What motivates volunteers to come in and volunteer

* People connect deeply with our cause
* Long standing history as a reputable organization in the community and they connect with that and see that and want to engage with our work bc of that
* Great volunteer support team that keeps volunteers engaged and have a positive experience
* Able to host large groups

Signing up for volunteering:

* Website
* Volunteerhub - platform where organization posts their volunteer opportunities

What do you think the age group is that most commonly seeks help from the organization

* Largest demographic of facing food insecurity is children
* Within children, working families - 2nd
* School distributions, community center distributions, partner agencies serve
* Seniors are 3rd largest group

Has the pandemic changed this demographic

* No shift, just larger numbers
* Efforts have increased by 65% due to pandemic to help serve these increased numbers

Can you elaborate on what ACFB does to promote healthy nutrition in underserved communities? We noticed some initiatives like the “Learning Kitchen” exist, but how accessible are these initiatives?

* Work to connect families with nutritious food to lead a happy active life
* 65% of inventory is healthy nutritious food
* Large mobile distributions of healthy fresh produce

What percentage of their clients have access to internet

* Rural areas dont have equal access to internet
* Scope of area where ACFB serve: metro atlanta and a lot of north GA as well
* Do not track this data specifically
* For rural populations: transportation is problem
  + Barrier to access of information and services - no internet
  + We continuously advocate for equal access to these crucial resources with our local and national policy makers

How did a majority of clients hear about ACFB

* In need of food services go to one of 700 partner agencies
* Partner agencies independently operated after school programs food pantries community kitchens, shelters
* Fufillment, or distribution center
  + Job is to gather and safely store the food that they purchase and receive through donations, farmers, food drives, government programs, food vendors.
* Most hear about it in their community through word of mouth - largest most powerful
* New text for help system, individuals go to website enter zipcode and will have a list of agencies near them with operating hours and contact info, text for help: text findfood to 888-976-2232 phone number to receive a reply to enter zip code and give you 3 closest agencies with contact info

The first interview conducted was the class interview with ACFB representative Luisa Fortin. Fortin is an education and outreach specialist for ACFB. A semi-structured interview format was conducted where a formalized list of questions were asked, but additional follow-up questions to elaborate more on a certain topic were also given to create a fluid discussion. Fortin provided many insights on the goals of ACFB, volunteers, and the populations seeking help from the ACFB. One main takeaway from this interview is the largest demographic facing food insecurity is children. After children, the 2nd largest demographic is working families, and the 3rd largest demographic is the elderly. This takeaway gave us insight into why a large population of ACFB users could potentially have trouble getting access to food. Fortin listed barriers that children, the largest demographic group facing food insecurity, are facing when trying to get access to food, including transportation and resources. Another takeaway from this interview is that there are many barriers of obtaining food for rural communities. Fortin mentions that a major barrier is transportation and internet for the rural communities. According to Fortin, rural areas do not have equal access to the internet, making it a barrier to access information and services. Due to the lack of transportation in rural areas compared to urban areas, a lack of transportation is a major barrier for ACFB users living in rural areas. Overall, Fortin provided us with a lot of information that was very useful to connect with our problem space.