



HUNGER TASK FORCE

Friedens Food Pantry Survey – Summary of Results

Hunger Task Force
November 2008

Background:

911 surveys were collected and at least partially completed at the Friedens Food Pantry between September 4, 2008 and October 31, 2008. The survey was created to update a former survey used by the Friedens Food Pantry that assessed customer service at the Coggs Center. The updated survey retained questions about customer service, but also attempted to capture in more detail the reason and rationale for customers to visit the Coggs Center, rather than using other forms of technology and what challenges they faced at the Coggs Center. Surveys were optional and available to Friedens Food Pantry clients as they waited for their emergency food bag.

Survey Results:

1. Why did you visit the Coggs Center today?

I was applying for assistance	78%
I had a scheduled appointment	9%
I was dropping off verification documents	5%
Other	8%
47 unanswered surveys	

2. What assistance program did you need help with today?

FoodShare	72%
Medical Assistance	19%
Childcare	6%
Energy Assistance	3%
Other	1%
7 unanswered surveys	

3. What is your FoodShare status?

New FoodShare Applicant	47%
Recertification	35%
I do not receive FoodShare	19%
59 unanswered surveys	

4a. Have you lost your FoodShare benefits in the past month?

- 47 percent of respondents had lost their FoodShare benefits within the past month (87 unanswered surveys).

4b. If you answered “yes,” what do you need to do to get your FoodShare benefits back?

I need to participate in an interview	40%
I need to submit an application	25%
I need to provide verification documents	24%
I don't know	6%
Other	6%

5a. Did you know you apply for or review your FoodShare benefits over the telephone?

- 52 percent knew they could use the telephone to manage their FoodShare case (88 unanswered surveys).

5b. Did you know you could apply for or review your FoodShare benefits on the internet through ACCESS?

- 43 percent knew that they could use ACCESS to manage their FoodShare case (325 unanswered surveys).

6. Have you ever used ACCESS – www.access.wi.gov?

No, I've never heard of ACCESS	67%
I've heard of ACCESS but never used it	15%
I've used it at least once	13%
I tried using ACCESS but I couldn't get it to work	5%
58 unanswered surveys	

- Of those who had used ACCESS, most used it to check eligibility or apply for assistance.

7. Why did you choose to visit the Coggs Center today instead of using the telephone or internet?

I didn't know I could use the telephone or internet to take care of my case	33%
I felt I would be helped more quickly if I talked with someone face-to-face	28%
I was required to come in for a face-to-face interview	12%
I don't have access to a telephone or computer	13%
I wanted to get a referral to the Friedens Food Pantry	8%
Other	6%
75 unanswered surveys	

8. Have there been any food shortages in your house in the last six months?

- 70 percent of respondents had experienced food shortages in the last six months (106 unanswered surveys).

9. In the past six months, have you or your family ever skipped meals or eaten less because you didn't have enough food?

- 70 percent of respondents had skipped meals or eaten less in the past six months (109 unanswered surveys).

10. How long did you wait for service today at the Coggs Center?

less than 15 minutes	26%
15-30 minutes	12%
30 minutes to 1 hour	13%
1-2 hours	15%
over 2 hours	34%
118 unanswered surveys	

11. How would you describe your treatment at the Coggs Center?

- 80 percent of respondents felt that staff helpfulness was either good or excellent (140 unanswered surveys).
- 80 percent of respondents felt that staff knowledge was good or excellent (169 unanswered surveys).
- 79 percent of respondents felt that they were treated in a dignified and respectful manner (173 unanswered surveys).
- 76 percent of respondents had a positive overall experience at the Coggs Center (164 unanswered surveys).

Survey Themes:

- The majority of the customers that visit the Friedens Food Pantry were at the Coggs Center to get assistance with their FoodShare case. Nearly half of those were at the Coggs Center to apply for benefits for the first time.
- Nearly half of those visiting the Friedens Food Pantry had lost their FoodShare benefits in the past month. This supports the idea that FoodShare customers continue to be churned off the system during the review process.
- Coggs Center customers tend to still not be aware of technology options that are available to apply for benefits and manage their case. Most either were not aware of being able to use either the phone or the internet or preferred to be helped face-to-face at the Coggs Center.
- Even though many customers had to wait for over two hours to be served at the Coggs Center, they overwhelmingly had positive responses to the Coggs Center customer service.