

2015 Pantry Client Survey  
Full Report  
Conducted: 4/22/15 - 5/1/15

Key themes/opportunities:

**Food Insecurity** – 48% have reduced or skipped kids’ meals in the past year, 57% say high food costs led them to need the pantry, 52% say they visit more than one pantry a month; consider exploring where clients are shopping, how much they are spending, and approaches beyond pantries and SNAP, such as buying clubs.

**SNAP** – 64% do not receive SNAP, 23% of those that do not receive SNAP are unsure if they qualify, 65% of those receiving SNAP say it lasts only 2 weeks or less; consider partnering with a benefits screening program.

**Debt** - 41% said debt led them to need the pantry, 61% have credit card debt (compared to 42% for county), 49% have medical/dental debt; consider connecting with financial literacy/debt management programs.

**Health - financial** – 11% have uninsured kids, 21% have uninsured adults, 67% are putting off dental care and 51% are putting off medical care because they can’t afford them, 38% said high medical costs led them to need the pantry; consider connecting with programs that assist clients to sign up for health insurance.

**Health – nutrition** – 54% have high blood pressure, 60% have a weight condition, 66% are interested in nutrition education; consider partnering with healthcare providers and/or nutrition educators.

			Total	Pantry x
Q#	Question	total surveys	653	60
<b>DEMOGRAPHICS</b>				
Q1	Gender	Male	25%	12%
		Female	75%	88%
Q2	Race/Ethnicity	White	55%	38%
		Black/African American	35%	57%
		Hispanic/Latino	6%	0%
		Other	2%	2%
		American Indian/Native Alaskan	1%	2%
		Asian	1%	2%
		Native Hawaiian/Pacific Islander	0%	0%
Q3	Client age	Middle Eastern	0%	0%
		<20	0%	0%
		20-29	8%	0%
		30-39	16%	10%
		40-49	24%	31%
		50-59	29%	24%

		60-69	15%	22%
		70-79	6%	10%
		>80	1%	3%
		Average:	49.5	54.8
		Average Male:	53.4	49.3
		Average Female:	48.2	55.6
		Median Age:	50	53
		Mode Age:	50	n/a
		Youngest Age:	19	30
		Oldest Age:	91	91
		Medicare eligible(65+):	14%	25%
	Spouse age	Listed a spouse	40%	42%
		<20	0%	0%
		20-29	10%	0%
		30-39	22%	20%
		40-49	25%	20%
		50-59	24%	20%
		60-69	11%	24%
		70-79	7%	12%
		>80	1%	4%
		Average:	47.2	54.5
		Median Age:	47	55
		Mode Age:	50	n/a
		Youngest Age:	20	33
		Oldest Age:	85	82
		Medicare eligible(65+):	12%	32%
Q4	Household Size	one	23%	13%
		two	20%	28%
		three	15%	22%
		four	15%	18%
		five	11%	13%
		six	8%	3%
		seven	4%	0%
		eight	2%	0%
		nine	1%	0%
		ten	1%	2%
		eleven	0%	0%
		twelve	0%	0%
		thirteen	0%	0%
		average household size	3.3	3.1
		household w/kids under 18	50%	42%
	Age of others	0-5	19%	9%
		6-12	27%	25%
		13-19	23%	31%
		20-29	14%	6%
		30-39	4%	6%

		40-49	3%	8%
		50-59	3%	5%
		60-69	2%	3%
		70-79	2%	4%
		>80	1%	3%
		<18	67%	62%
		Total Number of Others:	1266	102
		Average Age of Other:	18.6	24.5
		Median Age of Other:	13	16
		Mode Age of Other:	14	18
Q5	Veterans	Households with Veterans	12%	10%
		Households without Veterans	88%	90%
		Multiple Veterans:	5	0
		Customers as Veterans:	30	0
		Spouses as Veterans:	26	4
		Others as Veterans:	14	1
	Eras served:	Vietnam, Korea		
Q6	Household Description	Single Female Parent with Children under 18	22%	25%
		Single Person Living Alone	21%	14%
		Two Parents/Adults with Children under 18	17%	14%
		Other	12%	13%
		Grandparent(s), Parent(s), Children under 18	10%	11%
		Two Adults (Couple), No Children	10%	13%
		Single Person Living with Housemate	6%	11%
		Single Male Parent with Children under 18	2%	0%
Q7	Client Education	8th Grade or Less	4%	2%
		Some High School (No Diploma/GED)	13%	2%
		High School Graduate or GED	40%	23%
		Technical/Vocational School or Trade Certificate	10%	9%
		Some College	16%	21%
		2-Year Community College Graduate	8%	13%
		4-Year College Graduate or More	10%	30%
		Less than high school	17%	4%
		High school or less	57%	27%
		2 or 4 year college grad or more	17%	43%
	Spouse Education	8th Grade or Less	9%	8%
		Some High School (No Diploma/GED)	15%	8%
		High School Graduate or GED	40%	25%

		Technical/Vocational School or Trade Certificate	9%	13%
		Some College	14%	25%
		2-Year Community College Graduate	7%	8%
		4-Year College Graduate or More	7%	13%
		Less than high school	23%	17%
		High school or less	64%	42%
		2 or 4 year college grad or more	13%	21%
Q28	Registered to vote?	Yes	75%	89%
		No	23%	11%
Q26	Sources of income	SSI/SSDI	32%	21%
		Regular Employment	31%	37%
		Social Security	26%	26%
		Temporary Employment	9%	12%
		No Income	10%	5%
		Retirement/Pension	6%	12%
		Child Support	6%	7%
		TANF	4%	2%
		Self-Employment	4%	9%
		Unemployment Benefits	3%	7%
		Family/Friend Support	3%	7%
		Day Labor	1%	2%
		Veteran's Benefits	1%	0%
		Student Grants/Work Study	1%	5%
		Alimony	0%	0%
		Worker's Compensation/SAIF	0%	0%
		Farm Related Work	0%	0%
		Armed Forces	0%	0%
<b>HOUSING</b>				
Q8	Housing Situation	Pay Full Rent	45%	38%
		Own a Home (Paying Mortgage)	21%	43%
		Pay Rent and Have Section 8 Voucher	13%	7%
		Share Rent with Others	7%	5%
		Staying Temporarily with Friends/Family	4%	3%
		Live in Public Housing	4%	3%
		Other Permanent or Stable Housing	2%	0%
		Other Homeless	0%	0%
		Own a Mobile Home/RV	2%	0%
		Living in a Car, Van, Motel	0%	0%
		Camping	0%	0%
		Staying in a Shelter/Transitional Housing	1%	0%
		rent	69%	53%
		own	23%	43%
		transitional	5%	3%

		homeless	0%	0%
		other	2%	0%
	In the last two yrs:	Moved to Find Affordable Housing	21%	9%
	In the last two yrs:	Been Evicted/Received Eviction Notice	10%	10%
	In the last two yrs:	Put Home up for Sale due to Expensive Mortgage	4%	7%
	In the last two yrs:	Lost Home to Foreclosure	5%	2%
<b>EMPLOYMENT</b>				
Q9	In the last two yrs:	Moved to Find Work	9%	5%
		Been Unemployed	53%	55%
		Received Unemployment Benefits	17%	26%
		Had a Drop in Monthly Income	49%	66%
Q23	Client employment situation	Working Full Time (One Job)	16%	21%
		Working Part Time (One Job)	13%	19%
		Working Full Time and Part Time	1%	6%
		Working Multiple Part Time Jobs	2%	4%
		Unable to Work due to Disability	32%	15%
		Retired	11%	17%
		Staying Home with Child/Disabled	10%	2%
		Unemployed, Looking for Work	14%	15%
		Unemployed, Not Looking for Work	2%	0%
	Spouse employment situation	Working Full Time (One Job)	32%	37%
		Working Part Time (One Job)	15%	16%
		Working Full Time and Part Time	0%	0%
		Working Multiple Part Time Jobs	1%	0%
		Unable to Work due to Disability	25%	21%
		Retired	8%	16%
		Staying Home with Child/Disabled	5%	5%
		Unemployed, Looking for Work	11%	5%
		Unemployed, Not Looking for Work	3%	0%
	Other adult employment situation	Working Full Time (One Job)	18%	31%
		Working Part Time (One Job)	24%	23%
		Working Full Time and Part Time	3%	0%
		Working Multiple Part Time Jobs	1%	0%
		Unable to Work due to Disability	16%	15%
		Retired	6%	0%
		Staying Home with Child/Disabled	6%	0%
		Unemployed, Looking for Work	18%	31%
		Unemployed, Not Looking for Work	9%	0%
Q24	Anyone unemployed last 2 yrs?	Yes	70%	80%
		No	30%	20%
	How long unemployed? - client	Less than 5 Weeks	9%	3%
		5 Weeks to 6 Months	19%	17%

		6 Months to 1 Year	16%	30%
		1-2 Years	57%	50%
	How long unemployed? - spouse	Less than 5 Weeks	9%	13%
		5 Weeks to 6 Months	26%	38%
		6 Months to 1 Year	7%	0%
		1-2 Years	57%	50%
	How long unemployed? - other	Less than 5 Weeks	11%	11%
		5 Weeks to 6 Months	29%	33%
		6 Months to 1 Year	15%	22%
		1-2 Years	45%	33%
		Household with multiple unemployed	15%	17%
		(total) unemployed > 1 yr	55%	47%
Q25	Not working b/c of child care	Yes	12%	6%
		No	88%	94%

FOOD INSECURITY				
Q10	In last twelve months:	Ever not had enough money to buy food	84%	83%
		Always had enough money to buy food	16%	17%
Q11	Worry about next meal	Never	9%	9%
		Rarely	15%	14%
		Sometimes	46%	58%
		Often	20%	14%
		Always	11%	5%
		moderate food insecurity	46%	58%
		high food insecurity	30%	19%
Q12	Kids meals skipped or reduced	Yes	37%	48%
		No	63%	53%
Q18	Does pantry get you to 100% of your food needs?	Yes	70%	82%
		No	30%	18%
Q19	Does household receive SNAP?	Yes	60%	36%
		No	40%	64%
Q20	How long does SNAP last?	All Month	7%	4%
		3 Weeks	28%	30%
		2 Weeks	46%	39%
		Less than 2 Weeks	18%	26%
		2 weeks or less	65%	65%
Q21	Why don't you get SNAP?	Don't Qualify - Income	31%	40%
		Unsure if I Qualify	24%	23%
		Benefits Cut Off	18%	14%
		Planning to Apply	10%	14%
		Too Complicated	8%	11%
		Benefits too Low	6%	14%
		Other	6%	9%
		Difficult to get to Office during Hours	5%	14%
		No Transportation to Office	6%	6%
		Too Embarrassing	4%	11%
		Don't Qualify - Assets	5%	11%
		Non-Citizen	2%	6%
Q41	How often visit 2+ pantries?	Never	27%	48%
		1-2 Times a Month	60%	33%
		3-4 Times a Month	12%	17%
		> 5 Times a Month	1%	2%
		visit more than 1 pantry/month	73%	52%
HEALTH				
Q30	Registered for ACA	Yes	24%	33%
		No	76%	67%
Q31	How many uninsured adults?	0	63%	79%
		1	23%	16%
		2	10%	5%

		3	2%	0%
		4	1%	0%
		5	0%	0%
		6	0%	0%
		7	0%	0%
		8	0%	0%
		household w/uninsured adults	37%	21%
	How many uninsured kids?	0	91%	89%
		1	4%	9%
		2	2%	0%
		3	3%	2%
		4	0%	0%
		5	0%	0%
		6	0%	0%
		7	0%	0%
		8	0%	0%
		household w/uninsured kids	9%	11%
Q32	Anyone putting off b/c they can't afford:	Yes	38%	46%
	Prescriptions	No	62%	54%
	Medical care	Yes	46%	51%
		No	61%	49%
	Dental care	Yes	63%	67%
		No	43%	33%
Q33	Anyone have diabetes?	Yes	24%	21%
		No	71%	75%
		Unsure	5%	4%
Q34	Anyone have high blood pressure?	Yes	54%	54%
		No	42%	44%
		Unsure	4%	2%
Q35	Anyone have food allergies?	Yes	23%	23%
		No	71%	70%
		Unsure	6%	7%
Q36	Anyone have religious restrictions	Yes	5%	7%
		No	94%	93%
		Unsure	2%	0%
Q37	Anyone with weight condition?	Yes, Underweight	8%	4%
		Yes, Overweight	40%	57%
		No	52%	40%
		has a weight condition	48%	60%
Q38	Interested in nutritional Ed	Yes	60%	66%
		No	40%	34%



Q44	Prefer to have only healthy food?	Yes	67%	60%
		No	33%	40%
Q45	Willing to eliminate junk food?	Yes	64%	52%
		No	36%	48%
<b>ASSETS/DEBT</b>				
Q27	Currently owe \$\$ to:	Hospital/Doctor/Dentist	44%	49%
		Credit Cards	42%	61%
		Overdue Utility Bills	36%	42%
		Collection Agency	25%	33%
		Debt to Family/Friends	24%	26%
		Student Loans	21%	35%
		Overdue Rent	20%	16%
		Vehicle Loan	20%	30%
		Taxes	19%	25%
		No Debts	14%	4%
		Home Loan Bank/Mortgage Company	11%	32%
		Other	6%	5%
		Child Support	5%	0%
		Payday Advance/Car Title Loan	4%	4%
Q29	Does your household have:	Stove/Oven	93%	96%
	Yes	Cell Phone	92%	91%
		Car	68%	84%
		Personal Computer	46%	68%
		Internet Access	53%	68%
		Bank/Credit Union Account	60%	73%
	No	Stove/Oven	7%	4%
		Cell Phone	8%	9%
		Car	32%	16%
		Personal Computer	54%	32%
		Internet Access	47%	32%
		Bank/Credit Union Account	40%	27%
<b>TRANSPORTATION</b>				
Q13	How do you get to the pantry?	Drive	57%	61%
		Get a Ride	28%	33%
		Walk	11%	2%
		Public Transportation	4%	4%
		Taxi	0%	0%
Q14	How long to get to food pantry?	0-15 Minutes	68%	71%
		15-30 Minutes	24%	26%
		30-45 Minutes	6%	3%
		45-60 Minutes	2%	0%
		More than 60 Minutes	1%	0%
		30 minutes or less	92%	97%

Q17	Not able to get to pantry b/c of transportation?	Yes	44%	40%
		No	56%	60%
<b>PANTRY OPERATIONS</b>				
Q15	Best day to visit pantry?	Monday	35%	7%
		Tuesday	31%	48%
		Wednesday	26%	40%
		Thursday	45%	10%
		Friday	24%	34%
		Saturday	16%	7%
		Sunday	8%	3%
Q16	Best time to visit pantry?	Morning	50%	51%
		Afternoon	25%	15%
		Evening	25%	34%
Q39	Preferred food items	See end of report for full list		
Q40	How much food wasted?	0 (use all)	37%	46%
		>0-.25 (use 75% to all)	36%	38%
		.26-.5 (use 50-75%)	16%	13%
		.6-.75 (use 25-50%)	6%	4%
		.75-.<1 (use none to 25%)	2%	0%
		1 (use none)	4%	0%
		25% or less food wasted	73%	83%
Q43	Willing to volunteer?	Yes	66%	83%
		No	34%	17%
Q22	What made it necessary for you to be here today?	Ran out of SNAP	40%	16%
		SNAP Cut Off	6%	5%
		Public Assistance Not Enough	10%	9%
		Lost ERDC/Childcare Funding	3%	5%
		Unusual Expenses Recently	25%	29%
		High Food Costs	48%	57%
		High Medical Costs	20%	38%
		High Child Care Costs	4%	2%
		High Heating Costs	27%	34%
		High Cost of Gas/Fuel	17%	24%
		High Rent/Mortgage Costs	34%	40%
		Debt	23%	41%
		Unemployed a Long Time	23%	29%
		Recent Job Loss	11%	9%
		Working; Wages too Low	23%	40%
		Unemployment Benefits Ran Out	5%	9%
		Retired; Fixed Income too Low	18%	22%
		Too Sick to Work	20%	17%
		Caring for Ill Family Member	7%	10%
		Recent Divorce/Separation	5%	7%
		Alcohol/Drug Use	2%	2%

		Ex-Spouse not Sending Child Support	3%	2%
		Domestic Abuse/Threat of Violence	2%	2%
		Other	11%	12%
Q42	What would help improve your	Employment	41%	46%
	situation and make emergency	Higher Wages	40%	48%
	food less necessary?	Affordable Housing	38%	28%
		Budgeting Classes	23%	20%
		Health Care	21%	24%
		Transportation	21%	8%
		Community/Home Garden	23%	20%
		College Classes/Degree	17%	14%
		Increased Work Hours	16%	16%
		Job Training/Apprenticeship	16%	8%
		GED	12%	0%
		Food Preparation Classes	13%	14%
		Food Preservation Classes	12%	16%
		Safe, Affordable Child Care	9%	6%
		Counseling	7%	10%
		Other	8%	2%
		Drug/Alcohol Abuse Treatment	3%	4%