



Client Survey Report

CLIENT SURVEY REPORT OVERVIEW

Report Date: March 24, 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 (roughly 58% of 437 total Minnesota food shelf sites). A total of 7,014 responses from clients were gathered statewide. A companion survey was emailed directly to food shelf sites in August and September 2022 and was completed by 248 food shelf managers.

Each participating food shelf site with at least 10 client responses will receive a site specific client survey report that has been reviewed by the University of Minnesota Extension Evaluation team to remove any potentially identifying information.

WHAT IS IN THE CLIENT SURVEY REPORT

Survey Overview and Guide: pages 1-2

Client Survey Report Summary: pages 3-6

- Demographics
- Most Important Food Choices
- Most Important Food Shelf Experiences

Appendix: pages 7-end

- Full list of Survey Questions and Results, including client 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 CLIENT SURVEY REPORT

This Client Survey Report is intended to help food shelf leaders better understand the unique needs and preferences of food shelf clients. Food shelves are encouraged to share the results internally (staff, volunteers, and board members) and externally (food shelf clients and the broader community). 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 site-specific Client Survey Report data can also be compared to the 2022 Statewide Client Survey Report as a further discussion point.

HOW REPRESENTATIVE IS THE DATA?

A target sample goal of client survey responses was set for each food shelf site based on the number of monthly household visits. Food shelves should review the number of survey responses collected at the site and the target sample goal, listed on page 3, when considering how representative the data is of a food shelf's clients.

- **Responses Collected at or above Target Sample Goal:** Data is more representative of site's food shelf clients.
- **Responses Collected below Target Sample Goal:** Data is less representative of site's food shelf clients.

No matter how representative the data is on a client survey report, it is also important to ask the following questions:

- What voices might not be represented in the report? Current and/or potential food shelf clients?
- Where do we need additional input from clients and/or the broader community?

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.

SWS_ID:
Site_Name:



Survey responses collected: 7014

Survey method:	Paper	QR
Percentage of Choices	86%	14%

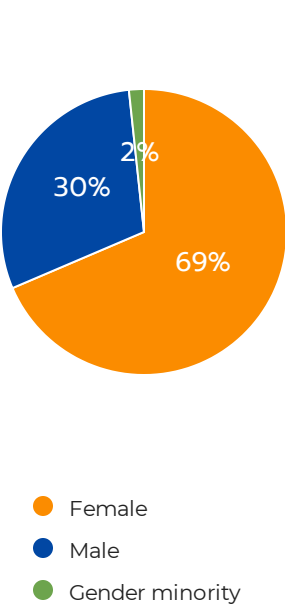
CLIENT SURVEY REPORT

Target Sample Goal:

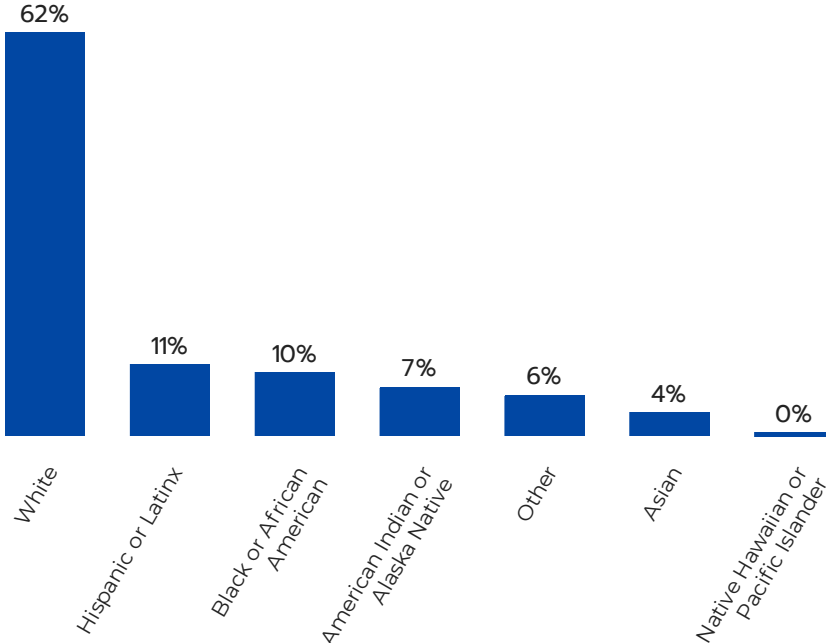
The 2022 Minnesota Food Shelf Survey was administered from July to October 2022. The Target Sample Goal has been achieved.

CLIENT VOICES REPRESENTED IN THIS REPORT: DEMOGRAPHICS

Gender (Q17)



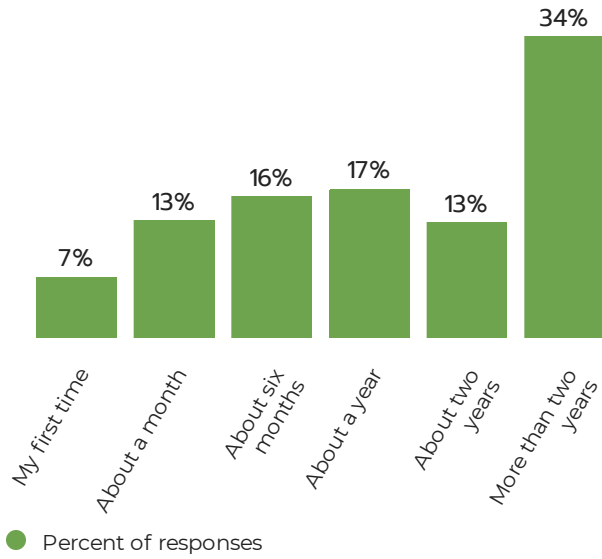
Racial and/or Ethnic Background (Q16)



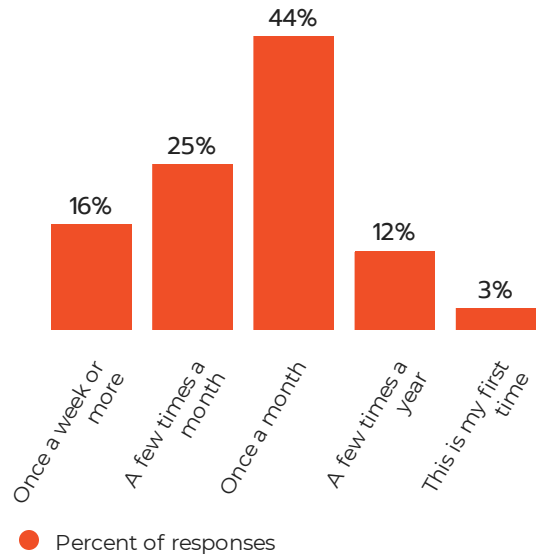
The percentage of clients self-identified as a member of the LGBTQ+ community is (Q18):

LGBTQ+ community	Percentage of Responses
Yes	8%

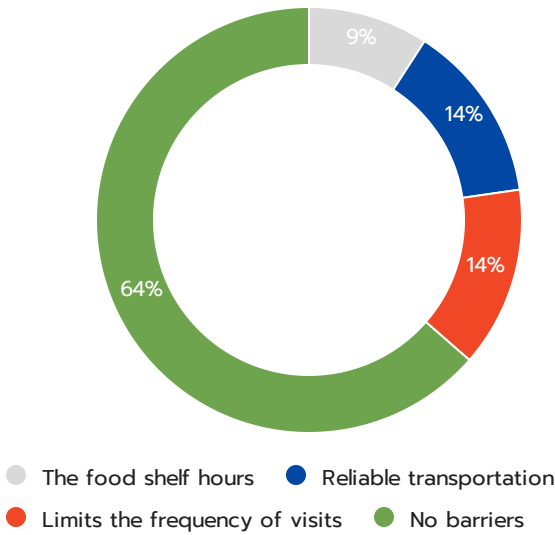
Length of time visiting food shelf (Q1)



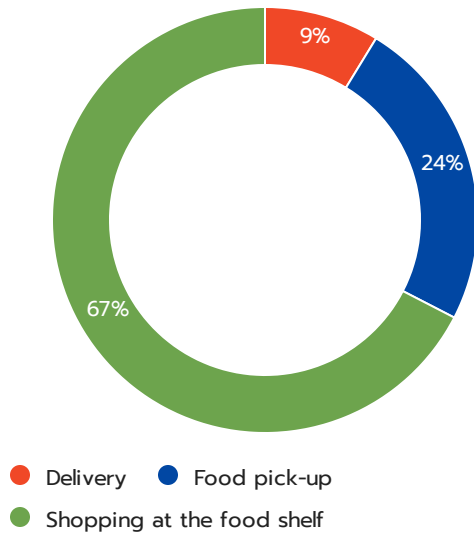
Frequency of food shelf visits (Q2)



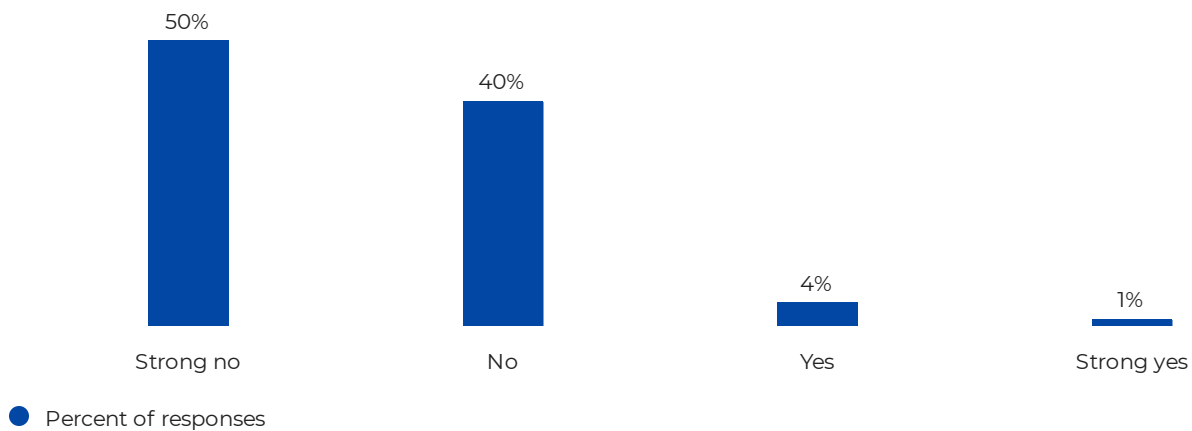
Potential barriers to accessing food (Q3)



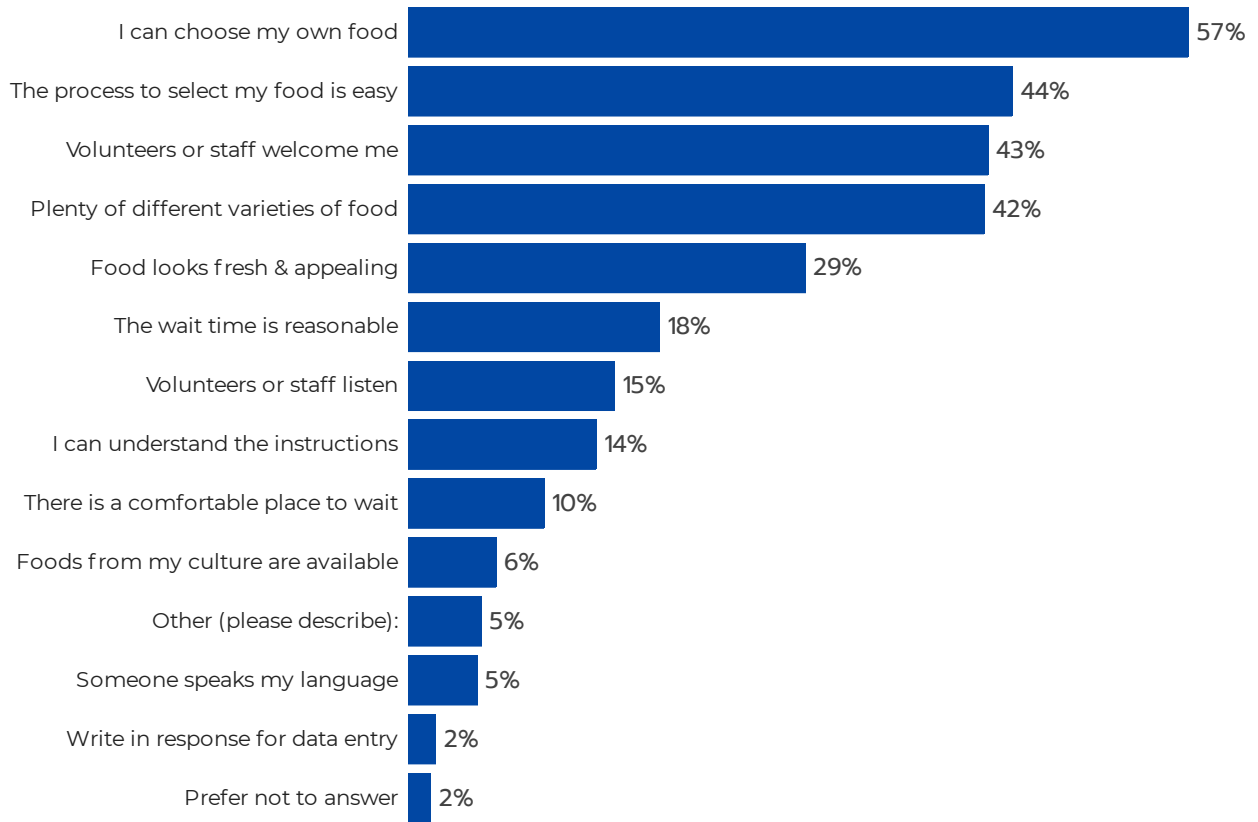
Preferred method to receive food (Q15)



Client's feelings regarding judgment by staff members/volunteers because of their personal circumstances or other reasons (Q5)

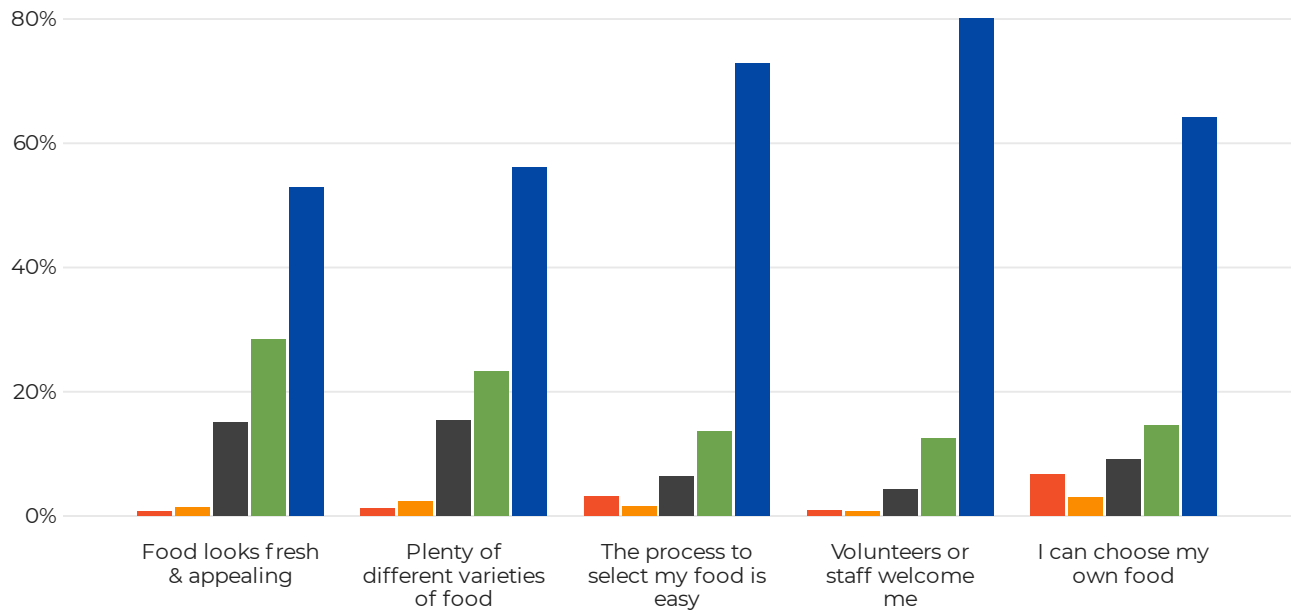


Most important experiences clients value (Q8)



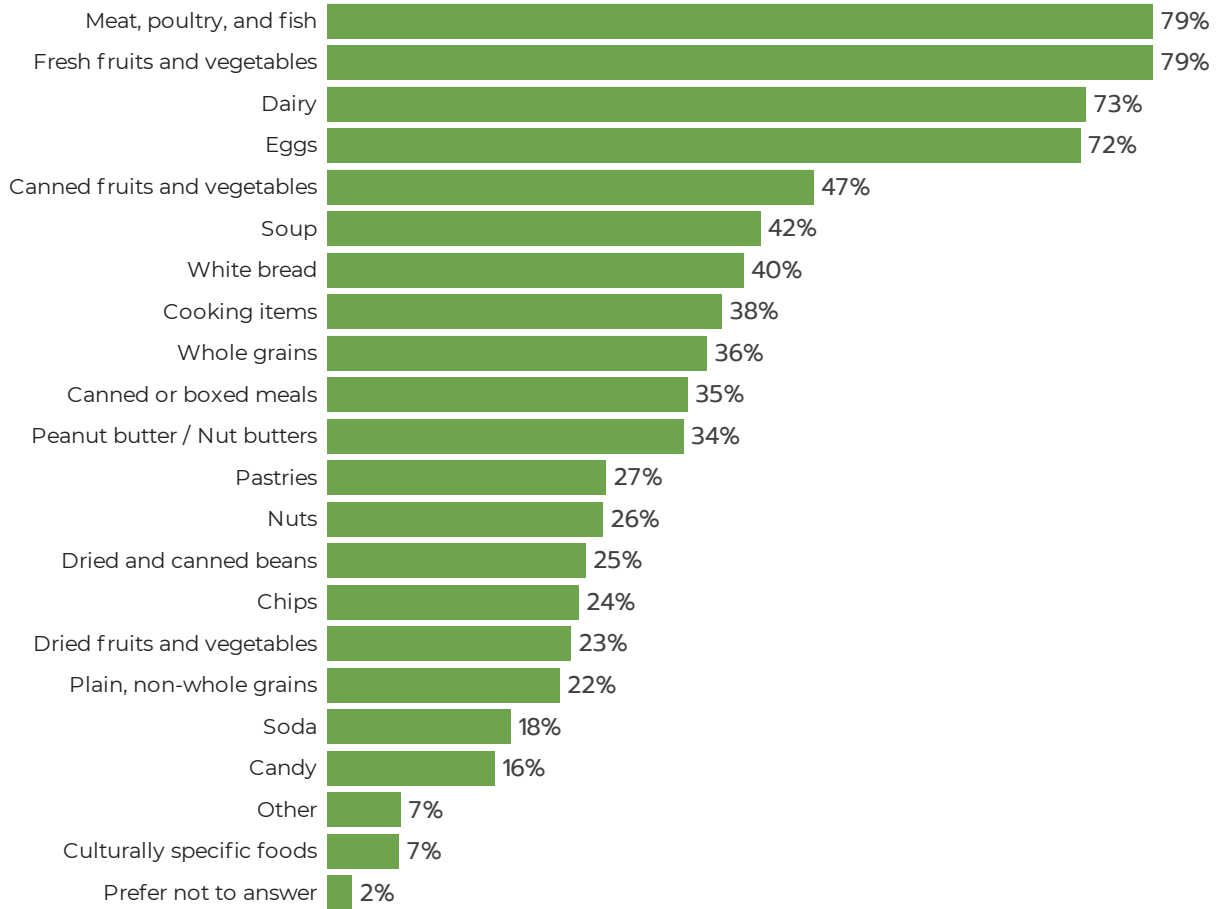
● Percent of responses

Frequency of specific experiences (Q9)



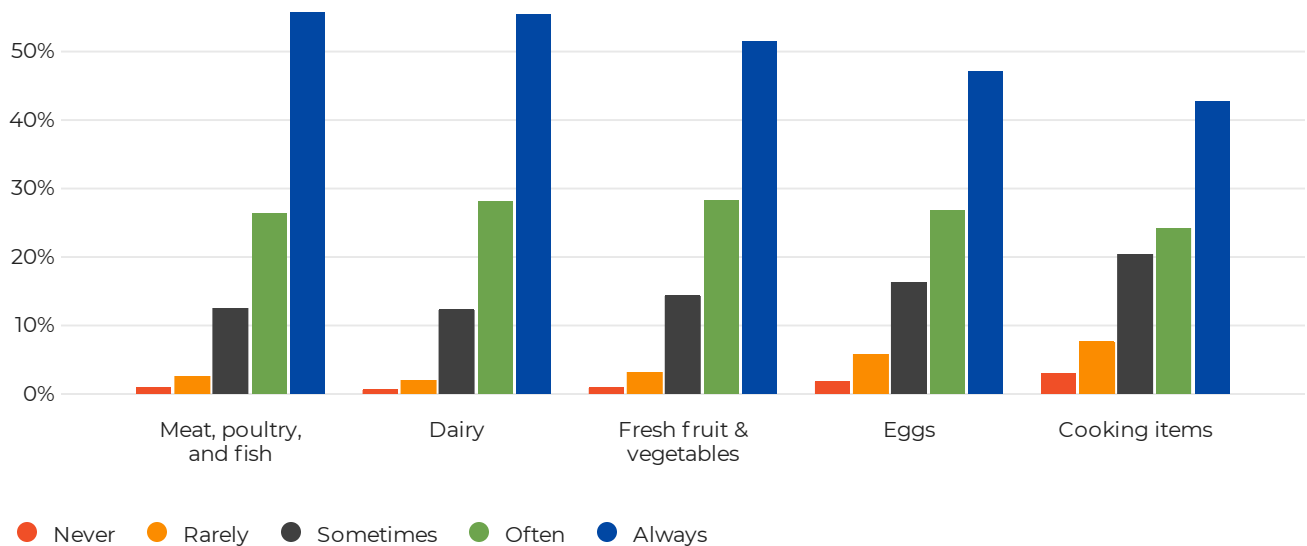
● Never ● Rarely ● Sometimes ● Often ● Always

Most important foods clients want at each visit (Q11)



● Percent of responses

Frequency of specific foods (Q10)



● Never ● Rarely ● Sometimes ● Often ● Always

Appendix

ABOUT THIS FOOD SHELF AND YOUR EXPERIENCE

Q1: How long have you been visiting this food shelf? Please check one option.

6914 Responses

Response Options	Percent of responses	Count
This is my first time	7%	468
About a month	13%	913
About six months	16%	1,098
About a year	17%	1,155
About two years	13%	903
More than two years	34%	2,351
Prefer not to answer	1%	88

Q2: If not your first visit, how often do you visit this food shelf? Please check one option.

6766 Responses

Response Options	Percent of responses	Count
Once a week or more	16%	1,067
A few times a month	25%	1,674
Once a month	44%	2,978
A few times a year	12%	791
Does not apply, this is my first visit	3%	221
Prefer not to answer	1%	79

Q3: What barriers keep you from accessing food from this food shelf as frequently as you would like? Please check all that apply.

6792 Responses

Response Options	Percent of responses	Count
I have no barriers to accessing food	58%	3,968
The food shelf hours do not work for my schedule	8%	570
The food shelf limits how often I can access food	13%	855
I have trouble accessing reliable transportation to access food	12%	848
Other (please describe):	8%	554
Prefer not to answer	6%	388

Q4: How long does it typically take to get your food from the time that you arrive at this food shelf, to the time you leave, including waiting in line and filling out any paperwork? Please check one option.

6866 Responses

Response Options	Percent of responses	Count
Less than 15 minutes	32%	2,217
15-30 minutes	41%	2,846
31 minutes - 1 hour	18%	1,244
Between 1 and 2 hours	6%	413
More than 2 hours	1%	91
Prefer not to answer	2%	134

Q5: Have you ever felt that a staff member or volunteer at this food shelf judged you because of your personal circumstances or other reasons?

6761 Responses

Response Options	Percent of responses	Count
Strong no	52%	3,519
No	41%	2,767
Yes	4%	288
Strong yes	1%	84
Prefer not to answer	2%	169

Q6: What do you think is the main reason for these experiences? Please check all that apply.

984 Responses

Response Options	Percent of responses	Count
Your ancestry or national origins	5%	52
Your gender	9%	91
Your race	12%	116
Your age	12%	120
Your religion	5%	46
Your height	5%	48
Your weight	5%	52
Some other aspect of your physical appearance	9%	89
Your sexual orientation	3%	26
Your education or income level	8%	81
A physical disability	7%	65
Your shade of skin color	4%	39
Your tribe	1%	11
Other (please describe)	24%	240
Prefer not to answer	35%	342

Q7: Do you think that this food shelf took sufficient precautions to help prevent the spread of COVID-19 over the last two years? Please check one option.

6503 Responses

Response Options	Percent of responses	Count
Insufficient, they needed to do a lot more	1%	86
Somewhat, but they could have done more	4%	279
Yes, they did everything they could	78%	5,094
I felt that this food shelf took too many precautions	10%	641
Prefer not to answer	6%	406

Q8: When considering your experience at this food shelf, what 3 things are most important to you? Please check 3 options.

6689 Responses

Response Options	Percent of responses	Count
The process to select my food is easy	44%	2,968
I can choose my own food	57%	3,833
Plenty of different varieties of food are available	42%	2,830
Food looks fresh & appealing	29%	1,949
Foods from my culture are available	6%	433
Someone at the food shelf speaks my language or can find some way to assist me in my language	5%	339
I can understand the signs and instructions in the food shelf	14%	925
Volunteers or staff greet me and make me feel welcome	43%	2,848
There is a comfortable place to wait	10%	669
The wait time is reasonable	18%	1,236
Volunteers or staff listen to my needs and answer my questions	15%	1,015
Other (please describe):	5%	360
Prefer not to answer	2%	112

Q9: How often do you experience the following at this food shelf? Please check one per row.

6659 Responses

Response Options	Always	Often	Sometimes	Rarely	Never	Prefer not to answer
I can choose my own food	64%	15%	9%	3%	7%	2%
Volunteers or staff greet me and make me feel welcome	80%	13%	4%	1%	1%	1%
The process to select my food is easy	73%	14%	6%	1%	3%	2%
Plenty of different varieties of food are available	56%	23%	15%	2%	1%	2%
Food looks fresh & appealing	53%	28%	15%	1%	1%	2%

Q10: How often are the following foods available at this food shelf? Please check one per row.

6635 Responses

Response Options	Always	Often	Sometimes	Rarely	Never	Prefer not to answer
Meat, poultry, and fish	56%	26%	12%	3%	1%	2%
Dairy	55%	28%	12%	2%	1%	2%
Fresh fruit & vegetables	51%	28%	14%	3%	1%	2%
Eggs	47%	27%	16%	6%	2%	2%
Cooking items (spices, oils, etc)	43%	24%	20%	8%	3%	2%

Q11: What foods are important for you to have every time you visit? Please check all that apply.

6692 Responses

Response Options	Percent of responses	Count
Fresh fruits and vegetables	79%	5,299
Meat, poultry, and fish	79%	5,299
Cooking items (spices, oil, etc)	38%	2,532
Canned fruits and vegetables	47%	3,122
Nuts	26%	1,769
Dried and canned beans	25%	1,659
Whole grains (brown rice, whole wheat bread, and whole wheat pasta)	36%	2,437
White bread (sliced bread, hot dog buns, and hamburger buns)	40%	2,671
Plain, non-whole grains (white flour tortillas, non-whole grain pasta, white rice)	22%	1,491
Dairy (milk, cheese, yogurt)	73%	4,868
Eggs	72%	4,831

Soup	42%	2,779
Canned or boxed meals (ravioli, hamburger helper, mac and cheese)	35%	2,312
Pastries (donuts, cakes, cookies)	27%	1,788
Peanut butter / Nut butters	34%	2,284
Chips	24%	1,614
Candy	16%	1,074
Dried fruits and vegetables	23%	1,564
Soda	18%	1,178
Culturally specific foods (please describe)	7%	460
Other (please describe)	7%	471
Prefer not to answer	2%	159

For clients who selected "Culturally specific foods," they suggested:

?

?

? can't read

A nice pus (variety)

African

African food

African food

African food

Alberjo

All

All

All American

American

American

American

Asian

Asian

Asian

Asian + Hispanic

Asian Food

Asian food

Asian food & Italian food

Asian foods

Asian foods, Mexican foods (she didn't have time to be specific)

Asian influences

Asian noodle

Bag of pure sugar -cheese surges

Basmati rice, beans

Beef

Bison

Bison meat

Buffalo
 Butter
 Canned Deer meat and Canned Walleye
 Chow Mein
 Coconut milk, goat
 Coconut milk, soya sauce, sesame oil
 Coconut oil
 Cod fish or walleye
 Cost Irdan Species
 Dates, figs
 Don't matter
 Egg, milk, fruit, veg
 Enifie, Garie, rice
 Farina
 Fish, Berries, Rice, maple sugar items
 French and/or Italian, African
 Fresh fruit and vegetables.
 Fufu
 Fufu
 Fufu, Gani, Corn flour
 Fufu, chicken feet
 Fufu, palm oil
 Gari
 Garri, goat meat
 Garri, palm oil
 Goat Meat
 Goat Meat
 Goat and camel meat
 Good

Q12: Which of the following non-food items would be most important for you to have available at this food shelf? Please pick 3 options.

6067 Responses

Response Options	Percent of responses	Count
Diapers	14%	839
Menstrual products	18%	1,112
Cleaning products (laundry detergent, dish soap, paper products)	69%	4,189
Personal hygiene products (hair care, razors, hand soap)	52%	3,170
Dental hygiene products (toothpaste, floss, mouthwash)	42%	2,527
Toilet Paper	69%	4,163
Other (please describe):	6%	382
Prefer not to answer	5%	277

For clients who selected "Other," they suggested the following non-food items:

paper towel

depends

bath soap

Medicine

Shampoo condition

leche Pediasure

decent shampoo

covid tests (drawing of smiley face)

Paper towel

paper towels

ALL

paper towel

underlined "laundry detergent" and "razors"

electric toothbrush, anti-perspirant, shower, soap towels

Batteries AA-AAA

paper towels

paper towels

paper towels

circled razors

2 batteries/disposable cups

training pants/toddler undies size 2T/3T-4T/5T for toddlers

shampoo, deo

coffee

ALL!!

dog food

Have no need there are items available here

Depends for men

pet food

This was cool to have on the shelf.

limit

bottled water

Household suppliers

num 6 or 7 written by diapers

baby formula

Kleenex, wipes, dryer sheets

shampoo

N/A

pet food

circled toothpaste

said sometimes I find it for 2nd and 5th choices

pet food

veggies, salad, bread, fruit

dog and cat food

Paper towels

If I could get gluten free that would help

N/A

Depends or similar products size L for Ladies

none

Baby formula

dog and cat food

briefs

paper tows, air freshener, sprays, candles

Circled paper products and wrote paper towels

Ice cream

underlined 'laundry detergent, dish soap, paper products'

landry

Adult incontinence

Mr. Clean

trash bags.

none

size 4/5 pull ups

face masks, sanitizing hand sanitizer. You have given me a lot!

Q13: Think about all the food you get for your household (from all places). How much of all the food you got in the last 6 months was from this food shelf? Please check one option.

6445 Responses

Response Options	Percent of responses	Count
I didn't get any	4%	290
Less than half	34%	2,201
About half	28%	1,808
More than half	20%	1,307
All of my food	9%	612
Prefer not to answer	5%	294

Q14: In the past year, have you ever had to choose between buying food and paying for any of the following? Please check all that apply.

6346 Responses

Response Options	Percent of responses	Count
Utilities	38%	2,393
Transportation	27%	1,686
Medical care or medication	20%	1,285
Housing	26%	1,638
Education	5%	326
Childcare	5%	302
No/does not apply	30%	1,925
Prefer not to answer	13%	825

Q15: How would you prefer to receive your food from this food shelf? Please check one option.

6431 Responses

Response Options	Percent of responses	Count
Shopping at the food shelf	68%	4,390
Food pick-up	24%	1,552
Delivery	9%	569
For clients who selected "Other"	3%	165
Prefer not to answer	3%	224