



Manager Survey Report

MANAGER SURVEY REPORT OVERVIEW

Report Date: April 28th, 2023

The [Minnesota Food Shelf Surveys](#) provide a critical opportunity to gather feedback from individuals visiting food shelves and food shelf managers. These voices have the ability to inform food shelf services and hunger relief system priorities. The survey takes place every 2-3 years, and prior results from the 2017 and 2019 surveys have provided important insights on the most requested food items and most valued client experiences at a food shelf.

The 2022 Minnesota Food Shelf Survey was administered to food shelf clients via paper or electronically from July to October 2022 at 288 unique food shelf sites, with a total of 7,014 responses gathered statewide. The companion Manager survey was emailed directly to food shelf sites in August and September 2022 and was completed by 260 food shelf managers. The Food Shelf Manager Survey Report is available as a statewide report. Regional food banks with at least 10 participating food shelves will also receive a food bank specific report. Reports have been reviewed by the University of Minnesota Extension Evaluation team to remove any potentially identifying information.

WHAT IS IN THE MANAGER SURVEY REPORT

Survey Overview and Guide: pages 1-2

Manager Survey Report Summary: pages 3-9

- Key Program Characteristics
- Food Sourcing and Food Bank Relationship
- Capacity Needs to Expand Services

Appendix: pages 10-end

- Full list of Survey Questions and Results, including manager comments.
- Some percentages may not add up to 100% because of rounding and the removal of some items for clarity.
- When questions allow for multiple responses, the counts for each question may be larger than the total survey response number.

BROUGHT TO YOU IN COLLABORATION BY:



GUIDE TO USING THE MANAGER SURVEY REPORT

This Manager Survey Report is intended to help better understand the unique needs and experiences of food shelf managers. A framework to use when reviewing the data is:

- **CELEBRATE:** What are we doing well? What are we proud of?
- **IMPROVE:** Where can we do better?
- **COLLABORATE:** What do we need to learn more about? Who should we connect with?
- **ADVOCATE:** What do we need from each other and others to keep doing our best?

Food Shelf Manager Survey Report data can also be compared to the 2022 Food Shelf Client Survey Report as a further discussion point.

NEED SUPPORT?

All Minnesota food shelves have access to support from 2022 Minnesota Food Shelf Survey partners, University of Minnesota Extension and Foundation for Essential Needs (FFEN), to review results and discuss areas of strength and opportunities for improvement.

For more information, support tools, and direct consultation, visit the [SuperShelf website](#) or contact info@ffen.org.

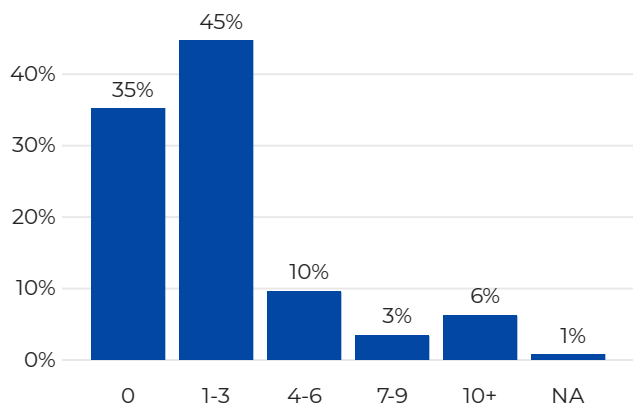


Survey Responses: 260

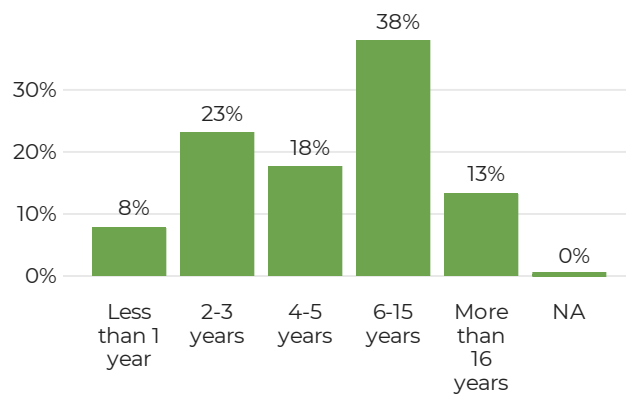
FOOD SHELF MANAGER REPORT

KEY PROGRAM CHARACTERISTICS

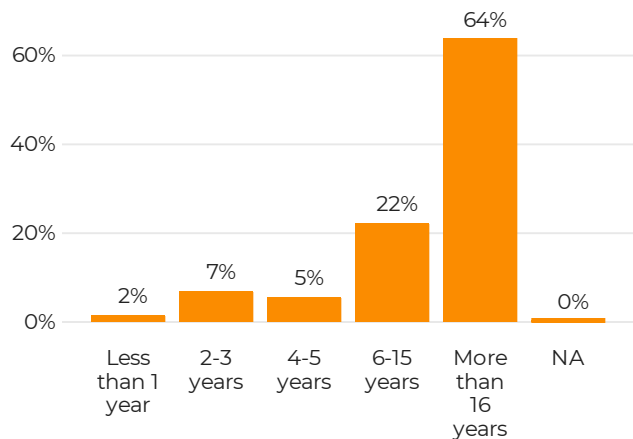
Number of paid staff at food program (Q5)



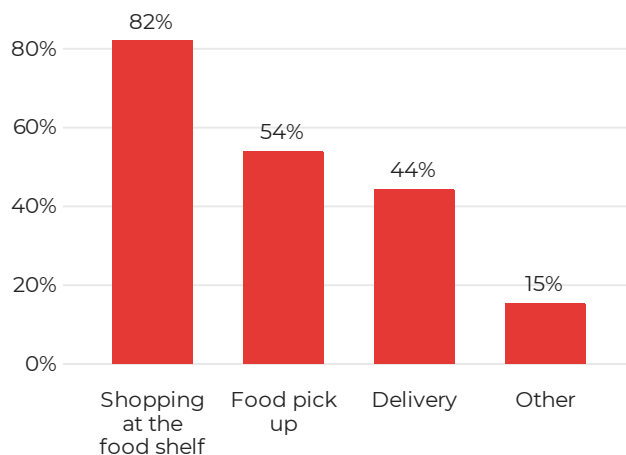
Years manager has been with food program (Q4)



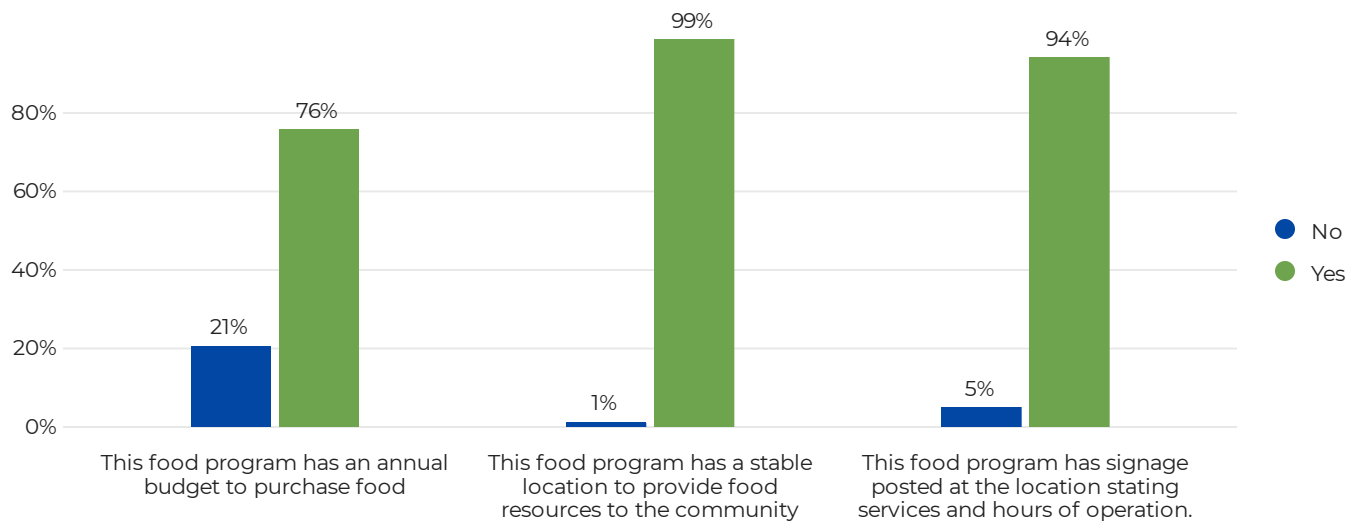
Years food program has been operating (Q3)



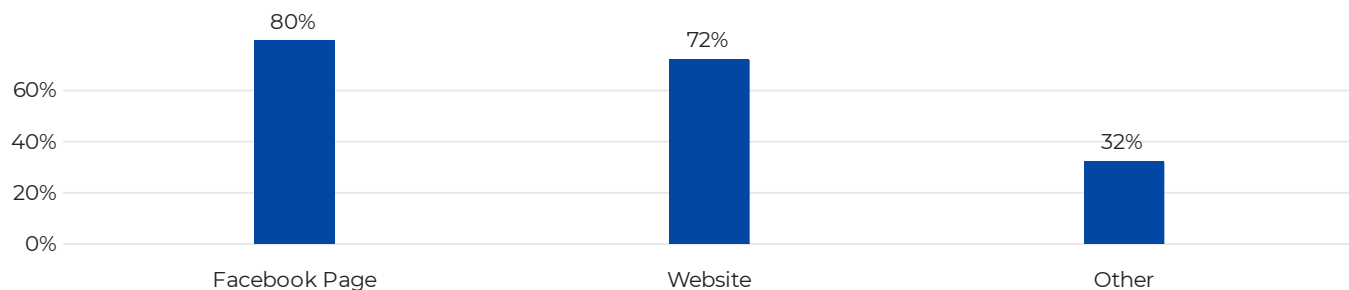
Current ways to offer food (Q14)



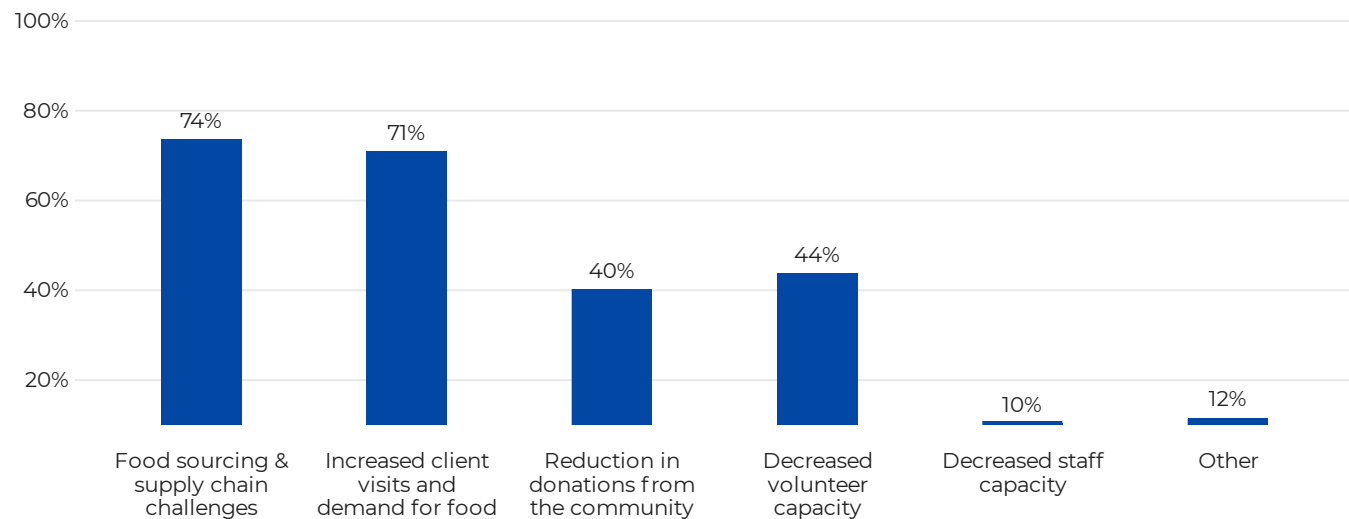
Food shelf infrastructure (Q7)



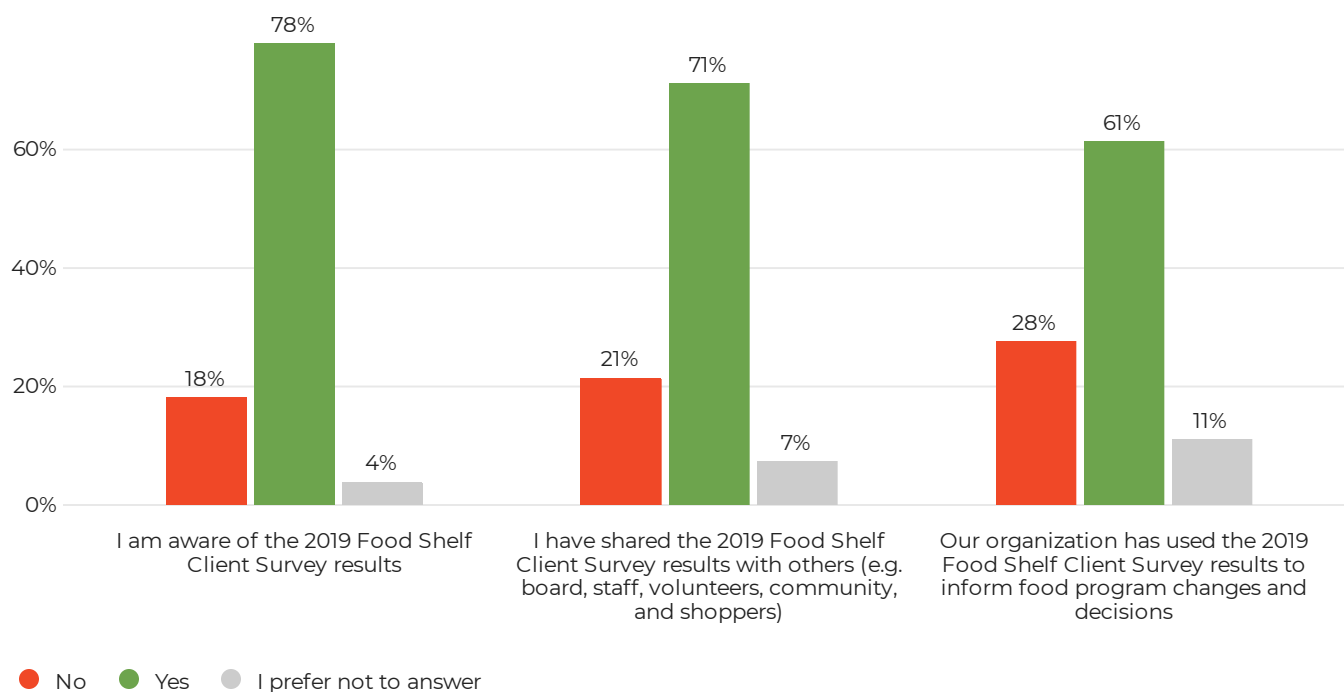
Online platforms (Q8)



Food program challenges in the last year (Q19)

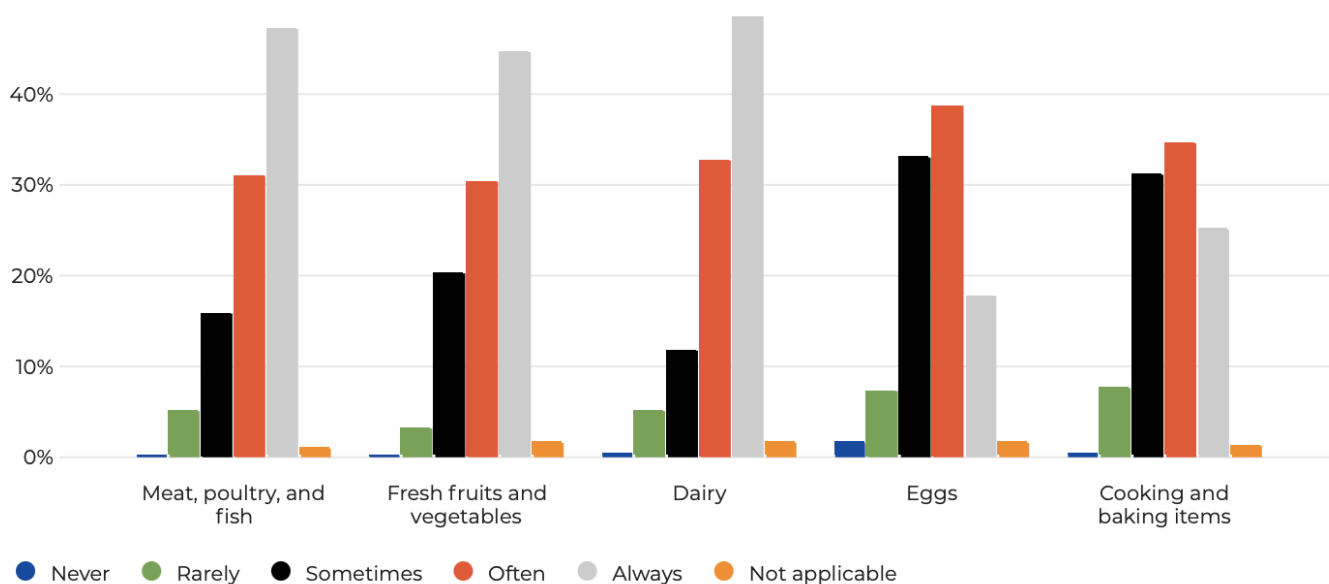


Awareness of 2019 food shelf client survey results (Q29)

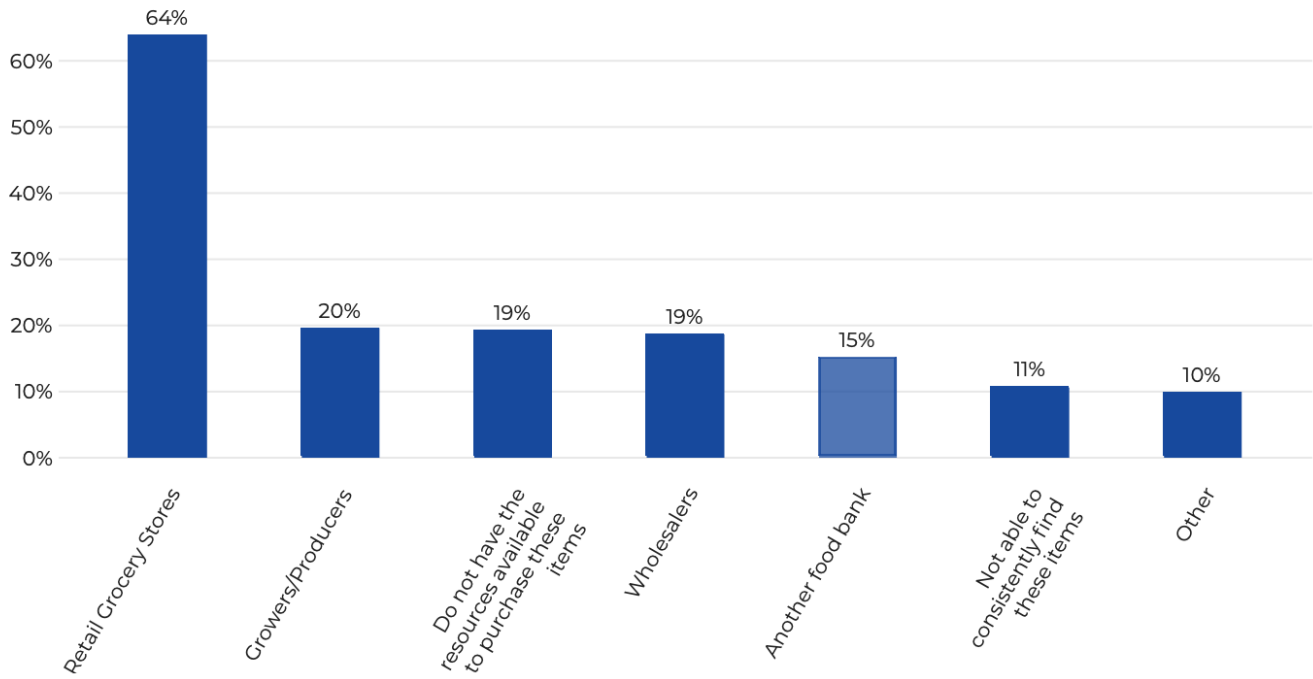


FOOD SOURCING & FOOD BANK RELATIONSHIP

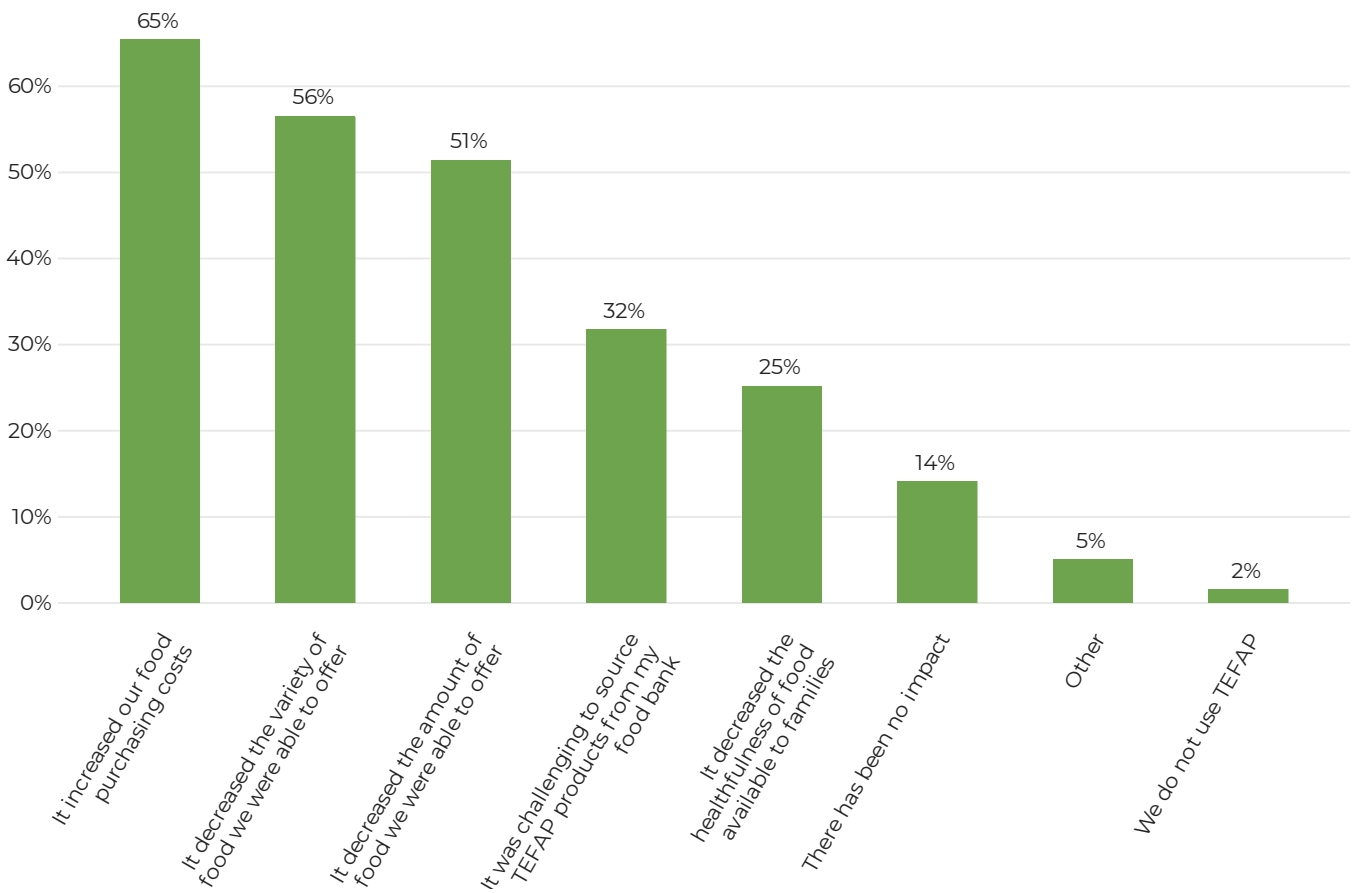
Frequency of specific foods at the food bank (Q22)



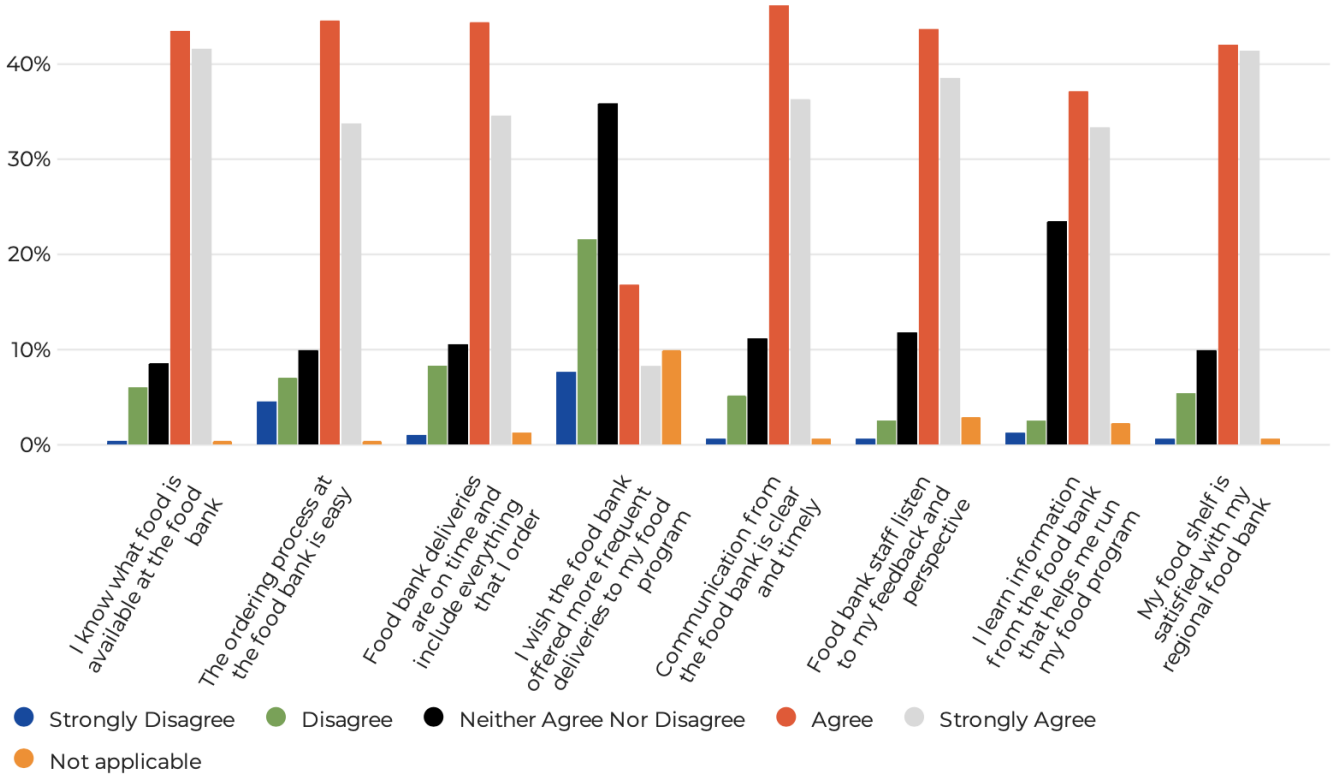
Sources of food if unable to source from food bank (Q24)



Impact of changes in USDA community food amounts (TEFAP) (Q28)

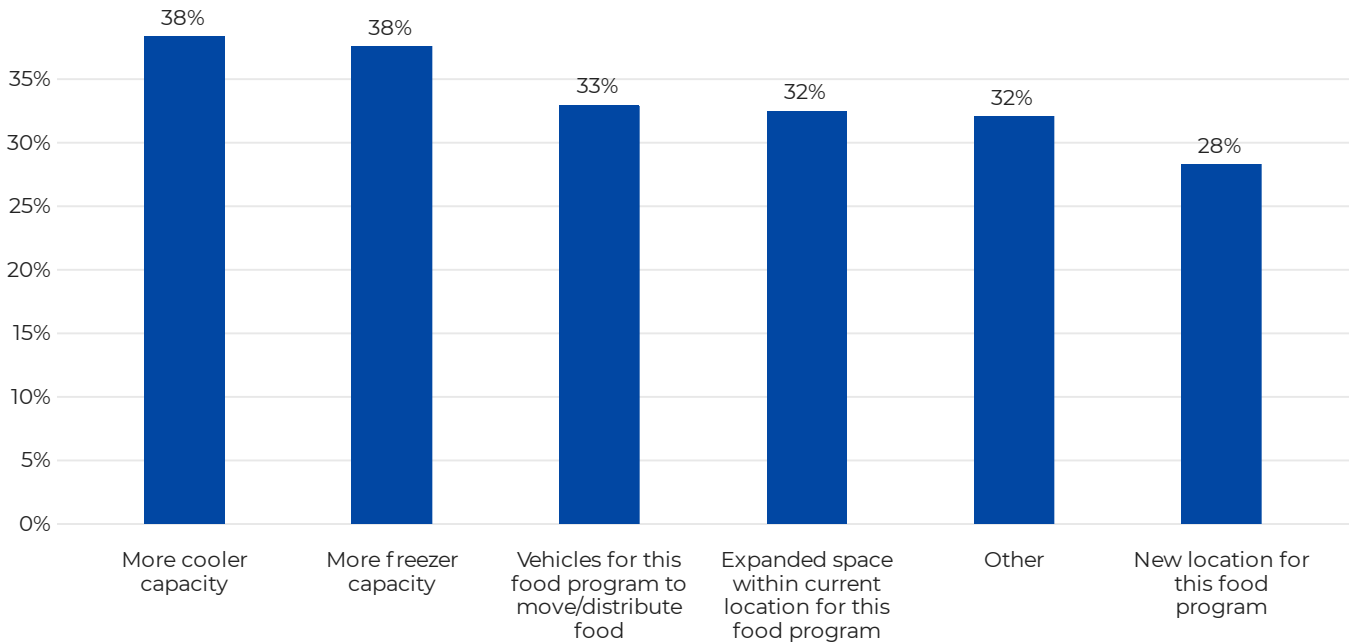


Food bank relationship (Q25)

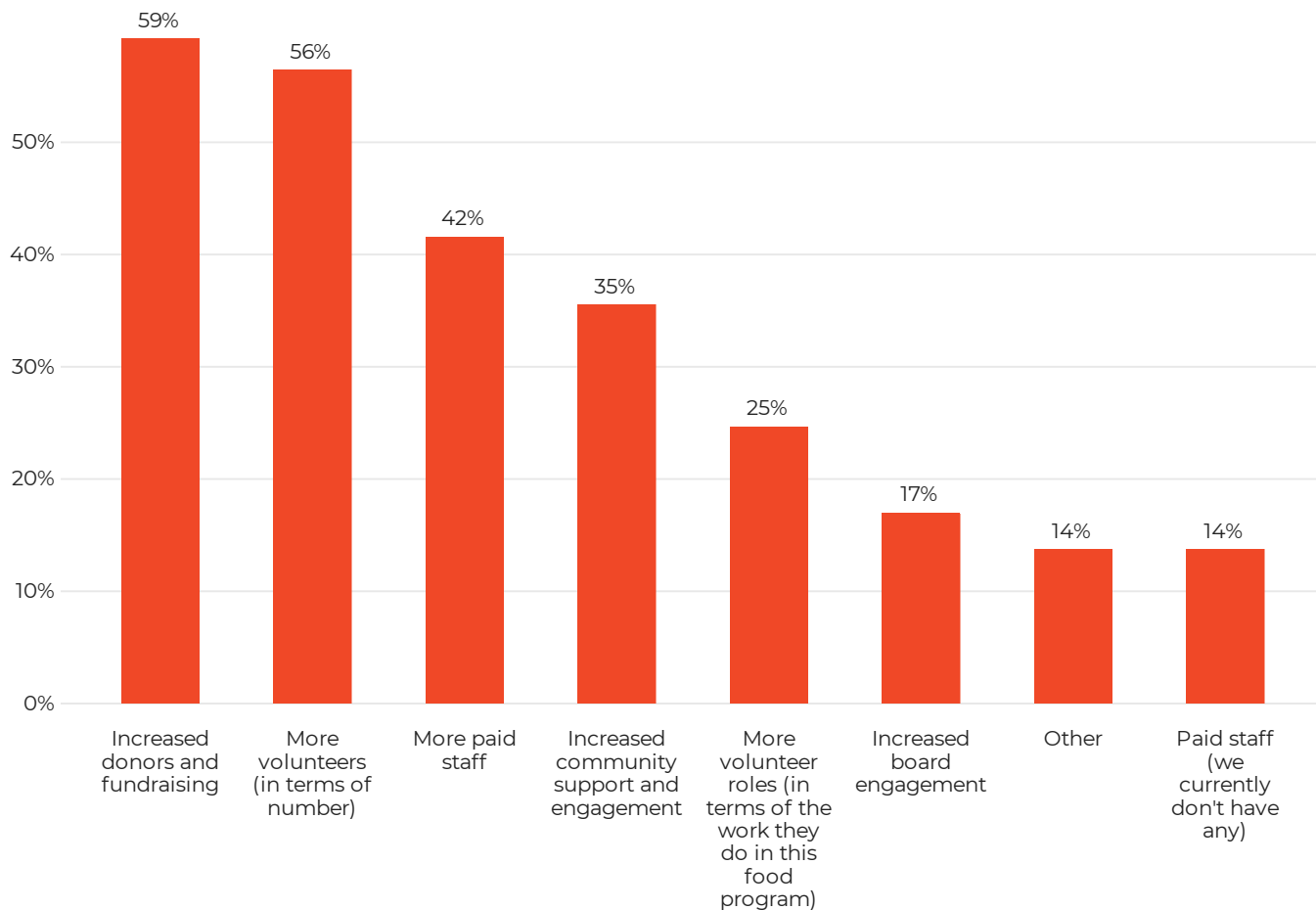


CAPACITY NEEDS TO EXPAND SERVICES

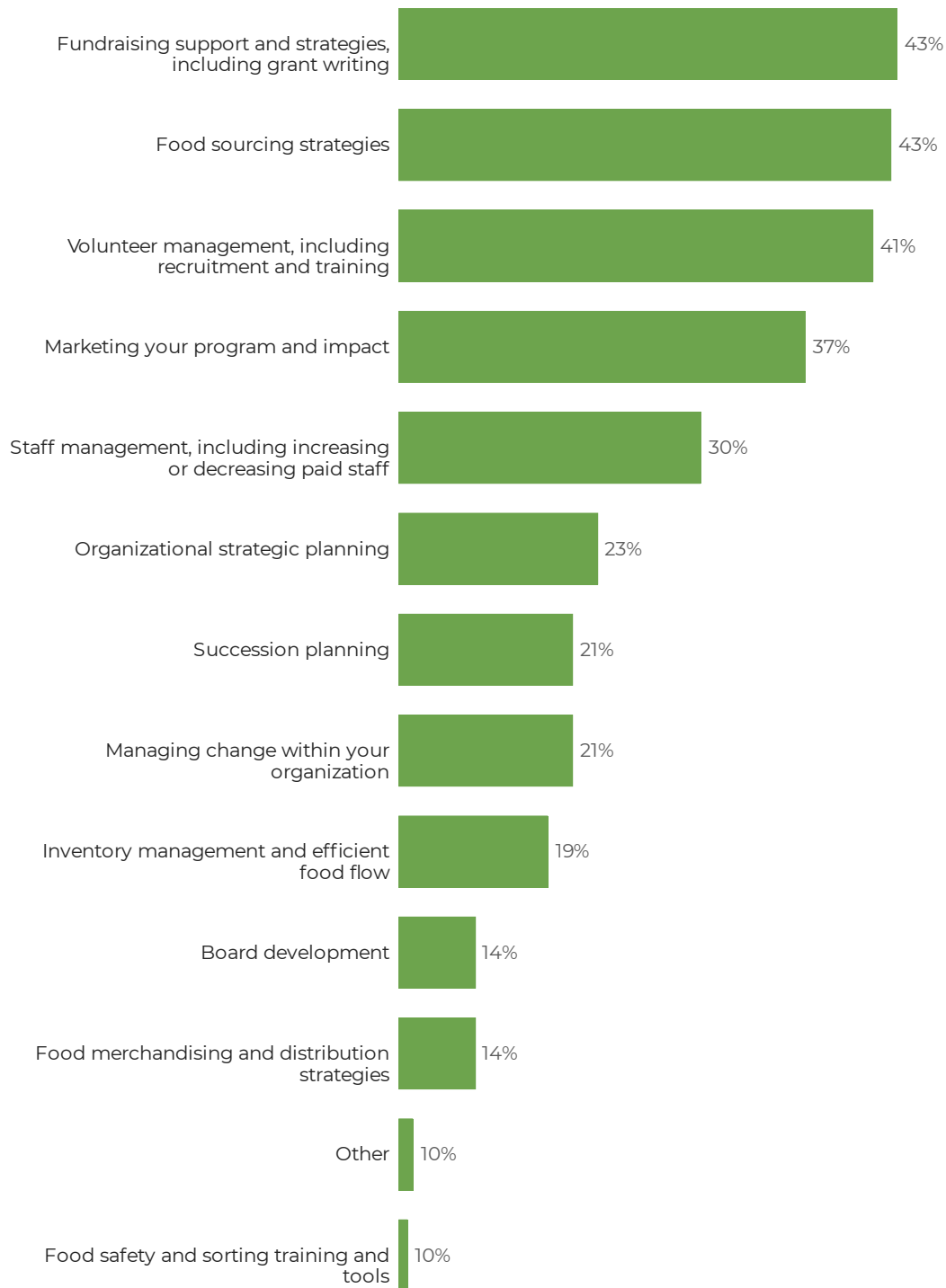
Infrastructure needs (Q10)



Time and funding needs (Q11)



Expertise Needs (Q12)



Appendix

Q1 and Q2 are screener questions to confirm the respondent was answering for the correct food program.

Q3 - How many years has this program been providing food resources to the community? Select one response.

258 Responses

Response Options	Percent of responses	Count
Less than 1 year	2%	4
2-3 years	7%	18
4-5 years	5%	14
6-15 years	22%	57
More than 16 years	64%	165
Not applicable	0%	0

Q4 - How many years have you been with this food program (regardless of role)? Select one response.

255 Responses

Response Options	Percentage of responses	Count
Less than 1 year	8%	20
2-3 years	23%	59
4-5 years	18%	45
6-15 years	38%	97
More than 16 years	13%	34
Not applicable	0%	0

Q5 - How many paid staff does this food program have? Include both full time and part time staff. Select one response.

259 Responses

Response Options	Percentage of responses	Count
0	35%	91
1-3	45%	116
4-6	10%	25
7-9	3%	9
10+	6%	16
Not applicable	1%	2

Q6 - How many volunteers and interns per month does this food program have on average? Select one response.

259 Responses

Response Options	Percentage of responses	Count
0	2%	4
1-10	29%	76
11-25	34%	88
26-49	18%	46
50+	16%	42
Not applicable	1%	3

Q7 - Please respond to the following statements and check one for each row.

259 Responses

Response Options	No	Yes	Not applicable
This food program has an annual budget to purchase food	21%	76%	4%
This food program has a stable location to provide food resources to the community	1%	99%	0%
This food program has signage posted at the location stating services and hours of operation.	5%	94%	1%

Q8 - This food program has the following online platforms to communicate food resources to the community. Select all that apply.

252 Responses

Response Options	Percentage of responses	Count
Website	72%	182
Facebook Page	80%	201
Other (please describe):	32%	81

Q10 - Infrastructure Needs: What would you need most to expand your food shelf services? Select all that apply.

237 Responses

Response Options	Percentage of responses	Count
More cooler capacity	38%	91
More freezer capacity	38%	89
New location for this food program	28%	67
Expanded space within current location for this food program	32%	77
Vehicles for this food program to move/distribute food	33%	78
Other (please describe):	32%	76

Q11 - Time and Funding Needs: What would you need most to expand your food shelf services? Select all that apply.

248 Responses

Response Options	Percentage of responses	Count
Paid staff (we currently don't have any)	14%	34
More paid staff	42%	103
More volunteers (in terms of number)	56%	140
More volunteer roles (in terms of the work they do in this food program)	25%	61
Increased board engagement	17%	42
Increased community support and engagement	35%	88
Increased donors and fundraising	59%	147
Other (please describe):	14%	34

Q12 - Expertise Needs: What would you need most to expand your food shelf services? Select all that apply.

239 Responses

Response Options	Percentage of response	Count
Inventory management and efficient food flow	19%	46
Food sourcing strategies	43%	102
Food safety and sorting training and tools	10%	23
Food merchandising and distribution strategies	14%	34
Managing change within your organization	21%	50
Volunteer management, including recruitment and training	41%	99
Staff management, including increasing or decreasing paid staff	30%	71
Fundraising support and strategies, including grant writing	43%	103
Marketing your program and impact	37%	88
Board development	14%	34
Succession planning	21%	50
Organizational strategic planning	23%	54
Other (please describe):	10%	24

Q13 - This food program's current process for a client to access food: Select one response.

259 Responses

Response Options	Percentage of responses	Count
Make an appointment	7%	17
Walk-in/drive-up during food program hours	56%	145
A hybrid of the above options (walk-in and appointment-based)	28%	73
Other (please describe):	9%	24

Q14 - How does this food program currently offer food to clients? Select all that apply.

259 Responses

Response Options	Percentage of responses	Count
Shopping at the food shelf	82%	213
Food pick up	54%	140
Delivery	44%	115
Other (please describe):	15%	40

Q15 - How has this food program changed in the frequency of allowed client visits from pre-COVID-19 (before March 2020) to now? Select one response.

259 Responses

Response Options	Percentage of responses	Count
Overall, we increased allowed visits	31%	81
Overall, we decreased allowed visits	1%	3
We initially increased allowed visits but returned to pre-COVID frequency	11%	28
We initially decreased allowed visits but have returned to pre-COVID frequency	4%	11
No change in allowed visits from before COVID until now	44%	114
Other (please describe):	8%	22

Q16 - Because you said this food program is not currently offering in person shopping, what are the strategies this food program is currently using to offer choice at the food shelf? Select all that apply.

45 Responses

Response Options	Percentage of responses	Count
Continued to offer shopping at the food shelf to clients.	13%	6
Offered a shopping list for clients to choose their items on paper or over the phone.	40%	18
Offered an online shopping list for clients to choose their items.	11%	5
Offered additional choices in addition to a standard pre-pack box	36%	16
Other (please describe):	42%	19

Q17 - Since you're not currently offering in-person shopping, are you considering:
Select one response.

46 Responses

Response Options	Percentage of responses	Count
We are interested in in-person shopping	15%	7
We are not interested in in-person shopping	39%	18
Other (please describe):	35%	16
Not applicable	11%	5

Q18 - What mitigation measures has this food program used at any point during COVID-19 (March 2020 to now)? Select all that apply.

259 Responses

Response Options	Percentage of responses	Count
Limiting or reducing person shopping	69%	180
Masks required	78%	203
Masks recommended	53%	137
Social distancing	84%	218
Limits on the number of clients allowed indoors	71%	184
Provide masks for clients	84%	218
Provide hand sanitizer for clients	89%	230
Post signs to remind people about social distancing	68%	176
Reorganize the food shelf space to help with airflow	27%	70
Other (please describe):	15%	38

Q19 - What additional changes or challenges has this food program experienced in the last year? Select all that apply.

251 Responses

Response Options	Percentage of responses	Count
Decreased volunteer capacity	44%	110
Decreased staff capacity	10%	24
Food sourcing & supply chain challenges	74%	185
Reduction in donations from the community	40%	101
Increased client visits and demand for food	71%	178
Other (please describe):	12%	29

Q22 - When ordering food from a regional food bank, how often are the following foods available at this book bank? Please check one for each row.

316 Responses

Response Options	Never	Rarely	Sometimes	Often	Always	Not applicable
Meat, poultry, and fish	0%	5%	16%	31%	47%	1%
Fresh fruits and vegetables	0%	3%	20%	30%	45%	2%
Dairy	0%	5%	12%	33%	49%	2%
Eggs	2%	7%	33%	39%	18%	2%
Cooking and baking items	0%	8%	31%	35%	25%	1%

Q23 - When ordering food from a regional food bank, how often are the following culturally relevant foods available at the food bank? Please check one for each row.

316 Responses

Response Options	Never	Rarely	Sometimes	Often	Always	I do not order this item	Not applicable
Dried beans (Pinto, Black, etc)	0%	3%	13%	33%	44%	5%	3%
Culturally specific rice (Wild, Jasmine, etc)	3%	9%	23%	33%	20%	9%	4%
Culturally specific flours (Masa, Fufu, etc)	7%	14%	20%	27%	13%	13%	6%
Culturally specific cooking items and spices	5%	16%	21%	27%	11%	13%	7%
Culturally specific produce	4%	18%	27%	18%	8%	15%	9%

Q24 - If you unable to source items from a regional food bank, do you purchase them consistently from any of the following vendors/sources? Select all that apply.

311 Responses

Response Options	Percentage of Responses
Retail Grocery Stores	64%
Growers/Producers	20%
Do not have the resources available to purchase these items	19%
Wholesalers	19%
Another food bank	15%
Not able to consistently find these items	11%
Other (please describe):	10%

Q25 - Please respond to the following statements regarding regional food bank services. Please check one for each row.

315 Responses

Response Options	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not applicable
I know what food is available at the food bank	0%	6%	9%	43%	42%	0%
The ordering process at the food bank is easy	4%	7%	10%	45%	34%	0%
Food bank deliveries are on time and include everything that I order	1%	8%	11%	44%	35%	1%
I wish the food bank offered more frequent deliveries to my food program	8%	22%	36%	17%	8%	10%
Communication from the food bank is clear and timely	1%	5%	11%	46%	36%	1%
Food bank staff listen to my feedback and perspective	1%	3%	12%	44%	39%	3%
I learn information from the food bank that helps me run my food program	1%	3%	23%	37%	33%	2%
My food shelf is satisfied with my regional food bank	1%	5%	10%	42%	41%	1%

Q26 - Does this food program provide fresh produce year-round to your clients? Select one response.

258 Responses

Response Options	Percentage of responses	Count
Yes, year round	70%	181
No, only a portion of the year	17%	45
No, we currently do not offer produce	1%	3
Not applicable	2%	6
Other (please describe):	9%	23

Q27 - Does this food program source fresh produce from the following locations?

Select all that apply.

254 Responses

Response Options	Percentage of responses	Count
Local retail rescue (donations from local retailers)	65%	166
Purchases from local retailers	34%	87
Purchases from a wholesaler or distributor (e.g. Bix, US Foods)	11%	28
Ordering from your food bank(s)	83%	212
Donations from local gardens/growers/farmers	89%	225
Other (please describe):	6%	15

Q28 - In the last year, TEFAP product availability has returned to 2018 levels. How has this impacted this food program's food supply? Select all that apply.

255 Responses

Response Options	Percentage of responses	Count
It decreased the healthfulness of food available to families	25%	64
It decreased the amount of food we were able to offer	51%	131
It decreased the variety of food we were able to offer	56%	144
It increased our food purchasing costs	65%	167
It was challenging to source TEFAP products from my food bank	32%	81
There has been no impact	14%	36
We do not use TEFAP	2%	4
Other (please describe):	5%	13

Q29 - Please respond to the following statements regarding previous Minnesota Food Shelf Client Survey results. Please check one for each row.

260 Responses

Response Options	No	Yes	I prefer not to answer
I am aware of the 2019 Food Shelf Client Survey results	18%	78%	4%
I have shared the 2019 Food Shelf Client Survey results with others (e.g. board, staff, volunteers, community, and shoppers)	21%	71%	7%
Our organization has used the 2019 Food Shelf Client Survey results to inform food program changes and decisions	28%	61%	11%