



CLIENT IMPACT SURVEY FINDINGS

Grocery Program

2021





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Executive Summary

This report summarizes findings from the Loaves & Fishes/Friendship Trays' 2021 Client Impact Survey conducted between November 2021 and January 2022. The survey was intended to collect data from a convenience sample of respondents to better understand their needs and realities and provide feedback about the services they receive at Loaves & Fishes/Friendship Trays food pantries in Mecklenburg County. Respondents were asked to complete the survey voluntarily and were offered a grocery store gift card as incentive for their participation. A total of 500 individual heads of household adults responded to the survey, however it should be noted that not all questions were answered by the entire sample.

Key Findings

- Nearly half of those who responded to the survey was working either full-time (30%) or part-time (19%).
- Respondents indicated that because they received groceries provided by Loaves & Fishes/Friendship Trays they will use the money saved to pay rent or mortgage (41%), pay electric or gas bills (38%), or pay for medicine (17%).
- When respondents run out of food, their primary way of getting food is to ask family or friends (68%), visit other organizations for help (24%), or do not eat (7%).
- Clients receiving groceries had an average monthly household income of \$1,313, had an average family size of 3, and the majority were female-headed households (59%).



Study Overview and Methodology

This report provides findings from the Loaves & Fishes/Friendship Trays' 2021 Client Impact Survey. The Client Impact Survey was designed to gather data from a convenience sample of respondents to better understand respondents' needs and realities, and thoughts about the services they receive. A total of 500 client surveys were conducted as clients were waiting in their cars to pickup food at mobile pantries and food shares in November 2021 through January 2022. Data gathered via these surveys will provide greater insights to Loaves & Fishes/Friendship Trays board, staff, and volunteers regarding how to better serve their communities and meet the needs of those at risk of hunger.

The Client Impact Survey was developed by Loaves & Fishes/Friendship Trays. Respondents were asked to complete the survey voluntarily and were offered a grocery store gift card as incentive for their participation. With 500 individual heads of household adults responding to the survey, a sample size calculator determined that the survey findings is within a margin of error of ± 4.34 (at a 95% confidence level). Thus, the survey findings are within this margin of error if the entire population served by Loaves & Fishes/Friendship Trays responded to the survey.



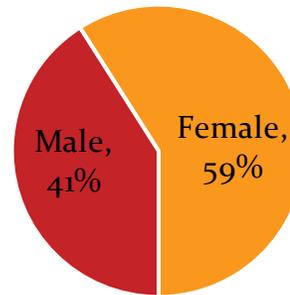
Survey Findings

Clients Demographics

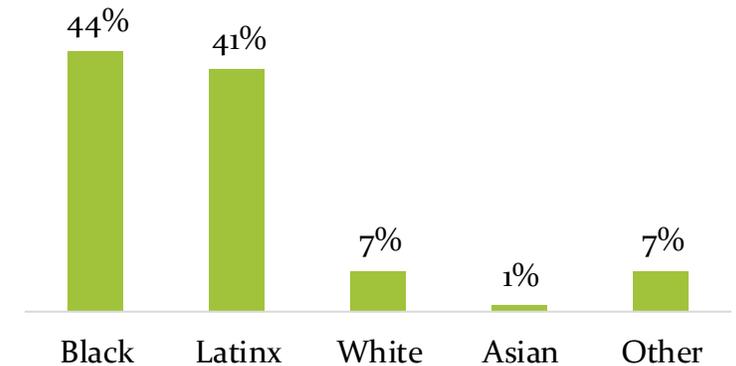
Based on Loaves & Fishes/Friendship Trays' database for clients receiving groceries, the average monthly household income was \$1,313, has an average family size of 3, and the majority were female-headed households (59%).

In terms of race/ethnicity, over four in five were either Black (44%) or Latinx (41%), 7% were White, 1% were Asian, and the remaining percentage (7%) were some other race or ethnicity.

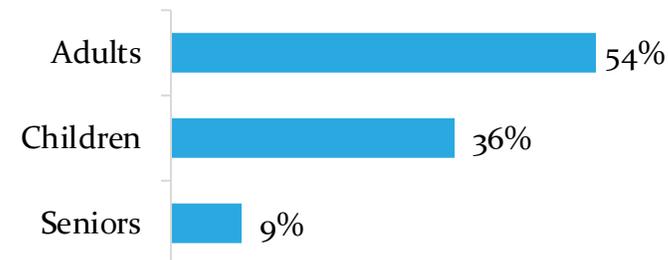
Gender



Race/Ethnicity



Household Composition

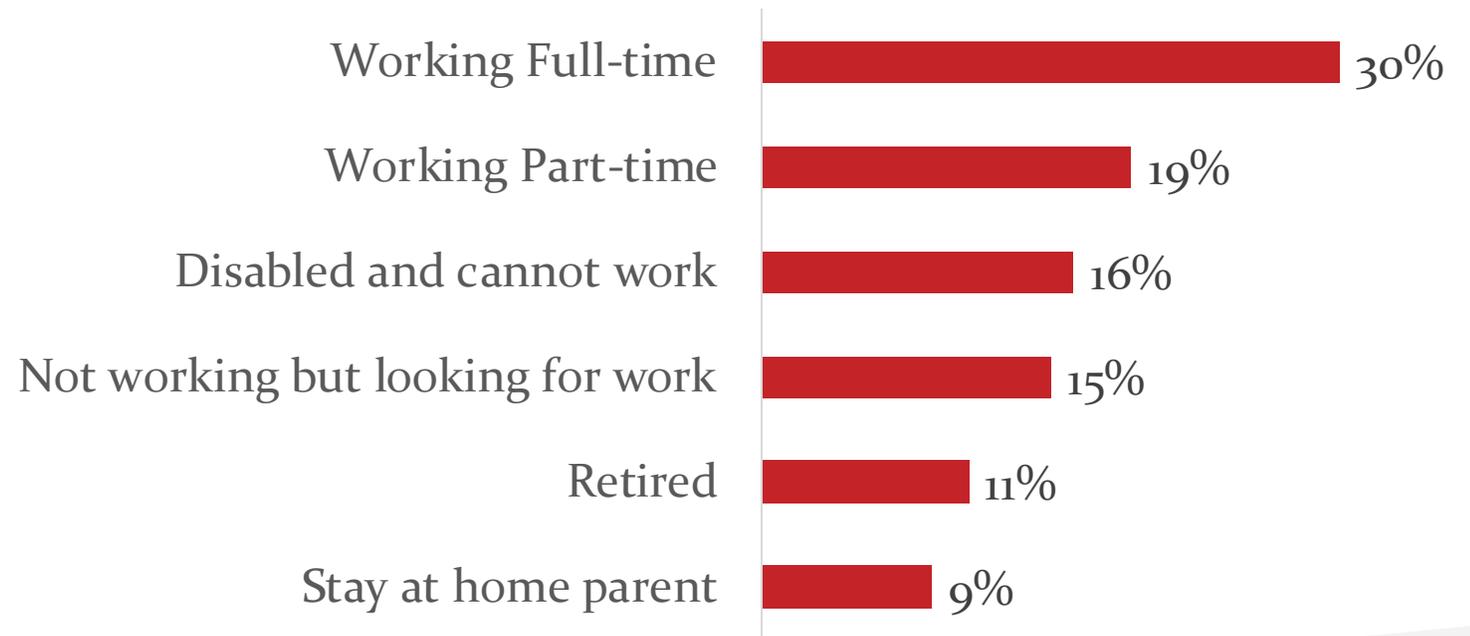




Work Status

When asked about their work status, nearly half (n=246, 49%) are either working full-time (n=150, 30%) or part-time (n=96, 19%). About 1 in 6 (n=81, 16%) are disabled, and a similar number are not working but looking for work (n=75, 15%). Over 1 in 10 (n=54, 11%) are retired from work, while a smaller percentage (n=44, 9%) are stay-at-home parents.

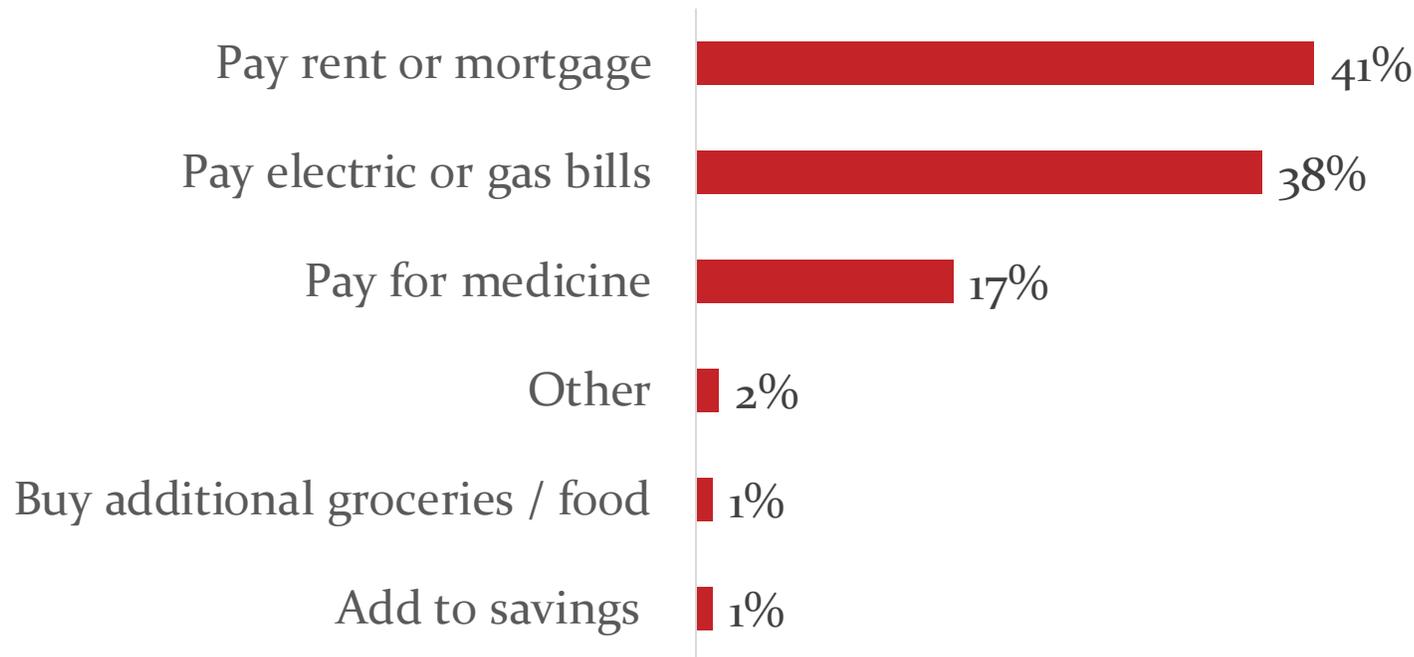
What is the work status of the primary wage earner, head of household, or breadwinner?





Impact of Receiving Groceries

Because you received groceries today, which of the following describes you?



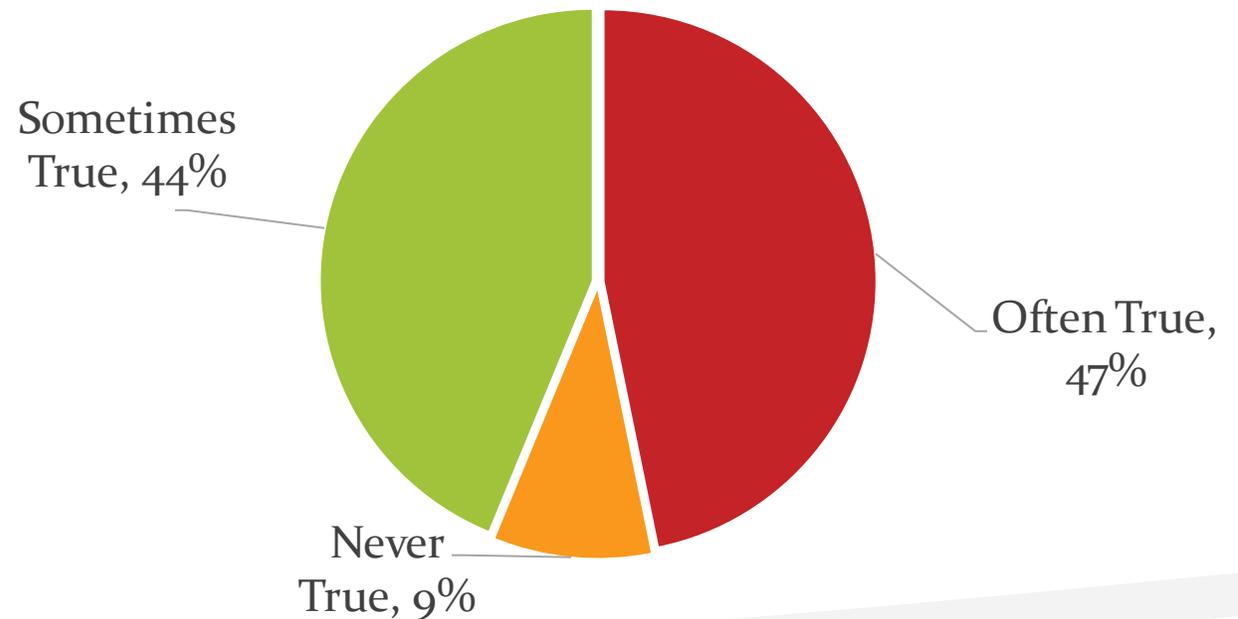
When asked to describe how they benefited from receiving groceries from Loaves & Fishes/Friendship Trays, over 2 in 5 (n=205, 41%) will use the money saved to help pay rent or mortgage, while about the same number (n=188, 38%) will pay electric or gas bills. Nearly 1 in 5 (n=86, 17%) will use the money saved to pay for medicine, while some will buy additional groceries (n=6, 1%) or put the money in savings (n=6, 1%). Other responses (n=8, 2%) mentioned included gas for car and other miscellaneous items.



Food Security

Survey respondents were asked how true the following statement was, “Within the past 12 months, the food we bought just didn’t last and we didn’t have money to get more.” Nearly half (n=234, 47%) reported that this was often true, while a similar percentage (n=219, 44%) said that this was sometimes true. Less than 1 in 10 (n=47, 9%) felt that this statement was never true for them.

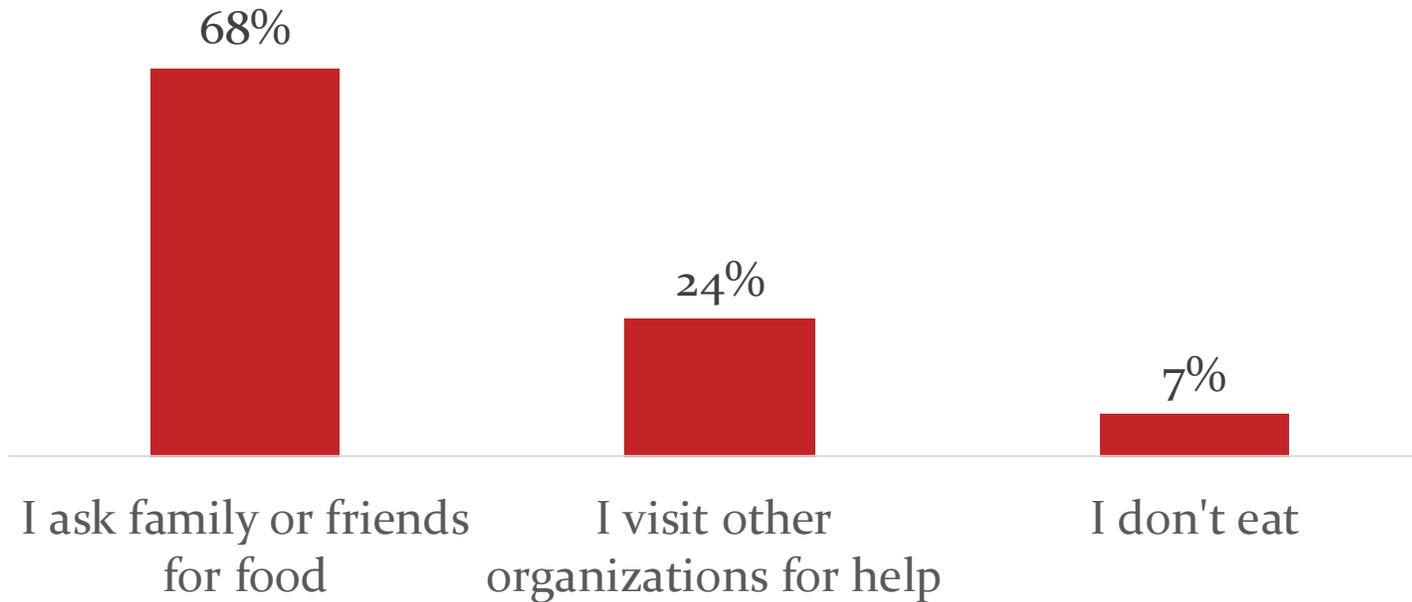
*Within the past 12 months, the food we bought just didn't last and we didn't have money to get more.
This statement is...*





Additional Food Sources

What other food sources besides Loaves & Fishes/Friendship Trays do you use when you run out of food?

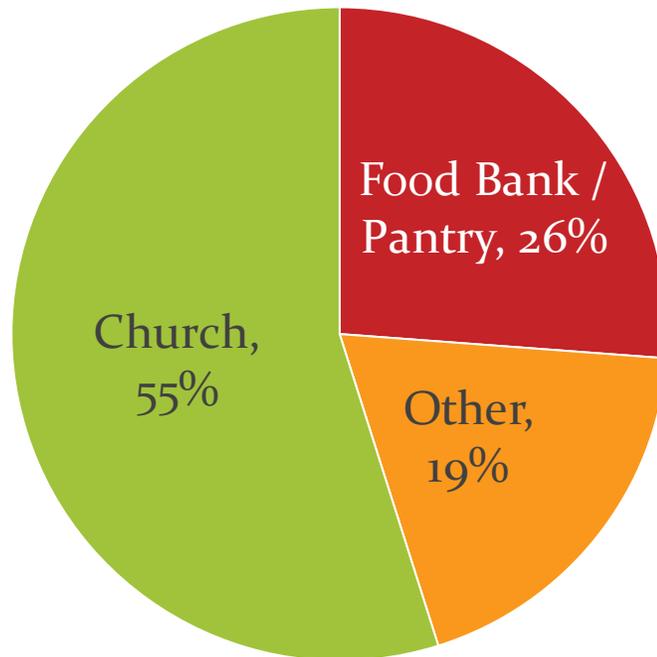


When asked what other food sources besides Loaves & Fishes/Friendship Trays do they use after running out of food, over 2 in 3 (n=342, 68%) reported that they ask family or friends for food. Nearly one in four (n=121, 24%) stated that they visit other organizations for help, while a small percentage (n=37, 7%) conveyed that they simply do not eat.



Other Organizations Visited for Help

Please type in the box below the name or names of other organizations.



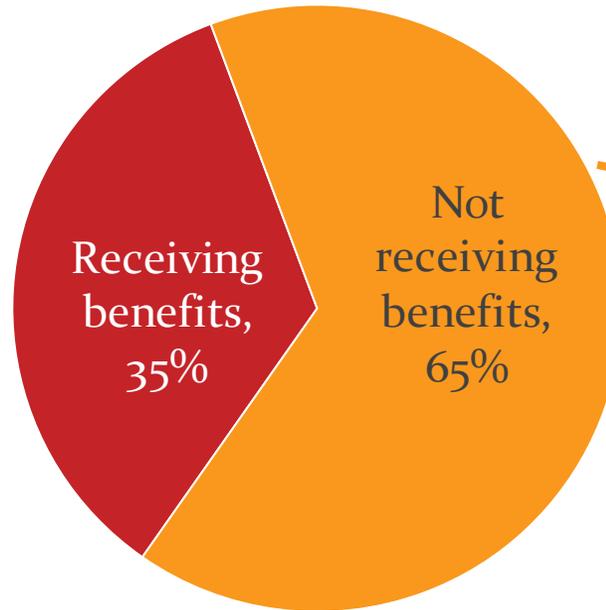
Respondents who indicated that they visit other organizations for help when they run out of food were asked to name the organizations. The majority of participants (n=44, 55%) mentioned their church. Over 1 in 4 (n=21, 26%) reported food banks or pantries with a few specifying Second Harvest Food Bank (n=4, 5%) and Feed My Sheep Pantry (n=2, 3%).

Food Assistance Benefits

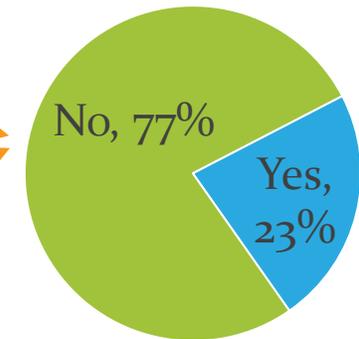
Survey participants were asked if they currently receive food assistance benefits. Over one-third (n=173, 35%) indicated that they currently receive benefits.

A follow-up question was asked of those who were not currently receiving benefits if they needed assistance with their eligibility or application. Nearly one-fourth of respondents (n=75, 23%)* would like to receive assistance.

Do you currently receive Food Stamps, SNAP or EBT Benefits



Do you need assistance checking your SNAP eligibility or completing a SNAP application?

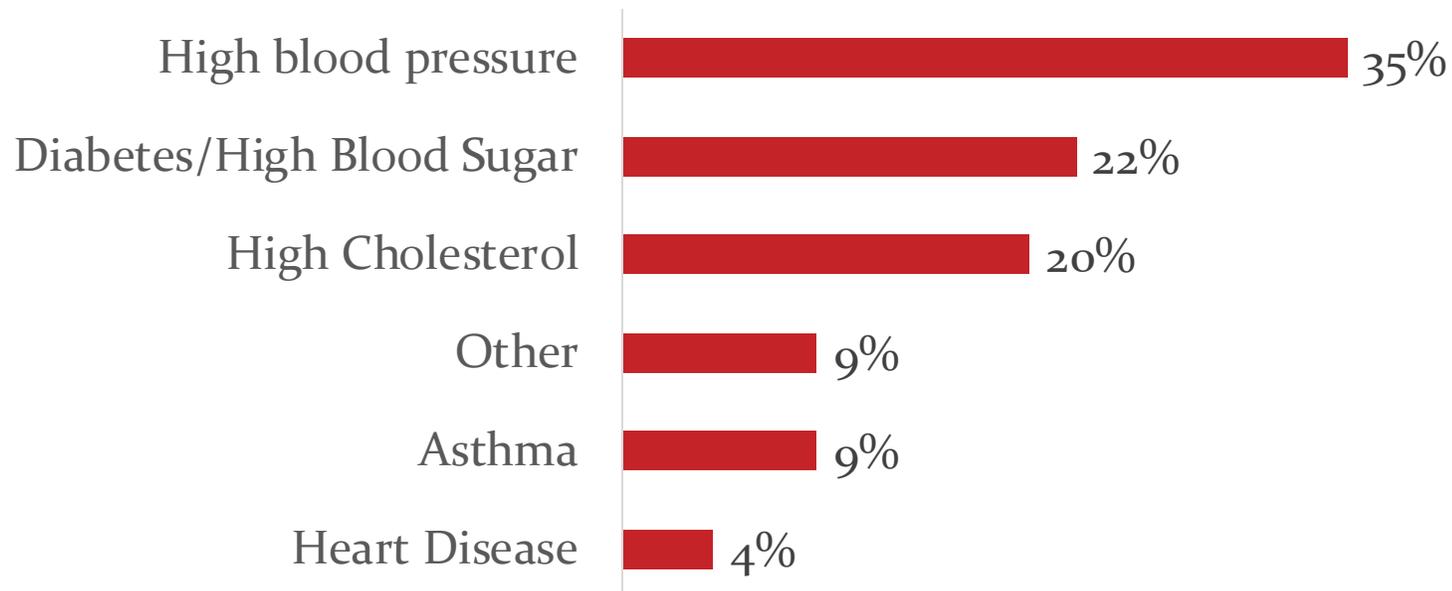


*Loaves & Fishes/Friendship Trays has followed up with all people requesting assistance.



Chronic Health Conditions

Have you ever been told by your healthcare provider that you have one of these chronic disease conditions? (Please check all that apply.)



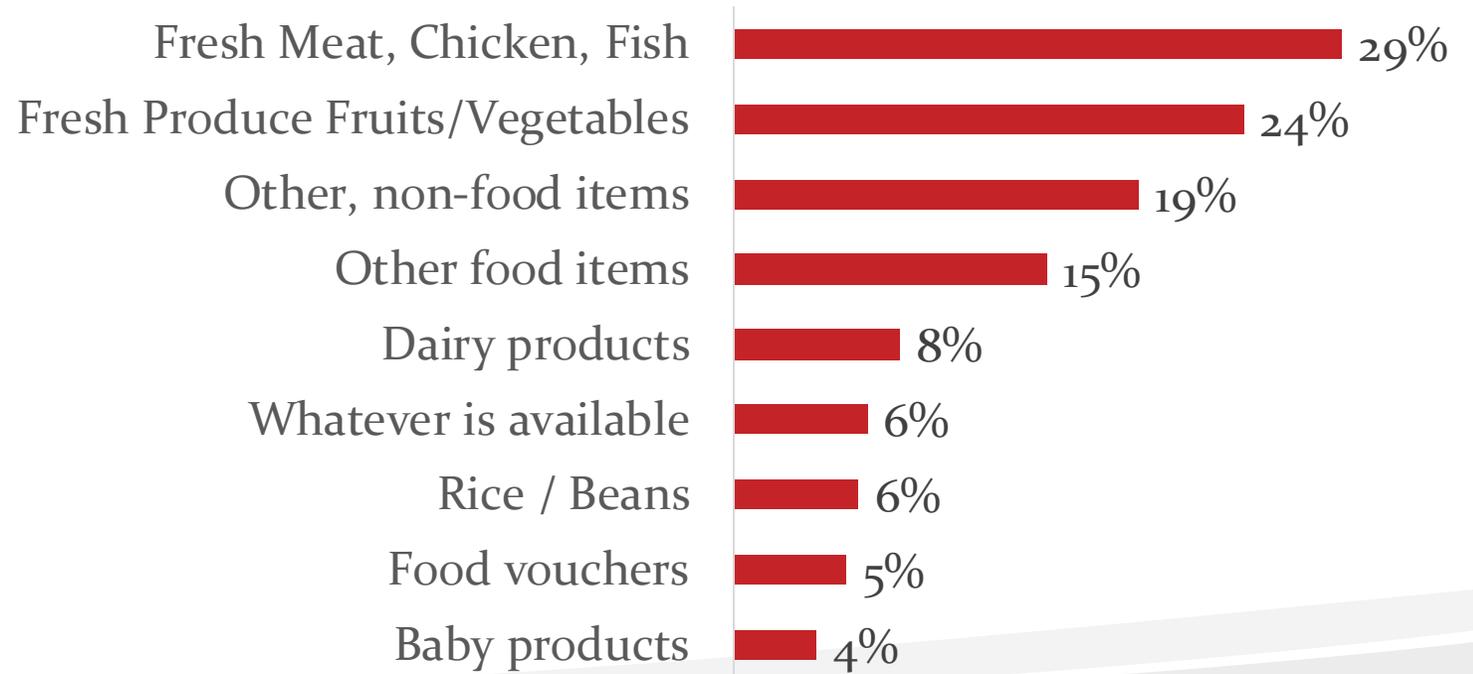
Respondents were asked if they have ever been diagnosed with a chronic health condition. Of those who reported that they have at least one condition, over 1 in 3 (n=168, 35%) have high blood pressure, over 1 in 5 (n=105, 22%) have diabetes or high blood sugar, 1 in 4 (n=94, 20%) have high cholesterol, nearly 1 in 10 (n=45, 9%) have asthma, and a small percentage (n=21, 4%) have heart disease. Other responses (n=45, 9%) included COPD, cancer, arthritis, HIV, and depression.



Desired Foods or Resources

Respondents were given the opportunity to comment on what foods or resources they would like to have available at Loaves & Fishes/Friendship Trays. Of those who provided a response, over a quarter (n=87, 29%) mentioned meat products, such as chicken and fish. The next common response was fresh fruits and vegetables (n=73, 24%), followed by other non-food items (n=58, 19%) such as cleaning supplies, toiletries, and home repair.

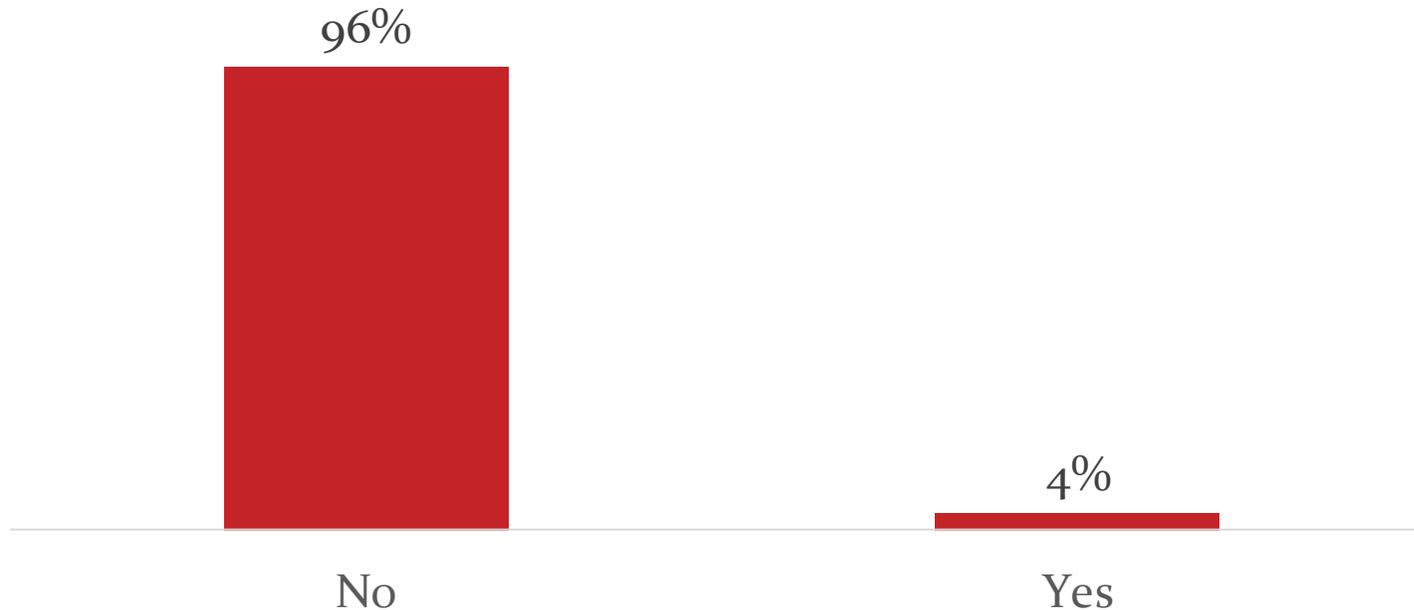
Please type in the box below what other foods or resources would you like to have available at Loaves & Fishes/Friendship Trays?





Barriers to Getting a Referral

Were there barriers to getting a referral to visit today?



When asked if there were barriers to getting a referral for their visit, an overwhelming majority of respondents (n=477, 96%) replied that they did not. The minority of respondents (n=18, 4%) who did face barriers shared the type of barrier they experience, including transportation* issues and difficulty contacting government agencies.

*Loaves & Fishes/Friendship Trays Home Grocery Delivery program is addressing transportation issues by delivering food to clients.



End of Report