided primarily by the project director Darren Chapman, PhD., and Bill McKelvey, M.S., senior project coordinator. Two additional temporary staff were hired to conduct telephone interviews for those participants wishing to complete the survey via telephone and to contact non-respondents to encourage participation in either the online or telephone survey. All staff completed the University of Missouri's Institutional Review Board training (i.e., CITI training). The temporary staff received additional training from the project director related to engaging with potential respondents, tracking contacts, telephone interviewing, and utilizing Qualtrics for survey administration. The project director maintained regular communication with temporary staff to ensure fidelity with research protocols and to address any questions or concerns.

### Agency Survey Implementation

The agency survey was conducted from March to May 2021. The survey was primarily self-administered through Qualtrics. A telephone version of the survey was made available for special circumstances when respondents wished to complete the survey over the telephone. As noted previously, email was the primary method of recruitment, followed by phone calls to non-responsive agencies.

Upon initial engagement with the survey, participants were presented with an overview of the study, assurances of anonymity and confidentiality, and the contact information for the project director. If participants chose to proceed, they provided their consent and either completed the survey themselves online or with a telephone interviewer. Upon completion of the survey, participants were once again provided with the contact information for the project director.

All responses were recorded directly in to Qualtrics, regardless of whether participants completed the survey themselves or with a telephone interviewer. The project director monitored the in-flow of surveys and closed the survey in May 2021.

## Client Survey

The client survey was developed to survey food pantry clients while on-site during food distributions at local food pantries. The survey obtained information on a host of individual and household characteristics. The survey was administered primarily in-person by trained interviewers under the direction of regional coordinators. Some surveys were conducted via telephone. Every client who completed a survey was entitled to an incentive in the form of a \$10 check from the University of Missouri. The [Client Survey Key Findings](#) section includes the major themes of the client survey along with highlights from the results. Complete results from the client survey can be found in the [Complete Study Findings](#) section.

## Instrument Development

Like the agency survey, the client survey was developed by ICFS researchers with input from the advisory group. Virtual planning meetings were conducted with the advisory group between the winter of 2020 and spring of 2021. Advisory group members identified key content areas from Feeding America's *Hunger in America 2014*<sup>8</sup> survey for inclusion in the survey. In addition, they proposed new questions to address any gaps in knowledge or changes in programs. The survey was finalized and prepared for administration in Qualtrics in May 2021.

## Client Sampling

The project aimed to complete approximately 600-900 face-to-face surveys with food pantry clients in each of Kansas regional food bank service areas. This sample size ensured that data could be reported for the entire state of Kansas and for each region at a 95% confidence level and 4% +/- confidence interval.

Within each region, a target sample size was established for each food pantry that served at least 0.50% - 0.75% of all food pantry clients for that region. This minimum threshold was established for practical reasons – with limited time and resources, it was necessary to focus effort on those pantries that served more clients.

Once it was determined which food pantries met the minimum threshold, the target sample size for each pantry was determined. Within each region, the target sample size was calculated using the following steps:

- To determine the percentage of total regional clients served at each pantry, the number of food pantry clients served by each pantry was divided by the total number of food pantry clients served within the region. Note: the total number of food pantry clients served within each region is calculated using *only* numbers from pantries that met the minimum threshold.

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<sup>8</sup> Feeding America Hunger in America 2014 study at <https://www.feedingamerica.org/research/hunger-in-america>.

- Then, the individual pantry percentage from the step above was multiplied by the number of surveys needed for each food bank region (600 or 900) to establish the target number of surveys for each pantry in each region.

There was a three-step process for recruiting participants. The first involved obtaining verbal permission to recruit participants from a representative at each food pantry included in the study. Regional coordinators carried out this step by contacting food pantry representatives by phone or email. During this communication, regional coordinators also asked about food distribution logistics and the best time to survey at each site. The second step involved interviewers obtaining written consent to recruit participants from a food pantry representative. This was done on the first day of survey collection at each participating food pantry. The third step, involving recruiting participants on site at food pantries, is described in the [Client Survey Implementation](#) section.

### [Staffing and Training](#)

Implementation of the client survey required considerable staffing. Project director, Darren Chapman, provided leadership for the study and was assisted by senior project coordinator, Bill McKelvey. The project director also served as regional coordinator in the Harvesters and Second Harvest regions while a Kansas State University Research and Extension SNAP-Ed Regional Specialist served as regional coordinator for the Kansas Food Bank service area. Regional coordinators served as the primary contact with local food pantries, created schedules for interviewers, monitored interviewer performance, tracked progress towards meeting pantry and regional target numbers, and at times conducted interviews.

Additional support was provided by a University of Missouri administrative assistant who assisted with human resource and accounting tasks; a University of Missouri temporary technical staff person who assisted with processing incentives; and the University of Missouri Accounting department that processed incentive payments.

Thirty-seven interviewers (12 University of Missouri personnel and 25 Kansas State University Research and Extension SNAP-Ed personnel) were utilized during the summer of 2021 to provide coverage throughout the state. University of Missouri interviewers were undergraduate and graduate students affiliated with various colleges and universities. Kansas State University Research and Extension interviewers were SNAP-Ed Nutrition Educators, Nutrition Assistants, Regional Specialists, and Family & Consumer Sciences Agents. All interviewers completed University of Missouri or Kansas State University Institutional Review Board training along with training provided by the project director and senior project coordinator. Additional training was provided by regional coordinators.

### [Client Survey Implementation](#)

Regional coordinators were responsible for developing a schedule for interviewers to maximize the number of surveys collected at each pantry and minimize the number of trips and miles traveled. Interviewers generally arrived at the food pantry before clients began gathering for

food distribution. This allowed them to obtain permission to recruit participants in writing from a food pantry representative, understand the flow of traffic at the pantry, and begin interviewing clients as they arrived for food distribution.

Food pantry clients were systematically recruited by interviewers. Initially, interviewers engaged every third client in line. After two weeks of survey collection and reports that survey collection was going too slow, this was changed to every second client in line. Interviewers introduced themselves, provided a brief explanation of the project, and outlined the \$10 incentive. If the client was willing to participate, the interviewer verbally confirmed that the client was 18 years of age or older and picking up food for their household. With positive responses to those questions, the interviewer then read the informed consent script word-for-word to gain formal consent from the client. Interviewers used a tracking sheet to record whether each contact was ineligible, declined to take the survey, took the survey in person, or took the survey over the phone.

Most of the completed surveys were administered by interviewers on-site and recorded directly in Qualtrics via the Qualtrics off-line application using iPads. In some cases, interviewers used a paper copy of the survey and entered the responses into Qualtrics later. Interviewers were also given the leeway to allow participants to complete the survey themselves using the iPad or a paper copy. In rare cases, interviewers collected phone numbers of participants and later conducted the interview over the phone. These different options were provided primarily to accommodate client choice, enable interviewers to reach their target numbers in a timely manner, and serve as a back-up data collection method in cases where iPads malfunctioned.

Once the survey was completed, interviewers asked whether the participant would like to receive the \$10 incentive for their time. If they agreed, interviewers recorded the name and address of the participant on a separate hard copy tracking sheet. This information was later entered into a unique Qualtrics form. The contact information was securely stored at the University of Missouri and processed for payment according to University of Missouri Accounting policies and procedures. All hard copies of completed surveys, interviewer tracking forms, and incentive tracking forms were given to the senior project coordinator for storage in a secure place.

#### **Client Survey Translation**

The client survey was written in English and translated into Spanish. For the entire research project (including the states of Missouri and Kansas, as well as parts of Illinois serviced by the St. Louis Area Foodbank), 97.3% of responses were collected in English and 2.7% in Spanish. Clients were able to take the survey in either English or Spanish when self-administering the survey. In select regions, bilingual interviewers were able to also provide limited opportunities for client interviews to be conducted in Spanish.

### 3 Agency Survey Key Findings

A total of 196 Kansas-based agencies responded to the agency survey<sup>9</sup>, representing a 52.8% response rate among all agencies affiliated with a Kansas regional food bank. Responding agencies account for 57% of food pantry clients served by food pantries in Kansas. Table 1 provides a regional breakdown of the number agency survey respondents and regional response rates based on the number of partner agencies located each region.

Table 1. Agency survey respondents and response rates by food bank region

Food Bank Region	Responding Agencies	Total Kansas Agencies	Response Rate
Harvesters – The Community Food Network	81	195	41.5%
Kansas Food Bank	107	163	65.6%
Second Harvest Community Food Bank	8	13	61.5%
<b>Total</b>	<b>196</b>	<b>371</b>	<b>52.8%</b>

The majority of food pantries (69.4%) are faith-based operations or located in religious institutions, while 29% of agencies are non-faith-based nonprofits or private organizations. The remainder are governmental agencies (0.5%), community action agencies (0.5%), or other types of agencies (0.5%).

#### Food Sources

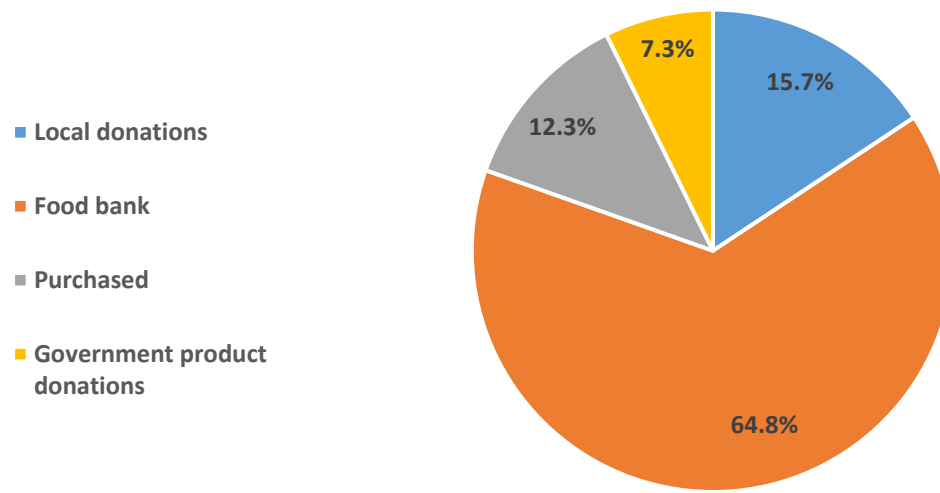
Food pantry directors provided information about where they acquired food, the frequency and quantity of food procured and distributed from all sources, and the overall impact that food acquisition from a regional food bank had on the agency. Additional questions focused on food acquisition logistics and whether agencies had enough food to meet client needs.

Among responding food pantries, food sourced from a regional food bank makes up the largest portion of food (64.8%) distributed by agencies. Among other food sources, local donations account for 15.7% of food distributed, purchased food accounts for 12.3%, and government product accounts for 7.3%. This breakdown is shown in Figure 2.

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<sup>9</sup> Mention of “the past year” throughout the Agency Survey Findings section refers generally to March 2020 – March 2021.

Figure 2. Share of food distributed by source during the past year (N=196)



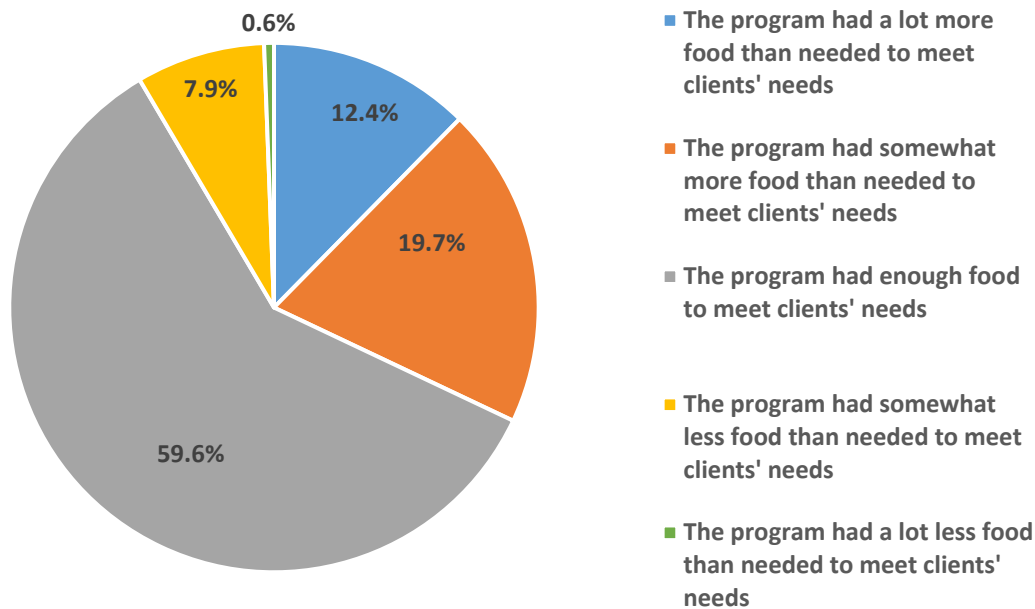
Among donated food sources, three-quarters of agencies (76.3%) receive local donations from churches or religious organizations. Local food drives are a source of local donations for 57% of agencies. Local stores are a source of local donations for 39.2% of agencies. Likewise, 31.7% of agencies receive food donations through federal commodity programs like The Emergency Food Assistance Program (TEFAP/EFAP). While non-food bank sources are common and important to many pantries, food banks provide the bulk of total food distributed.

A number of food pantries also purchase a range of foods to fill perceived gaps in food donations and the items received or purchased from the food bank. 22.7% purchase bread, rice, cereals, and pastas. Canned or frozen fruits and vegetables are purchased by 28% of agencies; non-meat proteins like beans, eggs, peanut butter, and nuts by 22% of agencies; and meat protein items by 16.8% of agencies.

Given the support provided by regional food banks to their partner agencies, it isn't surprising that 89.2% of agencies report that there would be a "major effect" for their food pantry if they no longer received food from the food bank.

Most food pantries (91.6%) report having enough food to meet client needs. Figure 3 provides a detailed breakdown of how partner agencies describe the adequacy of the amount of food their program had available to meet their needs during the past 12 months (March 2020 – March 2021).

Figure 3. Amount of food available to meet clients' needs during the past year (N=178)



## Staffing & Training

Staffing, whether paid or unpaid, is a critical component of food pantry operations. This section explores the types of staff at pantries (including volunteers), the number of staff utilized, and the number of hours contributed by volunteers. Food pantry directors also provided insights on staff and volunteer training needs, the age of volunteers, how volunteers are recruited, and challenges associated with finding and retaining volunteers.

32.3% of agencies report having paid staff to support food pantry operations. Conversely, 67.7% of agencies have no paid staff. For additional details, see Table 2 below, which provides a breakdown of full-time (working 35 or more hours a week), part-time staff (working less than 35 hours a week) and total paid staff percentages for food pantries in Kansas.

Table 2. Pantry staffing (N=195)

Number of Staff	Full-Time Staff	Part-Time Staff	Total Paid Staff
0	79.0%	76.4%	67.7%
1	7.7%	9.7%	10.3%
2	3.1%	7.2%	7.2%
3	2.6%	1.5%	3.1%
4	2.6%	0.5%	2.6%
5+	5.1%	4.6%	9.2%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



A large volunteer workforce is used each month to serve pantry clients. The number of volunteers providing their time at individual food pantries varies greatly each month. Some smaller pantries may only utilize a handful of volunteers, while others report using 800 volunteers in a month.

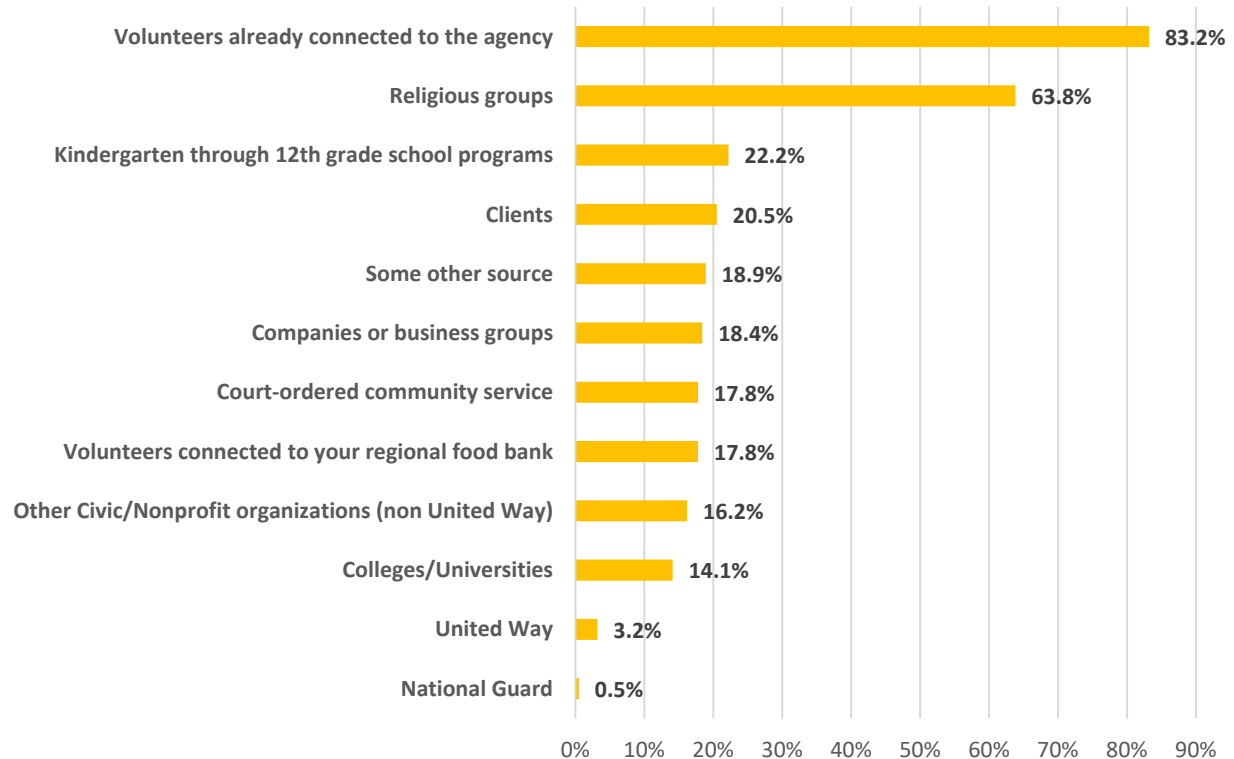
COVID-19 also brought changes to volunteer workforces for some food pantries. A few agencies shifted or shuttered operations, resulting in no volunteers assisting the pantry. Additionally, some agencies were operated entirely by a small number of paid staff. On average, food pantries utilize 35 volunteers each month. These volunteers contribute an average of 162 total hours of service per month Table 3 provides a more detailed breakdown on the number of volunteers used by food pantries.

**Table 3. Volunteer numbers and hours worked (N=173)**

<b>Number of Volunteers and Hours Worked</b>	<b>Mean</b>	<b>Max</b>
How many volunteers give time to this program in an average month?	35	800
How many total hours do volunteers give to this program in an average month?	162	1965

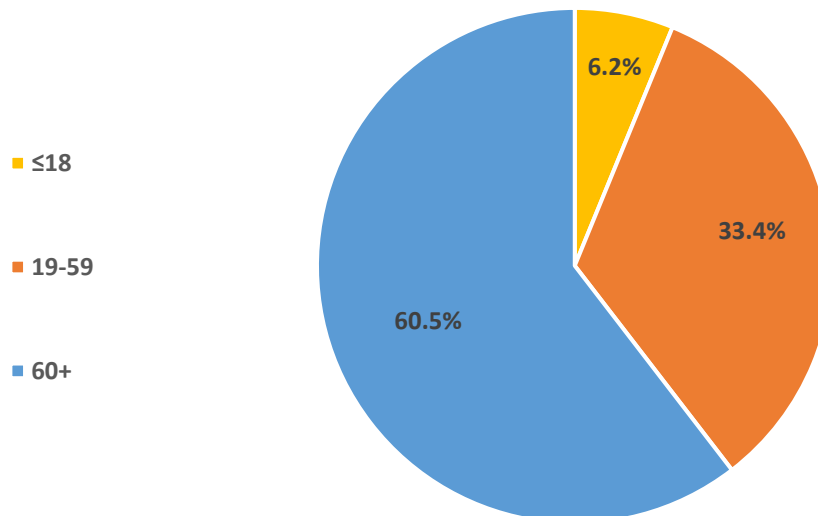
The primary source of volunteers for most food pantries (83.2%) are the food pantries themselves, which rely heavily on recruiting and maintaining volunteers already connected to the agency. 63.8% of food pantries get volunteers from religious groups in their communities. Other sources include K-12 school programs (22.2%), food pantry clients (20.5%), and companies or business groups (18.4%). Figure 4 provides a more complete breakdown of the sources of food pantry volunteers for agencies.

**Figure 4. Sources of volunteers (N=185)**



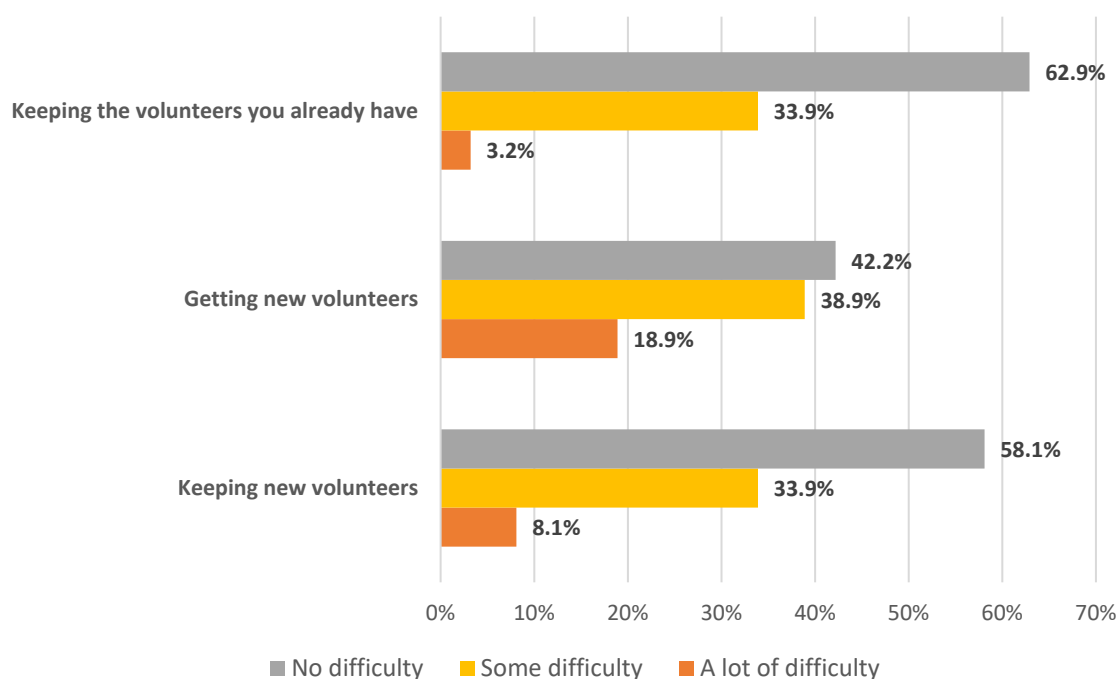
By and large, most food pantry volunteers (60.5%) are 60 years of age or over. Approximately one-third (33.4%) are between 19-59 years of age, and 6.2% are under 19 years of age. Figure 5 shows the age distribution of food pantry volunteers.

**Figure 5. Percentage of volunteers by age group (N=189)**



In terms of volunteer acquisition and retention, most food pantries report that they have little difficulty keeping volunteers who are already involved or new volunteers who come to their organization. In essence, engaged volunteers tend to stay engaged. For many pantries volunteer recruitment, or finding new volunteers, is an issue, with 38.9% of agencies reporting they have “some difficulty” and 18.9% indicating they have “a lot of difficulty” with this task. Despite this difficulty, most pantries (62.9%) felt confident in their ability to keep volunteers engaged.

Figure 6. Volunteer acquisition and retention (N=185)



Half of pantries (49.5%) report that COVID-19 has made it more difficult to get and keep volunteers, whereas 43% said that volunteer recruitment and retention was “about the same” and 7.5% said that it was “easier.”

Given that a variety of skills are needed to run an agency, it is important to understand whether agencies perceive the need for additional training. Agencies generally believe their staff and volunteers don’t need training across a range of topics, as noted in Table 4.

**Table 4. Staff and volunteer training needs (N=163)**

<b>Training Topics</b>	<b>A lot of training is needed</b>	<b>Some training is needed</b>	<b>No training is needed</b>
Nutrition education	0.6%	28.8%	70.6%
Training in food safety and sanitation	0.6%	40.5%	58.9%
Accessing local food resources	1.8%	25.8%	72.4%
Advocacy training	2.5%	22.1%	75.5%
Food Stamp (SNAP) application assistance and outreach	6.1%	20.9%	73.0%
Summer feeding programs	3.1%	13.5%	83.4%
Fundraising/grant writing training	9.2%	33.1%	57.7%
Client choice training	1.8%	12.3%	85.9%
Technology assistance	3.7%	20.9%	75.5%
Social media training	4.9%	17.2%	77.9%
Nonprofit management/board governance	1.2%	11.7%	87.1%
Volunteer recruitment/retention/staff succession planning	1.2%	23.9%	74.8%
Disaster training	4.9%	23.9%	71.2%

Even if trainings were to be made available, 39% of agencies said they were unsure whether staff/volunteers would have time to participate. 14.6% of agencies said staff/volunteers would not have time to participate in additional training.

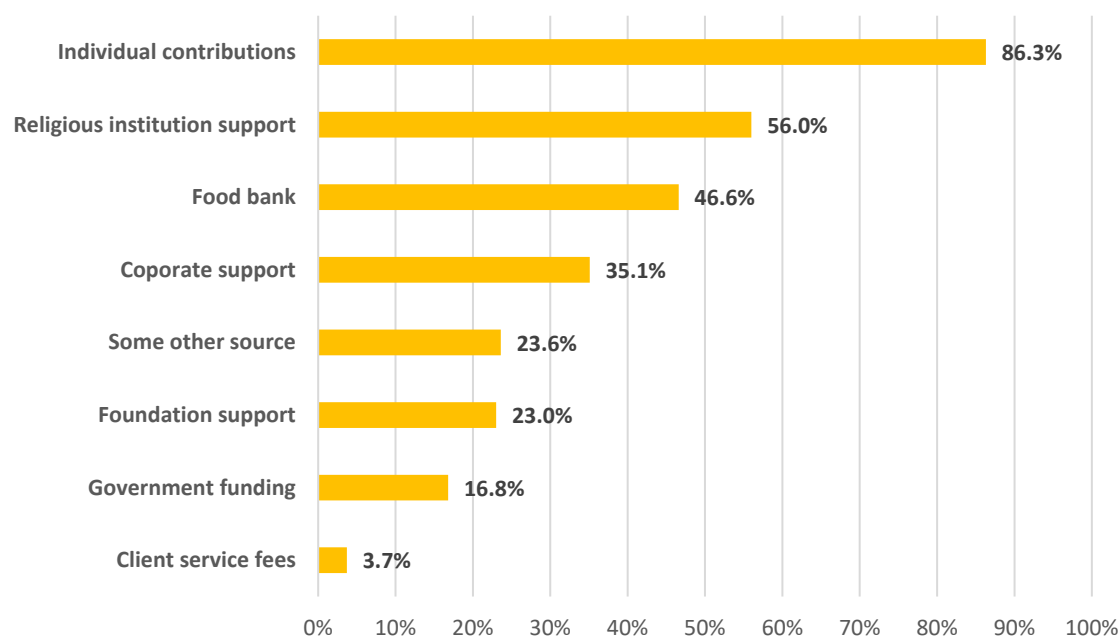
### **Funding & Strategic Planning**

This section includes findings from questions that inquire about food pantry funding, strategic planning, and whether strategic plans include nutrition related goals or policies.

Food pantries require significant resources to carry out food and non-food related programs. Food pantry directors report a diverse range of funding sources, the most common of which is financial contributions from individuals in their communities (reported by 86.4% of agencies). Religious institutions are also a common funding source, with 56% of responding pantries

receiving funds from religious organizations. The next most common funding sources for pantries included their regional food bank (46.6%), corporations (35.1%), foundations (23%), and government sources (16.8%). A few food pantries also rely on client service fees (3.7%) to help fund their activities. Figure 7 provides a detailed breakdown of the prevalence of funding sources among responding pantries.

**Figure 7. Agency funding sources (N=191)**



Strategic plans are important for helping organizations establish organizational values, goals, and priorities. They can also provide direction for how resources are allocated to meet client needs. 50.5% of responding agencies do not have a written strategic plan that includes items related to their food pantry. 17.3% were unsure if their agency has a strategic plan. Among pantries that do have a written strategic plan, 40.3% have nutrition policy or other nutrition goals included in the strategic plan.

### Nutrition Education & Healthy Food

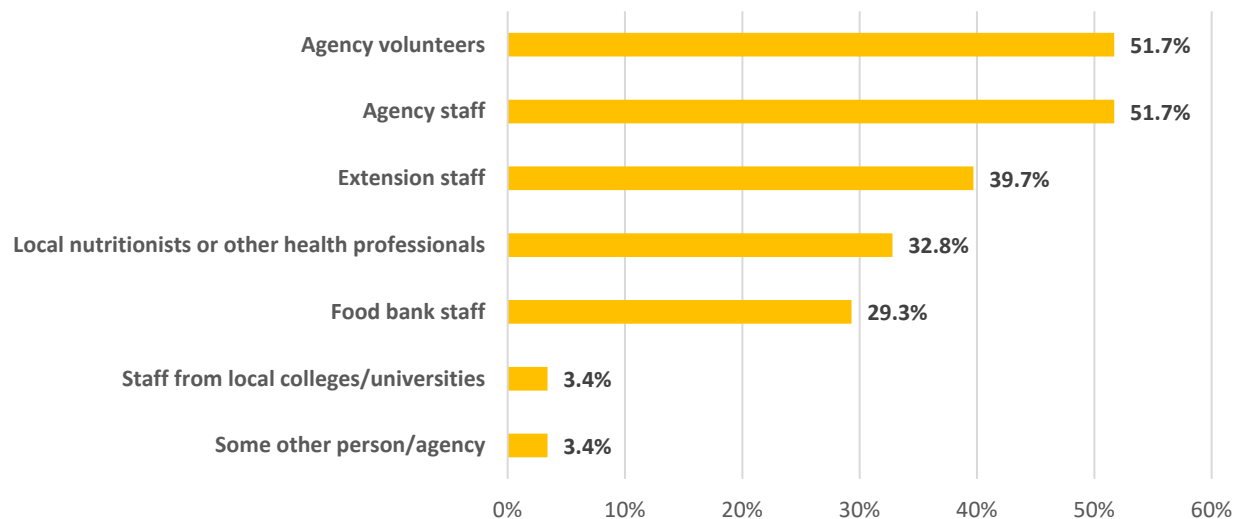
With increasing emphasis on nutrition in food assistance settings, it is important to understand the ways in which agencies incorporate nutrition education and the challenges they face when it comes to providing healthier foods.

Most agencies (70.3%) report that they do not provide some form of programing or materials to teach clients about nutrition and healthy eating. The most common on-site form of education provided is through fliers and written materials (24.6%). Beyond the provision of fliers or written materials, most pantries don't engage in more involved nutrition education activities. Additional information about nutrition activities at pantries is shown in Table 5.

**Table 5. Nutrition activities at food pantries (N=195)**

<b>Nutrition Activities</b>	<b>Provide</b>	<b>Refer</b>	<b>Neither</b>
Fliers or written materials on nutrition and health	24.6%	3.6%	71.8%
Cooking demonstrations or tasting of healthier foods	8.2%	5.1%	86.7%
Workshops or classes on nutrition, health issues, or shopping on a budget	6.2%	6.7%	87.2%
Cooking classes	6.7%	5.6%	87.7%
Workshops or classes on specific health problems related to nutrition (e.g., diabetes)	3.1%	8.2%	88.7%
Training on gardening skills	2.1%	5.1%	92.8%
One-on-one meetings with dietician or other person trained to help people with nutrition and health	0.5%	5.1%	94.4%
Referring clients to activities related to nutrition or eating better at other locations	5.1%	9.7%	85.1%

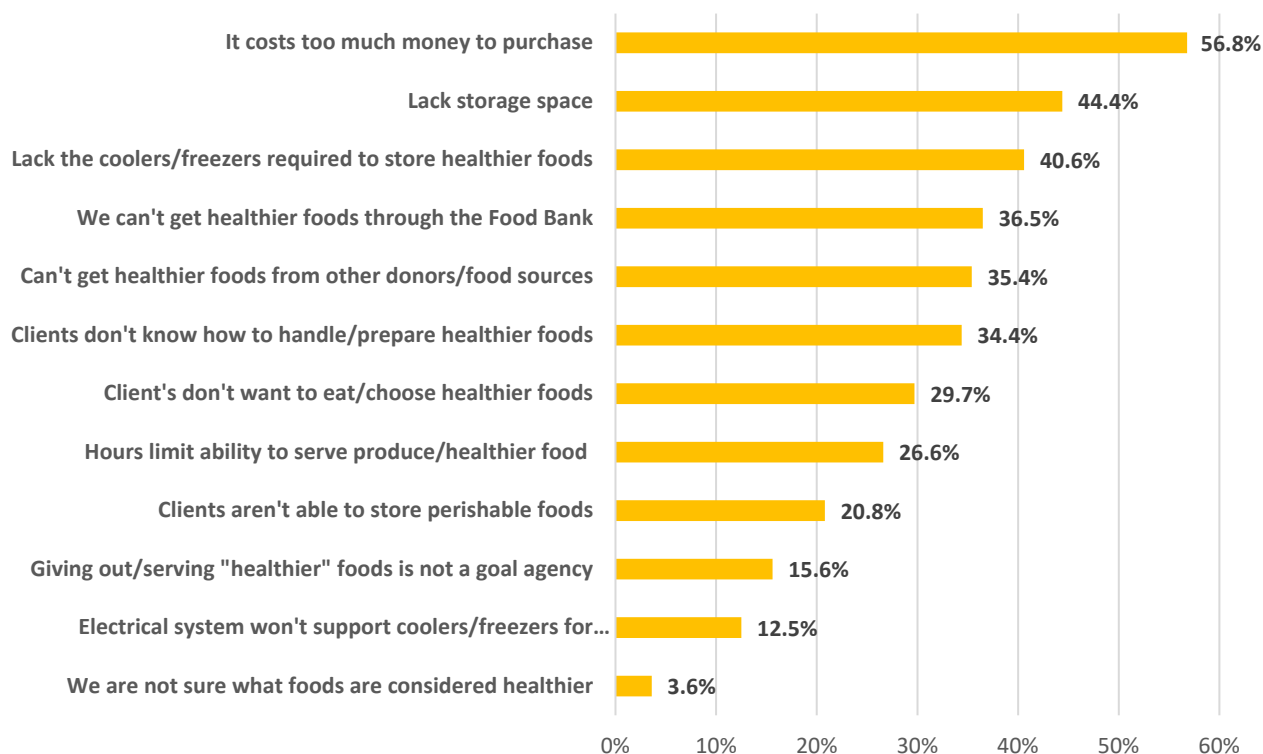
For pantries that provide nutrition education, activities are led by a variety of personnel, with many pantries using more than one source. Among agencies offering nutrition education, just over half (51.7%) use agency staff &/or volunteers (51.7%) to lead activities. Beyond individuals affiliated with the pantry, nutrition activities at pantries are also led by Extension staff (35.7%), local professionals (32.8%), or food bank staff (29.3%). Figure 8 provides a more detailed breakdown of nutrition education implementation.

**Figure 8. Who leads nutrition activities at food pantries? (N=58)**

Most food pantry directors surveyed report that it is “very important” (61%) to their agency to serve “healthier” foods like fruits, vegetables, milk, whole grains, and lean meats. 33.8% report that the ability to serve these “healthier” options is at least “somewhat important.” Despite this acknowledgement of the importance of healthier food options, 79.8% of agencies report that “the most important thing is giving the maximum amount of food we can get to clients, even if some of it is not as nutritious as we might like.”

Agencies were also asked about the challenges they face when trying to provide healthier food. Cost is the issue noted by most agencies (56.8%), followed by a general lack of storage space (44.3%), lack of coolers or freezers to store healthier food (40.6%), and difficulty getting healthier food from the food bank (36.5%). Additional barriers are noted in Figure 9 below.

Figure 9. What prevents agencies from giving out healthier foods? (N=192)



## Supplemental Nutrition Assistance Program (SNAP) Outreach

This section contains the results from questions that inquire about food pantry services related to SNAP. Specifically, food pantry directors reported if and how SNAP-related services are provided and who provides the services. Findings also highlight some of the barriers to providing SNAP-related services at agencies.

The primary method of on-site SNAP assistance comes in the form of education to let clients know about SNAP. 49.5% of pantries provide education or refer clients elsewhere to get



education about SNAP. 42.8% of agencies refer clients to their regional food bank for SNAP application assistance.

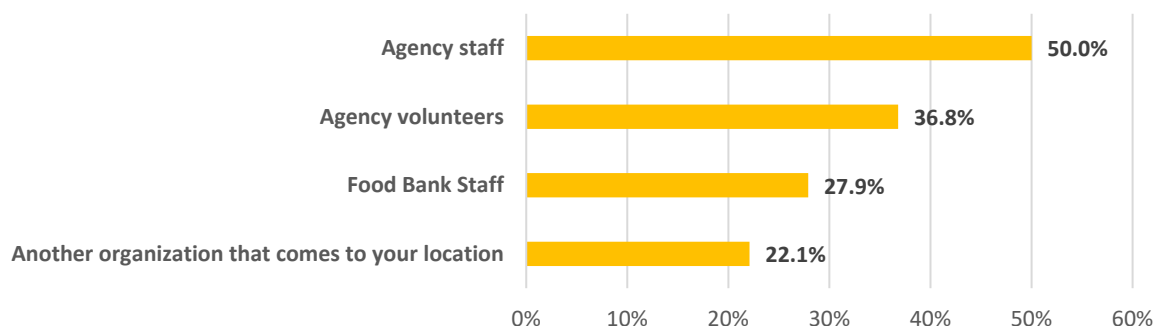
Other forms of SNAP assistance include helping people fill out their SNAP application, helping people re-certify their SNAP benefits, and referring people to the food bank. Table 6 provides detailed information about the SNAP-related services offered by pantries.

**Table 6. SNAP-related services at agencies (N=194)**

<b>SNAP-related Services</b>	<b>Provide</b>	<b>Refer</b>	<b>Neither</b>
Education to let clients know about SNAP	26.8%	22.7%	50.5%
Refer to the food bank for SNAP Application Assistance	17%	25.8%	57.2%
Screening to help clients figure out if they are eligible for SNAP	17%	30.9%	52.1%
Assistance filling out applications for SNAP	17%	30.4%	52.6%
Help re-certifying for SNAP benefits	11.3%	33%	55.7%

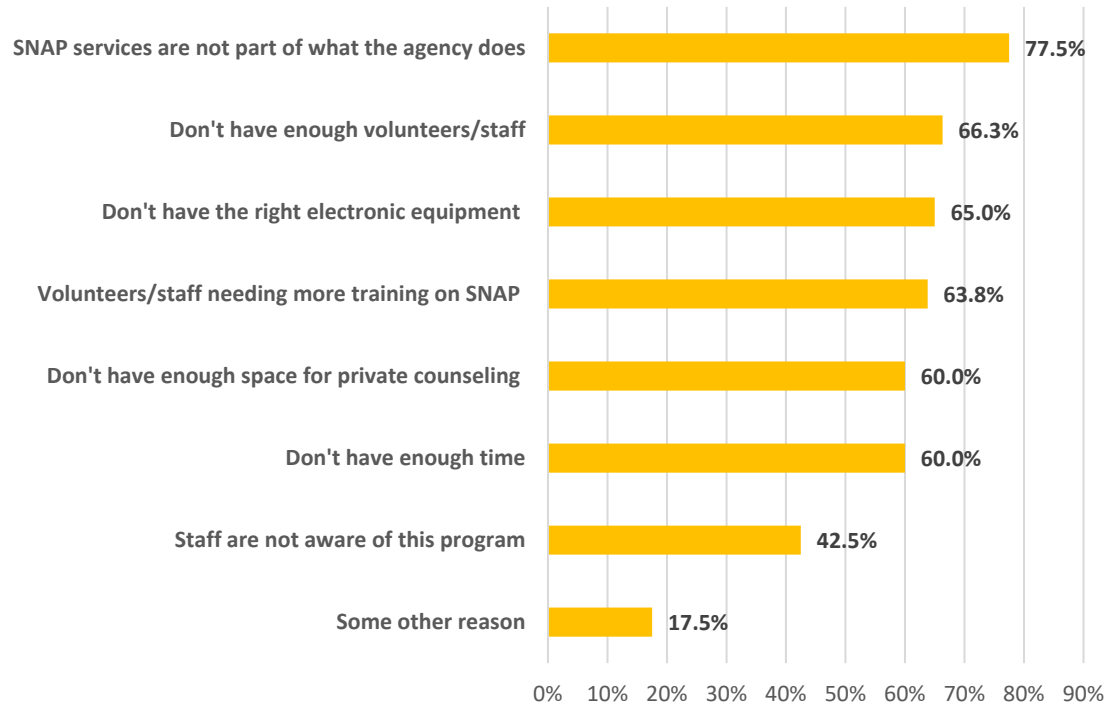
When SNAP-related services are provided on site, they may be provided by a range of individuals. SNAP-related services are provided by agency staff at 50% of pantries. Agency volunteers provide services at 36.8% of pantries. Food Bank Staff (27.9%) and other organizations (22.1%) also provide services on-site at pantries.

**Figure 10. Personnel or agency responsible for providing SNAP-related services (N=68)**



Among the pantries that do not provide SNAP-related services, most agencies (77.5%) report that SNAP services are not part of the agency's activities or priorities. Many agencies face capacity limitations include not having enough volunteers or staff (66.3%), along with not having the right electronic equipment (65%), training (63.8%), or enough time (60%). Many organizations also face physical limitations to providing SNAP-related serves, with 60% having inadequate space to allow for private SNAP counselling.

Figure 11. Reasons for not providing SNAP-related services (N=80)



### Involvement with Other Federal Support Programs

Food pantries often provide services or referrals for safety net programs other than SNAP. Agencies were asked about their involvement in a host of federal programs along with USDA commodity food programs.

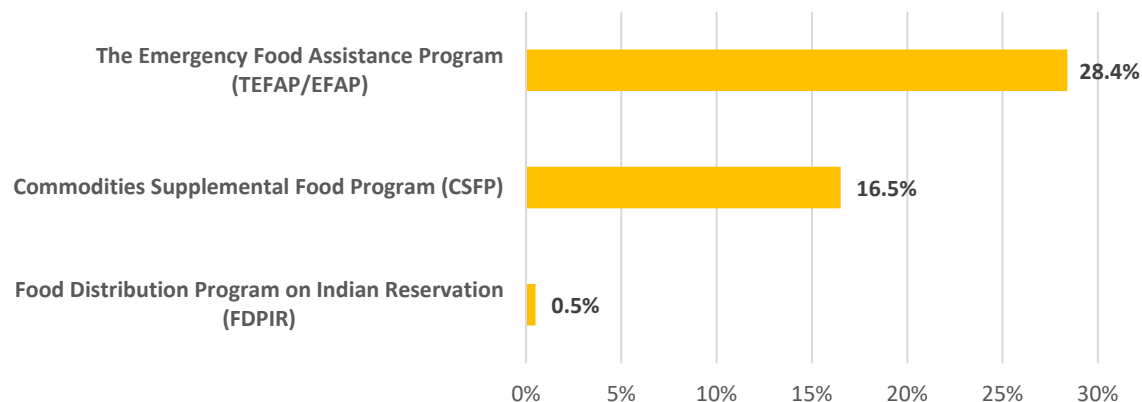
Pantries most commonly engaged in utility assistance programs (44.8%), whether they provided direct assistance or referrals to other agencies. Most pantries didn't engage directly with other programs identified in the survey, and less than one-third offered referrals to programs. Table 7 provides a more complete breakdown of pantry engagement with programs including Medicaid or other health care programs, Temporary Assistance for Needy Families (TANF), housing assistance, tax preparation, Supplemental Security Income, and the Special Supplemental Nutrition Assistance Program for Women, Infants, and Children (WIC).

**Table 7. Federal program assistance provided (other than SNAP) (N=192)**

Federal Programs	Direct Assistance	Referral	Neither
Utility assistance	21.4%	23.4%	55.2%
Medicaid or other health care programs	4.7%	30.2%	65.1%
The Temporary Assistance for Needy Families (TANF) program	7.8%	27.6%	64.6%
Housing assistance like Section 8	3.6%	29.2%	67.2%
Tax preparation or earned income tax credit (EITC) assistance	2.1%	27.6%	70.3%
Supplemental Security Income	3.1%	27.1%	69.8%
WIC, the federally funded health and nutrition program for women, infants, and children	5.7%	32.8%	61.5%

28.4% provided food through the USDA Emergency Food Assistance Program (TEFAP/EFAP). 16.5% of agencies provided food from the Commodity Supplemental Food Program (CSFP). Only 0.5% provided food through the Food Distribution Program on Indian Reservations.

**Figure 12. USDA commodity food program participation (N=193)**

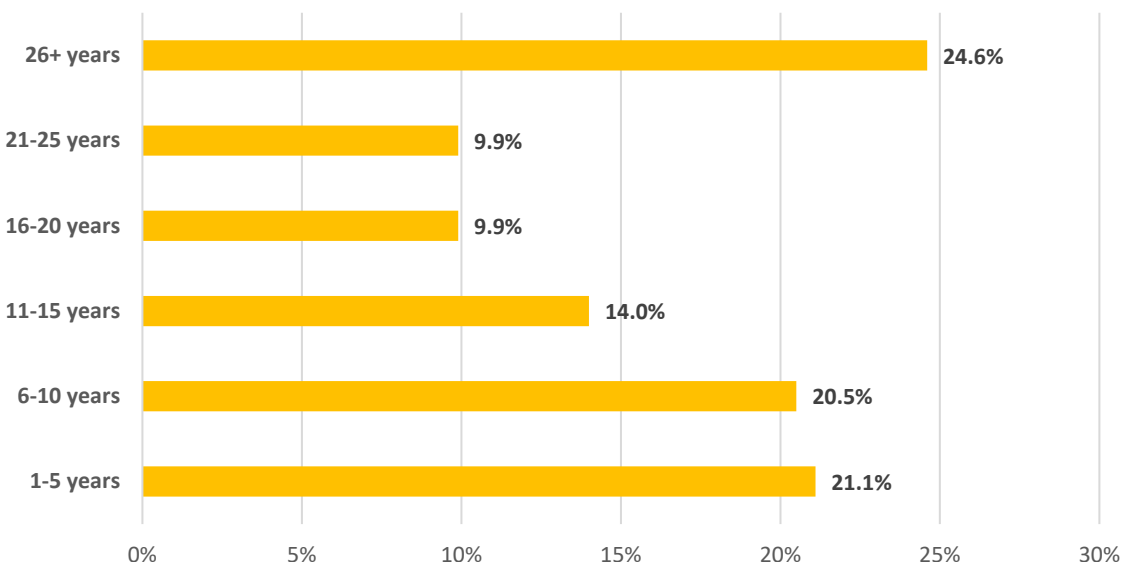


## Operations

Given the diversity of food pantry operations, it is important to understand how food pantries operate to be aware of any gaps that clients may face while trying to receive services. This section includes results from questions asking agencies how many distribution sites they operate (including mobile sites), the number of years they have provided food, and the number of hours and days the pantry is open each month. This section also covers other types of grocery and non-food programs agencies may provide.

Most pantries (85%) operate a single distribution site. Many pantries are also long-established entities, having served their communities for many years. Agencies surveyed had been in operation for an average of 17 years. Figure 13 shows the distribution of years of operation among responding food pantries.

**Figure 13. Years of operation (N=171)**



Pantries are open for an average of 7 days each month, with a range from 1 to 24 days. Pantries are open for an average of 31 hours each month, with a range from 1 to 180 hours.

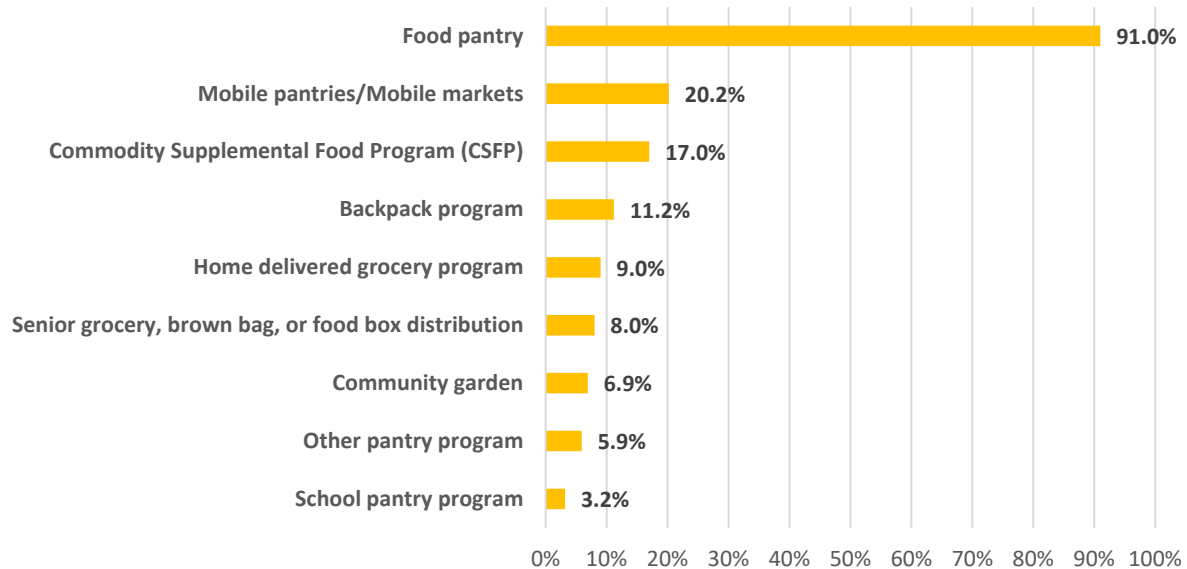
**Table 8. Hours of operation (N=176)**

Hours of Operation	Mean	Min	Max
Average open days each month	7	1	24
Average open hours each month.	31	1	180

Most food pantries don't offer evening (64.7%) or weekend (76.1%) food distribution options. Agencies most commonly noted they didn't have enough staff or volunteers to support food distributions during these times.

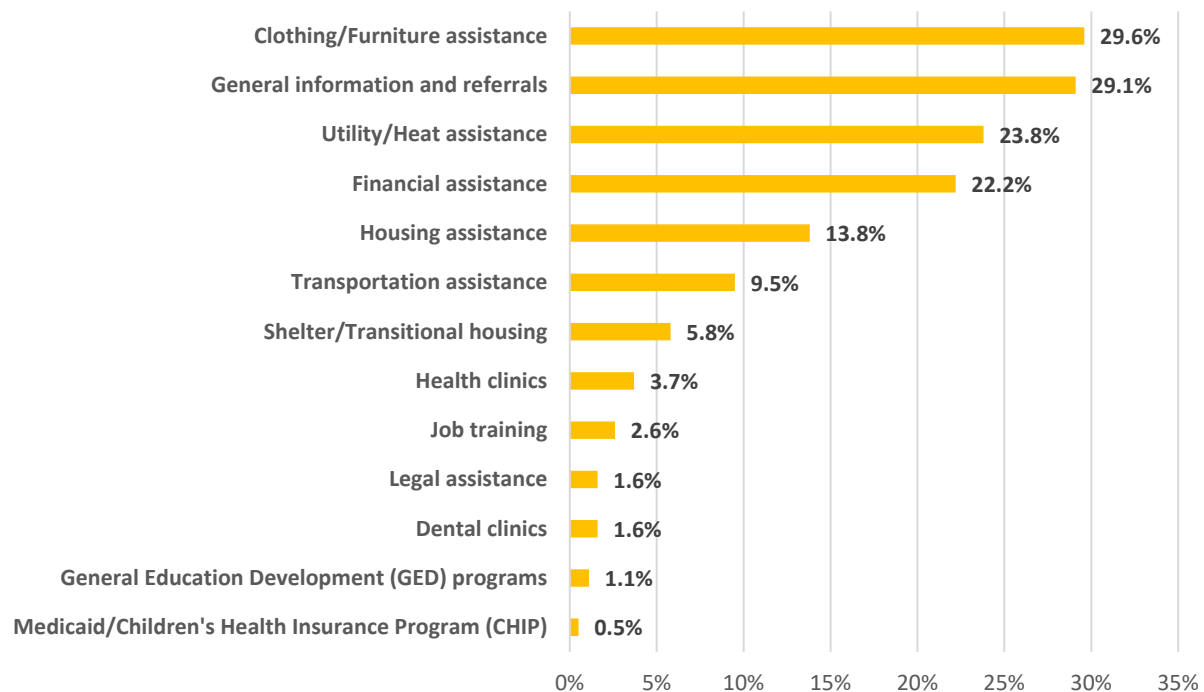
When asked about the types of grocery programs provided by agencies, the vast majority (91%) said they provide a food pantry. 20.2% offer food through mobile pantries or mobile markets and 17% provide CSFP foods. Figure 14 shows the full range of other grocery programs offered at the agencies surveyed.

**Figure 14. Types of grocery programs (N=188)**



The two primary ways that agencies incorporate general non-food programs is through and offering clothing and furniture assistance (29.6%) and providing general information and referrals (29.1%). Just under one-quarter (23.8%) offer utility assistance or financial assistance (22.2%). Figure 15 shows the additional non-food programs offered by agencies.

**Figure 15. Types of non-food programs (N=189)**

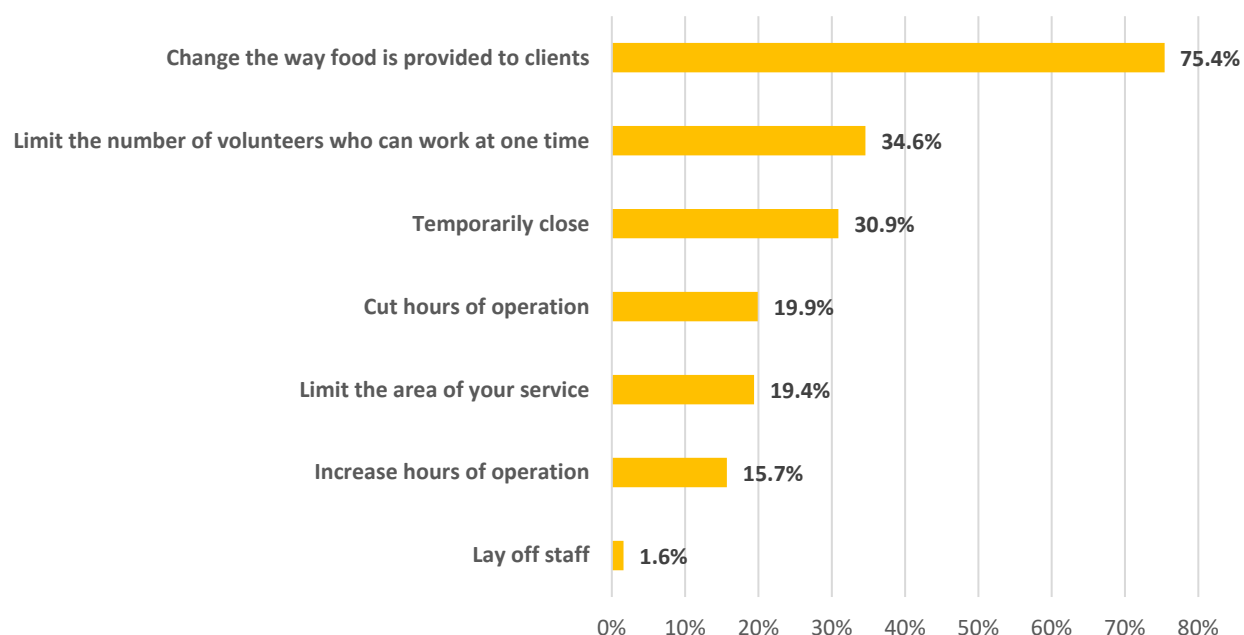


## Recent Operational Changes

This section includes findings related to how and why an agency may have made changes to their operations during the past year (March 2020 - March 2021) and is intended to provide information on possible impacts of COVID-19 on food pantry operations.

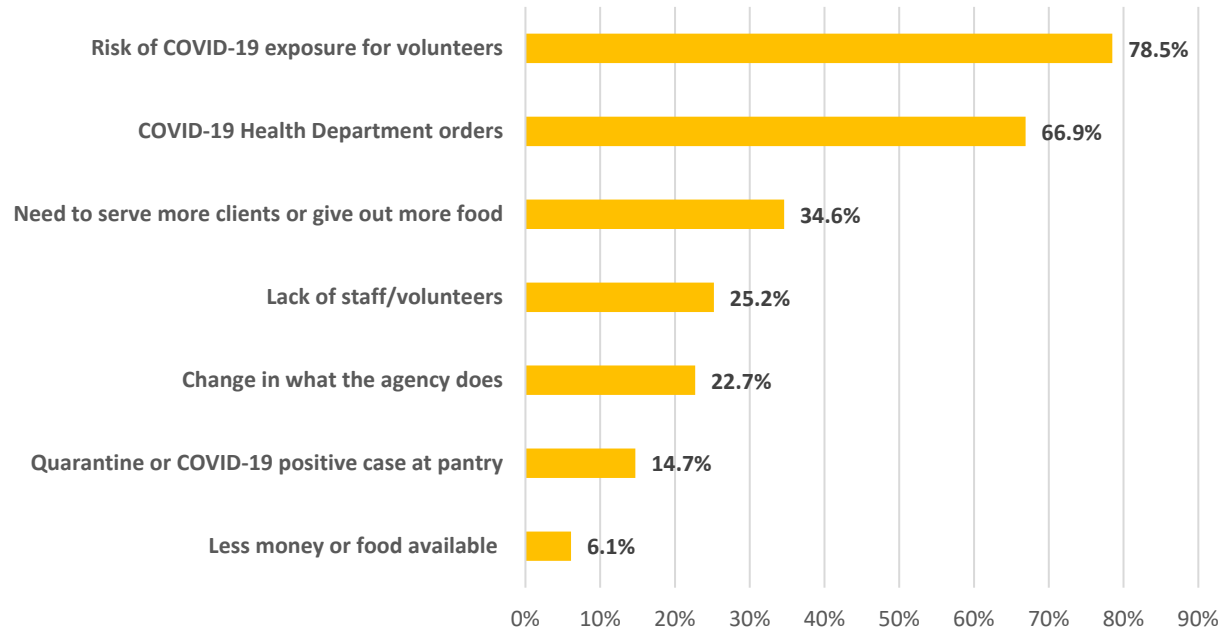
Most agencies (75.4%) changed the way they provided food to clients during the past year. Many (34.6%) also limited the number of volunteers allowed to work at one time. Some (30.9%) had to temporarily close, while others cut their hours (19.9%), limited their service area (19.4%), or laid off staff (1.6%). Only 15.7% said they increased their operating hours. Figure 16 provides a breakdown of these operational changes.

Figure 16. Operational changes in the past year (N=191)



Operational changes occurred at pantries for a variety of reasons. COVID-19 was the primary reason given by most pantries who made the changes noted above. Agencies were forced to adapt because of concerns about exposing volunteers to COVID-19 (78.5%), health department orders (66.9%), and quarantines or positive COVID-19 cases at the pantry (14.7%). Other issues such as the need to serve more clients (34.6%) and a lack of staff and volunteers (25.2%) were factors as well.

**Figure 17. Reasons for operational changes in past year (N=162)**



Despite the struggles that pantries faced to keep staff and volunteers safe, navigate changing COVID-19 protocols, and meet the need of their clients, the majority of pantries (77.7%) were generally confident in the agency's ability to continue to provide services in the future. For those agencies that reported some level of concern for the sustainability of their agency's services, not having enough money (88.4%), volunteers (76.7%), and food supplies (74.4%) were identified as the greatest threats to keeping agencies running.

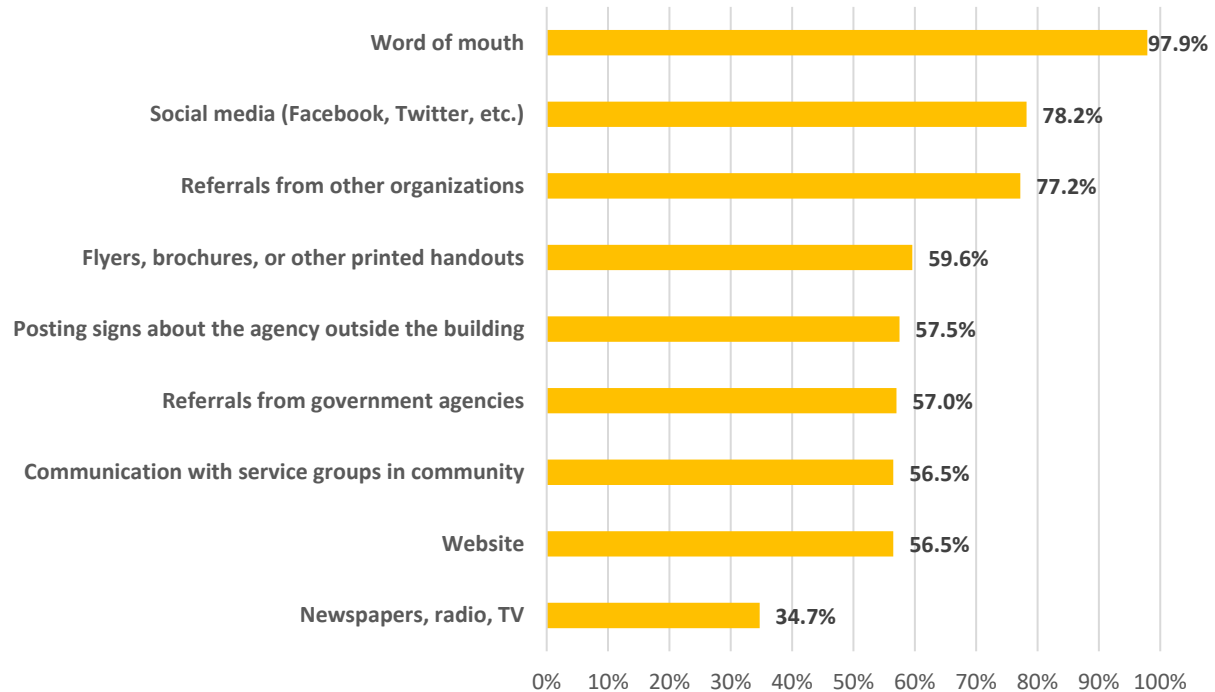
### Use of Communications & Technology

Food pantries connect with their communities through a variety of means. This section covers agency communication methods, messages, and use of technology.

To communicate within their communities, nearly all agencies (97.9%) use word-of-mouth to get the word out about their services. Social media (78.2%), referrals from other organizations (77.2%), and printed materials (59.6%) are other, higher-ranked methods. Only a few pantries (34.7%) use newspaper, radio, and TV. Figure 18 below includes all response options and their relative use by agencies.

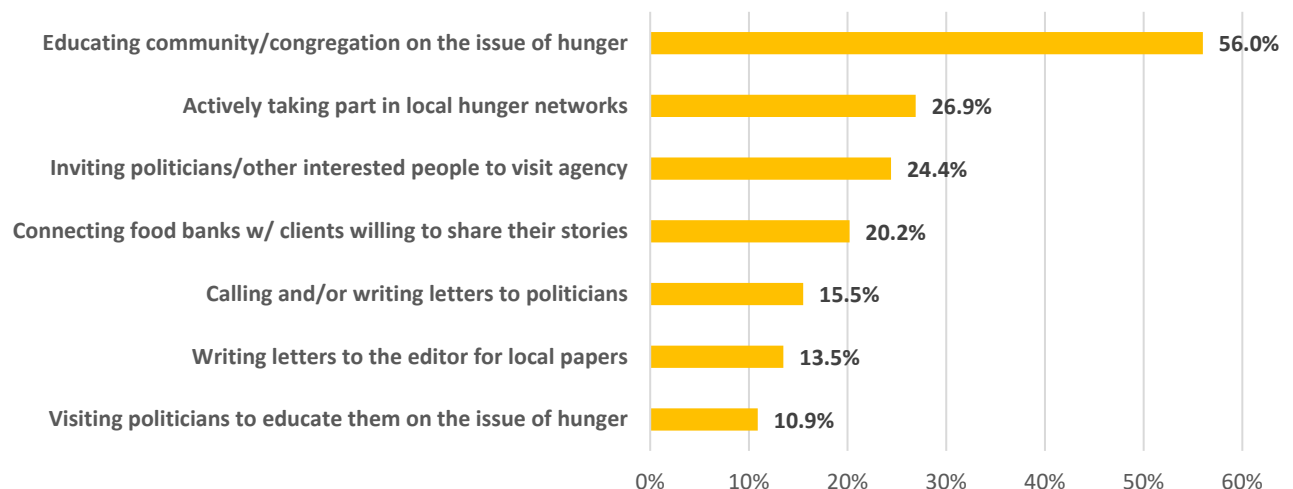


**Figure 18. Methods used by agencies to let people know about services (N=193)**



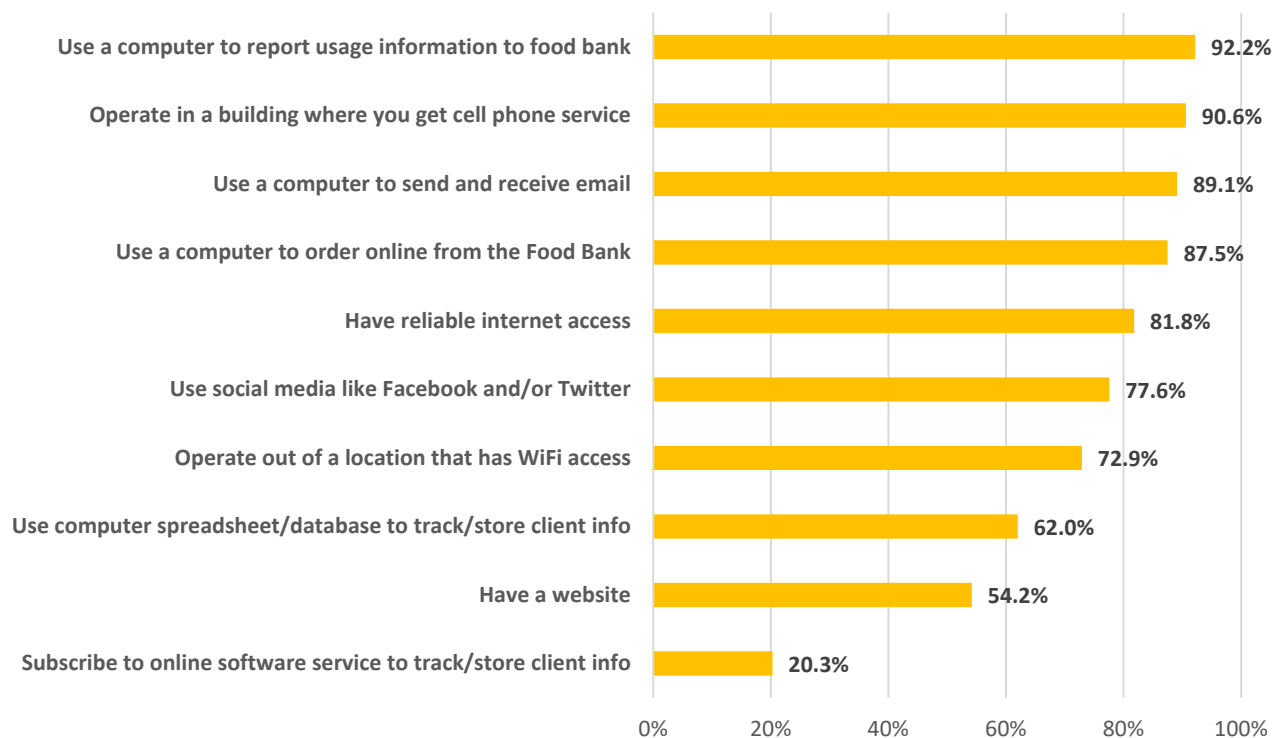
Agencies also have an opportunity to communicate about the issue of hunger to a broader audience. When asked, most agencies (56%) said they take part in some form of education about hunger to their community or congregation. Beyond general education aimed at their communities, 26.9% of pantries participate in local hunger networks or strategically invite politicians or other interested people to their agency (24.4%). Other activities are noted in Figure 19.

**Figure 19. Methods used by agencies to communicate about the problem of hunger (N=193)**



By and large, most agencies have embraced the internet age. They typically use computers for reporting information to their regional food bank (92.2%), email (90.6%), and ordering food from their food bank (87.5%). Additional ways that agencies leverage technology are outlined in Figure 20.

**Figure 20. How agencies use technology (N=192)**



## Client Intake

Many food pantries require their clients to go through an intake process before receiving services. This section includes findings on client identity verification, client eligibility requirements, and how agencies track client usage.

Most agencies (73.1%) said that clients are required to register, or to go through an intake process, before they can receive food or services. Most often, agencies require a driver's license (36.2%) or other state issued ID (27.6%), and/or a utility bill, telephone bill, or other proof of residency (30.8%). For clients that don't have necessary documentation to receive services, most pantries (91%) allow one-time service to these individuals, with some agencies (33.8%) also referring clients to another program in the community for similar services.

Many pantries (62.9%) require clients to meet specific eligibility conditions to receive services. These eligibility requirements are typically based on where the client lives (50.5%) and client household income (21%). Other eligibility conditions for services may include age (6.5%), citizenship (3.2%), or another condition (10.8%).

Almost all agencies (88.2%) keep track of client visits in some capacity. Most food pantries (42.1%) use a combination of manual records and computer programs to keep track of client visits, with around a quarter of agencies (34%) relying exclusively on manual records (e.g., paper/pencil, notebook, index cards). The remainder of agencies solely utilize standard computer programs like Microsoft Office (13.2%), or a custom-designed computer program (10.7%) to track client visits.

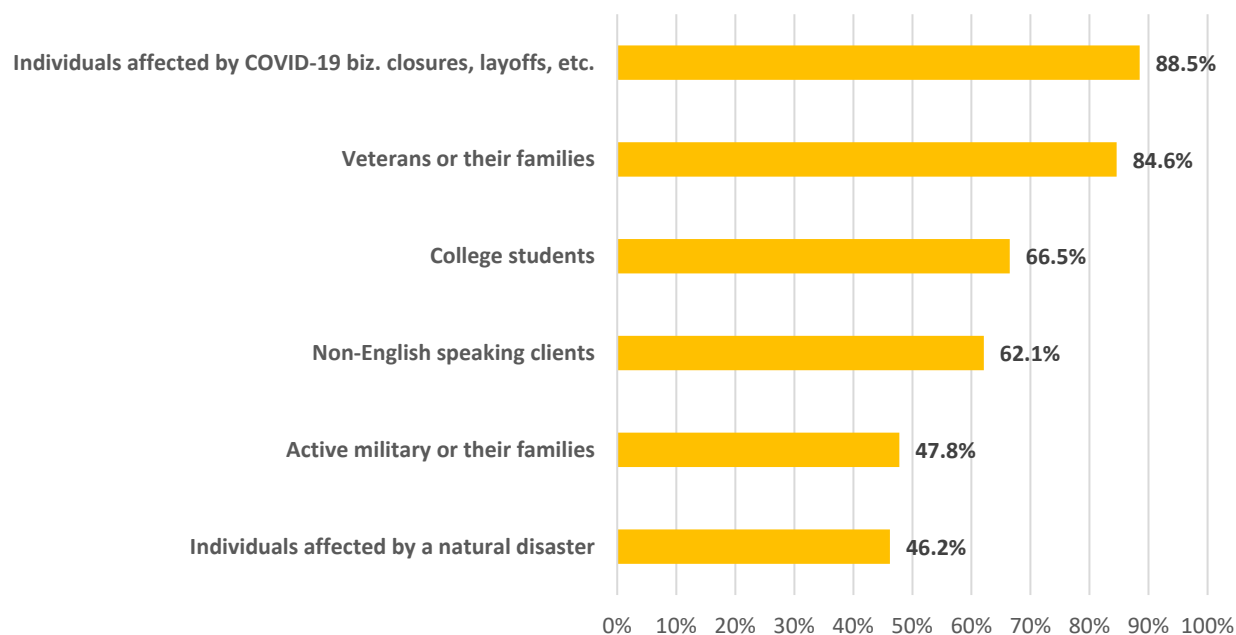
## Client Characteristics

This section explores the different groups of clients served at food pantries, along with client counts. Agencies were asked about client household characteristics and changes in the number of people served compared to the previous year.

Agencies serve a wide range of food pantry clients, with nearly all pantries (97.8%) serving families with children under the age of 18, non-elderly adults without children (96.2%), and seniors over the age of 60 (96.7%). Some agencies (14.8%) also work specifically to address child hunger, with programs serving only children under the age of 18 through their pantry or through a school-based program.

Agencies also served a variety of specific groups over the 12 months preceding the survey (March 2020 - March 2021). Most agencies noted serving individuals affected by COVID-19 (88.5%), veterans or their families (84.6%), college students (66.5%), and non-English speaking clients (62.1%). Figure 21 outlines other specific groups that agencies served.

**Figure 21. Specific groups served by agencies in the past year (N=182)**



Agencies were asked to indicate the language diversity among the clients that they serve. While programs primarily serve English speaking households, many agencies also report serving

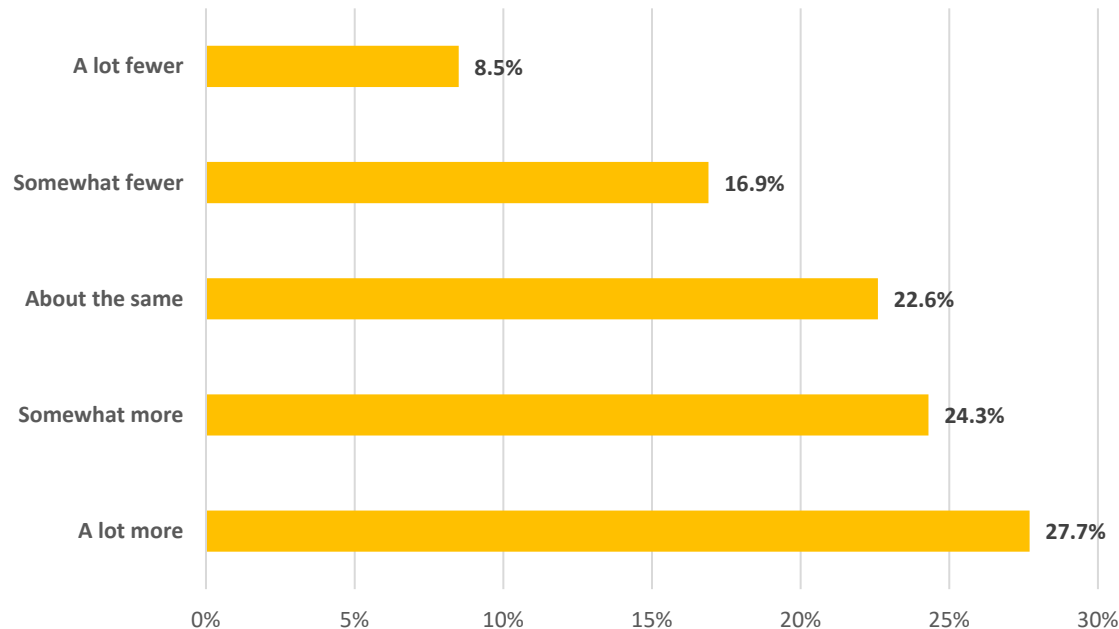
clients whose primary language at home is not English. Among responding agencies, 99.4% serve English speaking client households and 65% serve Spanish speaking households. Other languages spoken by client households can be found in the Client Characteristics section in the Complete Study Findings. Despite the wide range of languages spoken by food pantry clients, most food pantries (71.5%) in Kansas don't offer information about services in a language other than English.

Food pantries vary greatly in terms of the number of households they serve. An average, food pantry in Kansas serves 179 unduplicated (unique) households each month. Households are reached an average of 281 times each month.

Across Kansas, 201,772 unduplicated (unique) clients are served in an average month and 416,113 are served annually. An estimated 63,783 unduplicated households are served in a typical month and 121,316 are served annually. Clients are reached 219,034 times in an average month and 2,628,411 annually. Households are reached 68,453 times in a typical month and 821,441 annually.<sup>10</sup>

Compared to the previous year (March 2020 - March 2021), 52% of food pantries reported providing food to more clients, 22.6% served about the same number of clients, and 25.4% served fewer clients.

**Figure 22. Client counts in March 2021 compared to the previous year (N=177)**



<sup>10</sup> This study only included food pantries (i.e., grocery programs that distribute food for off-site consumption) and did not collect data related to meal or congregate feeding programs or other types of food bank programs.

The impact of seasonal and COVID-19 related factors on client counts was also noted by food pantry directors, with 42.9% of pantries seeing greater need during school breaks (e.g., summer, long holidays, COVID-19 closures). The most attributed cause (69.9%) to the rise in client counts was households affected by COVID-19 business closures and layoffs.

### Client Service Limits

This section explores limits agencies may place on food distribution, including how often a household can get food and whether households must live within certain geographic boundaries to receive food.

Many food pantries (62.1%) limit the number of times a client or household can get food in a given period of time. Among pantries that impose restrictions, the most common reported limitation (77.1%) is that households can only receive food pantry services once per month. The COVID-19 pandemic did cause some agencies (25.6%) to change their rules and allow people to get food more frequently.

Geographic service limits are in place for 54.5% of responding agencies. Most often these limits are based on county limits (53.1%), school district boundaries (15.6%) or specific ZIP codes (13.5%).

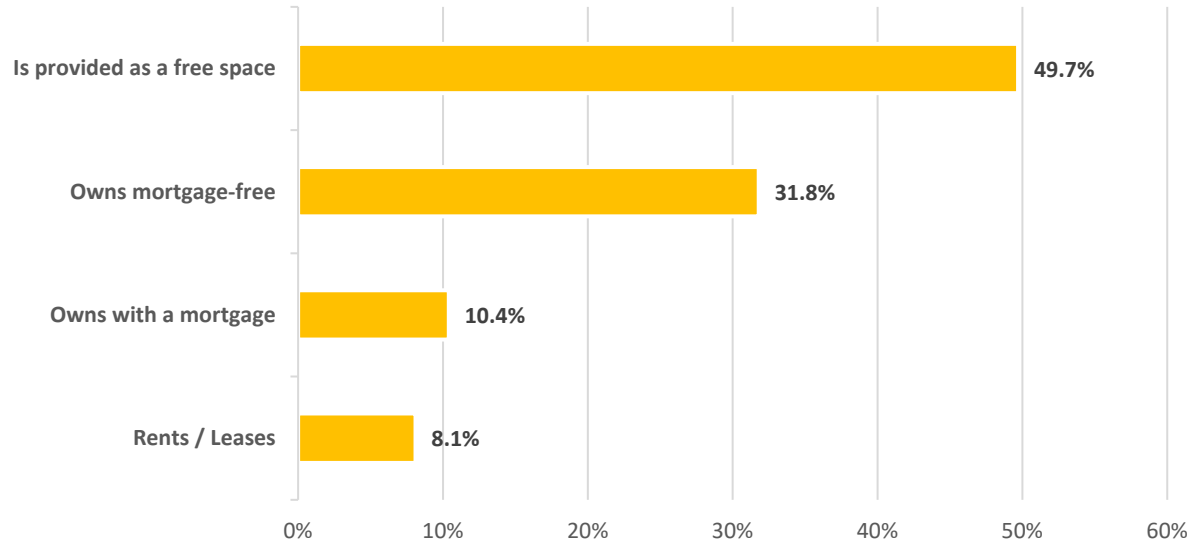
12.3% of agencies reported they turned clients away from receiving services in the past 12 months. The most common reasons for refusing services included clients coming more often than program rules allowed (54.5%) and clients acting in ways that worried staff (50%).

### Facilities

Food pantry facilities and infrastructure vary among agencies. This section explores whether agencies rent or own the structure that houses their food pantry and the types of infrastructure and equipment present within a facility.

Most agencies (81.5%) either operate in a space that is provided for free or own their building mortgage-free. 10.4% own the space with a mortgage and 8.1% rent their space.

**Figure 23. Ownership of the facility that houses the food pantry (N=173)**



Most commonly, 62.9% of agencies operate in a building owned by a church, mosque, synagogue, or other religious institution. Others (15.7%) are located in a retail, office, or commercial building. Most agencies (85.4%) also noted that their current location meets their needs.

The majority of agencies have freezers (88.8%) and coolers (80.9%). However, 27% of agencies said they don't have an adequate number of freezers, and 40.4% reported they don't have an adequate number of coolers or refrigerators.

**Table 9. Equipment and space present at the facility (N=178)**

Pantry Infrastructure	Yes	No
An area where you give out food or serve meals	79.8%	20.2%
A storage area for large amounts of food that don't need refrigeration	79.8%	20.2%
A freezer	88.8%	11.2%
Adequate number of freezers	73.0%	27.0%
A cooler or refrigerator	80.9%	19.1%
Adequate number of coolers or refrigerators	59.6%	40.4%
Office space to meet with clients (to complete intake or provide referrals), like a reception area, cubicle, or office	56.2%	43.8%

## Food Bank Assistance

Agencies were asked to consider what was most helpful to them in terms of what food banks currently provide. No or low-cost food (24.8%), general food availability (21.7%), and food delivery (21%) were noted most frequently. Additional options that accounted for at least 1% of total responses are shown in Table 10 below. (Note: While agencies were asked to identify the single most important service, many mentioned multiple activities.)

**Table 10. What is the most helpful good, service, benefit, or product the food bank currently provides to your agency? (N=157)**

Response	%
No/low-cost food	24.8%
General food availability	21.7%
Food delivery	21.0%
Food item - Proteins	15.3%
Food bank support/information	10.8%
Food item - Fresh produce	9.6%
Variety of food available	9.6%
Quality products	7.6%
Quantity of food available	4.5%
Food item - Frozen foods	3.8%
Food item - Non-perishable foods	3.8%
Public food assistance programs	3.8%
Food bank staff	3.2%
Community connections & partnerships	2.5%
Food bank ordering platform	2.5%
Consistent food availability	1.9%
Feeding America network affiliation	1.9%
Grant & fundraising opportunities/support	1.9%
COVID supports	1.3%
Food item - Dairy products	1.3%
Mobile food pantry	1.3%
Non-food items	1.3%
Personal care items	1.3%
Senior specific supplies/commodities	1.3%
Volunteer support & coordination	1.3%

In terms of the most important good, service, benefit, or product the food bank could provide in the future, the most common response (23.9%) was “nothing”, followed by more fresh produce (9.4%), proteins (7.2%), and variety in food (7.2%). Additional items that accounted for

at least 1% of total responses are included in Table 11 below. (Note: While agencies were asked to identify the single most important service, many mentioned multiple activities.)

**Table 11. What is the most important good, service, benefit, or product the Food Bank could provide to your agency that would allow you to better serve your clients? (N=138)**

Response	%
Nothing	23.9%
More fresh produce	9.4%
More proteins	7.2%
More variety in food	7.2%
More dairy products	5.8%
More food generally	5.8%
More nutritious food	5.1%
No/lower cost foods	3.6%
Unsure	3.6%
Financial assistance	2.2%
More frozen proteins	2.2%
Assistance with referrals	1.4%
Flexibility in food bank services/provisions	1.4%
Food ordering platform improvement	1.4%
Food preparation & nutrition education assistance	1.4%
Improved food tracking	1.4%
Improved or additional refrigeration/freezers	1.4%
Infant care & food items	1.4%
More consistent selection	1.4%
More user-friendly packaged sizes	1.4%
More variety in food (proteins)	1.4%
More personal care items	1.4%
Ready-made meal options	1.4%



## 4 Client Survey Key Findings

During the period of mid-May 2021 through mid-August 2021<sup>11</sup>, a total of 1295 food pantry client households receiving food at a Kansas agency responded to the client survey. The completion rate among those who were approached to take a survey was 56%. Table 12 provides the regional distribution of client survey responses.

**Table 12. Client survey responses by region**

Food Bank Region	n	%
Kansas Food Bank	617	47.6%
Harvesters	476	36.8%
Second Harvest	202	15.6%
<b>Total</b>	<b>1295</b>	<b>100%</b>

Data in this chapter is weighted to provide state-level estimates of client households and to ensure the data is representative of the state of Kansas. Data and percentages are generally presented at the household-level.

### Client Characteristics

This section provides information about the age, gender, education level, race, living situation, primary language spoken at home, and marital status of food pantry client households. Information about the presence of an active military member or veteran in the home is also included.

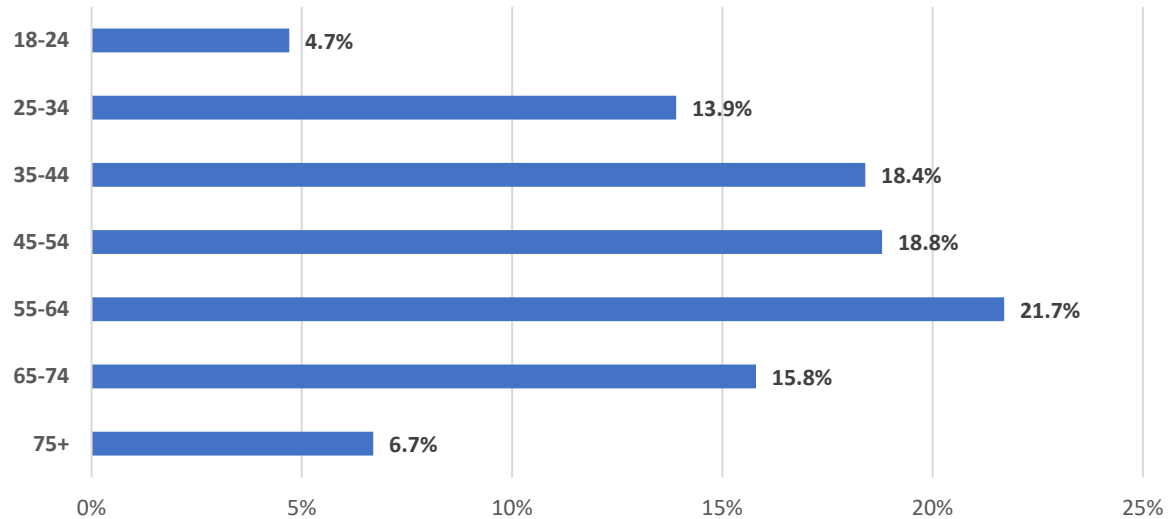
Most clients surveyed (72.3%) identify as a woman, 27.1% identify as a man, and 0.7% identify as gender non-conforming/non-binary or another identity. Most clients surveyed (81.9%) have achieved a high school diploma or higher level of education.

44.2% of food pantry clients who participated in the survey were over the age of 54, with 22.5% of respondents over the age of 64. Figure 24 provides a detailed breakdown of client survey respondent ages.

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<sup>11</sup> Mention of “the past year” in this section is meant to generally include the summer 2020 – summer 2021.

**Figure 24. Age of client survey respondents (N=1268)**



61.7% of participants identify as Caucasian/White. 12.8% identify as African American/Black. 18.3% identify as Hispanic/Latino/Latina/Latinx. Additional race and ethnicities of participants are noted in Table 13.

**Table 13. Race and ethnicity of client survey respondents (N=1255)**

Race and Ethnicity	%
African American/Black	12.8%
Asian American/Asian	0.9%
Caucasian/White	61.7%
Hispanic/Latino/Latina/Latinx	18.3%
Native American or Alaskan Native	1.8%
Pacific Islander	0.1%
Middle Eastern or North African	0.2%
Another identity	0.2%
Multiple identities	4.1%

The majority of clients (78.6%) live in their own home. Some (11.3%) live in a household with other people or have a roommate and 8.5% report being unsheltered or living in a temporary living situation.

English is the primary language spoken at home for 85.4% of clients. The next most common primary language in client homes is Spanish (12.9%).

The largest percentage of clients (35%) report they are either married or in a domestic partnership. 18.5% say they are currently divorced. Others report their status as single and

never married (22%), widowed (9.9%), not married but currently living with a partner (8.7%), or separated (5.9%).

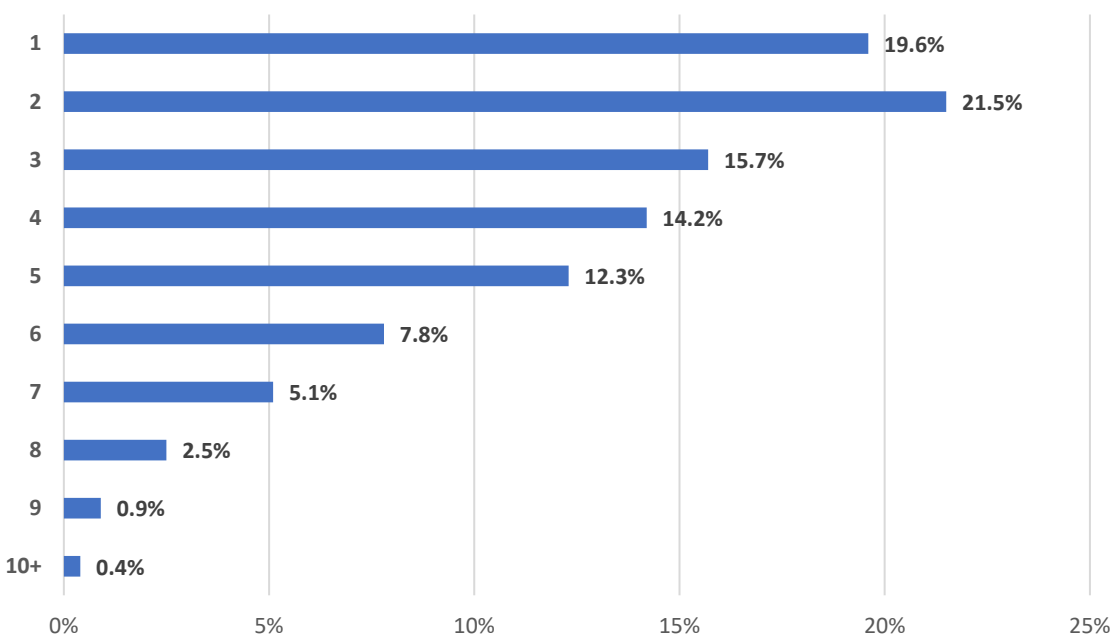
A very limited number of client households (1%) include someone who is currently serving in the military, while 14.3% of households include someone who had served in the US Armed Forces, Reserves, or National Guard in the past.

## Household Composition

This section includes information about client household size along with children and adults (including seniors) living in households.

Client households include 3.4 people on average, with 56.8% including three or fewer people. Figure 25 below includes additional details about the size of client households.

Figure 25. Household size (N=1267)



In terms of the number of adults present in households, 26.5% have one adult and 44.8% have two adults. 34.8% of households include an adult who is over the age of 65.

Just over half of households (51%) include a child under 18 years of age. Of those households, 56.5% have two or fewer children. 45.1% of households with children have one or more children under six years of age. 13.6% of households with at least one child under 18 years of age are headed by a single adult.

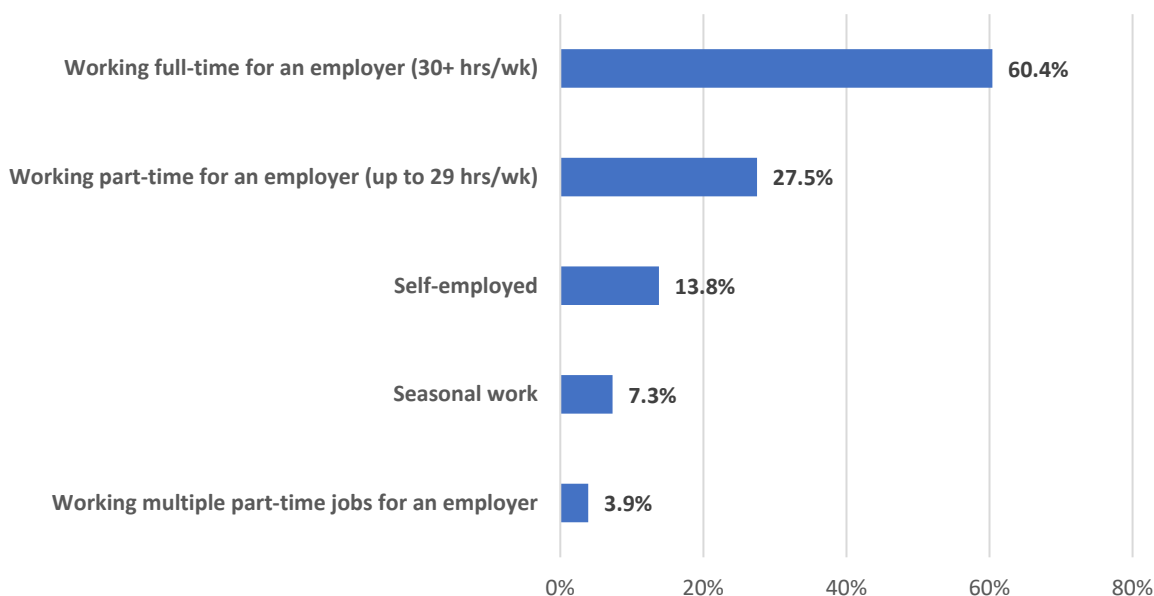
## Employment & Income

This section includes findings on the employment status of adults in households. Food pantry clients also provided information about their monthly and annual household income and additional sources of household income beyond employment.

Among all client households surveyed, 59.8% have at least one employed adult in the house. 16.7% of households have an adult in the household who is currently a student.

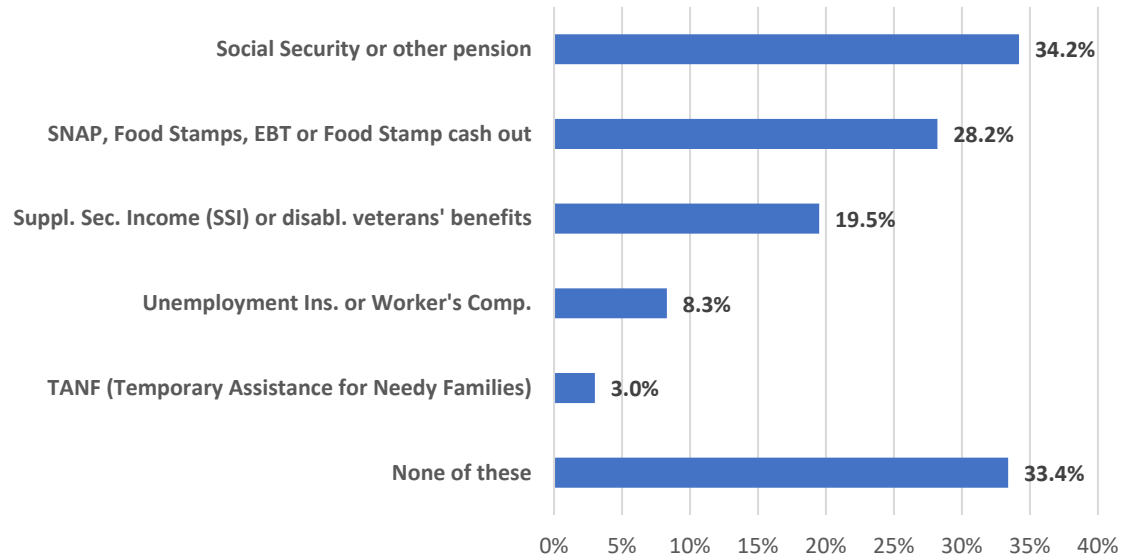
A closer look at the employment status of adult household members shows that 60.4% of households with a working adult have a member who is working full-time (30 or more hours per week). 27.5% of households with a working adult have a member who is working part time (less than 30 hours per week). 13.8% of households with a working adult include someone who is self-employed, 7.3% include an adult employed in seasonal work, and 3.9% have an adult working multiple part-time positions.

**Figure 26. Types of employment for adults during the past year (N=656)**



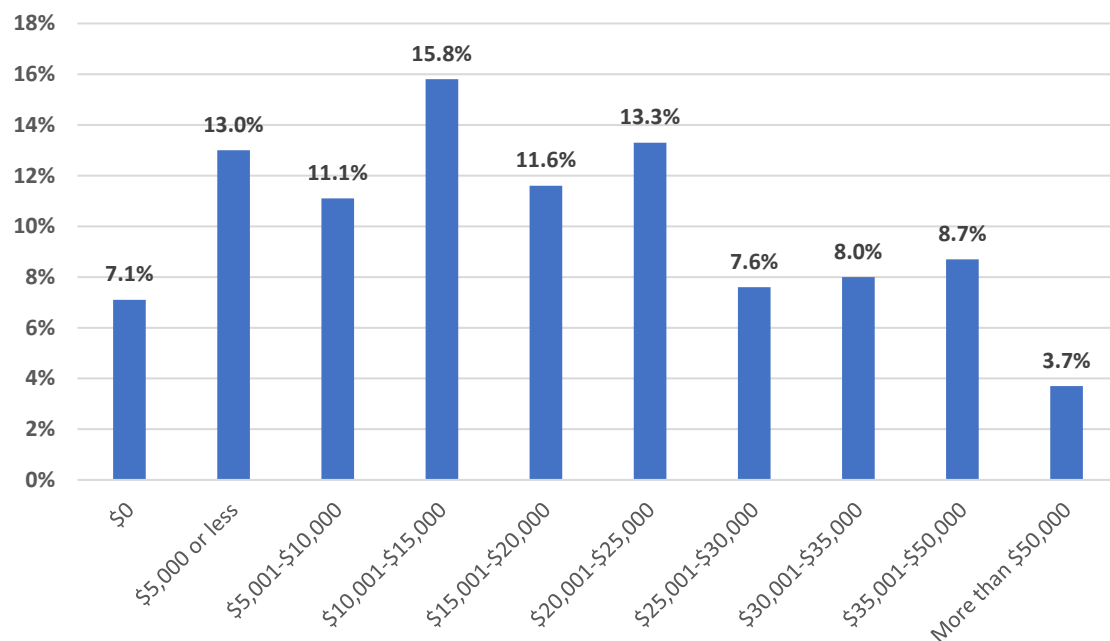
Food pantry client households rely on a variety of income sources other than employment. 34.2% receive income through Social Security or other types of pensions, 28.2% receive income through SNAP, and 19.5% receive Supplemental Security Income (SSI) or disabled veteran's benefits. Only a small fraction receives unemployment insurance or worker's compensation (8.3%) or support through the Temporary Assistance for Needy Families (TANF) program (3%).

**Figure 27. Additional sources of household income received during the past year (N=1213)**

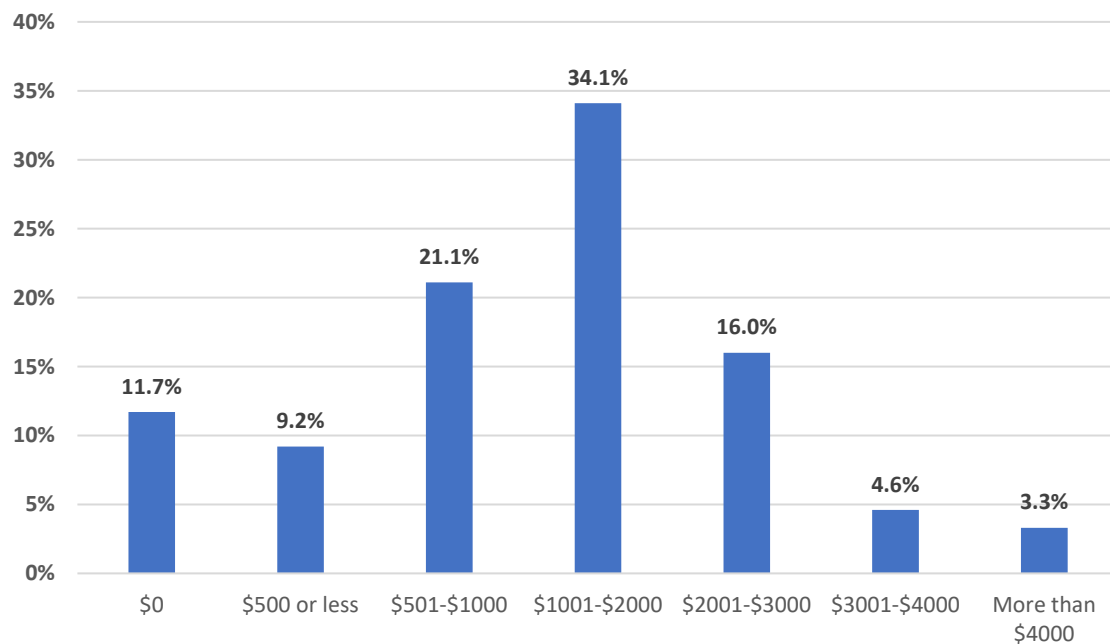


71.9% of households make less than \$25,000 in combined annual household income (from all income sources) while 20.1% of households make less than \$5,000 a year. 76.1% of households make \$2000 or less per month. Figure 28 and Figure 29 show more details about annual and monthly income of food pantry client households. For information about monthly income relative to household size, and how that impacts SNAP eligibility, see the [Supplemental Nutrition Assistance Program \(SNAP\) Use](#) section below.

**Figure 28. Combined annual household income (N=1081)**



**Figure 29. Combined monthly household income (N=1139)**

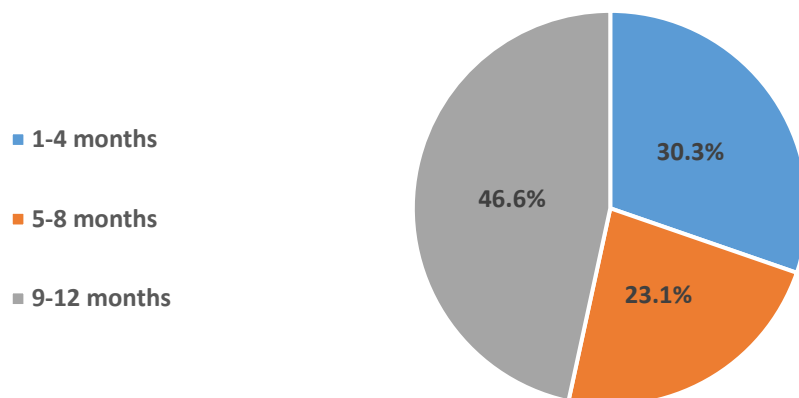


### Food Pantry Use & Preferences

The findings in this section show how often households used a pantry in the past year, how long they have used a pantry, and what may have prevented them using a pantry as often as they desired. In addition, people were asked how long food from the pantry lasts for their household and what programs or services other than food would be most useful to access at a pantry.

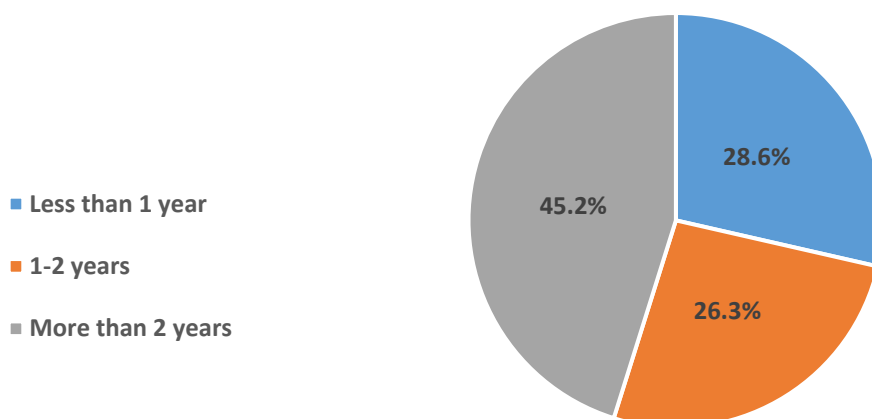
During the past year, 46.6% of respondent households utilized a food pantry nine or more months during the past year. A closer look shows that 37.5% households utilized a food pantry every month during the previous year. Figure 30 provides a complete breakdown of the frequency of pantry use during the past year. Study findings also show that 51.8% of households utilized a food pantry more than once during the previous month.

Figure 30. Number of months households used a food pantry during the past year (N=1235)



In terms of the duration of food pantry use, 45.2% of households have used a food pantry for more than 2 years. 26.3% have used a pantry for one to two years. 28.6% are new food pantry users, have used a pantry for less than a year, and started using a pantry during the COVID-19 pandemic.

Figure 31. How long households have used a food pantry (N=1253)

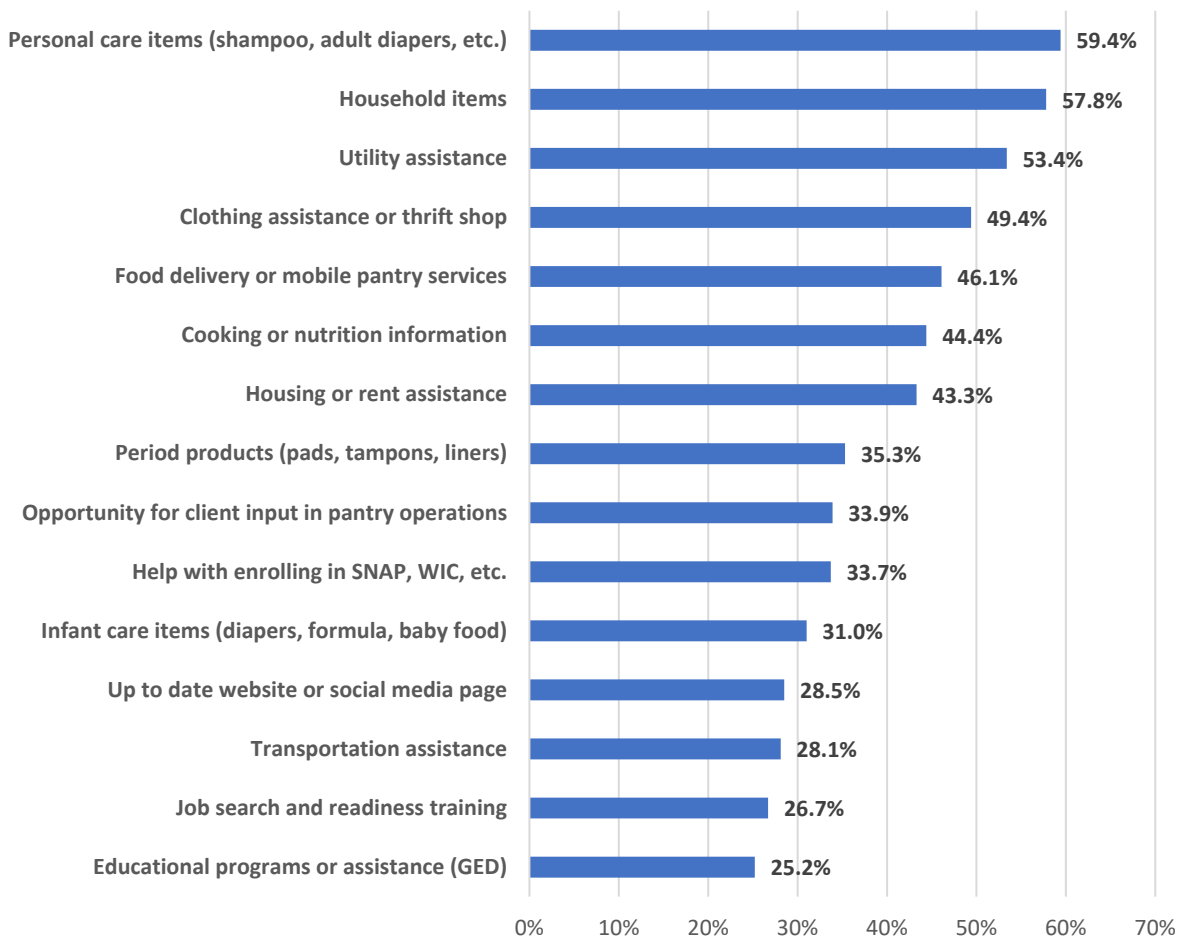


Clients also highlighted the role that pantry provisions play in the food consumed by their household during an average month. For 86.6% of households, at least a quarter of food consumed by the household in a typical month is obtained from a food pantry. For 52.2% of households, at least half of the food consumed in a typical month is obtained from a food pantry.

44% of food pantry client households said there was a time they needed assistance but were not able to use the food pantry. A lack of transportation was the most common issue mentioned by clients (49.1%), followed by hours of operation (38.5%), and having already used the food pantry during a given period (29.9%).

Food pantry clients were given the chance to identify programs or services beyond food that would be helpful at an “ideal food pantry.” Figure 32 includes the results from this question. The top three results included personal care items (59.4%), household items (57.8%), and utility assistance (53.4%).

**Figure 32. Most helpful programs or services other than food that could be offered (N=1293)**



## Food Security Status

This section includes a summary of results from the USDA-Economic Research Service U.S. *Household Food Security Module: Six-Item Short Form*<sup>12</sup> that was utilized for the study.

Findings show that rates of food insecurity are dramatically higher among food pantry client households when compared to all Kansas households. Based on this study’s findings, 75.7% of food pantry client households are food insecure (noted in yellow in Figure 33 below). In

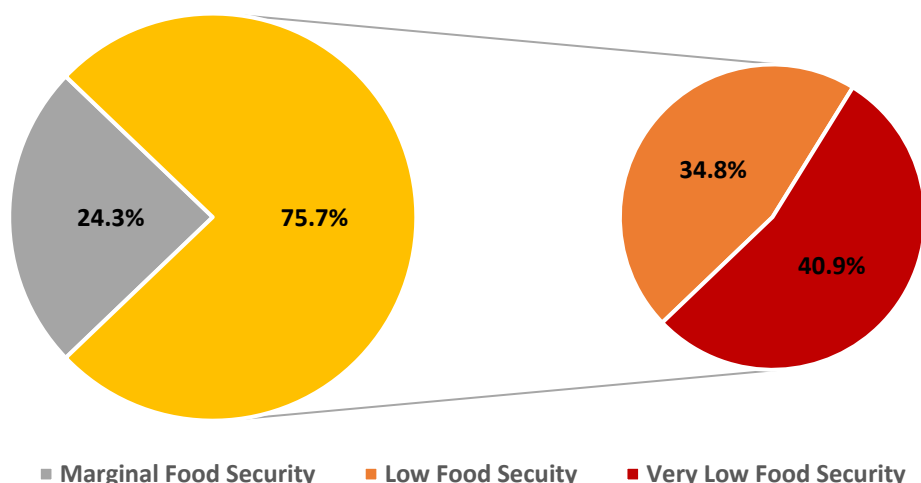
<sup>12</sup> USDA Survey Tools at <https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-u-s/survey-tools/#six>.



contrast, the most recent data from the USDA<sup>13</sup> shows that 11.3% of all Kansas households are food insecure. The remainder of food pantry client households (24.3%) are considered to have marginal food security<sup>14</sup>, indicated by households having “anxiety over food sufficiency or shortage of food in the house<sup>15</sup>.”

Of the 75.7% of food insecure households, 46% have *low* food security, indicated by “reduced quality, variety, or desirability of diet”, and 54% have *very low* food security, indicated by “disrupted eating patterns and reduced food intake<sup>16</sup>.” This latter group of *very low* food secure households – those who truly don’t have enough food to meet their needs – make up 40.9% of all food pantry client households surveyed. By comparison, the *very low* food security rate for all Kansas households is 5.1%.

Figure 33. Food insecurity among food pantry client households (N=1095)



## Trade-offs

People who are food insecure often struggle with affording other necessities of life. This section highlights the tough decisions that food pantry clients must make when it comes to paying for food or paying for essentials including medicine, utilities, housing, transportation, education

<sup>13</sup> USDA Household Food Security in the United States in 2020 report at <https://www.ers.usda.gov/publications/pub-details/?pubid=102075>.

<sup>14</sup> The remaining 24.3% of non-food insecure households may have reported 0, 1, or 2 indications of food insecurity. All were assigned to the “marginal food security” category by virtue of their presence at a food pantry, even if 0 indications of food insecurity were noted. According to USDA, food secure households have an “[a]ssured ability to acquire acceptable foods in socially acceptable ways (that is, without resorting to emergency food supplies, scavenging, stealing, or other coping strategies).” See USDA Food Security in the U.S. Measurement page at <https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-u-s/measurement/>.

<sup>15</sup> USDA Definitions of Food Security at <https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-u-s/definitions-of-food-security/#ranges>.

<sup>16</sup> USDA Definitions of Food Security at <https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-u-s/definitions-of-food-security/#ranges>.

expenses, and childcare. Table 14 below includes responses to the question, “In the past 12 months, have you or anyone in your household ever had to choose between paying for food and paying for...?”

Paying for utilities poses the greatest trade-off challenge for most households (49.2%). This is followed by paying for medicine/medical care (41.1%), housing (37.8%), transportation (33.2%), and education expenses (11.1%). For households with children, 16.1% report having to choose between paying for childcare and food.

**Table 14. Food pantry client household trade-offs**

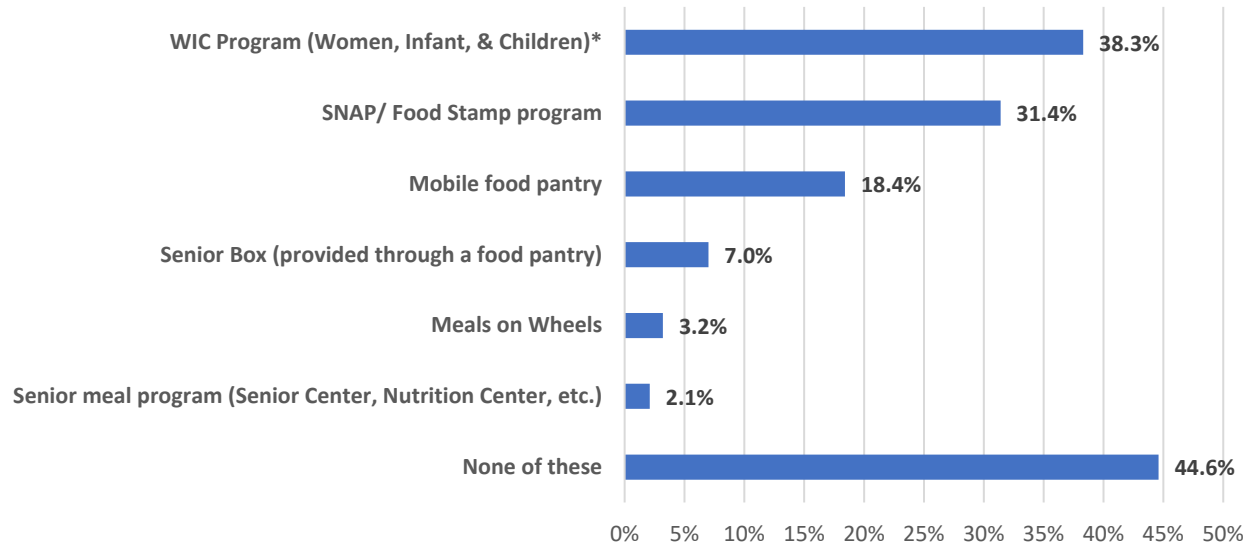
Trade-off	%	N
Medicine/Medical Care	41.1%	1186
Utilities	49.2%	1195
Housing	37.8%	1187
Transportation	33.2%	1164
Education expenses	11.1%	1131
Childcare (among HHs with children)	16.1%	532

### Additional Food Sources & Coping Strategies

Those facing food insecurity use food pantries along with other programs and strategies to meet their food and nutrition needs. This section explores peoples’ use of federal and other food assistance programs in the past 12 months, including those focused on children. Findings also highlight the strategies clients use to make their food budget go farther.

The Supplemental Nutrition Assistance Program (SNAP) is utilized by nearly a third of client households (31.4%). The use of mobile food pantries (18.4%) and senior boxes (7%) was noted as well. The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) was utilized by 38.3% of households with a child under the age of five. 44.6% of households do not use any of the listed programs. Figure 34 provides additional details about the use of additional food assistance programs.

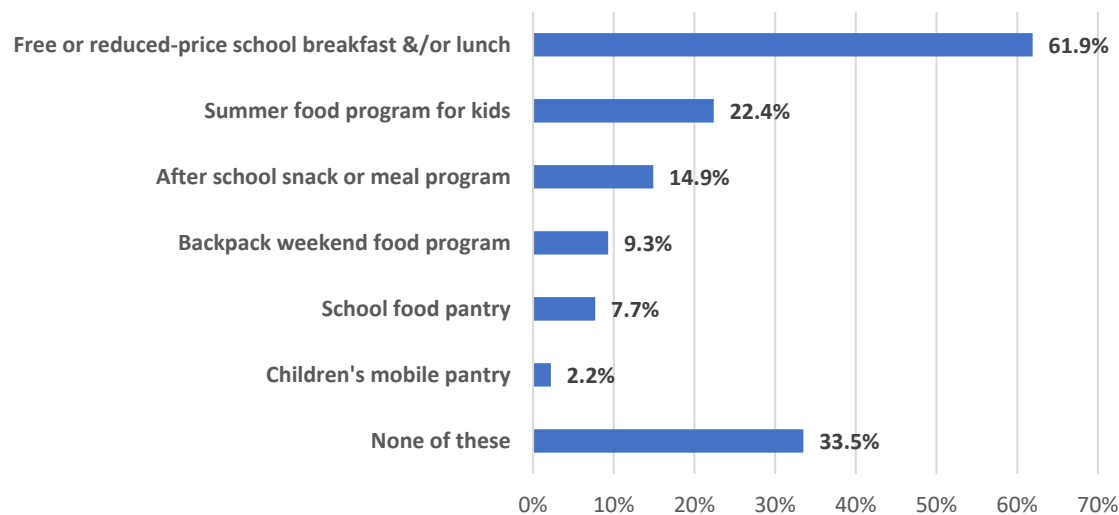
**Figure 34. Additional food assistance programs used by households in the past year (N=1231)**



*\*Among households with children under five years of age.*

Child nutrition programs provide important sources of food for households with children. For example, 61.9% of households with children participate in the free or reduced-price breakfast or lunch programs. Summer food programs for children (22.4%), after school snacks or meals (14.9%), backpack programs (9.3%), and school food pantries (7.7%) were noted as well. 33.5% of households with children do not use any of the listed programs.

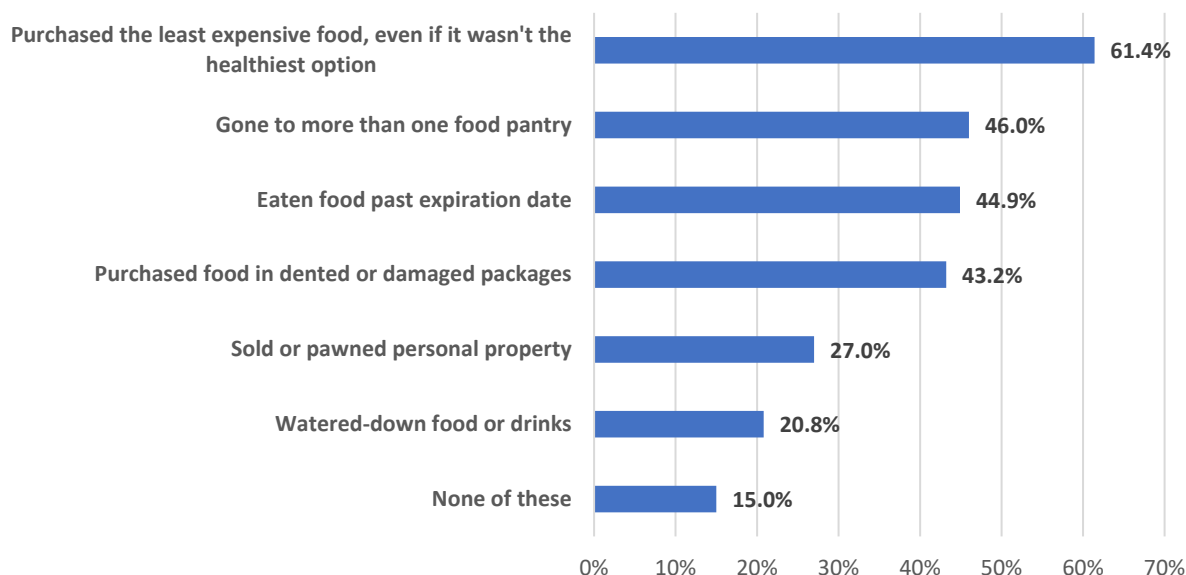
**Figure 35. Child nutrition program participation among households with children (N=569)**



Households use a variety of coping strategies to stretch their food budget. Many households (61.4%) noted purchasing the least expensive food, even if it wasn't the healthiest option. 46% of households had gone to more than one food pantry, 44.9% had ate food past its expiration date, and 43.2% purchased food in dented or damaged packages. Households also sold or

pawned personal property (27%), watered-down food or drinks (20.8%). Only 15% had not used any of the strategies listed.

Figure 36. Coping strategies utilized by households (N=1185)



### Supplemental Nutrition Assistance Program (SNAP) Use

The Supplemental Nutrition Assistance program provides essential benefits to people facing or living with food insecurity. This section explores SNAP use among client households in detail. The findings center on household income eligibility for SNAP and reasons households may not use SNAP.

As noted in the previous section, 31.4% of households surveyed utilized SNAP at some point in the past 12 months. However, findings from this study indicate that an estimated 79.4% of food pantry client households are income eligible for SNAP. It is important to note that income is not the only qualification for SNAP. For example, households may only have up to \$2,500 in resources (or \$3,750 if everyone in the household is over 60 years of age or disabled) and meet other requirements to qualify<sup>17</sup>.

In Table 15 below, monthly household income is shown by household size. The orange boxes show the number of households who are income eligible for SNAP, using 130% of the Federal Poverty Level (the income threshold for SNAP) as the threshold. The table then tallies the number of SNAP eligible households and divides that number by the total number of households to provide the percentage of food pantry client households (79.4%) who are income eligible for SNAP.

<sup>17</sup> Kansas Department of Children and Families Food Assistance FAQs at <http://www.dcf.ks.gov/services/ees/Pages/Food/FoodAssistanceFAQs.aspx>.

Table 15. Estimated percentage of SNAP-eligible households (N=1128)

Monthly Income	Household Size										Total HHs	SNAP Eligible HHs
	1	2	3	4	5	6	7	8	9	10+		
\$0	37	22	20	18	13	9	4	2	2	0	127	127
<\$500	16	23	16	12	14	9	9	3	0	2	104	104
\$501-\$1000	69	55	31	25	33	19	4	2	2	0	240	240
\$1001-\$2000	86	90	63	59	39	24	15	8	2	0	386	300
\$2001-\$3000	17	35	31	32	30	16	16	5	1	0	183	100
\$3001-\$4000	3	11	8	7	3	6	8	5	0	0	51	19
>\$4000	4	10	6	2	5	4	0	0	4	2	37	6
Total											1128	896
												79.4%

Among all food pantry clients who don't use SNAP, 40.9% had applied but didn't or no longer qualify for benefits. For those who didn't qualify for SNAP, 55.9% said their income was too high to qualify and 9.1% said their assets were too high qualify. Some reported application issues (7.3%), exhausting the time period to receive benefits (2.1%), another reason (12.9%), or not being sure about why they didn't qualify (12.6%).

Among food pantry clients who hadn't applied for SNAP, 44.3% said they didn't think they were eligible. Others noted personal reasons (15.7%), unfamiliarity with the program (14.9%), an application process that is too difficult (11.6%), or another reason (13.5%).

## Health

Chronic health conditions and inadequate or no access to health insurance impact the overall quality of life of hundreds of thousands of Kansans. In addition, social and economic factors can exacerbate health disparities. This section includes findings on the percent of households and household members who have diabetes, high blood pressure or hypertension, high cholesterol, and who lack health care coverage.

Among all food pantry client households surveyed, 39.5% percent of households include at least one individual with diabetes, 57.2% have a member with high blood pressure, and 46.6% have a member with high cholesterol. 46.9% have at least one household member who lacks health insurance. Table 16 provides a summary of this information.

**Table 16. Health conditions among households (N=1205)**

Health Condition/Circumstance	Households with condition present
Diabetes	39.5%
High blood pressure/hypertension	57.2%
High cholesterol	46.6%
Lack of health insurance	46.9%

Findings from this study presented in Table 17 allow for a comparison with Centers for Disease Control and Prevention (CDC) Behavioral Risk Factor Surveillance System (BRFSS) data<sup>18</sup> to understand how rates of health conditions among food pantry clients compare to all Kansans. Diabetes has a disproportional impact on food pantry clients. Our findings show that 23.4% of adults in food pantry client households have diabetes, compared to 11.1% of all Kansas adults. High blood pressure rates for adults in food pantry client households (33.4%) are similar to Kansas rates. Rates of high cholesterol are lower for adults in food pantry client households (26.1%) compared to all Kansas adults (34.9%).

While not directly comparable to BRFSS data, it is important to note that 26.7% of people in food pantry client households lack health care coverage.

**Table 17. Health conditions among adults (N=1214)**

Health Condition	Adults in Food Pantry Client HHs	Kansas Average <sup>19</sup>
Diabetes	23.4%	11.1%
High blood pressure/hypertension	33.4%	33.5%
High cholesterol	26.1%	34.9%

<sup>18</sup> Centers for Disease Control and Prevention BRFSS Prevalence & Data at <https://www.cdc.gov/brfss/brfssprevalence/>.

<sup>19</sup> Kansas average is from CDC BRFSS Prevalence & Trends Data. Data are from most recent years available (2019 for high blood pressure and high cholesterol; 2020 for diabetes).

## 5 Complete Study Findings

This section includes the complete study findings for all questions asked in the agency and client surveys.

### Agency Survey

#### Region Breakdown & Agency Type

Responses by region N=196		
	n	%
Kansas Food Bank (Wichita, KS)	107	54.6%
Harvesters (Kansas City, MO/ Topeka, KS)	81	41.3%
Second Harvest (St. Joseph, MO)	8	4.1%
<b>Total</b>	<b>196</b>	<b>100.0%</b>

Response rates for regions & state N=344			
	Responding Agencies	Total MO Agencies	Response Rate
Kansas Food Bank (Wichita, KS)	107	163	65.6%
Harvesters (Kansas City, MO/ Topeka, KS)	81	195	41.5%
Second Harvest (St. Joseph, MO)	8	13	61.5%
<b>Total</b>	<b>196</b>	<b>371</b>	<b>52.8%</b>
Percent of total clients served by responding agencies		57.1%	

What best describes your agency? N=193	
Agency Type	%
Faith-based or located in a religious institution	69.4%
A governmental agency	29.0%
A Community Action Program (CAP)	0.5%
Nonprofit or private organization (non-faith-based, governmental, or CAP)	0.5%
Other	0.5%
<b>Total</b>	<b>100.0%</b>

## Food Sources

<b>Thinking about the total pounds of food that your agency gave out or served during the past 12 months, please estimate the percentage (%) of that food your agency got through each of the following sources. N=196</b>	
<b>Food Source</b>	<b>Average</b>
Food Bank (including coordinated food rescue & retail pick-up program)	64.8%
Local product donations the agency obtained on its own (e.g., donations directly from retailers, food drives, etc.)	15.7%
Buying food from retail stores or food service companies	11.0%
Buying food from local manufacturers	0.1%
Buying food from other sources (e.g., food coop, direct purchases from farmers/growers, Internet, wholesalers)	1.2%
Government product donations not obtained from the food bank (e.g., USDA Food Boxes, Farmers to Families)	7.3%
<b>Total</b>	<b>100.0%</b>

<b>During the past 12 months did this program get donations of food and grocery products from...? N=186</b>			
<b>Food Source</b>	<b>Yes</b>	<b>No</b>	<b>Total</b>
Churches or religious congregations	76.3%	23.7%	100.0%
Local restaurants	19.4%	80.6%	100.0%
Other local stores	39.2%	60.8%	100.0%
Local manufacturers	14.5%	85.5%	100.0%
Farmers	35.5%	64.5%	100.0%
Local food drives (e.g., Boy Scouts, Letter Carriers, etc.)	57.0%	43.0%	100.0%
Federal commodities, such as The Emergency Food Assistance Program (TEFAP/EFAP)	31.7%	68.3%	100.0%
Emergency Food and Shelter Program	7.0%	93.0%	100.0%
State funded food purchase program	11.8%	88.2%	100.0%
Some other donated source	52.7%	47.3%	100.0%



**During the past 12 months, how often did this agency BUY each of the following food and grocery products from sources other than the Food Bank? How often did this program purchase...?**

<b>Food Source</b>	<b>Frequently</b>	<b>Occasionally</b>	<b>Rarely</b>	<b>Never</b>	<b>N</b>	<b>Total</b>
Bread, rice, cereals, and pasta	22.7%	24.9%	10.8%	41.6%	185	100.0%
Fresh fruits and vegetables	8.6%	11.4%	16.8%	63.2%	185	100.0%
Canned or frozen fruits and vegetables	28.0%	18.3%	15.6%	38.2%	186	100.0%
Meat, poultry, and fish	16.8%	19.5%	15.7%	48.1%	185	100.0%
Non-meat proteins - beans, eggs, peanut butter, and nuts	22.0%	25.3%	12.4%	40.3%	186	100.0%
Milk, yogurt, and cheese	9.7%	10.3%	15.1%	64.9%	185	100.0%
Fats, oils, condiments, and sweets	6.5%	11.3%	14.5%	67.7%	186	100.0%
Paper plates, napkins, plastic silverware	4.3%	5.9%	10.8%	78.9%	185	100.0%
Personal care products (e.g., soap, toothpaste, deodorant)	13.5%	18.9%	14.1%	53.5%	185	100.0%
Household products (e.g., laundry detergent, cleaning products)	14.1%	14.6%	11.9%	59.5%	185	100.0%
Baby products (e.g., laundry detergent, cleaning products)	7.6%	10.8%	14.6%	67.0%	185	100.0%
Senior products (e.g., adult diapers, meal replacement drinks, prepared foods)	3.3%	7.1%	10.9%	78.8%	184	100.0%

**What would the effect be on this program if you no longer got food from the Food Bank? N=186**

	<b>%</b>
Major effect	89.2%
Minor effect	10.2%
No effect at all	0.5%
<b>Total</b>	<b>100.0%</b>

**How would you describe how much food this program had available to meet your clients' needs during the past 12 months? N=178**

	<b>%</b>
The program had a lot more food than needed to meet clients' needs	12.4%
The program had somewhat more food than needed to meet clients' needs	19.7%
The program had enough food to meet clients' needs	59.6%
The program had somewhat less food than needed to meet clients' needs	7.9%
The program had a lot less food than needed to meet clients' needs	0.6%
<b>Total</b>	<b>100.0%</b>

Please indicate the ways that this program obtains food and grocery products from the Food Bank. N=177			
	Yes	No	Total
Agency owns the truck(s), van(s), or car(s) used for pickups	23.7%	76.3%	100.0%
Agency rents/leases the truck(s), van(s), or car(s) used for pickups	3.4%	96.6%	100.0%
Agency depends on the personal truck(s), van(s), or car(s) of staff or volunteers for pickups	52.5%	47.5%	100.0%
Agency works with other programs to share the responsibility for pickups	7.3%	92.7%	100.0%
Food and groceries are delivered to our agency	68.9%	31.1%	100.0%

## Staffing & Training

Does your agency have paid staff? N=196	
	%
Yes	33.2%
No	66.8%
<b>Total</b>	<b>100.0%</b>

Number of paid staff N=195						
	Full-Time Paid Staff	% (w/ # Full-Time Staff)	Part-Time Paid Staff	% (w/ # Part-Time Staff)	Total Paid Staff	% Total Paid Staff
0	154	79.0%	149	76.4%	132	67.7%
1	15	7.7%	19	9.7%	20	10.3%
2	6	3.1%	14	7.2%	14	7.2%
3	5	2.6%	3	1.5%	6	3.1%
4	5	2.6%	1	0.5%	5	2.6%
5+	10	5.1%	9	4.6%	18	9.2%
<b>Total</b>	<b>195</b>	<b>100.0%</b>	<b>195</b>	<b>100.0%</b>	<b>195</b>	<b>100.0%</b>

Volunteer Breakdown				
	Mean	Min	Max	N
How many volunteers give time to this program in an average week?	13	0	200	151
How many volunteers give time to this program in an average month?	35	0	800	173
How many total hours do volunteers give to this program in an average week?	44	0	490	134
How many total hours do volunteers give to this program in an average month?	162	0	1965	174

**For each of the sources listed below, please estimate the percentage of this program's volunteers who come from that source. N=185**

	<b>0%</b>	<b>1-25%</b>	<b>26-50%</b>	<b>51-75%</b>	<b>76-100%</b>	<b>Total</b>
Volunteers already connected to the agency	16.8%	17.3%	7.6%	14.6%	43.8%	100.0%
Religious groups	36.2%	23.2%	6.5%	7.0%	27.0%	100.0%
United Way	96.8%	2.7%	0.5%	0.0%	0.0%	100.0%
Other Civic/Nonprofit organizations (excluding United Way)	83.8%	14.6%	1.1%	0.0%	0.5%	100.0%
Companies or business groups	81.6%	16.2%	1.6%	0.5%	0.0%	100.0%
Kindergarten through 12th grade school programs	77.8%	20.5%	1.1%	0.0%	0.5%	100.0%
Colleges/Universities	85.9%	10.3%	2.7%	0.5%	0.5%	100.0%
Court-ordered community service	82.2%	16.8%	1.1%	0.0%	0.0%	100.0%
Clients	79.5%	20.0%	0.0%	0.0%	0.5%	100.0%
Volunteers connect your regional Food Bank	82.2%	8.1%	2.2%	2.2%	5.4%	100.0%
National Guard	99.5%	0.5%	0.0%	0.0%	0.0%	100.0%
Some other source	81.1%	12.4%	2.7%	2.2%	1.6%	100.0%

**Percentage of volunteers by age group N=314**

	<b>Mean</b>
≤18	6.2%
19-59	33.4%
60+	60.5%
<b>Total</b>	<b>100%</b>

**In the past 12 months, how much difficulty has your agency had...**

	<b>A lot</b>	<b>Some</b>	<b>None</b>	<b>N</b>	<b>Total</b>
Keeping the volunteers you already have	3.2%	33.9%	62.9%	186	100.0%
Getting new volunteers	18.9%	38.9%	42.2%	185	100.0%
Keeping new volunteers	8.1%	33.9%	58.1%	186	100.0%

**How does your current ability to get and keep volunteers compare to your efforts before COVID-19 (i.e., March 2020)? N=186**

	%
Much more difficult now	14.5%
A bit more difficult now	34.9%
About the same	43.0%
A bit easier now	5.4%
Much easier now	2.2%
<b>Total</b>	<b>100.0%</b>

**Do the staff / volunteers of this program need training in any of the following specific areas? N=163**

	A lot of training is needed	Some training is needed	No training is needed	Total
Nutrition education	0.6%	28.8%	70.6%	100.0%
Training in food safety and sanitation	0.6%	40.5%	58.9%	100.0%
Accessing local food resources	1.8%	25.8%	72.4%	100.0%
Advocacy training	2.5%	22.1%	75.5%	100.0%
Food Stamp (SNAP) application assistance and outreach	6.1%	20.9%	73.0%	100.0%
Summer feeding programs	3.1%	13.5%	83.4%	100.0%
Fundraising / grant writing training	9.2%	33.1%	57.7%	100.0%
Client choice training	1.8%	12.3%	85.9%	100.0%
Technology assistance	3.7%	20.9%	75.5%	100.0%
Social media training	4.9%	17.2%	77.9%	100.0%
Nonprofit management / board governance	1.2%	11.7%	87.1%	100.0%
Volunteer recruitment / retention / staff succession planning	1.2%	23.9%	74.8%	100.0%
Disaster training	4.9%	23.9%	71.2%	100.0%

**Do staff/volunteers have the time needed to dedicate to participating in and implementing the identified trainings? N=123**

	%
Yes	46.3%
No	14.6%
Don't Know	39.0%
<b>Total</b>	<b>100.0%</b>

## Funding & Strategic Planning

Please estimate the percentage of your agency's funding that comes from the sources listed below. N=191						
	0%	1-25%	26-50%	51-75%	76-100%	Total
Food Bank	53.4%	20.4%	4.7%	6.8%	14.7%	100.0%
Government funding	83.2%	11.5%	1.6%	1.6%	2.1%	100.0%
Individual contributions	13.6%	29.8%	16.2%	11.0%	29.3%	100.0%
Corporate support	64.9%	28.3%	4.2%	1.0%	1.6%	100.0%
Foundation support (including United Way funding)	77.0%	16.2%	3.1%	2.6%	1.0%	100.0%
Financial support from religious institutions	44.0%	39.8%	5.8%	3.7%	6.8%	100.0%
Client service fees	96.3%	2.1%	1.0%	0.0%	0.5%	100.0%
Some other source	76.4%	16.8%	3.1%	1.0%	2.6%	100.0%

Does your agency have a written strategic plan for your agency that includes items related to your food program? N=196	
	%
Yes	32.1%
No	50.5%
Don't Know	17.3%
<b>Total</b>	<b>100.0%</b>

Does the strategic plan include a nutrition policy or other nutrition goals? N=62	
	%
Yes	40.3%
No	53.2%
Don't Know	6.5%
<b>Total</b>	<b>100.0%</b>

## Nutrition Education & Healthy Food

Does your agency do anything to teach clients about nutrition or how to eat better? N=195	
	%
Yes	29.7%
No	70.3%
<b>Total</b>	<b>100.0%</b>

<b>Which of the following activities about nutrition or eating better does your agency do with clients? N=195</b>				
<b>Nutrition Activity</b>	<b>Provide at pantry</b>	<b>Refer to another agency</b>	<b>Neither</b>	<b>Total</b>
Fliers or written materials on nutrition and health	24.6%	3.6%	71.8%	100.0%
Cooking demonstrations or tasting of healthier foods	8.2%	5.1%	86.7%	100.0%
Workshops or classes on nutrition, health issues, or shopping on a budget	6.2%	6.7%	87.2%	100.0%
Cooking classes	6.7%	5.6%	87.7%	100.0%
Workshops or classes on specific health problems related to nutrition (e.g., diabetes)	3.1%	8.2%	88.7%	100.0%
Training on gardening skills	2.1%	5.1%	92.8%	100.0%
One-on-one meetings with dietician or other person trained to help people with nutrition and health	0.5%	5.1%	94.4%	100.0%
Referring clients to activities related to nutrition or eating better at other locations	5.1%	9.7%	85.1%	100.0%

<b>Who leads these activities related to nutrition or eating better? Are they led by...? N=58</b>			
	<b>Yes</b>	<b>No</b>	<b>Total</b>
Agency staff	51.7%	48.3%	100.0%
Agency volunteers	51.7%	48.3%	100.0%
Local nutritionists or other health professionals in partnership with the agency	32.8%	67.2%	100.0%
Food Bank Staff	29.3%	70.7%	100.0%
Extension Staff	39.7%	60.3%	100.0%
Staff from local colleges/universities	3.4%	96.6%	100.0%
Farm Bureau	0.0%	100.0%	100.0%
Some other person/agency	3.4%	96.6%	100.0%

<b>How important is it that your agency gives out/serves "healthier" foods like fruits, vegetables, milk, whole grains, lean meats, etc.? N=195</b>	
	<b>%</b>
Very Important	61.0%
Somewhat Important	33.8%
Not Important	5.1%
<b>Total</b>	<b>100.0%</b>

<b>Which statement would you say best describes your agency's beliefs about getting food products and giving them to clients? N=193</b>	
	<b>%</b>
The most important thing is giving the maximum amount of food we can get to clients, even if some of it is not as nutritious as we might like.	79.8%
The most important thing is giving healthier foods to clients, even if this means having fewer items than we might like or having to limit donations or purchases of some types of foods.	20.2%
<b>Total</b>	<b>100.0%</b>

<b>The following list includes things that may prevent you from giving out or serving "healthier" foods (like fruits, vegetables, low-fat milk, whole grains, lean proteins, etc.). For each, please indicate if it prevents you from giving out or serving healthier foods. N=192</b>			
	<b>Yes</b>	<b>No</b>	<b>Total</b>
It costs too much money to purchase	56.8%	43.2%	100.0%
We can't get healthier foods through the Food Bank	36.5%	63.5%	100.0%
Hours of operation limit ability to serve produce and other healthier food items	26.6%	73.4%	100.0%
Lack the coolers/freezers required to store healthier foods	40.6%	59.4%	100.0%
Electrical system won't support coolers/freezers needed to store healthier foods	12.5%	87.5%	100.0%
Lack storage space	44.3%	55.7%	100.0%
Clients don't want to eat/choose healthier foods	29.7%	70.3%	100.0%
Clients don't know how to handle/prepare healthier foods	34.4%	65.6%	100.0%
Clients aren't able to store perishable foods	20.8%	79.2%	100.0%
We are not sure what foods are considered healthier	3.6%	96.4%	100.0%
Giving out and serving "healthier" foods is not a goal of our agency	15.6%	84.4%	100.0%
We can't get healthier foods from other donors/food sources (e.g., food drives, retailers)	35.4%	64.6%	100.0%

### Supplemental Nutrition Assistance Program (SNAP) Outreach

<b>Does this agency provide or refer any of the following services related to the Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps)? N=194</b>				
	<b>Provide</b>	<b>Refer</b>	<b>Neither</b>	<b>Total</b>
Education to let clients know about SNAP	26.8%	22.7%	50.5%	100.0%
Screening to help clients figure out if they are eligible for SNAP	17.0%	30.9%	52.1%	100.0%
Assistance filling out applications for SNAP	17.0%	30.4%	52.6%	100.0%
Help re-certifying for SNAP benefits	11.3%	33.0%	55.7%	100.0%
Refer to the Food Bank for SNAP Application Assistance	17.0%	25.8%	57.2%	100.0%

<b>Who gets these Supplemental Nutrition Assistance Program (SNAP) related services? N=108</b>	
	<b>%</b>
All clients in conjunction with the intake process	21.3%
Only clients who wish to receive these additional services	78.7%
<b>Total</b>	<b>100.0%</b>

<b>Who provides Supplemental Nutrition Assistance Program (SNAP) related services at the pantry? N=68</b>			
	<b>Yes</b>	<b>No</b>	<b>Total</b>
Agency staff	50.0%	50.0%	100.0%
Agency volunteers	36.8%	63.2%	100.0%
Food Bank Staff	27.9%	72.1%	100.0%
Another organization or agency that comes to your location	22.1%	77.9%	100.0%

<b>Agencies may not provide or refer Supplemental Nutrition Assistance Program (SNAP) related services for a variety of reasons. Please indicate any particular reasons your agency doesn't provide SNAP related services. N=80</b>			
<b>Reason</b>	<b>Yes</b>	<b>No</b>	<b>Total</b>
Don't have enough volunteers/staff	66.3%	33.8%	100.0%
Don't have enough time	60.0%	40.0%	100.0%
Staff are not aware of this program	42.5%	57.5%	100.0%
Volunteers/staff needing more training on SNAP rules and processes	63.8%	36.3%	100.0%
Don't have enough physical space to allow for private counseling about SNAP	60.0%	40.0%	100.0%
Don't have the right electronic equipment (e.g. computer, fax machine, scanner, etc.)	65.0%	35.0%	100.0%
SNAP services are not part of what the agency does	77.5%	22.5%	100.0%
Some other reason	17.5%	82.5%	100.0%



## Involvement with Other Federal Assistance Programs

Does your agency provide education, referrals, or help filling out applications for any of the following programs? N=192				
	Direct Assistance	Referral	Neither	Total
Utility Assistance	21.4%	23.4%	55.2%	100.0%
WIC, the federally funded health and nutrition program for women, infants, and children	5.7%	32.8%	61.5%	100.0%
The Temporary Assistance for Needy Families (TANF) program	7.8%	27.6%	64.6%	100.0%
Medicaid or other health care programs	4.7%	30.2%	65.1%	100.0%
Housing assistance like Section 8	3.6%	29.2%	67.2%	100.0%
Supplemental Security Income	3.1%	27.1%	69.8%	100.0%
Tax preparation or earned income tax credit (EITC) assistance	2.1%	27.6%	70.3%	100.0%

Are the following USDA commodities given out by your agency?					
	Yes	No	Don't know	N	Total
Commodities Supplemental Food Program (CSFP)	16.5%	71.6%	11.9%	194	100.0%
The Emergency Food Assistance Program (TEFAP/EFAP)	28.4%	59.8%	11.9%	194	100.0%
Food Distribution Program on Indian Reservation (FDPIR)	0.5%	93.3%	6.2%	193	100.0%

There are some federal child nutrition programs your agency might take part in, either because your agency runs a site of its own or sponsors other sites. Does your agency take part in...? N=193			
	Yes	No	Total
Child Adult Care Food Program (CACFP)	1.0%	99.0%	100.0%
Summer Food Service Program (SFSP)	8.3%	91.7%	100.0%

Does your agency take part in the Child Adult Care Food Program (CACFP) because your agency runs a site of it own, sponsors other sites, or does your agency do both? N=2	
	%
Run CACFP site	100.0%
Sponsor other CACFP sites	0.0%
Both run and sponsor CACFP sites	0.0%
<b>Total</b>	<b>100.0%</b>

Does your agency take part in the Summer Food Service Program (SFSP) because your agency runs a site of its own, sponsors other sites, or does your agency do both? N=15	
	%
Run SFSP site	40.0%
Sponsor other SFSP sites	33.3%
Both run and sponsor SFSP sites	26.7%
<b>Total</b>	<b>100.0%</b>

## Operations

Does your program operate multiple sites for picking up food or groceries (including mobile programs)? N=193	
	%
Yes	15.0%
No	85.0%
<b>Total</b>	<b>100.0%</b>

How many distribution sites (including mobile sites) does this program have? N=193	
	%
1	85.0%
2	8.3%
3	3.6%
4	0.5%
5+	2.6%
<b>Total</b>	<b>100.0%</b>

How many years has your agency provided food? N=171	
	Years
Mean	17.1
	%
1-5 years	21.1%
6-10 years	20.5%
11-15 years	14.0%
16-20 years	9.9%
21-25 years	9.9%
26+ years	24.6%
<b>Total</b>	<b>100.0%</b>

What types of grocery programs does your agency operate? N=188	
	%
Backpack Program	11.2%
Commodity Supplemental Food Program (CSFP)	17.0%
Community Garden	6.9%
Food Pantry	91.0%
Home Delivered Grocery Program	9.0%
Mobile Pantries / Mobile Markets (including ABC Mobile, Veterans Mobile, Senior Mobile, etc.)	20.2%
Other Pantry Program	5.9%
School Pantry Program	3.2%
Senior Grocery, Brown Bag, or Food Box Distribution	8.0%

How often does your agency offer groceries to clients? N=188	
	%
One day a week	16.5%
Certain days each week	29.8%
Seven days per week	2.1%
Once a month	31.4%
Certain days each month	16.5%
Certain months of the year	0.5%
Once a year	0.0%
Irregular or as needed schedule	3.2%
<b>Total</b>	<b>100.0%</b>

How many months of the year does your agency offer groceries? N=184	
	%
12 months	95.7%
8-11 months	2.7%
4-7 months	0.5%
1-3 months	1.1%
<b>Total</b>	<b>100.0%</b>

Average number of days and hours agencies are open each month				
	Mean	Min	Max	N
Average open days each month	7	1	24	176
Average open hours each month.	31	1	180	176

<b>Does your agency offer groceries during evening hours (after 5:00 p.m.) at some point during the typical month? N=190</b>	
	<b>%</b>
Yes	35.3%
No	64.7%
<b>Total</b>	<b>100.0%</b>

<b>Agencies may not offer groceries during evening hours for a variety of reasons. What are the reasons your program doesn't offer groceries during evening hours? N=118</b>			
	<b>Yes</b>	<b>No</b>	<b>Total</b>
My budget doesn't allow for evening hours	32.2%	67.8%	100.0%
My agency does not have enough staff / volunteers for evening hours	66.9%	33.1%	100.0%
I can't use the building during evening hours	14.4%	85.6%	100.0%
Staff and volunteers wouldn't be safe working in the evenings	13.6%	86.4%	100.0%
Other organizations offer groceries to clients in the evening	14.4%	85.6%	100.0%
My agency does not offer groceries during evening hours for some other reason	37.3%	62.7%	100.0%

<b>Does your agency offer groceries during weekend hours at some point during the typical month? N=184</b>	
	<b>%</b>
Yes	23.9%
No	76.1%
<b>Total</b>	<b>100.0%</b>

<b>Agencies may not offer groceries on the weekend for a variety of reasons. What are the reasons your program doesn't offer groceries on the weekend? N=117</b>			
	<b>Yes</b>	<b>No</b>	<b>Total</b>
My budget doesn't allow for weekend hours	25.6%	74.4%	100.0%
My agency does not have enough staff / volunteers for weekend hours	65.8%	34.2%	100.0%
I can't use the building during weekend hours	12.8%	87.2%	100.0%
Staff and volunteers wouldn't be safe working on the weekend	6.8%	93.2%	100.0%
Other organizations offer groceries to clients on the weekend	10.3%	89.7%	100.0%
My agency does not offer groceries during the weekend for some other reason	38.5%	61.5%	100.0%

How many days would you expect the groceries that you distribute during a typical distribution to last a household? N=184	
	Days
Mean	7

Please identify any additional food programs that your agency operates. (Select all that apply) N=28	
	%
Community Kitchen	2.1%
Food Bank-Operated Meal Program	5.3%
Soup Kitchen	1.1%
After-school Snack	1.6%
Child Congregate Feeding Program	1.1%
Kids Café	1.1%
Senior Congregate Meal Program	2.1%
Other (e.g. emergency relief supports)	14.8%

Please identify any non-food programs your agency operates. (Select all that apply) N=189	
	%
Clothing/Furniture Assistance	29.6%
Dental Clinics	1.6%
Financial Assistance	22.2%
General Education Development (GED) Programs	1.1%
General Information and Referrals	29.1%
Health Clinics	3.7%
Housing Assistance	13.8%
Job Training	2.6%
Legal Assistance	1.6%
Medicaid/Children's Health Insurance Program (CHIP)	0.5%
Shelter/Transitional Housing	5.8%
Transportation Assistance	9.5%
Utility/Heat Assistance	23.8%

## Recent Operational Changes

During the past 12 months, has your agency had to do any of the following? N=191			
	Yes	No	Total
Cut hours of operation	19.9%	80.1%	100.0%
Temporarily close	30.9%	69.1%	100.0%
Lay off staff	1.6%	98.4%	100.0%
Limit the area of your service	19.4%	80.6%	100.0%
Increase hours of operation	15.7%	84.3%	100.0%
Limit the number of volunteers who can work at one time	34.6%	65.4%	100.0%
Change the way food is provided to clients	75.4%	24.6%	100.0%

Did you do this because of the following changes? (Identify all that apply)				
	Yes	No	N	Total
Less money or food available (e.g., monetary donations, donated food, federal commodities, etc.)	6.1%	93.9%	163	100.0%
Need to serve more clients or give out more food (e.g., more clients)	34.6%	65.4%	162	100.0%
Change in what the agency does	22.7%	77.3%	163	100.0%
COVID-19 Health Department orders	66.9%	33.1%	163	100.0%
Quarantine or COVID-19 Positive case at pantry	14.7%	85.3%	163	100.0%
Lack of staff/volunteers	25.2%	74.8%	163	100.0%
Risk of COVID-19 exposure for volunteers	78.5%	21.5%	163	100.0%

How worried are you about your agency's ability to continue to provide services? N=193	
	%
Very Worried	1.0%
Somewhat Worried	21.2%
Not Worried	77.7%
<b>Total</b>	<b>100.0%</b>

The list below includes problems that might threaten an agency's ability to keep running. For each one, please rate how much it threatens your agency's ability to keep running.

	Major threat	Somewhat of a threat	Minor threat	Not a threat	N	Total
Not enough money	14.0%	41.9%	32.6%	11.6%	43	100.0%
Not enough food supplies	11.6%	30.2%	32.6%	25.6%	43	100.0%
Not enough paid staff or personnel	7.0%	16.3%	9.3%	67.4%	43	100.0%
Not enough volunteers	23.3%	27.9%	25.6%	23.3%	43	100.0%
Not enough money for transportation or unreliable transportation to pick up products at the Food Bank	9.3%	9.3%	27.9%	53.5%	43	100.0%
Building or location problems (too small, lease expense, electrical problems, etc.)	16.3%	9.3%	25.6%	48.8%	43	100.0%
Equipment problems or needs (coolers, freezers, etc.)	11.6%	14.0%	30.2%	44.2%	43	100.0%
Not enough leadership/board support	0.0%	2.3%	32.6%	65.1%	43	100.0%
Not enough support from community	2.4%	9.5%	33.3%	54.8%	42	100.0%
Community doesn't need this program	0.0%	0.0%	9.8%	90.2%	41	100.0%
Safety concerns related to COVID-19	9.5%	21.4%	35.7%	33.3%	42	100.0%

Which of these problems pose the greatest threat to your agency's ability to keep running? N=42

	%
Not enough money	28.6%
Not enough food supplies	11.9%
Not enough paid staff or personnel	0.0%
Not enough volunteers	28.6%
Not enough money for transportation or unreliable transportation to pick up products at the Food Bank	4.8%
Building or location problems (too small, lease expense, electrical problems, etc.)	14.3%
Equipment problems or needs (coolers, freezers, etc.)	0.0%
Not enough leadership/board support	0.0%
Not enough support from community	2.4%
Community doesn't need this program	0.0%
Safety concerns related to COVID-19	9.5%
<b>Total</b>	<b>100.0%</b>

## Use of Communications & Technology

How does your agency let the community know about its services? N=193			
	Yes	No	Total
Word of mouth	97.9%	2.1%	100.0%
Official emails, phone calls, office visits, or other communication with other social service groups in the community	56.5%	43.5%	100.0%
Flyers, brochures, or other printed handouts	59.6%	40.4%	100.0%
Newspapers, radio, TV	34.7%	65.3%	100.0%
Referrals from other organizations	77.2%	22.8%	100.0%
Referrals from government agencies (city, county, or state)	57.0%	43.0%	100.0%
Website	56.5%	43.5%	100.0%
Posting signs about the agency outside the building	57.5%	42.5%	100.0%
Social Media (Facebook, Twitter, etc.)	78.2%	21.8%	100.0%

Does your agency provide information about your services in more than one language? N=193	
	%
Yes	28.5%
No	71.5%
<b>Total</b>	<b>100.0%</b>

Does your agency take part in any of the following activities that bring attention to the problem of hunger? N=193			
	Yes	No	Total
Helping food banks by connecting them with clients who are willing to tell their stories to the press/media	20.2%	79.8%	100.0%
Actively taking part in local hunger networks (i.e., Local food policy coalitions, United Way, Human Services Coalitions, etc.)	26.9%	73.1%	100.0%
Calling and/or writing letters to politicians (local, state, & federal)	15.5%	84.5%	100.0%
Inviting politicians and other interested people (i.e., chamber members, farm bureau representatives, etc.) to visit your agency	24.4%	75.6%	100.0%
Visiting your politicians to educate them on the problem of hunger (local, state, & federal)	10.9%	89.1%	100.0%
Writing letters to the editor and opinion columns for your local newspapers	13.5%	86.5%	100.0%
Educating your community or congregation on the problem of hunger	56.0%	44.0%	100.0%



<b>What companies provide cell phone service in your local area? (Select all that apply) N=196</b>	
	<b>%</b>
AT&T	60.7%
Sprint/T-Mobile	43.4%
Verizon	64.3%
Other	36.2%
Don't Know	11.7%

<b>How does your agency use technology? Does your agency...? N=192</b>			
	<b>Yes</b>	<b>No</b>	<b>Total</b>
Have reliable internet access	81.8%	18.2%	100.0%
Use a computer to order online from the Food Bank	87.5%	12.5%	100.0%
Use a computerized spreadsheet or database to track and store client information	62.0%	38.0%	100.0%
Subscribe to an online software service to track and store client information	20.3%	79.7%	100.0%
Use a computer to report usage information to the Food Bank	92.2%	7.8%	100.0%
Have a website	54.2%	45.8%	100.0%
Use social media like Facebook and/or Twitter	77.6%	22.4%	100.0%
Operate in a building where you get cell phone service	90.6%	9.4%	100.0%
Use a computer to send and receive email	89.1%	10.9%	100.0%
Operate out of a location that has Wi-Fi access	72.9%	27.1%	100.0%

## Client Intake

<b>Client intake procedures</b>				
	<b>Yes</b>	<b>No</b>	<b>N</b>	<b>Total</b>
Does this program require clients to register or go through an intake process before they can get services?	73.1%	26.9%	186	100.0%
Does this program require clients to show identification before they can get services?	42.2%	57.8%	185	100.0%
Does this program have specific eligibility conditions in order for clients to receive services?	62.9%	37.1%	186	100.0%
Does this program keep track of client visits?	88.2%	11.8%	187	100.0%

<b>What type of identification does this program require clients to use? Are clients required to use...? N=185</b>			
	<b>Yes</b>	<b>No</b>	<b>Total</b>
Driver's license	36.2%	63.8%	100.0%
Other State ID	27.6%	72.4%	100.0%
Social Security number	12.4%	87.6%	100.0%
Voter's registration	3.2%	96.8%	100.0%
Utility bill, telephone bill, or other proof of residency	30.8%	69.2%	100.0%
Passport	11.4%	88.6%	100.0%
Some other form of identification	20.0%	80.0%	100.0%

<b>What happens if a client does not have the right type of identification? Do you...?</b>				
	<b>Yes</b>	<b>No</b>	<b>N</b>	<b>Total</b>
Allow one-time service to the client	91.0%	9.0%	78	100.0%
Refer the client to another program in the community for similar services	33.8%	66.2%	77	100.0%
Not provide any services at all to the client	3.9%	96.1%	77	100.0%

<b>What are the eligibility conditions for this program? Are the eligibility conditions based on...? N=186</b>			
	<b>Yes</b>	<b>No</b>	<b>Total</b>
Income	21.0%	79.0%	100.0%
Age	6.5%	93.5%	100.0%
Where the client lives	50.5%	49.5%	100.0%
Citizenship or being in the country legally	3.2%	96.8%	100.0%
Some other condition	10.8%	89.2%	100.0%

<b>How does your agency track client use of this agency? Do you...? N=187</b>			
	<b>Yes</b>	<b>No</b>	<b>Total</b>
Track the number of unique (unduplicated) households this program serves at any time in a year, month, or week	66.3%	33.7%	100.0%
Track the total number of times clients visit this program at any time in a year, month, or week	66.8%	33.2%	100.0%
Check to see if a client has already been served during registration/intake (i.e. Charity Tracker, Mac Link, etc.)	32.6%	67.4%	100.0%

Please choose the option below that best describes how you track client visits for this program. N=159	
	%
We use a standard computer program (e.g., Microsoft Office) to keep track of client visits	13.2%
We use a custom designed computer program to keep track of client visits	10.7%
We keep manual records (e.g., paper/pencil, notebook, index cards) of client visits	34.0%
We use a combination of manual records and computer programs to keep track of client visits	42.1%
<b>Total</b>	<b>100.0%</b>

### Client Characteristics

Households served each month				
	Mean	Min	Max	N
How many unique (unduplicated) households did programs serve each month	179	0	2745	97
How many total (duplicated) households did programs serve each month	281	0	6237	96

Please describe the type of clients you served during the past 12 months. Did you serve...? N=182			
	Yes	No	Total
Families with children under the age of 18	97.8%	2.2%	100.0%
Non-elderly adults without children	96.2%	3.8%	100.0%
Seniors (adults aged 60 and older)	96.7%	3.3%	100.0%
Only children under the age of 18	14.8%	85.2%	100.0%

Did you serve specific groups of people during the past 12 months? Did you serve...? N=182			
	Yes	No	Total
Non-English-speaking clients	62.1%	37.9%	100.0%
College students	66.5%	33.5%	100.0%
Veterans or their families	84.6%	15.4%	100.0%
Active military or their families	47.8%	52.2%	100.0%
Individuals affected by a natural disaster (e.g., fire, flood, tornado, etc.)	46.2%	53.8%	100.0%
Individuals affected by COVID-19 (e.g., business closures, layoffs, etc.)	88.5%	11.5%	100.0%

<b>What is your best estimate for the percentage of the people you serve that fall into each of the following groups? N=174</b>						
	<b>0%</b>	<b>1-25%</b>	<b>26-50%</b>	<b>51-75%</b>	<b>76-100%</b>	<b>Total</b>
Families with children under the age of 18	2.9%	16.1%	44.3%	28.2%	8.6%	100.0%
Non-elderly adults without children	2.9%	62.1%	23.6%	7.5%	4.0%	100.0%
Seniors (adults aged 60 and older)	3.4%	47.1%	33.9%	10.3%	5.2%	100.0%
Non-English-speaking clients	36.2%	50.6%	5.7%	5.2%	2.3%	100.0%
College students	36.8%	60.3%	0.6%	0.0%	2.3%	100.0%
Veterans or their families	16.7%	75.9%	7.5%	0.0%	0.0%	100.0%
Active military or their families	54.0%	44.3%	1.1%	0.0%	0.6%	100.0%
Individuals affected by a natural disaster (e.g., fire, flood, tornado)	51.7%	46.6%	0.6%	0.0%	1.1%	100.0%
Individuals affected by COVID-19 (e.g., business closures, layoffs, etc.)	12.1%	50.0%	20.7%	14.4%	2.9%	100.0%

<b>Which of the following are the languages primarily spoken at home by the clients you serve? (Select all that apply) N=180</b>	
	<b>%</b>
English	99.4%
Spanish	65.0%
Chinese - (Mandarin, Cantonese, Other)	7.8%
French	1.7%
Tagalog	0.6%
Vietnamese	8.9%
Korean	5.6%
Russian	6.7%
German	1.1%
Polish	5.0%
Japanese	1.1%
Persian	1.1%
Serbo-Croatian	1.1%
Armenian	0.6%
Somali	0.0%
Haitian Creole	1.7%
Arabic	0.0%
Some other language	2.8%

Percent of households served whose primary language spoken at home is N=180	
	Mean
English	89.9%
Spanish	12.3%
Chinese - (Mandarin, Cantonese, Other)	0.2%
French	0.01%
Tagalog	0.01%
Vietnamese	0.6%
Korean	0.1%
Russian	0.6%
German	0.02%
Polish	0.2%
Japanese	0.1%
Persian	0.02%
Serbo-Croatian	0.01%
Armenian	0.1%
Somali	0.1%
Haitian Creole	0.2%
Arabic	0.2%
Some other language	89.9%

Compared to last year, have you seen changes in the number of clients this program provides food to? N=177	
	%
This program provides food to a lot more clients compared to last year	27.7%
This program provides food to somewhat more clients compared to last year	24.3%
This program provides food to about the same number of clients compared to last year	22.6%
This program provides food to somewhat fewer clients compared to last year	16.9%
This program provides food to a lot fewer clients compared to last year	8.5%
<b>Total</b>	<b>100.0%</b>

**During the last 12 months, did this program experience any seasonal changes in demand? Specifically, has there been a change in the number of...? N=126**

	<b>We see more</b>	<b>About the same</b>	<b>We see fewer</b>	<b>Total</b>
Children seeking food assistance during school breaks, like during summer and long holidays, or due to COVID-19 closures	42.9%	53.2%	4.0%	100.0%
Seasonal workers, like farm laborers or tourism workers, seeking food assistance	9.5%	87.3%	3.2%	100.0%

**During the last 12 months, did this program experience any other changes in the types of clients it serves? Specifically, has there been a change in the number of...? N=163**

	<b>We see more</b>	<b>About the same</b>	<b>We see fewer</b>	<b>Total</b>
Non-English speaking clients seeking food assistance	17.2%	79.1%	3.7%	100.0%
College or community college students seeking food assistance	8.0%	87.7%	4.3%	100.0%
Veterans or their families seeking food assistance	6.1%	84.7%	9.2%	100.0%
Active Military or their families seeking food assistance	2.5%	91.4%	6.1%	100.0%
Individuals affected by a natural disaster (e.g., fire, food tornado)	4.9%	85.9%	9.2%	100.0%
Individuals affected by COVID-19 (e.g., business closures, layoffs, etc.)	69.9%	27.0%	3.1%	100.0%

## Client Service Limits

**Some programs limit the number of times a client or household can get food in a given time period. Do you put any limits on the number of times a client or household can get food from this program? N=177**

	<b>%</b>
Yes	62.1%
No	37.9%
<b>Total</b>	<b>100.0%</b>

<b>What type of limits do you put on the number of times a client or household can get food from this program? Clients or families may get food no more than once a: N=109</b>	
	<b>%</b>
Day	0.0%
Week	19.3%
Month	77.1%
Quarter or Season	1.8%
Year	1.8%
<b>Total</b>	<b>100.0%</b>

<b>During the past 12 months, has this program...? N=164</b>			
	<b>Yes</b>	<b>No</b>	<b>Total</b>
Changed the number of times a client can get food such that clients get food more frequently	25.6%	74.4%	100.0%
Changed the number of times a client can get food such that clients get food less frequently	3.0%	97.0%	100.0%

<b>During the past 12 months, did this program turn away any clients for any reason? N=179</b>	
	<b>%</b>
Yes	12.3%
No	87.7%
<b>Total</b>	<b>100.0%</b>

<b>During the past 12 months, how often did this program turn away clients for any of the reasons listed below? N=22</b>					
	<b>Frequently</b>	<b>Occasionally</b>	<b>Rare</b>	<b>Never</b>	<b>Total</b>
The program ran out of the food or other things the client(s) needed	0.0%	27.3%	9.1%	63.6%	100.0%
Clients came more often than program rules allow	4.5%	36.4%	13.6%	45.5%	100.0%
Clients behaved violently or in other ways that worried staff	0.0%	9.1%	40.9%	50.0%	100.0%
Clients lived outside the program's service area	0.0%	22.7%	18.2%	59.1%	100.0%
Clients did not have the right identification	0.0%	9.1%	31.8%	59.1%	100.0%
Clients' income was too high for program	0.0%	13.6%	4.5%	81.8%	100.0%
Clients were turned away for some other reason not listed	4.5%	9.1%	22.7%	63.6%	100.0%

Does this program only serve people from a particular area, like those who live inside city, town, or county limits? N=178	
	%
Yes	54.5%
No	45.5%
<b>Total</b>	<b>100.0%</b>

Please describe how these limits on your service area were decided. N=96	
	%
Based on streets or roads	4.2%
Based on ZIP Code	13.5%
Based on city or village limits	5.2%
Based on county limits	53.1%
Based on school system/district	15.6%
Based on some other physical area or limit	8.3%
<b>Total</b>	<b>100.0%</b>

## Facilities

Does this program operate out of a location that the agency...? N=173	
	%
Owns with a mortgage	10.4%
Owns mortgage free	31.8%
Rents / Leases	8.1%
Is provided as a free space	49.7%
<b>Total</b>	<b>100.0%</b>



What best describes the building in which this program is located? N=178	
	%
Church, mosque, synagogue, or other religious building	48.9%
Other building owned by church, mosque, synagogue, or other religious institution	14.0%
Retail, office, or commercial building	15.7%
Apartment building or other building where people live	1.7%
School	2.2%
Truck, van, or car, like a food truck or mobile pantry	1.7%
Indian Reservation Tribal building	0.0%
Farm or farmer's market stand	0.0%
Other	15.7%
<b>Total</b>	<b>100.0%</b>

Does the current location meet this program's needs? N=178	
	%
Yes	85.4%
No	9.0%
Not Sure	5.6%
<b>Total</b>	<b>100.0%</b>

Does this program's location have...? N=178			
	Yes	No	Total
An area where you give out food or serve meals	79.8%	20.2%	100.0%
A storage area for large amounts of food that don't need refrigeration	79.8%	20.2%	100.0%
A freezer	88.8%	11.2%	100.0%
Adequate number of freezers	73.0%	27.0%	100.0%
A cooler or refrigerator	80.9%	19.1%	100.0%
Adequate number of coolers or refrigerators	59.6%	40.4%	100.0%
Office space to meet with clients (to complete intake / or provide referrals), like a reception area, cubical, or office	56.2%	43.8%	100.0%

## Food Bank Assistance

<b>What is the single most helpful good, service, benefit, or product that the Food Bank currently provides to your agency? N=157*</b>	
	<b>%</b>
No/Low-Cost Food	24.8%
General Food Availability	21.7%
Food Delivery	21.0%
Food Item - Proteins	15.3%
Food Bank Support/Information	10.8%
Food Item - Fresh Produce	9.6%
Variety of Food Available	9.6%
Quality Products	7.6%
Quantity of Food Available	4.5%
Food Item - Frozen Foods	3.8%
Food Item - Non-perishable Foods	3.8%
Public Food Assistance Programs	3.8%
Food Bank Staff	3.2%
Community Connections & Partnerships	2.5%
Food Bank Ordering Platform	2.5%
Consistent Food Availability	1.9%
Feeding America Network Affiliation	1.9%
Grant & Fundraising Opportunities/Support	1.9%
COVID Supports	1.3%
Food Item - Dairy Products	1.3%
Mobile Food Pantry	1.3%
Non-food items	1.3%
Personal Care Items	1.3%
Senior specific supplies/commodities	1.3%
Volunteer Support & Coordination	1.3%
Food Bank Trainings	0.6%
Food Item - Holiday Foods	0.6%
Kids Food Program Supports	0.6%
Nutrition Supports	0.6%
Operation Space	0.6%
Utility Assistance	0.6%

*\* Note: While agencies were asked to identify the single most important service, many mentioned multiple activities.*

<b>What is the single most important good, service, benefit, or product that the Food Bank could provide to your agency that would allow you to better serve your clients? N=138*</b>	
	<b>%</b>
Nothing	23.9%
More fresh produce	9.4%
More proteins	7.2%
More variety in food	7.2%
More dairy products	5.8%
More food generally	5.8%
More nutritious food	5.1%
No/lower cost foods	3.6%
Unsure	3.6%
Financial assistance	2.2%
More frozen proteins	2.2%
Assistance with referrals	1.4%
Flexibility in food bank services/provisions	1.4%
Food ordering platform improvement	1.4%
Food preparation & nutrition education assistance	1.4%
Improved food tracking	1.4%
Improved or additional refrigeration/freezers	1.4%
Infant care & food items	1.4%
More consistent selection	1.4%
More user-friendly packaged sizes	1.4%
More variety in food (proteins)	1.4%
More personal care items	1.4%
Ready-made meal options	1.4%
Additional food delivery	0.7%
Additional grant/financial opportunities	0.7%
Additional trainings	0.7%
Client database system improvement	0.7%
Food delivery	0.7%
Food expiration training/information	0.7%
Food pick-up vehicle	0.7%
Grant writing assistance	0.7%
Improved communications with pantries	0.7%
Improved delivery coordination	0.7%
Improved food quality	0.7%
Improved online food ordering	0.7%
Improved or additional technology	0.7%

Improved produce quality	0.7%
Increased access to information	0.7%
Inter-pantry connections	0.7%
Less paperwork	0.7%
Loading dock accommodations	0.7%
Lower food pricing	0.7%
More household items	0.7%
More non-perishable foods & alternatives	0.7%
More variety in food (cereals)	0.7%
More variety in food (shelf-stable)	0.7%
More variety in food (whole grain bread)	0.7%
Online food ordering platform	0.7%
Operational Planning	0.7%
Prepared food boxes	0.7%
Salary assistance	0.7%
Senior personal care items	0.7%
Volunteer support/coordination	0.7%

*\* Note: While agencies were asked to identify the single most important service, many mentioned multiple activities.*

## Client Survey

### Region Breakdown

Respondents by Food Bank Region		
	N	%
Kansas Food Bank	617	47.6%
Harvesters	476	36.8%
Second Harvest	202	15.6%
<b>Total</b>	<b>1295</b>	<b>100%</b>

### Client Characteristics

Age of respondent N=1268	
	%
18-24	4.7%
25-34	13.9%
35-44	18.4%
45-54	18.8%
55-64	21.7%
65-74	15.8%
75+	6.7%
<b>Total</b>	<b>100%</b>

How would you describe your gender identity? N=1272	
	%
Woman	72.3%
Man	27.1%
Gender non-conforming/non-binary	0.5%
Another identity	0.2%
<b>Total</b>	<b>100%</b>

<b>What is the highest level of education you have completed? N=1270</b>	
	<b>%</b>
Less than a high school diploma	18.1%
High school diploma or equivalent (GED)	36.7%
Some college, no degree	23.8%
Associate/Technical degree (AA, AS)	9.3%
Bachelor's degree (BA, BS)	9.0%
Master's degree or Graduate certificate (MA, MS, MPH, MEd)	2.9%
Professional or Graduate degree (MD, DDS, DVM, PhD, EdD)	0.2%
<b>Total</b>	<b>100%</b>

<b>I identify as: (Race &amp;/or Ethnicity) N=1255</b>	
	<b>%</b>
African American/Black	12.8%
Asian American/Asian	0.9%
Caucasian/White	61.7%
Hispanic/Latino/Latina/Latinx	18.3%
Native American or Alaskan Native	1.8%
Pacific Islander	0.1%
Middle Eastern or North African	0.2%
Another Identify	0.2%
Multiple identities	4.1%
<b>Total</b>	<b>100%</b>

<b>Which of the following best describes your current living situation? N=1266</b>	
	<b>%</b>
Live in my own home (house, apartment, condo, trailer, etc.)	78.6%
Live in a household with other people (i.e., roommates)	11.3%
Live in a residential facility, nursing home, or supervised housing	1.7%
Temporarily staying with a relative or friend	4.5%
Temporarily staying in a motel or hotel	1.3%
Temporarily staying in a shelter or transitional living situation	0.6%
Live in car, van, or recreational vehicle/RV	0.9%
Living on the street, abandoned building, camping, or houseless	1.1%
<b>Total</b>	<b>100%</b>

<b>What is the primary language spoken at home? N=1287</b>	
	<b>%</b>
English	85.4%
Spanish	12.9%
German	0.0%
Russian	0.0%
Chinese	0.0%
Vietnamese	0.1%
Korean	0.0%
Bosnian	0.0%
Hmong	0.0%
Arabic	0.3%
Another language	1.3%
<b>Total</b>	<b>100%</b>

<b>Are you currently...? N=1271</b>	
	<b>%</b>
Married/ in a domestic partnership	35.0%
Not married but currently living with a partner	8.7%
Widowed	9.9%
Divorced	18.5%
Separated	5.9%
Single (never married)	22.0%
<b>Total</b>	<b>100%</b>

<b>Have you, or anyone in your household, ever served in the US Armed Forces, Reserves, or National Guard? N=1231</b>	
	<b>%</b>
Currently serving	1.0%
Served in the past, but not now	14.3%
Never served in the military	84.7%
<b>Total</b>	<b>100%</b>

## Household Composition

How many adults, 18 and older, live in your household? N=1276	
	%
1	26.5%
2	44.8%
3	16.6%
4	8.0%
5+	4.1%
<b>Total</b>	<b>100%</b>

How many adults, over the age of 65, live in your household? N=1270	
	%
0	65.2%
1	22.4%
2	11.2%
3	0.9%
4	0.2%
5+	0.1%
<b>Total</b>	<b>100%</b>

How many children, 17 years of age or younger, live in your household? N=1274	
	%
0	49.0%
1	14.4%
2	14.5%
3	12.1%
4	6.0%
5+	4.1%
<b>Total</b>	<b>100%</b>

Single Adult Headed Household w/ Children 17 and under		
	n	%
Yes	82	13.6%
<i>Single adult household percentage taken in proportion to households with children 17 years of age and under</i>		



How many children, 5 years of age or younger, live in your household? N=587	
	%
0	54.9%
1	27.9%
2	13.2%
3	2.8%
4	1.1%
5+	0.2%
<b>Total</b>	<b>100%</b>

Total Household Size N=1267	
	%
1	19.6%
2	21.5%
3	15.7%
4	14.2%
5	12.3%
6	7.8%
7	5.1%
8	2.5%
9	0.9%
10+	0.4%
<b>Total</b>	<b>100%</b>

Average Household		
	Mean	N
Total person in household	3.4	1267
Adults in household	2.2	1276
Adults over 65 in household	0.5	1270
Children under 18 in household	1.2	1274
Children under 6 in household	0.7	587

## Employment & Income

How many adults in the household are currently employed? N=1274	
	%
0	40.2%
1	39.3%
2	15.8%
3	3.3%
4	0.9%
5+	0.5%
<b>Total</b>	<b>100%</b>

Are any adults in the household currently students? N=1271	
	%
Yes	16.7%
No	83.3%
<b>Total</b>	<b>100%</b>

What category best represents the employment status of the adults in your household during the past 12 months? (Select all that apply) N=656	
	%
Self-Employed	13.8%
Working full-time for an employer (30 or more hours per week)	60.4%
Working part-time for an employer (up to 29 hours per week)	27.5%
Working multiple part-time positions for an employer	3.9%
Seasonal Work	7.3%

Please identify any additional sources of income that you, or anyone in your household, received during the last year? (Select all that apply) N=1213	
	%
TANF (Temporary Assistance to Needy Families)	3.0%
SNAP, Food Stamps, EBT or Food Stamp cash out	28.2%
Supplemental Security Income (SSI) or disabled veterans' benefits	19.5%
Social Security, or any kind of private, government, or military pension	34.2%
Unemployment Insurance or Worker's Compensation	8.3%
None of these	33.4%

**Which category best represents the combined monthly income of all members of your household who are 15 years of age or older during the last month? N=1139**

	%
\$0	11.7%
\$500 or less	9.2%
\$501-\$1000	21.1%
\$1001-\$2000	34.1%
\$2001-\$3000	16.0%
\$3001-\$4000	4.6%
More than \$4000	3.3%
<b>Total</b>	<b>100%</b>

**Combined Monthly Household Income during the last month by Household Size**

	1	2	3	4	5	6	7	8	9	10+	Total	SNAP Eligible HH
\$0	37	22	20	18	13	9	4	2	2	0	127	127
\$500 or less	16	23	16	12	14	9	9	3	0	2	104	104
\$501-\$1000	69	55	31	25	33	19	4	2	2	0	240	240
\$1001-\$2000	86	90	63	59	39	24	15	8	2	0	386	300
\$2001-\$3000	17	35	31	32	30	16	16	5	1	0	183	100
\$3001-\$4000	3	11	8	7	3	6	8	5	0	0	51	19
More than \$4000	4	10	6	2	5	4	0	0	4	2	37	6
<b>Total</b>											<b>1128</b>	<b>896</b>
												<b>79.4%</b>

**Which category best represents the combined annual income for your household from all sources during the last year? N=1081**

	%
\$0	7.1%
\$5,000 or less	13.0%
\$5,001-\$10,000	11.1%
\$10,001-\$15,000	15.8%
\$15,001-\$20,000	11.6%
\$20,001-\$25,000	13.3%
\$25,001-\$30,000	7.6%
\$30,001-\$35,000	8.0%
\$35,001-\$50,000	8.7%
More than \$50,000	3.7%
<b>Total</b>	<b>100%</b>

## Food Pantry Use & Preferences

In the last month, how many times did your household get food from any food pantry? N=1219	
Mean	2.0
	%
1	48.2%
2	26.2%
3	8.6%
4	11.8%
5+	5.2%
<b>Total</b>	<b>100.0%</b>

In how many of the past 12 months did your household get food from a food pantry? N=1235	
Mean	7.6
	%
1	10.5%
2	6.3%
3	8.1%
4	5.4%
5	4.3%
6	9.7%
7	3.5%
8	5.5%
9	1.6%
10	6.3%
11	1.1%
12	37.5%
<b>Total</b>	<b>100.0%</b>

How long have you or your household used a food pantry? N=1253	
	%
Less than 1 year	28.6%
1-2 years	26.3%
More than 2 years	45.2%
<b>Total</b>	<b>100.0%</b>

During an average month, how many weeks does the food from the food pantry last you or your household? N=1231	
	%
1 week or less	40.1%
2 weeks	36.7%
3 weeks	12.8%
4 weeks or more	10.3%
<b>Total</b>	<b>100.0%</b>

In a typical month, how much of the food consumed in your household do you get from food pantries? N=1202	
	%
At least half the food we consume	52.2%
Less than half, but more than a quarter	16.0%
Around a quarter	18.3%
Less than a quarter	8.8%
Only a tiny piece of what we consume	4.6%
<b>Total</b>	<b>100.0%</b>

Has there ever been a time that you needed assistance getting food but were not able to use the food pantry? N=1217	
	%
Yes	44.0%
No	56.0%
<b>Total</b>	<b>100%</b>

What prevented you from being able to access the food pantry? (Select all that apply) N=526	
	%
Hours of operation	38.5%
Lack of transportation	49.1%
Already used the food pantry during a given period	29.9%
Didn't have necessary documents	11.0%
Embarrassed to use food pantry	8.0%
Wait time is too long at pantry	7.6%
Other	13.1%

<b>At an ideal food pantry, what programs or services would be provided that you would find most useful? N=1293</b>	
	<b>%</b>
Cooking or nutrition information	44.4%
Clothing assistance or Thrift Shop	49.4%
Food Delivery or Mobile Pantry Services	46.1%
Help with enrollment in assistance programs (SNAP, WIC, Medicaid, etc.)	33.7%
Utility assistance	53.4%
Housing or rent assistance	43.3%
Transportation assistance	28.1%
Job search and readiness training	26.7%
Educational programs or assistance (GED)	25.2%
Household items	57.8%
Infant care items (diapers, formula, baby food)	31.0%
Period products (pads, tampons, liners)	35.3%
Personal care items (shampoo, adult diapers, toothpaste)	59.4%
Up to date website or social media page	28.5%
Opportunity for client input in pantry operations	33.9%

<b>What type of food products do you most want or need, but do not usually get from the food pantry? (Select up to THREE) N=1108</b>	
	<b>%</b>
Fresh fruits and vegetables	59.4%
Prepared ready to eat foods (e.g., salads & sandwiches)	14.0%
Protein food items (meat/poultry/fish)	56.4%
Grains (bread, pasta, etc.)	10.6%
Dairy products (milk, cheese, yogurt)	36.1%
Savory snack foods (chips, cheese puffs, pretzels)	6.6%
Sweet snack foods (cakes, candy, pastries)	5.2%
Frozen meals	12.5%
Non-perishable packaged meal options (e.g., Beefaroni, mac & cheese, Hamburger Helper)	10.1%
Soups	4.3%
Sweetened beverages	2.6%
Baby food &/or formula	4.1%
Water	16.7%

## Food Security Status

Food Insecurity Rates N=1095	
	%
Marginal Food Security	24.3%
Low Food Security	34.8%
Very-low Food Security	40.9%
<b>Total</b>	<b>100.0%</b>

How often were the following statements true for you or your household in the last 12 months?					
	Often true	Sometimes true	Never true	N	Total
"The food that I/we bought just didn't last, and I/we didn't have money to get more."	41.2%	42.7%	16.1%	1215	100%
"I/we couldn't afford to eat balanced meals."	32.7%	41.7%	25.6%	1233	100%

In the last 12 months, did you or anyone in your household ever cut the size of your meals or skip meals because there wasn't enough money for food? N=1218	
	%
Yes	50.9%
No	49.1%
<b>Total</b>	<b>100%</b>

How often did this happen? N=596	
	%
Almost every month	52.5%
Some months, but not every month	36.6%
In only 1 or 2 months	10.9%
<b>Total</b>	<b>100%</b>

In the last 12 months, did you or anyone in your household ever eat less than they felt they should because there wasn't enough money for food? N=1188	
	%
Yes	50.4%
No	49.6%
<b>Total</b>	<b>100%</b>

In the last 12 months, were you or anyone in your household ever hungry but didn't eat because you couldn't afford enough food? N=1213	
	%
Yes	37.9%
No	62.1%
<b>Total</b>	<b>100%</b>

### Trade-offs

In the past 12 months, have you or anyone in your household ever had to choose between paying for food and paying for...?				
	Yes	No	N	Total
Medicine/Medical Care	41.1%	58.9%	1186	100%
Utilities	49.2%	50.8%	1195	100%
Housing	37.8%	62.2%	1187	100%
Transportation	33.2%	66.8%	1164	100%
Education Expenses	11.1%	88.9%	1131	100%
Child Care*	16.1%	83.9%	523	100%

\*Rates based on households with children under 17

### Additional Food Sources & Coping Strategies

Do any children in your household currently participate in any of the following? N=569			
	Yes	No	Total
Free or reduced-price school breakfast &/or lunch program	61.9%	38.1%	100%
After school snack or meal program	14.9%	85.1%	100%
Summer food program for kids	22.4%	77.6%	100%
Backpack weekend food program	9.3%	90.7%	100%
School food pantry	7.7%	92.3%	100%
Children's mobile pantry	2.2%	97.8%	100%
None of these	33.5%	66.5%	100%



<b>People may use different sources to get the food they need. In the past 12-months, which of these resources have you or anyone in the household used to get the food you need?</b>				
	<b>Yes</b>	<b>No</b>	<b>N</b>	<b>Total</b>
SNAP/ Food Stamp program	31.4%	68.6%	1231	100%
WIC Program (Women, Infant, & Children)*	38.3%	61.7%	241	100%
Senior Box (provided through a food pantry)	7.0%	93.0%	1231	100%
Meals on Wheels	3.2%	96.8%	1231	100%
Senior meal program (Senior Center, Nutrition Center, etc.)	2.1%	97.9%	1231	100%
Mobile food pantry	18.4%	81.6%	1231	100%
None of these	44.6%	55.4%	1223	100%

\*Based on households with children under the age of 5

<b>What strategies have you, or anyone in your household, used to make your food budget go further over the past 12 months?</b>				
	<b>Yes</b>	<b>No</b>	<b>N</b>	<b>Total</b>
Sold or pawned personal property	27.0%	73.0%	1186	100%
Eaten food past expiration date	44.9%	55.1%	1186	100%
Purchased food in dented or damaged packages	43.2%	56.8%	1186	100%
Purchased the least expensive food, even if it wasn't the healthiest option	61.4%	38.6%	1186	100%
Watered-down food or drinks	20.8%	79.2%	1186	100%
Gone to more than one food pantry	46.0%	54.0%	1186	100%
None of these	15.0%	85.0%	1185	100%

### Supplemental Nutrition Assistance Program (SNAP) Use

<b>During an average month, how many weeks do your snap benefits typically last you or your household? N=384</b>	
	<b>%</b>
1 week or less	12.9%
2 weeks	33.9%
3 weeks	34.4%
4 weeks or more	18.7%
<b>Total</b>	<b>100%</b>

You indicated that you don't use SNAP/Food Stamps. What is the main reason you don't use this program? N=702	
	%
Haven't applied	59.1%
Applied, but didn't/no longer qualify	40.9%
<b>Total</b>	<b>100%</b>

What is the main reason for not applying for SNAP/Food Stamps? N=380	
	%
Didn't think I was eligible	44.3%
Never heard of the program	14.9%
Personal reasons	15.7%
Too hard to apply	11.6%
Another Reason	13.5%
<b>Total</b>	<b>100%</b>

What is the main reason for not qualifying for SNAP/Food Stamps? N=280	
	%
Application issues/ application too difficult	7.3%
Assets too high	9.1%
Income too high	55.9%
Exhausted qualification	2.1%
Not sure	12.6%
Another reason	12.9%
<b>Total</b>	<b>100%</b>

## Health

Would you say that in general your health is...? N=1246	
	%
Excellent	6.0%
Very Good	12.7%
Good	37.4%
Fair	31.0%
Poor	12.9%
<b>Total</b>	<b>100.0%</b>

Presence of Health Condition/Circumstance in Households		
	%	N
Diabetes	39.5%	1219
High Blood Pressure or Hypertension	57.2%	1224
High Cholesterol	46.6%	1214
Uninsured	46.9%	1205

Presence of Health Condition/Circumstance in Adults*	
	%
Diabetes (among 2565 adults in client households)	23.4%
High Blood Pressure or Hypertension (among 2587 adults in client households)	33.4%
High Cholesterol (among 2563 adults in client households)	26.1%
Uninsured (among 3875 adults & children in client households)	26.7%
<i>*Rates of uninsured include adults and children in the household</i>	