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**Second Harvest Community Food
Bank**

Hunger in America 2014

Food Bank Report

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Executive Summary

Feeding America and its nationwide network of food banks have conducted the most comprehensive study of hunger in America every four years since 1993. Like the prior studies, Hunger in America 2014 (HIA 2014) documents the critical role that food banks and their partner agencies play in supporting struggling families in the United States. HIA 2014 details how the various agencies operate, including the sources of food available to them, the types of programs they run, their use of volunteers, and the challenges they face. It also documents the number and characteristics of clients that seek assistance from the charitable food assistance network, including what other sources of food assistance are available to them. Its results are based on nationally representative surveys of food banks' partner agencies and their clients in 2013.

This report presents results from HIA 2014 for Second Harvest Community Food Bank. For a discussion of the findings from the national study, see the Hunger in America 2014 National Report.

Methods

HIA 2014 follows the pattern of past Hunger in America studies by implementing two surveys—an Agency Survey and a Client Survey—through the collaborative effort of an extended research team. The first step of the study design was conducting the Agency Survey, which included all partner agencies identified by Second Harvest Community Food Bank on agency lists it compiled and provided to Feeding America. The Agency Survey, conducted from October 2012 to January 2013, was used to enumerate eligible food programs in the Feeding America network and obtain basic information about those programs. Following the Agency Survey, a client sample was obtained using a multistage design. Food bank staff and volunteers carried out Client Surveys from April through August 2013.

The information in this report is based solely on the agencies and programs that participated in this study, adjusted by weighting to account for sampling and nonresponse. The Agency Survey yielded responses from 77 eligible agencies (71 percent). Of the 328 eligible clients surveyed, (78.6 percent) responded to the Client Survey. Because children were not eligible respondents for the Client Survey, HIA 2014 focuses on the services Feeding America provided to adult clients and their household members.

Key Findings

Within the area served by Second Harvest Community Food Bank, the food bank and its partner agencies continue to serve many clients facing various challenges. Key findings are as follows:

- **Program Types:** Partner agencies, which may operate multiple programs, collectively reported operating 195 programs. Of those programs,
 - 45 are meal programs, which provide prepared meals or snacks on site or in the client's home;
 - 78 are grocery programs, which distribute nonprepared foods, groceries, and other household supplies for off-site use;
 - 1 are food-related benefits programs, which typically involve outreach, education, information and referrals, and/or application assistance to obtain federal or state assistance benefits; and
 - 70 are nonfood programs, which have a primary purpose other than meal programs, grocery programs, or food-related benefits programs, such as clothing/furniture assistance, legal assistance, or job training.
- **Agency Staff:** 58 percent of the food bank's partner agencies reported employing paid staff. The median number of paid full-time-equivalent staff (assuming a 40-hour work week) was 4, or the equivalent of 153 staff hours a week; the median was 153.
- **Program Volunteers:** An average of 16 volunteers a month provided an average of 46 volunteer hours to programs each week.
- **Unduplicated Number of Clients Served:** The unduplicated client count measures the number of unique individuals or households who access food from the charitable food assistance network. Within this food bank's service area, 7,571 unique clients are served in a typical week and 60,439 are served annually. 3,202 unique households are served in a typical week and 23,425 are served annually.
- **Duplicated Number of Clients Served:** The duplicated client count estimates the number of times individuals or households are reached through food distributions during a given time. Within this food bank's service area, clients are reached 9,937 times in a typical week and 518,156 times annually. Households are reached 4,463 times in a typical week and 232,704 times annually.

- **Client Demographics:** Nationally, the most common racial and ethnic groups are white, black or African American, and Hispanic or Latino. Within this food bank’s service area, 89 percent of clients identify themselves as white, 8 percent as black or African American, and 4 percent as Hispanic or Latino. Among all clients, 28 percent are children under age 18, and 12 percent are seniors age 65 and older.
- **Food Insecurity:**¹ 77 percent of households are food insecure, and 23 percent are food secure.
- **Poverty:** 72 percent of client households have incomes that fall at or below the federal poverty level.² 49 percent of client households have annual incomes of \$10,000 or less, and 23 percent have annual incomes of \$10,001 to \$20,000.
- **Health:** 30 percent of households report at least one member with diabetes; 54 percent of households report at least one member with high blood pressure. Additionally, 27 percent of client households have no members with health insurance of any kind, and 63 percent of households chose between paying for food and paying for medicine or medical care at least once in the past 12 months.
- **Education:** 13 percent of all clients have attained a high school degree or general equivalency diploma (GED), and 24 percent of all clients have some college beyond high school degree or two year college. ++ percent of households chose between paying for food and paying for school loans, tuition, or other educational expenses at least once in the past 12 months.

¹ Food security means all people at all times can access enough food for an active, healthy life. The US Department of Agriculture (<http://www.usda.gov>) defines four levels of food security. High food security indicates no reported food-access problems. Marginal food security indicates one or two reported problems that are typically anxiety over food sufficiency or shortage of food in the house, but with little or no indication of changes in diets or food intake. Low food security indicates reports of reduced quality, variety, or desirability of diet and little or no reduced food intake. Very low food security indicates reports of multiple disrupted eating patterns and reduced food intake. The food security measure used in HIA 2014 combines high and marginal food security into a single category.

² Poverty guidelines vary by household size. In 2013, a single person falls under 100 percent of the poverty level with annual cash income of \$11,400 or less, two people are poor with income of \$15,510 and below, and families with three people are poor if income is \$19,530 or below. For all guidelines, see US Health and Human Services Department “Annual Update of the HHS Poverty Guidelines,” Federal Register, January 24, 2013.

- **Coping Strategies and Spending Trade-offs:** 56 percent of households reported that they had to choose between paying for food and utilities in the past 12 months, and 62 percent of households chose between paying for food and transportation in the past 12 months. 70 percent of households reported using multiple strategies for getting enough food in the past 12 months, including eating food past its expiration date, growing food in a garden, pawning or selling personal property, and watering down food or drinks.
- **Housing:** 97 percent of households reside in nontemporary housing, such as a house or apartment, and 3 percent of households reside in temporary housing, such as a shelter or mission, a motel or hotel, or on the street. 43 percent of households chose between paying for food and paying their rent or mortgage at least once in the past 12 months. 9 percent of respondents have experienced a foreclosure or eviction in the past five years.
- **Employment:** 14 percent of households have an adult member that had worked for pay in the last 12 months; 3 percent of client households have no adults in the workforce (this includes seniors).
- **SNAP Participation:** 66 percent of client households currently receive benefits through the Supplemental Nutrition Assistance Program (SNAP, formerly the Food Stamp Program). Among households that are not currently receiving SNAP benefits, 40 percent of households have never applied for SNAP benefits.

1. Introduction and Background

Hunger in America 2014 documents the critical role that Feeding America member food banks and their partner agencies play in supporting struggling families in the United States. Study results are based on nationally representative surveys conducted in 2012–13 of agencies that operate food programs in the charitable food assistance network supported by Feeding America and of clients that access services through that network. The current assessment occurs during historically high demand for food assistance in a persistently weak economy. The charitable food assistance network has expanded to serve the growing needs of individuals seeking to access nutritious food for themselves and their families.

This report presents study results for Second Harvest Community Food Bank.

1.1 Charitable Food Assistance Network Serves a Critical Need

The federal government annually measures household food security, defined as all people in a household having enough food for an active healthy life at all times. There are four indicated levels of food security, from high to very low.¹ Households classified as having low or very low food security are combined into the food-insecure category. In 2012, more than one in seven US households (18 million, or 15 percent) experienced food insecurity at some time during the year.² All these households experienced limited or uncertain access to adequate food, including reduced quality, variety, or desirability of diet. About 7 million of these households had members who went hungry or skipped meals, an indication of very low food security.

Federal food assistance programs help alleviate hunger and poor nutrition for millions of food-insecure individuals. These programs are targeted at low-income households, with specific programs targeting vulnerable populations like children, seniors, and pregnant or postpartum women. About six in ten (59 percent) food-insecure households participate in one or more of the

¹The US Department of Agriculture defines four levels of food security. High food security indicates no reported food-access problems. Marginal food security indicates one or two reported problems that are typically anxiety over food sufficiency or shortage of food in the house, but with little or no indication of changes in diets or food intake. Low food security indicates reports of reduced quality, variety, or desirability of diet and indicates little or no reduced food intake. Very low food security indicates reports of multiple disrupted eating patterns and reduced food intake. The food security measure used in HIA 2014 combines high and marginal food security into a single category, in keeping with the USDA ERS annual reporting. Definitions are from www.usda.gov.

²Alicia Coleman-Jensen, Mark Nord, and Anita Singh, *Household Food Security in the United States in 2012*, ERR-155 (Washington, DC: US Department of Agriculture, Economic Research Service, 2013). These numbers exclude the homeless and those in temporary housing, many of whom are served by the private food assistance network.

three largest federal food and nutrition assistance programs: the Supplemental Nutrition Assistance Program (SNAP); the Special Supplemental Nutrition Program for Women, Infants and Children (WIC); and the National School Lunch Program (NSLP).³

SNAP, formerly the Food Stamp program, is the largest federal food assistance program. SNAP provides low-income families with electronic benefits to be used toward the purchase of nutritious food items. The WIC program offers nutrition education and supplemental foods to low-income pregnant and postpartum women. NSLP is a federal meal program that provides a nutritionally balanced free or reduced-price lunch to eligible children at school.⁴ These programs, along with other aspects of the federal nutrition safety net alleviate hunger and improve nutrition and health outcomes.

Nonetheless, despite providing critical assistance, federal nutrition assistance programs do not reach everyone at risk of hunger in the United States.⁵ For example, an estimated 27 percent of the food-insecure population in 2012 had household incomes above the standard eligibility thresholds for federal nutrition assistance programs. For these individuals and families, charitable food assistance may be the only available source of support.

Feeding America supports a nationwide network of food banks that help to combat hunger through coordinated efforts with affiliated agencies in all 50 states. At the national level, Feeding America secures food from corporate manufacturers and retailers and facilitates the acquisition of government food supplies by the food banks, which distribute a combined total of more than three billion pounds of food and grocery products annually. Feeding America provides additional assistance to food banks in the form of grants to support local anti-hunger initiatives, technical assistance, and support to maximize participation in SNAP and other previously mentioned federal nutrition assistance programs. Individual food banks also independently solicit food and financial donations from regional manufacturers, retailers, and businesses. Each food bank works

³Coleman-Jensen et al., Household Food Security in the United States in 2012, table 2, p. 13.

⁴Program descriptions from www.fns.usda.gov.

⁵Numerous recent studies show how federal food assistance programs reduce food insecurity. For example, a 2013 study finds that participation in SNAP for about six months is associated with a 4.6 percent decrease in the number of food-insecure households; longer participation further reduces food insecurity. See James Mabli, Jim Ohls, Lisa Dragoset, Laura Castner, and Betsy Santos, *Measuring the Effect of Supplemental Nutrition Assistance Program (SNAP) Participation on Food Security* (Washington, DC: U.S. Department of Agriculture, Food and Nutrition Service, 2013). See also B. Kreider, J. Pepper, C. Gundersen, and D. Jolliffe, "Identifying the Effects of SNAP (Food Stamps) on Child Health Outcomes When Participation is Endogenous and Misreported," *Journal of the American Statistical Association* 107, no. 499 (2012): 958–75. Published studies by Caroline Ratcliffe, Signe-Mary McKernan, and Sisi Zhang, "How Much Does the Supplemental Nutrition Assistance Program Reduce Food Insecurity?" *American Journal of Agricultural Economics* 93, no. 4 (2011): 1082–98; and by E. Mykerezi and B. Mills, "The Impact of Food Stamp Program Participation on Household Food Insecurity," *American Journal of Agricultural Economics* 92, no. 5 (2010): 1379–91 show that SNAP participation substantially decreases the risk of household food insecurity.

with a network of partner agencies to support local hunger relief programs by distributing food, helping clients access federal nutrition programs, and raising awareness about the scope of hunger within its service areas. Partner agencies may also offer additional services, such as the distribution of donated clothing or furniture, job-training or literacy programs, or nutrition education.

1.2 Weak Economy Has Increased Challenges for Clients

The economy has experienced an unusually slow recovery since the deep recession in 2008 and 2009. The nation's poverty rate reached 15.1 percent in 2010, the highest rate since 1993. The poverty rate remained at 15 percent in 2012 with 46.5 million people living in poverty. This is the largest number living in poverty since statistics were first published more than 50 years ago.

Sustained high poverty rates arise in part from high unemployment and falling household incomes. The US unemployment rate exceeded 7 percent for five years between late 2008 and late 2013 (about 11 million people in any given month), the longest period of high unemployment in 70 years. While the unemployment rate indicates that a large number of people cannot find jobs, many others are employed part time because they cannot find full-time work or have dropped out of the labor force after a long and unsuccessful job search. The government's measure of underemployment that includes all these groups averaged 14 percent in fiscal year 2013, compared with a prerecession rate of 8 percent in 2007. On average, about 24 million people were underemployed in 2013. Additionally, others may work full time but, because of low wages, their earnings do not lift them above the poverty level. Perhaps not surprisingly, real household income dropped 8 percent between 2007 and 2012. Poverty, unemployment, and income, along with other demographic characteristics, are key drivers of individual and household food insecurity across the country.

These economic trends have contributed to rapid growth in the numbers of households seeking and receiving federal food assistance. The number of people participating in SNAP, the largest federal food assistance program, rose to a new high of 47.6 million in 2013, up from 33.5 million in 2009. While some of this growth can be attributed to changes in SNAP program rules, recent studies conclude that the weak economy explains most of the increase. Other government programs that provided nutrition assistance in 2013 also saw high enrollment levels. About 9 million people received WIC benefits in 2013. More than 5 million children received free or reduced-price school lunches in 2013, and 2.2 million children received school breakfasts under the School Breakfast Program.

The increased need for food assistance observed within federal nutrition programs is mirrored in the number of clients seeking help from the charitable food assistance network. Despite known undercounts of those seeking charitable help, government studies have documented increases in the number of individuals getting help from food pantries and emergency meal programs in 2012 compared with 2010. Feeding America, as the nation's largest charitable food assistance organization, plays a critical role in helping those in need access nutritious food for themselves and their families.

1.3 How Feeding America Network Delivers Food Assistance

The Feeding America network secures and provides food to families struggling with hunger, operates programs that promote self-sufficiency among the clients served, educates the public about the issue of hunger, and advocates for legislative policies that protect people from going hungry.

Feeding America member food banks are on the front lines of hunger relief, partnering with local agencies and food programs. In addition to securing national food and funds through the Feeding America national office, food banks secure local resources. While Feeding America's national office does not receive federal funds, many food banks receive federal hunger-relief funding in the form of commodities, meal reimbursements, or grants. Food banks may also receive state and local funding to support their work. Food banks distribute food through a network of nonprofit partner agencies that receive, store, and distribute donated food and grocery products to needy clients (figure 1). Partner agencies distribute food through food programs such as food pantries, kitchens, and shelters in their service area. Each food bank may work with hundreds of partner agencies to get food to people facing hunger.

Partner agencies vary in size; some operate a single program, such as a food pantry in one room, while others are large community organizations that distribute food through various programs at multiple locations.⁶ Partner agencies can provide either emergency or nonemergency food assistance to clients, or, in the case of large multiservice agencies, both. Emergency programs include food pantries that distribute non-prepared foods and grocery products to clients who use these where they live, kitchens that provide prepared meals on site, and emergency shelters that serve meals to clients.

⁶ Partner agencies are charitable organizations that have typically entered into a contract with a Feeding America member food bank that outlines the standards that must be adhered to by all the respective food bank's partner agencies. Other charitable agencies in the nation may provide services similar to those of partner agencies in the Feeding America network, but this study addresses only the services provided by those in the Feeding America network.

Nonemergency programs such as day care and senior congregate-feeding programs have a primary purpose other than emergency food distribution, but they also distribute food. Additionally, food banks and partner agencies provide clients with outreach, education, referral, and/or application assistance with federal nutrition programs.

Figure 1. Sources of Food and Channels of Food Distribution in the Feeding America Network



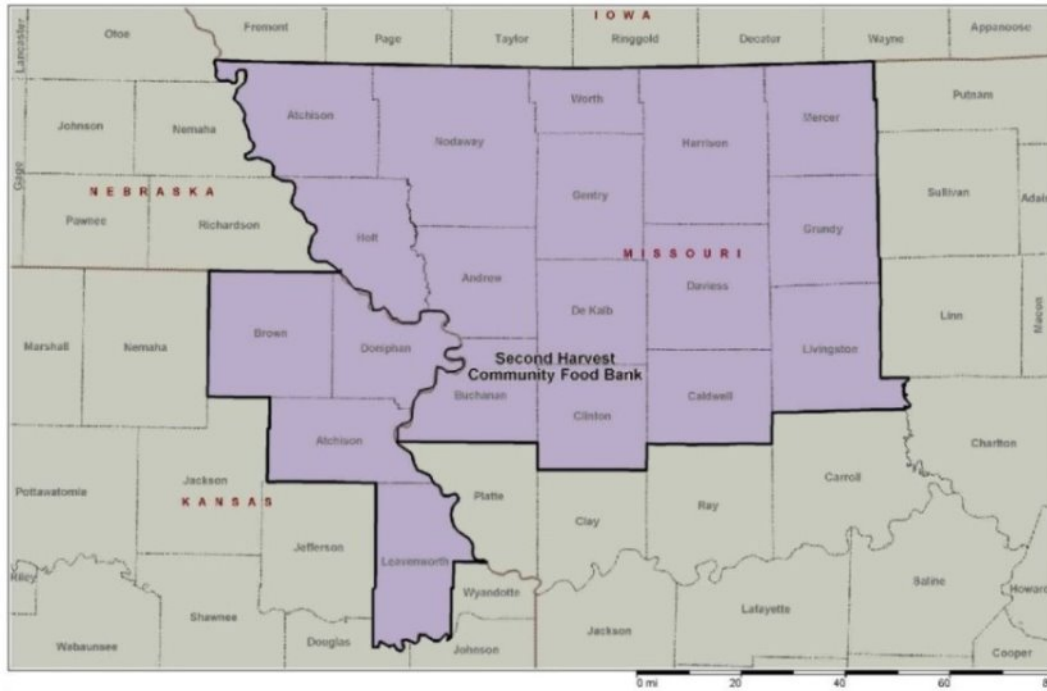
1.4 This Study Updates Public on Use of Charitable Food Assistance

Given the important role that food banks play in reducing hunger across the United States, Feeding America supports quadrennial surveys to document these programs and the clients they serve. The Hunger in America 2014 study includes an agency survey and a client survey. The Agency Survey details how charitable agencies and their food distribution programs operate, including the sources of food available to them, their use of volunteers, and the challenges they see today and in the future. The Client Survey documents the number and characteristics of those who use charitable food assistance, including their use of other sources of food assistance. Ultimately, the results will help guide actions to reduce the prevalence and severity of hunger in America.

For the 2014 report, 89 agencies that partner with the Second Harvest Community Food Bank participated in the study; these were in turn affiliated with 195 participating food programs. Figure 2 shows the service area for this food bank.

60,439 clients were served in this area in the past 12 months. In the following chapters, we report on the food bank, its partner agencies and programs, and the client households they serve.

Figure 2. Food Bank service area



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2. Meeting the Challenge of Collecting Data about Food Programs and Clients

The Hunger in America 2014 study followed the pattern of past Hunger in America studies by implementing two surveys—an Agency Survey and a Client Survey—through the collaborative effort of an extended research team. For the current study, the main collaborators were the Feeding America national office research team and their Technical Advisory Group, research teams at Westat and the Urban Institute, and the network of local Feeding America food banks. Each local food bank identified a Hunger Study Coordinator (HSC), responsible for coordinating and facilitating local data collection efforts.

The Agency Survey, conducted from October 2012 to January 2013, surveyed the partner agencies of all participating food banks. It gathered information about the agencies' hunger-relief efforts and the specific programs the agencies operate. Only agencies that responded to the Agency Survey and listed at least one eligible food program could be selected for the Client Survey, which was a survey of the food program clients who receive services from the Feeding America network. Visits to food programs to conduct Client Surveys were carried out by food bank staff and volunteers from April through August 2013. These surveys sought information from clients about their personal circumstances, household demographics, needs and challenges, and use of both government and charitable hunger-relief services.

The remainder of this chapter provides an overview of the scientific efforts that resulted in the HIA 2014 study, including the study and sample design, training of the data collection teams, implementation of the surveys, response rates, methodological issues to consider when interpreting the study's findings, and an overview of the approach to analyses for Second Harvest Community Food Bank. Further methodological details are provided in the Hunger in America 2014 National Report and Technical Volume.

2.1 Study and Sample Design

2.1.1 Study Design

A primary goal for Hunger in America 2014 was to design a study that allowed for selection of a probability sample of clients and for collection of data to support national- and food bank-level estimates of the total number of clients served. The Hunger in America 2014 study aimed to collect information directly from Feeding America clients and to describe the number and characteristics of the clients who use the network for charitable food assistance.

Because conducting interviews with every client served by every program over an extended period was not feasible, probability sampling was used to select a subset of programs at which data collection should occur, the days on which data collection should occur at those programs, and the clients who should be asked to complete the survey.

The first step of the study design was conducting the Agency Survey, which included all partner agencies identified by participating member food banks on agency lists they compiled and provided to Feeding America. The Agency Survey was used to obtain an enumeration of eligible food programs in the Feeding America network and to obtain basic information about those programs. The Agency Survey, conducted from October 2012 to January 2013, surveyed the partner agencies of all participating member food banks. It gathered information about the partner agencies' hunger-relief efforts and the specific programs the partner agencies operate.

Following the Agency Survey, the sample of clients was obtained using a multistage design. Details of the multistage design appear in the Technical Volume of the National Report, but the four basic stages were as follows:

- **Stage 1** involved selecting agencies from the respondents to the Agency Survey. Agencies that distributed more food per year, measured by pounds as an indication of size, had a greater chance of being selected.
- **Stage 2** involved selecting a sample of programs within sampled agencies. Again, larger programs had a higher chance of being selected.
- **Stage 3** involved assigning a sampled program to a "survey day/hours" (a span of hours within a day during the survey data collection period). This was done in a manner that aimed to distribute data collection over the entire survey period and capture the ebbs and flows in how clients are served with respect to hours of the day, days of the week, and weeks of the month.
- **Stage 4** involved sending trained data collectors to the sampled program on the assigned survey day. The data collectors maintained a complete tally of all clients served during the survey hours and were provided with the protocol for selecting a random sample of clients to complete the Client Survey (a systematic sample that was based on a random start and a sampling interval provided to the data collectors).

The Client Survey was a survey of the food program clients who receive services from the Feeding America network. Visits to programs to conduct Client Surveys were carried out by food bank staff and volunteers in the spring and summer of 2013. The Client Survey sought information from those served by partner agencies and the programs they operate, including individual and household demographics and circumstances; health status, food insecurity, and coping strategies; and participation in government and charitable food assistance programs. The Client Survey excluded programs that serve only children or persons with severe cognitive or mental health disabilities, home delivery programs, and confidential locations such as domestic violence shelters where data collection would violate privacy. Within eligible programs, children and clients with severe cognitive or mental health disabilities were deemed ineligible for the survey. Although children were not eligible to participate as respondents, they are included in the client counts and other data when they are members of entire households served by food programs, as is the case with programs that provide groceries.

2.1.2 Program Types

Four major program types were used in HIA 2014 to categorize services provided by the agencies. Food programs included two types of programs, meal and grocery. Food programs were probed on the Agency Survey and potentially eligible for inclusion in the Client Survey.

- *Meal programs* provide prepared meals or snacks on site or in the client's home to clients in need who may or may not reside on the agency's premises. This category includes all congregate-feeding programs along with all other kitchens and shelter programs.
- *Grocery programs* distribute non-prepared foods, groceries, and other household supplies for off-site use, usually for preparation in the client's home. This includes all types of pantries, home-delivered groceries, mobile grocery programs, Commodity Supplemental Food Programs (CSFP), Backpack programs, and Community Gardens.

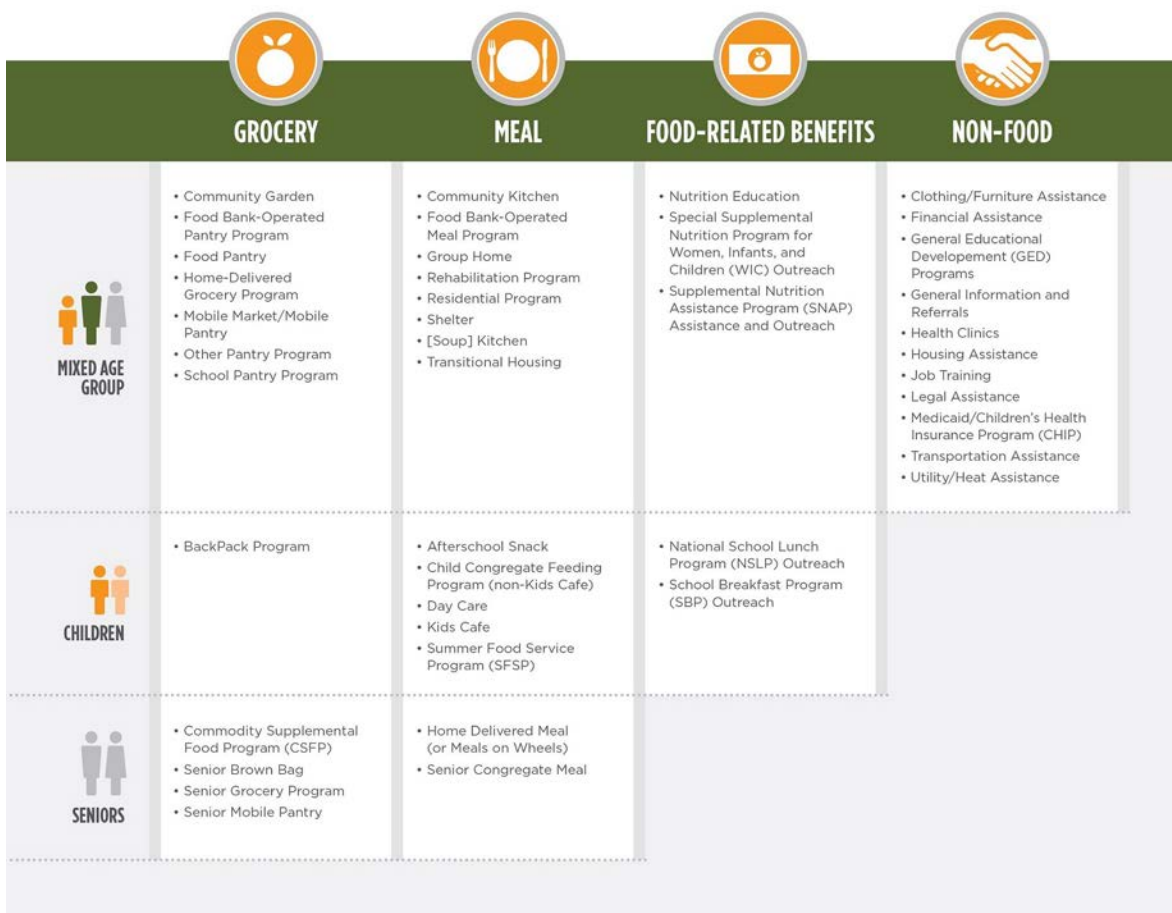
Two other categories of programs were identified and probed on the Agency Survey but were not eligible for the Client Survey because they do not distribute food.

- *Food-related benefit programs* provide resources that enable individuals in need to procure meals, groceries, or non-grocery products. These programs typically involve outreach, information and referrals, and/or application assistance to obtain state or federal food assistance benefits such as the Supplemental Nutrition Assistance Program (SNAP) or the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).

- *Nonfood programs* have a primary purpose other than meal programs, grocery programs, or food-related benefit programs such as clothing/furniture assistance or legal assistance. Although nonfood programs are not directly related to the issue of hunger, they are included in the Agency Survey to show the diverse array of services provided through the Feeding America network.

Figure 3 highlights the variety of program types throughout the Feeding America network and the mutually exclusive and exhaustive nature of the meal/grocery distinction across program types.

Figure 3. Program type categorizations used in HIA 2014



2.2 Agency Survey Implementation

2.2.1 Sample of Partner Agencies

The sample for the Agency Survey was composed of the food bank's partner agencies. Each food bank provided the research teams with a list of their active agencies. The Agency Survey was intended as a census of the agencies of all participating food banks, so each active agency identified by the food bank received an invitation to complete the survey. The list was updated as needed during the survey period to reflect recognized omissions, identified inaccuracies, or agencies that became inactive.⁹

2.2.2 Agency Survey Data Collection

One major innovation for HIA 2014 was web-based data collection for the Agency Survey. This mode of data collection was intended to (1) reduce burden on agency staff by automatically applying skip patterns and (2) increase the quality and efficiency of data collected. Beginning October 19, 2012, Westat sent Agency Survey invitation emails to all of the food bank's agencies.¹⁰ The email included instructions for accessing and completing the survey, and for accessing additional resource documents.

The Agency Survey included two components: agency questions and program questions. As part of the agency questions, agencies enumerated the food and nonfood programs they operate, including grocery programs such as pantries; meal programs such as kitchens, shelters, or congregate meals; food-related benefits programs such as SNAP outreach and application assistance and nutrition education; and other nonfood programs such as legal or clothing assistance. Subsequently, agencies were asked in-depth questions about each food program, for up to 15 of their largest food programs.

For special circumstances when agencies could not complete the Agency Survey online, a paper/telephone version was made available upon request. The paper/telephone version was available only to agencies operating a single program.¹¹ The paper/telephone version asked the respondent to complete a hardcopy worksheet version of the survey and to follow up by calling the Westat research team to complete a telephone interview component with an interviewer who

⁹ Food banks may not ultimately have listed all the agencies they serve for the purposes of this study. Additionally, some agencies may not have reported on all their programs within the Agency Survey. The information in this report is based solely on the agencies and programs that participated in this study.

¹⁰ { Additional survey invitations were sent in later batches as the food banks updated the agency list.

¹¹ { A set of program-level survey questions for each program was based on program type. Multiple programs would make the paper version too onerous.

read the web survey questions to the respondent and entered responses directly in the respondent's web survey.

2.2.3 Agency Survey Resource Materials

Agencies had access to numerous resources and training materials to help them complete their Agency Survey. The Feeding America and Westat research teams developed tools in a range of media to help facilitate completion of the survey by agencies, as well as to equip food banks with sufficient information to similarly support their agencies. These resources included webinars emphasizing the survey's purpose and procedures and reference guides to help survey respondents navigate the study web site and gather the information and records needed to complete the survey. In addition, the research team created English and Spanish versions of the question-by-question instructions with screenshots of the web survey as a resource for agency staff.

Both Feeding America and Westat allocated staff whose principal role was to provide technical assistance to the food banks and agencies. Westat staffed two helpdesks, which fielded technical and survey content-related questions over email and phone. Feeding America staff supported food bank staff and agency representatives who wanted to discuss strategies for increasing agency response rates, needed additional help reaching out to agencies, or had difficulty answering particular questions. Additionally, each food bank's HSC was substantially involved in the Agency Survey data collection process to ensure that agencies could access the web-based survey and to promote a high completion rate of surveys among their agencies. To this end, many food banks offered incentives to agencies completing the survey, such as raffles for donated kitchen equipment or credits to use toward procuring food from the food bank.

2.2.4 Agency Survey Field Period

The Agency Survey field period was from October 19, 2012, to January 7, 2013. Survey invitations were sent beginning October 19 and continued as the agency list was updated with newly identified agencies eligible for the survey.

The original Agency Survey field period was scheduled to end December 14, 2012, but it was extended by three weeks to January 7, 2013, to allow agencies more time to complete the survey and therefore be eligible for the Client Survey.

2.2.5 Agency Survey Monitoring

A web-based study management system (SMS) was developed to allow the HSCs to track their agencies' survey completion progress in real time. HSCs were food bank staff charged with coordinating, implementing, and monitoring all Hunger in America 2014 study operations for their respective food banks. HSCs could view the survey status (not yet started, in progress, or complete) for each of their agencies, as well as the date of the most recent activity. The SMS also included filtering options and summary reports. HSCs used the SMS to guide their follow-up efforts as needed. Additionally, Feeding America and Westat used the SMS to monitor progress across all food banks.

2.3 Training of Food Bank Hunger Study Coordinators and Volunteer Data Collectors

HSCs were also responsible for all aspects of local Client Survey study execution. They coordinated with sampled agencies and their sampled food programs, and oversaw implementation of the data collection visits. HSCs were expected to recruit and train data collectors who would assist their food bank with the Client Survey data collection. Data collectors, who included both food bank staff members and volunteers from the community, were trained to go to the sampled food programs, conduct client sampling, gain client cooperation and consent to participate; and help administer the computerized survey.

To ensure that the HSCs were appropriately prepared to train their data collectors, all HSCs participated in an in-person training conducted by Westat and Feeding America staff. In addition to providing the HSCs with a full understanding of the requirements of the Client Survey data collection and the HSC responsibilities, the training comprehensively reviewed the topics and associated materials that the HSCs would use to train their own data collectors. Topics covered included the processes for sampling, recruiting, and consenting clients; setting up and using the equipment (e.g., tablets, keyboards, headphones); navigating the survey and being able to respond to client questions; handling any problems that might occur in field; and submitting all necessary data and information at the end of the program visit.

Westat conducted three two-day in-person trainings in different regions of the country. Every HSC was expected to attend one training. In the few cases in which an HSC did not attend a scheduled in-person training, or a different HSC was newly assigned at a food bank, a follow-up training was conducted. After the trainings, Westat provided HSCs with all the materials and resources they would need to train their data collectors and to help ensure these trainings were conducted consistently across the food banks, including webinars, manuals, and study data collection forms, as well as resource documents with recommended guidance for recruiting, training, and overseeing volunteer data collectors.

2.4 Client Survey Implementation

As described in section 2.1, the sample for the Client Survey was selected using a four-stage sampling approach: (1) agency, (2) program, (3) survey day/hours, and (4) clients. The following sections describe the details of how the client survey was implemented.

2.4.1 Client Survey Translation

The Client Survey was administered in five languages nationally that were identified with input from participating food banks, with the intent to reach the largest number of clients. Before HIA 2014, the Client Survey was offered only in English and Spanish. Most of the completed surveys were administered in English, with other language translations used, as shown in table 1.

Although the survey was offered in multiple languages, a client's ability to take the survey in a particular language depended on the recruitment and availability of bilingual data collectors. Data collectors were responsible for inviting sampled clients to take the survey and collecting verbal consent; consequently, limited bilingual data collector availability may have precluded some clients from taking the survey.

Table 1. Client Surveys administered by language (nationally)

Language	All Food Programs	
	Count	Percent
English	0	0
Spanish	0	0
Russian	0	0
Asian & Pacific Island	0	0
Total	0	0

2.4.2 Client Data Collection Procedures

In early April 2013, Westat released the food bank sampling plans to the HSCs so they could prepare for data collection beginning in mid-April. HSCs called program staff to discuss visit logistics and formed data collection teams for each visit, with a lead data collector overseeing the equipment and data collection forms. The HSCs were instructed to make these preparations about two weeks before the program visit. For the sampled programs, the assignment of survey day/hours was randomized based on information about the program's days and hours of operation provided in the Agency Survey. Because of incomplete or inaccurate responses to these items, in many cases, the program was not operating during the assigned survey day/hours.

Additionally, in some cases, it was not feasible for the food bank to arrange for data collection to occur during the assigned survey day/hours (e.g., owing to resource limitations or weather-related issues). If the HSC discovered that a visit could not be conducted during the assigned day/time, a prespecified procedure was used to assign a replacement survey day or replacement survey hours.¹² Up to two replacements were permitted before a visit was finalized as “nonresponse” and the data collection did not take place.¹³

Sampling of clients at the programs was carefully specified to achieve seven to eight sampled clients at each program visit. On the day of a program visit, data collectors sampled clients waiting for services and invited those who were sampled to participate in the survey.

For those clients who agreed to participate, data collectors described all survey activities, informed clients that risks were minimal and the study voluntary, and obtained verbal consent to participate. Data collectors instructed the clients in the use of the tablet and the Audio Computer-Assisted Self-Interview (ACASI) instrument before allowing the clients to complete the survey. Some food banks provided modest incentives for participation, such as cash or gift cards worth \$10 or less, but not all food banks were able to offer incentives to clients. Incentives, when provided, were distributed after participation but did not require full survey completion.

After the close of each program visit, the lead data collector was required to complete a Site Survey for the program. The Site Survey summarize the results of each data collection visit, documenting key variables related to sampling including data collection start and end times and adjustments to sampling procedures required by visit logistics or program operations.¹⁴ Additionally, the Site Survey included questions on the total client flow during the visit, participation status of each sampled client, and reasons for client ineligibility or nonresponse. Reasons for ineligibility included being a minor or having cognitive impairment or mental health disability that interfered with the ability to consent to participation. Nonresponse included any reason for nonparticipation by an eligible sampled client. These data were compiled in report format and were made available to HSCs and research team staff. HSCs could also

¹² Procedures were designed to be compatible with the initial sampling protocol, such as going on the same day of the week during the following week (for example replacing a Monday with the following Monday), or the same day and week of the following month (for example the first Monday of the month during the following month). The Westat helpdesk was available to assist with complex rescheduling needs.

¹³ Final nonresponse was assigned as a status to any program that was eligible for sampling at the time of the Agency Survey and was sampled, but a program visit did not occur. Reasons for nonresponse included no longer partnering with the food bank, not open during the data collection period, refusal to participate, visit was rescheduled twice and did not occur, program operates only on an on-call basis, or any other reason an eligible sampled program would not be visited.

¹⁴ Adjustments were typically required for nontraditional operational circumstances such as programs that opened before the scheduled time or programs that split clients into multiple lines to wait for services.

review this information for local monitoring of their data collectors' efforts. A copy of the Site Survey appears in the Hunger in America 2014 National Report Appendix.

2.4.3 Client Survey Field Period

Client Survey data collection began on April 17, 2013, and continued through August 30, 2013. As designed, a slow rollout of the Client Survey was implemented in April to allow food banks time to adjust to the data collection effort. Food banks were given fewer assignments from April 17 through April 30. Because of either available program operation days or the need to reschedule visits, some food banks had no data collection visits during these first two weeks. From May through August 2013 assignments were steady, but rescheduling needs resulted in some visits being shifted to later in the data collection period.

2.4.4 Client Survey Resources

As with the Agency Survey, food bank staff and data collectors had access to various resources and support throughout client data collection. Westat's telephone and email helpdesk was operational at all hours during which data collection took place. Feeding America staff were on call during business hours to take any overflow calls that could not be answered immediately by the Westat team. Common questions the helpdesk addressed included how to reschedule an assigned data collection window and how to count and sample clients in nontraditional circumstances (for example, at a food program with multiple client lines). Feeding America staff also supported food banks with volunteer recruitment, pre- and post-data collection documentation, and bolstering food banks' internal capacities for staff time dedicated to Hunger in America 2014.

2.5 Response Rates

The response rate is the ratio of units with completed surveys to units sampled and eligible for the survey. For purposes of this study, the units for which response rates were calculated include agencies, programs, and clients. Response rates can be either unweighted or weighted. The unweighted rate, computed using the raw number of units, provides a useful description of the success of the operational aspects of the survey. The weighted rate better describes the success of the survey with respect to the population sampled, since the weights allow for inference of the sample data (including response status) to the population level. Both rates are usually similar. All unit response rates discussed in this section are unweighted.

At the agency level, of the 77 eligible agencies listed by Second Harvest Community Food Bank, 71 percent responded to enough questions on the Agency Survey to be included in the analysis sample for the Agency Survey data.

Standards for including agencies and their programs in the sampling frame for the Client Survey were less stringent than the standard for analytically complete surveys. Agencies were deemed sufficient for use in Client Survey sampling if they listed and provided basic information on the Agency Survey about at least one eligible food program. At the time of agency and program sampling for the Client Survey, 100 agencies were in the sampling frame, and 77 of these agencies were eligible to be sampled for the Client Survey. From those agencies, 59 programs were sampled for Client Survey data collection, and 54 program visits were completed. The distribution of visits to the two broad types of food programs—meal and grocery—appears in Table 2.

Table 2. Unweighted Distribution of program Visits by Program Category

Type of program	All Food Programs	
	Count	Percent
Meal	14	25.9%
Grocery	40	74.1%
Total	54	100%

Data Source: Hunger in America 2014 Agency Survey.

At the client level, across the 54 program visits complete, 328 eligible clients were sampled, and 79 percent responded to the Client Survey.¹⁵

2.6 Methodological Considerations in Understanding and Interpreting Findings

2.6.1 Changes in Program Types between HIA 2010 and HIA 2014

Hunger in America 2010 focused on pantries, kitchens, and shelters, often known as emergency food programs. Hunger in America 2014 includes numerous other program types, thus broadening the spectrum of programs described and included in data collection. As a result, the program type categorizations have changed in Hunger in America 2014. Food programs, which are included in both the Agency and Client Surveys, are now divided more broadly into those that provide meals and those that provide groceries. See section 2.1.2 for details of program types.

¹⁵ Clients could be deemed eligible but nonresponsive if they refused the survey or wished to take the survey but another factor prevented them from doing so. Tracked reasons for refusal or nonresponse included the following: the program was closing for the day, the sampled individual was picking up food as a proxy for a client, client was concerned about using the computer technology, client had a physical impairment that made completion of the survey too challenging, client needed to complete the survey in a language not offered, and other reasons not specified. Other reasons for client refusal were observed by data collectors and noted anecdotally, but not tracked. These reasons for refusal, as well as other unrecorded reasons, may have introduced some bias into the survey results that is difficult to quantify.

2.6.2 Underrepresentation of Children Served by the Feeding America Network

One important focus of the Feeding America network is to address the issue of hunger among children. The network provides food to many programs that uniquely serve children, including Backpack, Kids Cafe, Afterschool Snack, day care centers, child congregate-feeding programs, and others. Although information on these programs for children was included in the Agency Survey, the programs were not eligible for participation in the Client Survey. Children could not consent to participate or provide the type of information sought on the surveys, nor were parents present at the programs to consent or answer on their behalf. Similarly, children present during client data collection at eligible meal programs were not eligible to be sampled or invited to respond to the Client Survey. The study does report on households with children who receive grocery program services, thus including children in the client estimates for grocery programs, but the study will generally underestimate Feeding America's services provided to children.

2.6.3 Survey Respondents, Their Households, and Food Program Clients

In understanding the terminology and units of analysis for the Client Survey, it is necessary to consider the concept of the "client," as the definition varied slightly by program type.

- For **meal programs**, the client is the individual who receives the prepared meal or snack on site at the program. For example, an individual attending a senior congregate meal program receives services, but no one else at that individual's home may be a food program client. Consequently, when data collectors counted and sampled clients in meal programs, each eligible individual on site was counted and sampled separately. Sampled individuals served as the respondents.
- For **grocery programs**, every member of the household receiving the groceries may benefit from the grocery products brought home; thus, the entire household, or individual within the household, is a client. When counting and sampling clients in conceptualized differently each grocery programs, sampling was done by counting each household group as one client. If the household was sampled, one adult household member volunteered to serve as the respondent on behalf of the household.

Clients who responded to the survey answered questions about themselves and their households. We report data in chapter 4 on characteristics of clients and their households, to allow an understanding of the background and home circumstances of all clients, regardless of whether the entire household receives food program services. While we continue to report data on clients' households in chapter 5, we also report data specifically on clients who receive food program services (individual food recipients for meal programs, but all individuals in the household for grocery programs) including estimates of client counts and client characteristics.

2.6.4 Volunteer Data Collection Efforts

Across the country, Hunger in America 2014 was largely carried out by volunteer data collectors. Each food bank's data collector pool varied substantially; whereas some food banks used only food bank staff for data collection activities, other food banks may have relied exclusively on external volunteers, interns, or paid data collectors. Although, at the national level, many data collectors were food bank staff engaged with study activities, the added generous efforts of volunteers made the study possible.

Nonetheless, relying on a volunteer workforce to help implement a complex and lengthy data collection presents inevitable challenges. Unlike full-time professional data collectors who are committed only to that task for months on end, volunteers are often able to give a limited amount of time scheduled around employment, school, and other commitments. This more limited availability may have meant some volunteers did not have the opportunity to accrue enough experience to master the data collection activities. Limited volunteer availability also presented a challenge for HSCs who needed to staff program visits to be carried out during pre-assigned days and times to comply with the sample design. Limited volunteer availability sometimes resulted in rescheduled and missed program visits or in too few data collectors at a visit to implement the procedures as intended, introducing some statistical error into the study data. Thus, while the volunteer workforce made the study possible, the limitations of this approach may also affect the precision of some estimates.

2.6.5 Changes from Past Hunger in America Studies to Hunger in America 2014

Hunger in America 2014 marks a departure from past Hunger in America studies in several ways. Each departure is important for considering Hunger in America 2014 in context and attempting to compare it to past results. Many of these changes were the result of feedback from previous studies. Readers are encouraged to exercise caution and fully understand the limitations of comparing the two studies before drawing conclusions about the differences between them. The novel features of HIA 2014 include these three:

- **Inclusion of additional program types.** Whereas previous Hunger in America studies focused solely on emergency food programs (specifically, pantries, kitchens, and shelters), HIA 2014 expanded the scope of the study to include both emergency and nonemergency programs. For the first time, agencies were asked to provide detailed information about all their programs on the Agency Survey, allowing for the inclusion of mobile pantry programs, senior programs, rehabilitation programs, and more in the Client Survey. Although HIA 2014's increase in scope required additional commitment from participating food bank and agency staff, it has provided a more representative picture of the services provided in the network and the clients who use those services.

- **Digital data collection.** One of the most important changes from past Hunger in America studies was the introduction of digital data collection. As described earlier in section 2.4.2, both the Agency Survey and the Client Survey were moved to a computer-based administration to allow for greater ease for respondents completing the surveys. The use of skip logic offered only the relevant survey questions to each respondent and a more secure and timely submission of survey responses. Data collectors were available on site to provide help clients who struggled with the technological component. Other challenges inherent to the use of technology, such as temporary loss of Internet connection, may have affected some surveys; however, the potential for human error was minimized by the change from in-person client interviews to electronic surveys.
- **Additional survey language options.** Given the diversity of languages spoken within the Feeding America network, Hunger in America 2014 offered both the Agency and Client Surveys in additional languages. For the first time, the Agency Survey was translated into Spanish to accommodate any Spanish-speaking agency staff. The electronic Client Survey was offered in English, Spanish, Mandarin Chinese, Russian, and Vietnamese. Previously, the Client Survey had been offered only in English and Spanish. The three additional languages were selected based on feedback from food bank staff and recommendations from research experts.

2.7 Summary of Analytical Approach

The analytical approach in this report uses all usable responses from the two surveys. In this section, we review the methodology underlying the descriptive tabulations of our weighted survey data.

2.7.1 Weighting Survey Data

All usable responses to the Agency Survey and Client Survey have been weighted. Survey weights are the mechanism for using sample data to represent the larger population from which the sample has been selected.¹⁶ A survey weight is a number that may be viewed as the number of “similar” units in the population that the given sampled unit represents. For Hunger in America 2014, the unit could be an agency, a program, a household, or a client, depending on the data being addressed. Using clients as an example, a client’s survey weight is the number of

¹⁶ A survey weight is a number that may be viewed as the number of “similar” units in the population that the given sampled unit represents. For Hunger in America 2014, the unit could be an agency, a program, a household, or an individual client, depending on the data being addressed.

“similar” clients in the population that the given sampled client represents. As such, survey weights account for the sampling of clients. For example, within a given program visit, if one client in 20 is sampled, a weight of 20 is used to account for each of the sampled clients representing 20 clients in the population.

Survey weights also account for sample losses (i.e., nonresponse) throughout the stages of sampling and data collection. Across the various data sources for Hunger in America 2014, those sample losses were in the form of food banks declining to participate in the study, agencies from participating food banks failing to complete the Agency Survey, program visits that did not occur, and clients who did not complete the Client Survey.

Programs covered by these surveys include both emergency and nonemergency food programs. As described previously, the Westat team worked with Feeding America to identify two broad food program type groupings: meal programs and grocery programs (see section 2.1.2 for descriptions of the program types). Westat developed weights that may be used to produce client-count estimates by meal or grocery program type, as well as other characteristics of clients. These weights account for the approach used for the Client Survey in sampling meal and grocery programs separately, for seasonal patterns in program utilization, and for client duplication (i.e., multiple visits to programs by the same client).

2.7.2 Valid Survey Responses

The tables in this report commonly display percentage distributions of valid survey responses. These percentages rely on valid responses, total weighted N, and weighted nonresponse. Valid responses occur when a survey respondent is eligible to answer a question and chooses an answer that is one of the presented response options. Total weighted N is the weighted number of units (agencies, programs, households, or individual clients) who were eligible to respond to a particular survey item, regardless of whether the respondent provided a valid response. Consequently, total weighted N includes both answers provided to a question and nonresponse. Weighted nonresponse for the Agency Survey and Client Survey accounts for cases that have missing data due to a participating respondent not answering a question. In the few questions where “don’t know” or “I’d prefer not to answer” were presented as response options, endorsement of that option is treated as nonresponse. The percentages in the tables reflect the total weighted number of valid responses the numerator and total weighted N minus weighted nonresponse in the denominator. In addition to reporting the total weighted N in each table, we report the aggregate of all sources of weighted nonresponse, labeled as “weighted nonreporting” in the tables.

Because of skip patterns within the survey, some respondents were not eligible to answer some questions based on their previous answers, and the computerized survey skipped those questions. In such cases the skipped questions are called valid skips. Valid skips are not included in the total weighted N since the respondent was not eligible to answer the question.

2.7.3 Tabular Presentation

Chapter 3 of this report presents two types of tables: agency level and program level. Each table type is specified in the table title. Percentages in the agency-level tables are percentages of the total weighted number of agencies reporting, and those in the program-level tables are percentages of the total weighted number of programs operated by the agencies. Many program-level tables address only food programs operated by the agencies.

In chapters 4 and 5 of this report, we present data on client households and on individual clients. Table titles indicate whether the table is at the household or individual level. Household data include the weighted number of households receiving grocery services (since the whole household receives food), plus the weighted number of households of the individual clients receiving meal services (representing the broader household of a single client). Individual client data include weighted percentages of individual food recipients, multiplying each grocery household by the number of household members, and including the single-person recipients at meal programs.

All data in the report are estimates based on survey responses that are weighted to reflect Second Harvest Community Food Bank. As a sample-based estimate, each percentage has a margin of error. One expects that the actual value (if measured for the entire population) would fall within some range of the sample estimate. Appendix A shows the sample estimates presented in the main text and their corresponding margin of error. For each estimate, there is a 90 percent probability that the true value in the population falls within the interval equal to the sample estimate plus or minus the indicated margin of error. Throughout, the symbol "++" is shown when findings cannot be presented due to small sample size (fewer than 5 unweighted observations).

2.7.4 Client Counts

We present estimates in section 4.1 of both duplicated and unduplicated client counts, at the individual and household level. Duplicated counts effectively count the number of client visits per unit of time (week, month, or year). For example, these counts focus on the number of meals served by meal programs or the number of boxes of food distributed by grocery programs. Unduplicated counts focus on the number of unique individuals served. Unduplicated counts recognize that any client may visit programs repeatedly, and these counts adjust for repetition. In the unduplicated count, the household that comes every week to get groceries from a grocery program will be counted only once. We present weekly, monthly, and annual duplicated and unduplicated counts in the tables.

3. This Food Bank's Role in Feeding America's National Network

Each food bank is an integral partner in the Feeding America network. Local food banks such as Second Harvest Community Food Bank link people with food needs to food and nutrition resources in the community through food bank's own services and those of their partner agencies. These services and partnerships encompass both food provision and information on nutrition, social services, and other help available to clients.

This chapter describes the structure of Second Harvest Community Food Bank's network, the services they provide, and the challenges they face in delivering charitable food assistance, as reported on the Agency Survey. Estimates presented in this chapter (and the corresponding margins of error) can be found in appendix table A.1.

3.1 Organization of the Food Bank Network

Food banks are charitable, nonprofit organizations that solicit and store donated food until it is distributed to charitable agencies that serve people in need in their service areas. Food banks also raise awareness about hunger, advocate on behalf of food-insecure people, and support programs and services that help people access the food they need.

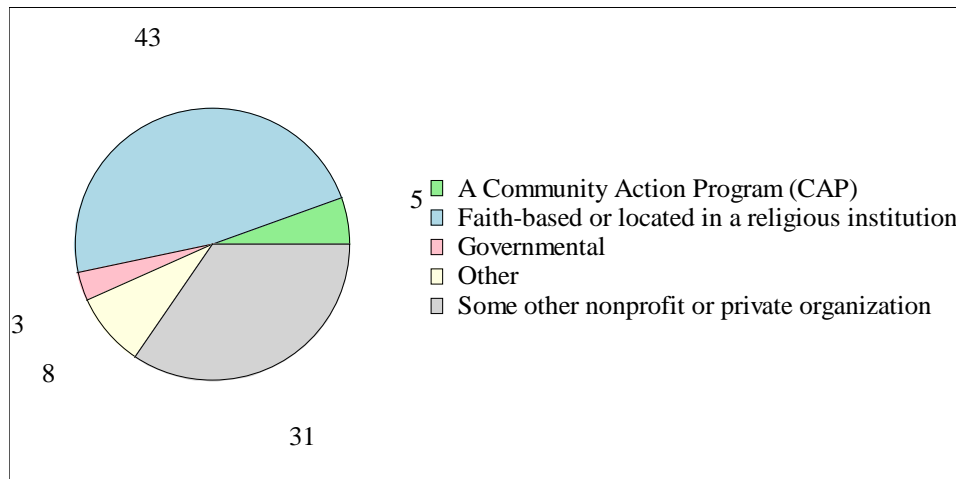
Food banks each have a network of partner agencies to which they distribute food. Agencies, which vary substantially in size and scope, are typically nonprofit or religious organizations that operate one or more emergency or nonemergency food programs. These programs are the mechanism for distribution of food directly to individuals in need. In addition to distributing food through their partner agencies, some food banks also distribute food directly to people through their own programs. For the purposes of Hunger in America 2014, programs are categorized into meal programs, which provide prepared meals or snacks on site or in the client's home; and grocery programs, which distribute nonprepared foods, groceries, and other household supplies for off-site use such as for preparation in the client's home.

3.2 Number and Types of Partner Agencies and Programs

At the time of the Agency Survey, Second Harvest Community Food Bank reported partnering with 89 agencies to help distribute food to clients through their 195 programs. The data presented in this chapter are based on weights applied to the study's sample data that allow us to estimate the characteristics of the food bank's network, including partner agencies that completed the Agency Survey and partner agencies that did not participate. As with other food banks, such partner agencies can include faith-based agencies, governmental agencies, community action programs

(CAPs), or other nonprofit and private organizations (see figure 4). CAPs provide services, assistance, and other activities aimed at reducing poverty in the community. Governmental agencies may have included local government agencies that were not a CAP.

Figure 4. Distribution of Agencies by Subtype



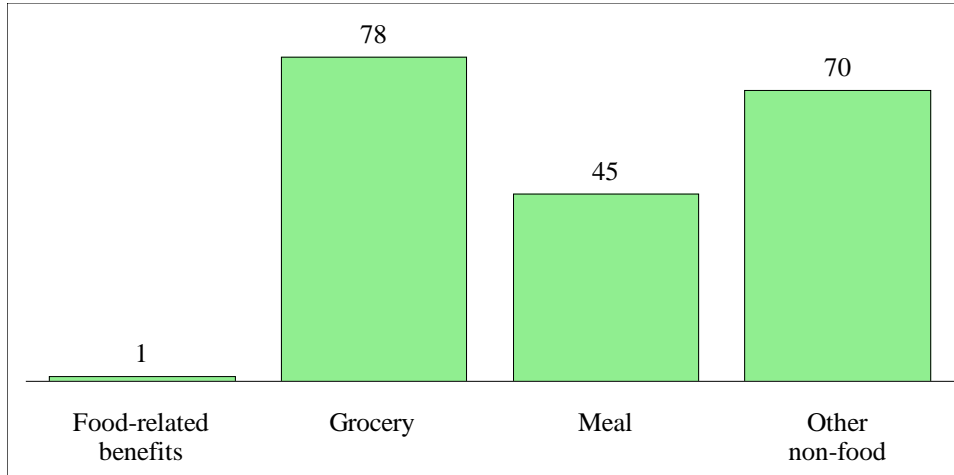
Data Source: Hunger in America 2014 Agency Survey, Q1.

Notes: Total weighted N = 89. Weighted non-reporting agencies = 0. All data are weighted.

Agencies serve clients through various food and nonfood programs. An individual agency may operate one or more local programs that provide services directly to clients. Food programs can be divided more broadly into those that provide meals and those that provide groceries. Nonfood programs include food-related benefits programs and other nonfood programs. Food-related benefit programs typically involve outreach, education, information and referrals, and/or application assistance to obtain federal or state food assistance benefits; they also encompass nutrition education programs, such as workshops on healthy eating. Other nonfood programs have a primary purpose other than meal programs, grocery programs, or food-related benefits programs such as clothing or furniture assistance, housing or utility and heat assistance (LIHEAP), health clinics, legal assistance, job training, or financial assistance, including assistance with taxes or budgeting education.

In the area served by Second Harvest Community Food Bank, partner agencies operate 78 grocery programs, 45 meal programs, 1 food-related benefits programs, and 70 other nonfood programs (see figure 5).

Figure 5. Distribution of Programs by Type of Food or Nonfood Program

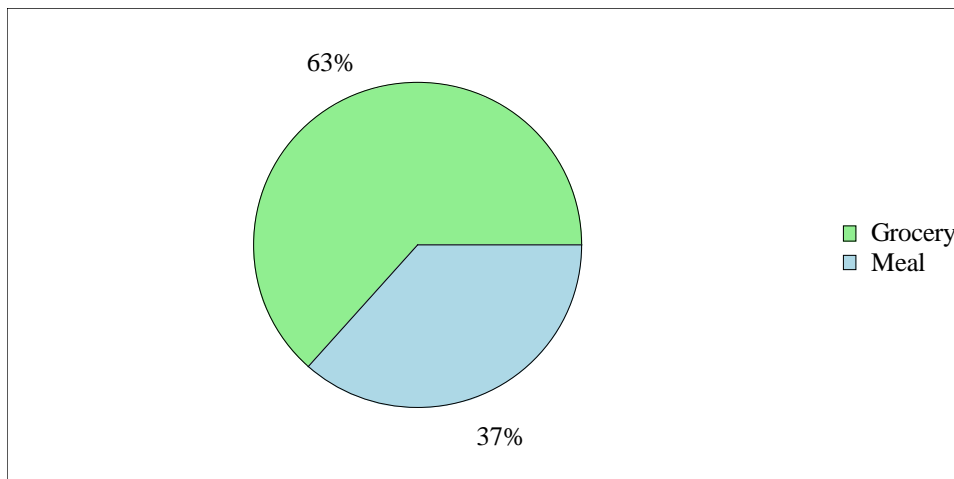


Data Source: Hunger in America 2014 Agency Survey.

Notes: Total weighted N = 195. All data are weighted.

Within food programs, grocery programs represent 63 percent of all programs, while meal programs represent 37 percent (see figure 6).

Figure 6. Distribution of Meal and Grocery Programs, among Food Programs



Data Source: Hunger in America 2014 Agency Survey.

Notes: Total weighted N = 195. All data are weighted.

Meal and grocery programs may further be subdivided by the type and target age group. Table 3 and Table 4 show the distribution of meal and grocery programs by these variables.

Table 3. Distribution of Meal Programs by SubType, Categorized by Program Target Age Group

Meal Programs	All Food Programs	
	Count	Percentage
Mixed age group		
Group home	1	2.8%
Shelter	3	5.6%
Soup Kitchen	5	11.1%
Rehabilitation Program	1	2.8%
Residential Program	4	8.3%
Children		8.3%
Afterschool Snack	1	2.8%
Day Care	6	13.9%
Summer Food Service Program (SFSP)	1	2.8%
Seniors		2.8%
Senior Congregate Meal	13	27.8%
Home Delivered Meal (or Meals on Wheels)	10	22.2%
All meal programs	45	100.0%

Data Source: Hunger in America 2014 Agency Survey

Notes: Programs serving seniors may in some cases serve nonseniors as well. All data are weighted

Table 4. Distribution of Grocery Programs by SubType, Categorized by Program Target Age Group

Grocery Programs	All Food Programs	
	Count	Percentage
Mixed age group		100.0%
Community Gardens	1	1.6%
Commodity Supplemental Food Program (CSFP)	11	14.5%
Food Bank operated pantry program	1	1.6%
Food Pantries	43	54.8%
Home Delivered Grocery Program	4	4.8%
Mobile Pantries / Mobile Markets	1	1.6%
Other pantry program	9	11.3%
Children		11.3%
BackPack Programs	6	8.1%
Seniors		8.1%
Senior Brown Bag/Food Box Distribution	1	1.6%
All grocery programs	78	100.0%

Data Source: Hunger in America 2014 Agency Survey
Notes: All data are weighted.

3.3 Hunger-Relief Services

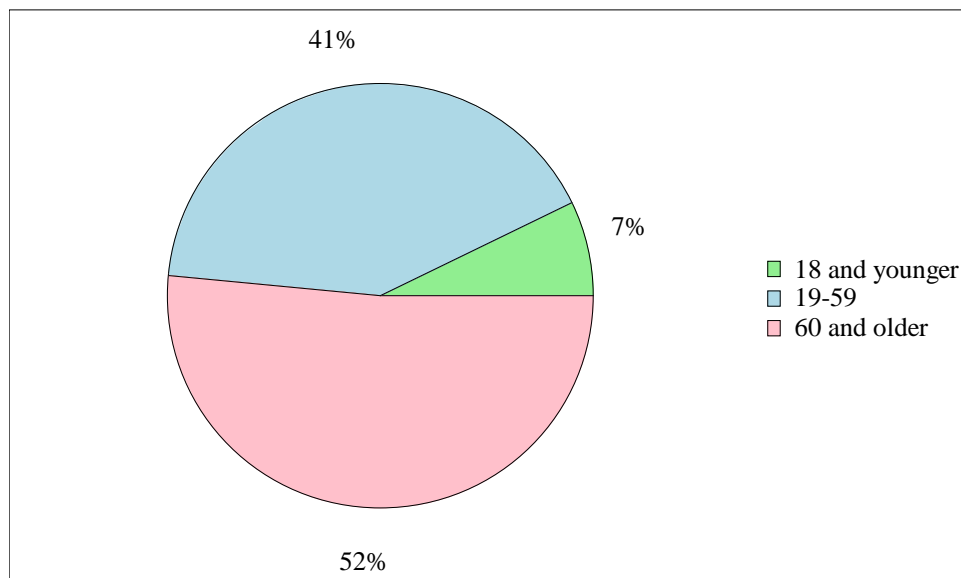
The food bank’s partner agencies and their programs are on the forefront of service delivery. They are organized and staffed in ways that allow them to carry out their mission while remaining focused and operating within what is typically a limited budget. They obtain the food they distribute from various sources including the food bank, and they distribute these meals and groceries to a diverse client base. Although agencies and their programs employ creative strategies to manage their clients’ needs, some programs perceive an increasing need for services in their service areas and some report struggling to accommodate client demand.

Agency and program administration is complex and often requires using both paid employees and volunteers. Agencies reported staffing in full-time-equivalents (assuming a 40-hour workweek), in which multiple part-time individuals could be recorded as equivalent to a full-time employee to allow for comparability across agencies despite different staffing models. The median number of paid full-time-equivalent staff was 4, or the equivalent of 153 staff hours per week.

On the program level, food programs often rely on a volunteer workforce to ensure that they can serve their clients. Programs used 16 volunteers each, on median. The volunteers provided a median of 46 volunteer hours each week. The total amount of time volunteered by all volunteers in a week ranged from 1 to 1,200 in the programs associated with this food bank.

Volunteers are drawn from a diverse pool, both demographically and from different sources. At the programs associated with Second Harvest Community Food Bank, 7 percent of volunteers are age 18 or younger, 41 percent are between 19 and 59 years old, and 52 percent are age 60 or older (see figure 7).

Figure 7. Age Range of Volunteers, among Programs with Volunteers during the Past 12 Months



Data Source: Hunger in America 2014 Agency Survey, Q23.

Notes: Total weighted N = 195. Weighted non-reporting programs = 88. All data are weighted.

The top three sources of program volunteers (with more than 51 percent of volunteers for programs) are “Connected to Agency,” “Religious groups,” and “Clients.”

Volunteers play a critical role in administering local programs, and this requires training. For the programs associated with Second Harvest Community Food Bank, the three most common training needs of volunteers are “Fundraising/grant writing,” “Accessing local food resources,” and “Nutrition education.”

At the agency level, a main priority is to identify potential sources of food to be distributed to clients. While food is obtained from Second Harvest Community Food Bank, agencies may also obtain food from other sources, such as other food banks, local donations, and their own food purchases (see table 5).

Table 5. Average Percentage of Total Food Distributed in the Past 12 Months, by Source

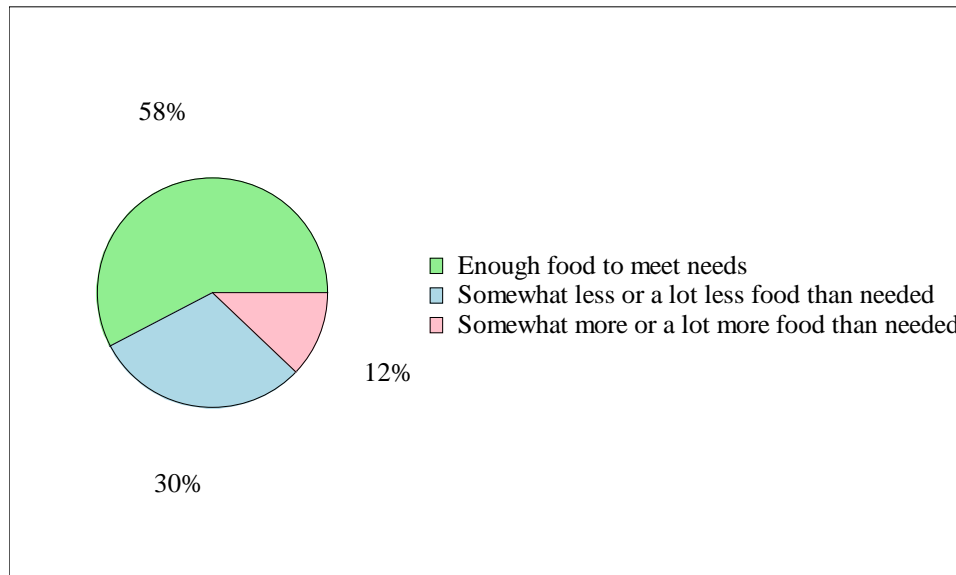
Source of Food	All Food Programs Percentage
Feeding America food bank(s)	43.4%
Other food bank(s)	4.7%
Donations	19.4%
Purchased	32.5%
Total Weighted N	123
Nonreporting	6

Data Source: Hunger in America 2014 Agency Survey, Q26

Food transport may also be a critical agency need. Some agencies own their vehicles for food pickup, others rent or lease, others depend on the vehicles of staff or volunteers, and still others either share vehicles between programs or have food delivered to their agency. For the agencies associated with Second Harvest Community Food Bank, 22 percent own truck(s), van(s), or car(s) for pickups; 3 percent rent/lease truck(s), van(s), or car(s) for pickup; 76 percent have staff or volunteers use their own transport for pickup; 3 percent work with other programs to share the responsibility for pickups; and 68 percent of agencies have food and groceries delivered to them.

These different challenges may ultimately impact the ability of food programs to serve clients. The Agency Survey collected data about whether the programs have enough food to meet clients' needs and whether programs have to turn away clients for any reason. Among Second Harvest Community Food Bank's programs, 30 percent report having somewhat less or a lot less food than needed to meet clients' needs (see figure 8).

Figure 8. Programs Reporting the Degree to Which They Had Food Available to Meet Needs of Clients during the Past 12 Months



Data Source: Hunger in America 2014 Agency Survey, Q39.

Notes: Total weighted N =195. Weighted non-reporting programs =79. All data are weighted.

With respect to turning away clients during the year, 3 percent of programs that turned away clients “frequently” or “occasionally” did so because they ran out of food.

Programs were also asked on the Agency Survey to identify any changes made to food receipt rules—that is, limitations on how often clients can receive food, including the number of times a client or household can get food in a given period. Different programs may place service receipt restrictions for different reasons. For instance, in some cases, those distributing food through The Emergency Food Assistance Program (TEFAP) are required to limit a household’s receipt of food to once every 30 days. For this food bank, 59 programs have some type of restriction. Of those programs with restrictions, the most common is “Monthly”, with 67 percent of programs reporting this rule.

In the next section, we discuss other types of services provided by this food bank and its partner agencies and their programs.

3.4 Other Food-Related and Nonfood Services

In addition to supplying clients with food, food banks and their partner agencies may offer important food-related services and aid with food-related benefits programs. Some agencies may offer services related to nutrition education (see table 6).

Table 6. Agencies Providing Nutrition Education Activities and Subtype of Activities Offered

Type of activity	All Food Programs Percentage
Fliers or written materials	91.2%
Cooking classes or demonstrations	14.7%
Nutrition workshops or classes or meetings with dieticians	55.9%
Referrals	58.1%
Other	27.6%
All agencies weighted N	89
Weighted non reporting agencies	0

Data Source: Hunger in America 2014 Agency Survey, Q6.

Notes: All data are weighted.

Agencies may also provide services through food-related benefits programs. These programs help clients learn about and apply for government benefits that will enable them to procure meals, groceries, or nongrocery products. For many agencies that operate food-related benefits programs, assistance is provided as referrals to other programs, whose sole mission may be to help eligible individuals secure government benefits; for other agencies, outreach and direct assistance may be provided.

45 percent of the agencies partnered with this food bank provide some services to assist clients in accessing benefits through the Supplemental Nutrition Assistance Program (SNAP). With benefits funded by the federal government and administered by states, SNAP subsidizes a client's purchases of authorized food items. The help provided by the agencies may include screening for eligibility, application assistance, recertification assistance, and educating clients about the program (see table 7).

Table 7. Agencies Providing Services Related to the Supplemental Nutrition Assistance Program (SNAP) and Subtypes of Services Offered

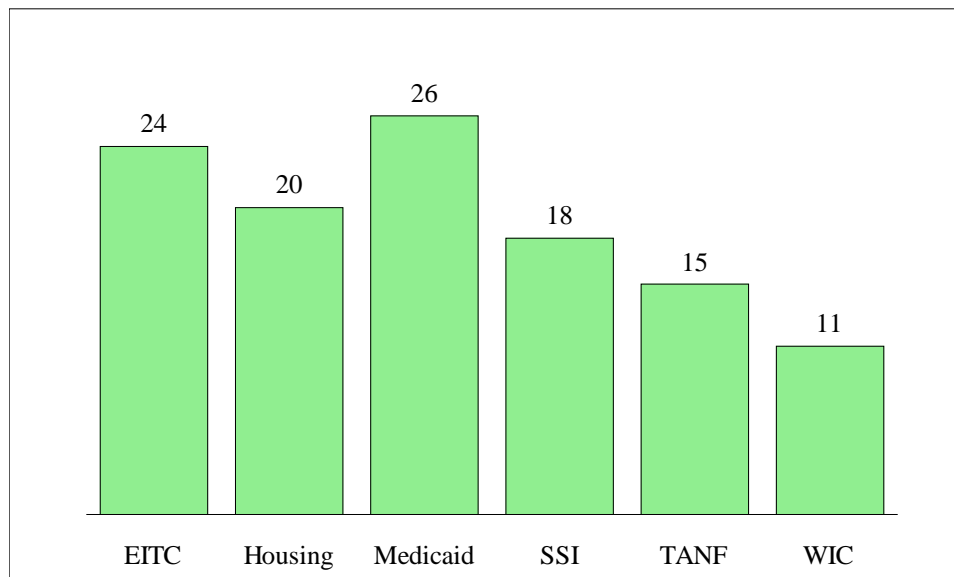
Type of SNAP service	All Food Programs Percentage
Agencies that provided any SNAP-related services	45.1%
Application assistance*	26.8%
Education about the program*	42.3%
Recertification for the program*	15.5%
Screening for eligibility*	22.9%
Agencies that did not provide any SNAP-related services	54.9%
All Agencies weighted N	89

Data Source: Hunger in America 2014 Agency Survey, Q10.

*Notes: *Percentages are of those agencies offering SNAP-related services. Because the survey allowed respondents to mark all SNAP services they provide, percentages do not sum to the total percentage that provide any SNAP services. All data are weighted.*

Second Harvest Community Food Bank’s partner agencies may also offer help with services related to other federal programs. These programs may include the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), a program providing help for pregnant women, new mothers, infants and children under age 6; Medicaid; cash assistance—either Temporary Assistance for Needy Families (TANF) or Supplemental Security Income (SSI), payments for the aged, blind, or disabled; tax preparation (or EITC); and housing assistance (see figure 9).

Figure 9. Agencies Providing Assistance with Specific Government Programs Other Than SNAP



Data Source: Hunger in America 2014 Agency Survey, Q12.

Notes: Total weighted N = 89. Weighted non-reporting agencies = 0. All data are weighted.

Some agencies provide combinations of services. In addition to food provision,

- 17 percent of agencies provide one nonfood service
- 0 percent of agencies provide two nonfood services
- 0 percent of agencies provide three nonfood services; and
- 0 percent of agencies provide four or more nonfood services.

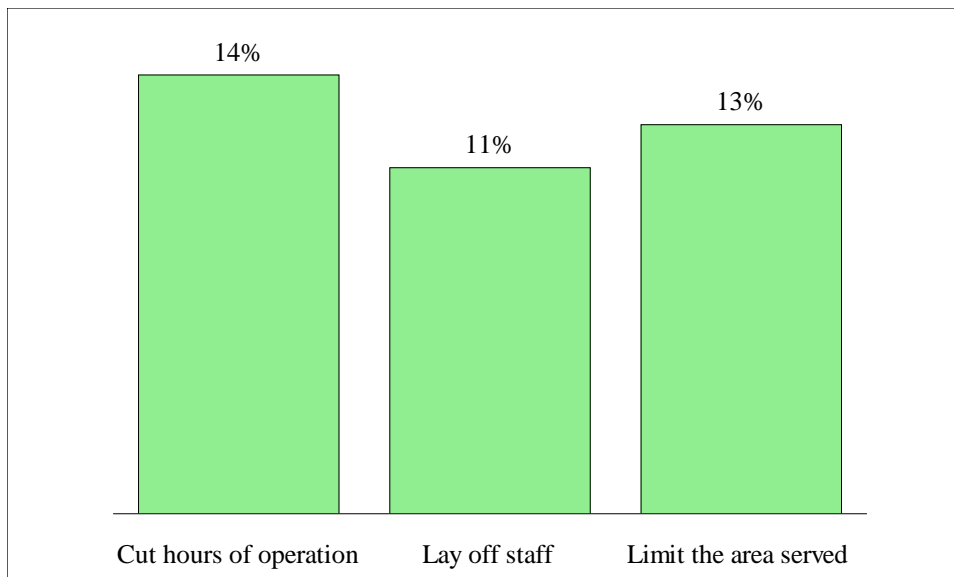
In the next section, we discuss the resources necessary to provide these services.

3.5 Agency and Program Resources

In 2013, 60,439 clients used and in many cases depended upon the services provided by the partner agencies and programs of Second Harvest Community Food Bank. These services, in turn, require significant resources. Agencies may receive funding from multiple sources, including government, individuals, corporations, foundations, religious institutions, and other organizations. "Individuals" is the most common source of significant (51 to 100 percent of total) financial funds for agencies partnered with this food bank.

Economic conditions and other circumstances can have a significant impact on the ability of agencies to provide food and services and may result in agencies needing to cut back on their services. In the Second Harvest Community Food Bank’s service area, 38 percent of agencies reported that they had to cut back on services in the past 12 months. 14 percent cut hours of operation, 11 percent laid off staff, and 13 percent limited the area they serve (see figure 10).

Figure 10. Agencies Reporting Select Reductions during the Past 12 Months

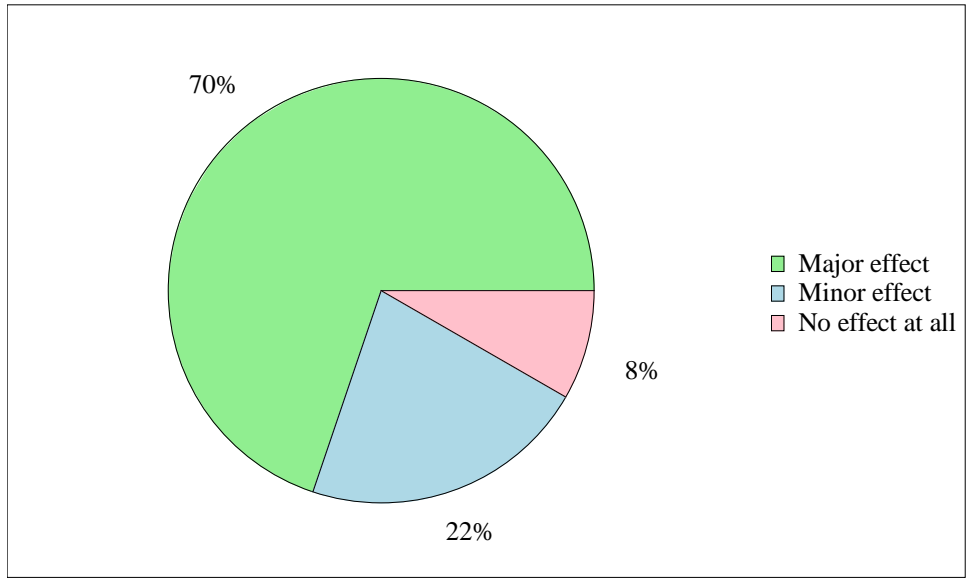


Data Source: Hunger in America 2014 Agency Survey, Q16.

Notes: Total weighted N = 89. Weighted non-reporting agencies = 0. All data are weighted.

Finally, programs also reported the importance of support from Second Harvest Community Food Bank in their mission. 70 percent of programs reported that no longer receiving food from the food bank would have a major effect on the program; 22 percent said it would have a minor effect; and 8 percent said it would have no effect at all (see figure 11).

Figure 11: Program Reliance on Food Bank: What Effect Would No Longer Receiving Food from Food Bank Have?



Data Source: Hunger in America 2014 Agency Survey, Q27.

Notes: Total weighted N = 195. Weighted non-reporting programs = 74. All data are weighted.

Support from the food bank is particularly important given the vulnerable populations served by this food bank. In the next chapters, we discuss this population and their needs in greater detail.

4 Characteristics of Clients and their Households

In this chapter we present background information on the clients served by the Second Harvest Community Food Bank, through an exploration of the characteristics and circumstances of clients and their households. We illuminate both the diversity of clients and the challenges and barriers they face in ensuring they have sufficient food to meet their needs. We begin by presenting duplicated and unduplicated client counts, estimating the size of the population served by Second Harvest Community Food Bank.

We then describe client demographics and housing characteristics. We move on to employment and potential barriers to employment of adult household members. We explore health status and medical expenses faced by the households and conclude with an examination of household income and poverty.

Unless otherwise indicated, data in this chapter are from the Client Survey and are weighted to provide food bank–level estimates of clients’ households. The weighted estimates are based on the number of unduplicated households in a typical month in which someone from the household is served by a Second Harvest Community Food Bank food program. The percentages presented in the figures are percentages of client households. Estimates presented in this chapter (and their corresponding margins of error) can be found in appendix table A.2.

4.1 Counts of Individuals and Households Served by This Food Bank

This section presents the duplicated and unduplicated client count estimates for Second Harvest Community Food Bank (see Table 8).

Table 8. Estimated Number of Clients and Client Households Served

	Weekly		Monthly		Annually	
	Duplicated counts	Unduplicated counts	Duplicated counts	Unduplicated counts	Duplicated counts	Unduplicated counts
Total number of individual clients, all programs	9,937 (+/-1,039)	7,571 (+/-901)	43,180 (+/-4,514)	22,565 (+/-2,631)	518,156 (+/-54,172)	60,439 (+/-7,122)
Total number of client households, all programs	4,463	3,202	19,392	8,891	232,704	23,425
Total number of individual clients by meal and grocery programs						
Meal programs	3,342	1,941	14,521	5,378	174,248	9,870
Grocery Programs	6,596	6,103	28,659	20,286	343,909	56,467
Total number of individual clients by selected program subtypes (not mutually exclusive)						
Pantries	6,125	5,564	26,614	18,524	319,365	51,548
Kitchens	1,343	655	5,836	183	70,036	333
Shelters	244	73	1,059	278	12,705	532
Senior	2,064	1,240	8,969	3,453	107,629	7,801

Data Source: Hunger in America 2014 Client Survey.

Notes: Total weighted N=7,571 Findings are not shown is based on fewer than five(unweighted)household responses. All data are weighted.

The table includes individual clients and households served by all programs and individual clients by meal and grocery programs,¹⁷ in a typical week, a typical month, and the full year. The unduplicated and duplicated estimates of the number of individual clients served have a 90 percent confidence interval displayed parenthetically underneath. Because the numbers of clients served are estimates based on a sample, they have an associated margin of error that includes sampling error. The 90 percent confidence interval is the margin of error on either side of the estimate, with the estimate at the midpoint. Although we believe the client count estimates best represent the data, the confidence intervals are the range of numbers in which we can say, with 90 percent confidence, that the true client counts fall. For additional confidence intervals, refer to appendix table A.3.

¹⁷ Because the count of all program clients removes double-counting of clients who reported using both meal and grocery programs, the counts for meal and grocery do not sum to the total number of clients for all programs.

Estimating the duplicated and unduplicated counts of clients served by Second Harvest Community Food Bank is an important way of quantifying the reach of this food bank. Duplicated counts are estimates of the number of times clients are reached through food distributions during a given period. These estimates count a client each time he or she receives food: for meal programs, that is each time an individual receives a meal; for grocery programs, that is each time an individual and his or her household members receive groceries. The counts include each member of a household for each grocery distribution. For example, a client visiting a grocery program twice a month, picking up food for a household of five people, would be counted as 10 duplicated clients for the month. Similarly, if the same client instead visited a meal program four times in one month, he or she would be counted each time, resulting in four duplicated clients. Unduplicated counts are an estimate of the total number of *unique* clients served by Second Harvest Community Food Bank during a week, month, or year. Clients who report returning repeatedly for service are counted only once in this statistic, providing an estimate of the number of unique individuals helped by the food bank.

Because grocery programs distribute food to an entire household but meal programs distribute food to each person present to consume a meal or snack, the unit in which clients may be conceptualized differs. Entire households are clients for grocery programs, whereas individuals are clients for meal programs. Combining data on household clients for grocery programs and individual clients for meal programs can therefore be confusing. To avoid potential misunderstanding of the client count estimates, we present the information on duplicated and unduplicated clients in two ways: by individuals served and by households served.

When calculating estimates of **individuals** served, we multiply the number of client households receiving groceries by the number of people in each household,¹⁸ expanding the estimate of grocery clients to represent the number of individuals who benefit from the groceries. We leave meal clients at the individual level. This allows meal and grocery clients to be described in the same unit—the number of individuals receiving food.

When calculating estimates of client **households** served, we adjust the estimate of individual meal clients to account for individuals from the same household who receive meal services, ultimately arriving at an estimated number of households in which at least one person is served by a Second Harvest Community Food Bank meal program. We leave grocery clients at the household level. This allows both meal and grocery clients to be described in the same unit—the number of households receiving food. See chapter 2 for further detail on methodology for estimating counts.

¹⁸ Household size was reported on the Client Survey by each respondent.

On a duplicated basis, we estimate that Second Harvest Community Food Bank distributes food to 9,937 individuals in a typical week, 43,180 individuals in a typical month, and 518,156 individuals annually. Looking at the number of households in which at least one member is served, we find that this food bank distributes food to 4,463 households in a typical week, 19,392 households in a typical month, and 232,704 households annually.

The next section describes clients and their households in more detail.

4.2 Selected Demographic Characteristics of Food Bank Clients

We first explore the demographic characteristics of the unduplicated (unique) **individuals** served directly by Second Harvest Community Food Bank annually, including age, race/ethnicity, and education level and student status of adult clients.

Table 9. Selected demographic characteristics of Feeding America clients

Demographic Characteristics	All Food Programs	
	Count	Percent
Age		
0-5 years	4,463	7.7%
6-17 years	11,952	20.5%
18-29 years	6,828	11.7%
30-49 years	14,077	24.1%
50-59 years	12,895	22.1%
60-64 years	1,379	2.4%
65 years or older	6,713	11.5%
Total	58,307	100.0%
Weighted non-reporting clients	2,132	
Total weighted N	60,439	
Race/Ethnicity		
White	53,615	88.9%
Black or African American	4,709	7.8%
Hispanic, Latino	2,428	4.0%
Some other race	2,355	3.9%
Total	60,299	100.0%
Weighted non-reporting clients	140	
Total weighted N	60,439	
Education level of adult clients		
Less than high school (HS)	8,879	21.7%
HS diploma	15,006	36.8%
General equivalency diploma or GED	5,620	13.8%
License, certificate, or degree beyond HS	4,084	10.0%
Some college	4,808	11.8%
4-year college degree or higher	2,427	5.9%

Table 9. Selected demographic characteristics of Feeding America clients

Demographic Characteristics	All Food Programs	
	Count	Percent
Total	40,824	100.0%
Weighted non-reporting clients	3,711	
Total weighted N	44,535	
Student status of adult clients		
Full-time student	1,923	4.7%
Part-time student	524	1.3%
Not a student	38,603	94.0%
Total	41,050	100.0%
Weighted non-reporting clients	3,485	
Total weighted N	44,535	

Data Source: Hunger in America 2014 Client Survey, Q3, Q4, Q5, Q6, and Q6a.

Notes: All data are weighted. Child clients are underestimated because of the exclusion of programs from the Client Survey that serve only children. Age categories were collapsed because of small sample sizes. Race/ethnicity categories were collapsed because of small sample size. Original race/ethnicity categories were white; black or African; Hispanic or Latino; American Indian or Alaska Native; Asian; Native Hawaiian or Other Pacific Islander; and other.

The age breakdown of clients is notable in several ways. Across all food programs the most common listed age range is 0-5 years, encompassing 24 percent of clients. Combining relevant categories, however, a full 28 percent of clients are children under age 18. We know that this figure, encompassing 28 children, is an underestimate as programs that only serve children were excluded from eligibility for the Client Survey, and children at multi-age meal programs were not eligible to be sampled for the survey and are thus not represented. The actual number of children served is likely much greater. Seniors are an important and potentially vulnerable group as well, with 12 percent of all clients 65 years old or older.

Clients are racially and ethnically diverse: 89 percent identify themselves as white, 8 percent as black or African American, and 4 percent as Hispanic or Latino. Additionally, in the area served by Second Harvest Community Food Bank, 4 percent of clients are of some other race.

Educational qualifications often drive employment opportunities and, in turn, income. Based on reporting of the educational attainment of all adult members of client households, we calculated the highest educational level among the adults within each client household. The highest level of education attainment among adults in a household was Four-year college degree or higher,

representing 6 percent of all adult clients. 22 percent of adult clients did not complete high school. In the higher ranges of educational attainment, 12 percent of adult clients completed some college, and 6 percent completed a four-year college degree or higher level of education. Some adult clients are seeking to increase their levels of education, with 5 percent in school full time and ++ percent in school part time.

4.3 Household Composition and Characteristics

As context for household characteristics, we begin by presenting an overview of household size. Household size is an important indicator of the density of living conditions and the number of people needing food. Among the client households served by Second Harvest Community Food Bank and its partner agencies, the most common household size is 4 to 6 members.

Table 10. Client Households by Size

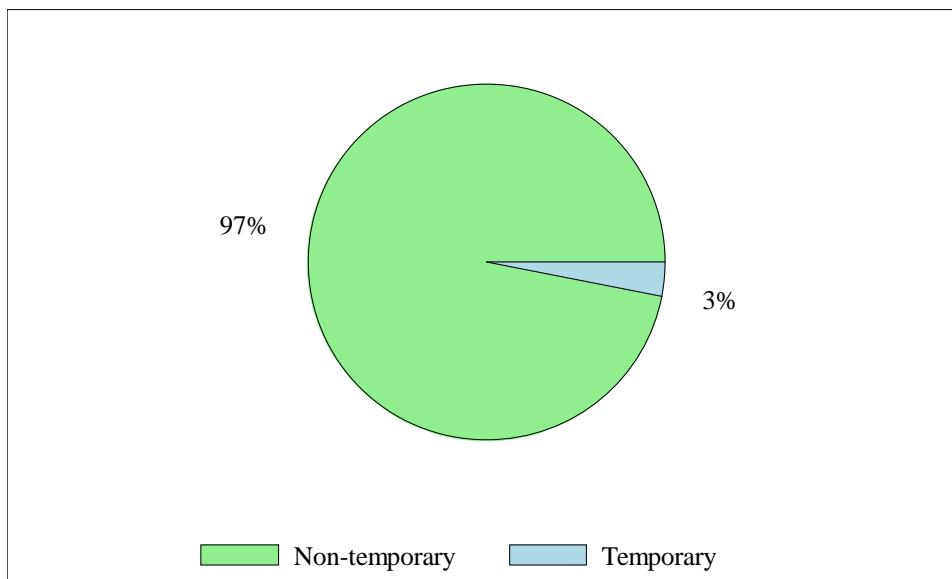
Household size	All Food Programs	
	Count	Percent
1 member	3,397	38.5%
2 to 3 members	3,143	35.7%
4 to 6 members	1,944	22.1%
More than 6 members	330	3.7%
Total	8,814	100.0%
Weighted nonreporting client households	77	
Total Weighted N	8,891	

Data Source: Hunger in America 2014 Client Survey, Q1 and Q3.

Note: All data are weighted.

Housing circumstances are also an important indicator of stability in the lives of clients. The Client Survey differentiated between temporary and non-temporary housing. Non-temporary arrangements are those that could be long-term residences, and temporary arrangements are those that, although they could be long-term situations, are not typically intended to house people long term. The households served by Second Harvest Community Food Bank are distributed among the following living arrangements: 3 percent live in temporary housing and 97 percent live in non-temporary housing (figure 12).

Figure 12. Client Households Residing in Non-temporary or Temporary Housing



Data Source: Hunger in America 2014 Agency Survey.

Notes: Total weighted N = 8,891. Weighted Nonreporting client households=. Findings are not shown if based on fewer than five(unweighted) household responses. All data are weighted

- Among client households living in non-temporary housing, 16 percent of households own their home with a mortgage, 19 percent own their own home free and clear, 52 percent rent or lease their home, and 14 percent do not have to pay rent.

However, not all non-temporary housing arrangements are stable. Among those living in non-temporary housing, 22 percent of respondents have lived in at least two places in the past 12 months, while 21 percent have started living with another person or family member in the past 12 months. Further, 9 percent of respondents have faced an eviction or foreclosure within the past five years.

Even those with more stable arrangement may lack access to *quality* housing. Being able to cook and store food at home are essential elements of preparing meals at home; however,

- 2 percent of households do not have cooking facilities, such as a stove or hot plate.
- 2 percent of households do not have access to a place to preserve fresh food, such as a refrigerator.

Languages spoken at home among Second Harvest Community Food Bank clients were also explored. 100 percent of households speak English as the primary language among adults at home. The primary other language spoken is Spanish, at ++ percent. The Client Survey also asked whether anyone in the client's household had ever served in the US military, and among households containing a member who has ever served, whether a household member was currently serving. US military service was defined as the Army, Navy, Air Force, Marine Corps, Coast Guard, National Guard, and their Reserve components. 24 percent of respondents reported that someone in their household is currently serving or has ever served in the US Armed Forces or as a member of the military Reserve or National Guard. Of those households, ++ percent reported that a household member is currently serving.

4.4 Work and Barriers to Work

In analyzing household employment we focus on the employment status of the adult household member who was employed most often in the past 12 months (the most-employed adult). This individual is typically a primary source of income for the household. As such, interruptions in this individual's employment may profoundly affect the household's ability to be self-sufficient, potentially increasing their need for charitable food program services.

- For 14 percent of client households, the most-employed adult had worked for pay in the last 12 months
- For 86 percent of client households, the most-employed adult had worked for pay in the last four weeks.
- In 3 percent of client households, the most-employed adult was currently unemployed; in 48 percent, this adult was looking for work.
- Among client households where the most-employed adult was not working and not looking for work, this adult was retired in ++ percent of households, disabled or in poor health or acted as a caretaker for someone else in ++ percent, and otherwise not looking for work in ++ percent (see Figure 13).

Figure 13. Client Households Not Actively Looking for Work and Reasons for Not Doing So, Among Client Households Where Previously Most-Employed Person Is Now Out of the Workforce

Findings are not presented for this figure because one of more categories is based on fewer than 5 (unweighted) responses.

Data Source: Hunger in America Survey, Q8

Notes: Total weighted N = 8,891. Weighted non-reporting households=8,757. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted. Categories were collapsed because of small sample size. Original categories were retired, in school, disabled or in poor health, caretaker for another person, in job training, stopped looking because could not find job, and other reason.

Some households face additional potential barriers to employment. For instance, the adults may serve as the caretakers for grandchildren living with them, and this commitment may not allow them to secure employment. Another potential barrier to employment is if any household member has been released from prison in the previous year and may have difficulty finding employment for this reason.

- 9 percent of client households include grandparents who have responsibility for grandchildren who live with them.
- 2 percent of client households include a member who was released from prison in the past 12 months.

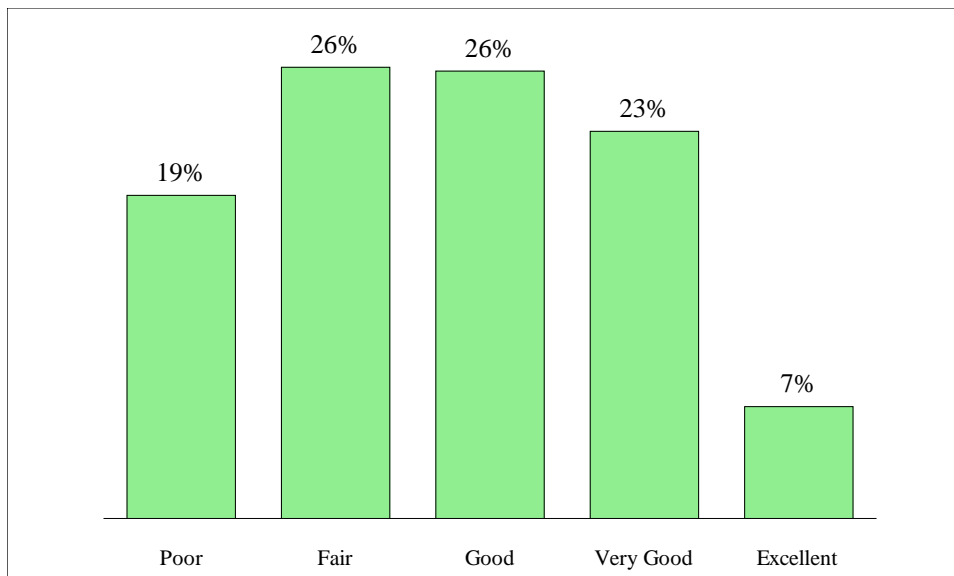
The next section discusses the possible implications of these barriers to work on food security.

4.5 Health and Income

In addition to challenges related to employment and food, the households who rely on Second Harvest Community Food Bank may face challenges to their well-being, including health status and health conditions, medical insurance status, and income and poverty. These challenges can keep people out of the workforce, increase expenses, and limit resources. Together, these challenges may increase the need for charitable food assistance.

The Client Survey asked respondents to characterize both their own health and the health of other household members. Respondents used a scale from “poor” to “excellent” to describe their health. They also indicated whether another household member was in poor health. In 45 percent of households, the respondent reports being in fair or poor health (figure 14).

Figure 14. Client Households by Health Status of Respondent



Data Source: Hunger in America 2014 Client Survey, Q13.

Notes: Total weighted N = 8,891. Weighted non-reporting client households=227. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted.

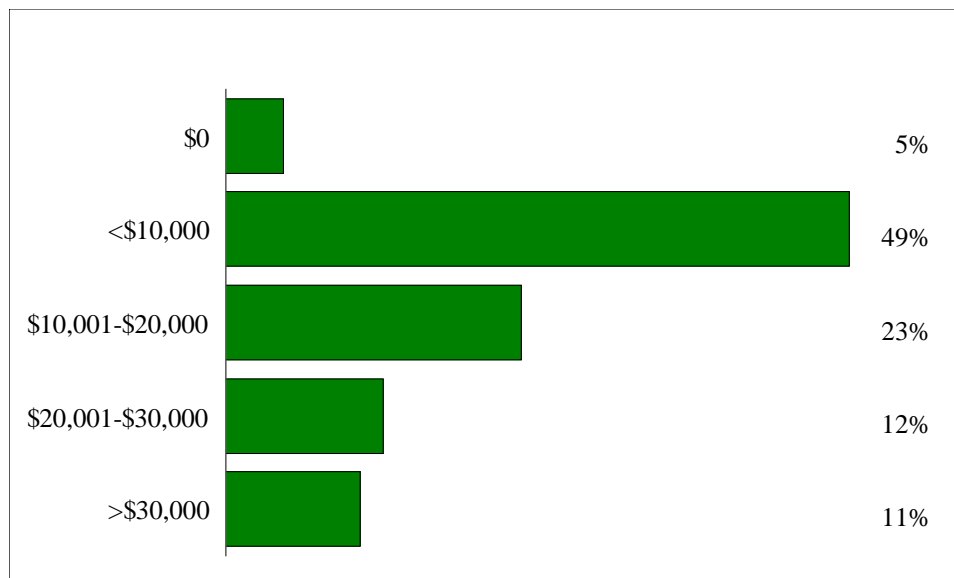
More generally, 25 percent of households have at least one member in poor health.

Illnesses and medical disorders require management and supervision, and medical care can present a substantial financial challenge. The Client Survey explored whether anyone in the clients’ households has been diagnosed with diabetes or high blood pressure; whether anyone has health insurance, either private or government-sponsored (such as Medicaid or Medicare); and whether the households have any unpaid medical bills.

- 30 percent of client households have a member with diabetes.
- 54 percent of client households have a member with high blood pressure.
- 27 percent of client households lack health insurance of any kind (including Medicaid).
- 49 percent of client households have medical bills to pay.

Finally, reported household income and poverty status also demonstrate the financial struggles of Second Harvest Community Food Bank clients (figure 15).

Figure 15. Client Households by Reported Annual Income Ranges



Data Source: Hunger in America 2014 Client Survey, Q23.

Notes: Total weighted N =8,891. Weighted non-reporting client households =2,053. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted. Income categories have been collapsed from original categories because of low sample sizes. Original categories are \$0, \$5,000 or less, \$5,001–\$10,000, \$10,001–\$15,000, \$15,001–\$20,000, \$20,001–\$25,000, \$25,001–\$30,000, \$30,001–\$35,000, \$35,001–\$50,000, and more than \$50,000.

- 49 percent of client households have annual incomes of \$10,000 or less, and 23 percent have annual incomes of \$10,001 to \$20,000.
- Looking at annual income as a percentage of the poverty level, 72 percent of client households fall at or below 100 percent of the poverty level.¹⁹

Table 11. Household Annual Income as % of Poverty Level

Annual Income	All Food Programs	
	Count	Percent
186% or higher	675	10.0%
151%-185%	517	7.6%
131%-150%	328	4.9%
101%-130%	397	5.9%
76%-100%	1,181	17.5%
1%-50%	1,940	28.7%
51%-75%	1,416	21.0%
0% (no income)	308	4.5%
Total	6,761	100.0%
Weighted nonreporting client households	2,130	
Total Weighted N	8,891	

Data Source: Hunger in America 2014 Client Survey, Q1 and Q3.

Note: All data are weighted.

Having established the vulnerable position of Second Harvest Community Food Bank’s clients and their households, in the next chapter we investigate clients’ use of food bank services and programs, as well as the gaps clients perceive in these services.

¹⁹ Poverty guidelines vary by household size. In 2013, a single person is considered poor (falls under 100 percent of the poverty level) with annual cash income at or below of \$11,400 or less, two people are poor with income at or below of \$15,510 and below, and three-person families with three people are poor if with income at or below is \$19,530 or below. For all guidelines, see US Health and Human Services Department “Annual Update of the HHS Poverty Guidelines,” Federal Register, January 24, 2013.

5 Client Households' Use of Food Assistance

In this chapter we focus on food insecurity and the use of food assistance by Second Harvest Community Food Bank clients. We also describe clients' use of other federal or charitable nutrition programs, and the coping strategies clients use to secure enough food for themselves and their households.

5.1 Household Food Security Status

The use of food programs and the difficulty getting food to feed one's household are likely deeply intertwined. Households that experience enough limitations in access to adequate food to cause changes in diet or reduced food intake are deemed food insecure.²⁰ In this section, we examine the level of food insecurity of Second Harvest Community Food Bank client households and the trade-offs they make to secure enough food.

In the Client Survey, we employed one of the food security modules used by the Economic Research Service of the US Department of Agriculture. We use the module to categorize households according to two possible levels of food security: food secure, indicating households have sufficient access to healthy foods; and food insecure, indicating households have some or significant difficulty providing enough food, safe food, and/or nutritious food.

- 23 percent of households were food secure; 77 percent of households were food insecure.

Some client households made trade-offs between paying for food and paying for other necessities within the past 12 months (see figure 16). For example:

- ++ percent of households chose between paying for food and paying for school loans, tuition, or other educational expenses at least once in the past 12 months; 10 percent faced this choice every month.
- 63 percent of households chose between paying for food and paying for medicine or medical care at least once in the past 12 months; 29 percent faced this choice every month.
- 43 percent of households chose between paying for food and paying their rent or mortgage at least once in the past 12 months; 11 percent faced this choice every month.

²⁰ U.S. Department of Agriculture, Economic Research Service, "Definitions of food security," <http://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-us/definitions-of-food-security.aspx>.

- 62 percent of households chose between paying for food and paying for transportation or gas for a car at least once in the past 12 months; 21 percent faced this choice every month.
- 56 percent of households chose between paying for food and paying for utilities at least once in the past 12 months; 24 percent faced this choice every month.

Figure 16. Client Households Reporting Frequency of Choosing between Food and Other Necessities in the Past 12 Months

Findings are not presented for this figure because one of more categories is based on fewer than 5 (unweighted) responses.

Data Source: Hunger in America 2014 Client Survey, Q25–Q29.

Notes: Total weighted N =8,891 Weighted non-reporting N= 111. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted.

The next section examines the strategies clients and their households use to meet their food needs.

5.2 Client Households' Use of Other Food Assistance

Many client households using the services of the Second Harvest Community Food Bank also use government assistance to supplement their household food budget. Prominent among these services is the Supplemental Nutrition Assistance Program (SNAP, formerly the Food Stamp

Program). SNAP provides monthly benefit allotments (through a debit card) to spend on food. Eligibility and benefit rules vary across the states, and many clients need help applying for benefits.

SNAP benefits are not intended to last recipients the entire month and typically do not.

- 66 percent of Second Harvest Community Food Bank client households report participation in SNAP.
- Across all households and programs, 24 percent reported that SNAP benefits lasted only one week or less, 26 percent reported that benefits lasted two weeks, 39 percent reported that benefits lasted for three weeks, and 11 percent reported that benefits usually lasted four weeks or more.

Although we know from income data presented in table 10 that many clients live below the poverty level, not all clients participate in SNAP. There may be many reasons some Second Harvest Community Food Bank clients do not receive SNAP benefits. They may not have applied because they did not know about the program, or perhaps they knew about the program but did not think they were eligible. Others may have applied but did not pass the eligibility screens, and others may have failed to complete the full application process. SNAP limits eligibility to households with incomes below certain limits, and other state-specific eligibility requirements may affect SNAP eligibility and participation rates. The client households not participating in SNAP may or may not be eligible for SNAP benefits; we cannot determine eligibility exactly given the limitations of the data collected in the study. Nonetheless, reported household cash income provides some indication of SNAP eligibility among nonparticipating households, and reasons for nonparticipation given among this group provide additional insight.

We estimate potentially income-eligible SNAP nonparticipants in two ways. First, we look at those in the survey who report not participating in SNAP whose household income is below 130 percent of the poverty level—the most common income threshold for SNAP participation across states. This calculation suggests that 44 percent of nonparticipating client households in this food bank’s area are potentially income-eligible for SNAP. Next, we examine income thresholds at a state level. Some states have higher income thresholds for SNAP participation—meaning that households with more income are still eligible. In other states, the state income threshold is 130 percent, meaning that this analysis would suggest no additional eligible nonparticipating respondents under this threshold.

The results of this analysis suggest that an additional ++ percent of nonparticipating respondents in this food bank are potentially income-eligible for SNAP. It is important to note that households classified as potentially income-eligible for SNAP may be ineligible for the program because of citizenship, assets, or other reasons.

Table 12. Client Households by Reported Current Receipt of SNAP Benefits, and among Those Not Currently Receiving Benefits, Whether They Have Applied.

SNAP status	All Food Programs	
	Count	Percent
Receiving SNAP	5,786	66.2%
Not receiving SNAP		
Never Applied	1,173	39.8%
Have Applied	1,705	57.8%
Weighted nonreporting client households	227	.
Total weighted N	2,948	.

Data Source: Hunger in America 2014 Client Survey, Q30 and Q31.

Notes: Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted.

Among client households that are SNAP nonparticipants and did not apply for SNAP benefits, 48 percent did not apply because that did not think they were eligible (see figure 17).

Figure 17. Client Households Reporting Select Reasons For Not Applying for SNAP Benefits, Among Households That Have Never Applied

Findings are not presented for this figure because one of more categories is based on fewer than 5 (unweighted) responses.

Data Source: Hunger in America Survey, Q31A

Notes: Total weighted N = 1,169. Weighted non-reporting households = 29. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted. Findings are not shown if based on fewer than five (unweighted) client responses. 'Other' reasons cannot be determined given the limitations of the survey data.

Other large federal food assistance programs focus on households with pregnant and postpartum women and children.²¹ The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides supplemental foods for low-income pregnant and postpartum women and children up to age 5 who are at nutritional risk. WIC eligibility restricts benefits to families with incomes below 185 percent of the federal poverty level (states may use lower income cut-offs). School-based programs may also be an important source of food assistance. Most schools serve lunch, and low-income children qualify for a free or reduced-price lunch through the National School Lunch Program (NSLP).²² Many schools also offer breakfast, and children in low-income families may receive a free or reduced-price breakfast through the School Breakfast Program (SBP). Households with children may also benefit from after-school snack and meal programs, and weekend Backpack Programs. These programs are available in some schools for households that qualify. Households served by the Second Harvest Community Food Bank may also participate in one or more of these programs targeted at children (see figure 18).

- 92 percent participate in NSLP, and 57 percent participate in SBP. We cannot identify the eligible population, but nationally about 72 percent of eligible students participate in the school lunch program and 49 percent participate in the school²³ breakfast program.
- ++ percent participate in the after-school snack or meal program.
- 26 percent participate in the Backpack weekend food program.
- 8 percent participate in WIC. Because the survey did not ask about the presence of pregnant women or nutritional risk, it is not possible to determine the eligibility rate within client households; however, nationally, about 61 percent of eligible households participate.²⁴

Some households participate in multiple programs at the same time. 20 percent of households report participating in two or more programs.

²¹ The federal government offers additional, smaller, nutrition programs. See www.fns.usda.gov/programs-and-services for a full listing.

²² Families with incomes below 130 percent of the poverty level qualify for a free lunch or breakfast; and families with incomes between 130 and 185 percent of the poverty level qualify for a reduced-price lunch or breakfast.

²³ MW Dahl, MW, and JK Scholz JK (2011), "The National School Lunch Program and School Breakfast Program: Evidence on Participation and Noncompliance," (University of Wisconsin Working Paper, March 9, 2011), working paper.

²⁴ "National and State-Level Estimates of Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) Eligibles and Program Reach, 2000–2009," Nutrition Assistance Program Report Series, Report No. WIC-11-ELIG.

Figure 18. Client Households by Participation in Programs Targeted to Children

Findings are not presented for this figure because one of more categories is based on fewer than 5 (unweighted) responses.

Data Source: Hunger in America 2014 Client Survey, Q34 and Q35.

Notes: Total unweighted N =8,891. Weighted non-reporting client households=277. Findings are not shown if based on fewer than five (unweighted) client responses. All data are weighted.

Despite all these programs, food insecurity is still a significant challenge for food bank clients. The next section examines other strategies that client households use to cope with food insecurity.

5.3 Client Households' Strategies and Coping Efforts to Obtain Sufficient Food

The use of food banks is a critical resources for clients; many clients incorporate assistance received through food banks into their overall monthly strategy for obtaining food. Among client households served by Second Harvest Community Food Bank (see table 13),

- 65 percent plan to get food on a regular basis; and
- 35 percent wait to come until they run out of food.

Table 13. Client Households Reporting Different Strategies for Food Assistance

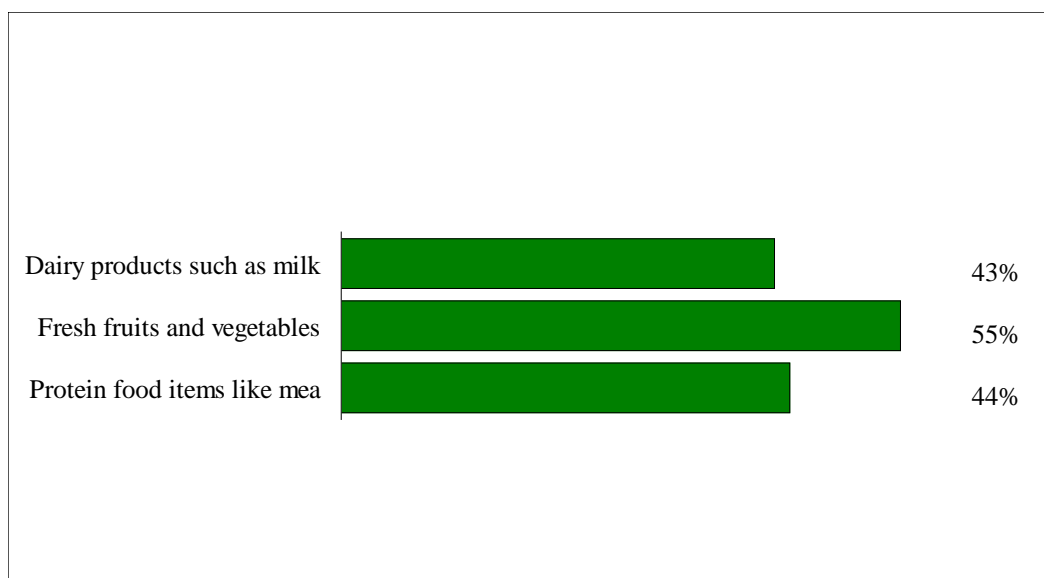
Planned use of programs	All Food Programs	
	Count	Percent
I usually wait to come to this program until I run out of food	2,728	34.6%
I plan to get food here on a regular basis	5,150	65.4%
Total	7,879	100.0%
Weighted nonreporting client households	1,012	.
Total weighted N	8,891	.

Data Source: Hunger in America 2014 Client Survey, Q41.

Note: Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted.

Unfortunately, food bank programs may not meet all the food needs of their clients. Among client households, many report desiring items that they do not usually get from food programs (see figure 19).

Figure 19. Client Households Reporting Top Three Desired Products Not Currently Receiving at Program



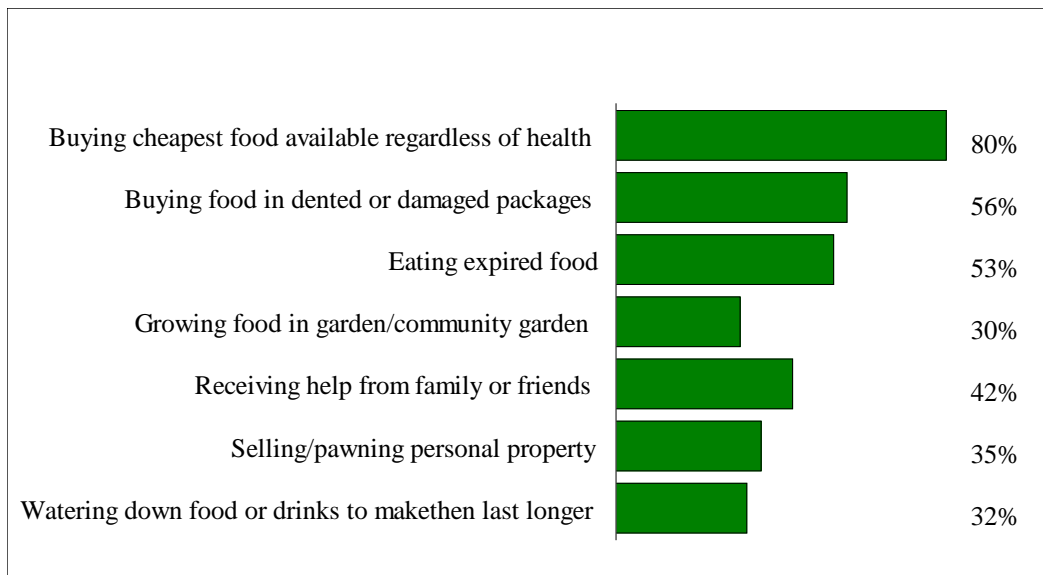
Data Source: Hunger in America 2014 Client Survey, Q42.

Notes: Total unweighted N = 8,891. Weighted non-reporting client households = 502. Findings are not shown if based on fewer than five (unweighted) client responses. All data are weighted.

These unmet needs may lead households to look for other ways to get enough food. When faced with the threat of food insecurity, individuals are forced to engage in various coping efforts that range from relatively small changes in eating practices to extreme changes. Two main groups of coping strategies are food coping strategies and spending trade-offs. Engagement in both types of strategies was probed during the Client Survey. Coping strategies are active and immediate responses to avoid hunger and its consequences. They are not, however, successful, and they may result in unintended negative health effects. Client households report using other coping strategies during the past year including the following top two (see figure 20):

- 80 percent report 'At higher broad-based categorical eligibility(BBCE) threshold' as the most common strategy.
- 56 percent report 'Purchasing food in dented or damaged p' as the second most common strategy.

Figure 20. Client Households by Strategies Used to Get Enough Food in the Past 12 Months



Data Source: Hunger in America Survey, Q43A-Q43G

Notes: Total weighted N =8,891. Weighted non-reporting client households= ++. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted. Categories were collapsed because of small sample size. Original categories were retired, in school, disabled or in poor health, caretaker for another person, in job training, stopped looking because could not find job, and other reason.

Of course, the complete picture is not always so grim. Second Harvest Community Food Bank serves a diverse population of vulnerable households through direct food provision as well as nutrition and program assistance. Using staff and volunteer labor, the agencies and programs affiliated with Second Harvest Community Food Bank help fight hunger and improve the well-being of households facing a host of employment, health, and other challenges.

6 Summary and Concluding Assessment

Hunger in America 2014 is the most comprehensive examination of hunger in the United States. Conducted every four years since 1993, the Hunger in America study documents the critical role that Feeding America member food banks and their partner agencies play in supporting people facing hunger across the country, and the demographics and challenges of people using the charitable food assistance network. Nationally, the study includes over 32,000 surveys of partner agencies that provide food assistance services and more than 60,000 surveys of clients served by these agencies and the food programs they operate. The survey results, weighted to provide representative estimates, profile the partner agencies that provide food assistance services and the clients that receive those services. The study provides the most up-to-date and complete picture of this critical part of the US charitable sector.

Data collection, which was completed between October 2012 and August 2013, occurred during historically high national demand for public and private food assistance. National unemployment and poverty rates remained high after 2008's Great Recession, and the number of households receiving nutrition assistance from the federal government's Supplemental Nutrition Assistance Program increased approximately 50 percent between 2009 and 2013.²⁵ National demand for charitable food assistance also expanded during this time, though patterns differed greatly by local geographic area.

This report describes partner agencies and programs of Second Harvest Community Food Bank, including the services they provide, how their staffing and funding operate, and the challenges they face. The report also details the number and characteristics of clients served by these agencies, including clients' demographic characteristics, housing circumstances, education status, employment, and household income. The food security status and use of other nutrition assistance programs among client households complete this profile. The results provide a unique and comprehensive description of the food assistance programs and clients in the area served by Second Harvest Community Food Bank, an essential partner in the Feeding America network, and will help guide future policy decisions about meeting the food needs of residents within this food bank's service area.

The study tells the story of programs determined to help clients and their households meet their food needs, and of a population that critically needs this assistance. Across the nation, the weak economy with its historically low employment rate and high poverty rate has challenged this

²⁵ See 'Supplemental Nutrition Assistance Program Participation and Costs (Data as of June 6, 2014),' US Department of Agriculture, Food and Nutrition Service, www.fns.usda.gov/sites/default/files/pd/SNAPsummary.pdf.

system. Many agencies face a growing demand for help, and many struggle to meet these needs in the face of declining donations. The clients seeking this assistance have varying levels of education, training, and language skills. Many have health conditions that prevent work, and many of those working have found only part-time or part-year jobs. Among food assistance clients, the rates of household poverty and food insecurity are typically very high.

While recent declines in the national unemployment rate suggest that demand for food assistance may slow down, it is still too soon to know. In certain areas of the country, unemployment rates are down in part because many who have been looking for work for a long time have simply dropped out of the labor market. Many workers at the bottom of the labor market have not seen a real increase in wages for many years.

Second Harvest Community Food Bank, as a part of the Feeding America network, is important to local populations in need. It works with partner agencies to serve clients with unique needs and circumstances, thus playing a critical role in addressing hunger in America.

Table A1 Agency and Program Characteristics

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
Partner Agency by Type	.	.	.
Faith-based or located in a religious institution	43	47.9%	5.4%
Governmental	3	2.8%	1.8%
A Community Action Program (CAP)	5	5.6%	2.5%
Some other nonprofit or private organization	31	35.2%	5.1%
Other	8	8.5%	3.0%
Total	89	100.0%	.
Number of Programs by Type	.	.	.
Meal	45	23.2%	5.6%
Grocery	78	40.0%	6.5%
Food-related benefits	1	0.6%	1.1%
Other non-food	70	36.1%	6.4%
Total	195	100.0%	.
Meal Programs by Subtype	.	.	.
Mixed age group	.	.	.
Community Kitchens	0	0	0
Food Bank operated meal program	0	0	0
Group home	1	2.8%	4.7%
Shelter	3	5.6%	6.5%
Soup Kitchen	5	11.1%	9.0%
Rehabilitation Program	1	2.8%	4.7%
Residential Program	4	8.3%	7.9%
Transitional housing	0	0	0
Children	.	.	.
Afterschool Snack	1	2.8%	4.7%
Child Congregate Feeding Programs (non-Kids Cafe)	0	0	0
Day Care	6	13.9%	9.9%
Kids Cafe Programs	0	0	0
Summer Food Service Program (SFSP)	1	2.8%	4.7%
Seniors	.	.	.
Senior Congregate Meal	13	27.8%	12.8%
Home Delivered Meal (or Meals on Wheels)	10	22.2%	11.9%
All meal programs	45	100.0%	.
Grocery Programs by Subtype	.	.	.
Mixed age group	.	.	.
Community Gardens	1	1.6%	2.7%
Commodity Supplemental Food Program (CSFP)	11	14.5%	7.5%
Food Bank operated pantry program	1	1.6%	2.7%
Food Pantries	43	54.8%	10.6%
Home Delivered Grocery Program	4	4.8%	4.6%
Mobile Pantries / Mobile Markets	1	1.6%	2.7%

Table A1 Agency and Program Characteristics

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
Other pantry program	9	11.3%	6.8%
School Pantry Programs	0	0	0
Children			
BackPack Programs	6	8.1%	5.8%
Seniors			
Senior Brown Bag/Food Box Distribution	1	1.6%	2.7%
Senior Grocery Program	0	0	0
Senior Mobile Pantry/Just-in-Time Delivery	0	0	0
All grocery programs	78	100.0%	.
Types of Non-Food Programs			
Clothing / Furniture Assistance	5	7.1%	5.8%
Financial Assistance (tax prep & budgeting education)	4	5.4%	5.1%
GED programs	0	0	0
General information & referrals	11	16.1%	8.3%
Health Clinics	5	7.1%	5.8%
Housing Assistance (subsidized, rehab, repairs, etc.)	5	7.1%	5.8%
Job Training	1	1.8%	3.0%
Legal Assistance	0	0	0
Medicaid / CHIP	0	0	0
Other non-food	31	44.6%	11.2%
Transportation Assistance	1	1.8%	3.0%
Utility / Heat Assistance (LIHEAP)	6	8.9%	6.4%
All non-food programs	70	100.0%	.
Agency Staffing	Median	Sum	Sum Margin of Error(+/-)
Agency full-time equivalent staff(Median)	4	497	182
Agency full-time equivalent staff hours(Median)	153	19,895	7,275
	Count	Estimate	Margin Of Error(+/-)
No of Agencies with no full-time equivalent staff	38	42.3%	5.3%
	Median	Sum	Sum Margin of Error(+/-)
Program volunteers			
No of Program volunteers	16	4,794	1,346
	Min	Max	Median
Total volunteer hours per week per program	1	1,200	46
Average Program Volunteer age			
18 and younger		7.3%	
19-59		41.2%	
60 and older		51.6%	

Table A1 Agency and Program Characteristics

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
		Count	
	No Volunteers	Half of total volunteers or less	More than half of total volunteers
Source of Program Volunteers			
Connected to Agency	19	48	29
Religious groups	31	38	26
United Way	78	5	.
Other Civic/Nonprofit	58	29	.
Companies or business groups	58	31	.
Kindergarten through 12th grade school programs	63	24	3
Colleges/Universities	69	16	.
Court-ordered community service	59	28	.
Clients	52	34	8
Volunteers connected to food bank	76	9	.
Some Other Source	60	21	3
	Count	Percent	Margin of Error(+/-)
Program Challenges			
	.	.	.
	.	.	.
Difficulty obtaining volunteers(some or a lot of difficulty)	50	47.6%	9.1%
Difficulty retaining volunteers(some or a lot of difficulty)	35	33.7%	8.7%
	.	.	.
Areas of volunteer/staff training needs	.	.	.
Nutrition education	47	38.9%	8.4%
Food safety and sanitation	39	32.6%	8.0%
Accessing local food resources	48	40.4%	8.5%
Advocacy training	33	27.4%	7.6%
Food Stamp (SNAP) application assistance and outreach	16	13.7%	5.9%
Summer feeding	18	14.7%	6.1%
Fundraising/grant writing	50	41.7%	8.4%
Client choice	21	18.1%	6.6%
Technology assistance	33	27.4%	7.6%
Social media	29	24.2%	7.3%
Nonprofit management / board governance	29	24.2%	7.3%
Volunteer recruitment/retention/staff succession planning	38	31.9%	8.0%
	.	.	.
Average Percentage of Total Agency Food Distributed During past 12 Months, by Source			
	.	.	.
Feeding America food bank(s)		43.4%	
Other food bank(s)		4.7%	
Donations		19.4%	
Purchased		32.5%	
	.	.	.
Access to vehicles			
	.	.	.
Agency owns truck(s), van(s), or car(s) for pickups	20	21.6%	8.0%
Agency rents/leases truck(s), van(s), or car(s) for pickup	3	2.7%	3.2%

Table A1 Agency and Program Characteristics

Characteristic	Count	Estimate	Percentage Margin of Error (+/-)
Agency depends on personal truck(s), van(s), or car(s) of staff or volunteers for pickups	76	75.9%	8.1%
Agency works with other programs to share the responsibility for pickups	3	2.7%	3.2%
Food and groceries are delivered to agency	65	67.5%	8.9%
Program Reported Changes in Demand and Supply in the Past 12 months	.	.	.
Volume of clients compared to prior year	.	.	.
Saw any increase	67	59.6%	8.7%
About the same	38	33.7%	8.4%
Saw any decrease	8	6.7%	4.4%
Total	112	100.0%	.
Food Available to meet needs of clients	.	.	.
More food than needed	14	12.0%	5.7%
Enough food to meet needs	67	57.6%	8.6%
Less food than needed	35	30.4%	8.0%
Total	116	100.0%	.
Program Reasons for Turning Away Clients in the past 12 Months, Frequently or Occasionally	.	.	.
Program ran out of food	6	3.2%	2.4%
Clients came more often than program rules allow	15	7.7%	3.6%
Client lived outside the program's service area	15	7.7%	3.6%
No ID	8	3.9%	2.6%
Income too high	10	5.2%	3.0%
Other	15	7.7%	3.6%
Program Restrictions	.	.	.
Daily	10	14.5%	8.0%
Weekly	8	10.9%	7.1%
Monthly	47	67.3%	10.7%
Quarterly/Seasonally	1	1.8%	3.0%
Annually	4	5.5%	5.2%
Some Type Of Service Restriction	69	59.1%	8.5%
Agency Nutrition and Health Services	.	.	.
Type of services offered	.	.	.
Fliers or written materials	39	91.2%	6.8%
Cooking classes or demonstrations	6	14.7%	8.5%
Nutrition workshops or classes or meetings with dieticians	24	55.9%	11.9%
Referrals	23	58.1%	12.7%
Other	10	27.6%	12.1%
For those offering nutrition services how many led by:	.	.	.
Agency Staff	29	69.7%	11.3%
Agency volunteers	23	58.1%	12.7%

Table A1 Agency and Program Characteristics

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
Local nutritionists or other health professionals in partnership with agency	26	67.7%	12.0%
Staff from food bank	5	14.3%	9.7%
Staff from Farm Bureau or Cooperative extension	10	28.6%	12.6%
Staff from local colleges/universities	8	21.4%	11.4%
Someone else	5	14.3%	9.7%
.	.	.	.
Agency Obstacles to Distribution of Healthier Foods	.	.	.
Client reasons (unwillingness to eat, inability to store, etc.)	38	100.0%	0.0%
Too expensive to purchase healthier foods	65	74.3%	4.8%
Inability to store/handle healthier foods	25	29.9%	5.4%
Lack of knowledge about health of foods	4	4.4%	2.4%
Healthier food not a priority	6	7.4%	3.0%
Inability to obtain healthier foods from other donors/food sources	45	50.7%	5.4%
.	.	.	.
Agency services related to Government Programs	.	.	.
Agencies that provided any SNAP-related services	40	45.1%	5.3%
Screening for eligibility	20	22.9%	4.6%
Application assistance	24	26.8%	4.7%
Education about the program	38	42.3%	5.3%
Recertification for the program	14	15.5%	3.9%
Agencies that did not provide any SNAP-related services	49	54.9%	5.3%
.	.	.	.
Agency Reasons for Not Offering SNAP Services, Among Agencies Reporting Not Offering Them	.	.	.
Staff-related issues	24	54.3%	11.6%
Not enough time	21	47.2%	11.4%
Lacking physical space or equipment	29	62.2%	10.8%
SNAP is not part of what this agency does	39	79.5%	8.6%
Other reason	10	24.2%	10.5%
.	.	.	.
Agency Services Related to Other Non-SNAP Programs	.	.	.
The Special Supplemental Nutrition Program for Women, Infants and Children(WIC)	11	12.9%	3.7%
The Temporary Assistance for needy families(TANF) program	15	17.1%	4.1%
Medicaid or other health care programs	26	29.6%	4.9%
Supplemental Security income (SSI)	18	20.0%	4.4%
Tax preparation or earned income tax credit (EITC) assistance	24	26.8%	4.7%
Housing assistance like Section 8	20	23.2%	4.8%
.	.	.	.
Agencies Providing Combinations of Other non-SNAP Program Services	.	.	.
One non-food service	15	17.1%	4.1%
Two non-food service	4	4.3%	2.2%
Three non-food service	1	1.4%	1.3%
Four or more non-food service	6	7.1%	2.8%
		Count	

Table A1 Agency and Program Characteristics

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
	No Funding	Half of total funding or less of total funding	More than half of total funding
Agency funding			
Government	44	31	14
Individuals	4	58	26
Corporations	48	30	.
Foundations	53	28	.
Religious institutions	33	47	3
Client fees	67	11	4
Other	44	24	6
	Count	Percent	Margin of Error(+/-)
Agency Reductions in the past 12 Months			
Experienced Cutbacks			
Cut hours of operation	13	14.3%	3.8%
Lay off staff	10	11.3%	3.4%
Limit the area served	11	12.7%	3.6%
Program Reliance on Food Bank			
Major effect	84	69.8%	7.8%
Minor effect	26	21.9%	7.0%
No effect at all	10	8.3%	4.7%
Total	121	100.0%	.
Agencies reporting challenges associated with continuing to provide services, among agencies that reported reductions during the past 12 months			
Not enough money	18	19.7%	4.3%
Not enough food supplies	16	18.3%	4.1%
Not enough paid staff or personnel	14	15.5%	3.9%
Not enough volunteers	14	15.5%	3.9%
Not enough money for transportation	11	12.7%	3.6%
Building or location problems	8	8.5%	3.0%
Not enough leadership	6	7.0%	2.7%
Not enough community support	11	12.7%	3.6%
Community doesn't need this program	3	2.8%	1.8%

Table A2. Client Counts

	Weekly		Monthly		Annually	
	Duplicated counts	Unduplicated counts	Duplicated counts	Unduplicated counts	Duplicated counts	Unduplicated counts
Total number of individual clients, all programs	9,937 (+/-1,039)	7,571 (+/-901)	43,180 (+/-4,514)	22,565 (+/-2,631)	518,156 (+/-54,172)	60,439 (+/-7,122)
Total number of client households, all programs	4,463 (+/-624)	3,202 (+/-378)	19,392 (+/-2,712)	8,891 (+/-712)	232,704 (+/-32,541)	23,425 (+/-1,626)
Total number of individual clients by meal and grocery programs						
Meal programs	3,342 (+/-551)	1,941 (+/-262)	14,521 (+/-2,392)	5,378 (+/-1,756)	174,248 (+/-28,710)	9,870 (+/-3,220)
Grocery Programs	6,596 (+/-881)	6,103 (+/-890)	28,659 (+/-3,828)	20,286 (+/-2,481)	343,909 (+/-45,939)	56,467 (+/-6,921)
Total number of individual clients by selected program subtypes (not mutually exclusive)						
Pantries	6,125 (+/-875)	5,564 (+/-864)	26,614 (+/-3,801)	18,524 (+/-2,441)	319,365 (+/-45,606)	51,548 (+/-6,811)
Kitchens	1,343 (+/-506)	655 (+/-37)	5,836 (+/-2,197)	183 (+/-101)	70,036 (+/-26,361)	333 (+/-184)
Shelters	244 (+/-0)	73 (+/-91)	1,059 (+/-0)	278 (+/-429)	12,705 (+/-0)	532 (+/-820)
Senior	2,064 (+/-241)	1,240 (+/-235)	8,969 (+/-1,046)	3,453 (+/-866)	107,629 (+/-12,546)	7,801 (+/-1,885)
Mobile	++	++	++	++	++	++

Table A2 Client Counts

Characteristic	Clients	Client Margin of Error (+/-)	Households	Household Margin of Error (+/-)
Average Monthly Count				
Number served (Unduplicated by month)				
January	51,168	19,866	12,651	5,581
February	49,536	19,973	11,850	5,274
March	52,583	21,134	12,145	5,618
April	54,538	22,221	13,759	6,554
May	54,039	22,322	13,124	6,667
June	51,709	21,586	13,449	7,185
July	52,041	22,268	14,100	7,622
August	56,625	24,528	14,935	8,392
September	49,955	21,135	14,110	7,818
October	47,039	18,216	10,033	2,166
November	50,698	19,248	10,645	2,376
December	47,155	17,796	10,313	2,163

Table A3 Characteristics of Clients and their Households

Characteristic	Count	Estimate	Percentage Margin of Error (+/-)
Household Age	.	.	.
0-5	4,463	7.7%	1.9%
6-17	11,952	20.5%	4.2%
18-29	6,828	11.7%	3.2%
30-49	14,077	24.1%	4.5%
50-59	12,895	22.1%	7.2%
60-64	1,379	2.4%	1.2%
65 or older	6,713	11.5%	5.5%
Client Race/Ethnicity	.	.	.
White Non-Hispanic	53,615	88.9%	5.2%
Black Non-Hispanic	4,709	7.8%	4.8%
Hispanic	2,428	4.0%	3.8%
Other	2,355	3.9%	1.4%
Household Size	.	.	.
1 member	3,397	38.5%	15.0%
2 to 3 members	3,143	35.7%	14.1%
4 to 6 members	1,944	22.1%	4.0%
More than 6 members	330	3.7%	2.7%
Total	8,814	100.0%	.
Primary Language Spoken By Adults at Home	.	.	.
English	8,853	99.6%	0.4%
Other	210	2.4%	2.6%
Housing	.	.	.
Temporary housing	274	3.1%	4.8%
Non-temporary housing	8,617	96.9%	3.1%
Total	8,891	100.0%	.
Non temporary housing: type of Dwelling	.	.	.
House or townhouse	4,737	55.0%	9.7%
Apartment or rented room in a rooming or boardinghouse	2,629	30.5%	5.1%
Mobile home or house trailer	1,251	14.5%	7.0%
Other	++	++	++
Total	8,617	100.0%	.
Households without access to stove, microwave or hot plate	159	1.8%	1.6%
Households without access to refrigeration	197	2.3%	1.9%
Housing payment arrangements(non-temporary housing)	.	.	.
Own with Mortgage	1,343	16.1%	10.3%
Own free and clear	1,559	18.7%	7.8%

Table A3 Characteristics of Clients and their Households

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
Rent or Lease	4,313	51.6%	14.9%
Do not have to pay rent	1,144	13.7%	10.9%
Respondents lived at least two places in the past 12 months	1,943	21.9%	11.1%
Respondents started living with another person or family	1,813	20.7%	11.1%
Respondents experienced foreclosure or eviction in the past five years	758	8.5%	3.9%
	.	.	.
Education	.	.	.
Household Highest Education Level	.	.	.
Less than high school	8,879	21.7%	5.1%
High school diploma	15,006	36.8%	11.5%
General equivalency diploma or GED	5,620	13.8%	6.5%
Business, trade, or technical license, certificate, or degree beyond high school	4,084	10.0%	6.5%
Some college beyond high school or a 2-year college degree	4,808	11.8%	3.4%
Four-year college degree or higher	2,427	5.9%	3.1%
	.	.	.
Client Education level	.	.	.
Less than high school	3,195	15.4%	6.4%
High school diploma	5,752	27.7%	8.0%
General equivalency diploma or GED	2,604	12.5%	6.8%
Business, trade, or technical license, certificate, or degree beyond high school	3,016	14.5%	8.0%
Some college beyond high school or a 2-year college degree	4,992	24.1%	7.9%
Four-year college degree or higher	1,195	5.8%	3.4%
Total	20,756	100.0%	.
	.	.	.
Military Service	.	.	.
Service of any household member	.	.	.
Ever served	2,102	24.0%	12.0%
Currently serving	++	++	++
	.	.	.
Household Employment of the person who worked the most in the past 12 months	.	.	.
Work Status	.	.	.
Worked for pay in the last 4 weeks	1,501	.	.
Worked for pay in the last 12 months	1,235	.	.
Out of Work	235	.	.
Looking for Work	121	.	.
	.	.	.
Hours worked per week, among persons who worked the most in the household	.	.	.
1-10 hours per week	258	14.9%	10.4%
11-20 hours per week	103	6.0%	5.4%
21-30 hours per week	100	5.8%	5.6%
31-40 hours per week	896	52.0%	14.8%
Over 40 hours per week	367	21.3%	13.6%

Table A3 Characteristics of Clients and their Households

Characteristic	Count	Estimate	Percentage Margin of Error (+/-)
Time out of work, among households where previously most employed person now out of work	.	.	.
Less than 1 month	++	++	++
1-6 months	151	64.4%	30.5%
7-12 months	++	++	++
More than 1 year	++	++	++
Reasons for not looking for work, among those out of the workforce	.	.	.
Retired	++	++	++
Disabled/poor health; caretaker for another person	++	++	++
Other	++	++	++
Total	133	100.0%	.
Potential Barriers and Bridges to Employment	.	.	.
Respondent responsible for grandchildren in household	748	9.0%	2.9%
Household member(s) released from prison in the past 12 months	178	2.0%	2.4%
Adult full-time student(s)	1,923	4.7%	3.3%
Adult part-time student(s)	++	++	++
Health, Health Insurance, and Medical Bills	.	.	.
Health status of respondent	.	.	.
Excellent	565	6.5%	5.3%
Very good	1,950	22.5%	4.9%
Good	2,253	26.0%	11.0%
Fair	2,270	26.2%	5.3%
Poor	1,627	18.8%	11.0%
Total	8,664	100.0%	.
Household member in poor health	2,087	24.8%	12.1%
Household member with diabetes	2,486	30.0%	10.3%
Household member with high blood pressure	4,535	53.6%	18.6%
Household: no health insurance	2,362	26.8%	8.0%
Household with unpaid medical bills	4,225	49.0%	8.5%
Income	.	.	.
Household Annual Income	.	.	.
More than \$30,000	727	10.6%	5.1%
\$20,001 - \$30,000	845	12.4%	6.3%
\$10,001 - \$20,000	1,594	23.3%	7.6%
\$10,000 or under	3,364	49.2%	14.1%
\$0	308	4.5%	3.0%
Total	6,838	100.0%	.
Household Annual Income as % of Poverty Level	.	.	.

Table A3 Characteristics of Clients and their Households

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
186% or higher	675	10.0%	4.7%
151%-185%	517	7.6%	4.4%
131%-150%	328	4.9%	3.3%
101%-130%	397	5.9%	2.8%
76%-100%	1,181	17.5%	5.2%
51%-75%	1,416	21.0%	13.1%
1%-50%	1,940	28.7%	11.8%
0% (no income)	308	4.5%	3.1%
Total	6,761	100.0%	.
Household Monthly Income	.	.	.
More than \$3,000	811	10.1%	4.3%
\$2,001 - \$3,000	996	12.4%	4.6%
\$1,001 - \$2,000	1,849	23.0%	6.9%
\$1,000 or under	3,829	47.6%	9.6%
\$0	562	7.0%	4.0%
Total	8,046	100.0%	.
Households living in poverty	4,844	71.7%	9.1%

Table A4 Clients Use of Food Assistance

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
	++	++	++
Food Security	.	.	.
Food secure	2,022	23.0%	6.7%
Food insecure	6,781	77.0%	6.7%
	.	.	.
Spending Tradeoffs	.	.	.
Choose between paying for food and paying for other expenses (ever in the past 12 months)	.	.	.
Medicine/medical care	5,407	62.5%	11.6%
Utilities	4,517	55.9%	8.0%
Housing	3,649	42.7%	20.6%
Transportation	5,306	62.0%	15.6%
Education	++	++	++
	.	.	.
Choice of food versus medical care	.	.	.
Every month	2,481	28.7%	9.3%
Sometimes	2,926	33.8%	5.4%
Never	3,245	37.5%	11.6%
	.	.	.
Choice of food versus utilities	.	.	.
Every month	1,922	23.8%	8.2%
Sometimes	2,595	32.1%	6.7%
Never	3,561	44.1%	8.0%
	.	.	.
Choice of food versus housing	.	.	.
Every month	895	10.5%	3.6%
Sometimes	2,754	32.2%	20.3%
Never	4,901	57.3%	20.6%
	.	.	.
Choice of food versus transportation	.	.	.
Every month	1,793	20.9%	6.8%
Sometimes	3,514	41.0%	15.5%
Never	3,255	38.0%	15.6%
	.	.	.
Choice of food versus education	.	.	.
Every month	862	10.1%	2.9%
Sometimes	698	8.2%	4.0%
Never	6,970	81.7%	4.9%
	.	.	.
SNAP Participation	.	.	.
Household participation in SNAP	5,786	66.2%	7.0%
	.	.	.
Time to exhaustion of benefits for households receiving SNAP	.	.	.
1 Week or less	1,355	24.0%	10.8%

Table A4 Clients Use of Food Assistance

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
2 Weeks	1,476	26.1%	15.1%
3 Weeks	2,191	38.8%	5.1%
4 Weeks	557	9.9%	5.5%
More than 4 Weeks	++	++	++
Total	5,650	100.0%	.
Whether or not client households have applied for SNAP, among those not currently receiving SNAP benefits	.	.	.
Never Applied	1,173	39.8%	14.1%
Have Applied	1,705	57.8%	13.9%
Potential SNAP income eligibility among client households not receiving SNAP	.	.	.
Not income-eligible	1,528	56.0%	13.8%
Potentially income-eligible	++	++	++
At 130% threshold	1,202	44.0%	13.8%
At higher broad-based categorical eligibility(BBCE) threshold	6,805	79.5%	6.7%
Reasons for not Applying SNAP, among households that have never applied	.	.	.
Didn't think eligible	577	48.0%	23.7%
Personal reasons	395	32.8%	28.3%
Too difficult to apply	++	++	++
Never Heard of Program	++	++	++
Other	232	19.3%	16.9%
Other Program Participation	.	.	.
Household participation in programs targeted at school-aged children(ages 5-18)	.	.	.
Free or reduced-price school lunch programs	1,255	91.6%	8.4%
Free or reduced-price school breakfast programs	778	56.8%	17.2%
Afterschool snack or meal programs	++	++	++
BackPack weekend food programs	358	26.1%	15.8%
Special Supplemental Nutrition Program for Women, Infants and Children (WIC)	709	8.1%	3.3%
Households participating in at least one child nutrition program	.	.	.
One program	4,710	53.0%	6.1%
Two or more programs	1,734	19.5%	5.9%
Strategies for Food Assistance	.	.	.
I usually wait to come to this program until I run out of food	2,728	34.6%	12.3%
I plan to get food here on a regular basis	5,150	65.4%	12.3%
Total	7,879	100.0%	.

Table A4 Clients Use of Food Assistance

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
Feeding America Program			
Top three products desired by client but not receiving at program	++	++	++
Fresh fruits and vegetables	4,633	55.2%	15.0%
Protein food items like meats	3,716	44.3%	6.3%
Dairy products such as milk, cheese or yogurt	3,591	42.8%	8.9%
	++	++	++
Coping Strategies			
Types of household coping strategies used in the past 12 months	.	.	.
Purchasing inexpensive, unhealthy food	6,805	79.5%	6.7%
Receiving help from family or friends	3,679	42.4%	6.5%
Watering down food or drinks	2,704	31.5%	16.7%
Selling or pawning personal property	3,021	35.0%	7.8%
Eating food past expiration date	4,564	52.5%	6.0%
Purchasing food in dented or damaged packages	4,763	55.6%	11.1%
Growing food in garden	2,443	29.9%	8.0%
	.	.	.
Number of household coping strategies used	.	.	.
None	616	7.0%	6.3%
1	1,956	22.2%	10.5%
2	1,115	12.7%	3.1%
3 or more	5,115	58.1%	10.7%