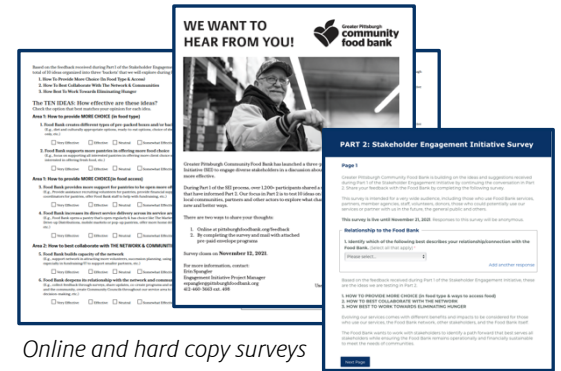


ATTACHMENT A: SEI Part 2 Survey Summary

ATTACHMENT A

Greater Pittsburgh Community Food Bank Stakeholder Engagement Initiative Part 2 Survey Summary

November 2021



Online and hard copy surveys

Introduction

Between October 19 and November 21, 2021, Greater Pittsburgh Community Food Bank hosted an online survey for its Stakeholder Engagement Initiative (SEI) Part 2 of 3. A hardcopy of the survey was also distributed at Food Bank distribution sites, partner organizations, and those who requested it by mail. The survey included the following questions:

Survey questions

1. How effective are ideas 1 and 2 in helping the Food Bank provide more choice in types of food available? Are there other ideas you would like to see the Food Bank consider?
2. How effective are ideas 3 and 4 in helping the Food Bank provide choice in ways to access food? Are there other ideas you would like to see the Food Bank consider?
3. How effective are ideas 5, 6 and 7 in helping the Food Bank collaborate with the network and communities? Are there other ideas you would like to see the Food Bank consider?
4. How effective are ideas 8, 9 and 10 in helping the Food Bank work towards eliminating hunger? Are there other ideas you would like to see the Food Bank consider?
5. Out of the 10 ideas, which 2 or 3 ideas resonate with you and best help the Food Bank be even more effective in its work and why?
6. Do you have any other advice or comments for the Food Bank?

Demographics questions

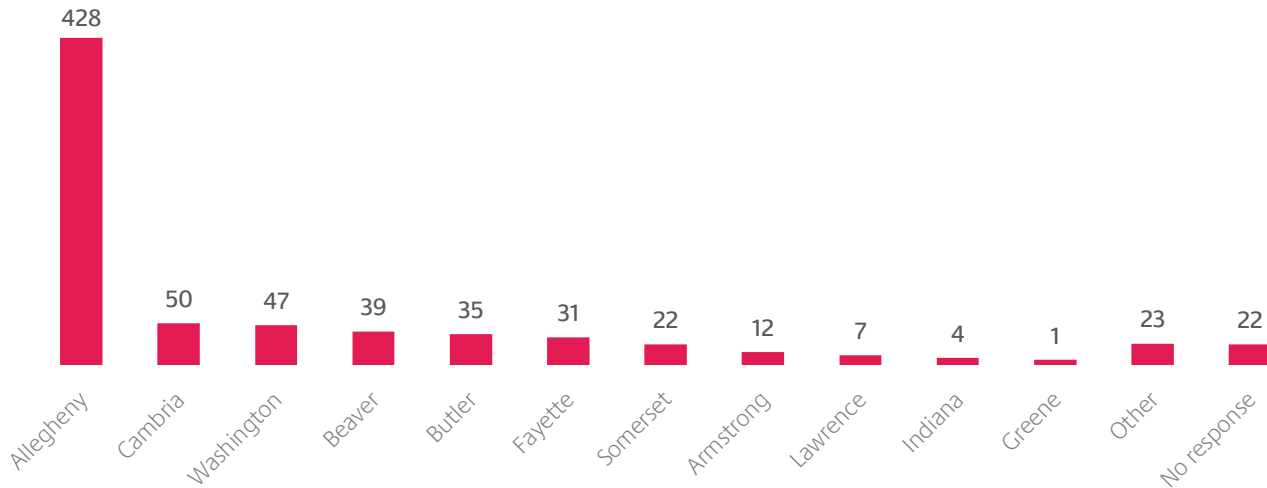
1. Identify which of the following best describes your relationship/connection with the Food Bank.
2. What county do you live in?
3. What best describes your race/ethnicity?
4. What is your gender?
5. What is your age?
6. Would you be interested in participating in a focus group to further share your thoughts and hear from others?
7. Would you like to stay informed as we continue with this Stakeholder Engagement Initiative process?

The survey collected a total of 721 responses, including 540 online responses, 147 hard copy responses, and 34 verbal responses shared at intercept surveys. This survey summary includes a breakdown of respondents' demographics, overall feedback on the ten ideas, and detailed feedback by audience groups.

Respondent demographics

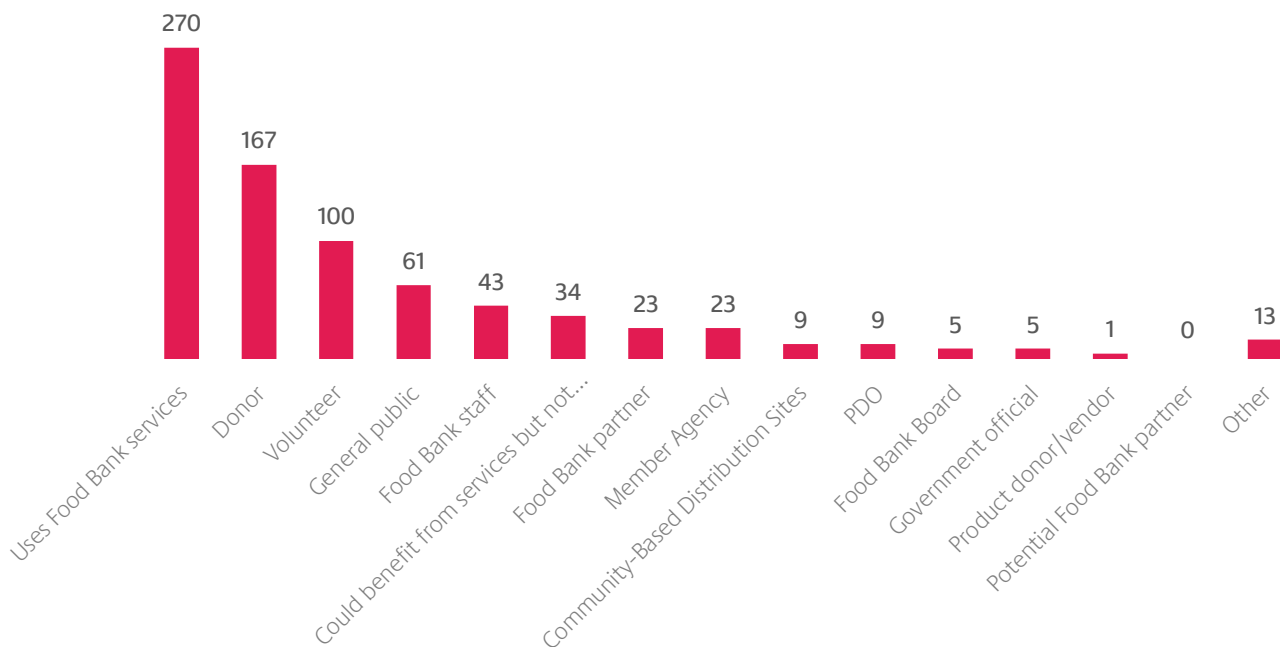
Location: 721 responses (online, hard copy, and intercept survey responses)

Majority of respondents are from Allegheny County (60%), followed by Cambria and Washington (7% each), and Beaver and Butler (5% each).



Relationship with the Food Bank: 770 responses (online, hard copy, and intercept survey responses)

Majority of respondents are people who use Food Bank services (38%), followed by Food Bank donors (23%), and Food Bank volunteers (14%). Note that the total number of responses is over 714 because respondents were able to select all relationship options that applied to them.



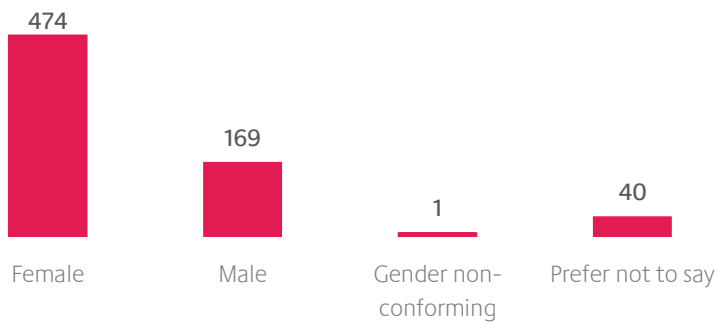
Race/Ethnicity: 680 responses (online and hard copy responses)

Majority of respondents are White/Caucasian (81%), followed by Black/African American (8%).



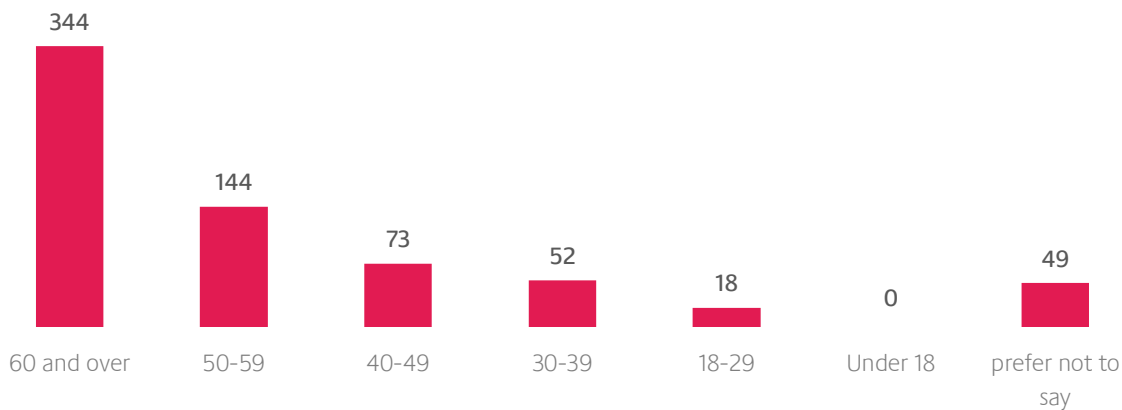
Gender: 684 responses (online and hard copy responses)

Majority of respondents are female (69%), followed by male (25%).



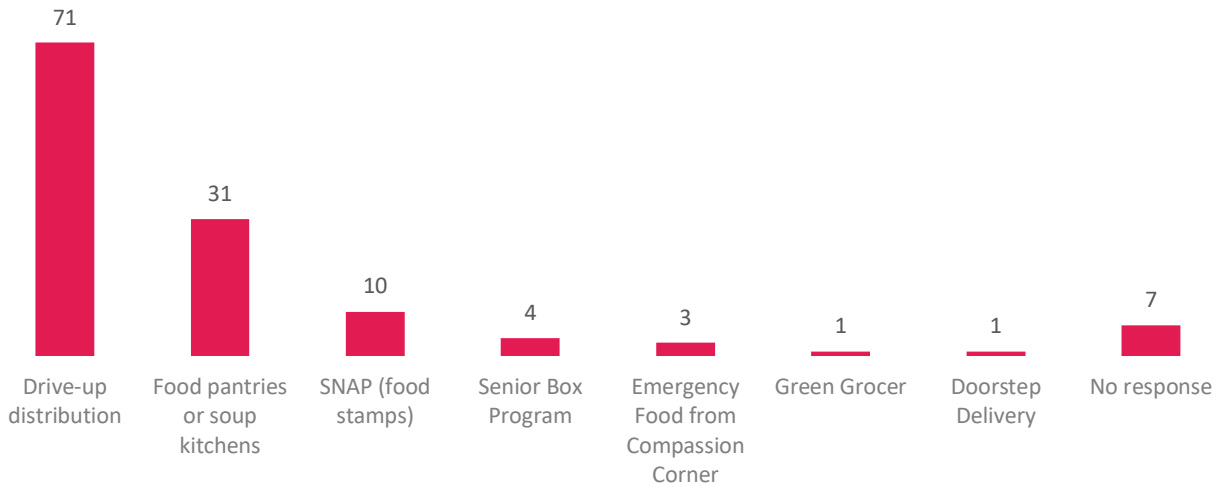
Age: 680 responses (online and hard copy responses)

Majority of respondents are 60 years old and over (51%), followed by 50-59 years old (21%), and 40-49 years old (11%).



Food Bank Services/Programs Food Bank Clients Use: 128 responses (online responses)

Majority of respondents use drive-up distributions (55%), followed by food pantries or soup kitchens (24%), and SNAP (food stamps) (7%).



Ten Ideas

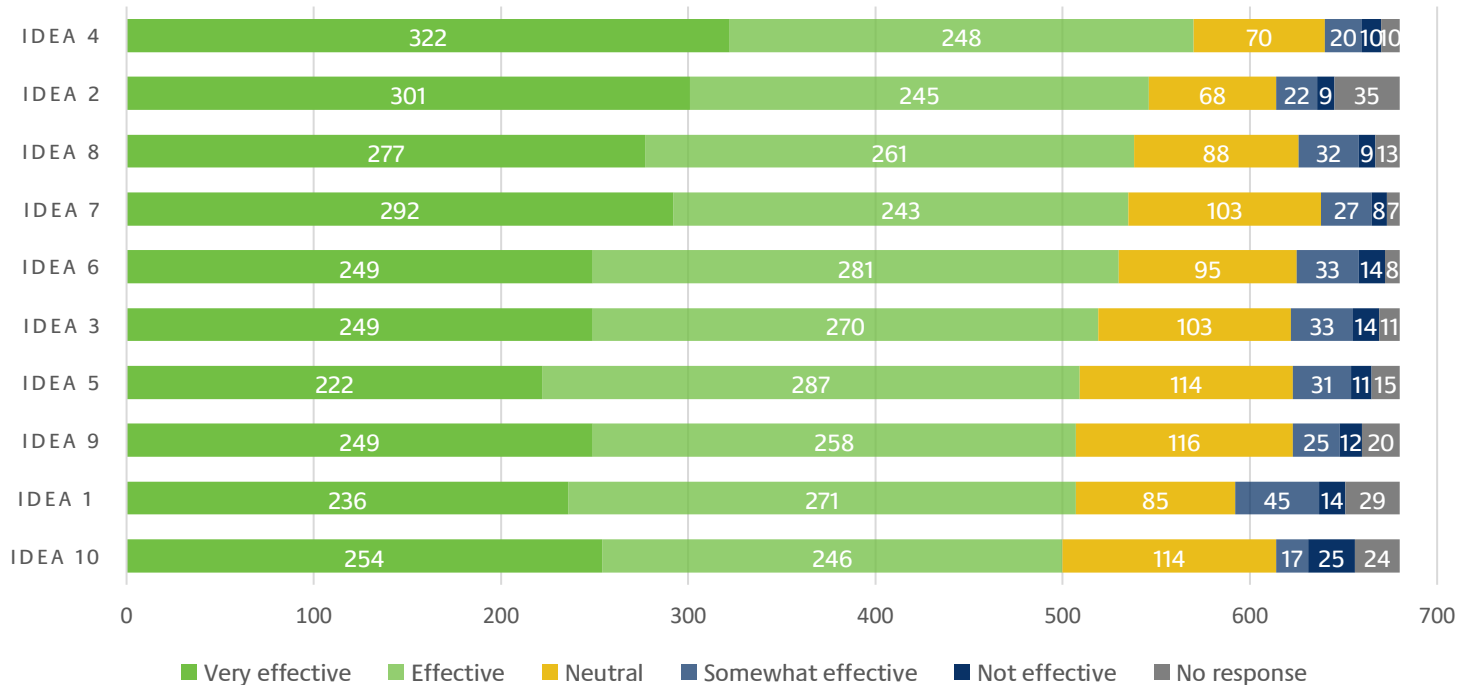
The Part 2 survey sought feedback on ten emerging ideas based on the feedback received in Part 1 of the SEI. Continue reading for a summary of respondent feedback about these ideas.

How to provide MORE CHOICE	How to best collaborate with THE NETWORK & COMMUNITIES	How best to work towards ELIMINATING HUNGER
<p>IDEA 1: Food Type Food Bank creates different types of pre-packed boxes and/or backpack kits</p>	<p>IDEA 5: Food Bank builds capacity of the network</p>	<p>IDEA 8: Food Bank strengthens connections to other services</p>
<p>IDEA 2: Food Type Food Bank supports pantries in offering more food choice</p>	<p>IDEA 6: Food Bank deepens its relationships with the network and communities</p>	<p>IDEA 9: Food Bank shows leadership in its operations</p>
<p>IDEA 3: Food Access Food Bank provides more support to pantries to be open more often</p>	<p>IDEA 7: Food Bank has a more active role in the community</p>	<p>IDEA 10: Food Bank expands its advocacy efforts</p>
<p>IDEA 4: Food Access Food Bank increases its direct service delivery across its service area</p>		

Overall Feedback on the Ten Ideas

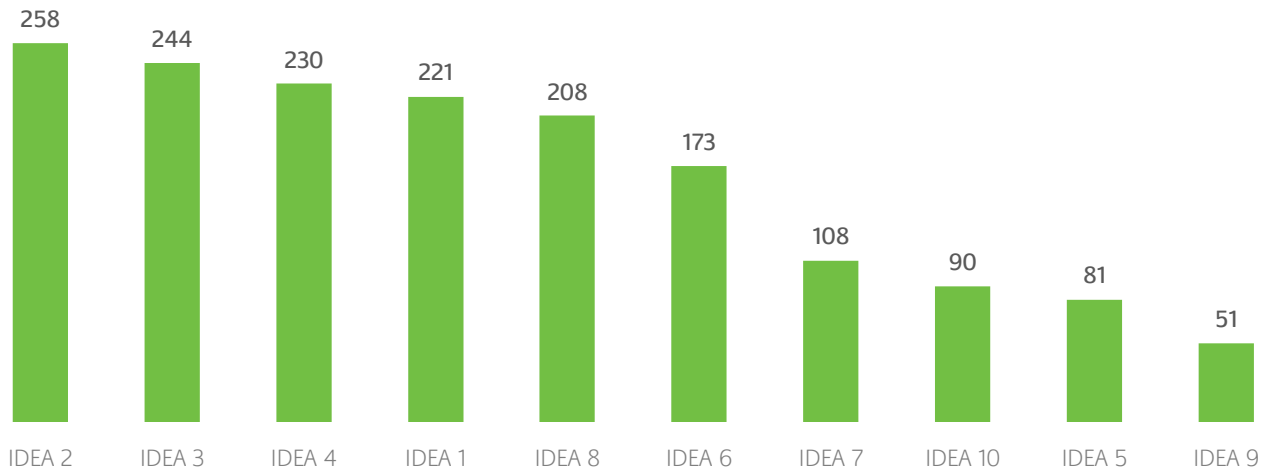
How effective are the ten ideas in helping the Food Bank be even more effective in its work?

Respondents were asked to identify their opinion for each idea from very effective, effective, neutral, somewhat effective, and not effective. There were 680 total responses (online and hard copy). All ten ideas were identified as effective by more than 70% of respondents. The chart below provides a detailed breakdown of respondents' feedback. The chart is sorted by ideas identified as very effective and effective, combined. Idea 4 ranked the highest, with 84% of respondents saying this idea is effective or very effective, followed by Idea 2 (80%), then Idea 8 (79%), Idea 7 (78%), and Idea 6 (77%).



Out of the 10 ideas, which 2 or 3 ideas resonate with you and best help the Food Bank be even more effective in its work?

There were total 721 respondents (online, hard copy responses, and intercept survey responses). Note that respondents were able to select more than one idea. Out of the 10 ideas, the top ideas respondents said best help the Food Bank be even more effective are Idea 2 (16%), Idea 3 (15%), Idea 4 (14%), and Ideas 1 and 8 (13% each). Read the next page for key reasons respondents identified for selecting these top five ideas.



Respondents identified Idea 2 (Food Bank supports pantries in offering more food choice) as a top idea because:

- It could help pantries (who know the unique needs of their clients best) provide more food options that people want, address people's health and nutrition needs, and provide culturally appropriate food options.
- It could empower people and reduce stigma.
- It could help reduce food waste because people would be more likely to use the food they receive.
- It could help people feel more welcome and eager to use food bank services if they see foods familiar to them.

Respondents identified Idea 3 (Food Bank provides more support to pantries to be open more often) as a top idea because:

- It could support access to food pantries when people need them, especially for people who can't go to pantries at a certain time or day in a week because of conflicts with their work schedules, or if they have challenges with transportation (e.g., can't travel far or don't have access to vehicles at certain times).

- It could help pantries distribute more fresh food and produce, avoid giving people expired food, and help reduce the amount of food getting thrown out.
- Financial assistance to pantries could support the hiring of more paid staff and lead to more sustainable operations.

Respondents identified Idea 4 (Food Bank increases its direct service delivery across its service area) as a top idea because:

- It could help people access food more conveniently, especially those who have physical or financial difficulty leaving their homes or can't get to pantries when they are open.
- A permanent Food Bank-operated pantry in every county could help the Food Bank reach more people and have a greater impact.

Respondents identified Idea 1 (Food Bank creates different types of pre-packed boxes and/or backpack kits) as a top idea because:

- It could offer more variety, tailor the food to people's needs, and help reduce food waste.
- It could help with quick and easy food pickup.

- It could attract more and different people to use Food Bank services since choice would be offered.
- Backpack kits could be helpful for people who are homeless.

Respondents identified Idea 8 (Food Bank strengthens connections to other services) as a top idea because:

- It could help people get information on other resources and services, which could help other

needs a person may have and be a more holistic approach.

- It's convenient for people to go to one place to access or learn about different services.
- It could help people in need of food that are visiting another agency, who are not currently using Food Bank services, to get connected with the Food Bank.

Detailed Feedback by Audience Groups

The following pages organize detailed feedback by respondents' relationship and connection with the Food Bank into five audience groups:

Group 1: Community members (383 responses, 51%), page 8

- Uses Food Bank services
- Could benefit from Food Bank services but not using them
- General public
- Government officials
- Other

Group 2: Donors & vendors (168 responses, 22%), page 10

- Food bank donors
- Product donors/vendors

Group 3: Food Bank volunteers (100 responses, 13%), page 12

Group 4: Partner organizations (64 responses, 8%), page 16

- Food Bank partners
- Member Agencies
- Community-Based Distribution Sites (CPO/emergency food box provider)
- Partner Distribution Organizations (PDO)

Group 5: Staff and Board (48 responses, 6%), page 19

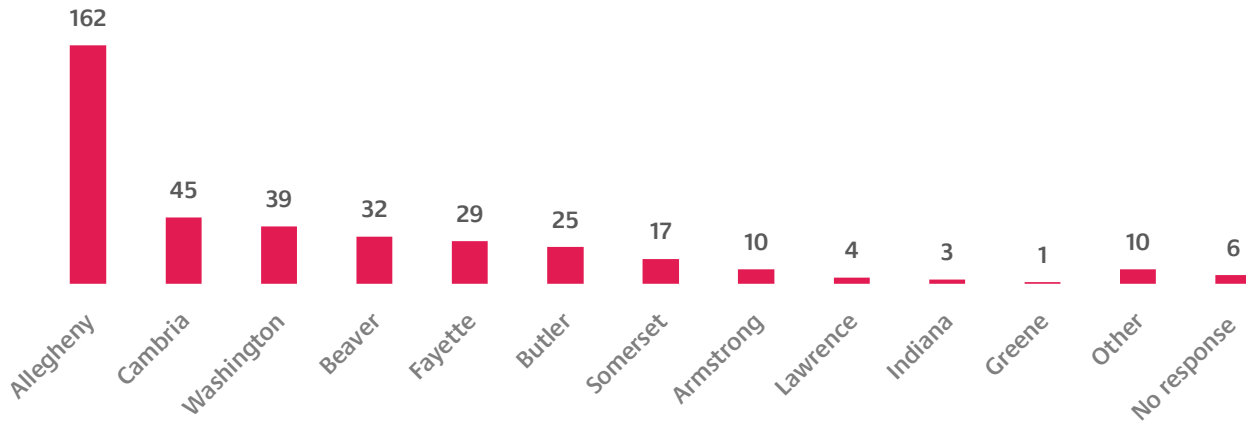
- Food Bank staff
- Food Bank Board

The breakdown of responses by county are also included.

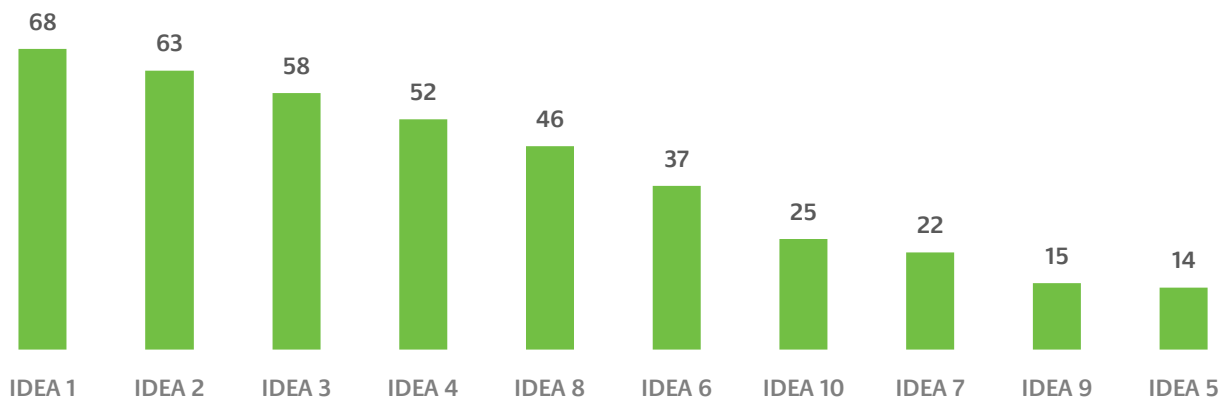
Group 1: Community Members Feedback

The 383 respondents in this group included those who identified as users of Food Bank services (270 responses), the general public (61 responses), those who could benefit from Food Bank services but are not using them (34 responses), government officials (5 responses), and other (13 responses). The majority of respondents (42%) came from Allegheny County.

Respondent location



Top ideas that resonated most with community members



Feedback on the ten ideas

Feedback related to providing more choice

In food type

- **Support for providing more choice in food type (Ideas 1 and 2).** Respondents said that offering variety is important because it helps families make better meals. Some respondents said that they would like choice in pre-packed boxes so that they can match their nutritional needs. Others said that Idea 1 may run the risk of distributing too many unwanted items, especially for intolerances and allergies.

In food access

- **Support for providing more choice in food access, with many preferring direct service delivery from the Food Bank.** Respondents said that home delivery and drive-up distributions are good ways for people to access food. Home deliveries are especially helpful for those who have difficulties accessing transportation, who are home bound, or who have mobility difficulties. Drive-up distributions are convenient for those who have access to vehicles. Some said that it would be good to host multiple drive-up distributions in a month (e.g., twice a month) so that people don't have to get as much food at one time, which is an issue for those who do not have a lot of storage space. Others suggested having a shop-thru version for the drive-up so people can choose the kinds of food they want and need, which would help reduce food waste. Others also like Idea 3 (Food Bank supports pantries to be open more often) because it provides more opportunities to access food.

Feedback related to collaborating with the network and communities

- **Support for the collaboration ideas, with a range of suggestions on how this could be done.** Respondents said that strengthening and expanding the capacity of the network are both very important. They would like to see the Food Bank put more effort into sharing information about Food Bank services through different mechanisms (e.g., internet, flyers distributed at housing projects, etc.). This could help spread the word about the Food Bank's services as several respondents said they are not aware of or know how to easily access Food Bank services.

Feedback related to eliminating hunger

- **General support for ideas about eliminating hunger.** Some respondents said that they would like the Food Bank to partner with organizations that would help people get more information about affordable housing. Others said there's so much food wasted and suggested that the Food Bank advocate for better laws so that grocery stores/companies do not waste and throw away food.

Feedback about types of food to provide

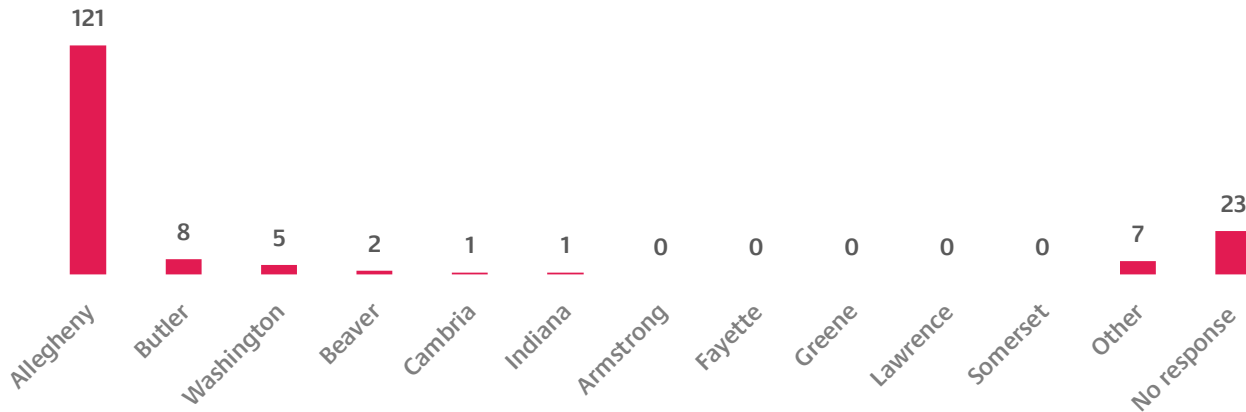
Respondents would like the Food Bank to provide:

- **Food for specific diets**, like lactose-free, gluten-free, low-sodium, vegetarian, vegan, and low carb for people with diabetes
- **Fresh fruits and vegetables**
- **More dairy items**, like cheese and milk
- **More and better meat choices**, like lunchmeats packed in small portions, especially for those who do not have a lot of storage space
- **Bread**
- **Hot food vouchers**
- **Desserts**
- **Non-food essentials**, such as dish detergent, soap, toilet paper, etc.

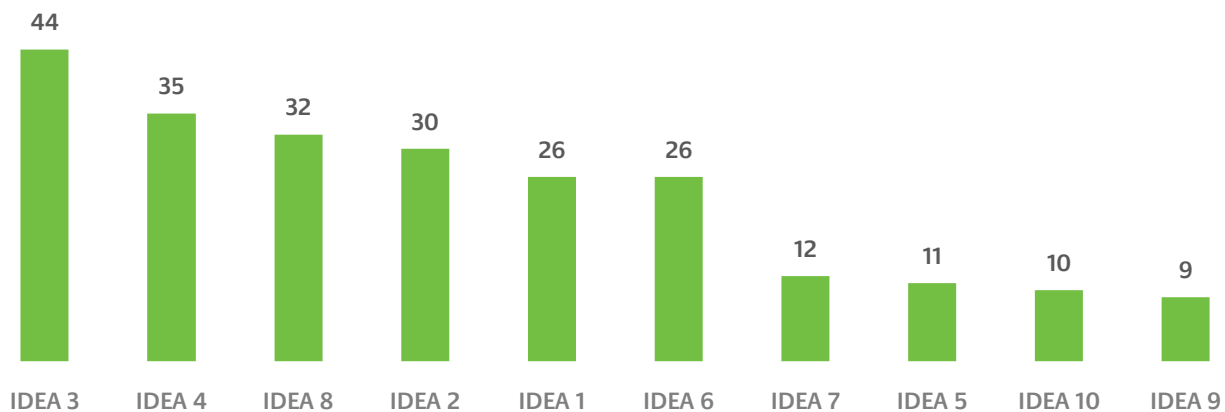
Group 2: Donors & Vendors Feedback

The 168 respondents in this group included those who identified as Food Bank donors (167 responses) and product donors/vendors (1 response). Approximately 72% said they are from Allegheny County.

Respondent location



Top ideas that resonate most with donors and vendors



Feedback on the ten ideas

Feedback related to providing more choice

In food type

- **Support for providing more choice in food type.**
Respondents said people who use Food Bank services would highly appreciate having more choice in the products they receive from the Food Bank. Many preferred allowing people to “shop-thru” and pick their own food. They recognize that this may take more time, but it would help reduce food waste as people can choose what they want and need. A few liked the pre-packed

box idea, while others could not share an opinion because they are donors and do not get food from the Food Bank. Others said that expanding the number and diversity of food donors could help increase the amount of choice.

In food access

- **Many respondents liked the ideas for providing more choice in food access.**
Reasons why respondents said they support Idea 3 (Food Bank provides more support to pantries to be open more often) included:
 - Supporting pantries to be open longer hours, in evenings, and during weekends would allow

more working people to access pantries to get the support they need to feed their families.

- Providing more financial support to pantries would help them have more paid staff and a more sustainable operation, which would help increase food pantries' capacity to serve those in their local communities.

Reasons why respondents support Idea 4 (Food Bank increases its direct service delivery across its service area) included:

- Increasing direct service delivery, like home delivery, drive-up distributions, and mobile markets, is a good idea, since not everyone in need of food has access to transportation.
- Direct service delivery by the Food Bank takes out “the middleman” and would allow Greater Pittsburgh Community Food Bank to demonstrate best practices that other pantries could follow.
- However, the volunteers required to support the increase of direct service delivery should be kept in mind as there may not be enough to support this operation.

- **Other suggestions for providing more food access:**

- Consider partnering with other existing delivery services to support the Food Bank’s direct service delivery. Reach out to food delivery services like Door Dash, Grub Hub, or Uber Eats and see if there’s an opportunity for philanthropic partnerships to help communities access food.
- Establish another Food Bank warehouse locations outside of Duquesne.

Feedback related to collaborating with the network and communities

- **Support for the collaboration ideas with a wide range of suggestions on how this could be done.**

Respondents said that building the capacity of the network could provide the resources and structure that is needed for the Food Bank and its network to further its shared mission. They also said that organizations in the region can have a greater

impact when they work together, rather than being siloed in their efforts. Suggestions on how to collaborate include:

- Deepen connections with existing local institutions and places where families already are (e.g. schools, daycares, etc.).
- Connect with all local pantries and ask them what their specific needs are to know exactly what type of support the Food Bank could provide to them. This could be done through direct one-on-one meetings, group meetings, and surveys.
- Co-exist with partners instead of having a close partnership in implementing services to avoid “turf” issues (i.e., respect the agency of partners and do not take over their role).
- Partner with Pittsburgh sports teams and local colleges to help increase fundraising.

Feedback related to eliminating hunger

- **Many support the ideas to work towards eliminating hunger, especially since the Food Bank is both active and essential in alleviating the problem of hunger in southwestern Pennsylvania.**

Respondents said that the Food Bank has great leadership potential that could be better utilized to work towards eliminating hunger in the region. They would like to see the Food Bank take charge and expand its reach and advocacy efforts.

Reasons why respondents support Idea 8 (Food Bank strengthens connections to other services):

- Taking a holistic approach to providing support is important as many people who use Food Bank services have underlying needs beyond food. Equipping pantries with knowledge of resources beyond food may help reduce the need for food assistance.
- Not all those eligible for food bank services are aware of the services. The Food Bank should consider reaching out to more local community institutions like libraries and churches to reach more individuals in need.

Other advice

- **Prioritize supporting the network organizations as it is the most direct line to communities.** Focus on supporting pantries (especially Ideas 2 and 3) as they tend to be less funded than Greater Pittsburgh Community Food Bank. If some Food Bank resources can be diverted to helping pantries be open a wider range of times, that will likely reach more people in need.
- **Avoid “mission creep”.** While all the ideas are worth considering and have some merit, it’s important to avoid “mission creep” to maintain effectiveness at the core mission.
- **Educate people about healthy food choices.** Educating people about food would help them understand and select food that would help support a healthy lifestyle for themselves and their family.

- **Explain the Food Bank’s relation to other social service organizations and what type of resources are best directed where.** For example, explain why it is more cost effective to give resources and donations to Greater Pittsburgh Community Food Bank than giving resources and donations to other social service organizations, and explain which donation – food or money – is better to give to these entities. People want to donate but they don’t always know how or what is the best way to do it.

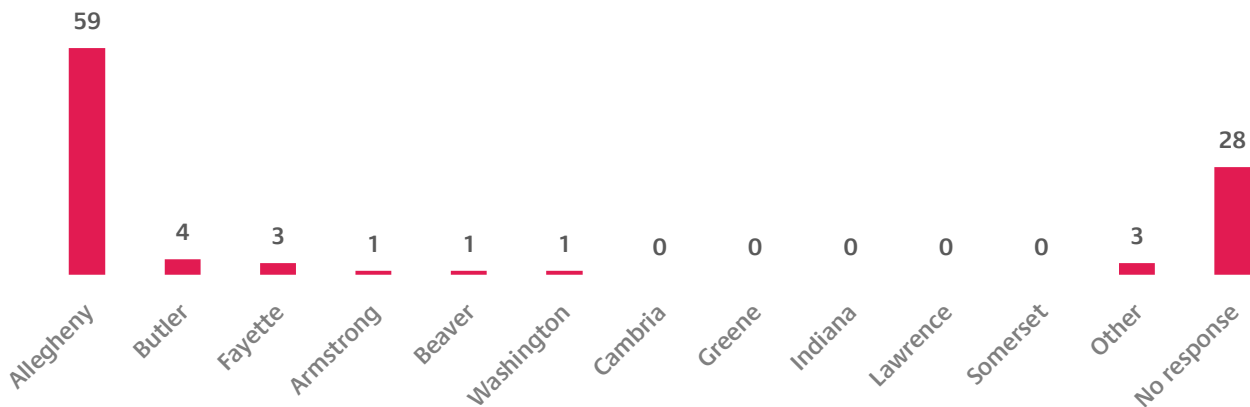
Feedback about types of food to provide

- Respondents would like the Food Bank to provide more: variety in fresh produce, like more fresh green vegetables; and more dairy products, like cheese.

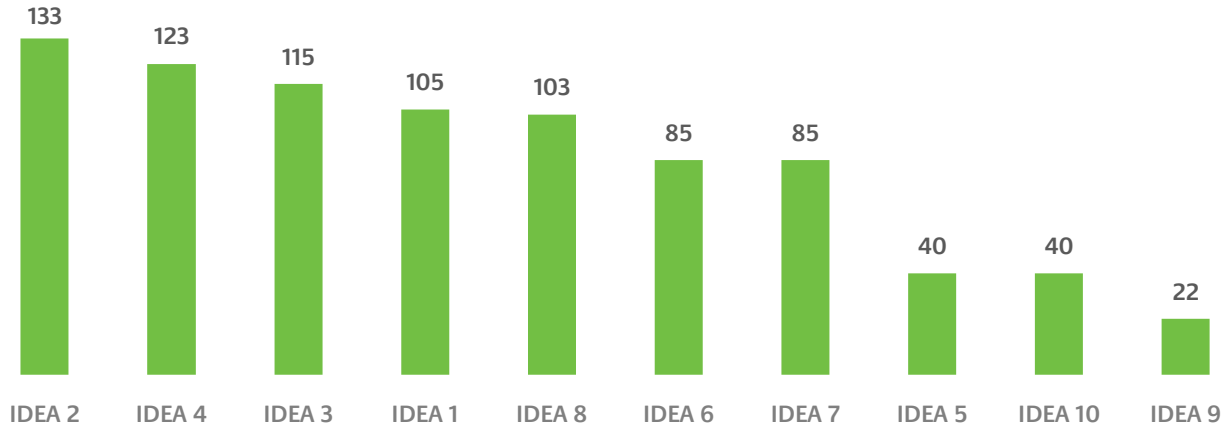
Group 3: Food Bank Volunteers Feedback

This group includes feedback from those who identified as Food Bank volunteers (100 responses). Approximately 59% said they are from Allegheny County.

Respondent location



Top ideas that resonate most with Food Bank volunteers



Feedback on the ten ideas

Feedback related to providing more choice

In food type

- **Support for allowing people to choose the type of food they want and need as a way to provide service with dignity.** Respondents said Ideas 1 and 2 support the mission of providing food to those in need and helps reduce food waste as people can get the food they want and need. These ideas could also help those receiving food by offering healthier choices (e.g., more produce, less processed foods). Some suggested that the Food Bank focus on a few new choices (to not overwhelm clients), and invest in outreach and better communication with their partners and advocates who connect with clients directly to explain the new choices and help get the new choices in the hands of clients successfully.

In food access

- **Support for Idea 4 (Food Bank increases its direct service delivery across its service area).** Respondents said that the examples the Food Bank shared for Idea 4 (e.g., offer more home delivery, host more drive-up distributions, etc.) are good and should be implemented because transportation is a big issue for many and not everyone can get to pantries. They said there's an opportunity to have a bigger impact if the Food

Bank was more embedded in communities and provided more services directly. They specifically would like to see:

- home delivery for those who have transportation, physical, or mental health issues
- delivery to central locations in communities where it's easier for people to access
- having more local distributions of produce
- help transporting people to food pantries/distributions
- better food pantry locations in rural areas like Washington county
- more frequent distributions
- mobile pop-up pantry model like the Somerset Mobile Food Program to provide high value foods in outlying counties who have a limited number of pantries and/or pantries who are not able to offer choice

Feedback related to collaborating with the network and communities

- **Support for ideas for collaboration (Ideas 5, 6, 7).** Respondents suggested that the Food Bank:
 - **Needs to be the backbone for the small organizations** when it comes to technology, administrative services, and fiscal sponsorship, so more local organizations can focus on the service delivery and the communities they know best. This way, each organization sticks

to its strengths – the Food Bank focuses on the big picture, complex relationships, the "system," and shared/building capacity; and smaller partners focus on knowing their neighborhood, their clients, and communicating about/representing the needs and aspirations of their communities.

- **Work with community leaders and existing organizations working in communities** as eliminating hunger is not a task the Food Bank can do alone. Working together, instead of in siloes, would also create a bigger impact.
- **Listen and collaborate with communities to make more informed decisions.**
- **Increase awareness and communications of Food Bank services** to better connect communities to Food Bank resources.

Feedback related to eliminating hunger

- **Support for ideas about eliminating hunger (Ideas 8, 9, and 10).** Respondents said these ideas would help address the root causes of food insecurity. They also said that by strengthening the Food Bank's connections to other services, it will allow the Food Bank to better understand specific populations and what needs to address. It will also reduce duplication of services, bureaucracy, and help get people to needed services faster. Related

to Idea 9 (the Food Bank shows leadership in its operations), respondents would like the Food Bank to recruit volunteers and donors from the communities they serve.

Other advice

- Don't spread the implementation of these ideas or actions too thinly.
- Focus on improving and widening services offered to reach underserved populations.
- Emphasize the many ways hunger impacts children. One target audience would be school boards and administrators. Seek their support in educating communities and having schools as locations for food distributions.

Feedback about types of food to provide

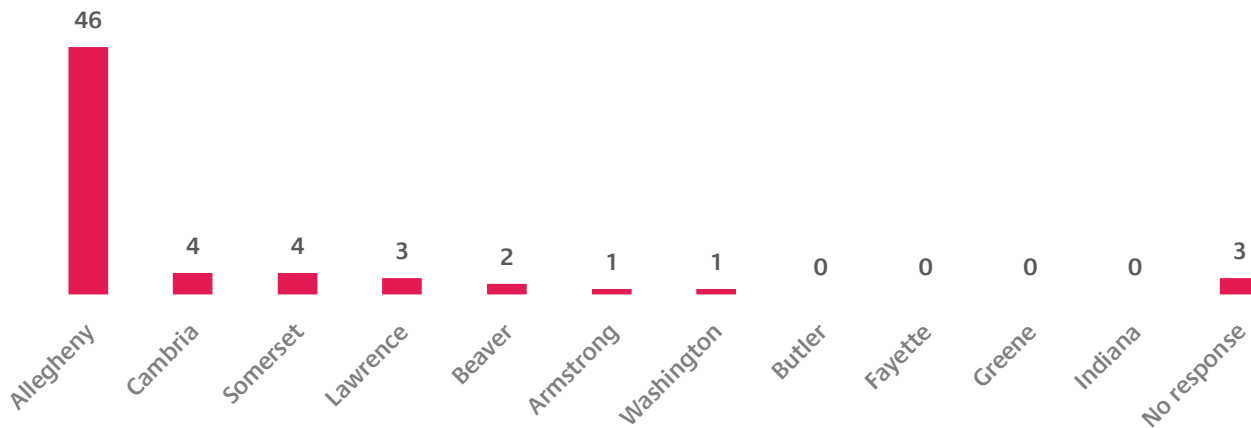
Respondents would like the Food Bank to provide:

- **Food for specific diets**, like lactose-free, gluten-free, sugar-free, low-sodium, vegetarian, vegan, Kosher, Halal, and diabetic friendly, especially for senior boxes
- **More frozen meats**
- **Fresh fruits and vegetables**
- **More dairy items**, like cheese and milk
- **Complimentary ingredients**, for example, if you provide pasta, there should also be pasta sauce.
- **Ingredients for cooking**, like cooking oil, seasonings, etc.

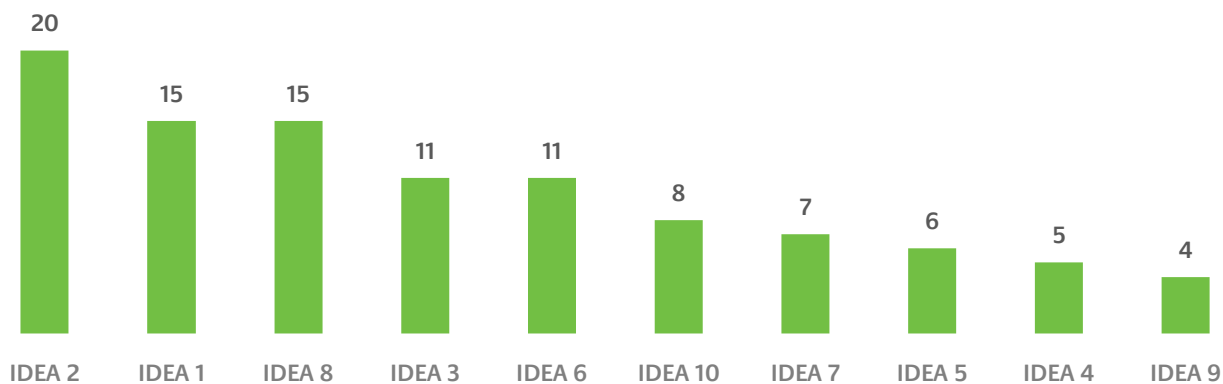
Group 4: Partner Organizations Feedback

The 64 respondents in this group included those who identified as Food Bank partners (23 responses), Member Agencies (23 responses), Community-Based Distribution Sites (CPO/emergency food box providers) (9 responses), and Partner Distribution Organizations (PDO) (9 responses). No respondent identified as a potential Food Bank partner. Over 70% of respondents said they are from Allegheny County.

Respondent location



Top ideas that resonate most with partner organizations



Feedback on the ten ideas

Feedback related to providing more choice

In food type

- **Support for providing more choice in food type.** More choice is important to meet people where they are and respect their food preferences as well as dietary and culturally appropriate needs. Ideas 1 and 2 are actionable ideas that would fill a need expressed by food bank clients many times to partner organizations. Some respondents liked

Idea 1 as the backpack kits would be easy to carry and helpful in providing healthy meals for kids and those that are homeless. Others liked Idea 2 as a way to encourage better eating habits and recognizing that not everyone may want a box.

- **Provide a variety in types of food offered.** There is often no variety of food to choose from, especially in meat options. Respondents would like to have a variety of food, so they are not receiving the exact same items every month.

In food access

- **Support for Idea 3 (Food Bank provides more support to pantries to be open more often) as it would be helpful for both Food Bank clients and pantries.** Some respondents said that Idea 3 would increase working people's access to pantries during off-work hours and help pantries tailor their service to the needs of their clients more efficiently. Others would like to see a pantry that's open 24 hours since hunger is a 24-hour issue. Respondents also said that it would be helpful for pantries to receive more financial support for their operations, rent, storage space, and equipment in order to help maintain their staff and facilities (which is difficult to do with fundraising and donations/grants). Helping organizations find and secure convenient locations for food pantries would be helpful as well. Respondents also said getting more support in increasing volunteers would help decrease volunteer burnout.
- **Support for Idea 4 (Food Bank increases its direct service delivery across its service area) as transportation is a big barrier.** Idea 4 would help people access food, especially those who have limited or no transportation means, those who are homebound, those who can't afford to take a bus, and those who can't carry a heavy box home. Respondents suggested ways to increase the Food Bank's direct service delivery, including: home delivery, partner with existing transportation programs to get people to Food Bank locations, and mobile Food Bank trucks.

Feedback related to collaborating with the network and communities

- **Food Bank needs to improve communication with partner organizations.** Respondents said that the need to improve communication between the Food Bank and partner organizations was an issue even before the pandemic. Suggestions for the Food Bank to improve included:
 - **Provide pantries with an organizational chart of the Food Bank so they know who they can call** when they need them. This chart should

be continuously updated if staff turnovers occur.

- **Assign a dedicated Food Bank person to serve as liaison with partner organizations** and have them regularly visit those organizations.
- **Meet with partners before distributing food to discuss the community's needs and avoid negative impacts to partners.**
- **Support for Idea 5: providing partner organizations with fundraising resources.** Respondents would like to see the Food Bank share information about peer-to-peer fundraising (a form of crowdfunding) on their website that partner organizations could replicate, particularly for their backpack projects.
- **Support for Idea 7: the Food Bank having a more active role in the community.** The Food Bank needs to be more in tune and involved with the community to know the needs of the community for purchasing the right food, expansion efforts, and training staff. Others would like the Food Bank to partner with more agencies in low-income areas. Some respondents said the Food Bank does not need to form new coalitions. It should trust network partners and use its power as a larger agency to support existing coalitions and agencies that know their community best. Others said coalition building is challenging in rural communities with aging volunteers as they do need help but don't necessarily want it.

Feedback related to eliminating hunger

- **Support for Idea 8 (Food Bank strengthens connections to other services) to help partner organizations direct clients to other services.** Some respondents said that people often have needs beyond food so strengthening the connections to other services would help partners know where they can direct clients. The Food Bank needs to make sure the resource information they provide is accurate and easy to use.
- **Consider teaming up with services that offer classes on how to use computers and mobile devices.** Respondents said that many Food Bank

clients lack these skills, and they are often required to fill out forms electronically (e.g., job applications, unemployment, rent assistance programs, etc.).

- **Support for Idea 9 (Food Bank shows leadership in its operations) as it would help the Food Bank be more effective in its work.** Respondents like the idea of working with women- and minority-owned businesses as it would help the Food Bank better serve diverse populations, as well as help business owners who are at a greater risk for poverty due to their race/gender. They also agree that Food Bank leadership and staff should reflect the communities they work in.
- **Support for Idea 10 (Food Bank expands its advocacy efforts) to impact policy.** Hunger can only end through policy change, which requires advocacy. One policy change can help many aspects of a person's life since key needs are interconnected (housing, employment, etc.).

Other feedback/advice

- **Encourage pantries to poll their clients about the type of food they need** to avoid food waste and frustration from people who cannot eat the food they receive.
- **Provide different ways for people to know what to do with the food they receive**, including providing training and recipe cards, and sponsoring a travelling chef to visit pantries and do cooking demonstrations using fresh produce and food pantry staples.

- **Rotate the order filling for partner organizations.** Some organizations are always at the end of the filling cycle, which doesn't give them a chance to order some items because they are already sold out.
- **Use discreet packaging** (no Food Bank logo printed outside) to help alleviate stigma associated with food insecurity and going to pantries to receive food boxes.
- **Bring back the Green Grocer program.**

Feedback about types of food to provide

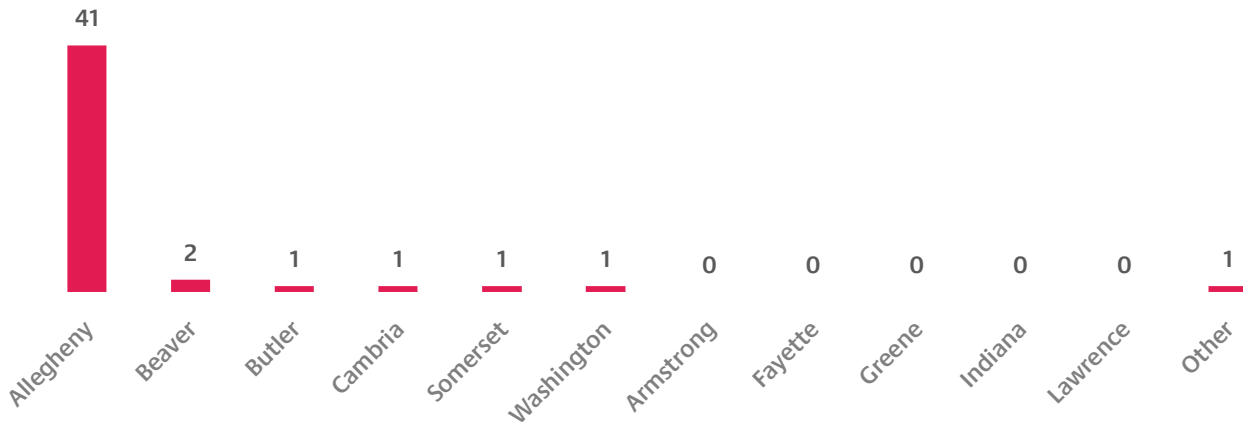
Respondents would like the Food Bank to provide more:

- **Healthy food options**, particularly for meat and processed foods, including food with low sodium, low fat, and low sugar.
- **Culturally appropriate food** and have it labelled. People are more receptive to getting and using foods they are familiar with and this would make it easier for people to feel that they are part of the Food Bank community.
- **Food for specific dietary needs** like food that is diabetes friendly, vegan, gluten-free, Kosher, Halal, etc.
- **Easy to prepare/eat items** like single serve portions for seniors, "heat and eat items"
- **Better quality products** – the shelf stable meat and pasta sauce are not good.
- **Food to kids** through schools, after school programs, and summer food program.

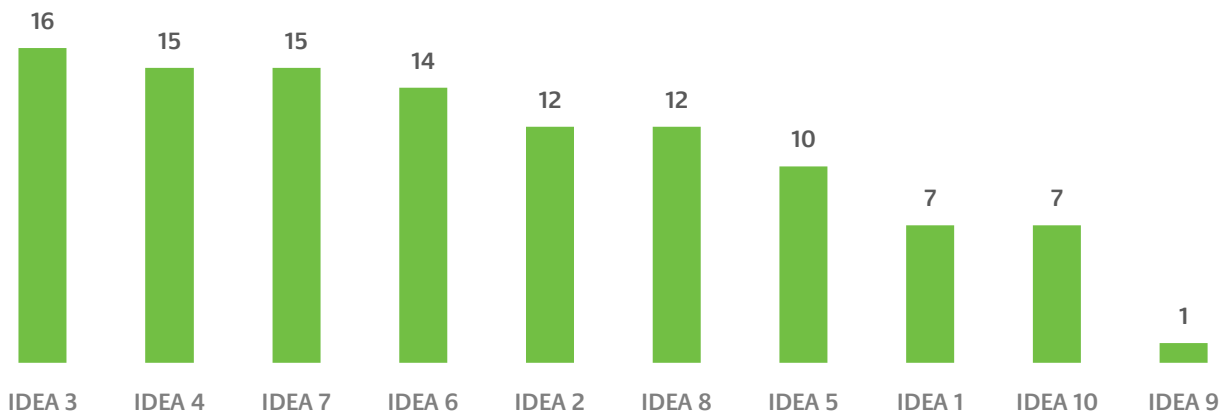
Group 5: Staff and Board Feedback

The 48 respondents in this group include those who identified as Food Bank staff (43 responses) and Food Bank Board members (5). The majority of respondents are from Allegheny (85%) and one was from outside the Food Bank service area (Westmoreland).

Respondent location



Top ideas that resonate most with Food Bank staff and Board



Feedback on the ten ideas

Feedback related to providing more choice

In food type

- **Support for providing more choice in food type.** Increasing choice increases dignity and helps better serve the dietary needs of people who use Food Bank services. This would also address the most frequent feedback the Food Bank receives – which is that people want more choice.

In food access

- **Support for Idea 3 (Food Bank provides more support to pantries to be open more often).** Many respondents commented that food pantries are rarely open and that they cannot provide consistent help when they are not open regularly. The Food Bank needs to make it easier for people to access food, whether the Food Bank supports pantries with infrastructure and/or with staffing needs. When pantries can be open more frequently and have enough staff, funds, and equipment to properly transport and store perishable food, the Food Bank can then focus on rescuing more food, spending less on the food provided because less food goes bad, and

providing more choice overall for those seeking food from pantries.

- **Support for Idea 4 (Food Bank increases its direct service delivery across its service area) to improve the convenience of accessing food.** Some respondents said that there are many people who would like to use Food Bank services, but do not have access to them. The Food Bank needs to have closer ties to the people served, particularly in rural counties. Other respondents said the Food Bank relies too much on some partners and are not seeing the results that the Food Bank is looking for because of that. The Food Bank often has more resources available than the partners, so it would make a bigger impact if the Food Bank was more embedded in communities and providing more services directly, and (where it makes sense) providing resources to partners to help those partners have more/better services. To do Idea 4 well, the Food Bank needs to build the capacity of networks and listen to the community to make informed decisions.

Feedback related to collaborating with the network and communities

- **Support for ideas about collaborating with the network and communities (Ideas 5, 6, and 7).** Respondents said that building the capacity of the network is important as there are many people who need help that the Food Bank is not currently serving. Collaboration would also help increase the resources of people and organizations in communities that could help the Food Bank deliver its services.

Feedback related to eliminating hunger

- **Some support for ideas about eliminating hunger (Ideas 8, 9, and 10).** Respondents said that these ideas will address the causes of food insecurity rather than the symptoms. They said that it will take more than distributing food to significantly reduce food insecurity. Looking at a person holistically is very important to achieving long-

term food security. For example, poverty is one of the reasons for food insecurity so addressing poverty issues would help address issues with food insecurity. By expanding its advocacy, the Food Bank can better utilize its resources and position itself as a large, well-respected organization that is also accumulating a lot of data. It is the right time for the Food Bank to share expertise and help push for changes more aggressively.