Together, we can end hunger
(Mostly) Electronic Surveying

- 32,401 surveys sent out
- 7,835 responses
- 24% return rate
- 6 languages
- 5 programs

Pop Ups
4,214

Pantry at Home
1,572

PES Pantry
1,480

HDG/Senior PES
455

Supportive Housing
114
## Response Rate

<table>
<thead>
<tr>
<th>Collection Method</th>
<th>Sent</th>
<th># of Responses</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS</td>
<td>28,682</td>
<td>6,464</td>
<td>23%</td>
</tr>
<tr>
<td>Email</td>
<td>3,099</td>
<td>1,257</td>
<td>41%</td>
</tr>
<tr>
<td>Paper</td>
<td>620*</td>
<td>114</td>
<td>18%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>32,401</td>
<td>7,835</td>
<td>24%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Language</th>
<th>Sent</th>
<th># of Responses</th>
<th>Response Rate</th>
<th>% of total Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>14,580</td>
<td>3,696</td>
<td>25%</td>
<td>47%</td>
</tr>
<tr>
<td>English</td>
<td>11,088</td>
<td>2,400</td>
<td>22%</td>
<td>31%</td>
</tr>
<tr>
<td>Spanish</td>
<td>5,307</td>
<td>1,360</td>
<td>26%</td>
<td>17%</td>
</tr>
<tr>
<td>Russian</td>
<td>553</td>
<td>159</td>
<td>29%</td>
<td>2%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>479</td>
<td>121</td>
<td>25%</td>
<td>2%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>394</td>
<td>99</td>
<td>25%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>32,401</td>
<td>7,835</td>
<td>24%</td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Question</td>
<td>HDG/FAP</td>
<td>BB</td>
<td>PES</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>---------</td>
<td>----</td>
<td>-----</td>
</tr>
<tr>
<td>Contact Info</td>
<td>Email Address &amp; Cell Phone #</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Demographics</td>
<td>Race</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Demographics</td>
<td>SOGI</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Demographics</td>
<td>Number of Children in the household</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Demographics</td>
<td>Are you a single parent or guardian?</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Demographics</td>
<td>Do you currently have a stable, indoor place to sleep?</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Demographics</td>
<td>Are you or is anyone in your household a veteran?</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Demographics</td>
<td>Do you or anyone in your household have a disability?</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Demographics</td>
<td>Do you receive Supplemental Security Income (SSI)?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COVID</td>
<td>Is anyone in your household at higher risk for COVID-19 because of age or a pre-existing condition (for example, diabetes, lung disease, asthma, heart disease)?</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>COVID</td>
<td>Has anyone in your household lost their job or earned less money because of COVID-19?</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>COVID</td>
<td>Has your household recovered from this financial loss (for example by getting a job, more hours, or higher pay)?</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>COVID</td>
<td>Before the pandemic, did you or anyone in your household participate in any government food support program (like CalFresh, WIC or Free School Meals)?</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>COVID</td>
<td>Since the pandemic started, have you or anyone in your household participated in any government food programs (like CalFresh, WIC or Free School Meals)?</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>COVID</td>
<td>I have been able to shelter in place more easily</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Satisfaction with food</td>
<td>I like the food I get from the program</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Satisfaction with food</td>
<td>There is enough variety of fruits and vegetables</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Satisfaction with food</td>
<td>There is enough variety of protein (meat, eggs, beans)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Satisfaction with food</td>
<td>I get enough food each week from this program</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Satisfaction with service</td>
<td>The volunteers/staff provide good service</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Satisfaction with service</td>
<td>The volunteers/staff treat me with dignity and respect</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Satisfaction with service</td>
<td>How likely are you to recommend the pantry to a friend or family member? (Net Promoter Score)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Food Appropriateness</td>
<td>In my culture, we eat the types of food that I get from this program/ is appropriate for my culture</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Food Appropriateness</td>
<td>The food I get is appropriate for my dietary needs</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Food Appropriateness</td>
<td>I have the cooking facilities to prepare the food I get from this program</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Food security/health</td>
<td>&quot;I worried whether food would run out.&quot;</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Food security/health</td>
<td>&quot;The food that we had just didn’t last and we couldn’t get more.&quot;</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Food security/health</td>
<td>I feel less worried about getting enough food</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Food security/health</td>
<td>Because of this program, I feel healthier OR I eat more fruits, vegetables and whole grains</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Food security/health</td>
<td>I am able to live more independently</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Barriers to access</td>
<td>Do any of the following issues affect your ability to come to the pantry each week? (check all that apply)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Program Feedback</td>
<td>We want to improve this program and help more people. Do you have ideas about how we can do that? Or if you have any other feedback or comments...</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
Things to Keep in Mind About the Survey Data

Participants vs Respondents: What’s the difference?

The data is as good as what is being reported.

There is a lot of data and we are pulling out specific stories.

Data acts as a flashlight that allows us to ask questions and dig deeper.

Survey data was cleaned to ensure integrity of what is being presented.
Demographics - Race

Race of survey respondents vs. all panda participants

- **Asian**: 66% (Survey Respondents), 64% (Overall Panda)
- **Hispanic, Latino/a, or Spanish Origin**: 18% (Survey Respondents), 22% (Overall Panda)
- **White**: 8% (Survey Respondents), 8% (Overall Panda)
- **Black or African American**: 6% (Survey Respondents), 4% (Overall Panda)
- **Middle Eastern or North African**: 0.5% (Survey Respondents), 0.4% (Overall Panda)
- **Native Hawaiian or Pacific Islander**: 0.5% (Survey Respondents), 1% (Overall Panda)
- **Mixed Race**: 0.3% (Survey Respondents), 1% (Overall Panda)
- **Native American**: 0.3% (Survey Respondents), 0.4% (Overall Panda)

Survey Respondents vs. Overall Panda
Race of Respondents Out of Total Served by Program

Race breakdown by program

- **Black or African American**: 41%
- **White**: 34%
- **Hispanic, Latino/a, or Spanish Origin**: 13%
- **Mixed Race**: 5%
- **Asian**: 70%
- **Native American**: 8%
- **Native Hawaiian or Pacific Islander**: 15%
- **Middle Eastern or North African**: 6%

Programs:
- H1st SH
- HDG/FAP BB
- PAH
- PES
- PUP
Demographics – SOGI

**Gender**
- Female, 64%
- Male, 36%
- Trans Female, 0.2%
- Genderqueer/Gender Non-binary, 0.2%
- Not Listed, 0.2%
- Trans Male, 0.1%
- Other, 0.1%

**Sexual Orientation**
- Straight/Heterosexual, 87%
- Gay/Lesbian/Same-Gender Loving, 3%
- Bisexual, 2%
- Questioning/U nsure, 1%
- Not listed, 6%
Demographics Continued

Other demographics questions

- Are you or is anyone in your household a veteran? 95% Yes, 5% No
- Do you or anyone in your household have a disability? 73% Yes, 27% No
- Do you currently have a stable, indoor place to sleep? 96% Yes, 4% No
Satisfaction with Service and Overall

The staff and volunteers provide good service

- **Agree, 98%**
- **Disagree, 2%**

Net Promoter Score

- **Overall 2021**: 36
- **Overall 2020**: Unknown

What is a good NPS score?

- **NEEDS IMPROVEMENT** (-100 - 0)
- **GOOD** (0 - 30)
- **GREAT** (30 - 70)
- **EXCELLENT** (70 - 100)
Food Appropriateness

In my culture, we eat the food that is offered at the pantry.
The food I get is appropriate for my dietary needs.
I have the cooking facilities to prepare the food I get from this program.
COVID Related Questions

Pandemic-related questions

Is anyone in your household at higher risk for COVID-19 because of age or a pre-existing condition?

- Yes, 34%
- No, 66%

Before the pandemic, did you or anyone in your household ever get free food from a food pantry, food bank, church, soup kitchen or another place that helps with food?

- Yes, 50%
- No, 50%

Has anyone in your household lost their job or earned less money because of COVID-19?

- Yes, 61%
- No, 39%

Has your household recovered from this financial loss (for example by getting a job, more hours, or higher pay)?

- Yes, 19%
- No, 81%
Before the pandemic, did you or anyone in your household ever get free food from a food pantry, food bank, church, soup kitchen or another place that helps with food?

- **PUP**: 58% Yes, 42% No
- **PAH**: 50% Yes, 50% No
- **PES**: 77% Yes, 23% No
- **H1st SH**: 85% Yes, 15% No
Food Insecurity

Food insecurity is very high among survey respondents

Food Insecurity - in the last 12 months...

"I worried whether food would run out."
80%

"The food that we had just didn’t last and we couldn’t get more."
67%

In the past 12 months...

- Worried about food running out:
  - More than 1 year in program: 76%
  - Less than 1 year in program: 83%

- Food didn’t last and couldn’t get more:
  - More than 1 year in program: 63%
  - Less than 1 year in program: 69%
Households with Children

We asked how many children under the age of 18 were in the respondent’s household, and if they had children, whether they were a single parent or guardian.

- 49% of respondents (3,762 out of 7,723) reported having at least 1 child in the household.
  - Of these, 42% said they were single parents or guardians.
  - This equates to 28% of respondents being single parents.

- Households with children had an average of 2.3 children.

- Average household size for HHs with children was 3.8 vs. 3.1 for overall survey respondents.

- Median age for respondents with children was 49 (vs. 60 for all survey respondents and 65 for all PES participants).
The Story of Households with Children

**Food insecurity**
Households with children experience higher levels of food insecurity than those without children. Food insecurity is especially high among households with single parents or guardians.

**Economic impact of the pandemic**
Households with children, and especially those with single parents, were much more likely to lose their job or have wages cut than households without children.

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### Food Insecurity - In the last 12 months...

- **I worried whether food would run out.**
  - Single Parent HHs w/ Children: 87%
  - HHs with Children: 83%
  - No Children in HH: 76%

- **The food that we had just didn’t last and we couldn’t get more.**
  - Single Parent HHs w/ Children: 75%
  - HHs with Children: 71%
  - No Children in HH: 62%

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### Has anyone in your household lost their job or earned less money because of COVID-19?

- Single Parent HHs w/ Children: 79%
- Households with Children: 75%
- No Children in Household: 49%
Next Steps

- Continued Participant Demographic Data Collection Project
- Working to get more insights using Alteryx software
- Digging into more data & stories
Thank You!
Questions or Comments

Material will be shared via email.

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