



## Recipient Survey Analysis July 29, 2014

Boulder Food Rescue conducts a yearly recipient survey to be able to address the needs of recipient organizations and individuals and make sure the the voices of those served are heard. With the responses from the survey, Boulder Food Rescue will respond immediately to any concerns that are brought up, including rerouting food to cater to different types, quantities and schedules that the recipient organizations ask for. We are currently working to develop and deploy strategies with the goal of creating community between Boulder Food Rescue donors, recipients and volunteers. To assess or current partnerships with recipients, a few BFR coordinators developed a recipient survey used to evaluate food quantity and quality, volunteer accountability and relationships, potential interest for further partnership through workshops and events with Boulder Food Rescue and changes in healthy eating habits. The survey was distributed between the months of May and June to all of our recipient organizations. We received responses from 15 organizations who serve or redistribute the food we donate and 20 individuals who eat the food we donate. The 20 individuals all reside at low-income elderly homes.

We first surveyed recipients evaluating distributions they are currently receiving.

Of the organizations that responded:

- 40% say its the right amount of food, while 27% say they could still use more
- 73% compost what they cannot use
- **The mean amount of food used/distributed is 81%**

Of the individuals that responded:

- 30% say its the right amount while 50% say there is not enough food
- 39% compost what they cannot use, while 48% throw it in the trash
- **The mean amount of food used/distributed is 77%**

There are wide gaps between organizations that are able to use the food or not. Some still could utilize more food while others say there is too much. Depending on the organization's response, we will address the size of pick up being donated to the organization and cater to food preferences as well, to the best of our ability. The good news is that the mean amount of food used and distributed is 81% in organizations and 77% in individuals. We believe this is due to our just-in-time delivery model which allows us to take food to recipient sites within 30 minutes of picking it up from a grocery store.

Aside from the evaluation of food, we also inquired how Boulder Food Rescue volunteers interact with the organization and the community they serve. Furthermore, we asked how we can better integrate residents and clients of recipient organizations with the mission of Boulder Food Rescue to reduce food waste, malnutrition, and hunger in our community.

Of the organizations that responded:

- 86% said that BFR volunteers are timely; 100% said that BFR volunteers are respectful
- 43% say that they already do a pick up or will add a pick up from their resources
- **67% said they are interested in attending workshops on nutrition, health, cooking and food preservation**
- 60% said they are interested in facilitating one of these workshops

Of the individuals that responded:

- 19% said that BFR volunteers are timely; 100% said that BFR volunteers are respectful
- 29% said they would be willing to do a pick up, most of them by car
- **45% said they are interested in attending workshops on nutrition, health, cooking and food preservation**
- 25% said they are interested in facilitating one of these workshops

The biggest concern we need to address is the timeliness in volunteers when dropping at low-income housing units. 86% of organizations say that BFR volunteers are timely. This is likely due to the ability to receive food at many hours during the day, in the kitchen or food pantry. However, only 19% of individuals said that BFR volunteers are timely. Many of them responded that volunteers are often late or don't show up. This is often a problem for these individuals, all of whom live in low-income elderly homes, because they wait in the community room for the food. Since they are not a traditional food service, receiving the food is extra work for the residents who live there. We ask volunteers to call ahead a time, and to call when there is no food, but if volunteers forget about the shift they will not remember to call either. We will continue to stress the importance of calling the recipients at these low-income housing units so they are not waiting for the food, and only have reliable and consistent volunteers sign up for those shifts.

Another interesting finding is that many of the organizations and individuals are interested in doing their own shifts. To increase self-empowerment and community, we would love to set these recipients up as BFR volunteers and have them collect food to take back to their community. Furthermore, many of the organizations and individuals are interested in facilitating and attending workshops, specifically around nutrition and health. We will continue to build collective impact models with nutrition education organizations and help facilitate recipients attending these. We will encourage those who agreed to facilitate workshops to set them up and help promote them amongst the community.

Lastly, we inquired about how Boulder Food Rescue has made an impact on healthy eating within organizations and individuals. We asked specifically about changes in diet and access to fruits and vegetables.

Of the organizations that responded:

- 47% say that there has been a change in what they cook since BFR started donating
- **80% say they have a lot more access to fruits and vegetables since BFR started donating, or the same access as before but at a higher cost to their organization**

Of the individuals that responded:

- 53% say that there has been a change in what they cook since BFR started donating
- **89% say they have a lot more access to fruits and vegetables since BFR started donating**

The biggest finding from the nutritional impact portion of the survey is that 89% of individuals we donate to say they have a lot more access to fruits and vegetables since BFR started donating. Many of them said they could still use more. This finding is significant in that we are increasing health by increasing access to fruits and vegetables, specifically in the elderly population in Boulder.

Furthermore, 80% of organizations say they have a lot more access to fruits and vegetables. There is a wide range of people served by these organizations. Some, such as Attention Homes, a shelter for runaway and homeless youth, serve about 20-50 people a day. Others, such as the Bridge House Community Table serve around 400 people a day. Furthermore, the different organizations serve different types of people in different regions. Some are soup kitchens and day shelters while others are elementary schools and after school programs. If 80% of these organizations say they have a lot more access to fruits and vegetables and they are redistributing roughly 81% of what we donate, we can infer that we are impacting the intake of fruits and vegetables of a large array of people, including children on free and reduced lunch, low-income families, the latino population, the homeless population, the elderly and low-income individuals as well.