



Winslow **C**ommunity **C**upboard **S**urvey

Colby College Fall 2023

Main Questions We Will Answer

- Why do individuals seek food support from WCC?
- Who are the beneficiaries of this support?
- Why choose WCC over other food pantries?
- What changes to WCC are most requested?

Outline

- General Questions
- Trailer
- Delivery
- Inactive
- Children Under 2
- Demographics
- Questions

Methods

Target Group: Current and former clients of the food pantry/trailer

Client Categories: Active, Inactive, Trailer Service, Delivery Service

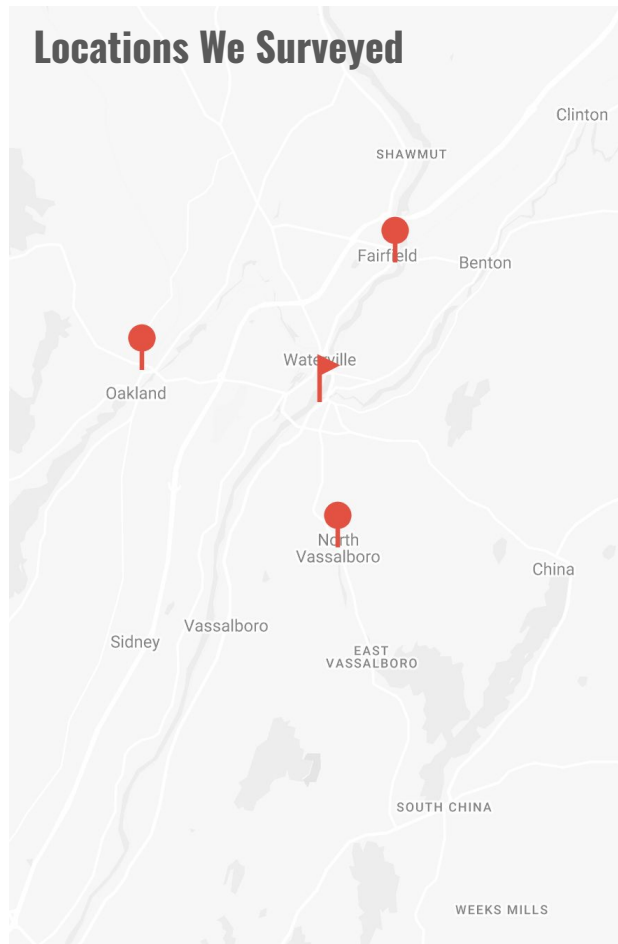
Methodology:

- Surveyed all client categories in October and November 2023
- Visited trailer service sites in Vassalboro, Oakland, Fairfield
- Conducted paper-based survey with easy-to-answer questions

Survey Approach:

- Responses: Active (113), Trailer (145), Delivery (16), Inactive (14)
- Incentivized with optional entry into a \$20 Visa gift card raffle
- Emphasized that participation was voluntary and would not impact service

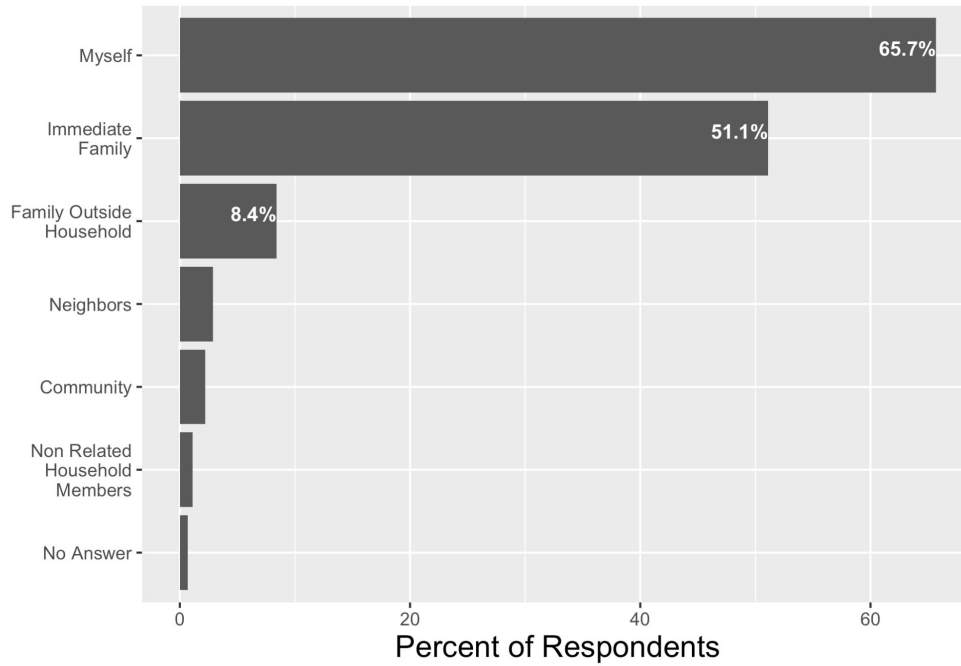
Locations We Surveyed



General Questions

Food Beneficiaries

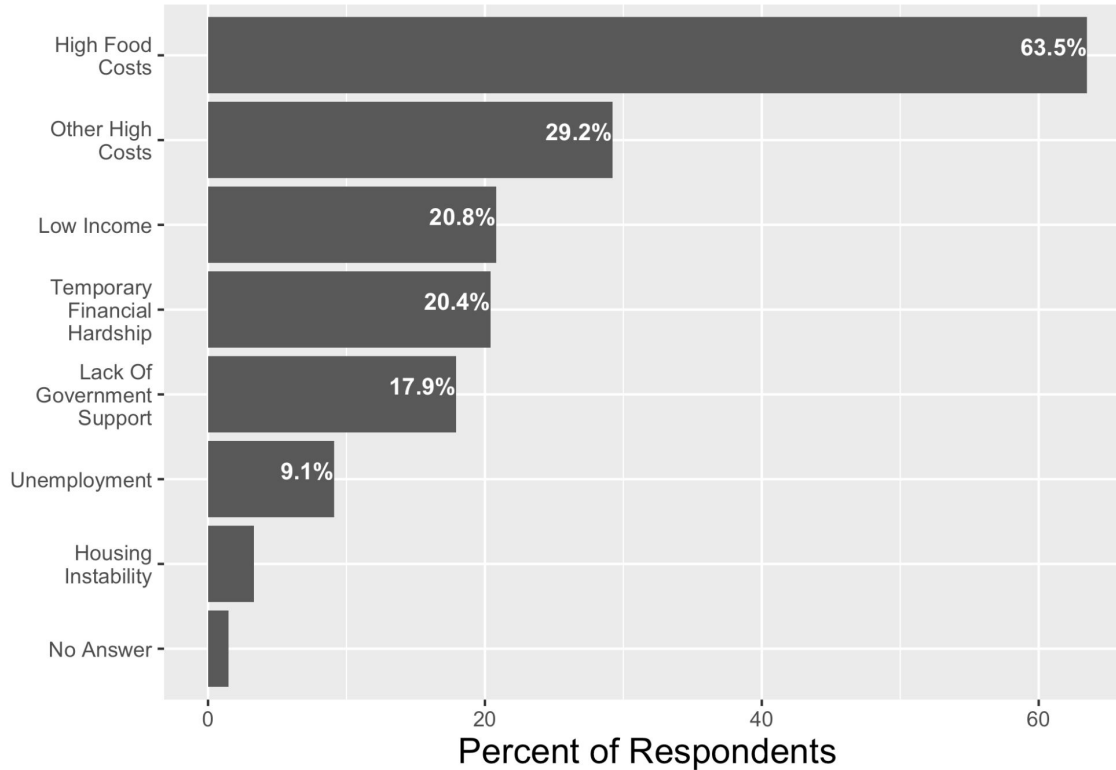
Who Are you Picking Food Up For?



Key Takeaways

- Most WCC clients are picking up food for themselves and their immediate family

Primary Reason For Using WCC's Services



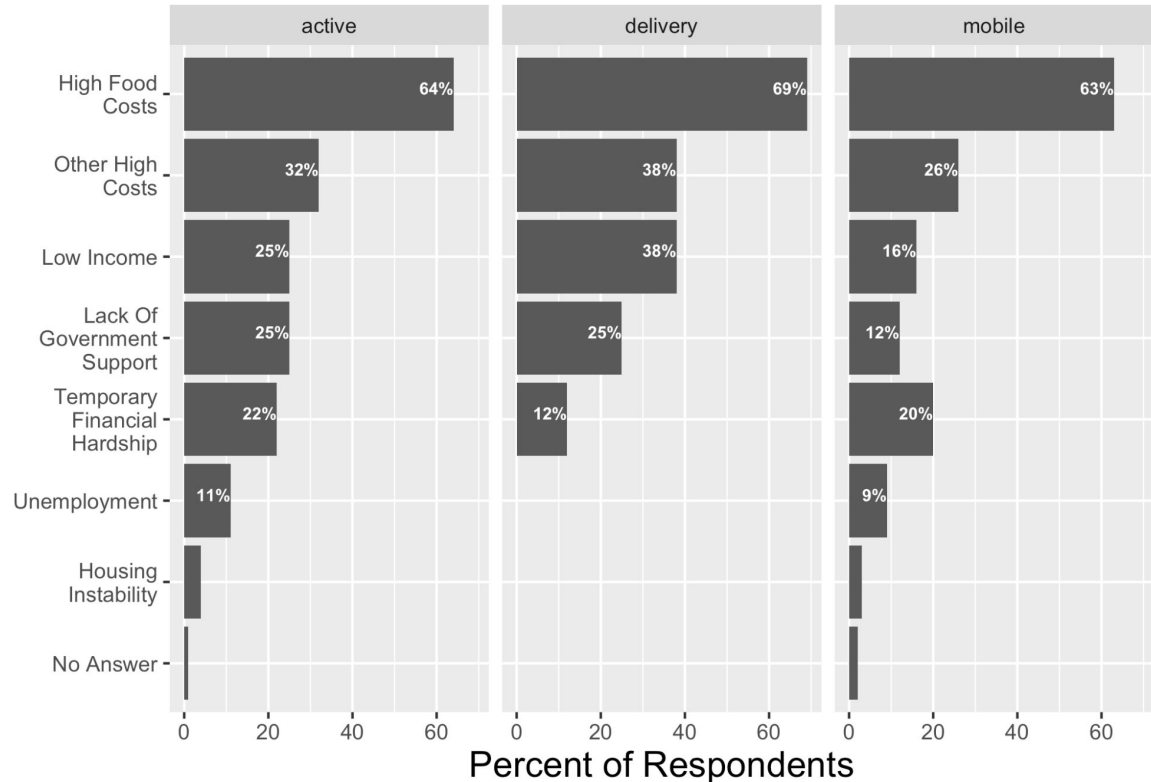
Key Takeaways

- High food costs are the primary reason people use the pantry
- Unemployment isn't a common cause

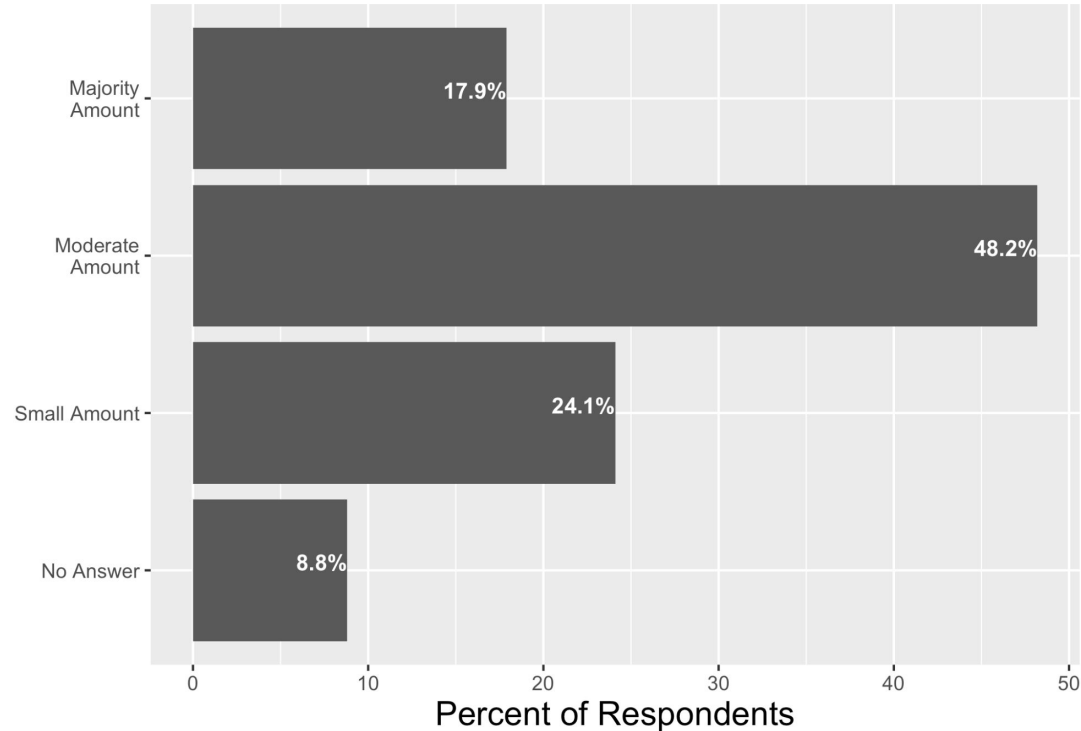
Primary Reason For Using WCC's Services

Key Takeaways

- Mobile pantry clients are less likely to report low income and lack of government support



WCC's Contribution to Food Needs



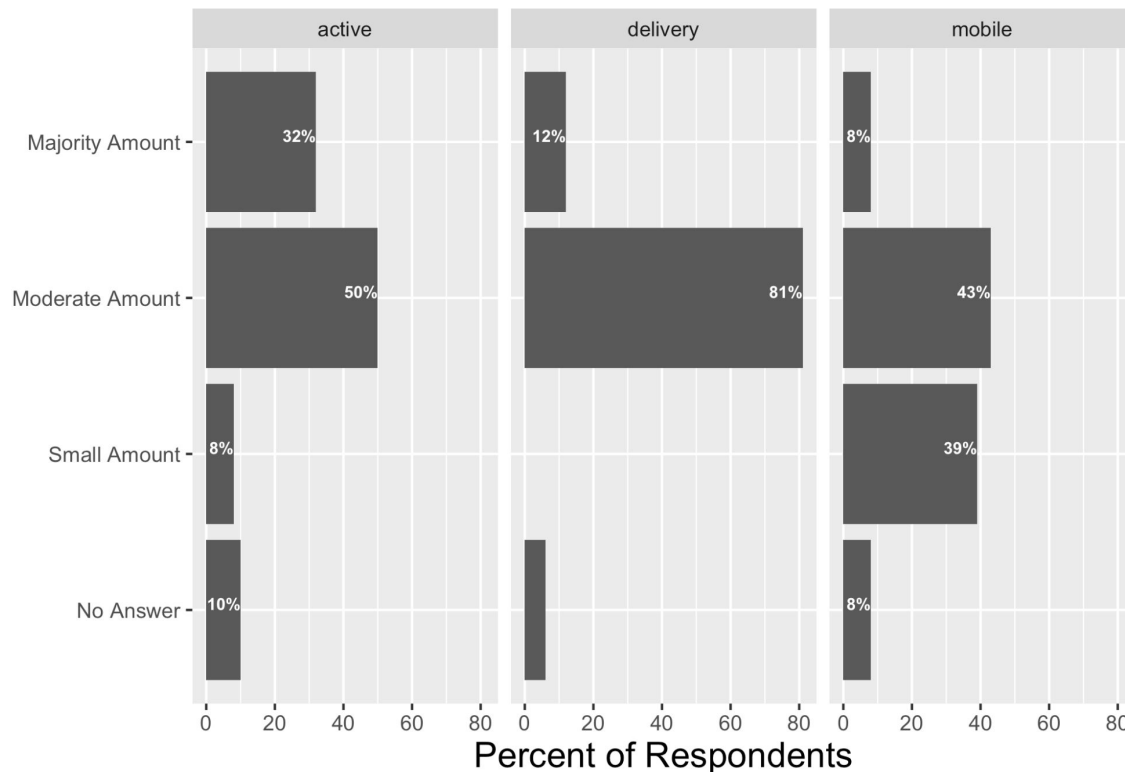
Key Takeaways

- The largest majority of people depend on the WCC for a moderate amount of their food

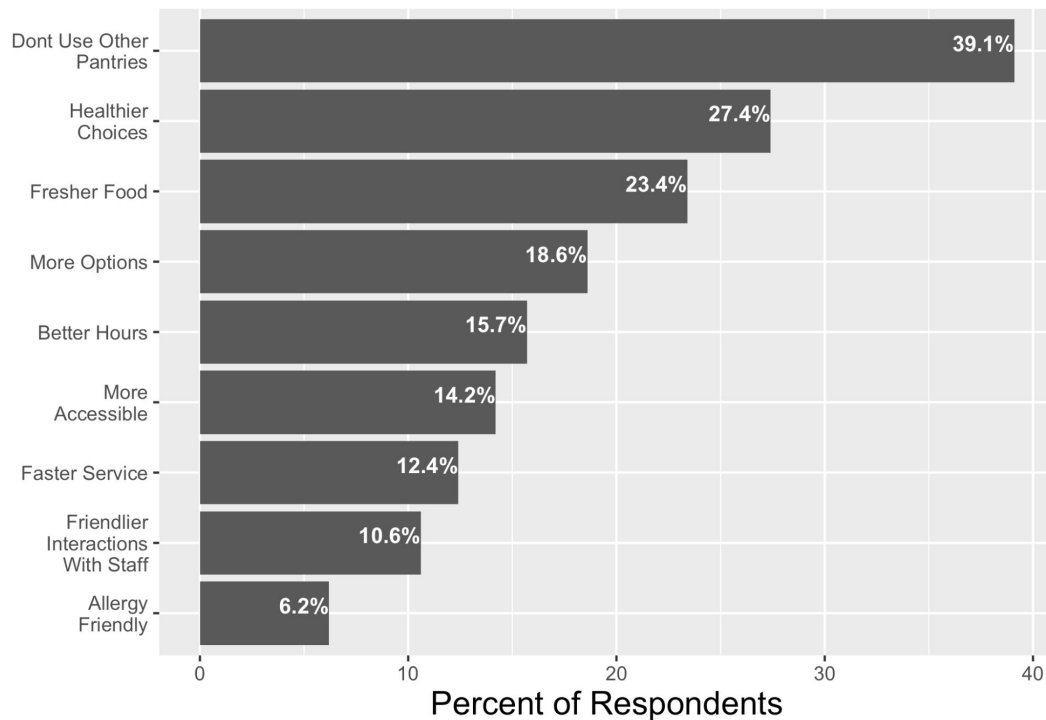
WCC's Contribution to Food Needs

Key Takeaways

- Mobile pantry users appear to depend on the WCC for a lower percentage of their food than the other sites
- Likely explanations: either mobile site users are less dependent on assistance (more information later) or due to fewer hours of operation at the mobile sites



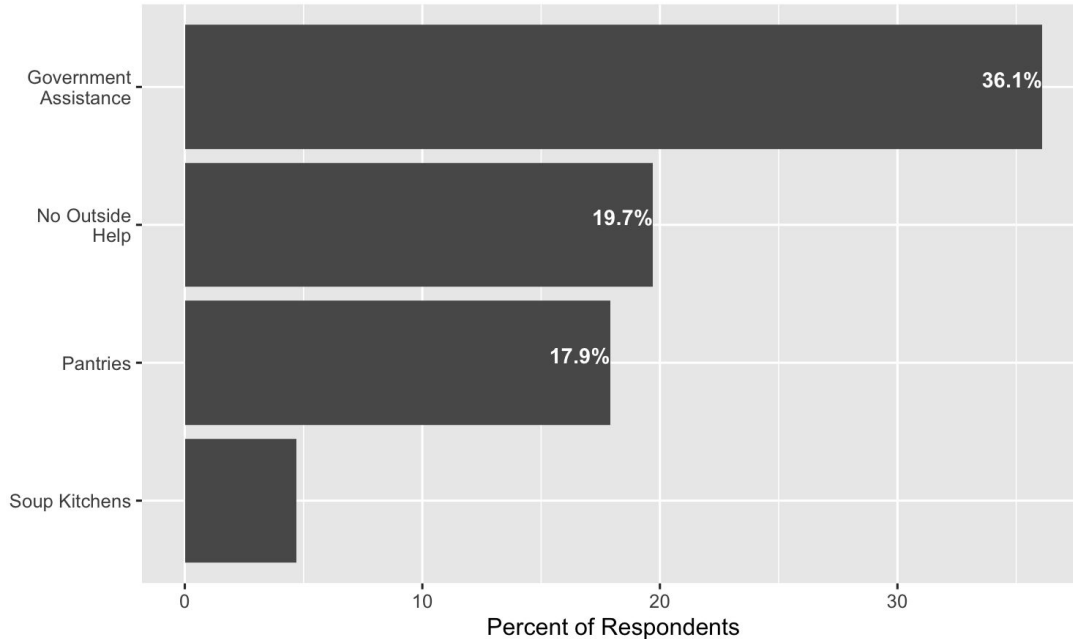
Why Choose WCC Over Other Pantries



Key Takeaways

- Many clients indicated that they appreciate the healthy and fresh options
- A large percentage of clients reported that WCC is the only pantry they visit

Other Food Assistance Programs Used



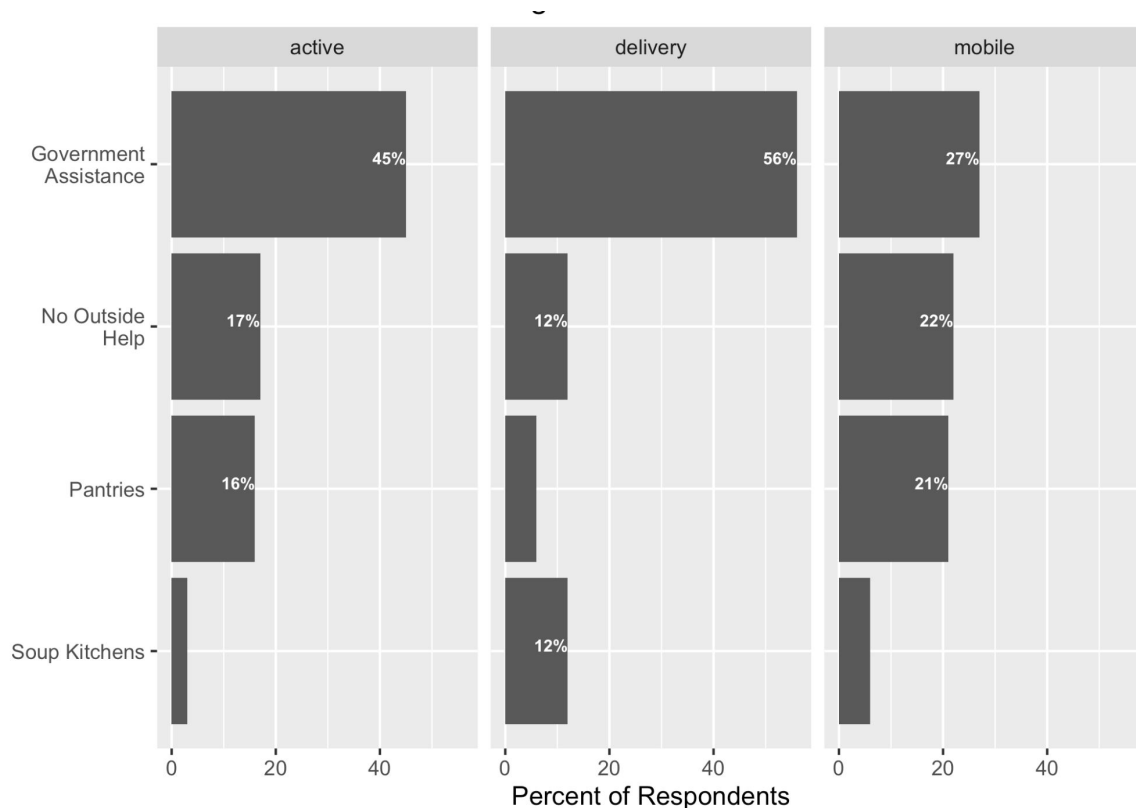
Key Takeaways

- Many clients use government assistance and other food pantries to meet food needs
- Roughly 1 in 5 respondents rely solely on the WCC

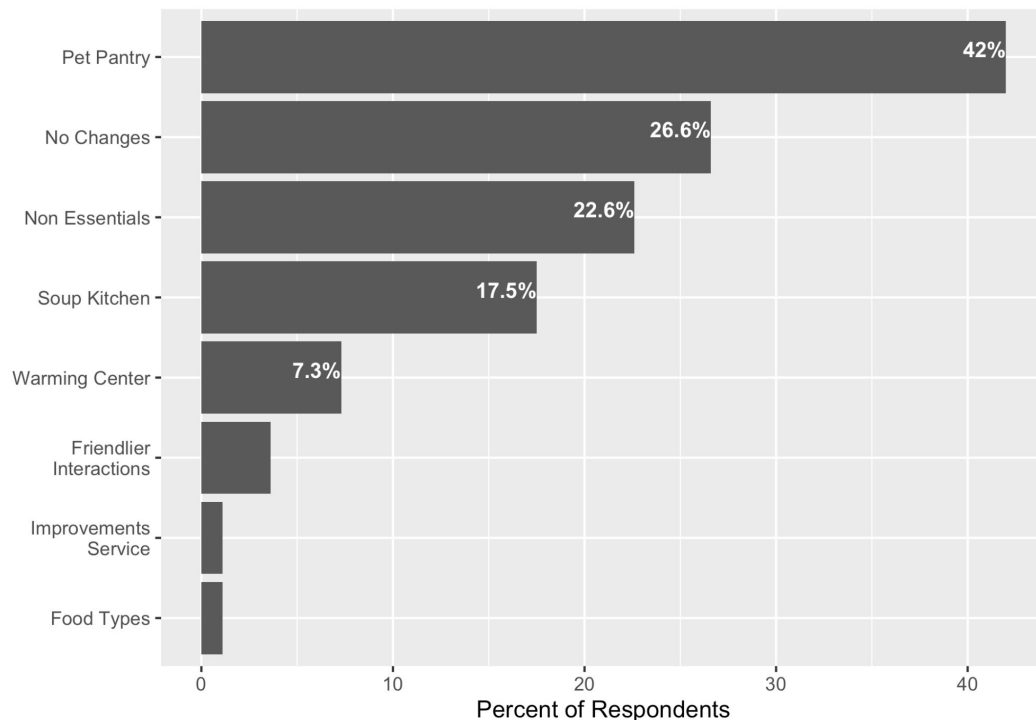
Other Food Assistance Programs Used

Key Takeaways

- Mobile pantry clients are less dependent on government assistance
- Possibly explains why higher percentage of mobile clients frequent other pantries



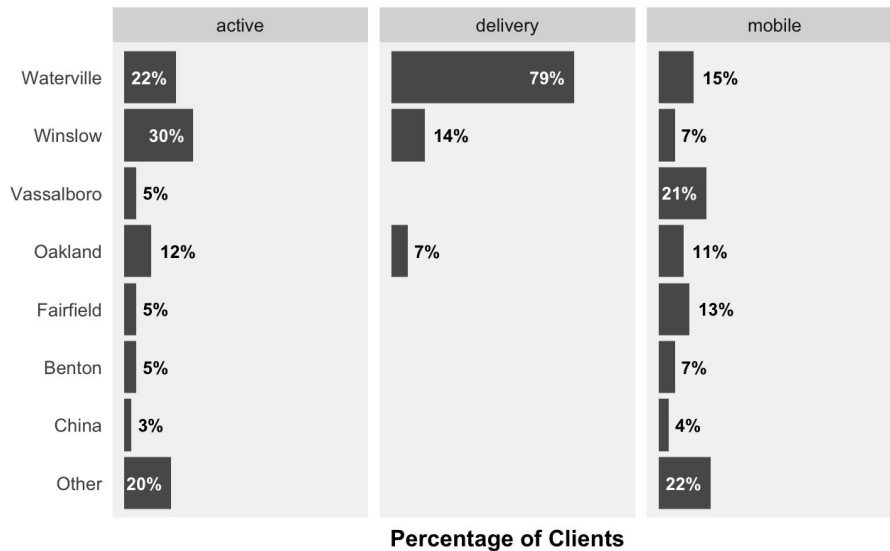
What Changes Would you Like



Key Takeaways

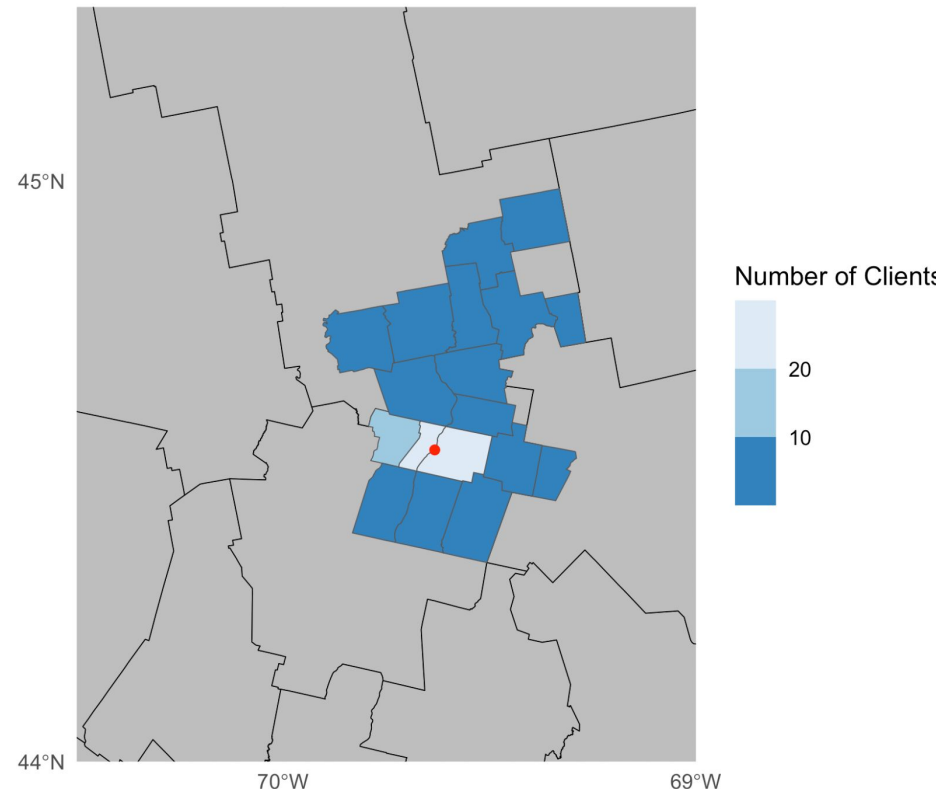
- Respondents are especially passionate about a pet pantry
- Very few respondents had issues with internal improvements of the WCC

Town Demographics



Other towns listed: Benton, China, Augusta, Canaan, Sidney, Belgrade, Clinton, Pittsfield, Albion, Gardiner, Norridgewock, Rome

Map of Active Client Locations



Trailer Specific Questions

Food Suggestions

<i>More Types of Food or Specific Items?</i>	<i>%</i>
Meat	24
Fruits	16
Milk	12
Vegetables	12

Key Finding: High Demand for Meat in Food Pantries

Observation: 24% of trailer food pantry attendees specifically request more meat

Insight: Meat is either not provided sufficiently or in large quantities at the pantries

Other Suggestions

Proteins
Dry Beans
Cereals
Pasta
Gelato

Do you visit multiple WCC sites?

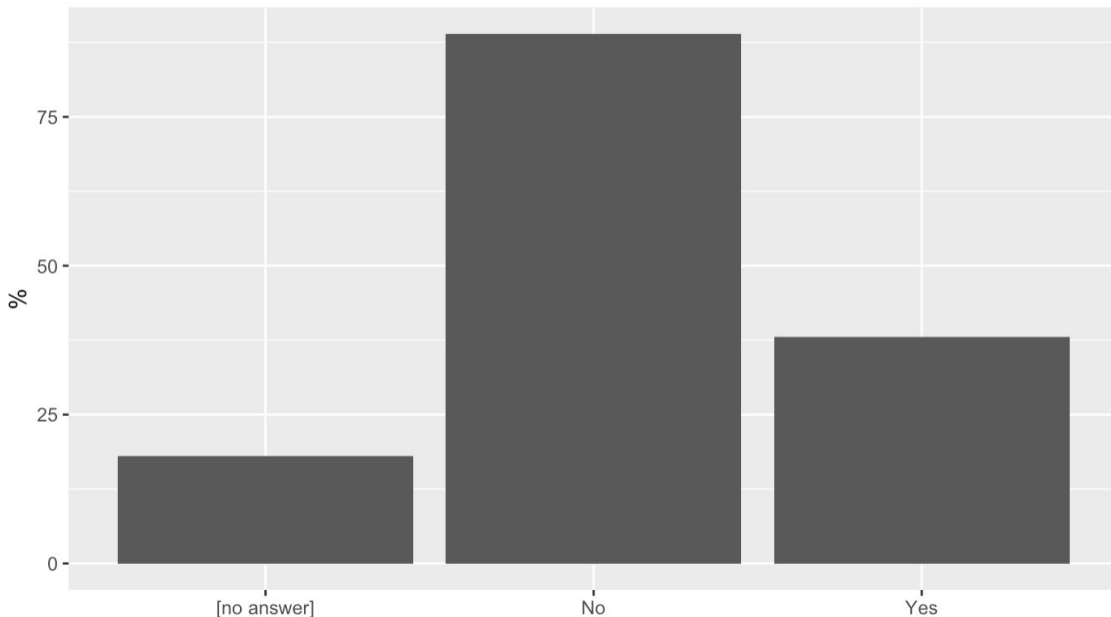
Key Takeaways

Key Observation: Proximity influences pantry choice

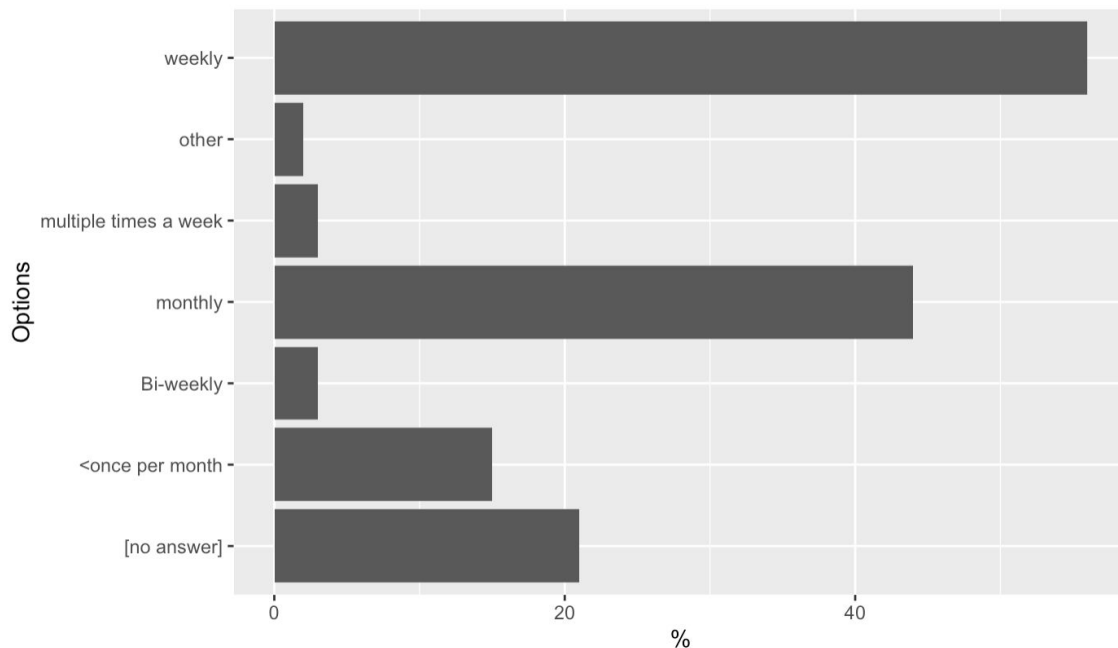
Preference: People primarily visit the nearest pantry to their home or work

Reasons for Selecting Multiple Pantries (if applicable):

- Insufficient food quantity for entire family at one pantry
- Operational hours or closures at certain pantries



How often do you visit WCC mobile sites?



Key Takeaways

Top Responses:

Weekly visits
Monthly visits

Community Implication:

Consistent weekly and monthly reliance on food shelters indicates significant need.

Food Suggestions

Are there any specific reasons for your frequency of Visiting?

%

Supplemental Food Source

33

Close to Home

27

Cost of Food

1

Other Responses Provided:

Go for people who are not able to go

No food stamps

Family needs

No job

Other Suggestions

Primary Reason:

Seeking supplemental food sources

Significance:

Food pantries are crucial for providing necessary daily nutrients to those in need

Suggestions for Improvement

Key Takeaways

Scheduling:

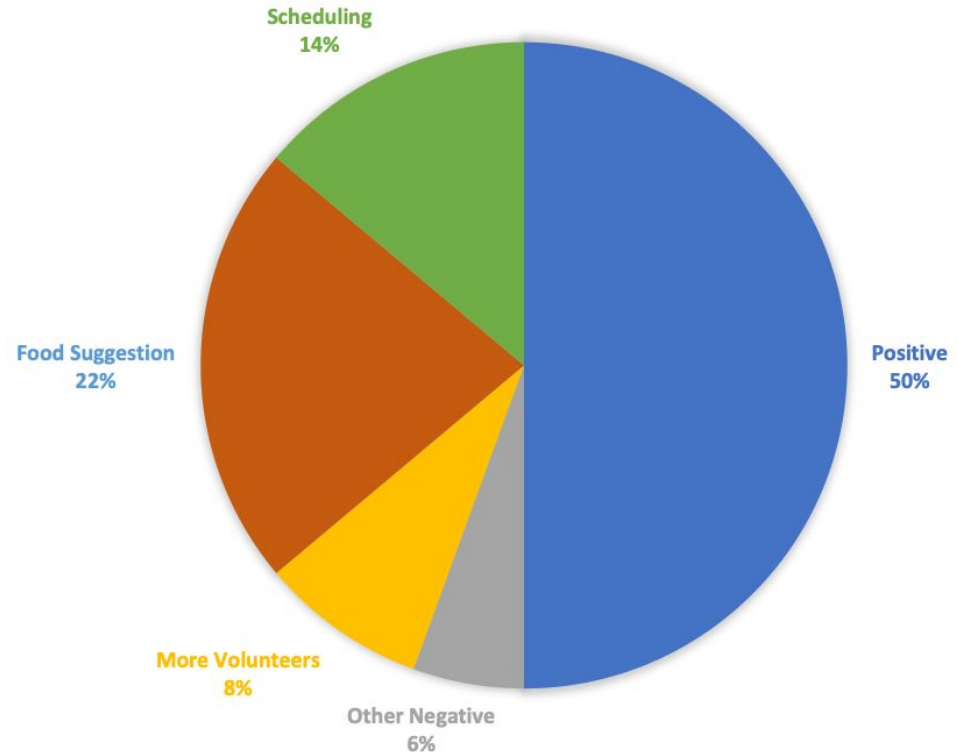
Suggested increasing: hours, cites, communication regarding scheduling

Food Suggestions:

Bread, cheese, butter, dry goods, meat, vegetables, canned goods

Notable suggestion:

"A place to bring good used clothing to give away"



Children Under 2

Throughout all of the surveys, **9** people responded that they use government programs to assist with young children's needs.

Of the 9 People:

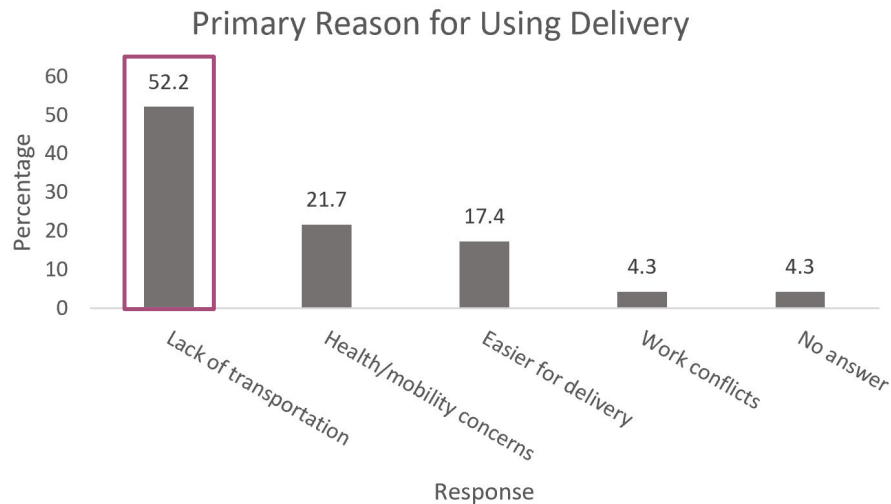
WIC is the most popular, but **SNAP** aka **food stamps** was also listed

Listed Items that would be beneficial for families with children under 2

- Wipes
- Pullups
- Tylenol
- Snack Foods
- Milk-meats

Delivery Specific Questions

Insights Into Delivery Clients



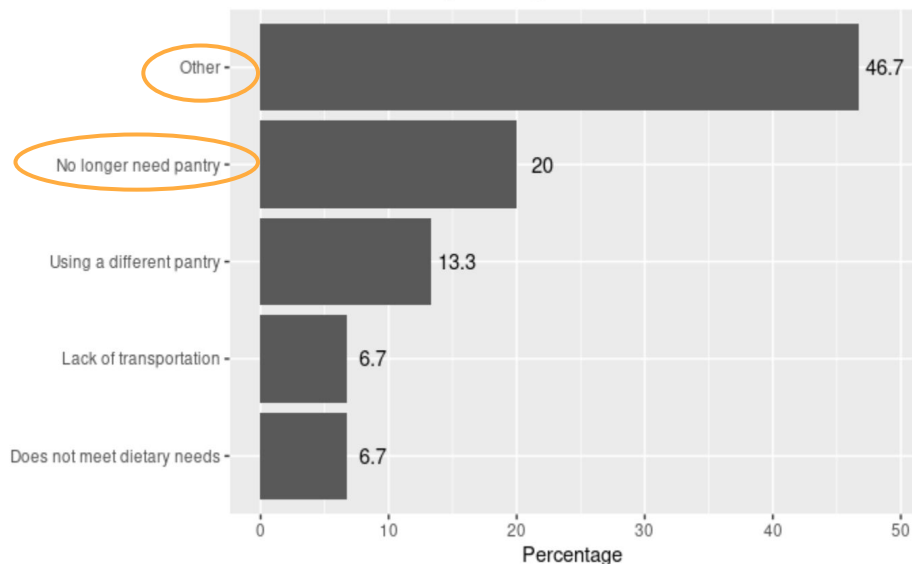
Delivery Clients: No respondents checked off...

- Childcare responsibilities
- Concerns about privacy and associated stigma when visiting in person
- Don't like to wait in line at the WCC

Inactive Specific Questions

Reasons For No Longer Using WCC

Inactive



What changes in your life led to you no longer needing food pantry services?

%

Improved financial situation	21
Found stable employment	7
Better access to community resources	0
Better access to government resources	0
Better household budgeting	14
No answer	43

Inactive Clients: Reasons for not using food pantries anymore

- Improved financial situation
- Better household budgeting

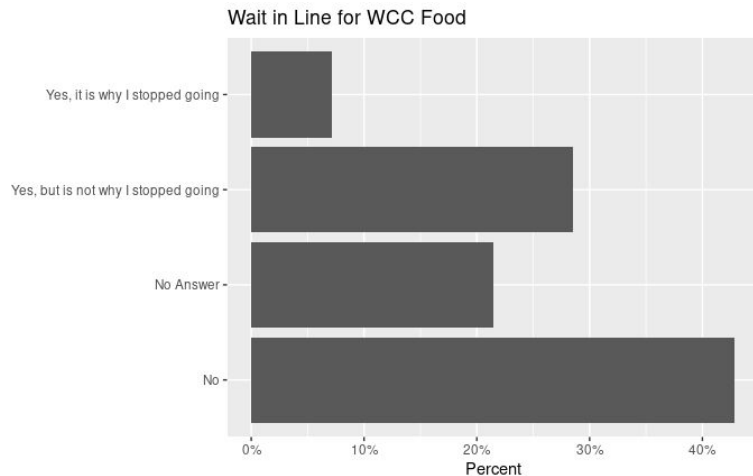
Continued Usage by Some:

- Preference for a different pantry
- Schedule conflicts with WCC
- Unaware of WCC's operating hours

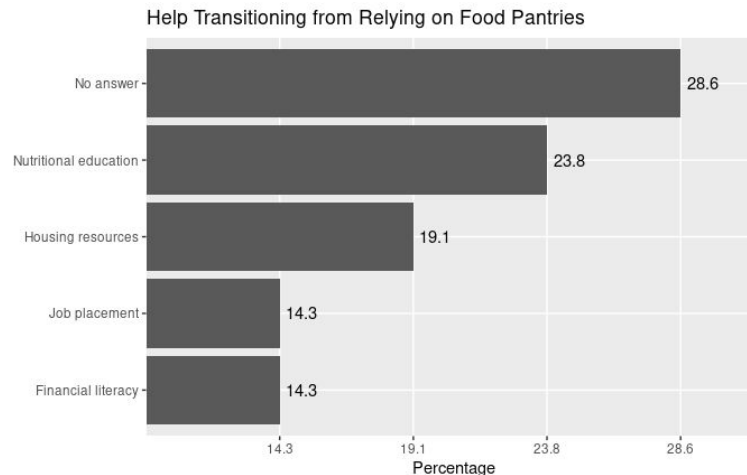
Insights Into Inactive Clients

Inactive

Have you had to wait a long time in line to get your food at WCC?



What services or assistance could WCC provide to help people transition away from relying on food pantries?



Demographics

Age x Gender			
Age.A	Female	Male	No Answer
Under 18	0.00%	0.00%	0.00%
18-24	1.11%	0.00%	0.00%
25-34	3.69%	1.11%	0.00%
35-44	9.96%	1.11%	1.48%
45-54	9.96%	1.48%	0.74%
55-64	14.76%	7.75%	0.00%
Over 65	25.09%	11.44%	2.21%
No Answer	0.00%	0.00%	8.12%

Key Takeaways

Women are more likely to fill out the survey than men.

Couples often had the female partner filling out the form

Female heads of households picked up food more in general

Not enough government support for 65+ population

Findings \ \ Questions

Key Takeaways

- People are generally very happy with the WCC's services
- If feasible, many people would appreciate a pet pantry
- Delivery: Lack of transportation is the primary reason for using delivery services
 - The majority of delivery clients use the service as often as it is offered
- Inactive: Conflicting schedule with WCC
- Trailer: High Demand for Meat

Questions?