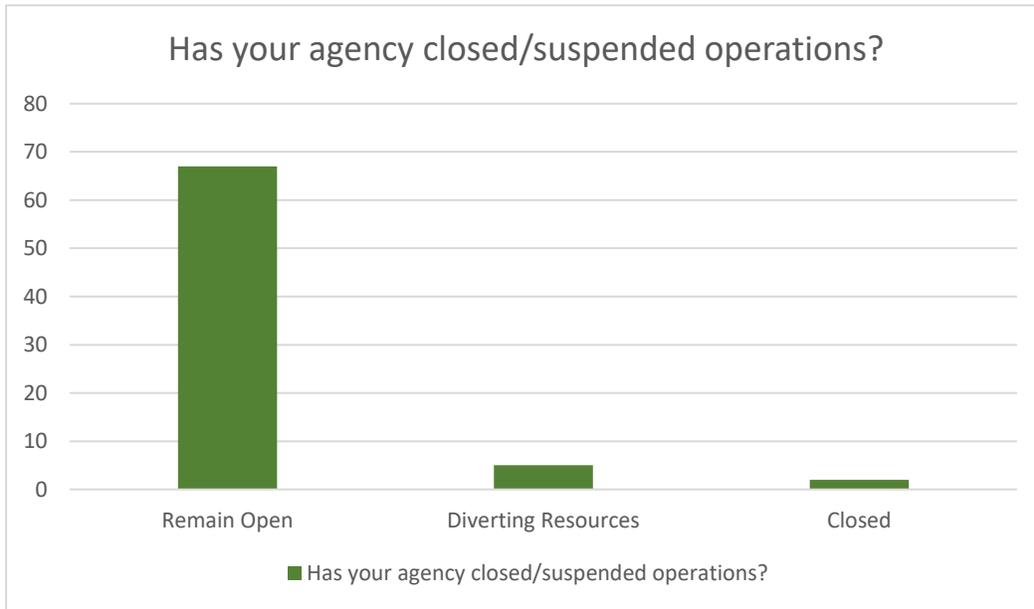


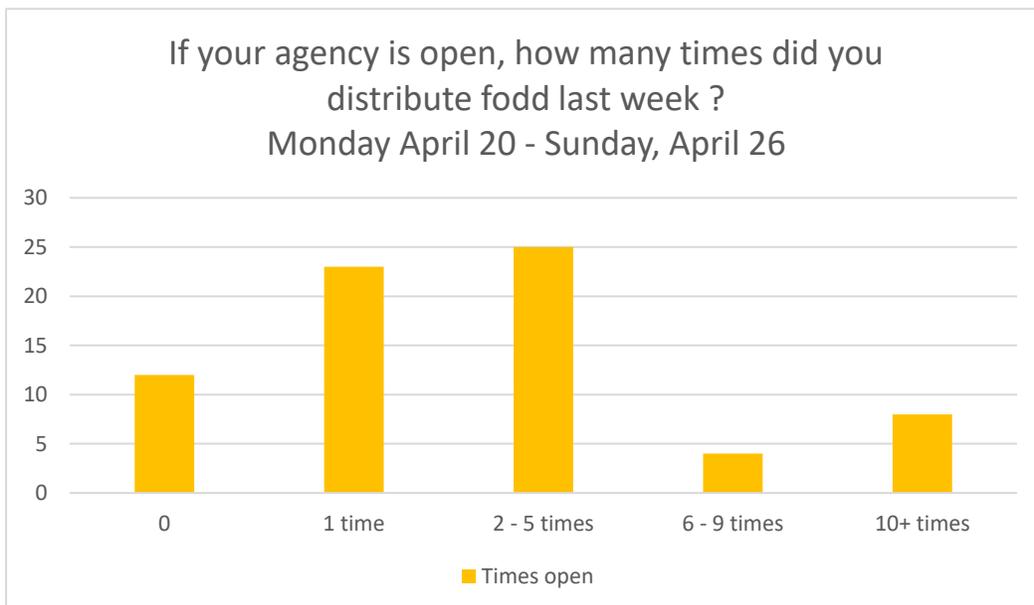
Pulse Survey Results 4.20.20 – 4.26.20

75 total responses (meal sites and food pantries)

- ❖ Questions were not mandatory to answer, so there are some with fewer than 75 responses.

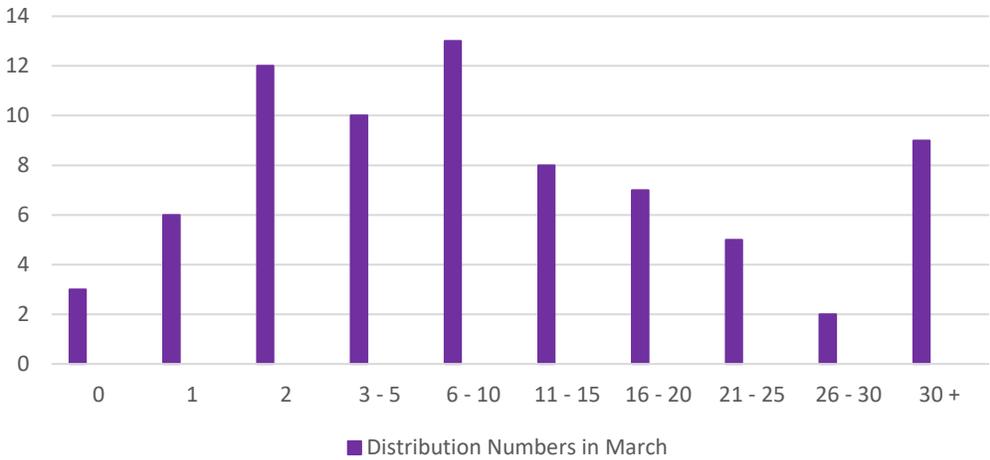


89% of those surveyed remain open, while 6% are diverting resources to other community partners.



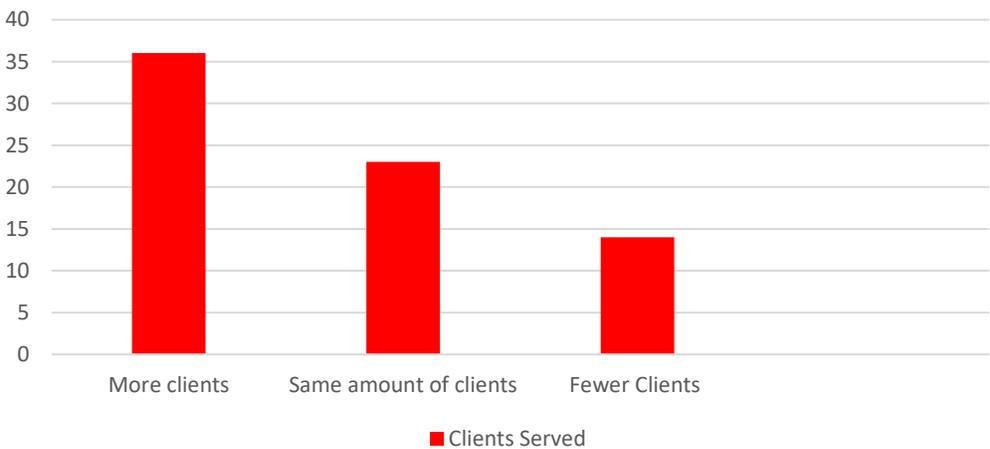
80% of those surveyed reported doing 1 or more distributions last week.

If your agency was open during the month of March, how many times did you distribute food during that whole month?

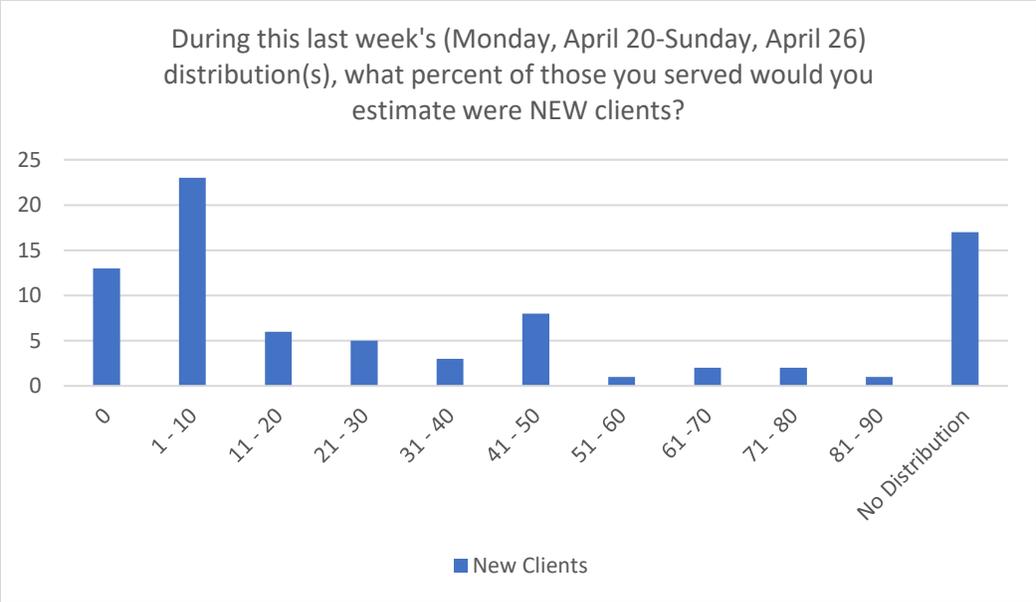


54% of those surveyed distributed food 1 - 10 times during March.
29% of those surveyed distributed food 11 – 30 times during March.
12% of those surveyed distributed food 30+ times during March.

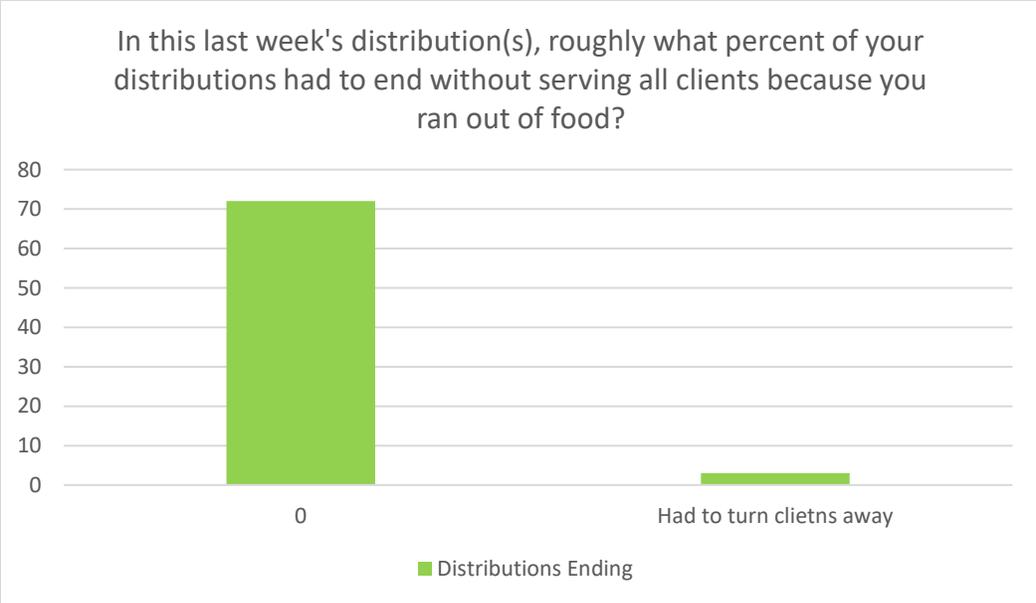
Compared to last year at this same time, would you say you are serving:



Of those surveyed:
48% are serving more clients
31% are serving the same
19% are serving fewer



Of those surveyed:
 17% served no NEW clients
 8% served 11 – 20 new clients
 10% served 21 – 40 new clients
 11% served 41 – 50 new clients
 8% served 51 – 90 new clients
 21% did not have a distribution or were unsure



96% of those surveyed that had distributions did NOT have to turn any clients away or run out of food.
 4% of those surveyed that had distributions had to turn clients away because they ran out of food.

Open Ended Response:

We know that those facing hunger are facing unprecedented challenges. And some of the populations we serve are even more vulnerable during this moment of crisis. These may include seniors, children, rural clients, African American, Latino, or Native American communities, individuals experiencing homelessness, homebound individuals, and SNAP-eligible households - among others.

What strategies have you employed to address new challenges serving vulnerable populations as a result of the COVID-19 crisis? Please specify the vulnerable population(s) you serve in your response.

1. Calling senior clients to see if they are in need of a home delivery
2. We serviced all populations, children through seniors as listed above. We also tried to lead individuals in the right direction looking for shelter.
3. Seniors, vulnerable health - waiting area moved, one person in food pantry area at a time, limited client contact with volunteers, disinfect after each client
4. The clients, who we consider vulnerable, are allowed into the Food Pantry one at a time. After they have completed the necessary paperwork, they return to their vehicles and the volunteers brings the filled carts to the client's vehicle. The volunteers wear latex gloves and may choose to wear masks. After each client, the volunteers use disinfectant wipes to wipe down the carts and other surfaces.
5. Others pick up for the ones that can't come themselves
6. I have done home deliveries to elderly. I have also delivered to a family with kids at home. When the community asks to donate and what we need, I have said "meals teens can make" as many kids are being cared for by older kids.
7. We deliver directly to the doorsteps of the families.
8. We box -Drive up service- we deliver food to vehicles
9. We are going to open from 4:00-6:00pm on Thursdays starting next week in addition to our regular Tuesday hours
10. We allow them to call and come in outside of the normal open hours of the food pantry. They are also allowed to get more items than we allow under normal times.
11. We are serving our regular clients, plus new sent to us.
12. We are a no questions asked so everyone is served
13. We will deliver food if needed. We no longer allow clients into the food pantry. We take food to their cars. We serve seniors, children, rural, Pacific Islanders, Native Americans, homebound, elderly, and several with medical limitations.
14. We are open more often because many are not getting pay checks
15. Seniors-bus picks up boxes for Seniors living in low income housing. We allow others with proper identification to pickup food for friends, family, and clients who are unable to drive to get food.
16. In the past three weeks people are afraid to come to the pantry or are getting other aid.

17. We have increased our distributions to our senior receiving senior supplements with more food and vouchers. We have increased our food to backpack kids by giving extra food over the long Easter weekend and also vouchers. We also took part in a bison/beef distribution day with our local bison plant and have another one scheduled this weekend.
18. We serve homeless, trafficked, and runaway youth. We have changed our outreach, and use phone communication more. We have masks and gloves, and try to make it as safe as possible for everyone.

DAIRY QUESTIONS:

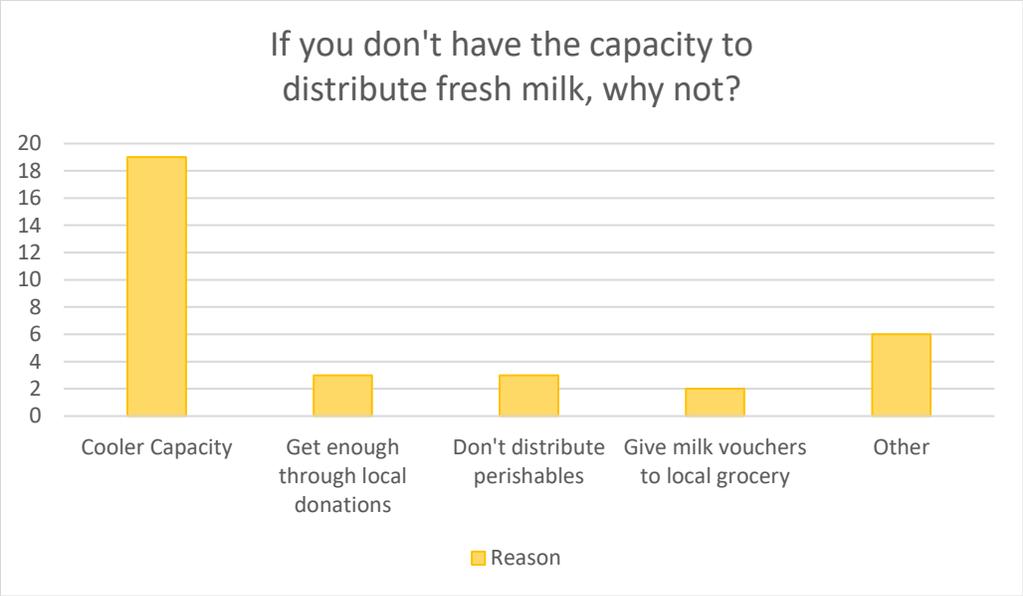
Questions are to gauge partners' capacity and want for more dairy products in response to grant funding from Midwest Dairy.

- ❖ Do you have the capacity to distribute fresh milk if you had the opportunity to receive it monthly?

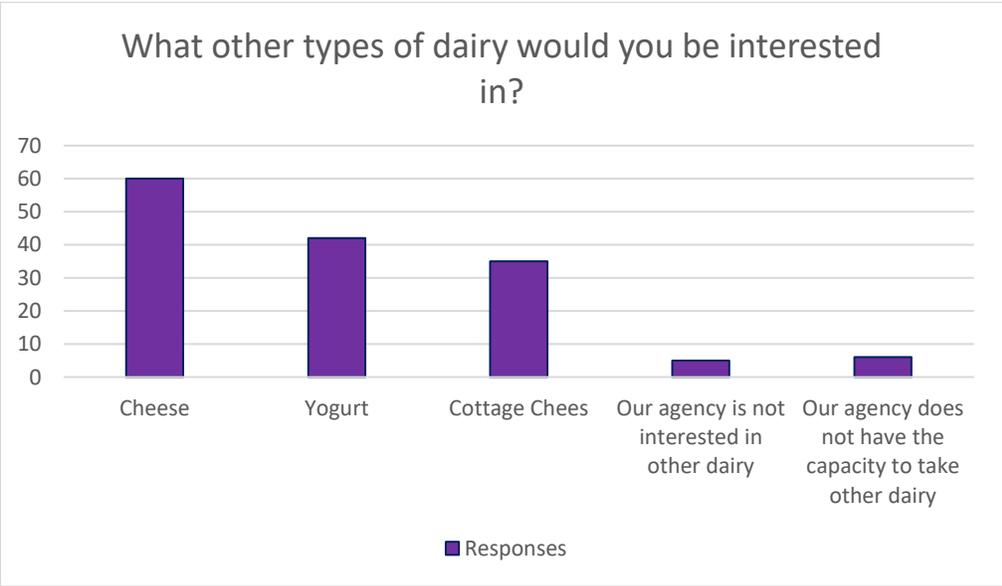
A resounding 80% of those surveyed said they would have capacity to distribute additional dairy.

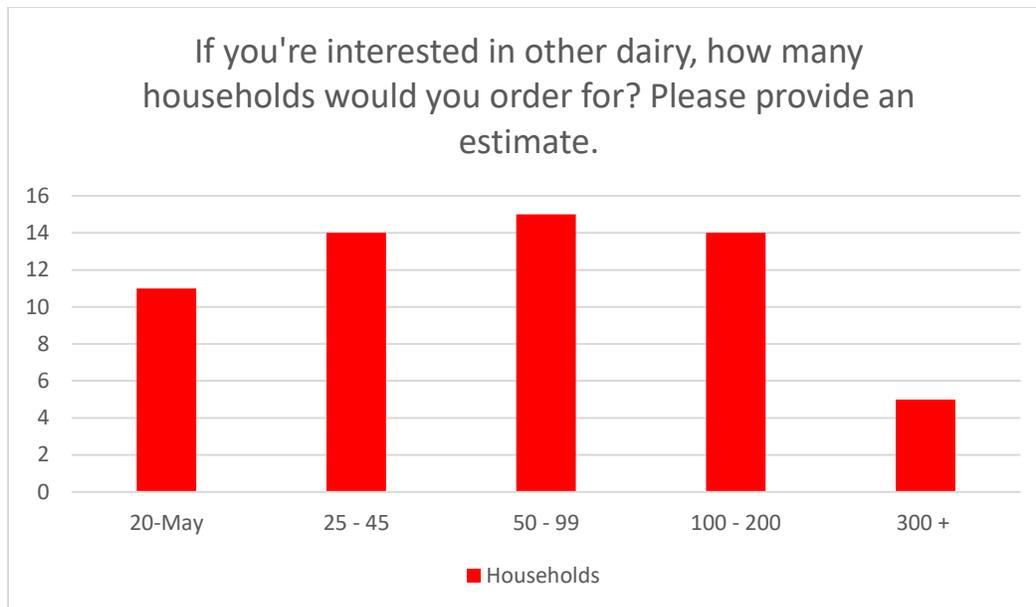


Of the 69 that responded they could take more dairy, 68% have storage capacity



❖ When asked if partners would be interested in a cooler to store more dairy, 19 partners responded that yes, they would like a cooler.





❖ Please share additional comments:

1. We encourage you all to stay safe and healthy as we go to this unprecedented time. Safety is our first priority.
2. We have suspended our food distribution due to small space and limited staff to control the amount of tenants that would come into the community room for food. We are planning on reopening it to the tenants when there is a plan in place and staff hours go back to full time.
3. The food pantry is not the only service that we have. We also serve the McLean County for DVSA and have a clothing outlet as well.
4. We're serving sack meals, some hot and some cold, in paper bags so we have to be conscious of what is put in the bags and what can fit without destroying the bags.
5. We don't have a walk in cooler but we do have a freezer and several smaller refrigerators. We have frozen milk before but some did explode and leak. So, we do have a capacity to take some milk and cheese.
6. The ability to distribute food is a constant struggle. We are a tiny Pantry and do not have the capacity to store bulk amounts of food. Our Rolla Pantry is just as busy and distribution is an issue there as well. When the need outweighs the ability to get food out, someone will go hungry.
7. Is there an option that our individual responses can be emailed to us when we complete the survey? Could we get a list of the questions in the survey emailed to us? It would be nice to share these questions with others in the pantry in case someone else needs to complete the survey in the future.
8. Up until this past week we only had a side by side refrigerator for storing perishables, so have not been able to take advantage of available dairy and produce unless it

could be distributed the day it was acquired. This past week we were able to get a cooler through GPFB and Midwest Dairy, so are looking forward to being able to order more dairy and take advantage of being able to store more food rescue product.

9. At this point this survey has little reference to our small pantry.
10. We are having a delay in obtaining food we order from local grocery stores
11. We have been fortunate enough to get a commercial frig and freezer per the Otto Bremer Foundation but if we get additional dairy products we could use an additional refrigerator for storage. We appreciate everything we get from the Great Plains Food Bank as it is helping hundreds of individuals in the Great Fargo-Moorhead community. Last week we had a group of 20+ year olds come in and they were starved. When they took their food into our lobby they started eating salad with their fingers. I went and got them forks and a bag full of sandwiches that we had just received from the GPFB. It's hard to see this type of hunger in the community.
12. We are able to temporarily use a refrigerator in the church. We don't have the floor space for our own refrigerator.
13. Serving the hungry is a very high priority for us!
14. We are open however, we prepackage food(nonperishable) and then add perishables (from a list we have) when they get there. Food is then put into hall so they can pick it up after giving me name, address, number in family
15. We had many complaints about the dairy product we delivered in March being expired. People do not want expired food even when we tried to explain the shelf life of it. If we are to do dairy products the expiration date would need to be equal to purchasing it in a store.
16. If we could get any Styrofoam coolers, we could use more of them. If other cooler comes available it would need to be a stand up style.
17. We are going to be closed for a time, but we have diverted some food to other agencies.
18. We thought that kids home from school was keeping people away during the day so we decided to try our new Thursday hours. We have been trying to get the word out that the pantry is open even if the church is closed for regular church activities.
19. We are in need of more meats and veggies.
20. At this time we're financially stable, but we have not bought in larger quantities, as stores are barely keeping their shelves filled, but as soon as things get back to normal, we'll purchase what we can from food bank and locally.
21. Eggs would be good to have available. I normally get from Cash Wise but now they are limited to 2 dozen per family. They are good at giving me out of date or damaged eggs but since virus, That has been really cut back.
22. Thanks for all the wonderful work you are doing for us during this time! And also keeping us so well-informed through it all!!