

2019 MINNESOTA FOOD SHELF SURVEY RESULTS!

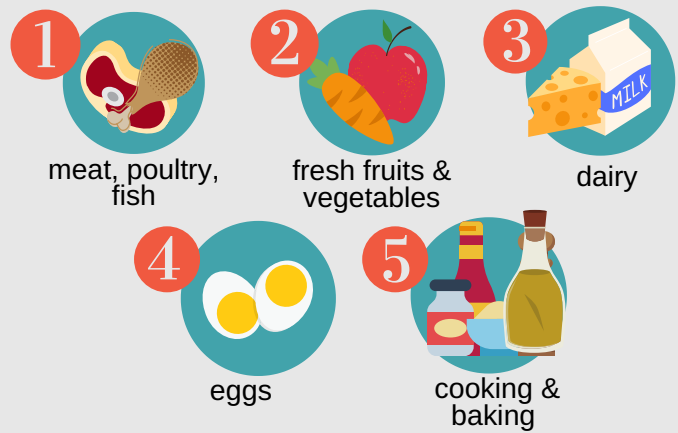


▶ WE HEARD FROM **5,529** food shelf clients in **220** food shelves

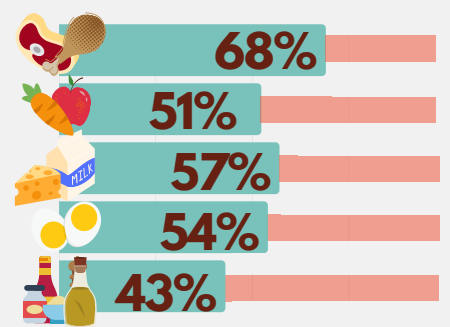
WHAT CLIENTS TOLD US

▶ HEALTHIER FOODS REMAIN A PRIORITY AND THESE FOODS ARE NOT ALWAYS AVAILABLE

TOP 5 FOODS CLIENTS WANT AT EACH VISIT



PERCENTAGE OF CLIENTS THAT SAID THESE ITEMS WERE ALWAYS AVAILABLE EACH VISIT.



▶ CLIENTS WANT & NEED HEALTHIER FOODS TO FEED THEIR FAMILIES

93% said they would like to provide more fruits & veggies for their family.

96% said they know how to prepare many fruits & veggies.

60% of food shelf clients reported getting **HALF or MORE** of their total fruits and vegetables from the food shelf in the last 6 months.*
(*19% missing response.)

“ The food shelf offers fresh fruits and vegetables that I would not normally buy due to cost. It helps me save money that we can put towards other expenses-utilities, heat, fuel oil, etc. It helps put food on my table.

-Food Shelf Client

2019

MINNESOTA FOOD SHELF SURVEY



WHAT CLIENTS TOLD US

▶ CLIENT EXPERIENCE AT THE FOOD SHELF MATTERS



TOP 5 EXPERIENCES CLIENTS VALUE

1



I can choose my own food

2



Staff/Volunteers greet me; make me feel welcome

3



Selection process is easy

4



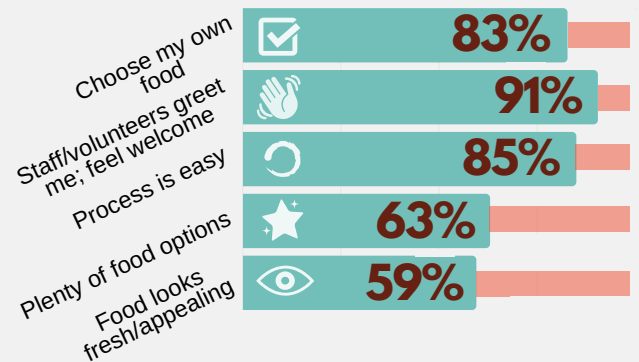
Plenty of different food options

5



Food looks fresh & appealing

PERCENTAGE OF CLIENTS THAT SAID THESE EXPERIENCES ALWAYS OCCURRED EACH VISIT.



92%

SAID THEIR FOOD SHELF PROVIDED CHOICE-BASED FOOD DISTRIBUTION

(Clients can choose their own food off the shelf.)



My anxiety goes way down when I come to the food shelf. The people make me feel welcomed.

-Food Shelf Client

▶ CLIENTS RELY ON FOOD SHELVES FOR A LARGE PORTION OF THEIR FOOD OVER LONG PERIODS OF TIME



76%

visited their food shelf once a month or more.



73%

have been using the food shelf for 1 year or more.



55%

of clients said they got HALF or MORE of ALL their food from the food shelf in the last 6 months.*

(*19% missing response.)

Yet, **69%** STILL REMAIN FOOD INSECURE.



- Worried food would run out and/or;
- Food didn't last and didn't have money to buy more.



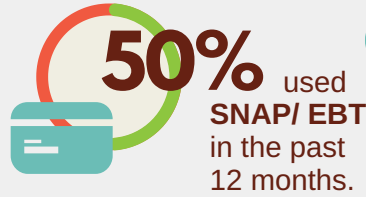
2019

MINNESOTA FOOD SHELF SURVEY



WHAT CLIENTS TOLD US

▶ CLIENTS FACE HIGH **FOOD INSECURITY**, EVEN WITH OTHER SUPPORT



+ **ADDITIONALLY,**
 15% used school meals
 12% used multiple food shelves
 10% used WIC
 9% used NAPS

▶ CLIENTS MAKE **BUDGET TRADE-OFFS** BETWEEN FOOD AND OTHER BASIC NEEDS

In the past year, clients said they had to choose between **FOOD** and ...



Utilities
42%



Transportation
29%



Housing
28%



Medical care / Meds
19%



Education
4%

▶ CLIENTS ARE AT A HIGH RISK FOR **CHRONIC DISEASE**

Has a doctor ever told you or someone in your household they...

47% Have high blood pressure

41% Should lose weight

33% Have high cholesterol

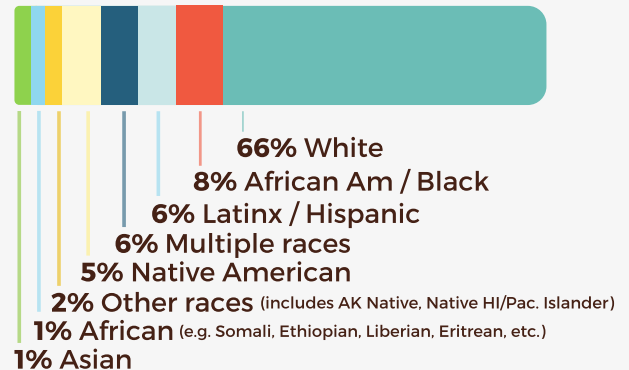
32% Have diabetes



67% Responded **YES** to one or more health condition.

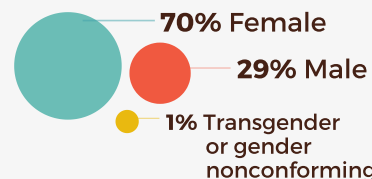
SURVEY DEMOGRAPHICS

RACE / ETHNICITY*



(*5% preferred not to answer.)

GENDER



AGE

45% of households include children <18 yrs

33% of households include seniors 65+ yrs



MINNESOTA FOOD SHELF SURVEY



KEY TAKEAWAYS

- ▶ Healthy foods, including fresh fruits and veggies, continue to be in demand and clients know how to prepare them.
- ▶ The "Top 5" foods clients want are often available, but not frequently enough; there is still more work to be done to provide it reliably.
- ▶ A good client experience is about more than just providing food, it also means providing services in a positive and dignified manner.
- ▶ Despite the great work happening in the hunger relief sector, clients still face significant food insecurity & need to make budget trade-offs between food & other basic needs.

Hunger Sector CALLS TO ACTION

- ▶ Prioritize sourcing of "Top 5" foods at the food bank & food shelf level and aim to have them always available to create consistency for both clients and agencies.
- ▶ Build a culture of customer service into food shelf service models so that clients feel welcome and their experience is dignified.

Public CALLS TO ACTION

- ▶ Help your local food shelf feed the community by donating money, volunteering, or donating "Top 5" and other healthier food options.



Readers should note that **these data were collected prior to the Coronavirus Disease (COVID-19) pandemic** and do not reflect the potential impacts of COVID-19 on food shelf clients in 2020. Evidence from national data suggests that food insecurity has increased since the start of the pandemic*.

*Schanzenbach, D. W., & A. Pitts. (2020). How much has food insecurity risen? Evidence from the Census Household Pulse Survey. Institute for Policy Research Rapid Research Report. <https://www.ipr.northwestern.edu/documents/reports/ipr-rapid-researchreports-pulse-hh-data-10-june-2020.pdf>

CLIENT QUOTES

“

The food shelf is important to me because...

"... It puts food in the house for my children so it helps me make it a little less stressful."

"...It enables us to have healthy meals more frequently than we would otherwise be able to."

"...Without it I wouldn't eat. I love the fruits and vegs that you have and baking needs!"

"...It is a place I can get help and people don't judge me."

"...I do not receive enough SNAP for even one week. I just slide by with using the combination of SNAP, food shelf and family to get through the month every month."

”



MINNESOTA FOOD SHELF SURVEY



CLIENT QUOTES CONTINUED



The food shelf is important to me because...

"...Without the food shelf my family would go hungry at times. I have relied on many food shelf programs for almost 10 years."

"...It provides the healthiest part of my diet, and I've become a much better cook since coming here."

*"...I feel happy to talk to people and they listen and don't judge me for taking food. They tell me **"take more!"**."*

"...Its important to me because you have a place to go to where there is no judgment. Because after you take care all of your household expenses, sometimes you just need a little help."

"...It helps me fill in the gaps between pay day to feed 3 kids. Everyone is helpful and make you feel comfortable and not ashamed."

"...food insecurity is real. I appreciate choosing my own food. I truly appreciate the many many kind volunteers."

"...It serves as a bridge between hardships and my kids don't have to experience my struggles."

"...I love this food shelf. I can pick my food, there is good options and healthy food for my kids."

"...after I pay rent, utilities and prescriptions there isn't much left for food. I am diabetic, wear a pump, and use insulin. Doesn't leave much for luxury items like food."

