

# FOODSHARE

2018 Mobile Foodshare Survey  
Site Report

## All Sites

Hartford and Tolland Counties

Survey Date:	Aug. & Sept. 2018
Surveys Completed:	1,956
Clients Served:	3,017
Response Rate:	65%

In August and September of 2018, Foodshare asked our clients to complete an optional survey during food distribution at 25 Mobile Foodshare sites throughout Hartford and Tolland counties. These survey results have helped us better understand the population that Mobile Foodshare currently reaches and their needs, and will be used to inform our program in the future.

## SNAPSHOT OF RESPONSES FOR ALL SITES:

28%



Of those surveyed live in a household that includes children

19%



Of those surveyed live in a household that includes someone who is working

63%

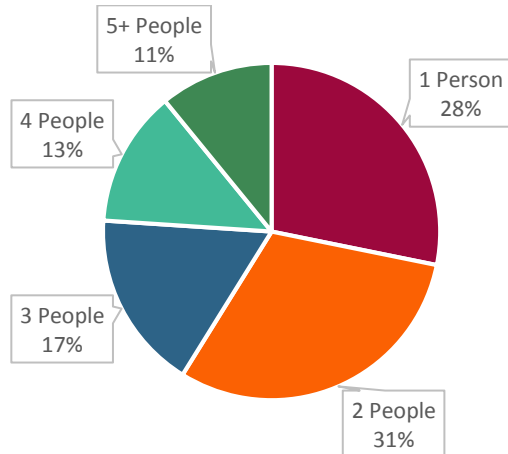


Of those surveyed live in a household that includes seniors

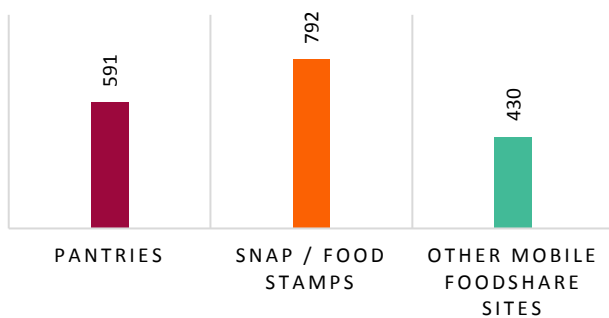
## Customer Service Score



## HOUSEHOLD SIZE



## OTHER FOOD SOURCES



## FEEDBACK FROM MOBILE FOODSHARE PARTICIPANTS:

*"I am very grateful for all the help. You make it possible to put food on the table."*

*"You're the only people I know that help people with food. It means a lot. You save lives!"*

**Language**

	Percent	Count
English	78%	1530
Spanish	20%	397

**Age**

	Percent	Count
18-24	2%	40
25-34	4%	87
35-44	8%	158
45-59	26%	504
60+	58%	1131

**Gender**

	Percent	Count
Male	29%	568
Female	65%	1273
Other	1%	10

**Ethnicity**

	Percent	Count
Asian/Asian American	3%	55
Caribbean/West Indian	4%	73
White	38%	747
Black/African American	19%	363
Hispanic/Latino	27%	537

**Frequency of Visiting this Mobile**

	Percent	Count
Every 2 Weeks	75%	1469
Once a Month	12%	225
Every Few Months	6%	114
First Time	6%	112

**Types of Food Needed**

	Percent	Count
Vegetables	46%	895
Fruits	27%	531
Meats	33%	654
Dairy	5%	94
Eggs	2%	34
Staples (e.g. pasta, bread, rice, beans)	9%	168

## SUMMARY

In August and September 2018, Foodshare representatives asked our clients to complete an optional, anonymous survey during food distribution at 25 of our 67 Mobile Foodshare sites. Survey sites represented a mix based on several factors including location (urban, rural, suburban) and average number of clients served. Surveys were administered in English, Spanish and Polish (at some sites).

A total of 1,956 surveys were completed. This represents 65% of the 3,017 people who attended the Mobile Foodshare distributions when surveys were conducted. Of the survey respondents, 539 lived in a household that included a child, 370 lived in a household that included someone who was working, 1,236 lived in a household that included a senior, and 149 lived in a household that included a veteran. 1,469 of the 1,956 people who completed the survey indicated that they visit the Mobile Foodshare site at which they completed the survey every two weeks. 591 people indicated that they visit at least one food pantry, 792 indicated that they receive SNAP (formerly Food Stamps) benefits, and 430 visit at least one other Mobile Foodshare site.

The average customer service score was a 3.4 out of 4.0 possible points. This score is based on a question where participants indicated their level of agreement with the statement: "This Mobile Foodshare site is welcoming and friendly." 82% of those who completed the survey indicated that they eat most of the food that they receive at Mobile Foodshare. Additionally, 50% reported that that they know someone who is in need of food but is unable to access this Mobile site and 25% reported that they pick up food for someone who does not live in their household.

*This survey was made possible thanks to funding from the Hartford Foundation for Public Giving.*