Food Assistance & Hunger in the Heartland 2021

Report for Ozarks Food Harvest

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Prepared for:

Ozarks Food Harvest

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This report has been prepared for Ozarks Food Harvest and includes results obtained from the food bank's 28-county service area. All food pantries included in the study are affiliated with Ozarks Food Harvest. Likewise, clients interviewed for the study received services at a food pantry affiliated with the food bank. 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[1] from this study is included directly below. The main body of this report includes Agency Survey Key Findings and Client Survey Key Findings which provide more detail. The Complete Study Findings, including all data from the study, are included at the end of the document.

Agency Characteristics

Staffing
- o 47% of food pantries have paid staff.
- o 38% of all pantries report employing at least one full-time staff person.
- o 29% of all pantries report employing at least one part-time staff person.
- o 53% of food pantries have no paid staff and rely entirely on volunteers.

Volunteers
- o Each food pantry utilizes an average of 31 volunteers each month.
- o An average of 283 hours of service are provided by volunteers at each pantry each month.
- o 61% of volunteers are 60 years of age or older.

Nutrition assistance programs
- o At least 56% of food pantries provide some form of referral, information, or assistance related to the Supplemental Nutrition Assistance Program (SNAP).
- o 51% provide referrals for the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).

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[1] Percentages in this section are rounded to the nearest whole number.

Client Counts & Impact of COVID-19

Client counts
- o Food pantries vary greatly in terms of the number of households they serve. An average food pantry serves 232 unduplicated (unique) households each month. Households are reached an average of 337 times each month.
- o Unduplicated count: Within the Ozarks Food Harvest region, 50,730 unduplicated (unique) clients are served in an average month and 84,212 are served annually. An estimated 19,972 unduplicated households are served in a typical month and 33,154 are served annually.
- o Duplicated count: Within the Ozarks Food Harvest region, clients are reached 68,655 times in an average month and 823,864 annually. Households are reached 27,030 times in a typical month and 324,356 annually.

Changes in client counts
- o 48% of pantries report serving more clients in 2021 compared to 2020.
- o 29% report serving fewer clients in 2021 compared to 2020.

Impact of Covid-19
- o 62% of pantries were serving more people who were impacted by Covid-19 in 2021 compared to 2020 (e.g., from business closures, layoffs).
- o 85% of pantries changed the way they distributed food (e.g., changing to drive-thru distribution).

Client & Household Characteristics

Household composition
- o 42% of all households have a least one adult over the age of 65.
- o 32% have at least one child under 18 years of age.
- o 14% have at least one child under six years of age.
- o 24% of households with children are headed by a single adult.

Client demographics
- o 88% of client respondents identify as Caucasian/White.
- o 1% identify as African American/Black.
- o 3% identify as Hispanic/Latino/Latina/Latinx.
- o 71% of respondents identify as a woman.
- o 6% of clients live in temporary housing or are houseless.
- o 81% have a high-school degree or higher level of education.

Veteran status
- o 18% of households include someone who previously served in the U.S. Armed Forces, Reserves, or National Guard.

Employment and income
- o 36% of households have at least one working adult.
- o 19% of all households have a member who is working full-time.
- o 61% of all households make $15,000 or less per year.

Food pantry use
- o 32% of households used a food pantry more than once a month in the summer of 2021.
- o 48% of households used a pantry every month during the past year.
- o 57% reported using a food pantry for more than two years.
- o 52% of households get at least half of the food they consume in a typical month from a food pantry.

Food security
- o 64% of households experience food insecurity.
- o 30% experience very low food security (indicated by disrupted eating patterns and reduced food intake).
- o 34% experience low food security (indicated by reduced quality, variety, and desirability of diet).
- o 36% experience marginal food security (indicated by anxiety over food sufficiency).

SNAP eligibility and use
- o 74% of households have incomes making them eligible for SNAP.
- o Only 46% of client households have used SNAP in the previous year.

Use of child nutrition assistance programs
- o 44% households with children five and under used WIC in the previous year.
- o 67% of households with children under 18 participate in free or reduced-price breakfast or lunch.

Health
- o 41% of all households have a member with diabetes or pre-diabetes.
- o 63% have a member with high blood pressure.
- o 48% have a member with high cholesterol.
- o 34% have a member without health insurance of any kind.

Trade-offs
- o 36% of households had to choose between paying for food and *medicine/medical care* in the past 12 months.
- o 41% had to choose between paying for food and *utilities*.
- o 28% had to choose between paying for food and *housing*.
- o 29% had to choose between paying for food and *transportation*.
- o 4% had to choose between paying for food and *education expenses*.
- o 12% of those with children under 18 had to choose between paying for food and *childcare*.

Coping strategies
- 64% of households purchased the least expensive food in the past 12 months, even if it wasn't the healthiest option.
- 48% purchased food in dented or damaged packages.
- 47% consumed food past its expiration date.
- 21% sold or pawned personal items.
- 18% watered down food or drinks.

1 Introduction and Background

Food Assistance and Hunger in the Heartland 2021: Report for Ozarks Food Harvest 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 Ozarks Food Harvest and includes results obtained from the food bank's 28-county service area. All food pantries included in the study are affiliated with Ozarks Food Harvest. Likewise, clients interviewed for the study received services at a food pantry affiliated with the food bank. 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*[2] study and to provide reliable and current information for Ozarks Food Harvest. 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 Missouri

There is a critical need for food assistance of all types in Missouri. The USDA Economic Research Service[3] reports that 11.5% of all Missouri households were food insecure in 2020 (the most recent year for which data is available). 6.4% of all Missouri households experienced *low* food security[4] and 5.1% experienced *very low* food security[5]. In total, this equates to approximately 693,000 people in Missouri who may sacrifice the quality, variety, or desirability of their diet or go hungry at times during the year.

Findings from *Food Assistance and Hunger in the Heartland 2021: Report for Ozarks Food Harvest* show that the issue is dramatically worse for those using food pantries. Researchers

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[2] Feeding America Hunger in America 2014 study at https://www.feedingamerica.org/research/hunger-in-america.
[3] USDA Household Food Security in the United States in 2020 report at https://www.ers.usda.gov/publications/pub-details/?pubid=102075.
[4] 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/.
[5] 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/.

found that 64% of food pantry client households in the food bank's service area are food insecure. An estimated 34% of food pantry client households have *low* food security and 30% have *very low* food security.

Ozarks Food Harvest 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*[6] shows that only 46% of Missouri's food insecure individuals 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. 17% of Missouri's food insecure individuals 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). An additional 37% 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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[6] Feeding America Map the Meal Gap at https://map.feedingamerica.org/.

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 report only include those obtained from food pantries operating in the Ozark Food Harvest service area and clients served at those food pantries.* Figure 1 shows the study area for this report.

Figure 1. Ozarks Food Harvest service area
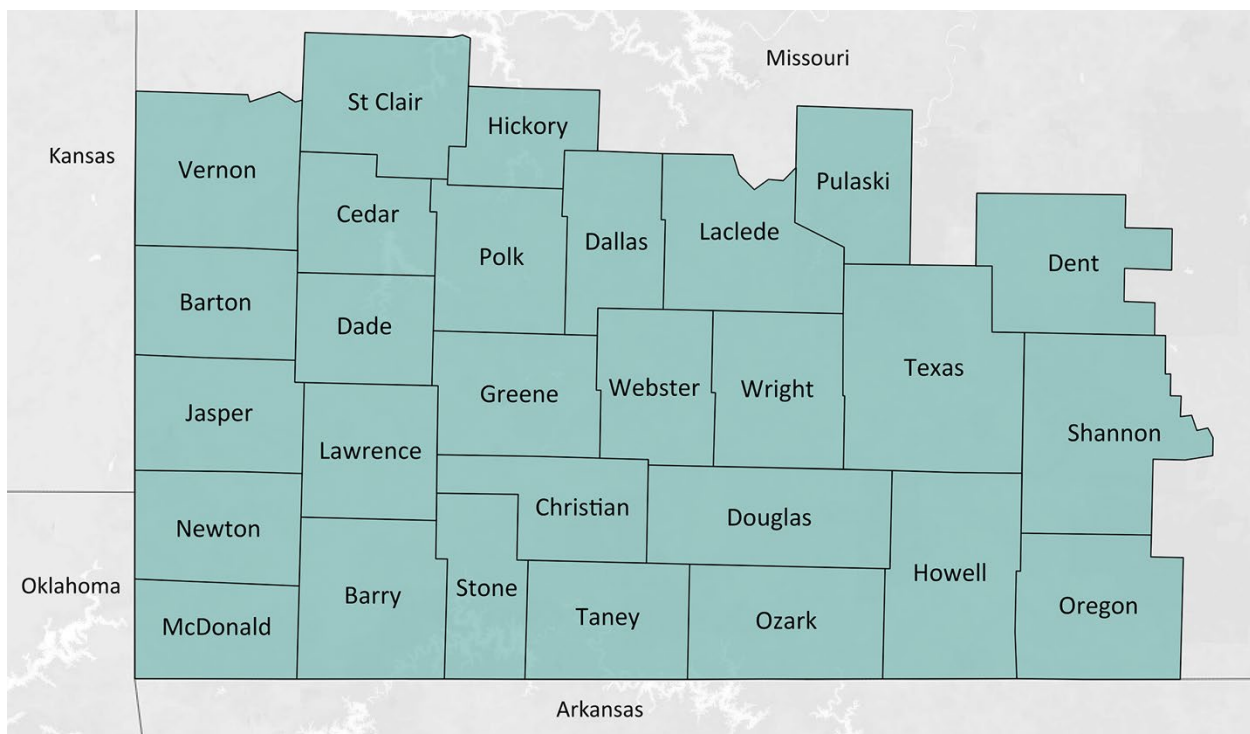
Study and sample design were led by the team of ICFS researchers and involved an advisory group composed of the Feeding Missouri State Director and at least one Feeding Missouri-affiliated regional food bank representative selected by their respective Executive Directors. A representative from the Kansas Food Bank was included as well.

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 at 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*[7] 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 food pantries in the study area. Participants were recruited through their connection with Ozarks Food Harvest. Participants self-selected to participate through recruitment emails distributed through the food bank's email listserv. Emails were sent to all agencies and agency contacts included in the listserv.

To be eligible to participate, respondents needed to be 1) at least 18 years of age, 2) English-speaking, 3) self-identified as a director of a food pantry affiliated with Ozarks Food Harvest, and 4) included in the food bank's 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

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[7] Feeding America Hunger in America 2014 study at https://www.feedingamerica.org/research/hunger-in-america.

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 though 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*[8] 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 face-to-face surveys with food pantry clients in the Ozarks Food Harvest service area. This sample size ensured that data could be reported for the entire state of Missouri and for each region at a 95% confidence level and 4% +/- confidence interval.

Within Ozark Food Harvest service area, a target sample size was established for each food pantry that served at least 0.75% of all food pantry clients in the 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 the 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 the region is calculated using *only* numbers from pantries that met the minimum threshold.
- Then, the individual pantry percentage from the step above was multiplied by 600 to establish the target number of surveys for each pantry in the 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. A regional coordinator carried out this step by contacting food pantry representatives by phone or email. During this communication, the regional coordinator 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

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[8] Feeding America Hunger in America 2014 study at https://www.feedingamerica.org/research/hunger-in-america.

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. One regional coordinator coordinated on-the-ground research activities in each of the region. The regional coordinator 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 an administrative assistant who assisted with human resource and accounting tasks; a temporary technical staff person who assisted with processing incentives; and the University of Missouri Accounting department that processed incentive payments.

Four interviewers were employed during the summer of 2021 to provide coverage in the region. Interviewers were undergraduate and graduate students affiliated with various colleges and universities. Upon being hired, interviewers completed University of Missouri Institutional Review Board training along with training provided by the project director and senior project coordinator. Additional training was provided by the regional coordinator.

Client Survey Implementation

The regional coordinator was 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.

A total of 55 agencies affiliated with Ozarks Food Harvest responded to the agency survey[9], representing a 66.3% response rate among all agencies affiliated with the food bank. Responding agencies account for 70% of food pantry clients served within the Ozarks Food Harvest service area. Table 1 provides a summary of the number of responses and the response rate for the region.

Table 1. Agency survey responses and response rate

Food Bank Region	Responding Agencies	Total Agencies	Response Rate
Ozarks Food Harvest	55	83	66.3%

The majority of food pantries (65.5%) are faith-based operations or located in religious institutions, while 29.1% of agencies are non-faith-based nonprofits or private organizations. The remainder are community action agencies (3.6%) or other types of agencies (1.8%).

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 Ozarks Food Harvest makes up the largest portion of food (72.6%) distributed by agencies. Among other food sources, local donations account for 11.1% of food distributed, purchased food accounts for 10%, and government product accounts for 6.3%. This breakdown is shown in Figure 2.

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[9] 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=55)

Legend:
- Local donations
- Food bank
- Purchased
- Government product donations

Pie chart values: 11.1%, 72.6%, 10.0%, 6.3%
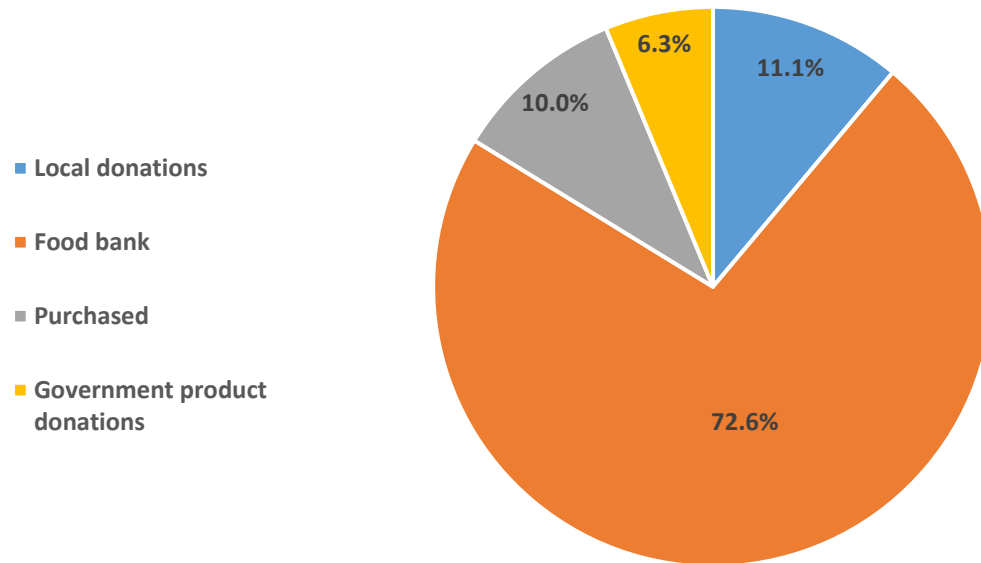
Among donated food sources, over three-quarters of agencies (78.8%) receive local donations from churches or religious organizations. Local food drives are a source of local donations for 76.9% of agencies. Farmers are a source of local donations for 57.7% of agencies. Local stores are a source of local donations for 55.8% of agencies. In addition, 51.9% 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, Ozarks Food Harvest provides 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. Non-meat proteins like beans, eggs, peanut butter, and nuts are purchased by 63.5% of agencies. Over half of the agencies surveyed (59.6%) purchase bread, rice, cereals, and pastas; milk, yogurt, and cheese by 55.8% of agencies; and canned or frozen fruits and vegetables by 51.9% of agencies.

Given the support provided by regional food banks to their partner agencies, it isn't surprising that 96.2% 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 (92.3%) report having enough food to meet client needs. Figure 3 provides a detailed breakdown of how partner agencies rate 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=52)

- The program had a lot more food than needed to meet clients' needs
- The program had somewhat more food than needed to meet clients' needs
- The program had enough food to meet clients' needs
- The program had somewhat less food than needed to meet clients' needs
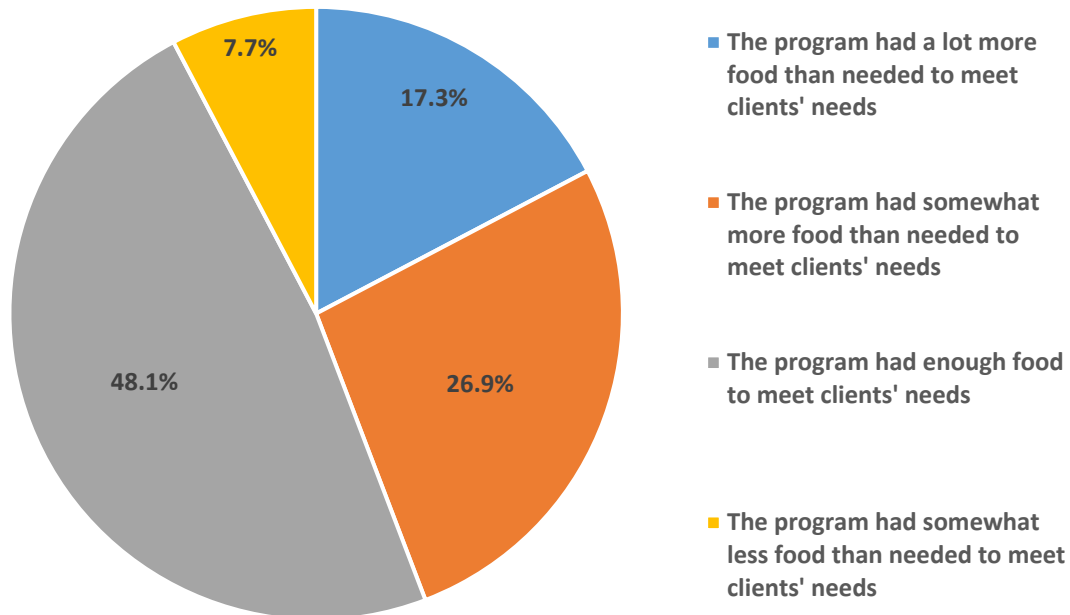
Staffing & Training

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.

47.3% of agencies report having at least one paid staff to support food pantry operations. Conversely, 52.7% of agencies have no paid staff. For additional details, see Table 2 below which provides a breakdown of full-time staff (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 the region.

Table 2. Pantry staffing (N=55)

Number of Staff	Full-Time Staff	Part-Time Staff	Total Paid Staff
0	61.8%	70.9%	52.7%
1	14.5%	7.3%	10.9%
2	5.5%	9.1%	9.1%
3	3.6%	5.5%	7.3%
4	0.0%	0.0%	1.8%
5+	14.5%	7.3%	18.2%
Total	**100%**	**100%**	**100%**

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 300 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 31 volunteers each month. These volunteers contribute an average of 283 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=48)

Number of Volunteers and Hours Worked	Mean	Max
How many volunteers give time to this program in an average month?	31	300
How many total hours do volunteers give to this program in an average month?	283	1500

The primary sources of volunteers for most food pantries are the food pantries themselves (84.9%), which rely heavily on recruiting and maintaining volunteers already connected to the agency, and religious groups (75.5%). Other sources include court-ordered community service (45.3%), food pantry clients (39.6%), and K-12 school programs (37.7%). Figure 4 provides a more complete breakdown of the sources of food pantry volunteers for agencies.

Figure 4. Sources of volunteers (N=53)

Volunteers already connected to the agency	84.9%
Religious groups	75.4%
Court-ordered community service	45.3%
Clients	39.6%
Kindergarten through 12th grade school programs	37.8%
Companies or business groups	26.4%
Some other source	18.9%
Colleges/Universities	17.0%
Other civic/Nonprofit organizations (non United Way)	15.1%
Volunteers connected to your regional food bank	9.5%
National Guard	1.9%

By and large, most food pantry volunteers (61.2%) are 60 years of age or over. Approximately one-third (33.6%) are between 19-59 years of age and 5.2% 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=52)

- ≤18
- 19-59
- 60+

5.2%
33.6%
61.2%
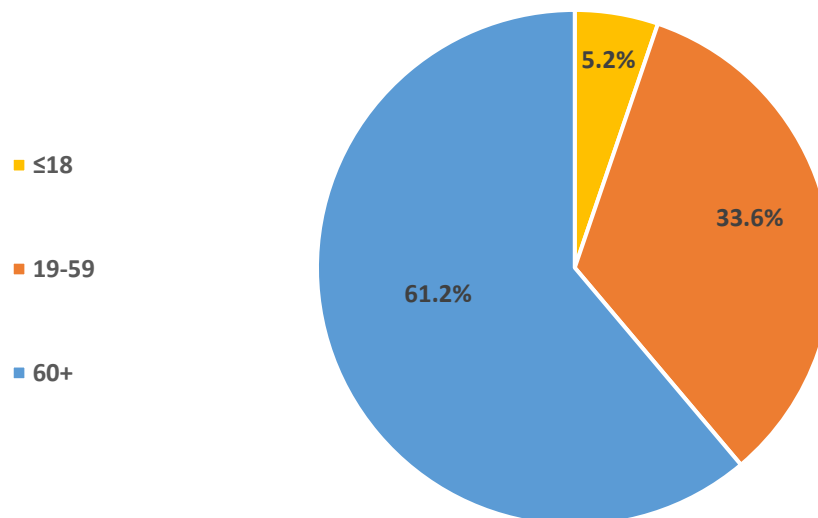
In terms of volunteer acquisition and retention, most food pantries report that they have little difficulty keeping volunteers who are already involved or new volunteers who come to their organization. In essence, engaged volunteers tend to stay engaged. For many pantries volunteer recruitment, or finding new volunteers, is an issue, with 42.3% of agencies reporting they have "some difficulty" and 28.8% indicating they have "a lot of difficulty" with this task. Despite this difficulty, most pantries (51.9%) felt confident in their ability to keep volunteers engaged.

Figure 6. Volunteer acquisition and retention (N=51)
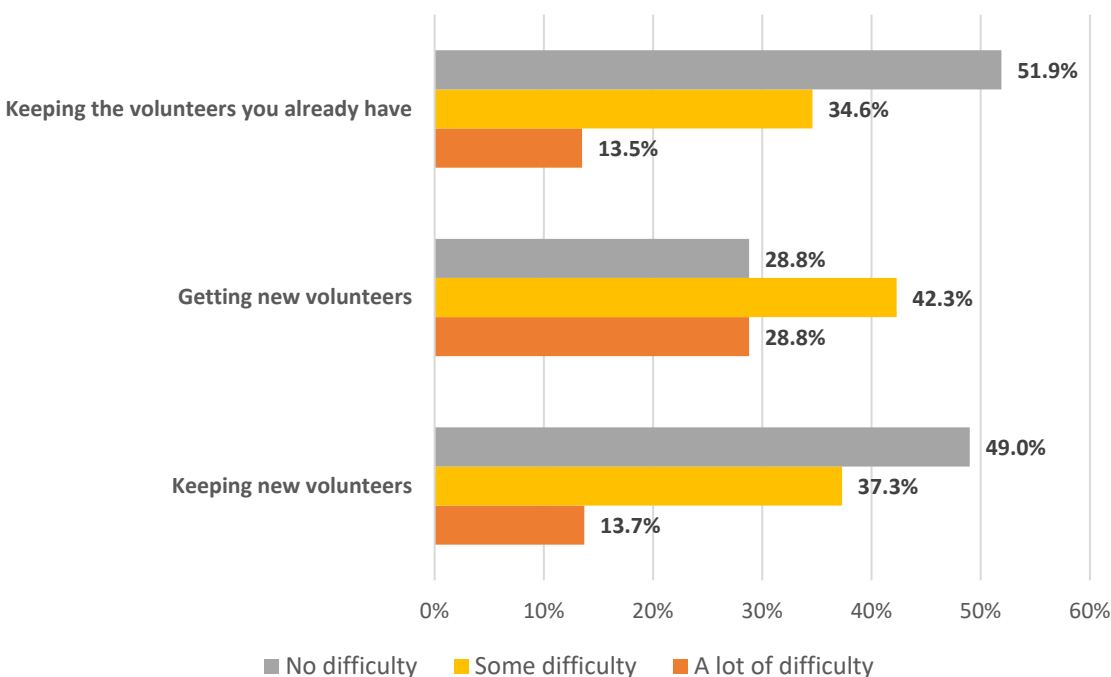
53.8% of pantries report that COVID-19 has made it more difficult to get and keep volunteers, whereas 38.5% said that volunteer recruitment and retention was "about the same" and 7.7% said that it was "easier."

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. Fundraising and grant writing was the only needed training topic identified by at least half (66.7%) of the agencies.

Table 4. Staff and volunteer training needs (N=51)

Training Topics	A lot of training is needed	Some training is needed	No training is needed
Nutrition education	0.0%	35.3%	64.7%
Training in food safety and sanitation	3.9%	33.3%	62.7%
Accessing local food resources	2.0%	35.3%	62.7%
Advocacy training	0.0%	27.5%	72.5%
Food Stamp (SNAP) application assistance and outreach	2.0%	29.4%	68.6%
Summer feeding programs	2.0%	17.6%	80.4%
Fundraising/grant writing training	15.7%	51.0%	33.3%
Client choice training	0.0%	17.6%	82.4%
Technology assistance	9.8%	33.3%	56.9%
Social media training	2.0%	31.4%	66.7%
Nonprofit management/board governance	5.9%	11.8%	82.4%
Volunteer recruitment/retention/staff succession planning	9.8%	27.5%	62.7%
Disaster training	5.9%	33.3%	60.8%

Even if trainings were to be made available, 27.9% of agencies said they were unsure whether staff/volunteers would have time to participate. 18.6% 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 96.3% of agencies). Religious institutions are also a common funding source, with 77.8% of responding pantries

receiving funds from religious organizations. The next most common funding sources for pantries included their regional food bank (48.1%), corporations (31.5%), government sources (25.9%), and foundations (25.9%). Figure 7 provides a detailed breakdown of the prevalence of funding sources among responding pantries.

Figure 7. Agency funding sources (N=54)
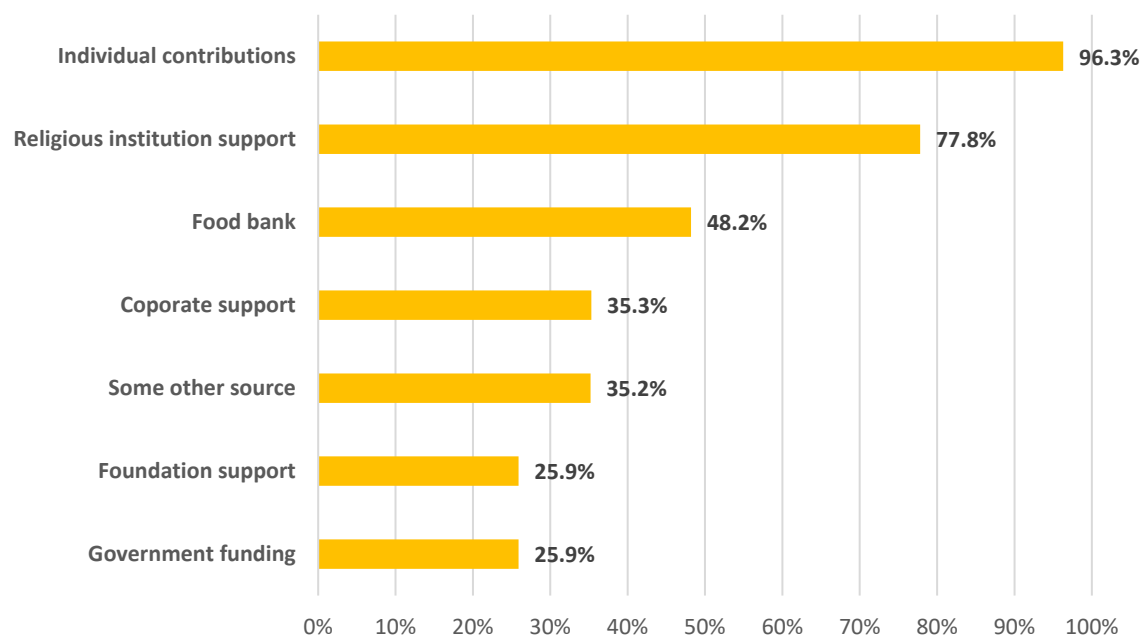
Strategic plans are important for helping organizations establish organizational values, goals, and priorities. They can also provide direction for how resources are allocated to meet client needs. 40% of responding agencies do not have a written strategic plan that includes items related to their food pantry. 21.8% were unsure if their agency has a strategic plan that includes items related to their food pantry. For the 38.2% of pantries that do have a written strategic plan, about one-third (38.1%) 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.

More than half of agencies (52.7%) report that they 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 (50.9%) followed by cooking demonstrations or tastings (14.5%) and workshops/classes on nutrition, health issues, or shopping on a budget (12.7%). Additional information about nutrition activities at pantries is shown in Table 5.

Table 5. Nutrition activities at food pantries (N=55)

Nutrition Activities	Provide	Refer	Neither
Fliers or written materials on nutrition and health	50.9%	0.0%	49.1%
Cooking demonstrations or tasting of healthier foods	14.5%	9.1%	76.4%
Workshops or classes on nutrition, health issues, or shopping on a budget	12.7%	10.9%	76.4%
Cooking classes	5.5%	1.8%	92.7%
Workshops or classes on specific health problems related to nutrition (e.g., diabetes)	3.6%	10.9%	85.5%
Training on gardening skills	7.3%	9.1%	83.6%
One-on-one meetings with dietician or other person trained to help people with nutrition and health	7.3%	3.6%	89.1%
Referring clients to activities related to nutrition or eating better at other locations	1.8%	14.5%	83.6%

Nutrition education activities at food pantries are led by a variety of personnel, with many pantries using more than one source. Among agencies offering nutrition education, 65.5% use Extension staff to lead activities. Local nutritionists or health professionals also lead activities at 41.4% of pantries. Nutrition activities at pantries are also led by pantry volunteers (34.5%), pantry staff (24.1%), or staff from local colleges/universities (20.7%). Figure 8 below provides a more detailed breakdown of nutrition education implementation.

Most food pantry directors surveyed (80%) report that it is "very important" to their agency to serve "healthier" foods like fruits, vegetables, milk, whole grains, and lean meats. 18.2% report that the ability to serve these "healthier" options is at least "somewhat important." Despite this acknowledgement of the importance of healthier food options, 68.5% 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."

Figure 8. Who leads nutrition activities at food pantries? (N=29)

Category	Percentage
Extension staff	65.5%
Local nutritionists or other health professionals	41.4%
Agency volunteers	34.5%
Agency staff	24.1%
Staff from local colleges/universities	20.7%
Food bank staff	3.4%
Some other person/agency	3.4%
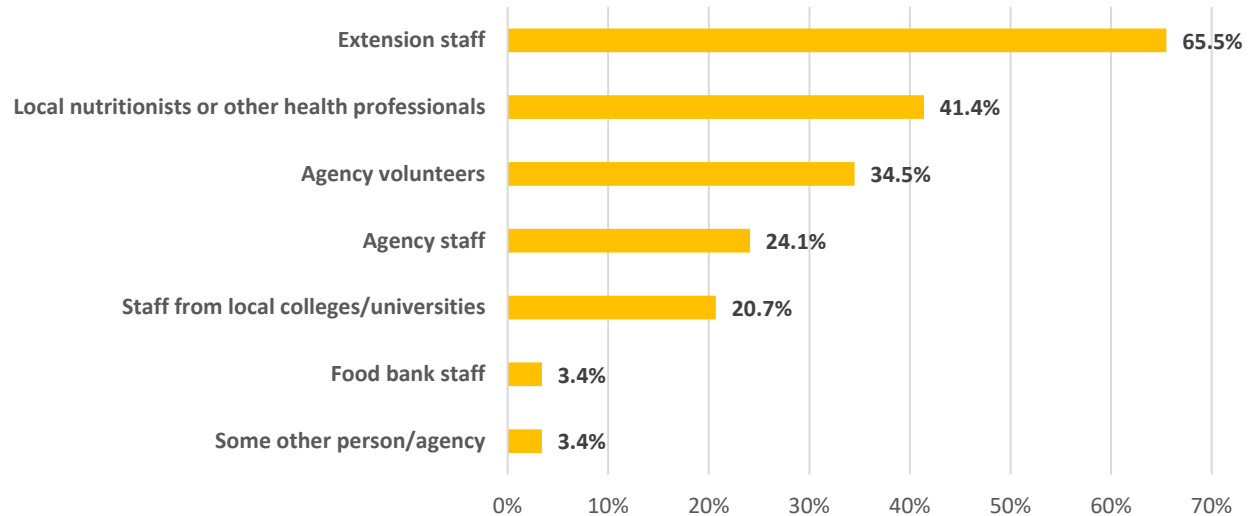
Agencies were also asked about the challenges they face when trying to provide healthier food. Cost is the issue noted by most agencies (63.6%), followed by lack of coolers or freezers to store healthier food (54.5%), a general lack of storage space (50.9%), and the perception that clients don't know how to handle or prepare healthier food (41.8%). Additional barriers are noted in Figure 9 below.

Figure 9. What prevents agencies from giving out healthier foods? (N=55)

Category	Percentage
It costs too much money to purchase	63.6%
Lack the coolers/freezers required to store healthier foods	54.5%
Lack storage space	50.9%
Clients don't know how to handle/prepare healthier foods	41.8%
Can't get healthier foods from other donors/food sources	38.2%
We can't get healthier foods through the Food Bank	32.7%
Clients don't want to eat/choose healthier foods	30.9%
Hours limit ability to serve produce/healthier food	29.1%
Clients aren't able to store perishable foods	29.1%
Electrical system won't support coolers/freezers for…	18.2%
Giving out/serving "healthier" foods is not a goal agency	5.5%
We are not sure what foods are considered healthier	1.8%

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. 72.7% of pantries provide screenings on-site or refer clients elsewhere to figure out if they are eligible for SNAP. 67.3% of agencies provide education on-site or refer clients elsewhere to get education about SNAP.

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=55)

SNAP-related Services	Provide	Refer	Neither
Education to let clients know about SNAP	32.7%	34.5%	32.7%
Refer to the food bank for SNAP Application Assistance	27.3%	29.1%	43.6%
Screening to help clients figure out if they are eligible for SNAP	27.3%	45.5%	27.3%
Assistance filling out applications for SNAP	21.8%	43.6%	34.5%
Help re-certifying for SNAP benefits	14.5%	43.6%	41.8%

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 58.3% of pantries with SNAP-related services. Other organizations provide services at 54.2% of pantries. Agency volunteers (37.5%) and food bank staff (20.8%) also provide services on-site at pantries.

Figure 10. Personnel or agency responsible for providing SNAP-related services (N=24)
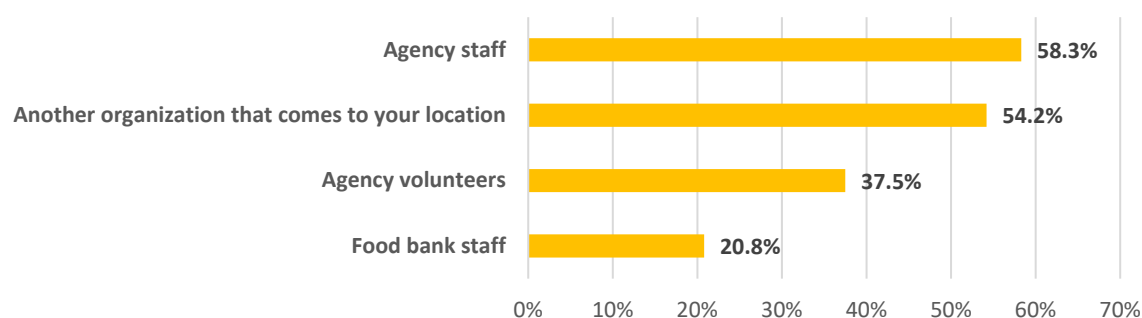
Among the pantries that do not provide SNAP-related services, 100% of agencies report that SNAP services are not part of the agency's activities or priorities. 72.7% of pantries face physical limitations to providing SNAP-related serves, and 72.7% don't have enough volunteers or staff. Other limitations include not having enough time (63.6%), training (63.6%), and equipment (63.6%).

Figure 11. Reasons for not providing SNAP-related services (N=11)
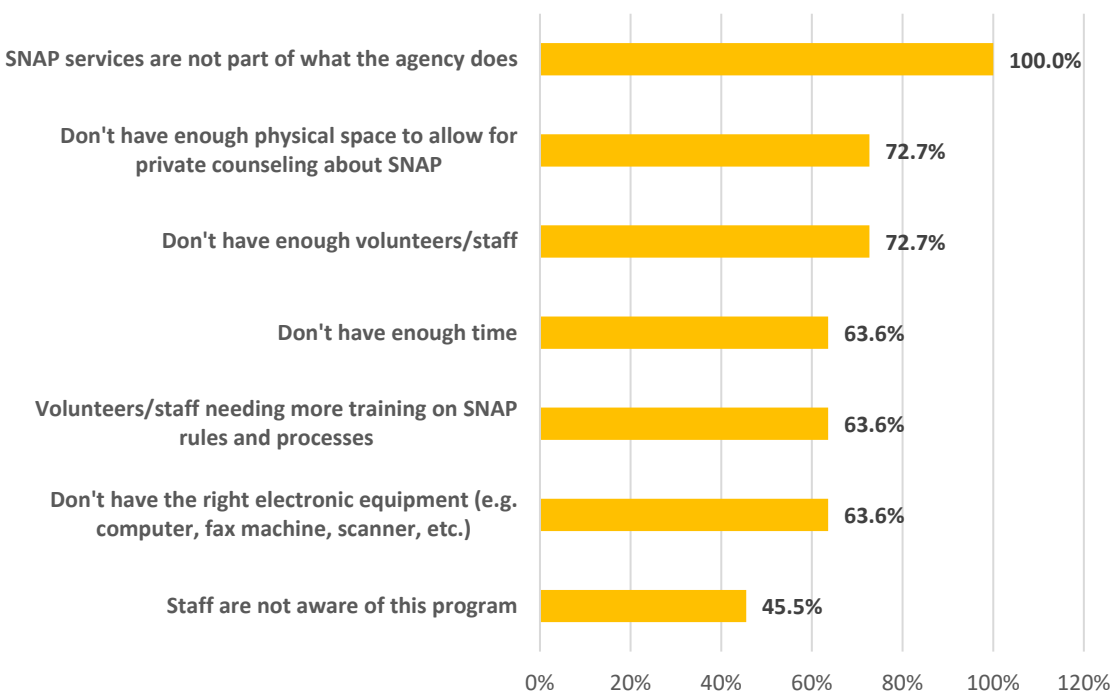
Involvement with Other Federal Support Programs

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.

Most pantries had some involvement in utility assistance programs (62.4%), and the Special Supplemental Nutrition Assistance Program for Women, Infants, and Children (WIC) programming (52.8%), whether they provided direct assistance or referrals to other agencies. Most pantries didn't engage directly with other programs identified in the survey, and only approximately 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, and Supplemental Security Income.

Table 7. Federal program assistance provided (other than SNAP) (N=53)

Federal Programs	Direct Assistance	Referral	Neither
Utility assistance	32.1%	32.1%	35.8%
Medicaid or other health care programs	9.4%	35.8%	54.7%
The Temporary Assistance for Needy Families (TANF) program	9.4%	35.8%	54.7%
Housing assistance like Section 8	5.7%	41.5%	52.8%
Tax preparation or earned income tax credit (EITC) assistance	0.0%	26.4%	73.6%
Supplemental Security Income	3.8%	34.0%	62.3%
WIC, the federally funded health and nutrition program for women, infants, and children	1.9%	50.9%	47.2%

Half of pantries (50%) provided food through the USDA Emergency Food Assistance Program (TEFAP/EFAP). 38.9% of agencies provided food from the Commodity Supplemental Food Program (CSFP).

Figure 12. USDA commodity food program participation (N=54)
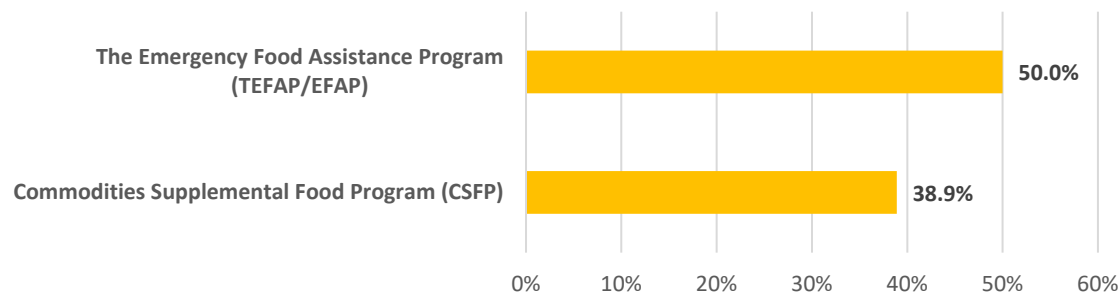
Operations

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 (81.5%) 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 18 years. Figure 13 shows the distribution of years of operation among responding food pantries.

Figure 13. Years of operation (N=52)
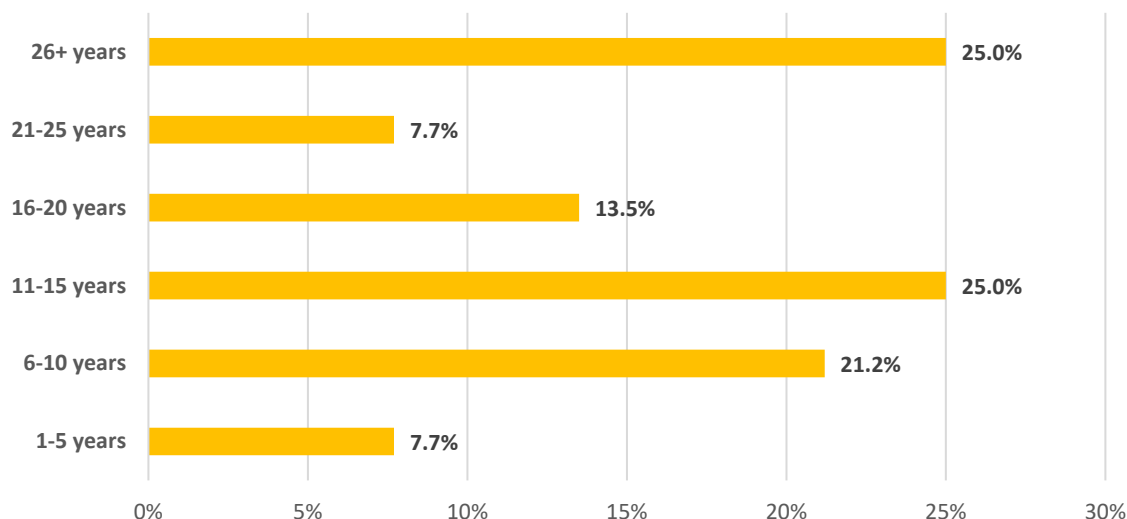
Pantries are open for an average of 9 days each month, with a range from 1 to 20 days. Pantries are open for an average of 39 hours each month, with a range from 2 to 160 hours.

Table 8. Hours of operation (N=52)

Hours of Operation	Mean	Min	Max
Average open days each month	9	1	20
Average open hours each month	39	2	160

Most food pantries don't offer evening (77.8%) or weekend (79.2%) 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 (92.6%) said they provide a food pantry. 46.3% of agencies provide CSFP foods, 18.5% have a senior grocery or food box program, 16.7% offer food through home delivery, and 14.8% offer food through mobile pantries or mobile markets. Figure 14 shows the full range of other grocery programs offered at the agencies surveyed.

Figure 14. Types of grocery programs (N=54)

Program	Percentage
Food pantry	92.6%
Commodity Supplemental Food Program (CSFP)	46.3%
Senior grocery, brown bag, or food box distribution	18.5%
Home delivered grocery program	16.7%
Mobile pantries/Mobile markets	14.8%
Backpack program	11.1%
Other pantry program	9.3%
Community garden	5.6%
School pantry program	5.6%
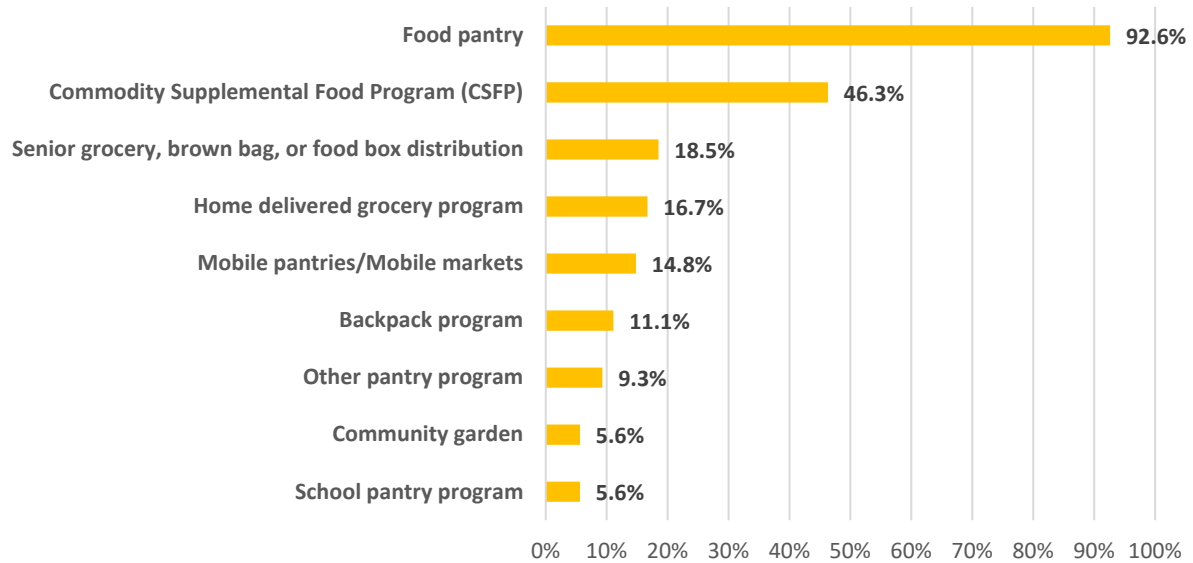
The two primary ways that agencies incorporate general non-food programs is through offering clothing and furniture assistance (60.4%) and providing general information and referrals (45.3%) to other forms of assistance. Just under one-third offer utility assistance (32.1%) and financial assistance (30.2%). Figure 15 shows the additional non-food programs offered by agencies.

Figure 15. Types of non-food programs (N=53)

Program	Percentage
Clothing/Furniture assistance	60.4%
General information and referrals	45.3%
Utility/Heat assistance	32.1%
Financial assistance	30.2%
Transportation assistance	20.8%
Housing assistance	11.3%
Shelter/Transitional housing	9.4%
Job training	7.5%
Health clinics	3.8%
Medicaid/Children's Health Insurance Program (CHIP)	1.9%
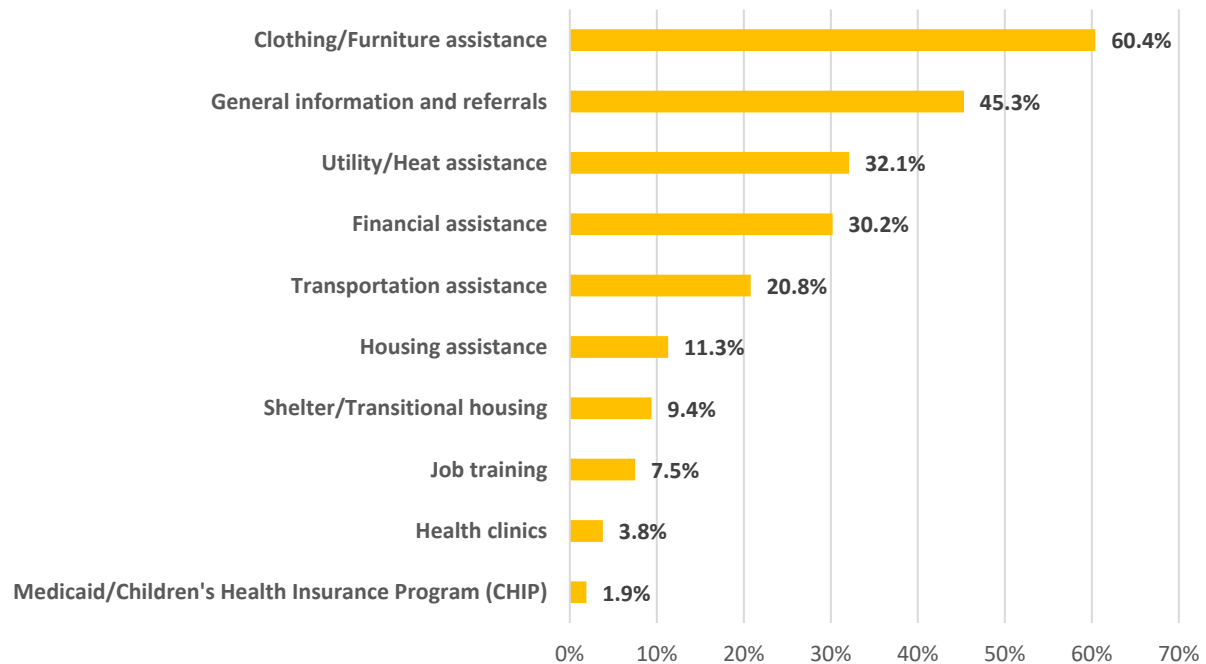
Recent Operational Changes

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 (85.2%) changed the way they provided food to clients during the past year. Many also cut hours of operation (38.9%) and limited the number of volunteers allowed to work at one time (38.9%). Some (37%) had to temporarily close, limited their service area (37%), or laid off staff (7.4%). 20.4% said they increased their operating hours. Figure 16 provides a breakdown of these operational changes.

Figure 16. Operational changes in the past year (N=54)
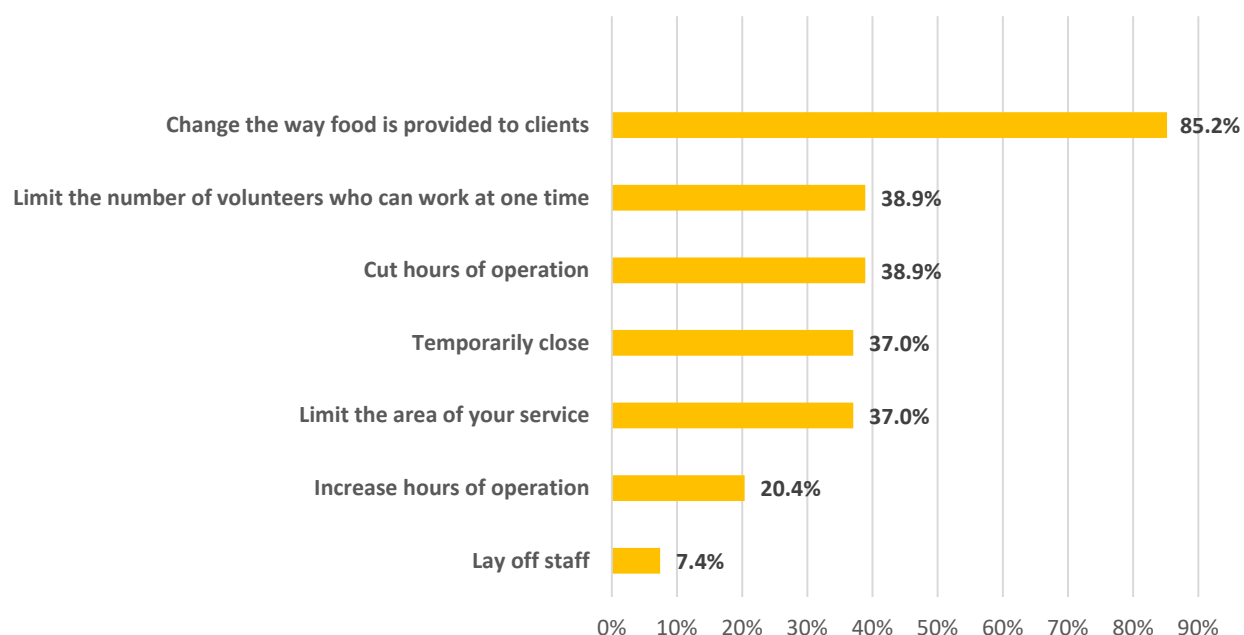
Operational changes occurred at pantries for a variety of reasons. COVID-19 was the primary reason given by most pantries who made the changes noted above. Agencies were forced to adapt because of concerns about exposing volunteers to COVID-19 (71.7%), health department orders (60.4%), and quarantines or positive COVID-19 cases at the pantry (22.63%). Other issues such as the need to serve more clients (24.5%), a lack of staff and volunteers (43.4%), and other reasons shown in Figure 17 were factors as well.

Figure 17. Reasons for operational changes in past year (N=53)
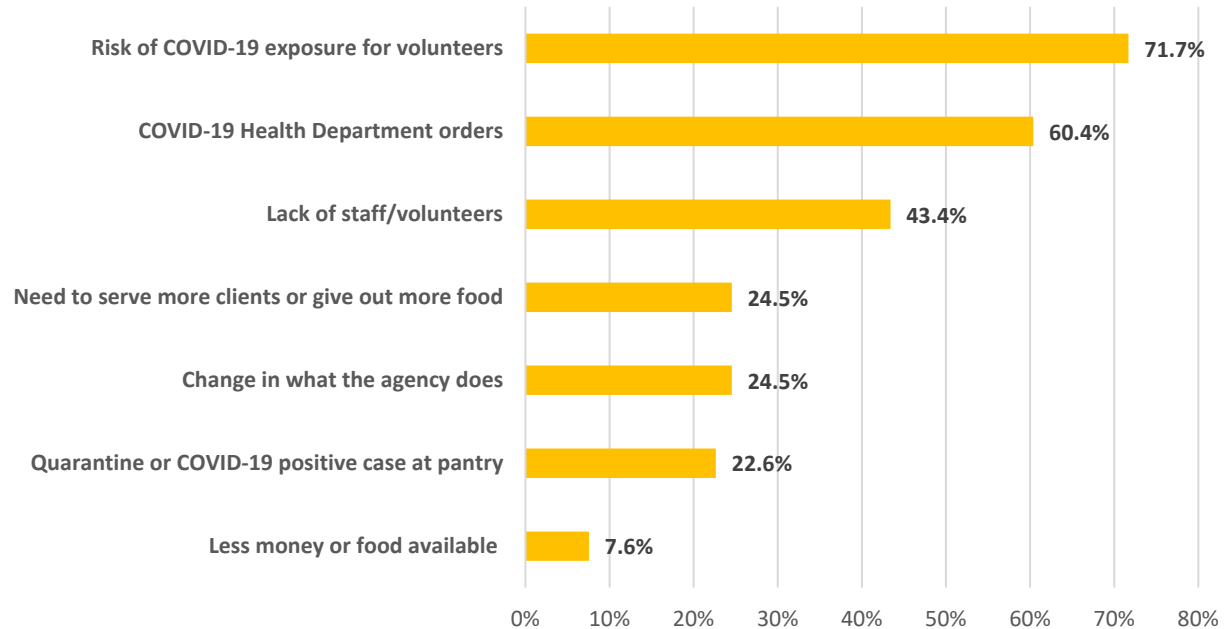
Despite the struggles that pantries faced to keep staff and volunteers safe, navigate changing COVID-19 protocols, and meet the need of their clients, the majority of pantries (77.8%) were generally confident in the agency's ability to continue to provide services in the future.

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, all agencies (100%) use word-of-mouth to get the word out about their services. Social media (87%), referrals from other organizations (81.5%), signage at the food pantry (63%), and pantry website (63%) are other, higher-ranked methods. 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=54)

Method	Percentage
Word of mouth	100.0%
Social media (Facebook, Twitter, etc.)	87.0%
Referrals from other organizations	81.5%
Posting signs about the agency outside the building	63.0%
Website	63.0%
Communication with service groups in community	51.9%
Referrals from government agencies	50.0%
Flyers, brochures, or other printed handouts	46.3%
Newspapers, radio, TV	42.6%
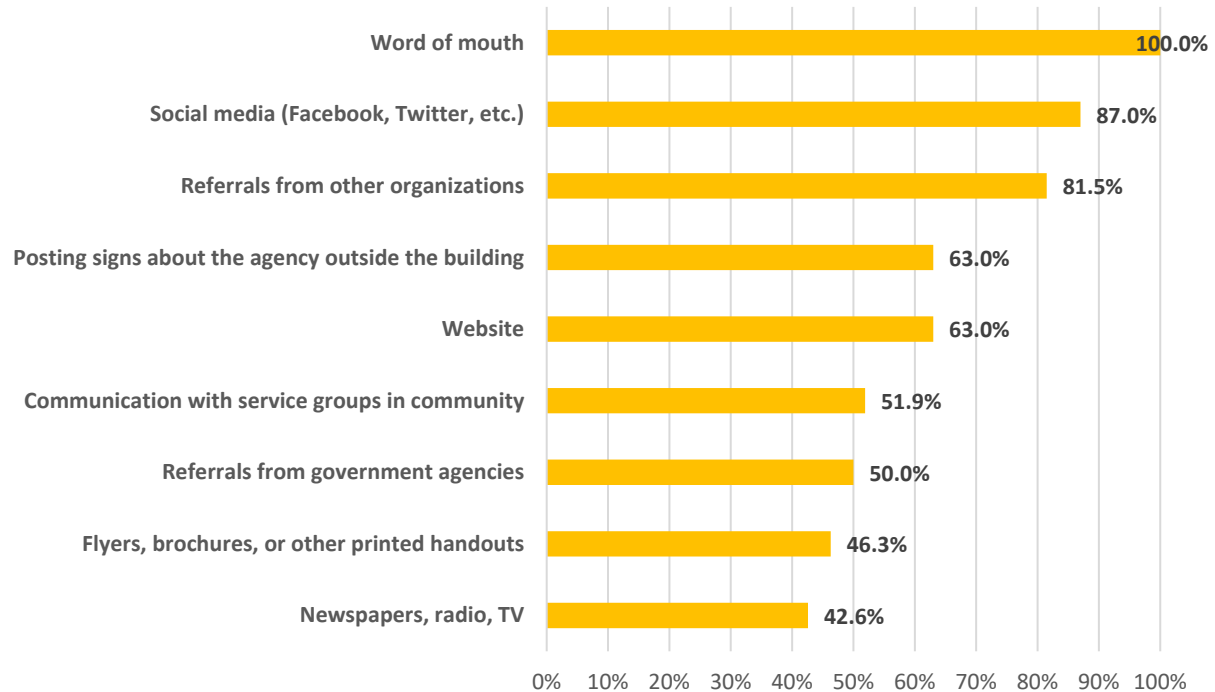
Agencies also have an opportunity to communicate about the issue of hunger to a broader audience. When asked, most agencies (64.8%) said they take part in some form of education about hunger to their community or congregation. Beyond general education aimed at their communities, 37% of pantries strategically invite politicians or other interested people to their agency. Other activities are noted in Figure 19.

Figure 19. Methods used by agencies to communicate about the problem of hunger (N=54)

Method	Percentage
Educating community/congregation on the issue of hunger	64.8%
Inviting politicians/other interested people to visit agency	37.0%
Writing letters to the editor for local papers	24.1%
Connecting food banks w/ clients willing to share their stories	20.4%
Calling and/or writing letters to politicians	18.5%
Actively taking part in local hunger networks	16.7%
Visiting politicians to educate them on the issue of hunger	7.4%

By and large, most agencies have embraced the internet age. They typically use computers for email (96.3%), ordering food from their food bank (96.3%), and reporting information to their regional food bank (90.7%). Additional ways that agencies leverage technology are outlined in Figure 20.

Figure 20. How agencies use technology (N=54)

Category	Percentage
Use a computer to send and receive email	96.3%
Use a computer to order online from the Food Bank	96.3%
Operate in a building where you get cell phone service	90.7%
Use a computer to report usage information to food bank	90.7%
Have reliable internet access	88.9%
Use social media like Facebook and/or Twitter	88.9%
Use computer spreadsheet/database to track/store client info	77.8%
Operate out of a location that has Wi-Fi access	75.9%
Subscribe to online software service to track/store client info	57.4%
Have a website	53.7%

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 (90.4%) 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 utility bill, telephone bill, or other proof of residency (61.5%), and/or driver's license (51.9%) or social security number (42.3%). For clients that don't have necessary documentation to receive services, all pantries (100%) allow one-time service to these individuals, with some agencies (26.5%) also referring clients to another program in the community for similar services.

Most pantries (92.3%) require clients to meet specific eligibility conditions to receive services. These eligibility requirements are typically based on where the client lives (82.7%) and client household income (61.5%). Other eligibility conditions for services may include citizenship (9.6%), age (7.7%), or another condition (9.6%).

All agencies (100%) keep track of client visits in some capacity. Most food pantries use a combination of manual records and computer programs (57.7%) or a custom designed computer program (17.3%) to keep track of client visits. 13.5% rely exclusively on manual records (e.g., paper/pencil, notebook, index cards). The remainder of agencies (11.5%) utilize standard computer programs like Microsoft Office.

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 all pantries (100%) serving seniors over the age of 60. Nearly all pantries serve non-elderly adults without children (98.1%) and families with children under the age of 18 (98.1%). Some agencies (17.3%) 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 (94.2%), veterans or their families (88.5%), individuals affected by natural disaster (76.9%), college students (53.8%), non-English speaking clients (51.9%), and active military personnel or their families (50%).

Figure 21. Specific groups served by agencies in the past year (N=52)
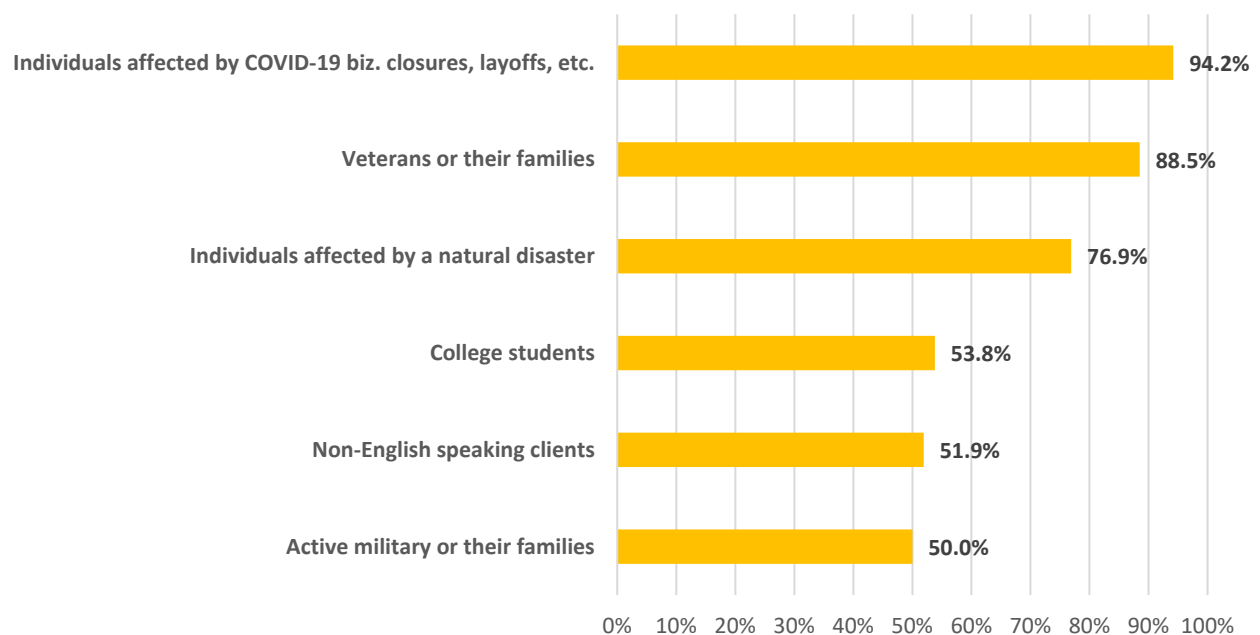
Agencies were asked to indicate the language diversity among the clients that they serve. While programs primarily serve English speaking households, many agencies also report serving

clients whose primary language at home is not English. Among responding agencies, 100% serve English speaking client households and 46.2% 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 (83.3%) in the Ozarks Food Harvest region 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 the Ozarks Food Harvest region serves 232 unduplicated (unique) households each month. Households are reached and average of 337 times each month.

Within the Ozarks Food Harvest region, 50,730 unduplicated (unique) clients are served in an average month and 84,212 are served annually. An estimated 19,972 unduplicated households are served in a typical month and 33,154 are served annually. Clients are reached 68,655 times in an average month and 823,864 annually. Households are reached 27,030 times in a typical month and 324,356 annually.[10]

Compared to the previous year (March 2020 - March 2021), 48.1% of food pantries reported providing food to more clients, 23.1% served about the same number of clients, and 28.8% served fewer clients.

Figure 22. Client counts in March 2021 compared to the previous year (N=52)
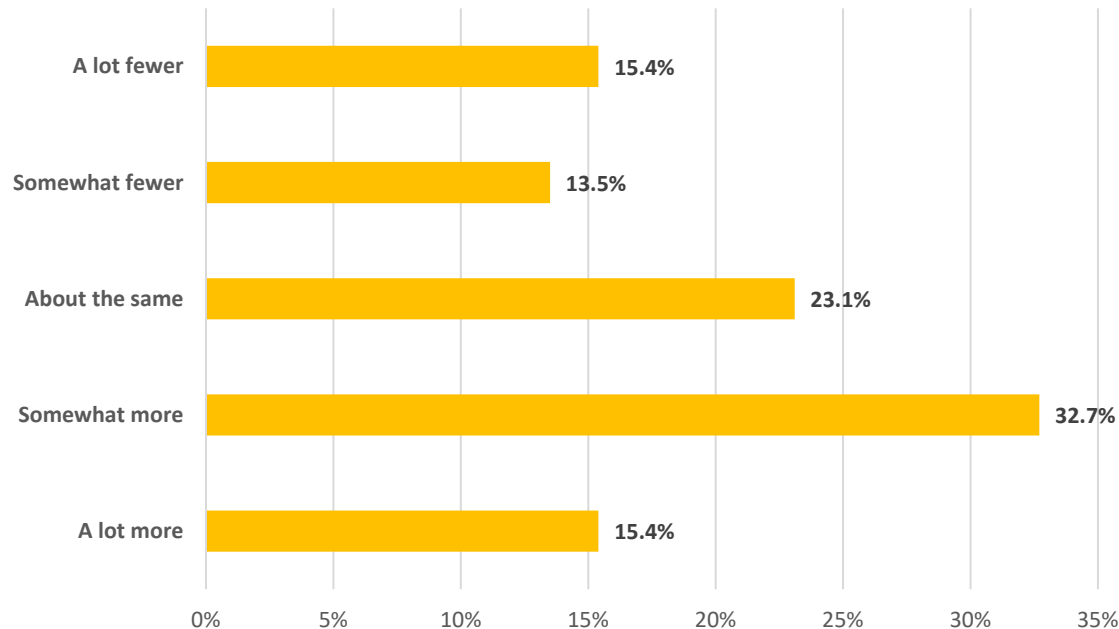
The impact of seasonal and COVID-19 related factors on client counts was also noted by food pantry directors, with 31.7% of pantries seeing greater need during school breaks (e.g.,

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[10] 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.

summer, long holidays, COVID-19 closures). The most attributed cause (62%) 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.

Most food pantries (90.4%) 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 (85.1%) is that households can only receive food pantry services once per month. The COVID-19 pandemic did cause some agencies (30%) to change their rules and allow people to get food more frequently.

Geographic service limits are in place for 76.5% of responding agencies. Most often these limits are based on county boundaries (53.8%) or school district boundaries (23.1%).

21.2% 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 (100%) and clients seeking services who lived outside the program's service area (72.7%).

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 (64.7%) either own their building mortgage-free or operate in a space that is provided for free. 19.6% of agencies rent their space and 15.7% own the space with a mortgage.

Figure 23. Ownership of the facility that houses the food pantry (N=51)
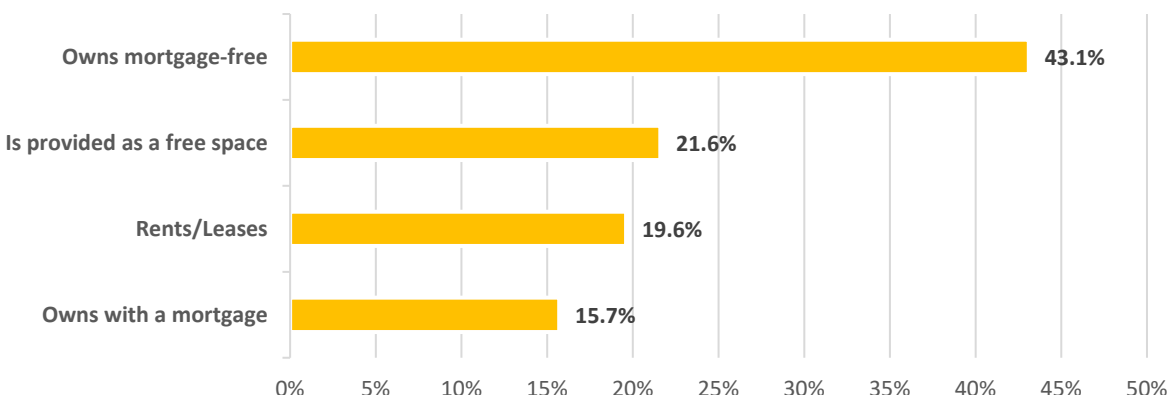
Most commonly, 51% of agencies operate in a retail, office, or commercial building. 35.3% operate in a building owned by a church, mosque, synagogue, or other religious institution. Most agencies (70.6%) also noted that that their current location meets their needs.

Nearly all agencies have freezers (98%) and/or coolers (90.2%). However, 41.2% of agencies said they don't have an adequate number of freezers, and 56.9% reported they don't have an adequate number of coolers or refrigerators.

Table 9. Equipment and space present at the facility (N=51)

Pantry Infrastructure	Yes	No
An area where you give out food or serve meals	80.4%	19.6%
A storage area for large amounts of food that don't need refrigeration	90.2%	9.8%
A freezer	98.0%	2.0%
Adequate number of freezers	58.8%	41.2%
A cooler or refrigerator	90.2%	9.8%
Adequate number of coolers or refrigerators	43.1%	56.9%
Office space to meet with clients (to complete intake or provide referrals), like a reception area, cubicle, or office	78.4%	21.6%

Food Bank Assistance

Agencies were asked to consider what was most helpful to them in terms of what the food bank currently provides. No or low-cost food (44%), food delivery (24%), and general food availability (20%), were noted most frequently. Additional items that accounted for at least 1% of total responses are reported 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=50)

Response	%
No/Low-cost food	44.0%
Food delivery	24.0%
General food availability	20.0%
Variety of food available	10.0%
Food item - proteins	10.0%
Community connections & partnerships	6.0%
Public food assistance programs	6.0%
Food bank support/information	4.0%
Quality products	4.0%
Food bank trainings	2.0%
Food item - Dairy products	2.0%
Grant & fundraising opportunities/support	2.0%
Quantity of food available	2.0%

In terms of the most important good, service, benefit, or product the food bank could provide in the future, the most common response (25.5%) was improved or additional refrigeration/freezers, followed by "nothing" (23.5%). 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=51)

Response	%
Improved or additional refrigeration/freezers	25.5%
Nothing	23.5%
Unsure	7.8%
Additional grant/financial opportunities	5.9%
Infrastructure improvement	3.9%
More fresh produce	3.9%
More nutritious food	3.9%
More variety in food	3.9%
Remove service and handling charges	3.9%
Additional equipment	2.0%
Additional food delivery	2.0%
Financial assistance	2.0%
Financial support for additional food purchases	2.0%
Grant writing assistance	2.0%

Home delivery assistance	2.0%
Larger operation space	2.0%
Lower food pricing	2.0%
Mobile food pantry	2.0%
More consistent selection	2.0%
More food generally	2.0%
More proteins	2.0%
No/lower cost foods	2.0%
On-site assistance	2.0%
Packing supplies	2.0%
Programming assistance	2.0%
Volunteer support/coordination	2.0%

During the period of mid-May 2021 through mid-August 2021[11], a total of 605 food pantry client households receiving food at an agency affiliated with Ozarks Food Harvest completed the client survey. The completion rate among those who were approached to take a survey was 59%. Table 12 provides details about completed surveys within the region, including the number and percentage of the total surveys completed at each pantry.

Table 12. Client survey responses by food pantry

Food Bank Region	n	%
CAM - Branson	34	5.6%
CAM - Forsyth	15	2.5%
Center City Christian Outreach	12	2.0%
Community Outreach Ministry	20	3.3%
Crosslines - McDonald County	28	4.6%
Crosslines - Springfield	66	10.9%
First Baptist Church - West Plains	11	1.8%
Good Samaritan Resource - Richland	12	2.0%
Good Samaritan Resource - Waynesville	23	3.8%
Harvest Fellowship Food Pantry	38	6.3%
Heart of the Hills Food Harvest	12	2.0%
Heart to Heart Outreach Ministry	7	1.2%
Help Center	59	9.8%
Kings Food Pantry (Southern Webster)	9	1.5%
L-Life	30	5.0%
Lamar Good Samaritan	21	3.5%
Least of These	43	7.1%
Mission Joplin - Forest Park	7	1.2%
Monett Community Pantry	13	2.1%
Mountain Grove Love Center	14	2.3%
Nevada Community Outreach	12	2.0%
Ozark County Food Pantry	10	1.7%
Salvation Army - Lebanon	17	2.8%
Shepherds Nook Lifeway Center	25	4.1%
Southern Stone County Food Pantry	14	2.3%

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[11] Mention of "the past year" in this section is meant to generally include the summer 2020 – summer 2021.

St. Joseph Catholic - Springfield	15	2.5%
St. Susanne Catholic Church	12	2.0%
Texas County Food Pantry	15	2.5%
Verona Baptist Church	11	1.8%
Total	**605**	**100%**

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 (70.5%) identify as a woman, 29% identify as a man, and 0.5% identify as gender non-conforming/non-binary or another identity. Most clients (80.7%) have achieved a high school diploma or higher level of education.

Over half (59.3%) of food pantry clients who participated in the survey were over the age of 54, with 32.7% of respondents over the age of 64. Figure 24 provides a detailed breakdown of client survey respondent ages.

Figure 24. Age of client survey respondents (N=599)
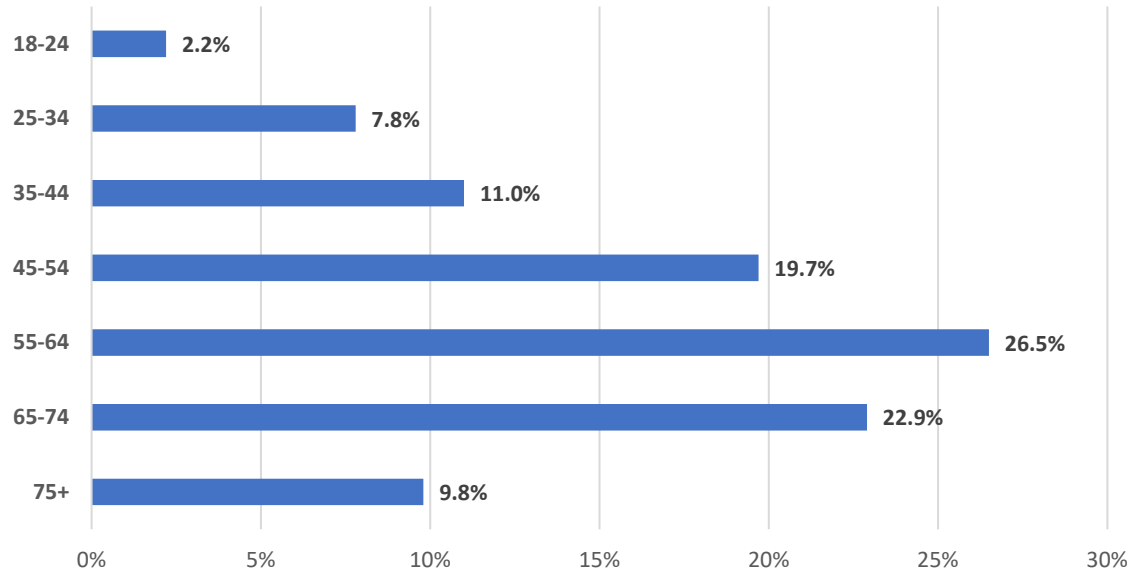
87.6% of participants identify as Caucasian/White. 5.9% identify with multiple identities, and 2.7% identify as Hispanic/Latino/Latina/Latinx. Additional race and ethnicities of participants are noted in Table 13.

Table 13. Race and ethnicity of client survey respondents (N=598)

Race and Ethnicity	%
African American/Black	1.3%
Asian American/Asian	0.3%
Caucasian/White	87.6%
Hispanic/Latino/Latina/Latinx	2.7%
Native American or Alaskan Native	1.2%
Pacific Islander	0.5%
Middle Eastern or North African	0.0%
Another identity	0.5%
Multiple identities	5.9%

The majority of clients (88.9%) live in their own home. Some (5%) live in a household with other people or have a roommate and 5.7% report being unsheltered or living in a temporary living situation.

English is the primary language spoken at home for 98.8% of clients. The next most common primary language in client homes is Spanish (1%).

The largest percentage of clients (31.4%) report they are either married or in a domestic partnership. 24.7% say they are currently divorced. Others report their status as single and never married (15.8%), widowed (16.8%), not married but currently living with a partner (5.7%), or separated (5.7%).

A very limited number of client households (0.2%) include someone who is currently serving in the military, while 17.7% 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 2.5 people on average, with 75.2% including three or fewer people. Figure 25 below includes additional details about the size of client households.

Figure 25. Household size (N=597)
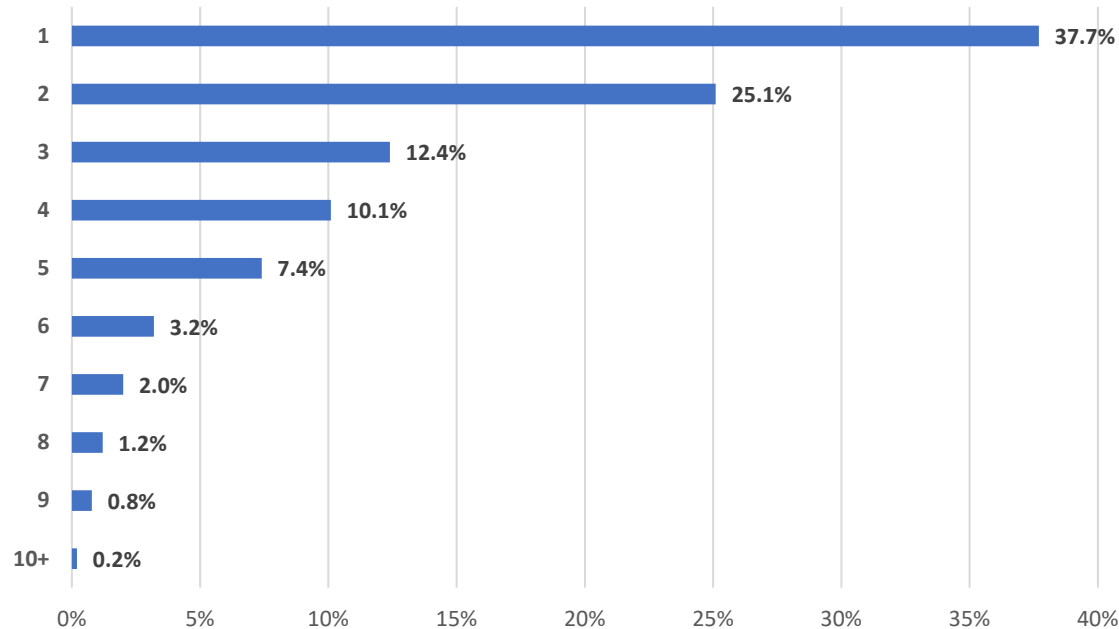
In terms of the number of adults present in households, 45.2% have one adult and 36.4% have two adults. 42.1% of households include at least one adult who is over the age of 65.

Just under one-third of households (31.6%) include a child under 18 years of age. Of those households, 60.8% have two or fewer children. 43.4% of households with children have one or more children under six years of age. 24.3% 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, 36% have at least one employed adult in the house. 8% 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 57.1% of households with a working adult have a member who is working full-time (30 or more hours per week). 30.5% of households with a working adult have a member who is working part time (less than 30 hours per week). 16.7% of households with a working adult include someone who is self-employed, 2% include an adult working multiple part-time positions, and 1.5% have someone employed in seasonal work.

Figure 26. Types of employment for adults during the past year (N=203)

Employment type	Percent
Working full-time for an employer (30+ hrs/wk)	57.1%
Working part-time for an employer (up to 29 hrs/wk)	30.5%
Self-employed	16.7%
Working multiple part-time jobs for an employer	2.0%
Seasonal work	1.5%
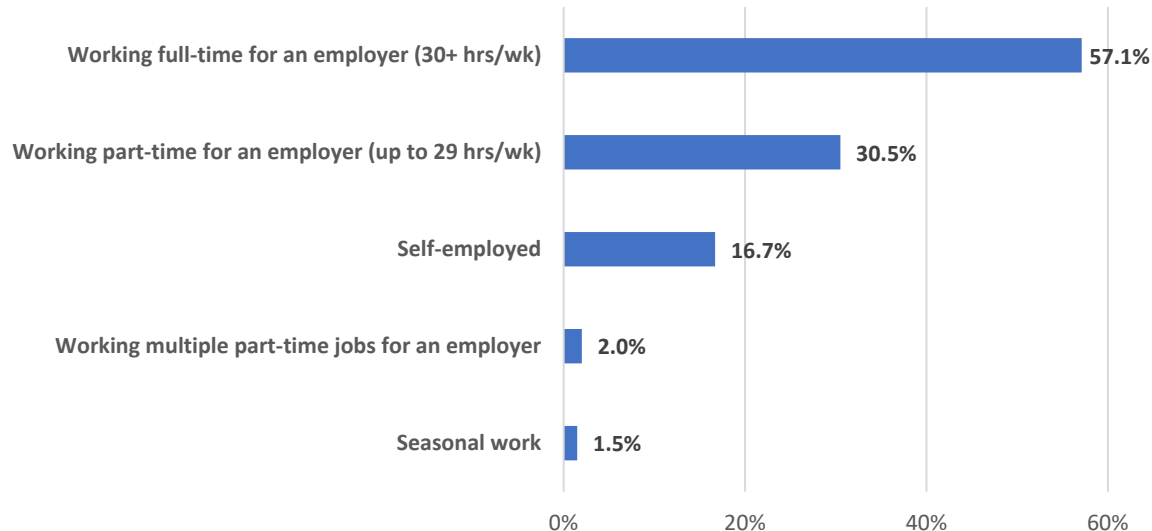
Food pantry client households rely on a variety of income sources other than employment. 51.8% receive income through Social Security or other types of pensions, 40.9% receive income through SNAP, and 25% receive Supplemental Security Income (SSI) or disabled veteran's benefits. Only a small fraction receives unemployment insurance or worker's compensation (5.3%) or support through the Temporary Assistance for Needy Families (TANF) program (0.9%).

Figure 27. Additional sources of household income received during the past year (N=587)

Income source	Percent
Social Security or other pension	51.8%
SNAP, Food Stamps, EBT or Food Stamp cash out	40.9%
Suppl. Sec. Income (SSI) or disabl. veterans' benefits	25.0%
Unemployment Ins. or Worker's Comp.	5.3%
TANF (Temporary Assistance for Needy Families)	0.9%
None of these	17.2%
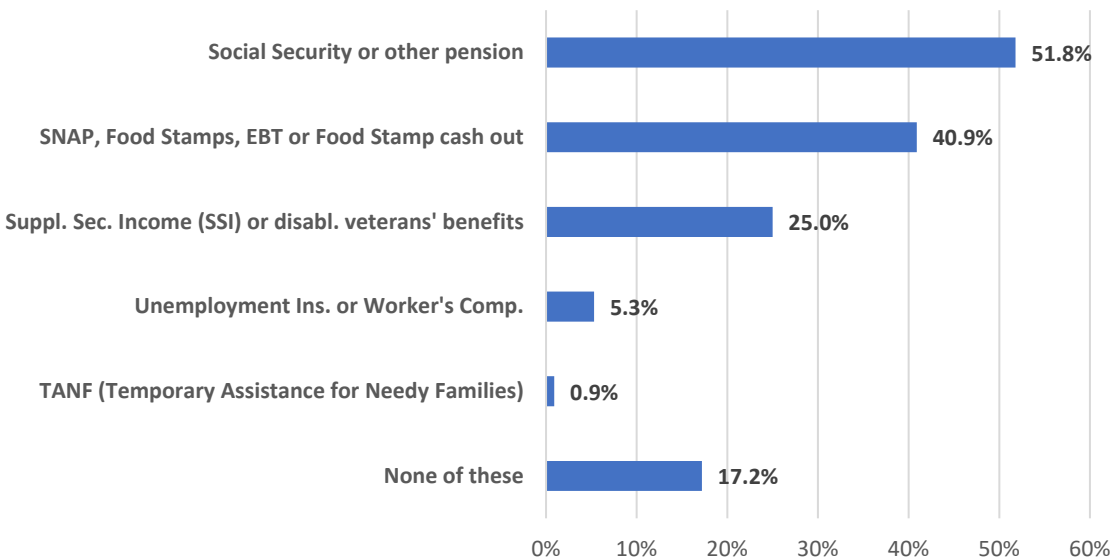
89% of households make less than $25,000 in combined annual household income (from all income sources) while 14.1% of households make less than $5,000 a year. 87.9% of households make $2000 or less per month. Figure 28 and Figure 29 show more details about annual and monthly income of food pantry client 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=509)
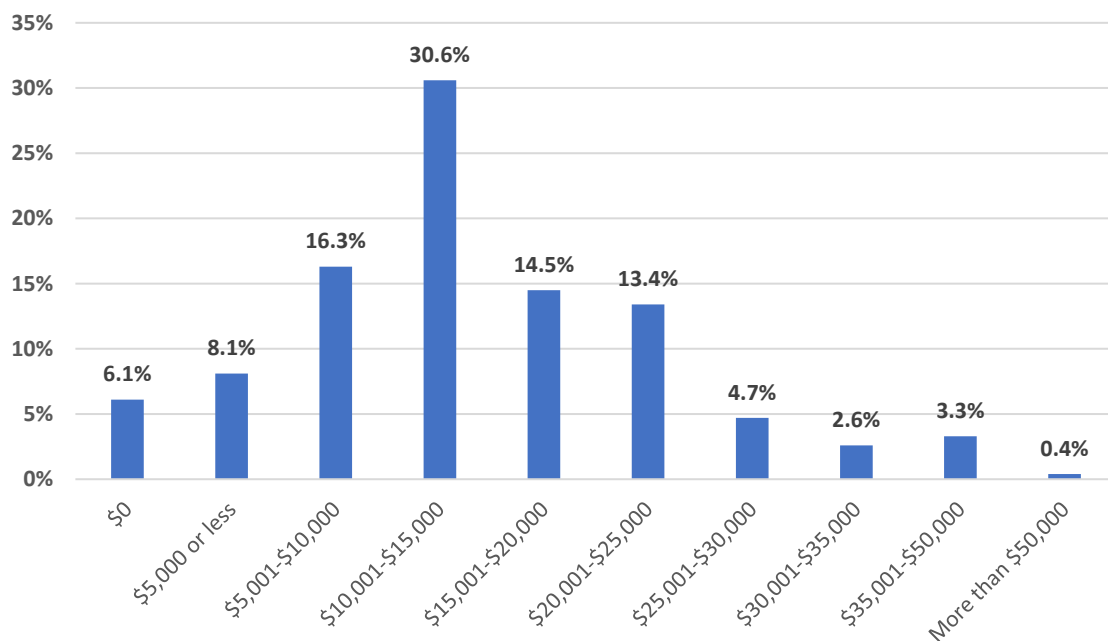
Figure 29. Combined monthly household income (N=535)
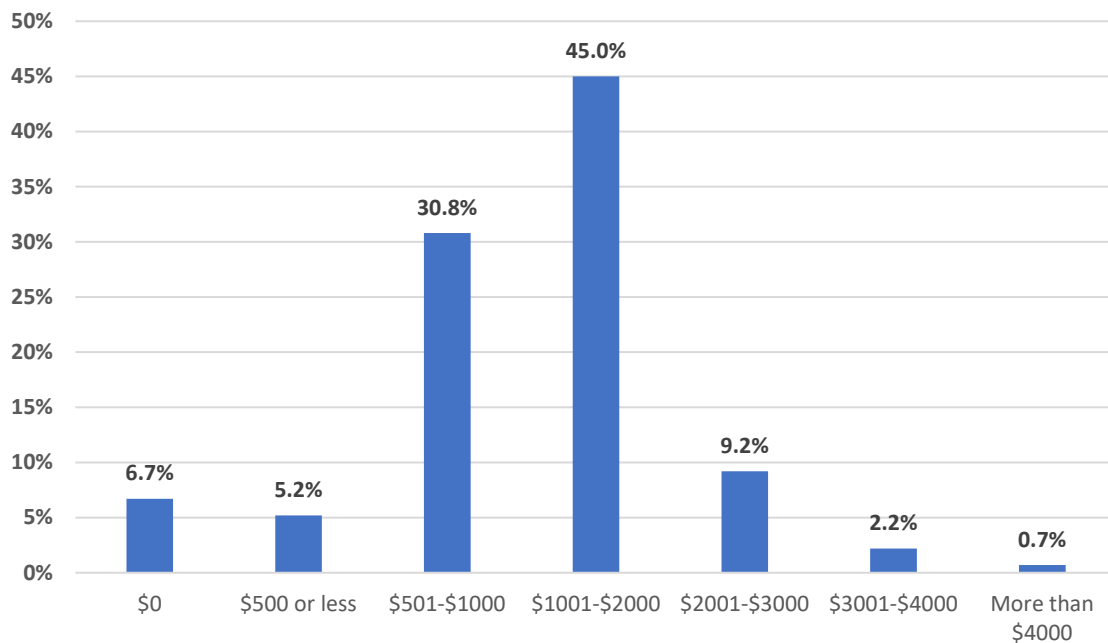
Food Pantry Use & Preferences

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, 57% of respondent households utilized a food pantry nine or more months during the past year. A closer look shows that 47.9% 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 32.3% 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=595)
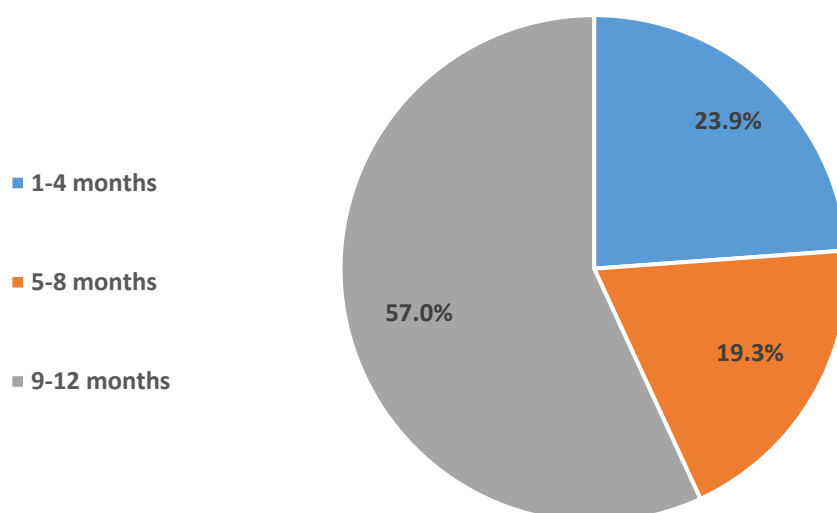
In terms of the duration of food pantry use, 57.1% of households have used a food pantry for more than 2 years. 23.8% have used a pantry for one to two years. 19.1% are new food pantry users, having used a pantry for less than a year, and started using a pantry during the COVID-19 pandemic.

Figure 31. How long households have used a food pantry (N=597)
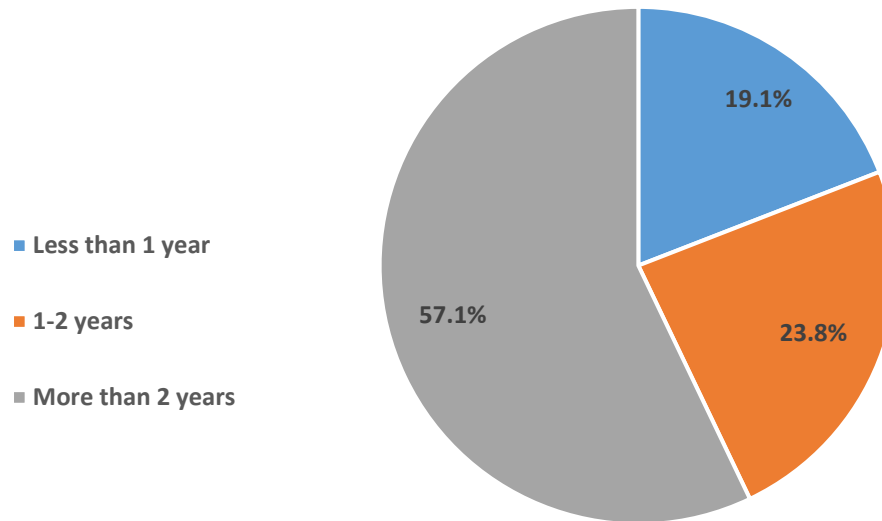
Clients also highlighted the role that pantry provisions play in the food consumed by their household during an average month. For 86.3% of households, at least a quarter of food consumed by the household in a typical month is obtained from a food pantry. For 51.5% of households, at least half of the food consumed in a typical month is obtained from a food pantry.

Roughly a third of client households (34.3%) 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 (48.5%), followed by hours of operation (29.1%), and having already used the food pantry during a given period (24.5%).

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 (54.1%), household items (53%), and utility assistance (49.8%).

Figure 32. Most helpful programs or services other than food that could be offered (N=604)

Program or service	Percentage
Personal care items (shampoo, adult diapers, etc.)	54.1%
Household items	53.0%
Utility assistance	49.8%
Clothing assistance or thrift shop	47.8%
Cooking or nutrition information	39.1%
Housing or rent assistance	38.9%
Food delivery or mobile pantry services	36.3%
Help with enrolling in SNAP, WIC, etc.	30.6%
Opportunity for client input in pantry operations	30.0%
Transportation assistance	29.1%
Period products (pads, tampons, liners)	23.3%
Infant care items (diapers, formula, baby food)	22.5%
Up to date website or social media page	21.7%
Job search and readiness training	18.2%
Educational programs or assistance (GED)	17.1%

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*[12] 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 Missouri households. Based on this study's findings, 63.8% of food pantry client households are food insecure (noted in yellow in Figure 33 below). In contrast, the most recent data from the USDA[13] shows that 11.5% of all Missouri households are food insecure. The remainder of food pantry client households (36.2%) are considered to

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

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

have marginal food security[14], indicated by households having "anxiety over food sufficiency or shortage of food in the house[15]."

Of the 63.8% of food insecure households, just over half have *low* food security, indicated by "reduced quality, variety, or desirability of diet", and just under half have *very low* food security, indicated by "disrupted eating patterns and reduced food intake[16]." This latter group of *very low* food secure households – those who truly don't have enough food to meet their needs – make up 29.6% of all food pantry client households surveyed. By comparison, the *very low* food security rate for all Missouri households is 5.1%.

Figure 33. Food insecurity among food pantry client households (N=558)

■ Marginal Food Security ■ Low Food Secuity ■ Very Low Food Security
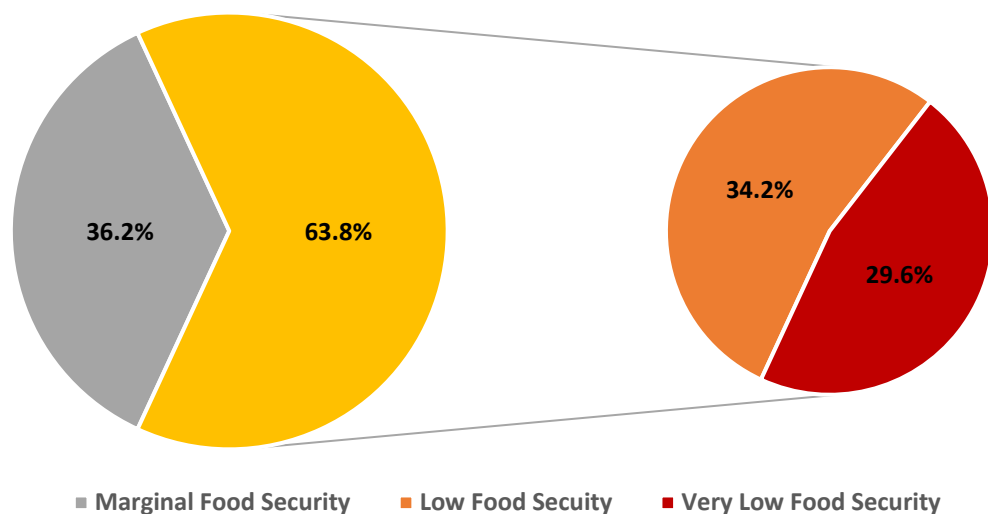
Trade-offs

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 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…?"

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[14] The remaining 36.2% 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/.

[15] 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.

[16] 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.

Paying for utilities poses the greatest trade-off challenge for most households (41.4%). This is followed by paying for medicine/medical care (35.6%), transportation (29.1%), housing (27.7%), and education expenses (3.7%). For households with children, 11.9% report having to choose between paying for childcare and food.

Table 14. Food pantry client household trade-offs

Trade-off	%	N
Medicine/Medical care	35.6%	578
Utilities	41.4%	582
Housing	27.7%	578
Transportation	29.1%	573
Education expenses	3.7%	518
Childcare (among HHs with children)	11.9%	168

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 many client households (46%). The use of senior boxes (25.6%) and mobile food pantries (4.6%) was noted as well. The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) was utilized by 43.6% of households with a child under the age of 5*. Roughly one-third of households (33.6%) 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=580)
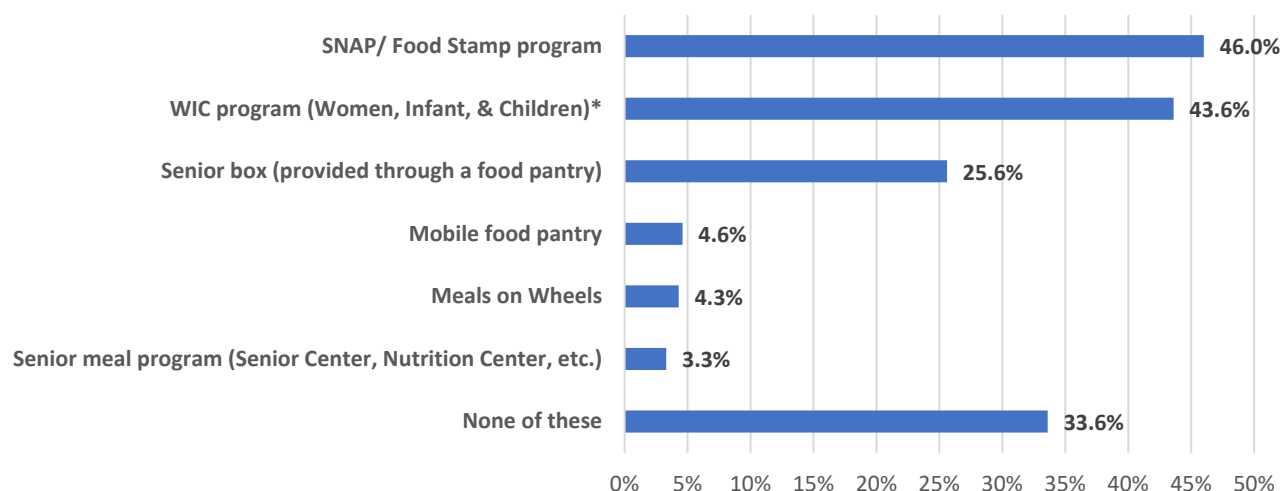
Child nutrition programs provide important sources of food for households with children. For example, 67.4% of households with children participate in the free or reduced-price breakfast or lunch programs. After school snacks or meals (16.6%), backpack programs (12.7%), summer food programs for children (11%), school food pantries (4.4%), and children's mobile pantry (0.6%) were noted as well. 29.8% of households with children do not use any of the listed programs.

Figure 35. Child nutrition program participation among households with children (N=181)
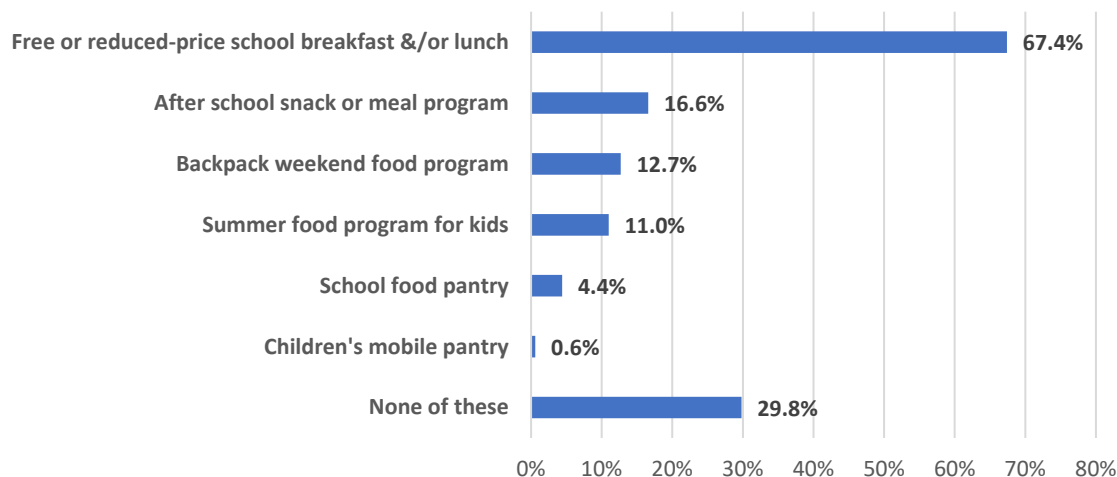
Households use a variety of coping strategies to stretch their food budget. Many households (64%) noted purchasing the least expensive food, even if it wasn't the healthiest option. 48.2% purchased food in dented or damaged packages, 46.9% ate food past its expiration date, 24.6% had gone to more than one food pantry, and 17.5% watered-down food or drinks. Households also report they had sold or pawned personal property (21.3%). Only 16.9% had not used any of the strategies listed.

Figure 36. Coping strategies utilized by households (N=573)
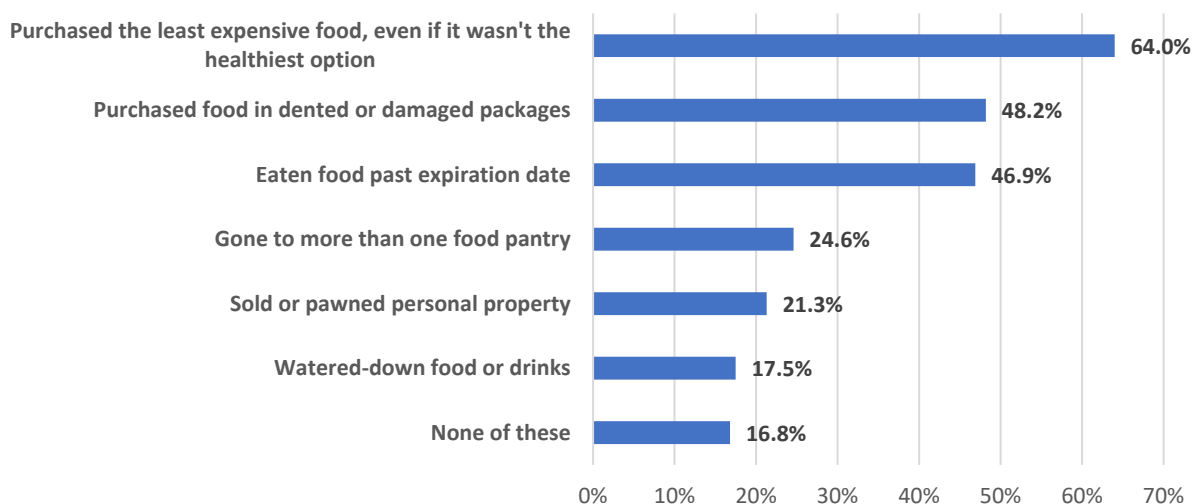
Supplemental Nutrition Assistance Program (SNAP) Use

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, 46% of households surveyed utilized SNAP at some point in the past 12 months. However, findings from this study indicate that an estimated 74.2% of households are income eligible for SNAP. It is important to note that income is not the only qualification for SNAP. In Missouri, other qualifications include having (or applying for) a Social Security number for all household members, not owning more than $2,500 in resources (or $3,750 if everyone in the household is over 60 years of age or disabled), and not having a felony drug conviction[17].

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 (74.2%) who are income eligible for SNAP.

Table 15. Estimated percentage of SNAP-eligible households (N=531)

Monthly Income	Household Size										Total HHs	SNAP Eligible HHs
	1	2	3	4	5	6	7	8	9	10+		
$0	18	8	2	3	3	0	1	0	0	0	35	35
<$500	8	7	2	6	1	3	0	1	0	0	28	28
$501-$1000	84	36	13	12	8	2	5	2	2	0	164	164
$1001-$2000	94	70	26	20	19	6	1	2	1	1	240	146
$2001-$3000	4	12	14	6	5	4	1	2	0	0	48	18
$3001-$4000	0	3	2	3	1	2	1	0	0	0	12	3
>$4000	0	0	2	1	0	1	0	0	0	0	4	0
Total											531	394
												74.2%

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[17] Missouri Department of Social Service SNAP eligibility criteria at https://mydss.mo.gov/food-assistance/apply-for-snap.

Among all food pantry clients who don't use SNAP, 53.4% had applied but didn't or no longer qualify for benefits. For those who didn't qualify for SNAP, 58.8% said their income was too high to qualify and 6.3% said their assets were too high qualify. Some reported application issues (3.1%), another reason (21.9%), or not being sure about why they didn't qualify (10%).

Among food pantry clients who hadn't applied for SNAP, 35.4% said they didn't think they were eligible. Others noted personal reasons (19.2%), an application process that is too difficult (8.5%), unfamiliarity with the program (6.9%), or another reason (30%).

Health

Chronic health conditions and inadequate or no access to health insurance impact the overall quality of life of hundreds of thousands of Missourians. 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, 41.5% percent of households include at least one individual with diabetes, 62.9% have a member with high blood pressure, and 48.2% have a member with high cholesterol. 34.4% 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=577)

Health Condition/Circumstance	Households with Condition Present
Diabetes	41.5%
High blood pressure/hypertension	62.9%
High cholesterol	48.2%
Lack of health insurance	34.4%

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[18] to understand how rates of health conditions among food pantry clients compare to all Missourians. For all but one of the heath conditions explored, adults in food pantry client households fare worse than the general public. Diabetes impacts 26.9% of adults in food pantry client households, compared to 10.8% of all Missouri adults. Similarly, high blood pressure/hypertension impacts 43.3% of adults in client households, compared to 30.9% of all

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

Missouri adults. Rates of high cholesterol were lower for adults in food pantry client households (30.9%) compared to all Missouri adults (34.4%).

While not directly comparable to BRFSS data, it is important to note that 22.7% of people in food pantry client households lack health care coverage.

Table 17. Health conditions among adults (N=577)

Health Condition	Adults in Food Pantry Client HHs	Missouri Average[19]
Diabetes	26.9%	10.8%
High blood pressure/Hypertension	43.3%	30.9%
High cholesterol	30.9%	34.4%

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[19] Missouri 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).

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

Agency Survey

Region Breakdown & Agency Type

Responding agencies and response rate			
	Responding Agencies	Total Agencies in Region	Response Rate
Ozarks Food Harvest (Springfield, MO)	55	83	66.3%
Percent of total clients served by responding agencies			70.2%

What best describes your agency? N=55	
	%
Faith-based or located in a religious institution	65.5%
A governmental agency	0.0%
A Community Action Program (CAP)	3.6%
Nonprofit or private organization (non-faith-based, governmental, or CAP)	29.1%
Other	1.8%
Total	**100.0%**

Food Sources

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=55	
	Average
Food bank (including coordinated food rescue & retail pick-up program)	72.6%
Local product donations the agency obtained on its own (e.g., donations directly from retailers, food drives, etc.)	11.1%
Buying food from retail stores or food service companies	7.8%
Buying food from local manufacturers	0.1%
Buying food from other sources (e.g., food coop, direct purchases from farmers/growers, Internet, wholesalers)	2.1%
Government product donations not obtained from the food bank (e.g., USDA Food Boxes, Farmers to Families)	6.3%
Total	**100.0%**

During the past 12 months did this program get donations of food and grocery products from...? N=52	Yes	No	Total
Churches or religious congregations	78.8%	21.2%	100.0%
Local restaurants	34.6%	65.4%	100.0%
Other local stores	55.8%	44.2%	100.0%
Local manufacturers	13.5%	86.5%	100.0%
Farmers	57.7%	42.3%	100.0%
Local food drives (e.g., Boy Scouts, Letter Carriers, etc.)	76.9%	23.1%	100.0%
Federal commodities, such as The Emergency Food Assistance Program (TEFAP/EFAP)	51.9%	48.1%	100.0%
Emergency Food and Shelter Program	19.2%	80.8%	100.0%
State funded food purchase program	19.2%	80.8%	100.0%
Some other donated source	55.8%	44.2%	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...? N=52	Frequently	Occasionally	Rarely	Never	Total
Bread, rice, cereals, and pasta	26.9%	17.3%	15.4%	40.4%	100.0%
Fresh fruits and vegetables	7.7%	5.8%	15.4%	71.2%	100.0%
Canned or frozen fruits and vegetables	21.2%	21.2%	9.6%	48.1%	100.0%
Meat, poultry, and fish	17.3%	23.1%	9.6%	50.0%	100.0%
Non-meat proteins - beans, eggs, peanut butter, and nuts	21.2%	28.8%	13.5%	36.5%	100.0%
Milk, yogurt, and cheese	17.3%	13.5%	25.0%	44.2%	100.0%
Fats, oils, condiments, and sweets	5.8%	17.3%	19.2%	57.7%	100.0%
Paper plates, napkins, plastic silverware	1.9%	5.8%	3.8%	88.5%	100.0%
Personal care products (e.g., soap, toothpaste, deodorant)	13.5%	15.4%	19.2%	51.9%	100.0%
Household products (e.g., laundry detergent, cleaning products)	9.6%	21.2%	17.3%	51.9%	100.0%
Baby products (e.g., laundry detergent, cleaning products)	5.8%	1.9%	15.4%	76.9%	100.0%
Senior Products (e.g., adult diapers, meal replacement drinks, prepared foods)	5.8%	7.7%	9.6%	76.9%	100.0%

What would the effect be on this program if you no longer got food from the food bank? N=52	
	%
Major effect	96.2%
Minor effect	3.8%
No effect at all	0.0%
Total	**100.0%**

How would you describe how much food this program had available to meet your clients' needs during the past 12 months? N=52	
	%
The program had a lot more food than needed to meet clients' needs	17.3%
The program had somewhat more food than needed to meet clients' needs	26.9%
The program had enough food to meet clients' needs	48.1%
The program had somewhat less food than needed to meet clients' needs	7.7%
The program had a lot less food than needed to meet clients' needs	0.0%
Total	**100.0%**

Please indicate the ways that this program obtains food and grocery products from the food bank. N=51	Yes	No	Total
Agency owns the truck(s), van(s), or car(s) used for pickups	29.4%	70.6%	100.0%
Agency rents/leases the truck(s), van(s), or car(s) used for pickups	0.0%	100.0%	100.0%
Agency depends on the personal truck(s), van(s), or car(s) of staff or volunteers for pickups	52.9%	47.1%	100.0%
Agency works with other programs to share the responsibility for pickups	2.0%	98.0%	100.0%
Food and groceries are delivered to our agency	76.5%	23.5%	100.0%

Staffing & Training

Does your agency have paid staff? N=55	
	%
Yes	47.3%
No	52.7%
Total	**100.0%**

Number of paid staff						
	Full-Time Paid Staff	% (w/ # Full-Time Staff)	Part-Time Paid Staff	% (w/ # Part-Time Staff)	Total Paid Staff	% Total Paid Staff
0	34	61.8%	39	70.9%	29	52.7%
1	8	14.5%	4	7.3%	6	10.9%
2	3	5.5%	5	9.1%	5	9.1%
3	2	3.6%	3	5.5%	4	7.3%
4	0	0.0%	0	0.0%	1	1.8%
5+	8	14.5%	4	7.3%	10	18.2%
Total	**55**	**100.0%**	**55**	**100.0%**	**55**	**100%**

Volunteer breakdown (# and hours by week and month)				
	Mean	Min	Max	N
How many volunteers give time to this program in an average week?	11	0	75	46
How many volunteers give time to this program in an average month?	31	0	300	49
How many total hours do volunteers give to this program in an average week?	70	0	375	46
How many total hours do volunteers give to this program in an average month?	283	0	1500	48

For each of the sources listed below, please estimate the percentage of this program's volunteers who come from that source. N=53	0%	1-25%	26-50%	51-75%	76-100%	Total
Volunteers already connected to the agency	15.1%	17.0%	9.4%	26.4%	32.1%	100.0%
Religious groups	24.5%	43.4%	7.5%	7.5%	17.0%	100.0%
United Way	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Other Civic/Nonprofit organizations (excluding United Way)	84.9%	15.1%	0.0%	0.0%	0.0%	100.0%
Companies or business groups	73.6%	26.4%	0.0%	0.0%	0.0%	100.0%
Kindergarten through 12th grade school programs	62.3%	34.0%	1.9%	0.0%	1.9%	100.0%
Colleges/Universities	83.0%	15.1%	1.9%	0.0%	0.0%	100.0%
Court-ordered community service	54.7%	39.6%	3.8%	1.9%	0.0%	100.0%
Clients	60.4%	37.7%	0.0%	1.9%	0.0%	100.0%
Volunteers connect your regional food bank	90.6%	5.7%	1.9%	0.0%	1.9%	100.0%
National Guard	98.1%	1.9%	0.0%	0.0%	0.0%	100.0%
Some other source	81.1%	17.0%	0.0%	0.0%	1.9%	100.0%

Percentage of volunteers by age group N=52	
	Mean
≤18	5.2%
19-59	33.6%
60+	61.2%
Total	100%

In the past 12 months, how much difficulty has your agency had...?	A lot	Some	None	N	Total
Keeping the volunteers you already have	13.5%	34.6%	51.9%	52	100.0%
Getting new volunteers	28.8%	42.3%	28.8%	52	100.0%
Keeping new volunteers	13.7%	37.3%	49.0%	51	100.0%

How does your current ability to get and keep volunteers compare to your efforts before COVID-19 (i.e., before March 2020)? N=52	
	%
Much more difficult now	19.2%
A bit more difficult now	34.6%
About the same	38.5%
A bit easier now	5.8%
Much easier now	1.9%
Total	**100.0%**

Do the staff/volunteers of this program need training in any of the following specific areas? N=51	A lot of training is needed	Some training is needed	No training is needed	Total
Nutrition education	0.0%	35.3%	64.7%	100.0%
Training in food safety and sanitation	3.9%	33.3%	62.7%	100.0%
Accessing local food resources	2.0%	35.3%	62.7%	100.0%
Advocacy training	0.0%	27.5%	72.5%	100.0%
Food Stamp (SNAP) application assistance and outreach	2.0%	29.4%	68.6%	100.0%
Summer feeding programs	2.0%	17.6%	80.4%	100.0%
Fundraising / grant writing training	15.7%	51.0%	33.3%	100.0%
Client choice training	0.0%	17.6%	82.4%	100.0%
Technology assistance	9.8%	33.3%	56.9%	100.0%
Social media training	2.0%	31.4%	66.7%	100.0%
Nonprofit management / board governance	5.9%	11.8%	82.4%	100.0%
Volunteer recruitment / retention / staff succession planning	9.8%	27.5%	62.7%	100.0%
Disaster training	5.9%	33.3%	60.8%	100.0%

Do staff/volunteers have the time needed to dedicate to participating in and implementing the identified trainings? N=43	
	%
Yes	53.5%
No	18.6%
Don't Know	27.9%
Total	**100.0%**

Funding & Strategic Planning

Does your agency have a written strategic plan for your agency that includes items related to your food program? N=55	%
Yes	38.2%
No	40.0%
Don't Know	21.8%
Total	**100.0%**

Does the strategic plan include a nutrition policy or other nutrition goals? N=21	%
Yes	38.1%
No	57.1%
Don't Know	4.8%
Total	**100.0%**

Please estimate the percentage of your agency's funding that comes from the sources listed below. N=54	0%	1-25%	26-50%	51-75%	76-100%	Total
Food bank	51.9%	22.2%	9.3%	7.4%	9.3%	100.0%
Government funding	74.1%	18.5%	3.7%	0.0%	3.7%	100.0%
Individual contributions	3.7%	37.0%	20.4%	20.4%	18.5%	100.0%
Corporate support	68.5%	25.9%	3.7%	0.0%	1.9%	100.0%
Foundation support (including United Way funding)	74.1%	18.5%	7.4%	0.0%	0.0%	100.0%
Financial support from religious institutions	22.2%	42.6%	14.8%	13.0%	7.4%	100.0%
Client service fees	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Some other source	64.8%	24.1%	3.7%	3.7%	3.7%	100.0%

Nutrition Education & Healthy Food

Does your agency do anything to teach clients about nutrition or how to eat better? N=55	%
Yes	52.7%
No	47.3%
Total	**100.0%**

Which of the following activities about nutrition or eating better does your agency do with clients? N=55				
	Provide at pantry	**Refer to another agency**	**Neither**	**Total**
Fliers or written materials on nutrition and health	50.9%	0.0%	49.1%	100.0%
Cooking demonstrations or tasting of healthier foods	14.5%	9.1%	76.4%	100.0%
Workshops or classes on nutrition, health issues, or shopping on a budget	12.7%	10.9%	76.4%	100.0%
Cooking classes	5.5%	1.8%	92.7%	100.0%
Workshops or classes on specific health problems related to nutrition (e.g., diabetes)	3.6%	10.9%	85.5%	100.0%
Training on gardening skills	7.3%	9.1%	83.6%	100.0%
One-on-one meetings with dietician or other person trained to help people with nutrition and health	7.3%	3.6%	89.1%	100.0%
Referring clients to activities related to nutrition or eating better at other locations	1.8%	14.5%	83.6%	100.0%

Who leads these activities related to nutrition or eating better? Are they led by...? N=29			
	Yes	**No**	**Total**
Agency staff	24.1%	75.9%	100.0%
Agency volunteers	34.5%	65.5%	100.0%
Local nutritionists or other health professionals in partnership with the agency	41.4%	58.6%	100.0%
Food bank staff	3.4%	96.6%	100.0%
Extension staff	65.5%	34.5%	100.0%
Staff from local colleges/universities	20.7%	79.3%	100.0%
Farm Bureau	0.0%	100.0%	100.0%
Some other person/agency	3.4%	96.6%	100.0%

How important is it that your agency gives out/serves "healthier" foods like fruits, vegetables, milk, whole grains, lean meats, etc.? N=55	
	%
Very Important	80.0%
Somewhat Important	18.2%
Not Important	1.8%
Total	**100.0%**

Which statement would you say best describes your agency's beliefs about getting food products and giving them to clients? N=54	
	%
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.	68.5%
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.	31.5%
Total	100.0%

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=55	Yes	No	Total
It costs too much money to purchase	63.6%	36.4%	100.0%
We can't get healthier foods through the food bank	32.7%	67.3%	100.0%
Hours of operation limit ability to serve produce and other healthier food items	29.1%	70.9%	100.0%
Lack the coolers/freezers required to store healthier foods	54.5%	45.5%	100.0%
Electrical system won't support coolers/freezers needed to store healthier foods	18.2%	81.8%	100.0%
Lack storage space	50.9%	49.1%	100.0%
Clients don't want to eat/choose healthier foods	30.9%	69.1%	100.0%
Clients don't know how to handle/prepare healthier foods	41.8%	58.2%	100.0%
Clients aren't able to store perishable foods	29.1%	70.9%	100.0%
We are not sure what foods are considered healthier	1.8%	98.2%	100.0%
Giving out and serving "healthier" foods is not a goal of our agency	5.5%	94.5%	100.0%
We can't get healthier foods from other donors/food sources (e.g., food drives, retailers)	38.2%	61.8%	100.0%

Supplemental Nutrition Assistance Program (SNAP) Outreach

Does this agency provide or refer any of the following services related to the Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps)? N=55	Provide	Refer	Neither	Total
Screening to help clients figure out if they are eligible for SNAP	27.3%	45.5%	27.3%	100.0%
Assistance filling out applications for SNAP	21.8%	43.6%	34.5%	100.0%
Education to let clients know about SNAP	32.7%	34.5%	32.7%	100.0%
Help re-certifying for SNAP benefits	14.5%	43.6%	41.8%	100.0%
Refer to the food bank for SNAP application assistance	27.3%	29.1%	43.6%	100.0%

Who gets these Supplemental Nutrition Assistance Program (SNAP) related services? N=44	
	%
All clients in conjunction with the intake process	36.4%
Only clients who wish to receive these additional services	63.6%
Total	**100.0%**

Who provides Supplemental Nutrition Assistance Program (SNAP) related services at the pantry? N=24			
	Yes	**No**	**Total**
Agency staff	58.3%	41.7%	100.0%
Agency volunteers	37.5%	62.5%	100.0%
Food bank staff	20.8%	79.2%	100.0%
Another organization or agency that comes to your location	54.2%	45.8%	100.0%

Agencies may not provide or refer Supplemental Nutrition Assistance Program (SNAP) related services for a variety of reasons. Please indicate any particular reasons why your agency doesn't provide SNAP related services. N=11			
Reason	**Yes**	**No**	**Total**
Don't have enough volunteers/staff	72.7%	27.3%	100.0%
Don't have enough time	63.6%	36.4%	100.0%
Staff are not aware of this program	45.5%	54.5%	100.0%
Volunteers/staff needing more training on SNAP rules and processes	63.6%	36.4%	100.0%
Don't have enough physical space to allow for private counseling about SNAP	72.7%	27.3%	100.0%
Don't have the right electronic equipment (e.g., computer, fax machine, scanner, etc.)	63.6%	36.4%	100.0%
SNAP services are not part of what the agency does	100.0%	0.0%	100.0%
Some other reason	0.0%	100.0%	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=53	Direct Assistance	Referral	Neither	Total
WIC, the federally funded health and nutrition program for women, infants, and children	1.9%	50.9%	47.2%	100.0%
The Temporary Assistance for Needy Families (TANF) program	9.4%	35.8%	54.7%	100.0%
Medicaid or other health care programs	9.4%	35.8%	54.7%	100.0%
Supplemental Security Income	3.8%	34.0%	62.3%	100.0%
Tax preparation or earned income tax credit (EITC) assistance	0.0%	26.4%	73.6%	100.0%
Housing assistance like Section 8	5.7%	41.5%	52.8%	100.0%
Utility Assistance	32.1%	32.1%	35.8%	100.0%

Are the following USDA commodities given out by your agency? N=54	Yes	No	Don't know	Total
Commodities Supplemental Food Program (CSFP)	38.9%	53.7%	7.4%	100.0%
The Emergency Food Assistance Program (TEFAP/EFAP)	50.0%	42.6%	7.4%	100.0%
Food Distribution Program on Indian Reservation (FDPIR)	0.0%	98.1%	1.9%	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=54	Yes	No	Total
Child Adult Care Food Program (CACFP)	1.9%	98.1%	100.0%
Summer Food Service Program (SFSP)	5.6%	94.4%	100.0%

Does your agency take part in the Child Adult Care Food Program (CACFP) because your agency runs a site of its own, sponsors other sites, or does your agency do both? N=1	%
Run CACFP site	0.0%
Sponsor other CACFP sites	0.0%
Both run and sponsor CACFP sites	100.0%
Total	**100.0%**

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=3	
	%
Run SFSP site	66.7%
Sponsor other SFSP sites	33.3%
Both run and sponsor SFSP sites	0.0%
Total	**100.0%**

Operations

Does your program operate multiple sites for picking up food or groceries (including mobile programs)? N=54	
	%
Yes	18.5%
No	81.5%
Total	**100.0%**

How many distribution sites (including mobile sites) does this program have? N=10	
	%
1	0.0%
2	50.0%
3	20.0%
4	0.0%
5+	30.0%
Total	**100.0%**

How many years has your agency provided food? N=52	
	Years
Mean	18.27
	%
1-5 years	7.7%
6-10 years	21.2%
11-15 years	25.0%
16-20 years	13.5%
21-25 years	7.7%
26+ years	25.0%
Total	**100.0%**

What types of grocery programs does your agency operate? N=54	
	%
Food Pantry	92.6%
Commodity Supplemental Food Program (CSFP)	46.3%
Mobile Pantries / Mobile Markets (including ABC Mobile, Veterans Mobile, Senior Mobile, etc.)	14.8%
Backpack Program	11.1%
Senior Grocery, Brown Bag, or Food Box Distribution	18.5%
Home Delivered Grocery Program	16.7%
Other Pantry Program	9.3%
Community Garden	5.6%
School Pantry Program	5.6%

How often does your agency offer groceries to clients? N=54	
	%
One day a week	13.0%
Certain days each week	40.7%
Seven days per week	3.7%
Once a month	27.8%
Certain days each month	13.0%
Certain months of the year	0.0%
Once a year	0.0%
Irregular or as needed schedule	1.9%
Total	**100.0%**

How many months of the year does your agency offer groceries? N=51	
	%
12 months	96.1%
8-11 months	2.0%
4-7 months	0.0%
1-3 months	2.0%
Total	**100.0%**

Average number of days and hours agencies are open each month				
	Mean	**Min**	**Max**	**N**
Average open days each month	9	1	20	53
Average open hours each month.	39	2	160	52

Does your agency offer groceries during evening hours (after 5:00 p.m.) at some point during the typical month? N=54	
	%
Yes	22.2%
No	77.8%
Total	**100.0%**

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=42	**Yes**	**No**	**Total**
My budget doesn't allow for evening hours	26.2%	73.8%	100.0%
My agency does not have enough staff / volunteers for evening hours	76.2%	23.8%	100.0%
I can't use the building during evening hours	9.5%	90.5%	100.0%
Staff and volunteers wouldn't be safe working in the evenings	19.0%	81.0%	100.0%
Other organizations offer groceries to clients in the evening	9.5%	90.5%	100.0%
My agency does not offer groceries during evening hours for some other reason	21.4%	78.6%	100.0%

Does your agency offer groceries during weekend hours at some point during the typical month? N=53	
	%
Yes	20.8%
No	79.2%
Total	**100.0%**

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=40

	Yes	No	Total
My budget doesn't allow for weekend hours	22.5%	77.5%	100.0%
My agency does not have enough staff / volunteers for weekend hours	65.0%	35.0%	100.0%
I can't use the building during weekend hours	5.0%	95.0%	100.0%
Staff and volunteers wouldn't be safe working on the weekend	2.5%	97.5%	100.0%
Other organizations offer groceries to clients on the weekend	5.0%	95.0%	100.0%
My agency does not offer groceries during the weekend for some other reason	40.0%	60.0%	100.0%

How many days would you expect the groceries that you distribute during a typical distribution to last a household? N=54

	Days
Mean	9

Please identify any additional food programs that your agency operates. (Select all that apply) N=53

	%
Community kitchen	0.0%
Food bank-operated meal program	0.0%
Soup kitchen	1.9%
After-school snack	5.7%
Child congregate feeding program	0.0%
Kids Café	0.0%
Senior congregate meal program	3.8%
Other (e.g., emergency relief supports)	30.2%

Please identify any non-food programs your agency operates. (Select all that apply) N=53

	%
General Information and Referrals	45.3%
Clothing/Furniture Assistance	60.4%
Utility/Heat Assistance	32.1%
Financial Assistance	30.2%
Housing Assistance	11.3%
Transportation Assistance	20.8%
Shelter/Transitional Housing	9.4%
Health Clinics	3.8%
Job Training	7.5%
Legal Assistance	0.0%
Dental Clinics	0.0%
General Education Development (GED) Programs	0.0%
Medicaid/Children's Health Insurance Program (CHIP)	1.9%

Recent Operational Changes

During the past 12 months, has your agency had to do any of the following? N=54

	Yes	No	Total
Cut hours of operation	38.9%	61.1%	100.0%
Temporarily close	37.0%	63.0%	100.0%
Lay off staff	7.4%	92.6%	100.0%
Limit the area of your service	37.0%	63.0%	100.0%
Increase hours of operation	20.4%	79.6%	100.0%
Limit the number of volunteers who can work at one time	38.9%	61.1%	100.0%
Change the way food is provided to clients	85.2%	14.8%	100.0%

Did you do this because of the following changes? (Identify all that apply) N=53

	Yes	No	Total
Less money or food available (e.g., monetary donations, donated food, federal commodities, etc.)	7.6%	92.4%	100.0%
Need to serve more clients or give out more food (e.g., more clients)	24.5%	75.5%	100.0%
Change in what the agency does	24.5%	75.5%	100.0%
COVID-19 Health Department orders	60.4%	39.6%	100.0%
Quarantine or COVID-19 Positive case at pantry	22.6%	77.4%	100.0%
Lack of staff/volunteers	43.4%	56.6%	100.0%
Risk of COVID-19 exposure for volunteers	71.7%	28.3%	100.0%

How worried are you about your agency's ability to continue to provide services? N=54	
	%
Very Worried	0.0%
Somewhat Worried	22.2%
Not Worried	77.8%
Total	**100.0%**

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. N=12	Major threat	Somewhat of a threat	Minor threat	Not a threat	Total
Not enough money	25.0%	41.7%	25.0%	8.3%	100.0%
Not enough food supplies	16.7%	33.3%	50.0%	0.0%	100.0%
Not enough paid staff or personnel	0.0%	8.3%	8.3%	83.3%	100.0%
Not enough volunteers	41.7%	25.0%	0.0%	33.3%	100.0%
Not enough money for transportation or unreliable transportation to pick up products at the food bank	8.3%	8.3%	16.7%	66.7%	100.0%
Building or location problems (too small, lease expense, electrical problems, etc.)	25.0%	33.3%	25.0%	16.7%	100.0%
Equipment problems or needs (coolers, freezers, etc.)	16.7%	41.7%	25.0%	16.7%	100.0%
Not enough leadership/board support	0.0%	8.3%	50.0%	41.7%	100.0%
Not enough support from community	8.3%	16.7%	16.7%	58.3%	100.0%
Community doesn't need this program	8.3%	0.0%	0.0%	91.7%	100.0%
Safety concerns related to COVID-19	8.3%	16.7%	66.7%	8.3%	100.0%

Which of these problems pose the greatest threat to your agency's ability to keep running? N=12	
	%
Not enough money	41.7%
Not enough food supplies	16.7%
Not enough paid staff or personnel	0.0%
Not enough volunteers	33.3%
Not enough money for transportation or unreliable transportation to pick up products at the food bank	0.0%
Building or location problems (too small, lease expense, electrical problems, etc.)	8.3%
Equipment problems or needs (coolers, freezers, etc.)	0.0%
Not enough leadership/board support	0.0%
Not enough support from community	0.0%
Community doesn't need this program	0.0%
Safety concerns related to COVID-19	0.0%
Total	**100.0%**

Use of Communications and Technology

How does your agency let the community know about its services? N=54	**Yes**	**No**	**Total**
Word of mouth	100.0%	0.0%	100.0%
Official emails, phone calls, office visits, or other communication with other social service groups in the community	51.9%	48.1%	100.0%
Flyers, brochures, or other printed handouts	46.3%	53.7%	100.0%
Newspapers, radio, TV	42.6%	57.4%	100.0%
Referrals from other organizations	81.5%	18.5%	100.0%
Referrals from government agencies (city, county, or state)	50.0%	50.0%	100.0%
Website	63.0%	37.0%	100.0%
Posting signs about the agency outside the building	63.0%	37.0%	100.0%
Social Media (Facebook, Twitter, etc.)	87.0%	13.0%	100.0%

Does your agency provide information about your services in more than one language? N=54	
	%
Yes	16.7%
No	83.3%
Total	**100.0%**

Does your agency take part in any of the following activities that bring attention to the problem of hunger? N=54

	Yes	No	Total
Helping food banks by connecting them with clients who are willing to tell their stories to the press/media	20.4%	79.6%	100.0%
Actively taking part in local hunger networks (i.e., Local food policy coalitions, United Way, Human Services Coalitions, etc.)	16.7%	83.3%	100.0%
Calling and/or writing letters to politicians (local, state, & federal)	18.5%	81.5%	100.0%
Inviting politicians and other interested people (i.e., chamber members, farm bureau representatives, etc.) to visit your agency	37.0%	63.0%	100.0%
Visiting your politicians to educate them on the problem of hunger (local, state, & federal)	7.4%	92.6%	100.0%
Writing letters to the editor and opinion columns for your local newspapers	24.1%	75.9%	100.0%
Educating your community or congregation on the problem of hunger	64.8%	35.2%	100.0%

What companies provide cell phone service in your local area? (Select all that apply) N=55

	%
AT&T	52.7%
Sprint/T-Mobile	29.1%
Verizon	61.8%
Other	27.3%
Don't Know	10.9%

How does your agency use technology? Does your agency...? N=54

	Yes	No	Total
Have reliable internet access	88.9%	11.1%	100.0%
Use a computer to order online from the food bank	96.3%	3.7%	100.0%
Use a computerized spreadsheet or database to track and store client information	77.8%	22.2%	100.0%
Subscribe to an online software service to track and store client information	57.4%	42.6%	100.0%
Use a computer to report usage information to the food bank	90.7%	9.3%	100.0%
Have a website	53.7%	46.3%	100.0%
Use social media like Facebook and/or Twitter	88.9%	11.1%	100.0%
Operate in a building where you get cell phone service	90.7%	9.3%	100.0%
Use a computer to send and receive email	96.3%	3.7%	100.0%
Operate out of a location that has Wi-Fi access	75.9%	24.1%	100.0%

Client Intake

Client intake procedures N=52			
	Yes	**No**	**Total**
Does this program require clients to register or go through an intake process before they can get services?	90.4%	9.6%	100.0%
Does this program require clients to show identification before they can get services?	65.4%	34.6%	100.0%
Does this program have specific eligibility conditions in order for clients to receive services?	92.3%	7.7%	100.0%
Does this program keep track of client visits?	100.0%	0.0%	100.0%

What type of identification does this program require clients to use? Are clients required to use...? N=52			
	Yes	**No**	**Total**
Driver's license	51.9%	48.1%	100.0%
Other State ID	32.7%	67.3%	100.0%
Social Security number	42.3%	57.7%	100.0%
Voter's registration	7.7%	92.3%	100.0%
Utility bill, telephone bill, or other proof of residency	61.5%	38.5%	100.0%
Passport	5.8%	94.2%	100.0%
Some other form of identification	21.2%	78.8%	100.0%

What happens if a client does not have the right type of identification? Do you...? N=34			
	Yes	**No**	**Total**
Allow one-time service to the client	100.0%	0.0%	100.0%
Refer the client to another program in the community for similar services	26.5%	73.5%	100.0%
Not provide any services at all to the client	0.0%	100.0%	100.0%

What are the eligibility conditions for this program? Are the eligibility conditions based on...? N=52			
	Yes	**No**	**Total**
Income	61.5%	38.5%	100.0%
Age	7.7%	92.3%	100.0%
Where the client lives	82.7%	17.3%	100.0%
Citizenship or being in the country legally	9.6%	90.4%	100.0%
Some other condition	9.6%	90.4%	100.0%

How does your agency track client use of this agency? Do you...? N=52			
	Yes	No	Total
Track the number of unique (unduplicated) households this program serves at any time in a year, month, or week	69.2%	30.8%	100.0%
Track the total number of times clients visit this program at any time in a year, month, or week	92.3%	7.7%	100.0%
Check to see if a client has already been served during registration/intake (i.e., Charity Tracker, Mac Link, etc.)	59.6%	40.4%	100.0%

Please choose the option below that best describes how you track client visits for this program. N=52	
	%
We use a standard computer program (e.g., Microsoft Office) to keep track of client visits	11.5%
We use a custom designed computer program to keep track of client visits	17.3%
We keep manual records (e.g., paper/pencil, notebook, index cards) of client visits	13.5%
We use a combination of manual records and computer programs to keep track of client visits	57.7%
Total	100.0%

Client Characteristics

Households served each month				
	Mean	Min	Max	N
How many unique (unduplicated) households did programs serve each month	232	3	1097	31
How many total (duplicated) households did programs serve each month	337	0	1220	39

Please describe the type of clients you served during the past 12 months. Did you serve...? N=52			
	Yes	No	Total
Families with children under the age of 18	98.1%	1.9%	100.0%
Non-elderly adults without children	98.1%	1.9%	100.0%
Seniors (adults aged 60 and older)	100.0%	0.0%	100.0%
Only children under the age of 18	17.3%	82.7%	100.0%

Did you serve specific groups of people during the past 12 months? Did you serve...? N=52	Yes	No	Total
Non-English-speaking clients	51.9%	48.1%	100.0%
College students	53.8%	46.2%	100.0%
Veterans or their families	88.5%	11.5%	100.0%
Active military or their families	50.0%	50.0%	100.0%
Individuals affected by a natural disaster (e.g., fire, flood, tornado, etc.)	76.9%	23.1%	100.0%
Individuals affected by COVID-19 (e.g., business closures, layoffs, etc.)	94.2%	5.8%	100.0%

What is your best estimate for the percentage of the people you serve that fall into each of the following groups? N=49	0%	1-25%	26-50%	51-75%	76-100%	Total
Families with children under the age of 18	0.0%	18.4%	53.1%	22.4%	6.1%	100.0%
Non-elderly adults without children	2.0%	46.9%	38.8%	10.2%	2.0%	100.0%
Seniors (adults aged 60 and older)	0.0%	42.9%	32.7%	22.4%	2.0%	100.0%
Non-English-speaking clients	51.0%	49.0%	0.0%	0.0%	0.0%	100.0%
College students	40.8%	59.2%	0.0%	0.0%	0.0%	100.0%
Veterans or their families	12.2%	79.6%	8.2%	0.0%	0.0%	100.0%
Active military or their families	49.0%	51.0%	0.0%	0.0%	0.0%	100.0%
Individuals affected by a natural disaster (e.g., fire, flood, tornado)	22.4%	69.4%	8.2%	0.0%	0.0%	100.0%
Individuals affected by COVID-19 (e.g., business closures, layoffs, etc.)	2.0%	57.1%	26.5%	10.2%	4.1%	100.0%

Which of the following are the languages primarily spoken at home by the clients you serve? (Select all that apply) N=52	%
English	100.0%
Spanish	46.2%
Chinese - (Mandarin, Cantonese, Other)	1.9%
French	0.0%
Tagalog	0.0%
Vietnamese	0.0%
Korean	0.0%
Russian	5.8%
German	0.0%
Polish	1.9%
Japanese	0.0%

Persian	0.0%
Serbo-Croatian	1.9%
Armenian	0.0%
Somali	0.0%
Haitian Creole	0.0%
Arabic	0.0%
Some other language	5.8%

Percent of households served whose primary language spoken at home is: N=52	
	Mean
English	96.7%
Spanish	3.0%
Chinese - (Mandarin, Cantonese, Other)	0.04%
French	0.0%
Tagalog	0.0%
Vietnamese	0.0%
Korean	0.0%
Russian	0.1%
German	0.0%
Polish	0.02%
Japanese	0.0%
Persian	0.0%
Serbo-Croatian	0.0%
Armenian	0.02%
Somali	0.0%
Haitian Creole	0.0%
Arabic	0.0%
Some other language	0.2%

Compared to last year, have you seen changes in the number of clients this program provides food to? N=52	
	%
This program provides food to a lot more clients compared to last year	15.4%
This program provides food to somewhat more clients compared to last year	32.7%
This program provides food to about the same number of clients compared to last year	23.1%
This program provides food to somewhat fewer clients compared to last year	13.5%
This program provides food to a lot fewer clients compared to last year	15.4%
Total	**100.0%**

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=41	We see more	About the same	We see fewer	Total
Children seeking food assistance during school breaks, like during summer and long holidays, or due to COVID-19 closures	31.7%	58.5%	9.8%	100.0%
Seasonal workers, like farm laborers or tourism workers, seeking food assistance	14.6%	82.9%	2.4%	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=50	We see more	About the same	We see fewer	Total
Non-English speaking clients seeking food assistance	4.0%	92.0%	4.0%	100.0%
College or community college students seeking food assistance	4.0%	90.0%	6.0%	100.0%
Veterans or their families seeking food assistance	12.0%	84.0%	4.0%	100.0%
Active Military or their families seeking food assistance	4.0%	92.0%	4.0%	100.0%
Individuals affected by a natural disaster (e.g., fire, food tornado)	16.0%	84.0%	0.0%	100.0%
Individuals affected by COVID-19 (e.g., business closures, layoffs, etc.)	62.0%	30.0%	8.0%	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=52	%
Yes	90.4%
No	9.6%
Total	**100.0%**

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=47	
	%
Day	0.0%
Week	12.8%
Month	85.1%
Quarter or Season	2.1%
Year	0.0%
Total	**100.0%**

During the past 12 months, has this program...? N=50	Yes	No	Total
Changed the number of times a client can get food such that clients get food more frequently	30.0%	70.0%	100.0%
Changed the number of times a client can get food such that clients get food less frequently	6.0%	94.0%	100.0%

During the past 12 months, did this program turn away any clients for any reason? N=52	
	%
Yes	21.2%
No	78.8%
Total	**100.0%**

During the past 12 months, how often did this program turn away clients for any of the reasons listed below? N=11	Frequently	Occasionally	Rare	Never	Total
The program ran out of the food or other things the client(s) needed	0.0%	9.1%	18.2%	72.7%	100.0%
Clients came more often than program rules allow	0.0%	72.7%	27.3%	0.0%	100.0%
Clients behaved violently or in other ways that worried staff	0.0%	9.1%	36.4%	54.5%	100.0%
Clients lived outside the program's service area	0.0%	63.6%	9.1%	27.3%	100.0%
Clients did not have the right identification	0.0%	9.1%	45.5%	45.5%	100.0%
Clients' income was too high for program	0.0%	27.3%	45.5%	27.3%	100.0%
Clients were turned away for some other reason not listed	0.0%	9.1%	27.3%	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=51	
	%
Yes	76.5%
No	23.5%
Total	**100.0%**

Please describe how these limits on your service area were decided. N=39	
	%
Based on streets or roads	2.6%
Based on ZIP Code	5.1%
Based on city or village limits	5.1%
Based on county limits	53.8%
Based on school system/district	23.1%
Based on some other physical area or limit	10.3%
Total	**100.0%**

Facilities

Does this program operate out of a location that the agency...? N=51	
	%
Owns with a mortgage	15.7%
Owns mortgage free	43.1%
Rents / Leases	19.6%
Is provided as a free space	21.6%
Total	**100.0%**

What best describes the building in which this program is located? N=51	
	%
Church, mosque, synagogue, or other religious building	17.6%
Other building owned by church, mosque, synagogue, or other religious institution	17.6%
Retail, office or commercial building	51.0%
Apartment building or other building where people live	0.0%
School	2.0%
Truck, van, or car, like a food truck or mobile pantry	0.0%
Indian Reservation Tribal building	0.0%
Farm or farmer's market stand	0.0%
Other	11.8%
Total	100.0%

Does the current location meet this program's needs? N=51	
	%
Yes	70.6%
No	23.5%
Not Sure	5.9%
Total	**100.0%**

Does this program's location have...? N=51	Yes	No	Total
An area where you give out food or serve meals	80.4%	19.6%	100.0%
A storage area for large amounts of food that don't need refrigeration	90.2%	9.8%	100.0%
A freezer	98.0%	2.0%	100.0%
Adequate number of freezers	58.8%	41.2%	100.0%
A cooler or refrigerator	90.2%	9.8%	100.0%
Adequate number of coolers or refrigerators	43.1%	56.9%	100.0%
Office space to meet with clients (to complete intake / or provide referrals), like a reception area, cubical, or office	78.4%	21.6%	100.0%

Food Bank Assistance

What is the single most helpful good, service, benefit, or product that the food bank currently provides to your agency? N=50*	
	%
Community Connections & Partnerships	6.0%
Food Bank Support/Information	4.0%
Food Bank Trainings	2.0%
Food Delivery	24.0%
Food Item - Dairy Products	2.0%
Food Item - Proteins	10.0%
General Food Availability	20.0%
Grant & Fundraising Opportunities/Support	2.0%
No/Low-Cost Food	44.0%
Public Food Assistance Programs	6.0%
Quality Products	4.0%
Quantity of Food Available	2.0%
Variety of Food Available	10.0%

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

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=51	
	%
Improved or additional refrigeration/freezers	25.5%
Nothing	23.5%
Unsure	7.8%
Additional grant/financial opportunities	5.9%
Infrastructure improvement	3.9%
More fresh produce	3.9%
More nutritious food	3.9%
More variety in food	3.9%
Remove service and handling charges	3.9%
Additional equipment	2.0%
Additional food delivery	2.0%
Financial assistance	2.0%
Financial support for additional food purchases	2.0%
Grant writing assistance	2.0%
Home delivery assistance	2.0%
Larger operation space	2.0%
Lower food pricing	2.0%
Mobile food pantry	2.0%
More consistent selection	2.0%
More food generally	2.0%
More proteins	2.0%
No/lower cost foods	2.0%
On-site assistance	2.0%
Packing supplies	2.0%
Programming assistance	2.0%
Volunteer support/coordination	2.0%

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

Client Survey

Region Breakdown

Responses by food pantry		
	n	**%**
CAM - Branson	34	5.6%
CAM - Forsyth	15	2.5%
Center City Christian Outreach	12	2.0%
Community Outreach Ministry	20	3.3%
Crosslines - McDonald County	28	4.6%
Crosslines - Springfield	66	10.9%
First Baptist Church - West Plains	11	1.8%
Good Samaritan Resource - Richland	12	2.0%
Good Samaritan Resource - Waynesville	23	3.8%
Harvest Fellowship Food Pantry	38	6.3%
Heart of the Hills Food Harvest	12	2.0%
Heart to Heart Outreach Ministry	7	1.2%
Help Center	59	9.8%
Kings Food Pantry (Southern Webster)	9	1.5%
L-Life	30	5.0%
Lamar Good Samaritan	21	3.5%
Least of These	43	7.1%
Mission Joplin - Forest Park	7	1.2%
Monett Community Pantry	13	2.1%
Mountain Grove Love Center	14	2.3%
Nevada Community Outreach	12	2.0%
Ozark County Food Pantry	10	1.7%
Salvation Army - Lebanon	17	2.8%
Shepherds Nook Lifeway Center	25	4.1%
Southern Stone County Food Pantry	14	2.3%
St. Joseph Catholic - Springfield	15	2.5%
St. Susanne Catholic Church	12	2.0%
Texas County Food Pantry	15	2.5%
Verona Baptist Church	11	1.8%
Total	**605**	**100%**

Client Characteristics

Age of respondent N=599	
	%
18-24	2.2%
25-34	7.8%
35-44	11.0%
45-54	19.7%
55-64	26.5%
65-74	22.9%
75+	9.8%
Total	**100%**

How would you describe your gender identity? N=600	
	%
Woman	70.5%
Man	29.0%
Gender non-conforming/non-binary	0.3%
Another identity	0.2%
Total	**100%**

What is the highest level of education you have completed? N=597	
	%
Less than a high school diploma	19.3%
High school diploma or equivalent (GED)	36.3%
Some college, no degree	25.6%
Associate/Technical Degree (AA, AS)	9.9%
Bachelor's degree (BA, BS)	7.4%
Master's degree or Graduate Certificate (MA, MS, MPH, MEd)	1.3%
Professional or Graduate Degree (MD, DDS, DVM, PhD, EdD)	0.2%
Total	**100%**

I identify as: (Race &/or Ethnicity) N=598	
	%
African American/Black	1.3%
Asian American/Asian	0.3%
Caucasian/White	87.6%
Hispanic/Latino/Latina/Latinx	2.7%
Native American or Alaskan Native	1.2%
Pacific Islander	0.5%
Middle Eastern or North African	0.0%
Another Identify	0.5%
Multiple identities	5.9%
Total	**100%**

Which of the following best describes your current living situation? N=596	
	%
Live in my own home (house, apartment, condo, trailer, etc.)	88.9%
Live in a household with other people (i.e., roommates)	5.0%
Live in a residential facility, nursing home, or supervised housing	0.3%
Temporarily staying with a relative or friend	2.5%
Temporarily staying in a motel or hotel	0.7%
Temporarily staying in a shelter or transitional living situation	0.2%
Live in car, van, or recreational vehicle/RV	0.8%
Living on the street, abandoned building, camping, or houseless	1.5%
Total	**100%**

What is the primary language spoken at home? N=600	
	%
English	98.8%
Spanish	1.0%
German	0.0%
Russian	0.0%
Chinese	0.0%
Vietnamese	0.0%
Korean	0.0%
Bosnian	0.0%
Hmong	0.0%
Arabic	0.0%
Another language	0.2%
Total	**100%**

Are you currently...? N=596	
	%
Married/in a domestic partnership	31.4%
Not married but currently living with a partner	5.7%
Widowed	16.8%
Divorced	24.7%
Separated	5.7%
Single (never married)	15.8%
Total	**100%**

Have you, or anyone in your household, ever served in the US Armed Forces, Reserves, or National Guard? N=593	
	%
Currently serving	0.2%
Served in the past, but not now	17.7%
Never served in the military	82.1%
Total	**100%**

Household Composition

How many adults, 18 and older, live in your household? N=599	
	%
1	45.2%
2	36.4%
3	9.7%
4	4.8%
5+	3.8%
Total	**100%**

How many adults, over the age of 65, live in your household? N=599	
	%
0	57.9%
1	31.4%
2	10.0%
3	0.7%
4	0.0%
5+	0.0%
Total	**100%**

How many children, 17 years of age or younger, live in your household? N=598	
	%
0	68.4%
1	12.0%
2	7.7%
3	6.9%
4	4.3%
5+	0.7%
Total	**100%**

Single Adult Headed Household w/ Children 17 and under		
	n	**%**
Yes	46	24.3%
No	552	
Single adult household percentage taken in proportion to households with children 17 years of age and under		

How many children, 5 years of age or younger, live in your household? N=189	
	%
0	56.6%
1	29.1%
2	10.6%
3	3.7%
4	0.0%
5+	0.0%
Total	**100%**

Total Household Size N=597	
	%
1	37.7%
2	25.1%
3	12.4%
4	10.1%
5	7.4%
6	3.2%
7	2.0%
8	1.2%
9	0.8%
10+	0.2%
Total	**100%**

Average Household		
	Mean	**N**
Total person in household	2.5	597
Adults in household	1.9	599
Adults over 65 in household	0.5	599
Children under 18 in household	0.7	598
Children under 6 in household	0.6	189

Employment & Income

How many adults in the household are currently employed? N=598	
	%
0	64.0%
1	26.1%
2	7.7%
3	1.5%
4	0.5%
5+	0.2%
Total	**100%**

Are any adults in the household currently students? N=597	
	%
Yes	8.0%
No	92.0%
Total	**100%**

What category best represents the employment status of the adults in your household during the past 12 months? (Select all that apply) N=203	
	%
Self-Employed	16.7%
Working full-time for an employer (30 or more hours per week)	57.1%
Working part-time for an employer (up to 29 hours per week)	30.5%
Working multiple part-time positions for an employer	2.0%
Seasonal Work	1.5%

Please identify any additional sources of income that you, or anyone in your household, received during the last year? (Select all that apply) N=587	
	%
TANF (Temporary Assistance to Needy Families)	0.9%
SNAP, Food Stamps, EBT or Food Stamp cash out	40.9%
Supplemental Security Income (SSI) or disabled veterans' benefits	25.0%
Social Security, or any kind of private, government, or military pension	51.8%
Unemployment Insurance or Worker's Compensation	5.3%
None of these	17.2%

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=535	
	%
$0	6.7%
$500 or less	5.2%
$501-$1000	30.8%
$1001-$2000	45.0%
$2001-$3000	9.2%
$3001-$4000	2.2%
More than $4000	0.7%
Total	**100%**

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	18	8	2	3	3	0	1	0	0	0	35	35
$500 or less	8	7	2	6	1	3	0	1	0	0	28	28
$501-$1000	84	36	13	12	8	2	5	2	2	0	164	164
$1001-$2000	94	70	26	20	19	6	1	2	1	1	240	146
$2001-$3000	4	12	14	6	5	4	1	2	0	0	48	18
$3001-$4000	0	3	2	3	1	2	1	0	0	0	12	3
More than $4000	0	0	2	1	0	1	0	0	0	0	4	0
Total											531	394
												74.2%

Which category best represents the combined annual income for your household from all sources during the last year? N=509	
	%
$0	6.1%
$5,000 or less	8.1%
$5,001-$10,000	16.3%
$10,001-$15,000	30.6%
$15,001-$20,000	14.5%
$20,001-$25,000	13.4%
$25,001-$30,000	4.7%
$30,001-$35,000	2.6%
$35,001-$50,000	3.3%
More than $50,000	0.4%
Total	**100%**

Food Pantry Use & Preferences

In the last month, how many times did your household get food from any food pantry? N=585	
Mean	1.6
	%
1	67.7%
2	16.9%
3	5.6%
4	6.2%
5+	3.6%
Total	**100.0%**

In how many of the past 12 months did your household get food from a food pantry? N=595	
Mean	8.5
	%
1	6.4%
2	5.9%
3	5.7%
4	5.9%
5	2.9%
6	8.6%
7	2.9%
8	4.9%
9	2.4%
10	4.5%
11	2.2%
12	47.9%
Total	**100.0%**

How long have you or your household used a food pantry? N=597	
	%
Less than 1 year	19.1%
1-2 years	23.8%
More than 2 years	57.1%
Total	**100.0%**

During an average month, how many weeks does the food from the food pantry last you or your household? N=587	
	%
1 week or less	27.4%
2 weeks	37.1%
3 weeks	15.3%
4 weeks or more	20.1%
Total	**100.0%**

In a typical month, how much of the food consumed in your household do you get from food pantries? N=582	
	%
At least half the food we consume	51.5%
Less than half, but more than a quarter	15.1%
Around a quarter	19.6%
Less than a quarter	9.1%
Only a tiny piece of what we consume	4.6%
Total	**100.0%**

Has there ever been a time that you needed assistance getting food but were not able to use the food pantry? N=583	
	%
Yes	34.3%
No	65.7%
Total	**100%**

What prevented you from being able to access the food pantry? (Select all that apply) N=196	
	%
Hours of operation	29.1%
Lack of transportation	48.5%
Already used the food pantry during a given period	24.5%
Didn't have necessary documents	6.6%
Embarrassed to use food pantry	6.6%
Wait time is too long at pantry	4.6%
Other	18.4%
Prefer not to answer	2.0%

At an ideal food pantry, what programs or services would be provided that you would find most useful? N=604	
	%
Cooking or nutrition information	39.1%
Clothing assistance or Thrift Shop	47.8%
Food Delivery or Mobile Pantry Services	36.3%
Help with enrollment in assistance programs (SNAP, WIC, Medicaid, etc.)	30.6%
Utility assistance	49.8%
Housing or rent assistance	38.9%
Transportation assistance	29.1%
Job search and readiness training	18.2%
Educational programs or assistance (GED)	17.1%
Household items	53.0%
Infant care items (diapers, formula, baby food)	22.5%
Period products (pads, tampons, liners)	23.2%
Personal care items (shampoo, adult diapers, toothpaste)	54.1%
Up to date website or social media page	21.7%
Opportunity for client input in pantry operations	30.0%

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=511	
	%
Fresh fruits and vegetables	54.4%
Prepared ready to eat foods (e.g., salads & sandwiches)	11.5%
Protein food items (meat/poultry/fish)	49.5%
Grains (bread, pasta, etc.)	8.4%
Dairy products (milk, cheese, yogurt)	41.3%
Savory snack foods (chips, cheese puffs, pretzels)	8.0%
Sweet snack foods (cakes, candy, pastries)	6.5%
Frozen meals	16.8%
Non-perishable packaged meal options (e.g., Beefaroni, mac & cheese, Hamburger Helper)	12.1%
Soups	10.4%
Sweetened beverages	3.7%
Baby food &/or formula	3.9%
Water	17.8%

Food Security Status

Food Insecurity Rates N=558	
	%
Marginal Food Security	36.2%
Low Food Security	34.2%
Very-low Food Security	29.6%
Total	**100.0%**

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."	35.3%	40.3%	24.4%	586	100%
"I/we couldn't afford to eat balanced meals."	29.8%	33.6%	36.5%	583	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=581	
	%
Yes	41.0%
No	59.0%
Total	**100%**

How often did this happen? N=229	
	%
Almost every month	46.3%
Some months, but not every month	37.1%
In only 1 or 2 months	16.6%
Total	**100%**

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=582	
	%
Yes	37.8%
No	62.2%
Total	**100%**

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=578	
	%
Yes	28.7%
No	71.3%
Total	**100%**

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	35.6%	64.4%	578	100%
Utilities	41.4%	58.6%	582	100%
Housing	27.7%	72.3%	578	100%
Transportation	29.1%	70.9%	573	100%
Education Expenses	3.7%	96.3%	518	100%
Child Care*	11.9%	88.1%	168	100%

Additional Food Sources & Coping Strategies

Do any children in your household currently participate in any of the following? N=181	Yes	No	Total
Free or reduced-price school breakfast &/or lunch program	67.4%	32.6%	100%
After school snack or meal program	16.6%	83.4%	100%
Summer food program for kids	11.0%	89.0%	100%
Backpack weekend food program	12.7%	87.3%	100%
School food pantry	4.4%	95.6%	100%
Children's mobile pantry	0.6%	99.4%	100%
None of these	29.8%	70.2%	100%

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?				
	Yes	No	N	Total
SNAP/ Food Stamp program	46.0%	54.0%	583	100%
WIC Program (Women, Infant, & Children)*	43.6%	56.4%	78	100%
Senior Box (provided through a food pantry)	25.6%	74.4%	583	100%
Meals on Wheels	4.3%	95.7%	583	100%
Senior meal program (Senior Center, Nutrition Center, etc.)	3.3%	96.7%	583	100%
Mobile food pantry	4.6%	95.4%	583	100%
None of these	33.6%	66.4%	580	100%

*Based on households with children under the age of 5

What strategies have you, or anyone in your household, used to make your food budget go further over the past 12 months? N=573			
	Yes	No	Total
Sold or pawned personal property	21.3%	78.7%	100%
Eaten food past expiration date	46.9%	53.1%	100%
Purchased food in dented or damaged packages	48.2%	51.8%	100%
Purchased the least expensive food, even if it wasn't the healthiest option	64.0%	36.0%	100%
Watered down food or drinks	17.5%	82.5%	100%
Gone to more than one food pantry	24.6%	75.4%	100%
None of these	16.8%	83.2%	100%

Supplemental Nutrition Assistance Program (SNAP) Use

During an average month, how many weeks do your SNAP benefits typically last you or your household? N=254	
	%
1 week or less	9.1%
2 weeks	26.8%
3 weeks	32.3%
4 weeks or more	31.9%
Total	**100%**

You indicated that you don't use SNAP/Food Stamps. What is the main reason you don't use this program? N=305

	%
Haven't applied	46.6%
Applied, but didn't/no longer qualify	53.4%
Total	**100%**

What is the main reason for not applying for SNAP/Food Stamps? N=130

	%
Didn't think I was eligible	35.4%
Never heard of the program	6.9%
Personal reasons	19.2%
Too hard to apply	8.5%
Another Reason	30.0%
Total	**100%**

What is the main reason for not qualifying for SNAP/Food Stamps? N=160

	%
Application issues/ application too difficult	3.1%
Assets too high	6.3%
Income too high	58.8%
Exhausted qualification	0.0%
Not sure	10.0%
Another reason	21.9%
Total	**100%**

Health

Would you say that in general your health is...? N=584

	%
Excellent	4.6%
Very Good	11.3%
Good	33.9%
Fair	34.8%
Poor	15.4%
Total	**100.0%**

Presence of Health Condition/Circumstance in Households		
	%	**N**
Diabetes	41.5%	581
High Blood Pressure or Hypertension	62.9%	580
High Cholesterol	48.2%	577
Uninsured	34.4%	581

Presence of Health Condition/Circumstance in Adults*	
	%
Diabetes (among 1082 adults)	26.9%
High Blood Pressure or Hypertension (among 1075 adults)	43.3%
High Cholesterol (among 1077 adults)	30.9%
Uninsured (among 1477 adults & children)	22.7%
Rates of uninsured include adults and children in the household	