

CREATING A
**HUNGER
FREE**

NORTH DAKOTA 2008

An Assessment
and Analysis
of the
North Dakota
Charitable
Feeding Network

FULL REPORT

August 2008



ACKNOWLEDGEMENTS

ABOUT CREATING A HUNGER FREE NORTH DAKOTA (CHFND)

In January 2007, the Great Plains Food Bank invited several key statewide hunger-relief organizations to join us in assessing the charitable feeding network in North Dakota. In pursuit of this goal, CHFND partners learned, and benefited greatly, from hundreds of committed individuals and organizations - all united behind our goal of a hunger-free North Dakota. As a collective, we are proud of the report that follows, and invite you to join us in phase two of our efforts, which is implementing action steps that have resulted from this assessment.

STUDY PARTNERS

Great Plains Food Bank

Marcia Paulson, Steve Sellent, Melissa Sobolik
www.lssnd.org/GreatPlainsFoodBank

North Dakota Community Action Partnership
Ann Pollert
www.capnd.org

North Dakota Department of Commerce
Carol Griffin-Eckart, Julie Fedorchak
www.nd.gov/dcs

North Dakota State University Extension Service
Anne Gregoire
www.ag.ndsu.edu/extension

USDA Grand Forks Human Nutrition Research Center
Dr. Gerald Combs, LuAnn Johnson, Emily Nielsen, Jennifer Follett, Brenda Ling
www.gfhnrc.ars.usda.gov

Dr. Sarah Colby
www.ecu.edu/che/facstaff/nutr/bys.html

Otto Bremer Foundation
www.ottobremer.org

We extend our thanks to those who shared their personal experiences with hunger, and to those who offer their support through emergency food assistance services. Additionally, we thank the employees from the seven regional Community Action Programs who served as regional points of contact on this project.

FOR MORE INFORMATION AND ABOUT THE AUTHORS

Readers who wish to review the technical analyses that formed the basis of this report, receive an update on action steps resulting from this report, become engaged in hunger-free efforts, or obtain a hard copy of the Creating A Hunger Free North Dakota Executive Summary 2008, can contact Marcia Paulson, CHFND Project Coordinator at CHFND@lssnd.org or call (701) 476-9101. A free PDF version of this report can be found at www.lssnd.org/GreatPlainsFoodBank. The principal authors of this report are Great Plains Food Bank staff Marcia Paulson, Steve Sellent and Melissa Sobolik, with contributions from USDA Grand Forks Human Nutrition Research Center staff Dr. Gerald Combs and LuAnn Johnson.



TABLE OF CONTENTS

Acknowledgements	2
Executive Summary	4
Glossary of Terms	5
Introduction: Hunger in the Heartland	7
Key Finding One: Significant Portions of North Dakota Are Under-Served by the Charitable Feeding Network	9
Supporting Information and Documentation for Key Finding One	10
Key Finding Two: Clients Encounter Barriers in Accessing the Network	33
Supporting Information and Documentation for Key Finding Two	34
Key Finding Three: Providers Are Strained by Increased Demand and Limited Resources	39
Supporting Information and Documentation for Key Finding Three	40
Key Finding Four: Providers Expand and Adapt Their Services to Meet Client Needs	45
Supporting Information and Documentation for Key Finding Four	46
Key Finding Five: Sources and Types of Food Utilized by the Network Are in Major Transition	54
Supporting Information and Documentation for Key Finding Five	55
Key Finding Six: Opportunities Exist for Heightened Collaboration between the Charitable Feeding Network and Federal Nutrition Programs	63
Supporting Information and Documentation for Key Finding Six	64
Conclusion and Recommendations	70
Call to Action	71
List of Appendices	72



EXECUTIVE SUMMARY

For 1 in 12 people living in North Dakota, the charitable feeding network is a necessary resource when it comes to feeding their family. And for those operating within this network of food pantries, soup kitchens and emergency shelter feeding programs, the environment they are accustomed to working in is changing – requiring a shift in how hunger-relief efforts will be accomplished in the future.

With changing trends in food supplies, demographics, and available resources, merging with an increased demand for emergency food assistance, you have a situation that requires an assessment of the existing charitable feeding network. This report is just that. It highlights the strengths of the existing network, challenges and opportunities faced by both providers operating within the network and those individuals that seek its services, and paves a path for increased capacity and new partnerships that will ensure a viable hunger-relief system in North Dakota for those in need of future emergency food assistance.

A diverse group of statewide private nonprofit and public entities came together on this project called Creating a Hunger Free North Dakota and through this assessment identified the following six key findings.

Significant portions of North Dakota are under-served by the charitable feeding network

North Dakota has a strong charitable feeding system, with 52 out of 53 counties having a charitable feeding program, but significant gaps in service and unmet needs continue to exist with 29 counties being under-served.

Clients encounter barriers in accessing the charitable feeding network

Clients are very appreciative of the support and food they receive from the charitable feeding network, but personal embarrassment, transportation challenges, and the amount of food provided were identified as major barriers in meeting the hunger needs of their families.

Providers are strained by increased demand and limited resources

Providers report food shelf visits have increased by 42% over the last five years, while food supplies have only grown by 5%. Inadequate funding and volunteer shortages threaten continued operations.

Providers expand and adapt their services to meet client needs

Providers have taken great measures to modify their operations in the areas of client satisfaction, client choice and food delivery to better meet the diverse needs of people seeking their services – and express a continued desire to expand their future capacity.

Sources and types of food utilized by the network are in major transition

Donations of perishable food have grown by more than 50% over the past 5 years and are projected to grow at almost three times the pace of shelf-stable products over the next five years. Despite perishables being more challenging to handle and distribute, charitable feeding programs are willing to adapt in order to meet growing demand for services.

Opportunity exists for heightened collaboration between the charitable feeding network and federal nutrition programs

Only one-third of food insecure households that use charitable feeding programs also receive support from federal nutrition programs. Tremendous opportunity exists for charitable feeding programs and government food assistance programs to provide cross referrals and outreach efforts – offering a comprehensive approach for people needing food assistance.

Recommendations from this assessment call for eliminating gaps in service, building the charitable feeding network capacity, and fortifying North Dakota's emergency food assistance system. Because of the tremendous feedback received from emergency food providers, clients and statewide hunger-relief partners, an initial list of viable actions has been developed. Creating a hunger-free North Dakota is a shared responsibility. As one provider shared, "We must create and nurture a sense of community about hunger. Everyone in the community needs to see the value of being a part of the solution." We invite you to join us.



GLOSSARY OF TERMS

BASIC DEFINITIONS

Back Pack Program: This program is designed to meet the needs of hungry children at times when free or reduced-priced school lunches are not available, such as weekends and school vacations. The program provides backpacks filled with child-friendly, nonperishable, easily-consumed and vitamin fortified food that children take home on weekends.

Clients: Adults and children who are in need of, and seek out food assistance.

Client Choice Model: A pantry-level food distribution model that allows clients to select the food and groceries they need and prefer, much like grocery shopping.

Commodity Supplemental Food Program (CSFP): CSFP is a federally funded program which works to improve the health of low-income pregnant women, new mothers up to one year postpartum, infants, children up to age six, and elderly people at least 60 years of age by supplementing their diets with nutritious USDA commodity foods.

Federal Nutrition Programs: Government programs that offer food products and/or assistance to those in need. Examples include TEFAP, CSFP, WIC, and SNAP.

Food Bank: A charitable organization that solicits, receives, inventories, stores and distributes donated food and grocery products to charitable agencies that directly serve needy clients.

Food Insecurity (low and very low food security): The availability of nutritionally adequate and safe foods or the ability to acquire acceptable foods in socially acceptable ways is limited or uncertain.

Food Security: Access by all people at all times to enough food for an active, healthy life.

Hunger: The physical and mental condition that results from not eating enough food due to insufficient economic, social and community resources.

Fresh Produce Initiative: A program offered by the Great Plains Food Bank that brings surplus fresh fruits and vegetables that are readily available in other parts of the country, to North Dakota.



Kid's Café Program: Kids Cafe provides free meals and snacks to low-income children in a safe and supervised setting, through a variety of existing community locations where children congregate such as Boys and Girls Clubs, churches or public schools.

Mobile Food Pantry: Food is loaded onto a truck and is taken to a community where people meet the truck to receive a food basket.

North Dakota Charitable Feeding Network: A group of nonprofit emergency food providers (i.e. soup kitchens, shelter feeding programs, food pantries) that gives food to individual clients and households living with or at risk of hunger. This network is supplied with food by the Great Plains Food Bank, which receives donated surplus product from the food industry; and Community Action Programs, which receive USDA commodities through the state.

Pre-packed Food Basket Program: An initiative where boxes are pre packaged with shelf stable food and delivered to community partners (churches, senior centers) in rural communities that do not have a physical food pantry. Each partner would store and distribute the boxes to those in need.

Providers: Nonprofit feeding organizations that provide food to those who need food assistance (i.e. food pantries, soup kitchens, emergency shelter feeding programs).

Supplemental Nutrition Assistance Program (SNAP): Formerly known as the Food Stamp Program. SNAP helps low-income people and families buy the food they need for good health. Individuals apply for benefits by completing a State application form. Benefits are provided on an electronic card that is used like an ATM card and accepted at most grocery stores.

The Emergency Food Assistance Program (TEFAP): TEFAP is a federal program that helps supplement the diets of low-income needy persons, including elderly people, by providing them with emergency food and nutrition assistance.

Very Low Food Security: Food insecurity in the household reached levels of severity great enough that one or more household members were hungry at least some time during the year because they could not afford enough food.



HUNGER IN THE HEARTLAND

North Dakota's charitable feeding network is as strong and diverse as the people and programs that comprise it. For 1 in 12 North Dakotans, this network is the difference between having food on the table and going hungry.

Unfortunately, demand for emergency food assistance is growing faster than available resources, and the charitable feeding network has not fully kept pace with changing trends and client demographics. Critical areas of concern include:

- Decreasing donations of shelf-stable food that have been the mainstay of North Dakota feeding programs.
- Deeper and longer-term needs among food shelf users.
- Challenges of providing services in sparsely populated and often declining rural areas.
- Elderly volunteers running programs with no succession plans in place.
- Growing numbers of both working poor and seniors seeking services.
- Increasing costs for transportation.
Lack of adequate facilities, equipment and funding to meet expanding needs and changing food donation patterns.

At the same time, there are many emerging opportunities to enhance charitable feeding efforts including:

- Growing donations of both food and non-food products not traditionally distributed by emergency food providers.
- Initiating new methods of delivering services in under-served areas or to targeted populations.
- Heightening cooperation and collaboration among hunger-relief partners.
- Providing education and training for both providers and clients of the network.

In order to better meet the needs of people living in North Dakota, we must first have a clear picture of the existing environment. To that end, *Creating a Hunger Free North Dakota 2008*, the first ever study of the statewide charitable feeding network, provides an in-depth look at both the existing levels of service and the potential for increased capacity among current and potential providers.

Creating a Hunger Free North Dakota 2008 provides authoritative, comprehensive and statistically valid data on the state's charitable response to individuals and families living with food insecurity. It identifies unmet client needs, geographical gaps in service delivery, constraints faced by providers, barriers to accessing service experienced by clients, emerging trends and opportunities for strengthened partnerships to expand services and enhance the network.

METHODOLOGY



“Sometimes I send my kids to my parents or down the street to the neighbors – that way I know they will get something to eat.”
- Focus group participant

Creating a Hunger Free North Dakota 2008 included a series of statewide provider and client focus groups, a post card survey completed by more than 1,800 client households and a questionnaire distributed to all existing emergency providers offering service within the network. Statistical data was also collected from the Great Plains Food Bank, North Dakota Community Action Programs, the State of North Dakota, America’s Second Harvest, U.S. Department of Agriculture and the U.S. Census Bureau. Further details about the methodology are available following each key finding.

lin2

use the charitable feeding network – 40% are children

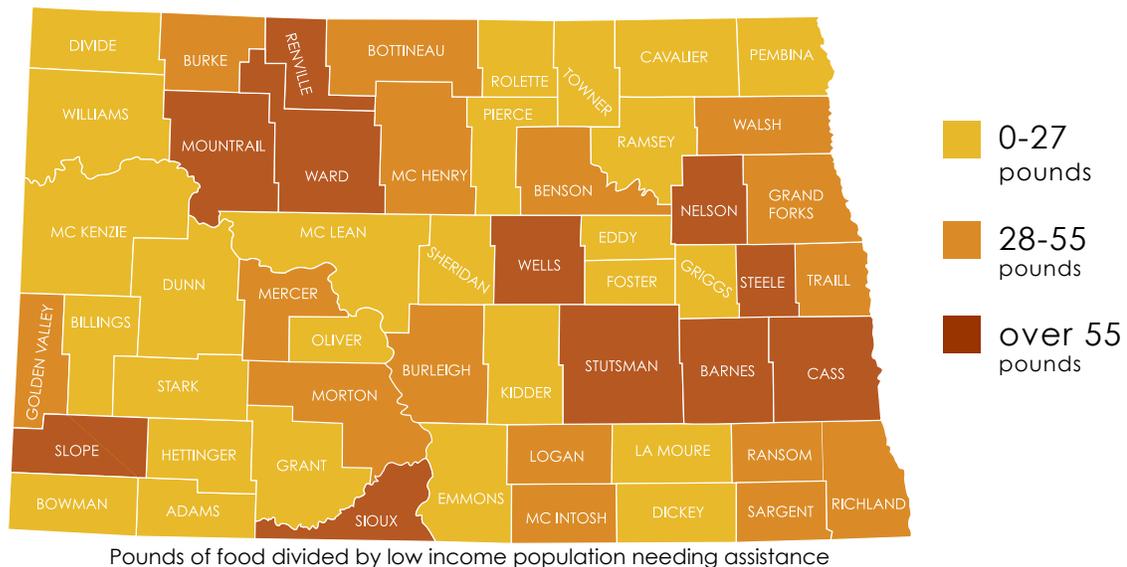
North Dakota Charitable Feeding Network: A group of nonprofit emergency food providers (i.e. soup kitchens, shelter feeding programs, food pantries) that give food to individual clients and households living with or at risk of hunger. This network is supplied with food by the Great Plains Food Bank; which receives donated surplus product from the food industry, and Community Action Programs, which receive USDA commodities through the state.

KEY FINDING 1

Significant portions of North Dakota are under-served by the charitable feeding network

- 52 out of 53 counties have charitable feeding programs, but 28 counties are served by just a single provider.
- 43% of providers serve a radius of 40 miles or more.
- Although the state's charitable feeding network as a whole provides slightly more food per person in poverty (111%) compared to the national average, 29 out of 53 counties remain under-served.*
- Bringing all counties up to minimum service levels would require a relatively small increase in food provided (6%); meeting full service levels would require a 30% increase; while creating a hunger-free North Dakota would require almost doubling the current food resources to 9.1 million pounds.

POUNDS OF FOOD DISTRIBUTED PER PERSON IN NEED



* Providing less than 50% of the statewide average amount of food to, or serving less than 50% of, low income population needing assistance. The statewide average equals 55 pounds.



Supporting Information and Documentation for Key Finding 1:

Significant portions of North Dakota are under-served by the charitable feeding network

Over the years, a strong, informal network of charitable food providers has developed in North Dakota. Food pantries have been established in most counties to provide food baskets for local residents. Soup kitchens and shelter feeding programs also provide hot meals in most metropolitan areas. Millions of pounds of donated food supplies are collected and distributed annually by the Great Plains Food Bank (GPFB) across the state, and federal commodities are distributed by the state through Community Action Programs and the GPFB.

Each component of the charitable feeding network plays a unique and important role in addressing hunger needs in the state. There is significant cooperation and collaboration among the various entities involved in North Dakota's charitable feeding network, but all operate independently for the most part.

Historically, no single entity or group of entities has been charged with establishing standards for, and tracking levels of, service provision at the local level. Therefore, a comprehensive analysis of total services provided on a county-by-county basis, along with corresponding unmet needs, has never been undertaken in North Dakota.

Information gathered by America's Second Harvest – The Nation's Food Bank Network (represented by GPFB in North Dakota) in recent years indicates that levels of service provided by charitable feeding programs vary widely between counties and states. Urban counties and counties located near food banks generally fared better than very rural counties because of additional resources and more charitable feeding programs available in those areas. Preliminary information in North Dakota assembled by the GPFB indicated similar trends, although the relative strength of local programs also contributes significantly to geographic variations. Attempting to measure and ensure at least minimal levels of service in every county has been incorporated into the long-range plans of the America's Second Harvest food bank network, including the GPFB.

Methods used to gather preliminary service level information at the county level by the GPFB were based on limited information available at the time. Therefore, a primary goal of the Creating a Hunger Free North Dakota (CHFND) study was to conduct an in-depth analysis of service levels at the county level, incorporating all the various components of the North Dakota charitable feeding network, as well as determining the approximate level of unmet needs.

Determining current service provision at the county level

The primary measure of service provision for this study is pounds of food distributed through emergency charitable feeding programs (food pantries, soup kitchens, shelters) relative to the number of people needing food assistance. Food banks and food pantries have historically measured service by pounds of food distributed and/or the number of individuals served.

Food provided by the GPFB through nonprofit charities not considered emergency providers (i.e. charities serving low-income children, seniors, the developmentally disabled, and abused women and children); and through the Commodity Supplemental Food Program (CSFP), which is incorporated in some national measures of service provision, was not included in the primary measurement of services for this study as it doesn't flow directly through the charitable feeding network, is not available in all parts of the state, or is only available for designated populations. However, these additional sources of food for low-income populations were incorporated into secondary service provision measurements outlined later in this section.

Distribution data for 2007 was provided by the GPFB for their 109 member emergency providers. GPFB members submit monthly service statistics reports which include pounds of food distributed by food shelves and number of meals served by emergency shelters and kitchens. Meals were converted to pounds, at 1.28 pounds per meal.¹

Distribution data for 2007 was also collected from the 11 food shelves not affiliated with GPFB; one food shelf served by a food bank in a neighboring state, and 12 sites that distribute federal commodities only. Information was then compiled by county; with North Dakota charitable feeding programs distributing a total of 4,576,416 pounds of food in 2007 (see Appendix 1.1).

Determining population potentially needing services at the county level

While there is data available about individuals who currently use charitable feeding programs, there is limited information about those who may need services but are not receiving them. However, there are some indicators that can be taken into account to determine potential need for services.

First, the approximate number of people served at various percentages of the poverty level can be determined based on America's Second Harvest's *Hunger in America 2006* study of more than 52,000 clients across the United States compared to the total U.S. population living in those poverty ranges according to the US Census Bureau (see Figure 1). As one might expect, the percentage of individual served by charitable feeding programs is closely correlated with income level.

Figure 1: Percent of US Population Served by Charitable Feeding Programs at Various Levels of Income as Percentage of Poverty Level^{2 3 4}

Income as Percentage of Poverty Level	Percent of Total Clients Served	Number of Clients Served	US Population in Poverty Level Range	% of US Population in Poverty Level Range Served
0 – 100%	65.8	16,647,400	36,950,000	45.1
101 – 130%	10.0	2,530,000	18,125,000	14.0
131 – 150%	4.0	1,012,000	8,002,000	12.6
151 – 185%	3.5	885,500	19,236,000	4.6
Over 185%	6.2	1,568,600	206,065,137	0.8
Unknown	10.5	2,656,500	NA	NA
Total	100	25,300,000	288,378,137	8.8

While similar data on income levels of clients using charitable feeding programs is not available solely for North Dakota, comparisons of the total number of individuals served by charitable feeding programs in North Dakota and the United States, to both the population with incomes less than 185% of poverty and the total population show similar results (see Figure 2). This provides some indication that the percentage of population at various income levels using charitable feeding programs in North Dakota is likely similar to national levels.

Figure 2: Comparison of Individuals Served by Charitable Feeding Programs in North Dakota to United States at 185% of Poverty Level and Total Population^{5 6 7 8}

	North Dakota	United States
Population below 185% poverty	168,000	82,313,000
Clients served	53,364	25,300,000
Clients served as a percentage of population below 185% poverty	31.7%	30.7%
Total population	609,645	288,378,137
Clients served by charitable feeding network	53,364	25,300,000
Clients served as a percentage of total population	8.8%	8.8%

Indicators that can be taken into consideration to determine the number of individuals needing, but not currently receiving, services from charitable feeding programs include:

- The national food stamp participation rate for individuals between zero and 130% of the poverty level was 57% in 2005; but 11 states had participation between 75 and 95%, with an average participation rate of 81% for those states.⁹ This indicates that a high percentage of people below or near the poverty level likely need assistance and can be reached under the right circumstances.
- An analysis prepared by the Boston Consulting Group for America's Second Harvest (outlined in Key Finding 6) showed that charitable feeding programs served approximately 55% (21 million) of the 38 million food insecure individuals nationwide in 2004. Applying the percentage of food insecure individuals not being reached by charitable feeding programs (45%) to the number of food insecure individuals in North Dakota in 2006¹⁰ would indicate that 18,313 food insecure individuals (2006 estimated population of 635,867¹¹ x 6.4% food insecure x 45% un-served) were not being served by charitable feeding programs in the state. Adding these individuals to the current 52,859 (see Appendix 1.2) people currently served by charitable feeding programs would suggest a minimum of 71,172 individuals potentially needing assistance.
- An additional analysis prepared by the Boston Consulting Group for America's Second Harvest (outlined in Key Finding 6) showed that a significant number of individuals served by charitable feeding programs were not likely to apply for food stamps no matter how much effort is made to reach them. It is likely that some individuals will not accept assistance from charitable feeding programs as well, due to pride, limited need for assistance, desire for independence or other factors.

- GPFB staff report that during site visits over the last eighteen months food shelf staff and volunteers have consistently shared that growing numbers of individuals who had not previously needed help are now turning to them for assistance, and that this trend is growing as prices for gas, food and utilities continue to increase. This would seem to indicate that more people in the ranges above the poverty level (0 - 185%) are now seeking assistance.

Based on the current percentage of people receiving services at different levels of poverty and the indicators outlined above five primary assumptions were drawn; 1) the amount of assistance needed is closely correlated to the level of poverty, 2) somewhere in the neighborhood of 80% of people living below or near poverty could potentially utilize services, 3) some people will not utilize services no matter what their circumstances, 4) a significant number of food insecure individuals are likely not being reached and 5) more people living above the poverty level are seeking services.

Based on these assumptions and current service provision percentages for income levels ranging from 0 -185% of poverty as outlined above, a formula was developed to determine the estimated number of people potentially needing services by county for comparative purposes (see Figure 3).

Figure 3: Percent of Population Needing Services at Various Levels of Income as a Percentage of Poverty Level

Income as Percentage of Poverty Level	Percent of Population Potentially Needing Services
0 – 99%	80%
100 – 124%	50%
124 – 149%	25%
150 – 175%	10%
175 – 200%	5%

These percentages were applied to the number of individuals at each level of poverty for each county, showing the total number of individuals potentially needing services in the state being 82,513 (see Appendix 1.3). This is slightly above the number of individuals living in poverty in the state (73,457¹²), which is currently used in many national studies as well as in some of the alternative service provision measurements below, as it incorporates the need for services for low-income individuals living above the poverty line as well those below.

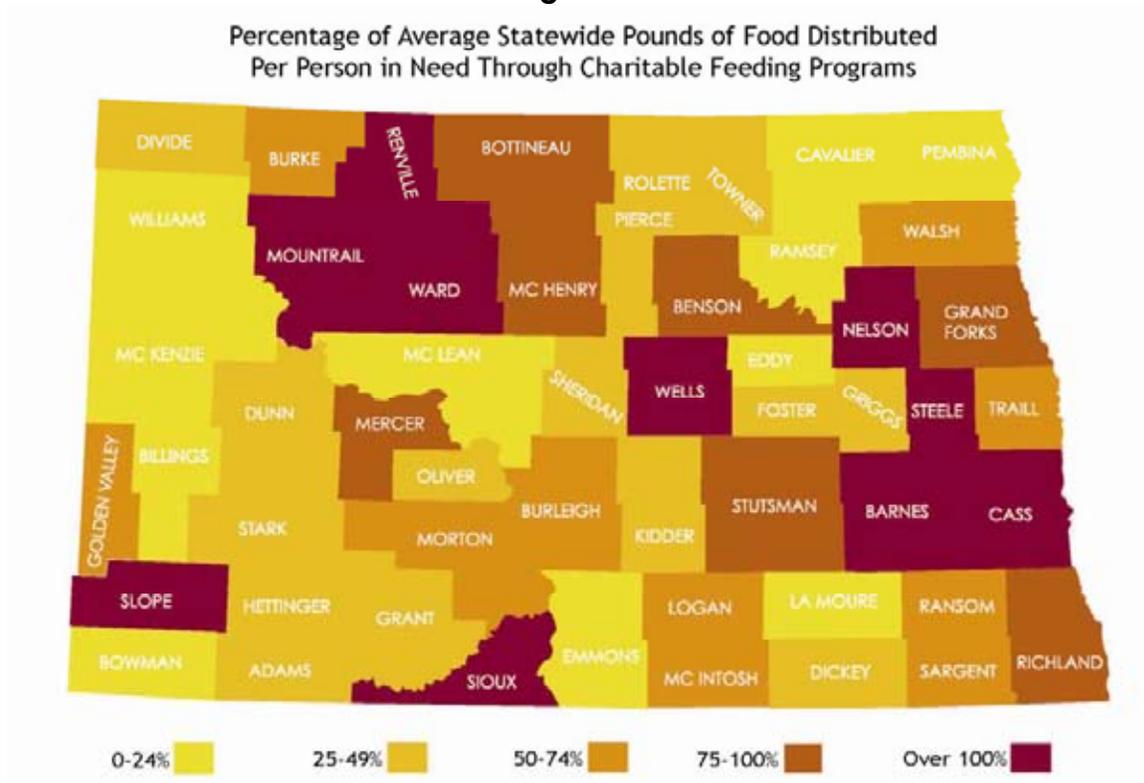
Identifying underserved counties based on pounds of food distributed per person in need

To determine current service levels, pounds of food distributed through charitable feeding programs in each county was divided by the estimated number of individuals potentially needing services.

The average pounds of food distributed per person in need in North Dakota was determined to be 55 (4,576,416 pounds of food distributed through charitable feeding programs divided by 82,513 individuals potentially needing services = 55).

Of the 53 counties in North Dakota, 26 were found to be distributing less than 50% of the statewide average of 55 pounds per person in need, with 11 of those 26 counties providing less than 25% of the statewide average (see Figure 4, Appendix 1.4). Counties providing less than 50% of the statewide average were determined to be under-served by the CHFND steering committee for purposes of this study.

Figure: 4



Determining percent of individuals potentially needing assistance that are currently being served by the charitable feeding network

The number of individuals currently being served in each county was also compared to the estimated number of individuals potentially needing services.

The 109 North Dakota emergency food providers that are members of the GPFB submit monthly service statistics reports, including the unduplicated number of children, adults and seniors receiving food baskets or meals. Information on individuals served in 2007 was also collected from the 11 food pantries not affiliated with the GPFB, one food pantry served by a food bank in a neighboring state, and 12 sites affiliated with North Dakota Community Action Programs which distribute federal commodities only.

While charitable feeding programs track and report unduplicated statistics on a monthly basis, they do not do so on an annual basis. In order to get the estimated unduplicated number of individuals served by food shelves on an annual basis, the total number of individuals served in each county in 2007 was divided by the average number of visits per individual on an annual basis (five) as determined from information reported on the CHFND provider questionnaire (see Figure 5).¹³

Figure 5: Average Number of Annual Food Shelf Visits by North Dakota Food Pantry Clients¹⁴

Number of Visits Reported (in Previous 12 Months)	Average Number of Visits in Range	Number of Individuals Reporting Frequency	Total Number of Visits (average # visits x number reporting frequency)	Overall Average Number of Visits (total number of individuals ÷ total number of visits)
1 – 3	2	495	990	---
4 – 6	5	224	1120	---
7+	9.5	337	3202	---
Total	---	1056	5312	5.03

The annual unduplicated estimated number of individuals served by emergency shelter and soup kitchen meal programs was determined by dividing the total number of individuals served by two. This was based on historical estimates provided by the GPFB and their member providers as to the average length of stay at shelters and average frequency of visits to soup kitchen programs, and the USDA's *Household Food Security in the United States 2006* study which found that food insecure individuals experienced the condition six months out of the year on average.¹⁵ The number of unduplicated individuals receiving CSFP commodity food boxes in each county was also collected from the North Dakota Community Action Programs.

Charitable feeding programs in North Dakota are currently serving an estimated 52,859 unduplicated individuals, or approximately one out of every 12 North Dakotans annually (52,859 out of 635,867). Food shelves accounted for 68% (36,006) of the total individuals served; shelter and soup kitchen meal programs for 26% (13,874); and CSFP program recipients for 6% (2,979) (see Appendix 1.5).

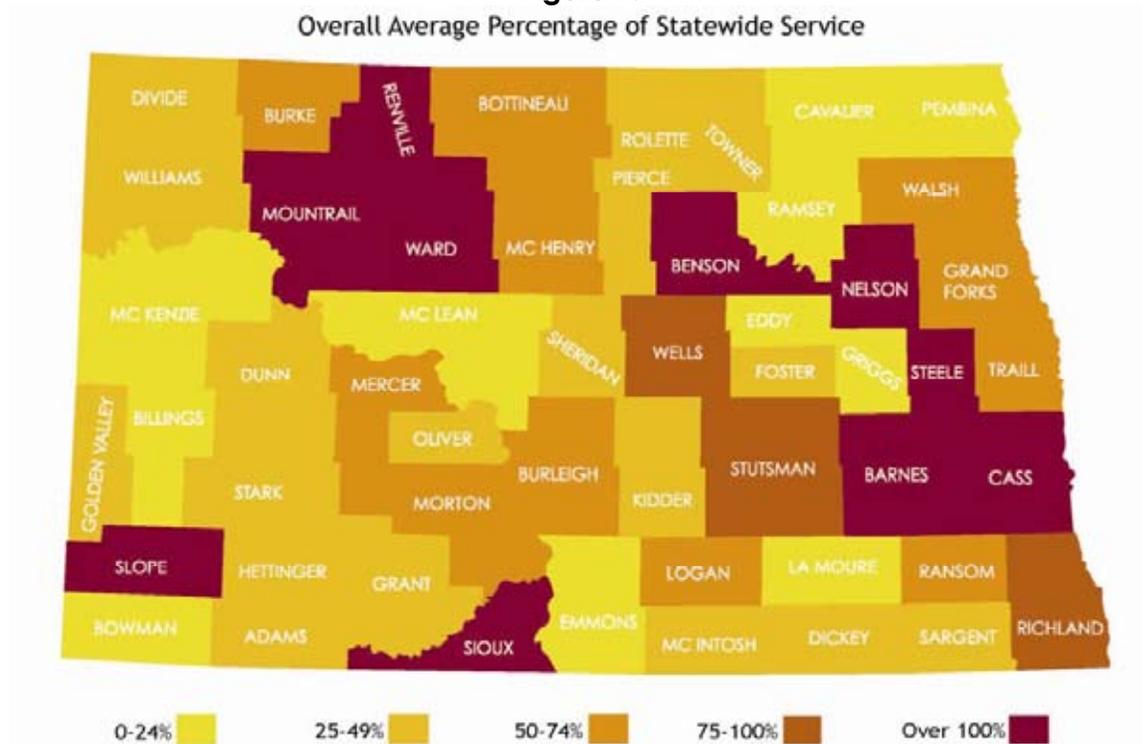
An estimated 57% of clients potentially needing services are currently being served after adjusting for five counties serving more than 100% of estimated people needing assistance (52,819 estimated unduplicated individuals currently served minus 5,500 individuals above projected service level needs in five counties = 47,359. $47,359 \div 82,513$ estimated individuals in need = 57.4%). See Appendix 1.6 and Figure 6 for more information.

Service levels over 100% in the five counties are likely a result of either clients being served more frequently than the statewide average, clients being served by multiple programs, or a higher percentage of clients above the poverty level being served than used for projections. It could also possibly result from clients in a neighboring county receiving services, which is a common occurrence. If that were the case, up to 64% ($52,819$ currently served \div $82,513$

Therefore, an overall average percentage of statewide service was determined for each county by calculating the combined average of the two measurement results reviewed above (see Appendix 1.8). This resulted in three additional counties being identified as under-served by the CHFND steering committee, with a composite average of less than 50% of the statewide average for the two criteria (see Appendix 1.7), bringing the overall total number of counties identified as underserved to 29 (see Figure 7).

Seven additional counties that served more than 50% of the statewide average for pounds of food per person in need and combined overall percentage of statewide service, but less than 50% of the estimated individuals needing assistance (average of 44%), were identified as counties that may need further evaluation (see Appendix 1.7).

Figure 7:



Pounds of food distributed per person in need through all charitable feeding network sources

While distribution through charitable feeding programs is the primary focus of this study, additional product is also distributed to other nonprofit charities (programs for low-income youth, seniors, developmentally disabled and abused women and children) through the GPFB and to low-income seniors through CSFP. These programs often serve clients from the same

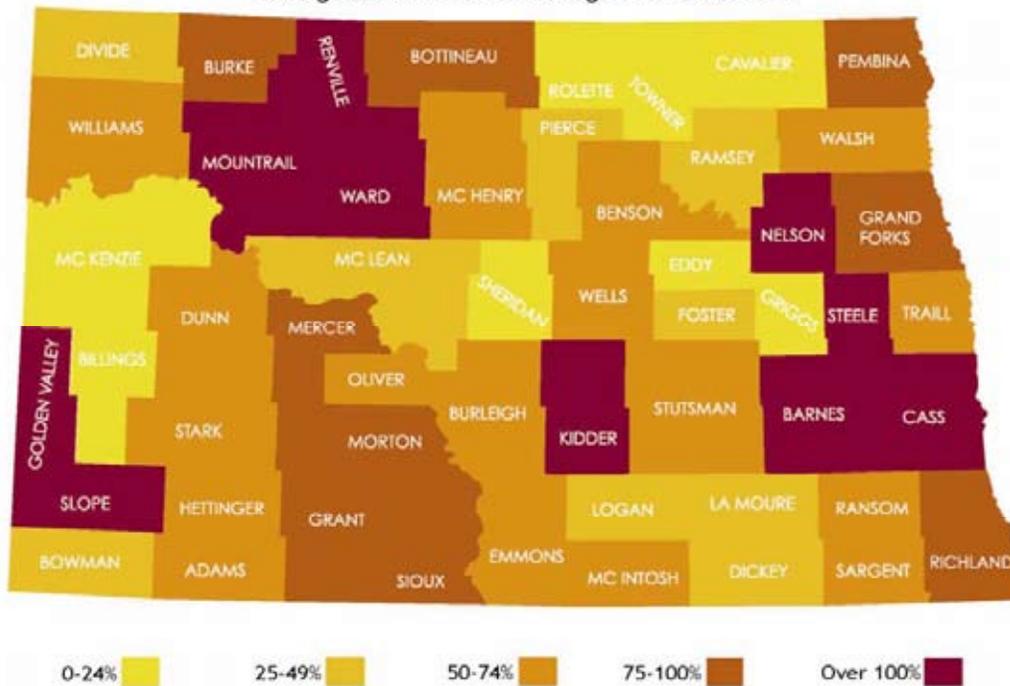
populations that food shelves, shelters and soup kitchens do, playing a different, but important, role in meeting the food assistance needs of low-income North Dakotans. Including these pounds increases the statewide average pounds of food distributed per person in need from 55 to 84 (see Appendix 1.9).

It also brings 13 counties from below 50% of the overall statewide service average for charitable feeding programs to above 50% of the statewide average for pounds distributed per person in need through all charitable sources (see Figure 8, Appendix 1.7). In all except one case, these are rural, sparsely populated counties with low numbers of individuals needing assistance where even a small amount of additional pounds to another nonprofit through the GPFB, or participating in CSFP can make a significant difference.

Just one county that was above 50% of the statewide average for services provided by charitable feeding programs, that doesn't participate in CSFP or have any additional nonprofit programs supplied by GPFB, dropped below 50% of the statewide average for pounds distributed per person in need through all charitable sources (see Appendix 1.7). The remaining 16 counties identified as under-served by previous measurements were also under-served based on this measurement.

As efforts are initiated by the charitable food distribution system to address under-served counties, food channeled to low income individuals through CSFP or the GPFB to non-emergency feeding programs could be taken into consideration in determining the extent of need for additional services.

Figure 8:
Percent of Average Statewide Pounds of Food Distributed Per Person In Need Through All Charitable Feeding Network Sources



Comparison of state to national service levels

Additional analysis was conducted to compare how the charitable feeding system in North Dakota is performing compared to the rest of the nation. Currently, national information is only available for pounds distributed through America's Second Harvest food banks, TEFAP and CSFP and does not include pounds from local sources. Food bank pounds to both charitable feeding programs and other nonprofits are included in national measurements. Comparisons are based on the number of individuals in poverty, rather than the total number of estimated individuals needing assistance used in this study since poverty data is readily available nationwide.

With CSFP currently only available in 32 states, the first comparison of state to national service levels was made using pounds distributed through food banks and TEFAP to provide the most equitable assessment.

The Great Plains Food Bank distributed 3,411,534 pounds of donated product and 284,536 pounds of TEFAP commodities to North Dakota charitable feeding programs and other nonprofits serving low income populations in 2007¹⁶. North Dakota Community Action Programs distributed an additional 575,075 pounds of TEFAP commodities, bringing the total to 4,271,145 pounds.¹⁷ Dividing 4,271,145 pounds by the 68,674 people living in poverty results in an average of 62.19 pounds of food distributed per person in poverty in North Dakota through the GPFB and TEFAP program.¹⁸

Nationally, America's Second Harvest food banks distributed 2.117 billion pounds of food in FY07.¹⁹ Based on figures reported by food banks in all 50 states for FY05, food banks distributed 82.25% of TEFAP commodities nationwide, with other organizations distributing the remaining 18%.²⁰ Applying the 17.75% of TEFAP products not distributed by food banks to the 444,732,315 pounds of TEFAP distributed nationwide in FY06 results in approximately 78,939,986 additional pounds of TEFAP provided through sources other than food banks.²¹ Similarly, based on figures reported by food banks in all 50 states for FY05, food banks distributed 37.47% of all CSFP commodities nationwide, with other organizations distributing the remaining 62.53%.²² Applying the 37.47% of CSFP products distributed by food banks to the 169,227,065 pounds of CSFP distributed nationwide in FY06 results in approximately 63,409,381 pounds of CSFP product provided through food banks.²³

Adding the 78,939,986 pounds of TEFAP product distributed through non-food bank sources in order to include all TEFAP product distributed nationwide, and subtracting the 63,409,381 million pounds of CSFP product distributed by food banks in order to exclude all product from that program for this comparison, to the 2.117 billion pounds of product distributed by food banks results in a total of 2,132,530,605 pounds of product distributed through food banks and the TEFAP program nationwide. Dividing 2.1325 billion pounds by the 38,023,607 million individuals in poverty nationwide results in an average of 56.08 pounds of food distributed per person in poverty nationwide through food banks and the TEFAP program.²⁴ The North Dakota service level of 62.19 pounds per person in poverty is 111% higher than the national average of 56.08 pounds ($62.19 \div 56.08 = 110.9\%$) for product distributed through food banks and TEFAP.



Incorporating CSFP pounds into the equation results in an even greater differential between North Dakota distribution and the national average since not all states have the CSFP program. Adding the 1,062,648 pounds of CSFP product distributed in North Dakota to the 4,271,145 pounds of GPFB and TEFAP product distributed results in a total of 5,333,793 total pounds distributed through these three sources.²⁵ Dividing 5,333,793 pounds by the 68,674 individuals in poverty results in an average of 77.67 pounds of food distributed per person in poverty in North Dakota.

Adding the 169,227,065 pounds of CSFP product distributed nationwide to the 2,132,530,605 pounds of food bank and TEFAP product distributed results in a total of 2,301,757,670 total pounds distributed through these three sources. Dividing this number by the 38,023,607 million individuals in poverty results in an average of 60.53 pounds of food distributed per person in poverty nationwide.

The North Dakota service level of 77.67 pounds per person in poverty is 128% higher than the national average of 60.53 pounds ($77.67 \div 60.53 = 128.32\%$) for product distributed through food banks, TEFAP and CSFP.

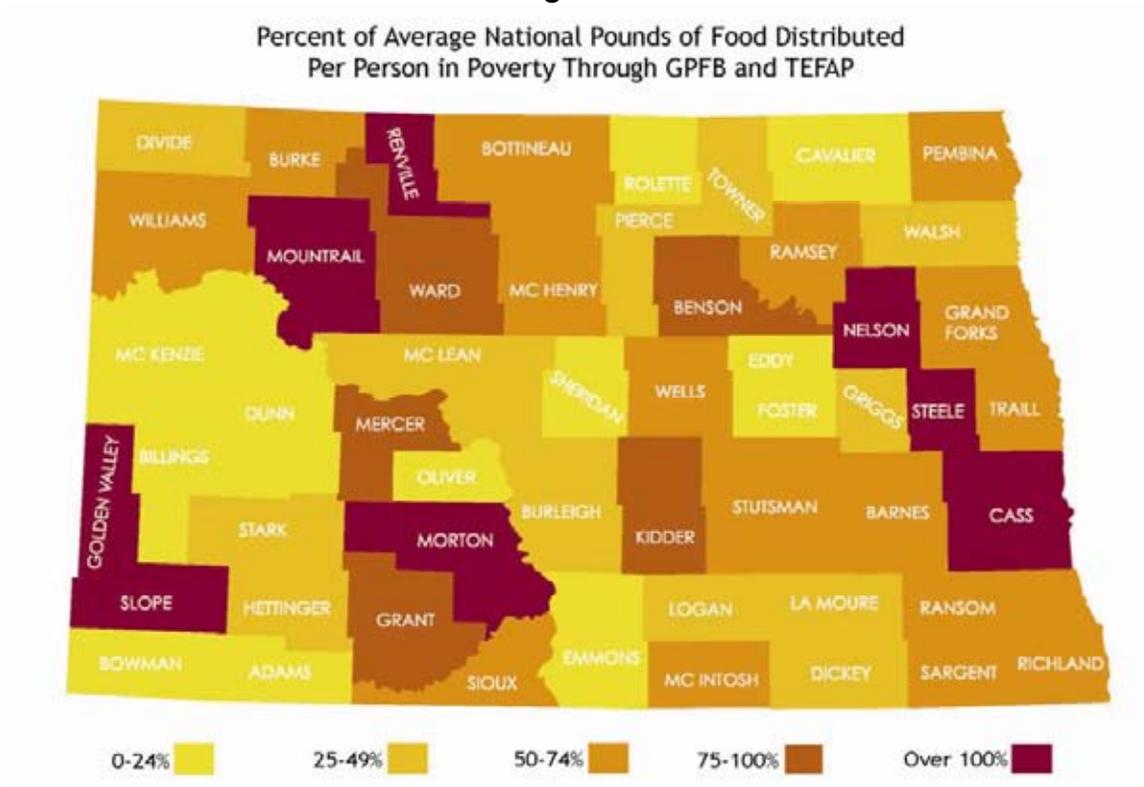
Comparison of national service measurement methods to primary service measurement methods utilized in this study

Comparing county-by-county numbers for Food Bank/TEFAP and Food Bank/TEFAP/CSFP pounds per person in poverty with the overall average statewide service for pounds of food distributed per person in need, and percentage of estimated individuals needing assistance served (see Appendix 1.7), provides some insight into how closely the results match up as methods to measure service standards on a county basis across the nation continue to be researched and refined.

Comparing the percentage of the national average for pounds of food distributed through the GPFB and TEFAP per person in poverty (see Appendix 1.10) with the overall average percentage of statewide service by county (see Appendix 1.7), Figure 9 below reveals:

- The results for 42 (79%) counties remain the same, with 21 below 50% of the average service level in both analyses and 21 above.
- Eight counties that are below 50% of the statewide service average are above 50% of the national service average.
- Three counties that are above 50% of the statewide service average are below 50% of the national service average.

Figure 9:



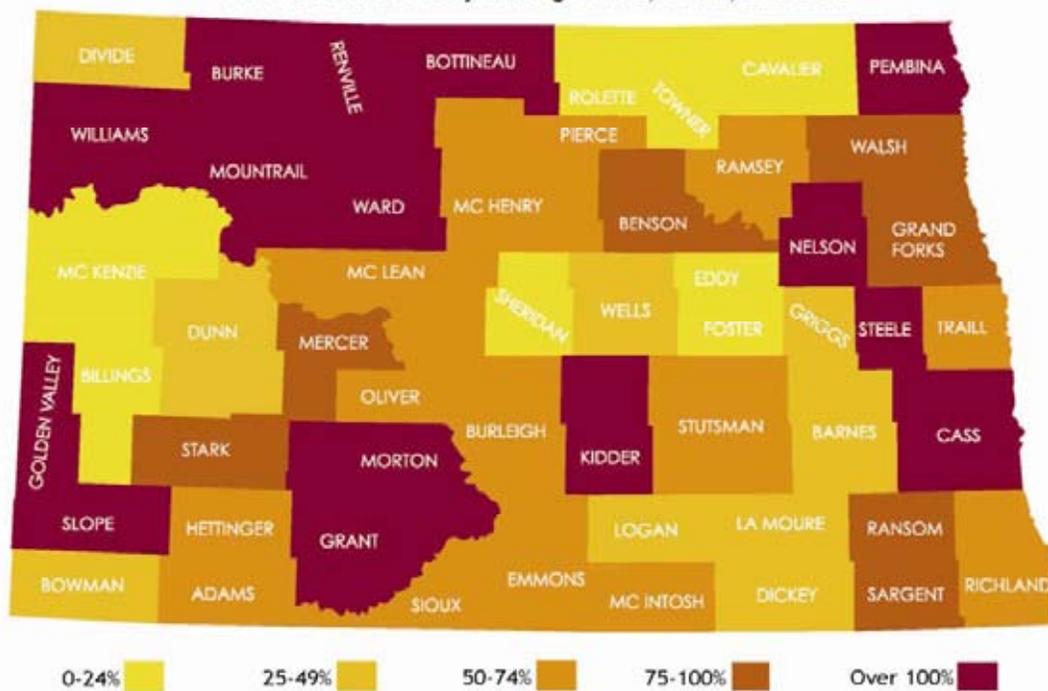
Incorporating CSFP into the equation results in an even greater differential. Comparing the percentage of the national average for pounds of food distributed through the GPFB, TEFAP and CSFP per person in poverty (see Appendix 1.11) with the overall average percentage of statewide service by county (see Appendix 1.7) identified in this study, Figure 10 below reveals:

- The results for 35 counties (66%) remain the same, with 14 below 50% of the average service level in both analyses and 21 above.
- 15 counties that are below 50% of the statewide service average are above 50% of the national service average.
- Three counties that are above 50% of the statewide service average are below 50% of the national service average.



Figure 10:

Percent of Average National Pounds of Food Distributed Per Person in Poverty Through GPFB, TEFAP, and CSFP



While a significant number of individuals above the poverty line use charitable feeding programs, using just the number of people in poverty as a baseline to measure comparative service levels provides similar results to incorporating both those above and below the poverty line (see Appendix 1.12). A comparison of the percentage of average pounds of food provided per person in need, including those above the poverty line, with the percentage of average pounds of food provided per person in poverty reveals that the results for 51 counties (96%) remain the same, with 25 below 50% of the average service level in both analyses and 26 above. Just one county moves from below 50% of average to above 50% of average, and one county from above 50% of average to below 50% of average.

While current service provision measurements used on a national level provide a starting point for tracking and monitoring service levels in a consistent manner across the country, incorporating additional data from local sources and including or excluding certain sources (i.e. food distributed by food banks to nonprofits other than charitable feeding programs and CSFP product), can result in significant differences in which counties are determined to be underserved.

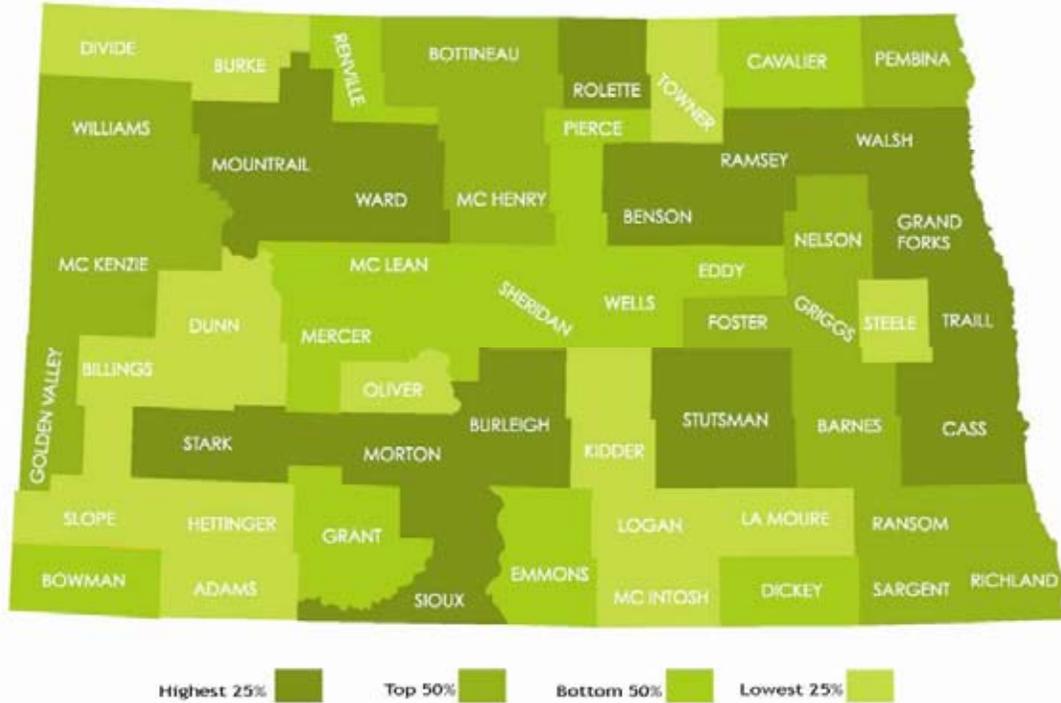
Federal Nutrition Assistance Programs

Federal nutrition programs²⁶ provide an estimated \$87 million of food assistance in North Dakota annually (see Appendix 1.13). In order to evaluate whether government food assistance

programs are filling additional needs in counties identified as underserved by charitable feeding programs, the average expenditure for federal nutrition programs per person needing assistance was calculated (see Appendix 1.14). Counties were then ranked from the lowest 25% to highest 25% based on the average dollars of assistance provided per person in need noted in Figure 11.

Figure 11:

Ranking Among Counties of Assistance Provided Through Federal Nutrition Programs



A comparison of the results revealed that 18 of the 26 counties that were identified as underserved by the charitable feeding network based on pounds of food provided per person in need, were also in the bottom half of counties based on the dollars of service provided per person in need by government programs. In all, 36 of North Dakota’s 53 counties were identified as either being under-served by the charitable feeding network, or in the bottom half of services provided by government food assistance programs (see Appendix 1.7). Charitable feeding programs should not rely on federal nutrition programs to fill gaps in service in the charitable feeding network, as there is a strong correlation between low service levels by both charitable feeding and federal nutrition programs in the same counties.

Determining additional pounds of food needed to meet minimum service levels

The additional pounds of food needed to meet minimum service levels, defined as 50% of the statewide average pounds of food per person in need for purposes of this study, was determined by taking the estimated number of individuals needing food assistance in each county x 27.72 pounds (50% of statewide average of 55.46) minus current pounds distributed (see Appendix 1.15). The resulting total for all counties needed to reach minimum service levels is 283,403



pounds, which equates to 6.19% of the current total of 4,576,416 pounds being distributed by charitable feeding programs.

Determining additional pounds of food needed to meet full service levels

The additional pounds of food needed to meet full service levels, defined as 100% of the statewide average pounds of food per person in need for purposes of this study, was determined by taking the estimated number of individuals needing food assistance in each county times the statewide average of 55.46 pounds minus current pounds distributed (see Appendix 1.15). The resulting total for all counties needed to reach full service levels is 1,376,905 pounds, which equates to 30.09% of the current total of 4,576,416 pounds being distributed by charitable feeding programs.

Determining additional pounds of food needed to create a hunger-free North Dakota

There is currently no defined or widely used method of determining the level of service it would take to end hunger at the county or state level. The matter is further complicated both by the fact that the need for services is constantly changing as economic circumstances fluctuate; and that ending hunger is influenced by many factors external to the charitable feeding sector, including the level of service provided by, and participation rates in, federal nutrition assistance programs.

However, there are a number of ways to estimate the amount of additional services, as measured in pounds, which would be required to create a hunger free environment.

The first is to look at data from the USDA's annual study of food insecurity. The *Household Food Security in the United States 2006* study shows that 6.4% percent of North Dakota households experienced low food insecurity on average from 2004 - 2006, while 2.2% experienced very low food security.²⁷ The study defines **food security** as having access at all times to enough food for an active, healthy life. Households classified as having **low food security** reported multiple indications of food access problems, but few if any, indications of reduced food intake. Households classified as having **very low food security** (previously classified as food insecure with hunger) reported multiple indications of reduced food intake and disrupted eating patterns due to inadequate resources for food.

The study reports that people classified as having very low food security experienced the associated conditions seven months during the year, with households experiencing the condition in the 30 days prior to the study reporting that it occurred 8.6 days on average.²⁸

Multiplying the number of individuals in North Dakota experiencing very low food security ($635,867 \times 2.2\% = 13,989$), times the average occurrence of 8.6 days in 7 months of the year, times an average of 3.84 pounds of food required for 3 meals daily (3×1.28 pounds) provides us with an estimated 3.23 million pounds of food needed to eliminate very low food security, associated with conditions traditionally defined as hunger in the state ($13,989 \times 7$ [months] $\times 8.6$ [days] $\times 3.84$ [pounds] = 3,223,809 pounds).



Since individuals identified as having very low food security include both those reducing food intake but not missing meals, and those who have food for some meals on days they experience the conditions associated with hunger, food for a full three meals per day may not always be required. A minimum range for this measurement, calculated at providing two-thirds of the food needed by individuals experiencing very low food insecurity, would be 2.15 million pounds (3,223,809 lbs. x $\frac{2}{3}$ = 2,149,206).

With consideration for variances in months other than when the data was collected, margins of error, possible underreporting of conditions, and individuals on the border between low food security and very low food security that may be experiencing some conditions associated with hunger, an upper range for this measurement would be to provide a one week's supply of food on a monthly basis to those suffering from very low food security. This would result in an estimated 4.51 million pounds of food required to eliminate the conditions associated with hunger in the state (13,989 individuals x 26.88 pounds [21 meals at 1.28 pounds] x 12 months = 4,512,292 pounds).

A second method would be to utilize data regarding unserved and under-served individuals as determined by this study.

Data collected through the CHFND client survey shows that 28% of clients served by charitable feeding programs reported that the amount of food they receive doesn't meet their needs is somewhat of a problem to a big problem (see Appendix 2.3). According to the CHFND provider questionnaire, clients receive an average of 30 pounds of food per visit (see Appendix 3.2). As previously outlined in Figure 5, clients visit food shelves an average of five times per year.

Providing this 28% of the 52,859 clients currently served by charitable feeding programs with an additional 50% of food per visit would require an additional 1,110,039 pounds to meet unmet needs among current food shelf clients (52,859 clients x 28% underserved x 15 pounds of food x 5 times a year = 1,110,039). The percentage of clients identifying the amount of food not meeting needs as somewhat of a problem (15.2%), between somewhat of a problem and a big problem (7.1%), and a big problem (5.7%) as outlined in Appendix 2.3; along with the amount of additional food providers without enough resources to meet needs identified as needing (with an average of approximately 40%) (see Appendix 3.2), were taken into account when determining the estimated additional amount of food (50%) needed to meet unmet needs among current food shelf clients.

An additional 29,694 clients were identified by this study as potentially needing services (82,513 potentially needing services minus 52,819 currently served). Providing those individuals with service four times a year at 30 pounds per visit would require an additional 3,563,280 pounds of food. Although current clients utilize food shelves an average of five times a year, four visits a year was utilized for this measurement as it is likely that a percentage of those that do not currently seek services is due to the fact that they only require a small additional amount of assistance or need help on an infrequent basis.

Adding the amount of food needed to fill the estimated unmet need among current clients (1.11 million pounds), and those potentially needing services (3.56 million pounds), results in a total of 4,663,319 pounds needed to create a hunger free North Dakota.

The last measurement is based on a recent model developed by Food Lifeline, the food bank for the state of Washington, which attempts to determine the total number of meals needed by low-income individuals, current sources of meals, and the remaining number of meals still needed.²⁹

Applying this model to North Dakota we find:

Total meals needed: 176,516 individuals between 0 and 185% of poverty level x 3 meals per day x 365 days = 193,285,020 meals needed annually.³⁰

Meals provided by individuals: 176,516 individuals x \$30.67³¹ per week (average weekly food expenditure, including food stamps, for households with incomes between 0 – 185% of poverty) x 52 weeks = \$281,514,777. \$281,514,777 - \$54,440,357³² food stamp benefits = \$227,074,420 available from individuals. \$227,074,420 ÷ \$1.78³³ per meal (average cost per meal based on midpoint between USDA Thrifty and Low Cost Food Plan for four family configurations under each plan) = 127,569,899 meals provided by individuals.

Meals provided by federal nutrition programs:

- Food Stamps: \$54,440,357 ÷ \$1.78 per meal = 30,584,470 meals.
- WIC (Women, Infants and Children) Program: \$9,035,544³⁴ ÷ \$1.78 = 5,076,148 meals.
- School Lunch Program: 4,376,958 free and reduced price meals.³⁵
- School Breakfast Program: 1,863,832 free and reduced price meals.³⁶
- CACFP (Child and Adult Care Food Program): 5,927,884 meals.³⁷
- FDPIR (Food Distribution Program on Indian Reservations): 3,123,451³⁸ pounds ÷ 1.28 pounds per meal = 2,440,196 meals.
- SFSP (Summer Food Service Program): \$403,019 ÷ \$2.02 per meal³⁹ = 199,514 meals.

Total meals provided by federal nutrition program: 50,469,002.

Meals provided by charitable feeding network:

- Distributed by food pantries: 4,177,159 pounds ÷ 1.28 pounds per meal = 3,263,405 meals.⁴⁰
- Distributed by congregate meal programs supplied by the GPFB = 3,569,446 meals.⁴¹
- Distributed through CSFP: 1,062,647 pounds ÷ 1.28 pounds per meal = 830,193 meals.⁴²

Total meals provided by charitable feeding network: 7,663,044.

Meals still needed:

193,285,020 meals needed annually minus 127,569,899 meals provided by individuals, 50,469,002 meals provided by federal nutrition programs, and 7,663,044 meals provided by charitable feeding network equals 7,583,075 meals needed.

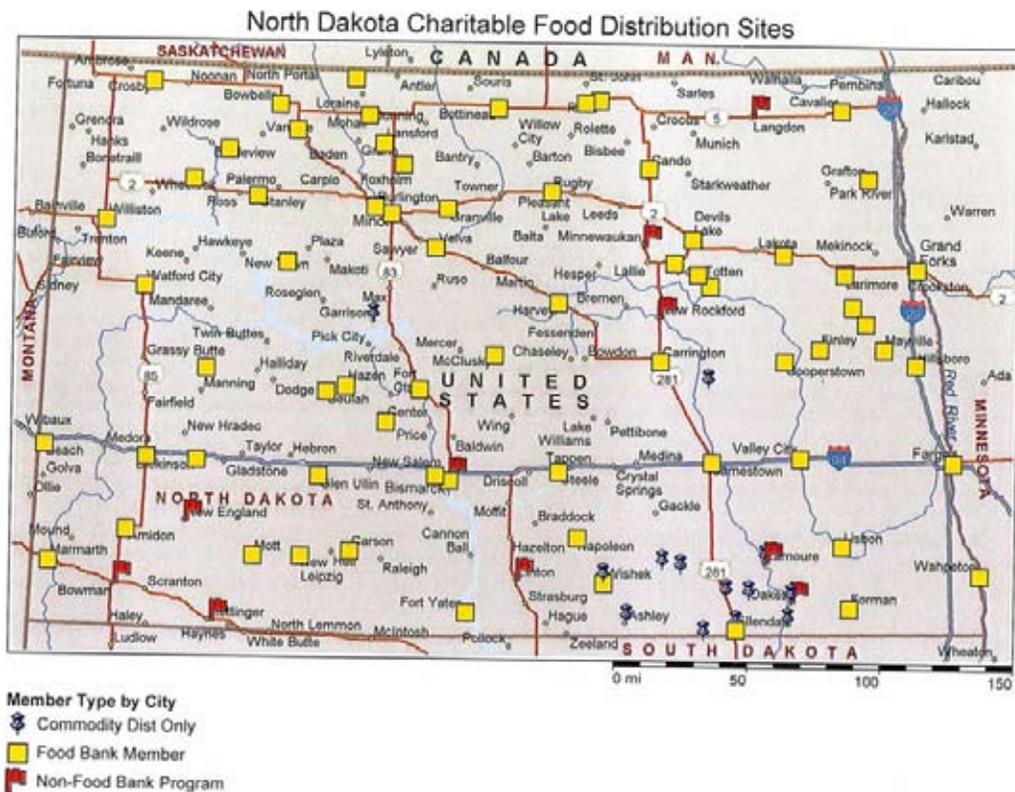
At this point several unknowns need to be taken into account including: 1) how many meals are distributed through nonprofit programs, other than charitable feeding programs, that are not members of the GPFB (GPFB limits service to nonprofits that serve more than 50% low-income clients, and only serves a limited number of programs that are not emergency charitable feeding programs); 2) what percentage of the remaining meals could federal nutrition programs provide through increased participation rates or funding; and 3) how many meals are provided by families, neighbors, friends and other sources not included above. If the charitable feeding network is responsible for two-thirds of the remaining meals, it would require an additional 6.27 million pounds of food ($7,583,075 \times 66.67\% \times 1.28$ pounds per meal = 6,471,214 pounds).

Thus, estimates range from a low of 2.15 million pounds to a high of 6.47 million pounds, with estimates of 3.22 million, 4.51 million, and 4.66 million pounds in the middle. Based on these projections, with additional weight given to the calculation based on the results of this study (4.66 million pounds), the CHFND study steering committee estimated that it would take an additional 4.5 million pounds of food distributed through the charitable feeding network to create a hunger-free North Dakota at this time.

Analysis of geographic gaps in service

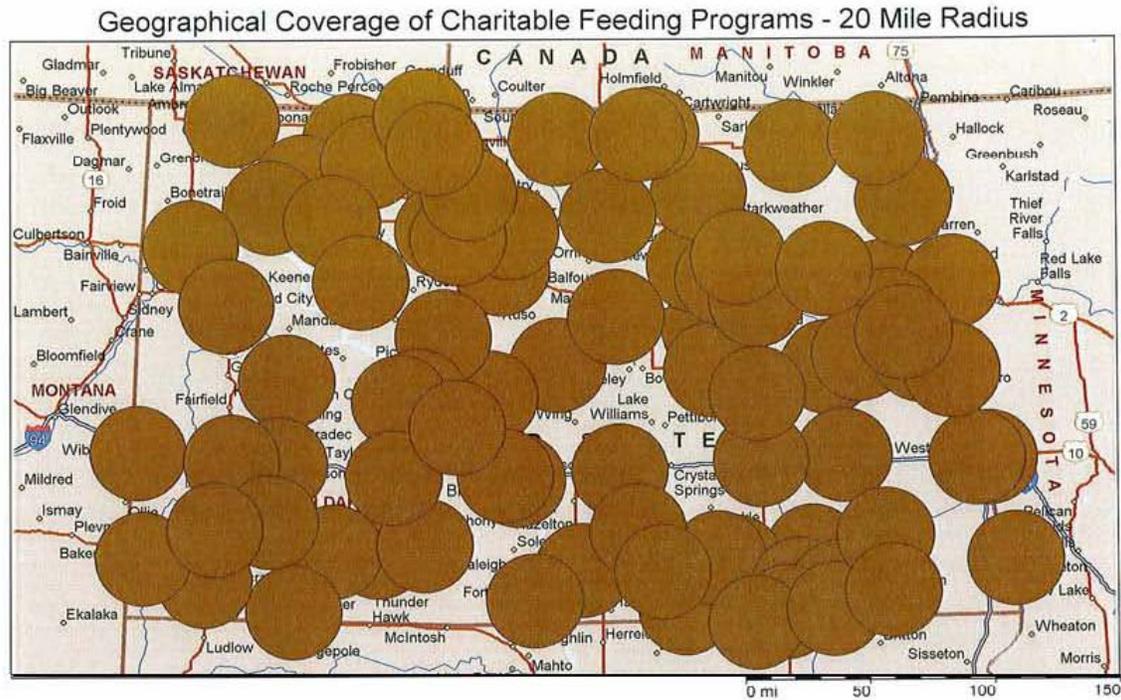
Fifty-two out of 53 counties in North Dakota have charitable feeding programs (Figure 12), and the remaining county (Billings) is served at least to some degree by programs in adjacent counties. However, 28 counties are served by just a single provider. While many North Dakota counties have just a few cities/towns and are sparsely populated, they also often encompass a large geographical territory.

Figure 12:



Inserting a 20 mile radius around current provider sites indicates that a vast majority of the state's geographical area and population are covered, although there are some gaps, primarily in very sparsely populated rural areas as shown in Figure 13.

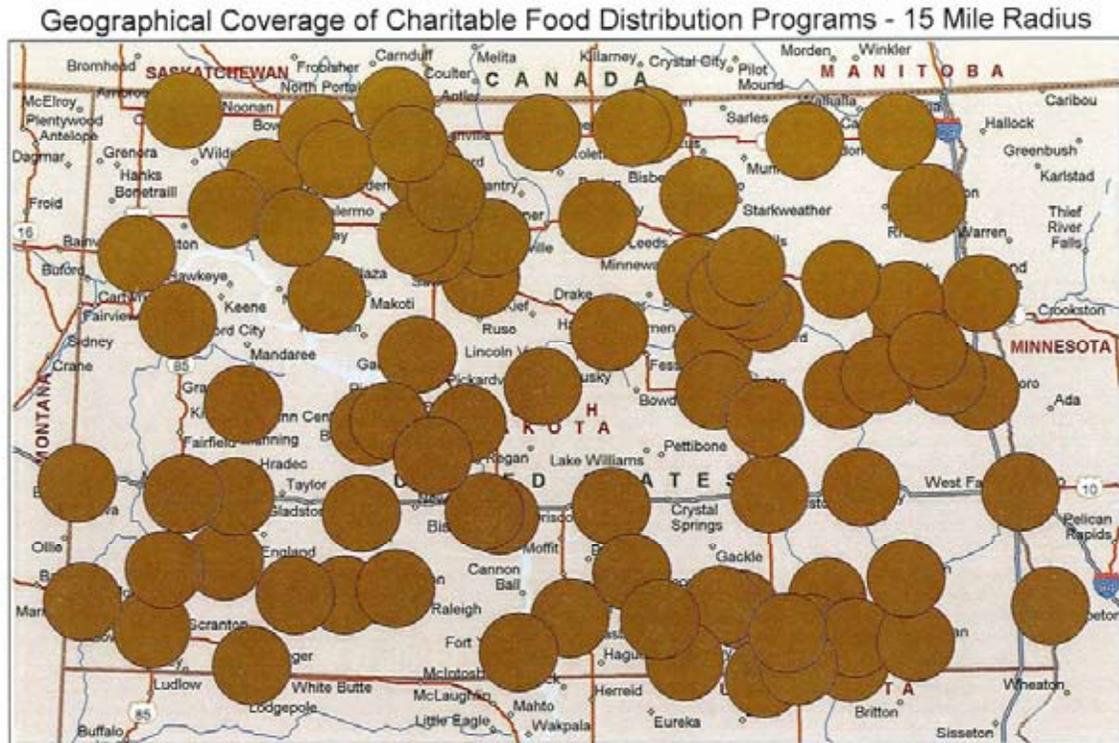
Figure 13:



At the same time, communities and people don't always function within arbitrarily drawn boundaries, and distance from service centers is a fairly significant problem based on both the Emergency Food Client Postcard Survey Summary and the CHFND Emergency Food Service Provider Questionnaire Summary addressed later in this report. Clients identified transportation challenges as the second largest barrier to accessing services, while 43% of providers reported serving a radius of 40 miles or more (see Appendices 2.3 and 3.2).

Inserting a 15 mile radius around current provider sites reveals areas where additional service providers may be helpful (see Figure 14).

Figure 14:



NOTES AND RESOURCES

¹ VanAmburg, David. "Hunger 1997: The Faces and Facts". Prepared for America's Second Harvest. VanAmburg Group, 1998.

² Cohen R., Myoung K., Ohls J. "Hunger in America 2006". Report prepared for America's Second Harvest. Mathematica Policy Research, Inc., March 2006. Available at: <http://www.hungerinamerica.org>.
Note: Number of clients served = percent of clients served in poverty range x total clients served.

³ U.S. Census Bureau, Current Population Survey, 2006 Annual Social and Economic Supplement. Available at: <http://www.census.gov/cps/>.

⁴ "Hunger in America 2006" used 101-130% and 131-150% percent of poverty while U.S. Census Bureau uses 101-135% and 136-150%, so percentage of population served will be slightly understated in the 101-130% range and slightly overstated in the 131-150% range.

⁵ U.S. Census Bureau, Current Population Survey, 2006 Annual Social and Economic Supplement. Available at: <http://www.census.gov/cps/>.

⁶ Appendix 1.2: Estimated Unduplicated Individuals Served by County.

⁷ Cohen R., Myoung K., Ohls J. "Hunger in America 2006". Report prepared for America's Second Harvest. Mathematica Policy Research, Inc., March 2006. Available at: <http://www.hungerinamerica.org>.

⁸ U.S. Census Bureau, 2005 American Community Survey. Available at: http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuid=&_lang=en&_ts=.

⁹ Cunnyngham K., Castner L., Schirm A. "Reaching those in Need: State Food Stamp Participation Rates in 2005". United States Department of Agriculture, Food and Nutrition Service, October 2007. Available at: <http://www.fns.usda.gov/oane/MENU/Published/FSP/FILES/Participation/Reaching2005.pdf>.

¹⁰ Nord M., Andrews M., Carlson S. "Household Food Security in the United States, 2006". United States Department of Agriculture, Economic Research Service, November 2007. Available at: <http://www.ers.usda.gov/Publications/ERR49/ERR49appD.pdf>.

¹¹ U.S. Census Bureau, Quick facts, North Dakota. Available at: <http://quickfacts.census.gov/qfd/states/38000.html>.

¹² U.S. Census Bureau, American Factfinder, Decennial Census, Census 2000 Summary File 3 (SF3). Available at: http://factfinder.census.gov/servlet/DTGeoSearchByListServlet?ds_name=DEC_2000_SF3_U&_lang=en&_ts=235332753891

¹³ For those food shelves providing service 3 to 4 times a year, the average number of visits was estimated to be 1 less than the total number of times service was available (i.e. if a food shelf is open quarterly, the average number of visits was estimated at 3). For food shelves providing service 1 – 2 times a year, the average number of visits was estimated to be the number of times service was available.

¹⁴ Appendix 2.3: CHFND Emergency Food Client Postcard Survey Summary. Note: The majority of food shelves limit service to once a month or less according to information collected on the questionnaire and GPFB. Therefore, 12 visits were used as the upper level of the 7+ visits range to determine average number of visits in range.

¹⁵ Nord M., Andrews M., Carlson S. "Household Food Security in the United States, 2006". United States Department of Agriculture, Economic Research Service, November 2007. Available at: <http://www.ers.usda.gov/Publications/ERR49/ERR49appE.pdf>.

¹⁶ Great Plains Food Bank, 2007 Annual Distribution Report and 2007 Agency Distribution by County Report.

¹⁷ North Dakota Community Action Programs, 2007 TEFAP Distribution Reports.

¹⁸ U.S. Census Bureau, QuickFacts, North Dakota. Available at: <http://quickfacts.census.gov/qfd/states/38000.html>. Note: 635,867 Population x 10.8% Poverty Rate = 68,674.

¹⁹ America's Second Harvest, 2008 - 2012 Strategic Plan Overview, internal communications, 2007.

²⁰ "The Almanac of Hunger and Poverty in America 2006". America's Second Harvest, 2006. Available at: http://www.secondharvest.org/learn_about_hunger/Hunger_Almanac_2006.html.

-
- ²¹ "The Almanac of Hunger and Poverty in America 2007". America's Second Harvest, 2007. Available at: http://www.seconddharvest.org/learn_about_hunger/hunger_almanac_2007.html.
- ²² "The Almanac of Hunger and Poverty in America 2006". America's Second Harvest, 2006. Available at: http://www.seconddharvest.org/learn_about_hunger/Hunger_Almanac_2006.html.
- ²³ "The Almanac of Hunger and Poverty in America 2007". America's Second Harvest, 2007. Available at: http://www.seconddharvest.org/learn_about_hunger/hunger_almanac_2007.html.
- ²⁴ US Census Bureau, Quick Facts, United States. Available at: <http://quickfacts.census.gov/qfd/states/38000.html>. Note: 299,398,484 Population x 12.7% Poverty Rate = 38,023,607.
- ²⁵ North Dakota Department of Public Instruction, Child Nutrition and Food Distribution Programs. 2007 CSFP Distribution Report.
- ²⁶ Federal Nutrition Programs: Food Stamp Program, School Breakfast and Lunch Program, Summer Food service Program, Child and Adult Care Food Program, Food Distribution Program on Indian Reservations, WIC (Women, Infants and Children) Program, Commodity Supplemental Food Program.
- ²⁷ Nord M., Andrews M., Carlson S. "Household Food Security in the United States, 2006". United States Department of Agriculture, Economic Research Service, November 2007. Available at: <http://www.ers.usda.gov/publications/err49/err49appd.pdf>.
- ²⁸ Nord M., Andrews M., Carlson S. "Household Food Security in the United States, 2006". United States Department of Agriculture, Economic Research Service, November 2007. Available at: <http://www.ers.usda.gov/Publications/ERR49/ERR49appe.pdf>.
- ²⁹ "Unmet Needs Documentation", Food Lifeline, Shoreline, WA, November 2006.
- ³⁰ U.S. Census Bureau, American Factfinder, Decennial Census, Census 2000 Summary File 3 (SF3). Available at: http://factfinder.census.gov/servlet/DTGeoSearchByListServlet?ds_name=DEC_2000_SF3_U&lang=en&ts=235332753891.
- ³¹ Nord M., Andrews M., Carlson S. "Household Food Security in the United States, 2006". United States Department of Agriculture, Economic Research Service, November 2007. Available at: <http://www.ers.usda.gov/Publications/ERR49/ERR49c.pdf>. Note: Average of under 1.00 (\$30), under 1.30 (\$30), and under 1.85 (\$32) household income to poverty ratio.
- ³² North Dakota Department of Human Services, Supplemental Food Assistance Program. "Monthly EBT Issuance 2007". Spreadsheet received via email from Marlys Coughlin on 1/23/08.
- ³³ "Official USDA Food Plans: Cost of Food at Home at Four Levels, U.S. Average". United States Department of Agriculture, Center for Nutrition and Policy. December 2007. Available at: <http://www.cnpp.usda.gov/Publications/FoodPlans/2007/CostofFoodDec07.pdf>. Note: Average cost per meal for four family configurations under Thrifty Food Plan ($\$77.50 + 73.40 + 112.60 + 129.60 \div 12$ individuals in family configurations = \$32.76 per week $\div 21$ meals = \$1.56 per meal) and four family configurations under Low Cost Food Plan ($\$98.60 + 94.40 + 143.10 + 167.60 \div 12$ individuals in family configurations = \$41.98 per week $\div 21$ meals = \$2.00 per meal). Average of meal cost under two plans (\$1.56 and \$2.00) = \$1.78.
- ³⁴ North Dakota Department of Health. Phone interview with Kristi Miller on 6/16/08.

³⁵ “2007 Child Nutrition Annual Report”. North Dakota Department of Public Instruction, Child Nutrition and Food Distribution Programs, 2008. Available at: <http://www.dpi.state.nd.us/child/new/index.shtm>. Note: Reduced meals adjusted based on percentage of reimbursement of free meals.

³⁶ “2007 Child Nutrition Annual Report”. North Dakota Department of Public Instruction, Child Nutrition and Food Distribution Programs, 2008. Available at: <http://www.dpi.state.nd.us/child/new/index.shtm>. Note: Reduced meals adjusted based on percentage of reimbursement of free meals.

³⁷ “2007 Child Nutrition Annual Report”. North Dakota Department of Public Instruction, Child Nutrition and Food Distribution Programs, 2008. Available at: <http://www.dpi.state.nd.us/child/new/index.shtm>.

³⁸ North Dakota Department of Public Instruction, Child Nutrition and Food Distribution Programs. E-mail from John Dasovick on 4/11/08.

³⁹ “2007 Child Nutrition Annual Report”. North Dakota Department of Public Instruction, Child Nutrition and Food Distribution Programs, 2008. Available at: <http://www.dpi.state.nd.us/child/new/index.shtm>.

⁴⁰ Great Plains Food Bank, 2007 Agency Service Statistics Report. Note: Includes product from TEFAP, which is a federal nutrition program, with product distributed through charitable feeding programs.

⁴¹ Great Plains Food Bank, 2007 Agency Service Statistics Report. Note: Includes product from TEFAP, which is a federal nutrition program, with product distributed through charitable feeding programs.

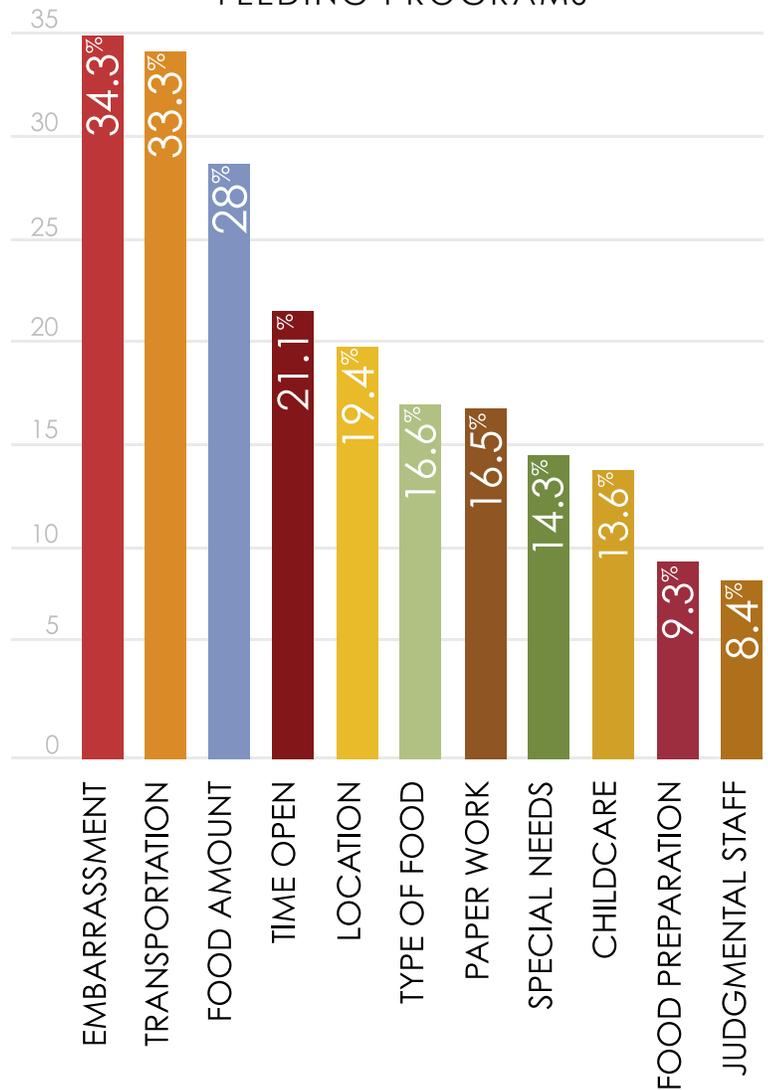
⁴² North Dakota Department of Public Instruction, Child Nutrition and Food Distribution Programs. 2007 CSFP Distribution Report.

KEY FINDING 2

Clients encounter barriers in accessing the network

- Clients identified the top three barriers to using emergency feeding programs as 1) personal embarrassment, 2) transportation challenges and 3) the amount of food received not meeting the family's needs.
- Access issues prevent client usage: 78% of providers are only open during weekday business hours; 50% are not open on a regular (daily/weekly) basis; and 20% are open 4 times a year or less.
- Most providers believe that people are aware of their program, but clients indicate they remain unfamiliar with local programs and services. Although a variety of ways were reported, 84% of providers depend on word of mouth advertising, just 20% post their contact numbers, and only 28% are listed in the phone book.
- Clients participating in statewide focus groups reported that their tightly stretched budgets forced them to seek assistance from emergency feeding programs: 83% declared that the food they bought didn't last and they didn't have money to get more; 75% couldn't afford to eat balanced meals; and 56% noted that they ate less than they should because there wasn't enough money.

BARRIERS TO UTILIZING EMERGENCY FEEDING PROGRAMS





Supporting Information and Documentation for Key Finding 2: Clients encounter barriers in accessing the network

In order to better meet the future needs of those served by the charitable food distribution system in North Dakota, we needed to hear from the individuals who were currently receiving, or who may potentially need services from the charitable feeding network. To capture their voices and integrate their feedback, we used two survey methods; a series of statewide focus groups and a postcard survey.

Focus groups

A series of five focus groups, targeted to clients who have received assistance from the charitable feeding network, or who may potentially need assistance from the network, were conducted in Devils Lake, Dickinson, Fargo, Minot and Grand Forks. These groups were facilitated by two representatives of the Creating a Hunger Free North Dakota (CHFND) assessment project, trained in focus group facilitation by the Consensus Council.

Focus group participants were recruited by Community Action Program employees who served as regional points of contact (RPOC) for this project. The RPOCs distributed written invitations to participate and followed up with a phone call to confirm attendance. Groups were held in local cafés or at Community Action Program offices. Food and refreshments were provided. A total of fifty-two participated, ranging in age from 20 to 78 with family sizes from one eight members.

The agenda for the dialogue included a welcome, statement surrounding the purpose of the dialogue, an introduction of the participants, and discussion centering on the following five questions:

1. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters), what would you keep? What would you change?
2. What kinds of services do you, or others you know, use for food/feeding your family?
3. What makes it difficult for you, or others you know, to get the food you need to feed your family (access, barriers)?
4. What other suggestions do you have that will help to make the food system better?
5. Is there anything else you would like to add?

Common themes emerged from these five posed focus group questions:

- Food pantry staff and volunteers are friendly and accommodating to the best of their ability and with the resources available to them.
- Participants would like to receive more nutrition education.
- Participants were not aware of all emergency food assistance resources available to them in their community and/or county.
- Participants would prefer more food choice options and a greater quantity of food (meat, dairy, nonfood items) when receiving a food basket.

- Assistance with food basket delivery, flexible hours of operation and less restrictive intake processes were requested.

A complete summary of focus group participant comments (by city) was recorded and is available in Appendix 2.1.

In addition to the five verbal questions asked of the focus group participants, they were asked to complete a seven question written survey to determine their level of food insecurity. Completion of this survey was voluntary, with 100% of participants completing the survey. Their responses are outlined in Figure 15.

Figure 15: Standard 6-Item Indicator Set for Classifying Household by Food-Security-Status Level (Short form of the 12-month Food Security Scale)¹

Survey Questions	Possible Answers	% Response
1. “The food that we bought just didn’t last, and we didn’t have money to get more.” Was that often, sometimes, or never true for your household in the last 12 months?	a) Often true	28.8
	b) Sometimes true	53.8
	c) Never true	13.4
	d) I don’t know	5.7
2. “We couldn’t afford to eat balanced meals.” Was that often, sometimes, or never true for your household in the last 12 months?	a) Often true	9.6
	b) Sometimes true	65.3
	c) Never true	25.0
	d) I don’t know	1.9
3. In the last 12 months, did you or other members in your household ever cut the size of your meals or skip meals because there wasn’t enough money for food?	a) Yes	40.3
	b) No	55.7
	c) I don’t know	5.7
4. If #3 is Yes, how often did this happen?	a) Almost every month	15.3
	b) Some months but not every month	25.0
	c) Only 1 or 2 months	7.6
	d) I don’t know	9.6
5. In the last 12 months, did you ever eat less than you felt you should because there wasn’t enough money to buy food?	a) Yes	55.7
	b) No	42.3
	c) I don’t know	5.7
6. In the last 12 months, were you ever hungry but didn’t eat because you couldn’t afford enough food?	a) Yes	25.0
	b) No	75.0
	c) I don’t know	3.8
7. In the last 12 months, how many times have you used an emergency food program (food pantry, soup kitchen, emergency shelter food program, etc)?	a) 0 times	19.2
	b) 1-3 times	50.0
	c) 4-6 times	7.6
	d) 6 or more times	23.0

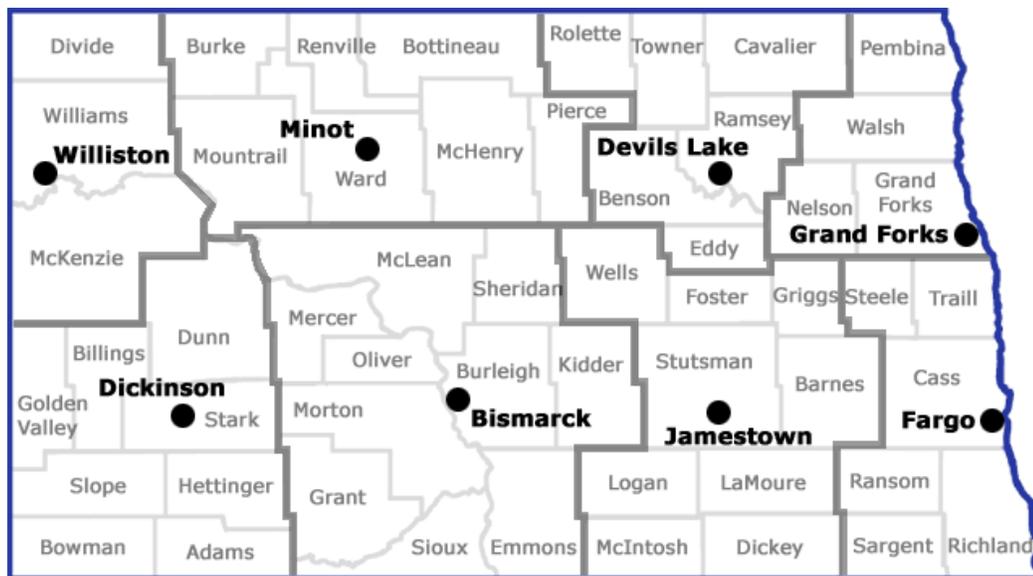
* Some participants marked more than one answer.

Participants received a \$25 gift card and cookbook in appreciation for their participation. They were also placed on the mailing list to receive a copy of the executive summary of the report – outlining action steps resulting from their feedback.

Postcard survey

Creating a Hunger Free North Dakota study partners used feedback from the client focus groups to develop a client postcard survey (see Appendix 2.2). The surveys were content reviewed and approved by five experts in the field of food insecurity. They were then reviewed in person with 12 clients to ensure readability and understanding of the survey questions. The purpose of this survey was to measure the level of difficulty in accessing emergency feeding programs, if in fact access was a barrier for the survey respondent. Feedback was sought from respondents residing in urban centers and rural communities, as well as those currently receiving emergency food assistance and those who may potentially need and seek out emergency food resources. For the purposes of this project, urban centers were defined as the major metropolitan cities within each region. Rural locations encompassed all communities outside the urban center designations. To accomplish this, two versions of the postcard survey were crafted, the only difference being a (U) or (R) noted in the return address block. We also looked for any regional differences in accessing emergency feeding programs, so postcards were printed on eight different colors of paper to coordinate with the eight regions of the state as shown in Figure 16, and distributed accordingly.

Figure 16: Eight Regions of North Dakota with Urban Centers Identified



To disseminate the postcards, a variety of means were used. Packets of 25 or 50 cards (providers in rural communities received 25 to distribute; those in urban centers received 50) along with a cover letter from the USDA Grand Forks Human Nutrition Research Center outlining the project were mailed to 123 emergency feeding program providers (not including USDA commodity only distribution sites) across the state, asking them to distribute the survey to individuals receiving their services. In addition, packets of cards were mailed to all eight RPOCs operating out of the regional Community Action Program sites to distribute throughout their programs and at sites within their communities (i.e. health departments, housing authorities, social services, WIC offices) willing to have cards on hand. Finally, in order to reach out into more rural communities, NDSU Extension agents offering nutrition education and outreach in all 53

counties were enlisted to distribute postcards to individuals they encountered in their programming efforts. We asked that postcards be distributed throughout the month of August 2007. We used Business Reply Mail service so the respondent didn't have to incur any postage costs to participate.

Postcard Survey Response Rate and Results

Of the 14,895 client postcards surveys disseminated statewide, 1,854 postcards were returned. It is unknown how many surveys were actually administered with members of the target population, but based on the following assumption we can determine an estimated response.

The estimated number of households experiencing food insecurity during this time period was determined by multiplying the 257,152 households in North Dakota² by the 6.4% of households experiencing food insecurity based on the USDA's 2006 food insecurity study³, which was then multiplied by 6/12 based on individuals experiencing food insecurity an average of 6 out of 12 months⁴ ($257,152 \times 6.4\% \times .50 = 8,229$)

Therefore, based on this formula of estimated number of households experiencing food insecurity during the time of this survey (8,229), and the total number of households responding to the postcard survey (1,854), an estimated response rate was determined as 22.5%.

The first bullet under this key finding states the top three barriers to using emergency feeding programs as personal embarrassment, transportation challenges, and the amount of food received not meeting the family's needs. The least prohibitive factor was judgmental staff. Overwhelming response from both focus group participants and postcard survey respondents was appreciation for the staff and volunteers operating food programs. Figure 17 summarizes the responses for each of the potential barriers across all survey respondents.

Figure 17: Client Response to Potential Barriers in Accessing Food Assistance

All Respondents	Mean Rating	% Responding						
		Not a Problem 1	2	Somewhat of a Problem 3	4	Big Problem 5	4 + 5	Somewhat to Big Problem 3 + 4 + 5
Embarrassment	2.10	52.1	13.5	16.2	8.5	9.6	18.1	34.3
Transportation	2.08	56.3	10.4	14.4	6.4	12.5	18.9	33.3
Food Amount	1.89	57.9	14.0	15.2	7.1	5.7	12.8	28.0
Time Open	1.68	65.1	13.6	12.6	4.8	3.7	8.5	21.1
Location	1.61	71.9	8.7	10.4	3.6	5.4	9.0	19.4
Paper Work	1.54	72.7	10.8	9.1	4.2	3.2	7.4	16.5
Type of Food	1.54	70.9	12.5	10.7	3.6	2.3	5.9	16.6
Special Needs	1.48	76.8	8.8	7.7	3.0	3.6	6.6	14.3
Childcare	1.47	77.5	8.9	6.5	3.2	3.9	7.1	13.6
Food Preparation	1.32	81.5	9.1	6.2	1.6	1.5	3.1	9.3
Judgmental Staff	1.32	83.2	8.4	4.2	1.8	2.4	4.2	8.4



For potential users (those who did not use an emergency feeding program in past 12 months), the location of the emergency food program, the perceived amount of paperwork and embarrassment were reported as higher potential barriers compared to current emergency feeding program users.

For rural respondents, all but two of the potential barriers listed (paperwork and location) were reported as larger challenges compared to those responding from more urban settings.

Across all eight North Dakota regions, the five highest reported barriers (by mean response) for users/nonusers and rural/urban respondents were embarrassment, transportation, food amount, time open and location.

The USDA Grand Forks Human Nutrition Research Center tabulated and compiled a complete summary of data from this postcard survey which can be found in Appendix 2.3.

NOTES AND RESOURCES

¹ Bickel G., Nord M., Price C., Hamilton W., Cook J. "Guide to Measuring Household Food Security, Revised 2000". Alexandria, VA: United States Department of Agriculture, Food and Nutrition Service, March, 2000. Available at: <http://www.fns.usda.gov/fsec/FILES/FSGuide.pdf>.

² United States Census Bureau, Quick Facts, State of North Dakota. Available at: <http://quickfacts.census.gov/qfd/states/38000.html>.

³ Nord M., Andrews M., Carlson S., "Household Food Insecurity in the United States, 2006". United States Department of Agriculture, Economic Research Service, November, 2007. Available at: <http://www.ers.usda.gov/Publications/ERR49/ERR49appD.pdf>.

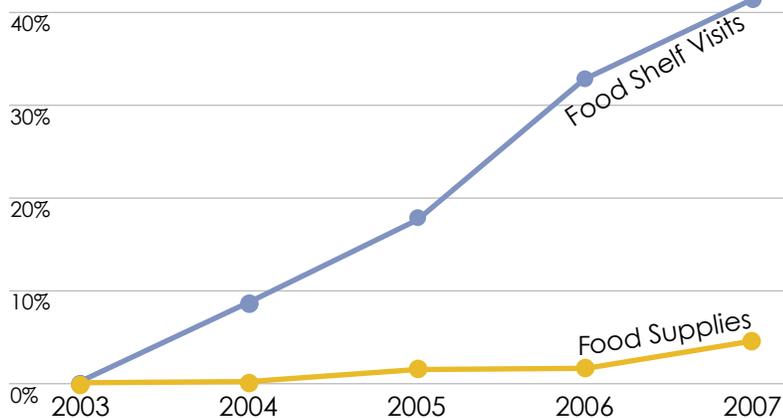
⁴ Nord M., Andrews M., Carlson S., "Household Food Insecurity in the United States, 2006". United States Department of Agriculture, Economic Research Service, November, 2007. Available at: <http://www.ers.usda.gov/Publications/ERR49/ERR49b.pdf>.

KEY FINDING 3

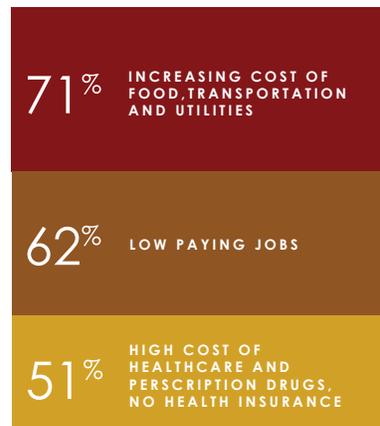
Providers are strained by increased demand and limited resources

- Data counts from providers show that food shelf visits have increased by 36% over the last five years, while food supplies have only grown by 5%. More than 35% of providers report having insufficient food supplies to meet client needs.
- 55% of providers state that clients are using their services more often. Clients confirm this - of those that used an emergency feeding program during the last 12 months, 53% stated they used these programs 4 or more times.
- Almost 30% report inadequate technology, funding and refrigeration capacity. 38% cite insufficient funding as a threat to the continued operation of their program.
- 20% report staffing and volunteer shortages. More than 50% of pantries are run by volunteers, many of whom are elderly, with no paid employees.

INCREASE IN FOOD SHELF VISITS
VS. FOOD SUPPLIES



TOP THREE REASONS
PROVIDERS REPORT
MORE CLIENTS
USING SERVICES



Supporting Information and Documentation for Key Finding 3:

Providers are strained by increased demand and limited resources

In order to better meet the future needs of those served by the charitable food distribution system in North Dakota; we needed to hear from the individuals who were currently running the emergency food assistance programs that make up the charitable feeding network. Feedback from emergency food providers was obtained using a short questionnaire that included questions surrounding client trends, food resources, facilities/staffing/financial resources, client access, and ancillary services/training and technical assistance needs (see Appendix 3.1). A summary of these results (Appendix 3.2) serves as the source of information highlighted in both this key finding and that of Key Finding 4.

Increase in Food Shelf Visits 2003 – 2007

In addition to information collected through the focus groups and provider survey, food shelf usage and charitable feeding program food supplies for the last five years were also analyzed.

Information on food shelf visits from 2003 – 2007 was provided by the Great Plains Food Bank (GPFB), which collects monthly service statistics reports from their 109 member emergency food providers, including an unduplicated number of children, adults, seniors and households served. A food shelf visit is 1 person receiving food assistance 1 time. Each family member receiving assistance at the time a food box is provided is counted as 1 food shelf visit (i.e. a mother with two children receiving assistance is counted as 3 food shelf visits since the food will provide meals for all three individuals).

Information on food shelf visits for 2007 was also collected from the 11 food shelves not affiliated with the GPFB; one food shelf served by a food bank in a neighboring state, and 12 sites which distribute federal commodities only. Complete information for previous years was not available from all sources for comparative purposes. In 2007, there were a total of 166,171 visits to North Dakota food shelves, with 93% (153,740)¹ reported by GPFB members and 7% (12,431)^{2 3 4} reported by programs not affiliated with the food bank.

Based on data provided by North Dakota food shelves affiliated with the GPFB, which account for 82% (109 of 133) of the emergency food providers in the state as outlined above, food shelf visits increased by an alarming 42 percent between 2003 and 2007 (see Figure: 18).

Figure 18: Food Shelf Visits to North Dakota Food Pantries Affiliated with the Great Plains Food Bank⁵

Year	Food Shelf Visits	Annual Increase	Cumulative Increase
2003	108,536	-----	-----
2004	119,032	9.7%	9.7%
2005	128,771	8.2%	18.6%
2006	143,983	11.8%	32.7%
2007	153,740	6.8%	41.6%



While there have been some changes in the number and location of North Dakota emergency feeding programs served by the GPFB, the total number has remained fairly steady, with 107 members in 2003 and 109 in 2007; indicating that the increase is primarily due to an expansion of existing services rather than the addition of new services during the 5 year period.⁶

When asked about client trends over the past 3 years, 79% of providers reported an increase in people served, and 55% confirm that people are using their services more often (see Appendix 3.2).

Increase in Charitable Feeding Network Food Supply 2003 – 2007

While visits to food shelves have increased significantly over the last five years, the food supply has not kept pace. Charitable feeding programs in North Dakota are supplied through three primary sources:

Great Plains Food Bank:

The GPFB recovers and distributes more than 5 million pounds of food annually, serving all of North Dakota and Clay County, Minnesota. Priority is given to emergency feeding programs (food shelves, shelters, soup kitchens), but product is also distributed to other nonprofit charities serving low-income youth, seniors, the developmentally disabled, and abused women and children. The majority of product (88%) distributed by the GPFB is surplus or unmarketable product donated by the food industry (growers, processors, manufacturers, wholesalers, distributors and retailers). The remainder comes from food drives (3%), product purchased to fill in gaps in donated food supplies (3%) and government commodities (6%). A total of 5.47 million pounds was distributed by the GPFB from all sources in 2007.⁷

Local Sources:

In 2007, charitable feeding programs in North Dakota secured approximately 1.53 million pounds of food at the local level from community food drives, food industry donations and local purchases according to reports submitted to the GPFB, or through surveys completed by programs not affiliated with the food bank.^{8 9 10}

The Emergency Food Assistance Program (TEFAP):

TEFAP provides federal commodities through the United States Department of Agriculture (USDA) for charitable feeding programs across the country. In North Dakota, TEFAP is administered by the Child Nutrition and Food Distribution division of the Department of Public Instruction. The commodities are distributed to charitable feeding programs by the eight North Dakota Community Action Programs and GPFB. In 2007, TEFAP provided 714,388 pounds of USDA commodities to charitable feeding programs in North Dakota, but averaged 1.1 million pounds annually in the 4 years prior.¹¹

Historically, nearly 55% of the total product distributed by charitable feeding programs in ND has been donated product channeled through the GPFB, 20% has been USDA commodities distributed by Community Action Programs and the GPFB, and 25% has been product charitable feeding programs received directly from local sources.^{12 13}

Growth in donations to the GPFB have slowed to slightly more than 3% since 2000, after averaging more than 15% annual growth in the 1990s¹⁴ (see Key Finding 5 for a more complete analysis of food bank donation trends). Additionally, USDA commodities distributed through the TEFAP program in North Dakota have declined by 36% (see Figure 19) due to flat funding for food purchases coupled with increased food prices and less surplus commodities acquired through USDA price support programs for charitable feeding programs due to higher prices for farm products.

Figure 19: Product Distributed through Great Plains Food Bank and The Emergency Food Assistance Commodity Program 2003 – 2007^{15 16}

Year	Donated Product Distributed through Great Plains Food Bank	USDA Commodities Distributed through ND Community Action Programs and Great Plains Food Bank	Total Product Distributed through Great Plains Food Bank and TEFAP Commodity Program
2003	4,554,979	1,118,976	5,673,955
2004	4,422,518	1,243,661	5,666,179
2005	4,694,767	1,035,886	5,730,653
2006	4,838,854	884,214	5,723,068
2007	5,243,987	714,388	5,958,375

While historical data is not available for product secured at the local level by charitable feeding programs, the analysis of product available through the Great Plains Food Bank and TEFAP - which accounts for approximately 75% of the overall product distributed through the charitable feeding network - shows that food supplies have increased by just 5% since 2003 (see Figure 19).

GPFB staff also collects information pertaining to sources of food during biennial site visits to each of the 109 emergency feeding programs they supply. The findings indicate that local donations have increased at a slightly higher pace at some sites in recent years; but remained fairly steady at most sites. So while the overall increase in supplies in the North Dakota charitable feeding system may be slightly higher than 5%, it is still significantly short of the 42% increase in food shelf visits.

This is reflected in the 35% of providers who reported on the CHFND Provider Questionnaire (see summary of results in Appendix 3.2) as having insufficient food supplies to meet client needs. Of those providers, 52% claim to would need between 26-75% more food to meet client needs. Also reported on the questionnaire, 33% of providers offer clients up to five days worth of food, and 70% offer clients a maximum of one week’s worth of food. Still, 28% of clients report that the amount of food received doesn’t meet their family’s needs (see Appendix 2.3).

Increased strain for providers

According to responses gathered from the CHFND Provider Questionnaire (Appendix 3.2)

- The fastest growing populations in need of food assistance are the working poor and the elderly. Seventy-one percent of providers find themselves serving the working poor more than they did 3 years ago and 51% are serving more elderly as well.
- Providers not only feel the pressure of increased visits and limited food supplies, but also face other challenges. They identified the top threats to their programs as funding (28%), volunteers (23%), and food supply (22%). Thirty-five percent of providers' state there is opportunity for growth with their fundraising efforts. Providers tap into multiple resources, and utilize a variety of methods to ensure continued operation, as noted in Figure 20.

Figure 20: Fundraising Methods Used by North Dakota Emergency Food Assistance Providers

Method	Percentage
Contributions from individuals, churches, businesses, civic organizations	92%
Federal/state funding through Community Action or GPFB	59%
Special event/partnerships with community organizations or groups	45%
Solicitation of local businesses, churches and civic organizations	35%
Grant writing	28%
FEMA Emergency Food & Shelter Program Funds	26%
Funds received from charitable gaming	13%
Other	12%

- Food pantries are also seeing a difference in the types of food people need and are requesting. Nearly half (48%) of providers have clients with special diets and food needs (sugar-free, low sodium, etc). Eighty-four percent of food pantries could use more meat, 65% could use protein items, like tuna and peanut butter, and 61% need more cleaning and laundry supplies.
- Nearly one-third of providers (30%) have had to turn clients away because they sought assistance more than program rules allow; 30% of providers turned clients away because they lived outside their service area.

While the need for food assistance increases, the available resources are not keeping pace. For a more comprehensive perspective outlining the challenges faced by emergency food assistance providers, see Appendices 3.2 and 4.1.

NOTES AND RESOURCES

¹ Great Plains Food Bank. 2007 Agency Service Statistics Report.



² Creating a Hunger Free North Dakota survey of charitable feeding programs not affiliated with the Great Plains Food Bank.

³ North Dakota Community Action Programs. 2007 TEFAP Service Statistics Reports.

⁴ North Country Food Bank. 2007 Agency Service Statistics Report.

⁵ Great Plains Food Bank. 2003-2007 Agency Service Statistics Reports.

⁶ Great Plains Food Bank. 2003-2007 Member Agency List.

⁷ Great Plains Food Bank. 2007 Annual Distribution Report.

⁸ Great Plains Food Bank. 2007 Agency Service Statistics Report and 2007 Agency Distribution by County Report.

⁹ Creating a Hunger Free North Dakota survey of charitable feeding programs not affiliated with the Great Plains Food Bank.

¹⁰ North Dakota Community Action Programs. 2007 TEFAP Distribution Reports.

¹¹ North Dakota Department of Public Instruction, Child Nutrition and Food Distribution Programs. 2003-2007 Annual TEFAP Distribution Reports.

¹² Great Plains Food Bank. Analysis of 1983-2007 Annual Distribution Reports, Agency Surveys, Agency Site Visit Review Forms, Agency Service Statistics Reports, and Annual TEFAP Distribution Contracts.

¹³ North Dakota Department of Public Instruction, Child Nutrition and Food Distribution Programs. 2003-2007 Annual TEFAP Distribution Reports.

¹⁴ Great Plains Food Bank. 1990-2007 Annual Receiving Reports.

¹⁵ Great Plains Food Bank. 2003-2007 Annual Distributions Report.

¹⁶ North Dakota Department of Instruction, Child Nutrition and Food Distribution Programs. 2003-2007 Annual TEFAP Distribution Reports.

KEY FINDING 4

Providers expand and adapt their services to meet client needs

- 44% of providers are offering some sort of home delivery service despite rising transportation costs.
- 38% have transitioned to the Client Choice model, giving clients the opportunity to choose their food.
- 31% conduct client satisfaction surveys and another 20% are interested in developing a survey.
- 20% supplement their supply of shelf-stable food items by offering clients vouchers to purchase meat, produce and perishables.
- Providers are interested in offering more services if resources are available: 46% are interested in supplying recipes; 33% in providing nutrition education; and 22% in offering referrals to other local services.



“If it weren’t for the food pantry, we don’t know what we’d do. We are so grateful.”

- Clients seeking emergency food assistance



Supporting Information and Documentation for Key Finding 4:

Providers expand and adapt their services to meet client needs

In order to better meet the future needs of those served by the charitable food distribution system in North Dakota, we needed to hear from the individuals who were currently running the emergency food assistance programs that make up the charitable feeding network. To capture their voices, and integrate their feedback, we used two survey methods: a series of statewide focus groups, and a brief questionnaire.

Focus groups

A series of three focus groups, targeted to providers operating in both rural communities and urban centers, were conducted in Fargo, Minot and Bismarck. These groups were facilitated by two representatives from the Consensus Council, Inc. which was contracted through the Creating a Hunger Free North Dakota (CHFND) assessment project to avoid bias.

CHFND study partners identified potential provider focus group participants. The Consensus Council sent out invitations and followed up with phone calls to confirm attendance. The focus groups were held at a local bank, public library and offices of the Consensus Council. A total of twenty-five individuals participated, representing 17 communities and 19 different food pantries. Food and refreshments were provided and a small gift of appreciation was given to each participant.

The agenda for the dialogue included a welcome, statement surrounding the purpose of the dialogue, an introduction of the participants, and discussion centering on the following six questions:

1. What are the hunger needs in your community and how do you identify when they are changing/have changed? (Follow-up: What creative solutions have you developed for unique situations, populations?)
2. How do you measure whether you are adequately meeting the hunger needs in your community? (Follow-up: Please share formal and informal measures.)
3. What are the barriers, if any, to getting sufficient food to all people who need it in your community? (Follow-up: How have you resolved similar barriers in the past?)
4. What would it take to overcome/address those barriers? (Follow-up: Who are the people not currently involved in the process that could provide help, if asked?)
5. What ideas do you have for the prevention of hunger and the reduction of poverty? (Follow-up: Is there a natural venue/place/person to whom you can communicate these ideas?)
6. What else would you like to add?

A great deal of information was gathered during the process of developing and conducting the focus groups, with information gathered at each focus group session transcribed, sorted and categorized (see Appendix 4.1). Participants were placed on the mailing list to receive a copy of the executive summary of the report – outlining action steps resulting from their feedback.



Emergency Food Service Provider Questionnaire

CHFND study partners used feedback from the provider focus groups to develop a questionnaire including forty questions (see Appendix 3.1). The following *Executive Summary* was prepared by Dr. Gerald F. Combs, Jr. and LuAnn Johnson from the Grand Forks Human Nutrition Research Center, USDA-ARS. For a full summary of the questionnaire results, see Appendix 3.2.

Executive Summary

The Emergency Food Service Provider questionnaire was used to assess the existing charitable food distribution network in North Dakota. The questionnaire was developed by the USDA Grand Forks Human Nutrition Research Center and Creating a Hunger Free North Dakota, and was mailed in October, 2007, to 123 soup kitchens, emergency shelter food providers and food pantries (hereinafter, “pantries”) across North Dakota. Of these, 69 questionnaires were returned, for a response rate of 56%. This good response rate is important, as non-response can introduce bias such that results may not be representative of all providers in ND.

Results indicate that, over the last three years, the number of people served by North Dakota pantries has increased, the fastest growing user groups being the working poor and elderly. Most pantries reported having enough food to meet their clients’ needs; but more than a third reported food deficits of 11–50%. Nearly half of clients have special food needs. Over half of respondents reported the Great Plains Food Bank as their largest source of food, although food drives, the USDA Commodity Program, purchased products and donations were also cited. Most pantries are open only during the day, many by appointment. More than half allow clients monthly access. The per-client median amount of food supplied was 30 lbs. Food baskets are delivered by almost half of pantries; half operate with a fixed list of items that every client receives; and 38% used a Client Choice model. Half of pantries provide recipes for commodity, unusual or hard to move foods, and nearly 30% provide some nutrition education. Over 40% of pantries have a service radius of at least 40 miles. Most believe that people in their service area are aware of their services, with awareness created largely by word of mouth, church bulletins and media ads. Eighty per cent reported client contact initiated by local pastors, social service agencies, police and other individuals. Most pantries reported adequate storage/work space and freezer capacity; but a quarter reported inadequacies in refrigeration capacity and computers/technology. The resources most frequently rated as opportunities for growth were funding and staff and/or volunteers. Over 90% of respondents reported raising funds through contributions from individuals, churches, businesses and civic organizations; nearly 60% reported receiving federal or state funding through Community Action or the Food Bank; and only a quarter reported receiving FEMA Emergency Food and Shelter Program funds. Less than a third reported writing grants. Pantries expressed interest in receiving training in fund raising, assessing client satisfaction, and volunteer recruitment.

RESULTS

The questionnaire results are presented in Appendix 3.2 of this report. For those questions that allowed multiple responses, percentages were based on the total number of surveys returned (N =

69). Chi-square statistics were calculated to test for differences in proportions across responses for selected questions.

Client Trends. Responses indicate that over the last three years the number of people served by North Dakota food pantries has increased; slightly (0 – 10%) in 30% of the pantries, moderately (11 - 25%) in 33% of the pantries and significantly (over 25%) in 15% of the pantries [Fig. 1]. Only 3 respondents (5%) reported a decrease in the number of people served.

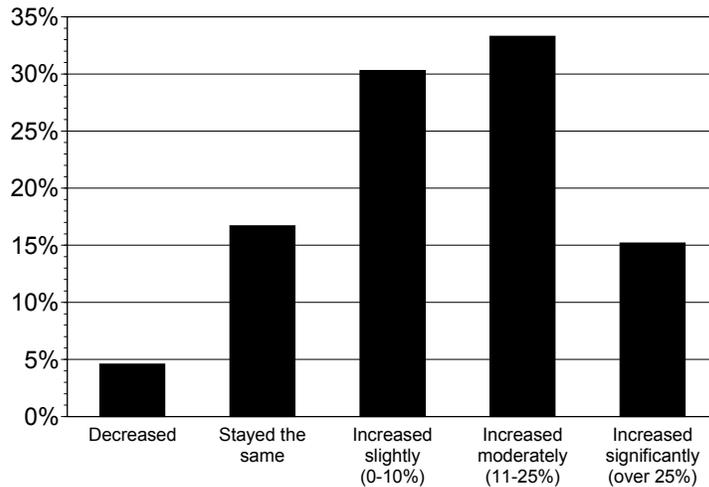


Figure 1. Change in number of clients served over last 3 years. The percentages varied significantly over the five categories (Chi-square = 18.4, df = 4, $p < 0.001$)

Fifty-five percent of the respondents reported that people are using their services more times per year than in the past, while 45% said that people were using their services the same or fewer times per year. This difference was not statistically significant (Chi-square = 0.54, df = 1, $p = 0.5$). When asked what populations were being served more now than three years ago, the most frequently reported group was the working poor (71% of respondents), followed by the elderly (51%) and children (30%). Sixteen respondents indicated that the working poor were the fastest growing population being served. Seventy-one percent of the respondents reported that more people are utilizing their food pantry because of increasing costs for food, transportation and utilities. Sixty-two percent reported that they believe low paying jobs to be a factor, 51% indicated the high cost of healthcare and prescription drugs and no health insurance, 39% indicated unemployment, 30% indicated decreasing support from federal and state safety net programs, and 23% reported that the lack of affordable housing is a factor in the increased utilization of the food pantry. Sixty-two percent of the respondents reported that their food pantry is seeing people who have moved to their area looking for work, 48% are seeing people with special food needs, 23% are seeing people currently residing on a reservation, and 19% are seeing people who have moved from rural communities to more urban areas.

Food Resources. Sixty-five percent of respondents reported that their food pantry had the right amount of food or more (only 2 respondents) to meet their clients' needs, compared to 35% that reported that they did not have enough food (Chi-square = 5.55, df = 1, $p < 0.02$). The majority

of these providers (72%) estimated that they would need 11 – 50% more food to meet needs and that they had space to handle this additional food. When asked which foods or products were needed in greater quantities, the most frequently reported items were meat (84%), protein items (65%), cleaning and laundry supplies (61%), and paper products (58%). Twelve percent of the food pantries responding reported that they had, at some time, turned away clients because of inadequate stocks of food compared to 88% that had not (Chi-square = 39.76, df = 1, p < 0.0001).

Respondents were asked to rank five food sources according to the amount of food they receive from each. Fifty-three percent reported that the Great Plains Food Bank provided the largest amount of food to their food pantry, while 22% reported food drives, 17% reported USDA Commodities, 8% reported purchased products and 5% reported that donations by local retailers provided the largest amount. The overall ranking of the five sources, from providing the largest to smallest amounts of food was: Great Plains Food Bank, USDA Commodities, food drives, purchased products, and lastly, donations by local merchants [Fig. 2].

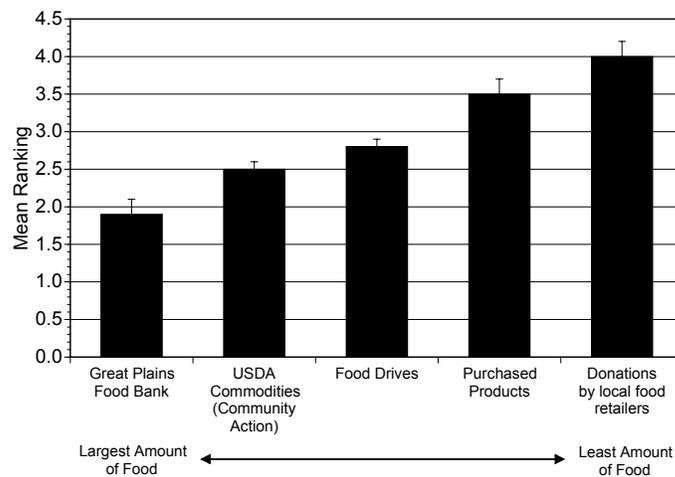


Figure 2. Primary sources of food were ranked from 1 (supply largest amount of food) to 5 (supply least amount of food). Bars represent mean ranking ± standard error.

Only 20% of respondents provide food vouchers to their clients for purchasing produce, meat, perishables or other products from local grocery stores compared to 80% that do not (Chi-square = 24.36, df = 1, p < 0.0001). When asked whether their food pantry would be interested in weekly or monthly shipments of produce, dairy, bakery products or other perishable foods to supplement their regular distribution, 68% responded yes and 32% said no (Chi-square = 9.06, df = 1, p < 0.003). Fifty-four percent indicated that they would consider adding a special distribution day to their existing schedule if the shipments of additional perishable/surplus food didn't coincide with their regular distribution time (54 vs 46%, Chi-square = 0.38, df = 1, p = 0.5). Only 38% of the respondents said they would be interested in additional food from the Food Bank if it was available at regular shared maintenance fees, and 68% would be interested if it was available at reduced or no shared maintenance fees. Fifty-four percent would be interested in additional perishable products if they were delivered by the Food Bank through current distributions at no cost. When asked about additional USDA commodities, 61% responded that

they would be interested if they were available year-round, and 57% if they were available through current distributions.

Facility/Staffing/Financial Resources. The food pantries were asked to assess the adequacy of six resources: storage/work space, computers/technology, freezer capacity, refrigeration capacity, staff and/or volunteers, and funding. Each resource could be rated as adequate, inadequate or an opportunity for growth. The resources most frequently rated as adequate were storage/work space (46 respondents) and freezer capacity (45 respondents), while the resources most frequently rated as inadequate were funding (18 respondents), refrigeration capacity (17 respondents) and computers/technology (17 respondents). The resources most frequently rated as opportunities for growth were funding (23 respondents) and staff and/or volunteers (18 respondents). Except for funding, there was a statistically significant difference ($p < 0.001$) between the percent who responded adequate, inadequate or opportunity for growth for each of the resources.

Over 91% of the respondents reported that they raise funds for their food pantries through contributions from individuals, churches, businesses and civic organizations [Fig. 3]. Almost 60% of respondents reported receiving federal or state funding through Community Action or the Food Bank, but only 26% reported receiving FEMA Emergency Food and Shelter Program funds. Forty-five percent reported that they raise funds through special events and/or partnerships with community organizations and 35% solicit local business, churches and civic organizations. Grant writing is used by 28% of the respondents. Only 13% reported that they raise funds through charitable gaming.

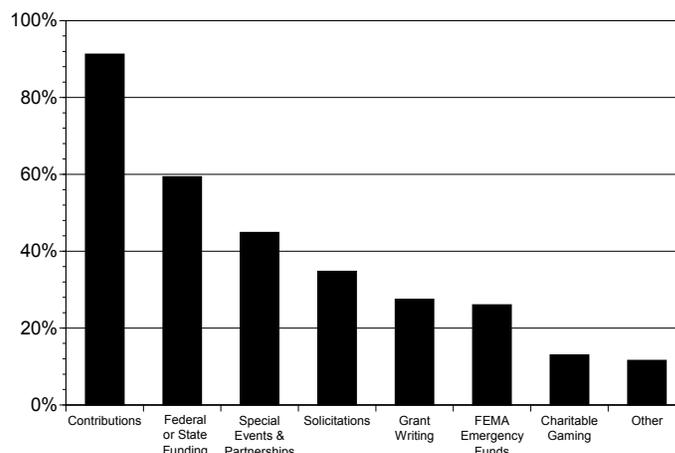


Figure 3. Percent of food pantries that reported obtaining funds from each of the given sources

The number of volunteers that are part of each food pantry operation ranges from 0 to 1000, with a median of 7 volunteers. Twenty-three food pantries reported that they had no paid employees. The maximum number of paid employees, reported by two food pantries, is 13, of which 4 or 5 are full-time positions.

Respondents were asked which, if any, of a specific list of problems threatened the operation of their program; multiple responses were allowed. Of the five problems listed, 38% or the

respondents selected funding problems, 23% selected problems related to volunteers, 22% selected food supply problems, 10% indicated personnel problems, and 6% indicated community resistance.

Eighty percent of the food pantries that responded to the survey, outline to their clients what is expected of them, such as required verification or referrals, in order to receive services (80% vs. 20%, Chi-square = 24.24, df = 1, p < 0.0001). The majority of respondents (79%) believe that their staff and volunteers have adequate awareness of different cultures and of their food needs within the community (79% vs 21%, Chi-square = 23.53, df = 1, p < 0.0001).

Client Access. The frequency that each food pantry is open varied from daily (30%), weekly (18%), monthly (13%), or on an as needed basis (30%). The majority (78%) are open during the day, with only 14% open during evening hours. Many (42%) are open by appointment. Fifty-four percent of the respondents reported that their clients are allowed to access the food pantry monthly [Fig. 4]. Twelve sites (20%) indicated that their clients can access their pantries less frequently, while 16 sites (26%) reported that their clients can access the food pantry weekly or bi-weekly.

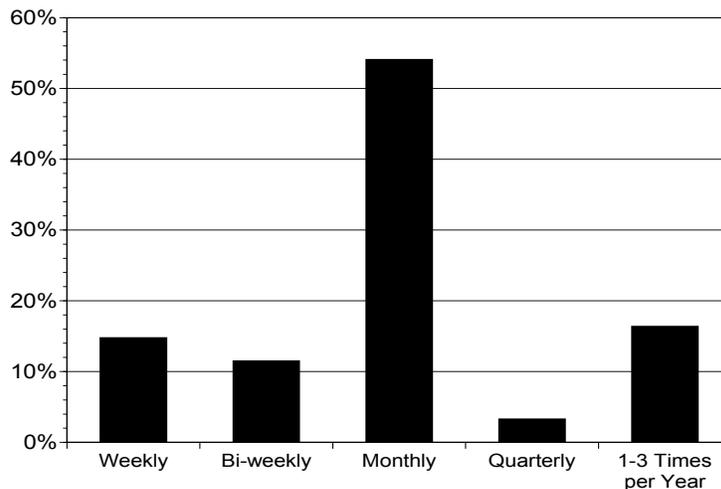


Figure 4. Responses to, “How often can clients access your pantry?” The percentages varied significantly between the time periods (Chi-square = 47.4, df = 4, p < 0.0001)

The radius of the service area differed significantly among the responding food pantries (Chi-square = 9.94, df = 4, p = 0.04) and was 40 miles or greater for 43% of the responding food pantries.

The number of days worth of food that is typically supplied to a family varies significantly among pantries (Chi-square = 17.09, df = 4, p = 0.002). The most frequently reported amount was a one week supply, which was reported by 38% of the respondents. The median amount of food typically supplied per person is 30 pounds (range: 5 – 500 pounds) [Fig. 5].

Food baskets are delivered to clients by 44% of the responding food pantries (44% vs 56%, Chi-square = 0.97, df = 1, p = 0.3). Approximately half of the reporting sites (48%) operate with a

fixed list of items that everyone receives (Chi-square = 0.06, df = 1, p = 0.8). The Client Choice model, in which clients are allowed to choose foods they like or use, is utilized by 38% of the responding food pantries. The majority (55%) of the food pantries that responded indicated that their staff or volunteers pack standard bags, with larger amounts given to larger families, while only 7% reported that their clients receive standard bags but can choose certain foods such as bread products (Chi-square = 19.96, df = 2, p = 0.0001).

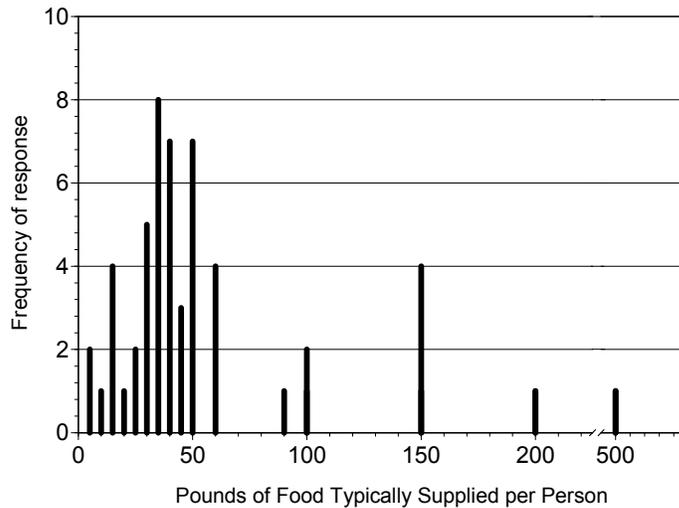


Figure 5. Estimated number of pounds of food per person that each food pantry supplies.

Thirty-two of the reporting food pantries reported that their clients are screened through an intake process. Questions asked of clients include name (74%), size of family (74%), address (73%), type of federal assistance received (44%), reason for need (38%) and income (36%). A picture ID is required by 16% of the reporting sites.

Eighty-four percent of the respondents believe that people in their service area are aware of their program and the services they provide (84 vs 16%, Chi-square = 31.12, df = 1, p = 0.0001). Community awareness is created by word of mouth (84%), church bulletins (67%), media ads (49%), signs on building that houses food pantry (28%), web sites (19%) and posters in public places (13%). The most frequently reported means of contacting the food pantry was through contact numbers provided to pastors, social service agencies, police and other parties (80% of respondents).

Client satisfaction surveys are conducted at 31% of the reporting sites (31% vs 69%, Chi-square = 9.94, df = 1, p = 0.002). Questions were asked regarding the possible barriers to getting food to all people who need help. The stigma of having to ask for help and pride and dignity issues among the elderly were the two most frequently reported barriers (75% of respondents each). Cost or lack of transportation was reported as a barrier by 52% of the respondents. Other concerns were indicated as potential barriers by 20% or less of the respondents. The most frequently reported reasons for not serving a person were that the clients lived outside the service area (29%) and the clients came to the food pantry more frequently than the program rules allowed (29%). Twenty-six percent reported that clients sought services not provided by the



food pantry and 22% reported not serving clients because they exhibited drug, alcohol or behavioral problems. Ten percent or fewer of the respondents reported that they had not served clients because either they could not prove eligibility or because the clients did not have the identification needed by the program.

Ancillary Services, Training and Technical Assistance. Fifty-one percent of the respondents reported that they provide recipes for commodity, unusual or hard to move food to their clients and 29% provide some nutrition education. Referrals to other community services are provided by 48% of the responding sites and food stamp outreach is provided by 17% of the responding sites. Classes or seminars on job training or financial planning are conducted by only 2 of the responding sites. When asked if the food pantry or agency would be interested in providing any of these services if resources were made available, 46% responded that they would be interested in providing recipes. Interest in providing service in any of the other four areas was 33% or less.

The topic for training or technical assistance which received the most interest (30% of respondents) was best practices for food pantries. Interest in training in fund raising, developing a client satisfaction survey and volunteer recruitment/training followed at 22%, 20% and 19% of respondents, respectively.

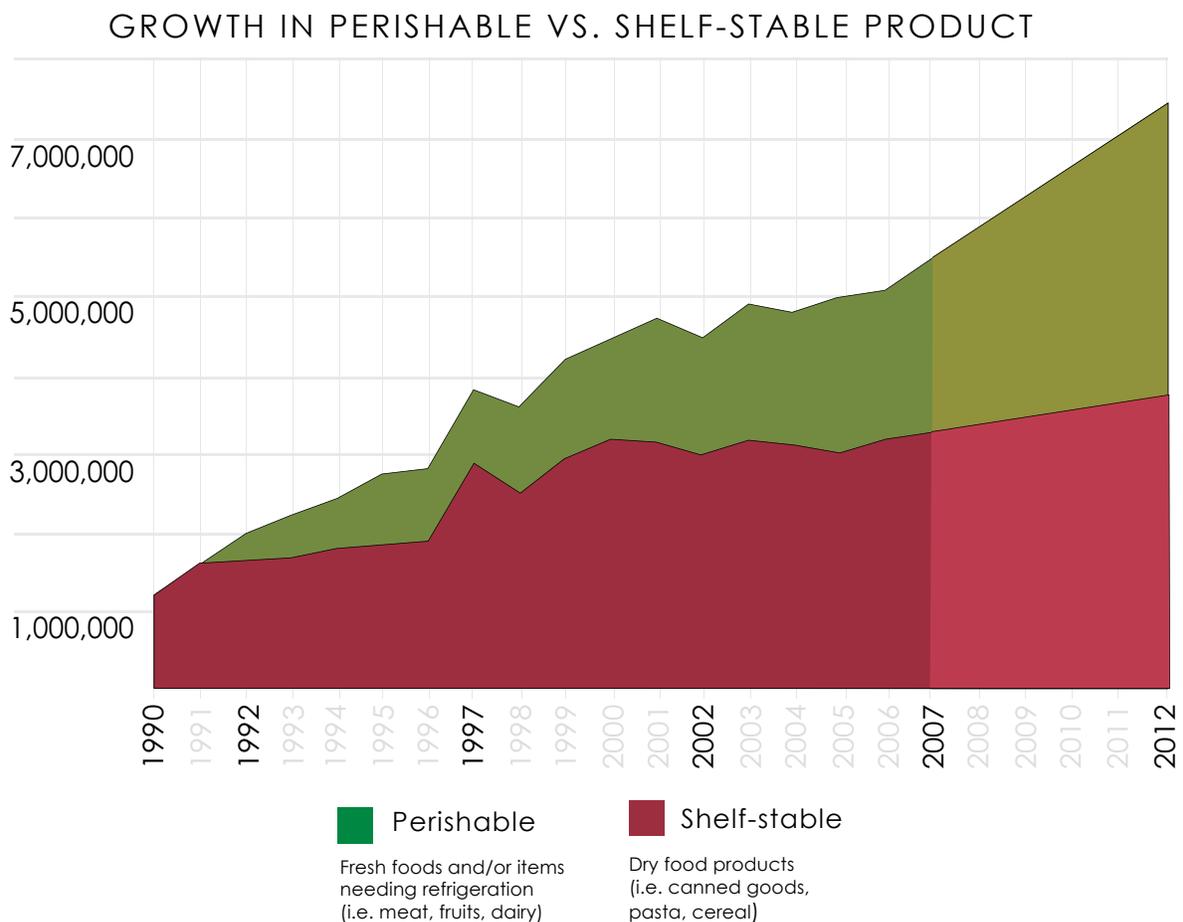
Numerous ideas to enhance service were received. Many needs were outlined, including the need for more volunteers and staff, specific food items (e.g. meat), larger facilities, and more food pantry sites. Three responders suggested that the food pantries should be part of a shelter or Community Action agency. Four responders stated that their community is supportive and helpful, but three responders said that community awareness needs to be raised. Three said religious communities need to provide more help, and one said the reservation needed to help more. Three providers thought that better communication is needed between pantries for transportation of food to decrease expenses and for sharing client information to prevent clients from accessing multiple food pantries. The comments were categorized and the frequency of each is reported in the detailed summary. All additional comments received are listed in the detailed summary (Appendix 3.2).

Finally, the bullets under this Key Finding 4 demonstrate how far providers are willing to go to meet their clients' needs. Still, 20% of providers acknowledge that their staff and volunteers do not have adequate awareness and knowledge of different cultures and food needs within their community.

KEY FINDING 5

Sources and types of food utilized by the network are in major transition

- The supply of shelf-stable product traditionally utilized by charitable feeding programs is declining due to increased efficiencies within the food industry and shrinking amounts of government commodities.
- Donations of perishable food have grown by more than 50% since 2002 and are projected to grow at almost three times the pace of shelf-stable products over the next five years.
- Almost 70% of charitable feeding programs are interested in increasing distribution of perishable foods to supplement other food resources as demand for service grows.





Supporting Information and Documentation for Key Finding 5:

Sources and types of food utilized by the network are in major transition

One of the key determinants to undertaking the Creating a Hunger Free North Dakota (CHFND) study was the growing shift in types of donated food. Emergency feeding programs, especially food shelves, have traditionally relied on shelf-stable canned and boxed food items for the majority of their food supply; frozen products, which also have a fairly long shelf life, have also been an important component of the network's food supply.

But in recent years, the supply of shelf-stable food available for distribution has started to level off from some sources, and in other cases begun to decline. At the same time, donations of perishable foods - including fresh produce, bakery goods and refrigerated dairy, meat, juices and deli items - have skyrocketed. This new donation trend will require major changes in distribution models and infrastructure.

Food Sources

As reported in Key Finding 3, the charitable feeding network in North Dakota is supplied by three primary sources: Great Plains Food Bank (GPFB), federal government commodities, and local sources. Approximately 55% of food is donated product collected and distributed statewide by the GPFB; 20% is USDA commodities distributed statewide through the GPFB and eight North Dakota Community Action Programs; and 25% is product donated or purchased locally.

Great Plains Food Bank:

Until the early 1990s the GPFB distributed predominantly shelf-stable dry and frozen product, with the exception of some locally grown produce when available. The GPFB established the Daily Bread program in 1992 to recover surplus perishable foods (meat, deli, produce, dairy, bakery, juices and other refrigerated items) from grocery stores and wholesale suppliers; and prepared meals from restaurants, hotels, schools, hospitals and caterers in Cass County, ND and Clay County, MN. In 2001, the GPFB also joined a consortium of food banks serving Minnesota and western Wisconsin in order to access truckloads of surplus produce from around the country. In 2007, nearly 2 million pounds (37%) of the 5.47 million pounds distributed by the GPFB was perishable product channeled through their Daily Bread prepared and perishable food recovery program and Fresh Produce Initiative.¹

USDA Commodities:

Most USDA commodities distributed through The Emergency Food Assistance Program (TEFAP) in North Dakota are dry or frozen staples. While perishable products are occasionally available on the national level through this program, logistics make it difficult to get these time-sensitive products to North Dakota and distributed across the state while they are still fresh.

Local Sources:

While detailed, historical data is not available, community food drives have always been the foundation of donations at the local provider level. Other local sources include donations from food manufacturers, wholesalers and distributors, and locally grown produce and product

donated by, or purchased at, local grocery stores. As reported in Key Finding 4, twenty percent of providers also supplement their shelf-stable food supply by offering clients vouchers to purchase meat, produce and perishables from local grocery stores. For additional information on local food sources, see Appendix 3.2.

While the mix of local food supplies has remained fairly constant over the years, development of programs to recover perishable foods from grocery retailers and wholesalers in several of the larger metropolitan areas of the state has resulted in increased donations of perishable goods at the local level. In most rural or smaller metropolitan areas, where charitable feeding programs are not open on a regular basis making it difficult to distribute perishable products in a timely manner, shelf stable products continue to make up most, if not all, of the product provided in emergency food boxes.

Growth of Perishable Product

The GPFB supplies roughly 60% of the food distributed by emergency food providers across North Dakota. Analysis of product distributed through the GPFB since 2002 shows that perishable products have grown by 50.7% while shelf stable products have grown by just 9% (see Figure 21 below).

Figure 21: Breakdown of Shelf-Stable vs. Perishable Product Distributed by the Great Plains Food Bank 2002 - 2007²

	2002	2003	2004	2005	2006	2007	% Change 2002-2007
Shelf-Stable Donated Product	2,537,179	2,753,591	2,660,938	2,622,073	2,818,832	2,972,108	17.1%
Self-Stable USDA Commodities	453,207	392,996	428,674	377,885	338,843	309,174	-31.8%
Total Shelf-Stable Product	2,990,386	3,146,587	3,089,612	2,999,958	3,157,675	3,281,282	9.7%
Perishable Donated Product	1,451,799	1,720,828	1,691,480	1,982,161	1,940,377	2,188,487	50.7%
Total	4,442,185	4,867,415	4,781,092	4,982,119	5,098,052	5,469,769	23.1%

Further analysis of both the GPFB and TEFAP, which provide about 75% of the product distributed by charitable feeding programs, shows that while donated shelf-stable products have continued to grow at a slow pace, the decline in the amount of food available through TEFAP has resulted in an overall 4.6% decrease in the amount of shelf-stable products moving through the network over the last five years (see Figure 22).

Figure 22: Breakdown of Shelf-Stable vs. Perishable Product Distributed by the Great Plains Food Bank and TEFAP Commodity Program 2003 – 2007^{3 4}

	2003	2004	2005	2006	2007	% Change 2002-2007
Shelf-Stable Donated Product	2,753,591	2,660,938	2,622,073	2,818,832	2,972,108	7.9%
Self-Stable USDA Commodities	1,199,536	1,313,761	1,126,419	963,859	797,823	-33.5%
Total Shelf-Stable Product	3,953,127	3,974,699	3,748,492	3,782,691	3,769,931	-4.6%
Perishable Donated Product	1,720,828	1,691,480	1,982,161	1,940,377	2,188,487	27.1%
Total	5,673,955	5,666,179	5,730,653	5,723,068	5,958,418	5.0%

Reasons for Transition

The significant change and transition in food supplies can be attributed to 4 primary trends:

1.) Changing consumer consumption patterns. Forty-three percent of grocery sales are now perishable foods, with just 26.8% dry products, and 7.2% frozen foods (remaining 23% is non-food products).⁵ Changes in consumer consumption patterns have resulted in corresponding changes in the types of food available for donation from the food industry.

2.) Changes in the food industry to improve efficiency and/or cost-effectiveness, including:

- Increased sales of shelf-stable product, which was previously donated to food banks, at discounted rates to secondary or tertiary markets such as dollar stores and discount food brokers.
- Mergers, acquisitions and consolidations leading to donors closing their doors or moving their operations out of state. The Great Plains Food Bank reports losing three of their top ten donors between 1999 and 2002, accounting for 25% of their total donations at the time.
- Efforts to increase efficiencies in the food industry, including: just-in-time inventory practices that allow for product to be manufactured, shipped and warehoused on an as needed basis rather than on sales projections resulting in less surplus product available for donation; efforts to control the amount of damaged products and/or unsaleables in the system; new technology (i.e. surplus pasta that was previously donated can now be reground for use in other products); and better storage facilities, especially for frozen products, allowing companies to hold products for sale longer before considering donation.

- 
- Changing distribution patterns. Products that were once stored and shipped from North Dakota after manufacture, leaving surplus items available for donation in the state, are now shipped to more centralized distribution centers around the country immediately after manufacture, resulting in any surplus or unmarketable items now donated out-of-state.

3.) As demand for food assistance began to outstrip supplies, food banks and charitable feeding programs began to realize that while many markets for donations of dry product had been penetrated, potential sources of donation for perishable products - while more time-sensitive, difficult and costly to handle - were virtually untapped. Efforts to recover and distribute additional perishable products have also been fueled by a growing movement towards providing a more nutritionally balanced mix of products at charitable feeding programs to help address health concerns among low-income populations.

4.) As reported in Key Finding 3, USDA commodities distributed through TEFAP in North Dakota have declined by 36% due to flat funding for food purchases coupled with increased prices, and less surplus commodities acquired through USDA price support programs for charitable feeding programs due to higher prices for farm products.

Future Projections

A look at the projected product mix available for charitable feeding programs over the next five years indicates that the transition from shelf-stable to perishable products will continue.

Shelf- Stable Products:

The biggest boost in this area will likely come from a 78.6% increase in funding (from \$140 million to \$250 million) for the TEFAP commodity distribution program provided for in the 2008 Farm Bill, which will provide an estimated 400,000 - 500,000 additional pounds of product in North Dakota annually. (Projected 600,000 pounds in 2008 x 78.6% funding increase x an estimated 5% inflation in food prices = 495,180 additional pounds). With the TEFAP program now indexed to inflation, the decline in product between farm bills due to inflationary pressures on food prices should no longer be a factor.

Enhanced food solicitation efforts at the local, regional and national food bank level should continue to provide moderate annual growth in donated shelf-stable products available through the GPFB. (Currently, approximately 40% of the product distributed by the GPFB comes from a portion of regional and national donations secured by America's Second Harvest and their member food banks allocated to North Dakota.)

Opportunities also exist for developing new sources of food through Value Added Processing Projects and First Line Donation Programs. Value Added Processing Projects would involve a commodity group donating raw product, a manufacturer or processor donating production of the product, and suppliers donating packaging and labeling materials. First Line Donation Programs involve food manufacturers and processors donating product, such as a day's production run,



right off the production line in addition to the surplus or unmarketable product traditionally donated.

Perishable Products:

Opportunities to significantly increase the amount of perishable product distributed by the charitable feeding network in North Dakota can be found in three primary areas.

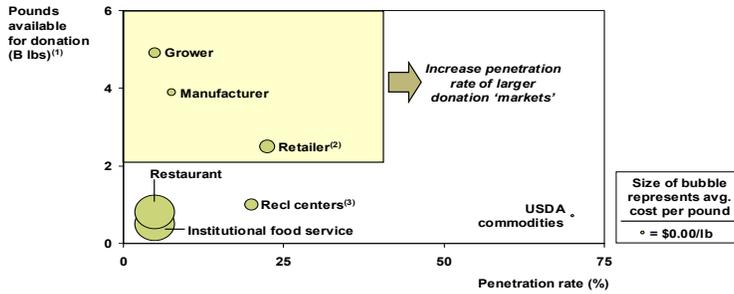
The first potential growth area would be to replicate prepared and perishable food recovery programs, such as the Great Plains Food Bank's successful Daily Bread program operating in Cass and Clay counties, as well as smaller-scale operations currently running in two additional communities by Community Action Programs, in other major urban communities such as Bismarck and Minot.

The second opportunity for expanded collection and distribution of perishable foods is a relatively new concept called Retail Store Pick-up Programs. While prepared and perishable food recovery programs already collect surplus product on a daily basis from local grocery stores, in some communities, the Retail Store Pick-Up Program expands this concept to national retail chains such as Target and Sam's Club (who have recently established national donation programs through America's Second Harvest) that include groceries as part of their product mix. Further expansion of this concept to national grocery chains in the future could result in many local grocery outlets being linked with local charitable feeding programs to recover and distribute surplus perishable products as well.

The third area of opportunity is expanded collection and distribution of fresh produce. While large amounts of surplus fruits and vegetables continue to be available throughout the country, high transportation and increased packaging costs have begun to limit growth in the amount of product being brought into the state through the Great Plains Food Bank's Fresh Produce Initiative. However, opportunities to recover additional amounts of produce, primarily potatoes and onions, grown in North Dakota and Clay County, MN, along with a new granting opportunity for rural food banks in the 2008 Farm Bill that could potentially assist with produce transportation costs, could lead to continued moderate growth in this area.

Research conducted by America's Second Harvest⁶ for their recently adopted strategic plan provides additional insight into the future of food donations. As Figure 23 indicates below, the greatest opportunity for expanded food donations comes at the grower, manufacturer and retailer level. With challenges due to the cost and timing of trucking produce from primary growing areas in the South and West, and limited food manufacturing in the state, the retail level provides the greatest opportunity for growth in food donations in North Dakota.

Figure 23: MARKET SIZING OF AVAILABLE FOOD SOURCES REVEALS AREAS OF UNDER-PENETRATION
Growers, Manufacturers and Retailers Top Targets

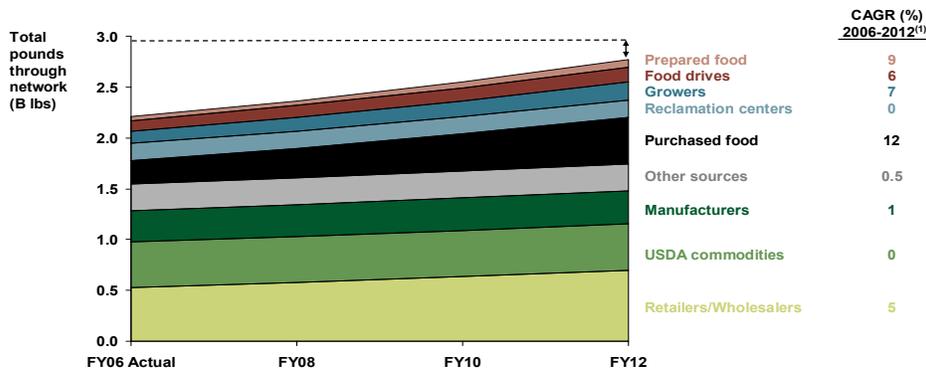


(1) Estimated using donation rate of current donors in each source; grower assumes all edible waste capturable; retailer assumes 30-50% based on rec center capture rate; dine-out includes portion based on FRO estimates
 (2) Includes wholesaler/distributor; (3) Assumed cost per pound slightly less than retailers given less refrigerated transportation needed
 Note: For penetration rates, lbs available and costs used midpoint; for retail and dine-out used conservative penetration estimate of 5%
 Source: USDA 1997 Food Loss report; Data Monitor Food Service; Food Industry Review 2005; AG Edwards; UBS; C&S Wholesale data; BCG analysis
 239742-00-7Feb07-A2H1Strategyprearead2.ppt THE BOSTON CONSULTING GROUP

- 26 -

Figure 24, prepared by the Boston Consulting group for America’s Second Harvest⁷ shows that based on historical growth rates from 2002 – 2006, the largest potential for growth in volume of donations nationally over the next several years comes from retailers/wholesalers and purchased food. With the high cost of purchasing food coupled with funding challenges reported by many charitable feeding programs, growth in purchased food is expected to be much lower in ND than national projections. High percentage growth areas nationally in recent years as indicated on the chart (growers, prepared food, food drives) are also expected to be continued growth areas in ND, but their percentage as a part of the overall volume will limit the amount of additional product contributed to the charitable feeding network. This leaves additional USDA commodities through increased funding for TEFAP, which was uncertain at the time the chart was prepared, and the retail/wholesale grocery industry as the most likely areas for significant growth over the next five years.

Figure 24: PROJECTED GROWTH OF FOOD SOURCES BASED ON HISTORICAL 2002 – 2006 RATE



(1) Grower growth equal to CBTF VAP projection; assumes manufacturers grow at same rate as real retail food industry; purchased, prepared, food drives, retailers and other sources grow at their historical '02-'06 rate; assumes additional USDA Commodity funding not secured; assumes no growth in reclamation center donations
 Source: A2H network donor data; USDA ERS data; expert interviews; BCG analysis
 239742-00-7Feb07-A2H1Strategyprearead2.ppt THE BOSTON CONSULTING GROUP

- 25 -



Based on their FY09 – FY12 strategic plan, the GPFB is projecting that the amount of perishable products moving through their various programs will increase by approximately 1.5 million pounds annually over the next five years by creating a Retail Store Pick-Up Program (525,000 pounds), expanding the Daily Bread program to two additional North Dakota communities (780,000 pounds), and expanding the Fresh Produce Initiative program (200,000 pounds).

At the same time, the GPFB is projecting an increase of approximately 500,000 pounds in shelf-stable product over the next five years due to increased USDA commodities available through TEFAP for new programs to increase distribution in underserved counties, and continued slow to moderate growth from food industry donors, food drives, and purchased product.

Similar growth rates are expected for the network as a whole, with TEFAP accounting for the majority of growth in shelf-stable products; store pickup programs will provide the majority of growth in perishable products outside of product channeled through the GPFB; and slow to moderate growth projected for food drives and other product donated or purchased at the local provider level.

Handling increased quantities of perishable products will present a challenge for the charitable feeding network in terms of both logistics and funding. Unlike shelf-stable products, which usually need to be distributed within 30 to 180 days after being received, most perishable products need to be moved within one to seven days of receipt with the exception of some longer lasting produce items. For rural or smaller feeding programs that are open weekly, monthly or on an as needed basis, this presents a major challenge.

Similarly, most perishable products need to be picked up from donors and trucked to feeding programs at least weekly, and often daily, as compared to shelf-stable products which can often be consolidated into monthly pick-ups and deliveries, leading to much higher recovery and distribution costs. This is especially true if these products are shipped to rural feeding programs from the metropolitan areas where they are most readily available, or brought in from out of state.

Additional capacity to handle refrigerated product, in terms of both trucking and storage at the statewide and local provider level, along with more sophisticated food safety training and handling practices, will also be needed if additional quantities of perishable products are incorporated into the network

The positive news is that most charitable feeding programs are willing to adapt their programs to accommodate additional perishable products. More than 68% of respondents to the CHFND provider questionnaire (see Appendix 3.2) indicated that they would be interested in weekly or monthly shipments of produce, dairy, bakery products or other perishable foods to supplement their regular distribution. Almost 54% said they would consider adding a special distribution day to their existing schedule in order to provide these extra products to their clients if shipping could not be arranged to coincide with their regular days/hours of distribution. A similar percentage, (54%) indicated that they would be willing to accept and distribute additional perishable products if they were shipped along with their regular order from the GPFB.



Both Community Action Programs and the GPFB also report that agencies have adapted extremely well to accepting and utilizing large amounts of perishable products in communities which currently have prepared and perishable food recovery programs.

Opportunities exist to increase the amount of perishable product available for charitable feeding programs in metropolitan communities through prepared and perishable food distribution programs and/or retail store pick-up programs. Plans by the GPFB to increase service to rural communities through a mobile food pantry and expanded rural delivery program, along with increased efforts to link local stores and charitable feeding programs in smaller communities, will also lead to more perishable products reaching non-metropolitan areas in future years.

Making sure that programs in rural areas and/or smaller communities are adequately supplied in the future may require extensive new delivery systems, providers being open much more frequently, and significant investments in refrigeration equipment in order to transition from handling primarily shelf-stable products to growing amounts of perishable products. It may also require a reallocation of some shelf-stable products to rural areas, as the amount of perishable products increase in urban areas, to most equitably meet the needs of all hungry North Dakotans.

NOTES AND RESOURCES

¹ Great Plains Food Bank. 2007 Annual Distribution Report.

² Great Plains Food Bank. 2002-2007 Annual Distribution Reports. Note: Includes product distributed in Clay County, MN.

³ Great Plains Food Bank. 2003 - 2007 Annual Distribution Reports. Note: Includes product distributed in Clay County, MN.

⁴ North Dakota Department of Public Instruction, Child Nutrition and Food Distribution Programs. 2003 – 2007 Annual TEFAP Distribution Reports.

⁵ Food Marketing Institute. Food Industry Facts and Figures, Supermarket Facts, Supermarket Sales by Department – Percent of Total Supermarket Sales, November 2007. Available at: http://www.fmi.org/facts_figs/keyfacts/?fuseaction=grocerydept.

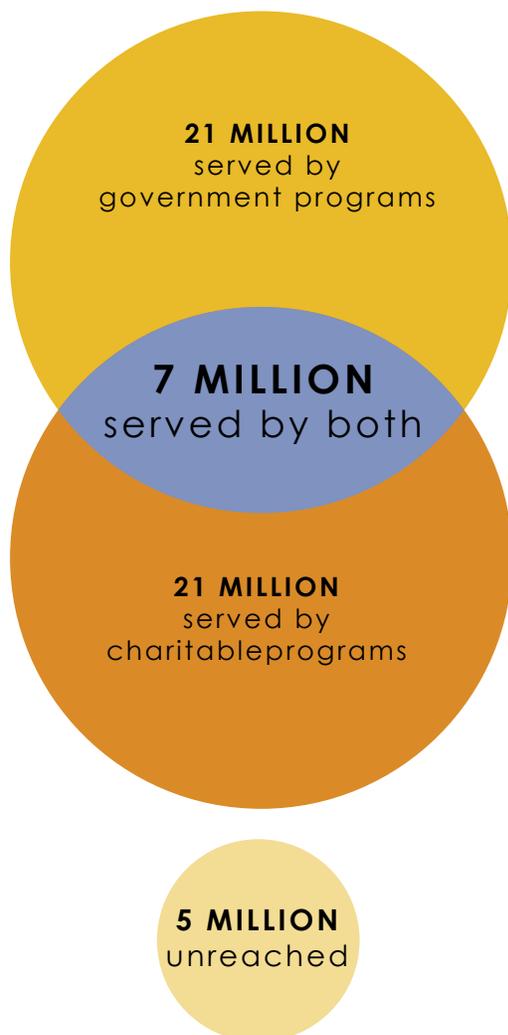
⁶ America's Second Harvest. 2008 – 2012 strategic planning materials, internal communications, prepared by Boston Consulting Group, February 2007.

⁷ America's Second Harvest. 2008 – 2012 strategic planning materials, internal communications, prepared by Boston Consulting Group, February 2007.

KEY FINDING 6

Opportunity exists for heightened collaboration between the charitable feeding network and federal nutrition programs

FOOD INSECURE INDIVIDUALS
REACHED BY FOOD
ASSISTANCE SOURCE, 2004



- Only one-third of food insecure households that use charitable feeding programs also receive support from federal nutrition programs.
- 57% of eligible Supplemental Nutrition Assistance Program (SNAP - formerly known as Food Stamps) participants in North Dakota receive benefits (2005). Studies indicate that 46% of those eligible, but not receiving benefits, could be persuaded to apply if offered support.
- 17% of providers currently offer SNAP outreach, and an additional 19% are interested in providing this service.
- Counties under-served by the charitable feeding network are also often the least well served by federal nutrition programs.

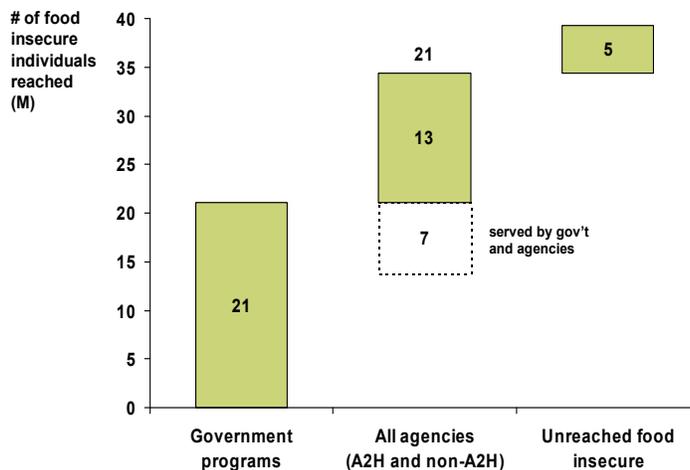
Source: Household Food Security in the U.S. 2004 based on Dec. 2004 CPS Food Security survey; A2H Hunger in America 2006; U.S. Conference of Mayors Hunger & Homelessness; Substance Abuse and Mental Health Services Administration; U.S. Census Bureau Survey (Dec. 2005); Boston Consulting Group analysis

Supporting Information and Documentation for Key Finding 6: Opportunity exists for heightened collaboration between the charitable feeding network and federal nutrition programs

While the charitable feeding network and federal nutrition assistance programs in the United States serve the same low-income populations, there is a surprisingly low correlation between those using both government and charitable food assistance programs.

An analysis by the Boston Consulting Group for America's Second Harvest (see Figure 25) shows that while both government and charitable nutrition assistance programs serve approximately 21 million food insecure individuals, only seven million are served by both sectors.¹ This information is based in part on the USDA's *Household Food Security in the United States, 2006* study which reports that just 30.3% of low-income households that had received food stamps in the previous 30 days had also obtained food from a food pantry or emergency kitchen.² This finding was mirrored by America's Second Harvest's *Hunger in America 2006* study which found that only 35.4% of households served by charitable feeding programs also receive food stamp benefits.³ While specific data is not available for North Dakota, a survey of 13,599 food shelf users in Minnesota in 2005 also found that only 30% were receiving food stamp benefits, even though 80% were eligible.⁴

**Figure 25: FOOD INSECURE INDIVIDUALS REACHED
BY SOURCE, 2004**

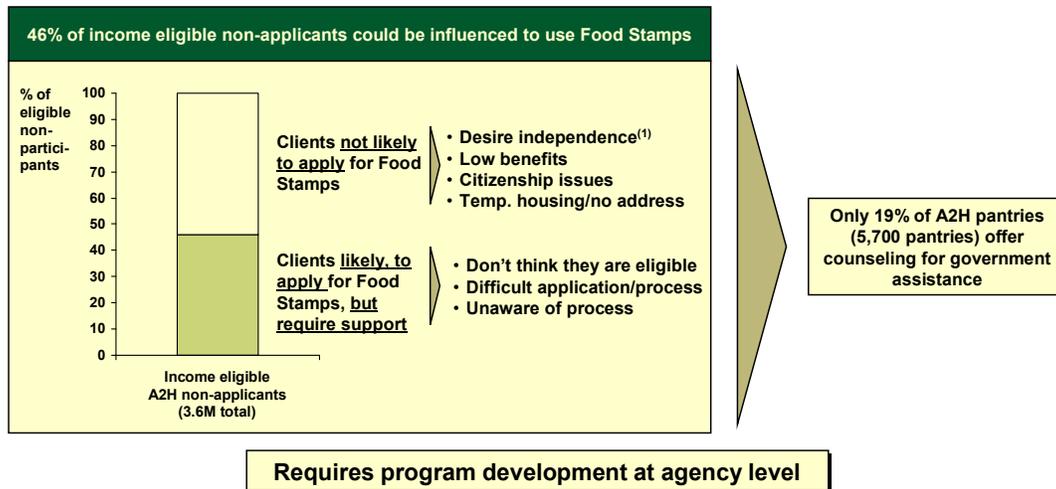


Source: Household Food Security in the US 2004 based on Dec. 2004 CPS Food Security survey; A2H Hunger in America 2006; US Conference of Mayors Hunger & Homelessness Substance Abuse and Mental Health Services Administration; U.S. Census Bureau Survey (Dec. 2005); BCG analysis
239742-00-7Feb07-A2HStrategyprereadv2.ppt THE BOSTON CONSULTING GROUP - 44 -

Further analysis by the Boston Consulting Group for America's Second Harvest (see Figure 26 below) showed that 46% of those that use charitable feeding programs that are also eligible for but not receiving food stamps, could be influenced to apply with assistance from charitable programs or outreach workers.⁵

Figure 26:

Charitable Feeding Program Clients Not Enrolled In Food Stamp Program Who Could Be Influenced To Apply



(1) Includes clients who felt they did not need Food Stamp benefits and clients who felt there was a social stigma associated with applying for benefits
 Note: Pantry data from 2005
 Source: Hunger in America 2006; USDA reports; USDA – FNS – Food Stamp Summary (<http://www.fns.usda.gov/pdf/fssummary.htm>)
 239742-00-7Feb07-A2HStrategyprereadV2.ppt THE BOSTON CONSULTING GROUP

Those individuals that could be persuaded to apply with support from charitable feeding programs included people that didn't think they were eligible, didn't apply due to the difficulty of the application process, or that didn't know where or how to apply. Those that weren't likely to apply, even with support from charitable feeding programs or outreach workers, included individuals who desired independence, would receive limited benefits, had citizenship issues or didn't have a permanent address. The *2005 State of Hunger in Minnesota* study of food shelf clients reported similar results, with over half of respondents reporting that they didn't think they were eligible, 8% stating that they didn't know how to apply, and 44% indicating that they wanted to stay off welfare.⁶

The Creating a Hunger Free North Dakota (CHFND) provider questionnaire found that 17% of charitable feeding programs currently provide some type of food stamp outreach or referral services, similar to the 19% of programs offering counseling for government assistance nationwide.⁷ An additional 19% of North Dakota providers indicated that they were interested in providing this service (see Appendix 3.2).



Pilot programs, such as the “Express Stamps” program in Illinois have shown considerable potential for even more in-depth involvement by charitable feeding programs in encouraging and assisting clients in applying for food stamp benefits. This program is designed to increase participation in government programs by providing quick and easy access through an online process that individuals can sign up for while they are visiting the food pantry.

The latest USDA report on food stamp participation by state shows an estimated 57% of eligible North Dakotans received benefits in 2005, ranking North Dakota 42nd in terms of program participation among states; and approximately 31,000 eligible North Dakotans were not taking advantage of potential program benefits at that time.⁸

However, in 2007, participation in the Food Stamp Program increased by 6% in North Dakota, compared to a 0.7 percent decrease nationally, which should improve the state’s participation rate and ranking among states in future reports.⁹

Increasing participation in the Food Stamp program in North Dakota by 5% would increase potential benefits by more than \$1.7 million according to a report prepared by the USDA Food and Nutrition Service.¹⁰ Based on the report, increasing participation to the national average of 65% (or raising it 8%) would result in almost \$2.8 million of additional benefits.

In addition, the USDA estimates that each dollar in food stamp benefits results in \$1.84 in total economic activity.¹¹ A similar study prepared by the NDSU Department of Agribusiness and Applied Economics for the North Dakota Department of Human Services Food Stamp Unit in 2004 calculated that each Food Stamp dollar spent in North Dakota generated \$2.09 for the state’s economy.¹² Thus, increasing participation in the Food Stamp Program in North Dakota to the national average of 65% (resulting in almost \$2.8 million of additional benefits) would result in adding between \$5.15 million and \$5.85 million to the state’s economy annually. These dollars could play an important role in helping keep local grocery stores and other businesses in struggling rural communities open.

In addition to the Food Stamp program, other nutrition programs providing service in North Dakota include: the School Breakfast and Lunch programs; Women, Infants and Children (WIC) program; Summer Food Service Program; Child and Adult Care Food Program and; Food Distribution Program on Indian Reservations. In all, federal nutrition programs provide food or funds for more than 50 million meals annually in North Dakota as outlined in Key Finding 1 of this report, in addition to the approximately 2 million pounds of food provided through the TEFAP and CSFP program that are distributed through charitable feeding programs.

Opportunities exist for the charitable feeding network to provide clients with information on, and referrals to, all federal nutrition programs; assist clients with the food stamp application process; help expand the Summer Food Service Program to additional communities and; advocate for increased funding and other enhancements when programs come up for reauthorization in Congress. Similar opportunities exist for federal nutrition programs to provide information on, and referrals to, charitable feeding programs.



As reported in Key Finding 1, eighteen of the 26 counties that were identified as underserved by the charitable feeding network based on pounds of food provided per person in need were also in the bottom half of counties based on the dollars of service provided per person in need by government programs. In all, 36 of North Dakota's 53 counties were identified as either being underserved by the charitable feeding network or in the bottom half of services provided by government food assistance programs (see Appendix 7.1.).

Tremendous opportunity exists for charitable feeding programs and government food assistance programs to provide cross referral and outreach efforts. Only by making sure that all hungry North Dakotans are aware of and have access to both charitable and government nutrition assistance programs can a hunger-free North Dakota be achieved.

NOTES AND RESOURCES

¹ America's Second Harvest. 2008 – 2012 strategic planning materials, internal communications, prepared by Boston Consulting Group, February 2007.

² Nord M., Andrews M., Carlson S. "Household Food Security in the United States, 2006". United States Department of Agriculture, Economic Research Service, November 2007. Available at: <http://www.ers.usda.gov/Publications/ERR49/ERR49appE.pdf>.

³ Cohen R., Myoung K., Ohls J. "Hunger in America 2006". Report prepared for America's Second Harvest. Mathematica Policy Research, Inc., March 2006. Available at: http://www.hungerinamerica.org/who_we_serve/Food_Insecurity/food_assistance/food_stamp_use.html.

⁴ Chase R., Schauben L. "The state of hunger in Minnesota 2005". Report prepared for Hunger Solutions Minnesota. Wilder Research, February 2006. Available at: <http://www.hungersolutions.org/files/archive/stateofhunger05summary.pdf>.

⁵ America's Second Harvest. 2008 – 2012 strategic planning materials, internal communications, prepared by Boston Consulting Group, February 2007.

⁶ Chase R., Schauben L. "The state of hunger in Minnesota 2005". Report prepared for Hunger Solutions Minnesota. Wilder Research, February 2006. Available at: <http://www.hungersolutions.org/files/archive/stateofhunger05summary.pdf>.

⁷ Cohen R., Myoung K., Ohls J. "Hunger in America 2006". Report prepared for America's Second Harvest. Mathematica Policy Research, Inc., March 2006. Available at: http://www.hungerinamerica.org/how_we_serve/agency_profiles/other_services.html.

⁸ Cunyngnam K., Castner L., Schirm A. "Reaching those in Need: State Food Stamp Participation Rates in 2005". United States Department of Agriculture, Food and Nutrition Service, October 2007. Available at: <http://www.fns.usda.gov/oane/MENU/Published/FSP/FILES/Participation/Reaching2005.pdf>.



As reported in Key Finding 1, eighteen of the 26 counties that were identified as underserved by the charitable feeding network based on pounds of food provided per person in need were also in the bottom half of counties based on the dollars of service provided per person in need by government programs. In all, 36 of North Dakota's 53 counties were identified as either being underserved by the charitable feeding network or in the bottom half of services provided by government food assistance programs (see Appendix 7.1.).

Tremendous opportunity exists for charitable feeding programs and government food assistance programs to provide cross referral and outreach efforts. Only by making sure that all hungry North Dakotans are aware of and have access to both charitable and government nutrition assistance programs can a hunger-free North Dakota be achieved.

NOTES AND RESOURCES

¹America's Second Harvest. 2008 – 2012 strategic planning materials, internal communications, prepared by Boston Consulting Group, February 2007.

² Nord M., Andrews M., Carlson S. "Household Food Security in the United States, 2006". United States Department of Agriculture, Economic Research Service, November 2007. Available at: <http://www.ers.usda.gov/Publications/ERR49/ERR49appE.pdf>.

³ Cohen R., Myoung K., Ohls J. "Hunger in America 2006". Report prepared for America's Second Harvest. Mathematica Policy Research, Inc., March 2006. Available at: http://www.hungerinamerica.org/who_we_serve/Food_Insecurity/food_assistance/food_stamp_use.html.

⁴ Chase R., Schauben L. "The state of hunger in Minnesota 2005". Report prepared for Hunger Solutions Minnesota. Wilder Research, February 2006. Available at: <http://www.hungersolutions.org/files/archive/stateofhunger05summary.pdf>.

⁵ America's Second Harvest. 2008 – 2012 strategic planning materials, internal communications, prepared by Boston Consulting Group, February 2007.

⁶ Chase R., Schauben L. "The state of hunger in Minnesota 2005". Report prepared for Hunger Solutions Minnesota. Wilder Research, February 2006. Available at: <http://www.hungersolutions.org/files/archive/stateofhunger05summary.pdf>.

⁷ Cohen R., Myoung K., Ohls J. "Hunger in America 2006". Report prepared for America's Second Harvest. Mathematica Policy Research, Inc., March 2006. Available at: http://www.hungerinamerica.org/how_we_serve/agency_profiles/other_services.html.

⁸ Cunyngnam K., Castner L., Schirm A. "Reaching those in Need: State Food Stamp Participation Rates in 2005". United States Department of Agriculture, Food and Nutrition Service, October 2007. Available at: <http://www.fns.usda.gov/oane/MENU/Published/FSP/FILES/Participation/Reaching2005.pdf>.

⁹ . “North Dakota Participants in the Federal Food Stamp Program: Fiscal Years 2003 to 2007”. North Dakota State Data Center, Economic Brief 17, Number 3, March 2008. Available at:
http://www.ndsu.nodak.edu/sdc/publications/ebriefs/EB17_3Press.pdf.

¹⁰ “The Business Case for Increasing Food Stamp Program Participation”. United States Department of Agriculture, Food and Nutrition Service, Last Modified February 2008. Available at:
http://www.fns.usda.gov/fsp/outreach/pdfs/bc_table.pdf.

¹¹ “The Business Case for Increasing Food Stamp Program Participation”. United States Department of Agriculture, Food and Nutrition Service, Last Modified February 2008. Available at:
http://www.fns.usda.gov/fsp/outreach/pdfs/bc_facts.pdf.

¹² Nordwall, Blaine. “Food Stamp Program”. North Dakota Department of Human Services, Presentation for Hunger in the Heartland Conference, October 13-14, 2004, Grand Forks, ND. Available at:
<http://www.communityservices.nd.gov/lowincome/docs/FSP-Notes-Hunger-in-Heartland-10-14-04.pdf>.

IN CONCLUSION

North Dakota has a strong and viable charitable feeding network and clients are very appreciative of the support they receive however, significant gaps in service and access to emergency feeding programs remain a challenge.

The need for emergency food assistance is on the rise and providers are feeling the pressure. Providers will need increased support and additional resources to meet this demand. As donations of shelf-stable products traditionally utilized by the network further decline, dependence on perishable food products will continue to increase. This changing mix of product will require the charitable feeding system in North Dakota to significantly modify its service delivery model. The network is resilient however, and providers express a continued desire to expand their capacity and extend their reach to ensure the needs of children, seniors and working families are met.

Ending hunger in North Dakota is a shared responsibility that goes beyond the charitable sector. By strengthening the connection between the charitable feeding network and federal nutrition programs we can make a much greater impact on the lives of those experiencing food insecurity.

RECOMMENDATIONS

ELIMINATE GAPS IN SERVICE

- Dismantle existing network barriers that impede client access.
- Develop innovative service delivery models that will extend our reach into un-served or under-served communities.
- Secure alternative food resources and embrace changing food trends that offer highly desirable, yet challenging perishable product.

BUILD CHARITABLE FEEDING NETWORK CAPACITY

- Provide training, support and resources to existing providers in order to meet increasing needs and minimize threats to continuing operations.
- Establish new service providers in un-served and under-served areas of the state.
- Mobilize communities to support network operations and engage in hunger-relief activities.

FORTIFY NORTH DAKOTA'S EMERGENCY FOOD ASSISTANCE SYSTEM

- Explore the depth of food insecurity in North Dakota and its impact on key populations.
- Increase alignment between the charitable feeding network and federal nutrition programs.
- Transition from working as a network, to functioning more as a system united behind our common vision of a hunger-free North Dakota.



“We need
to create
and nurture
a sense of
community
about
hunger.
Everyone
in the
community
needs to
see the
value of
being a
part of the
solution.”
*-Emergency
food
provider*

CALL TO ACTION

Now that we have a clear picture of the environment the charitable feeding network and the clients who access this network are operating in, it's time to take action. As Creating a Hunger Free North Dakota moves into phase two, additional partners are invited to the table. Partners will work together to carry out viable actions identified as a result of this study including:

Establish a mobile food pantry program.

Develop a prepackaged food basket program.

Explore the viability of Kids Cafes and/or School Back Pack programs.

Initiate a retail store pick-up program.

Expand rural food delivery service.

Replicate perishable food recovery programs in metropolitan areas.

Build the charitable feeding network by engaging new partners.

Secure new sources of food.

Strengthen provider network by offering technical assistance and support.

Lift up current food pantry best practices.

Formalize regional provider training and networking opportunities.

Advocate for strong federal nutrition programs.

Conduct an in-depth assessment of hunger in North Dakota.

Increase SNAP participation through education and outreach.

Implement a hunger awareness campaign.

Create a statewide Task Force on Hunger.

TOGETHER WE ARE CREATING A HUNGER FREE NORTH DAKOTA!

To become a partner in this vision, contact:
CHFND@lssnd.org or call (701) 476-9101.



APPENDICES

Appendix 1.1:	2007 Distribution by County - Charitable Feeding Programs	73
Appendix 1.2:	Estimated Unduplicated Individuals Served by County	74
Appendix 1.3:	Number of Individuals Potentially Needing Services by County	75
Appendix 1.4:	Pounds of Food Distributed Per Person in Need Through Charitable Feeding Programs	76
Appendix 1.5:	Individuals Served by Food Shelves, Emergency Kitchens and CSFP by County	77
Appendix 1.6:	Percent of Estimated Individuals Needing Assistance Currently Served	78
Appendix 1.7:	Comparison of All Service Provision Measurements by County	79
Appendix 1.8:	Overall Average Percentage of Statewide Service	80
Appendix 1.9:	Pounds of Food Distributed Per Person in Need Through All Charitable Sources	81
Appendix 1.10:	Pounds of Food Distributed Per Person in Poverty Through the Great Plains Food Bank and TEFAP	82
Appendix 1.11:	Pounds of Food Distributed Per Person in Poverty Through All Charitable Resources	83
Appendix 1.12:	Comparison of Service Level Measurements Using Individuals In Poverty vs All Individuals Potentially Needing Service.....	84
Appendix 1.13:	Federal Nutrition Expenditures by County	85
Appendix 1.14:	Assistance Provided Through Federal Nutrition Programs	86
Appendix 1.15:	Pounds Needed to Reach Minimum and Full Standards by County	87
Appendix 2.1:	Client Focus Group Summary Report	88
Appendix 2.2:	Client Postcard Survey Tool	101
Appendix 2.3:	CHFND Emergency Food Client Postcard Survey Summary.....	102
Appendix 3.1:	CHFND Emergency Food Service Provider Questionnaire.....	108
Appendix 3.2:	CHFND Emergency Food Service Provider Questionnaire Summary	114
Appendix 4.1:	CHFND Provider Focus Group Summary	125

Appendix 1.1

2007 Distribution by County - Charitable Feeding Programs

County	Pounds Distributed by Charitable Feeding Programs in 2007
Adams	10,260
Barnes	170,808
Benson	106,498
Billings	0
Bottineau	40,377
Bowman	4,475
Burke	13,098
Burleigh	212,354
Cass	1,738,727
Cavalier	4,200
Dickey	20,327
Divide	5,833
Dunn	13,120
Eddy	2,775
Emmons	6,000
Foster	9,828
Golden Valley	8,061
Grand Forks	375,080
Grant	10,795
Griggs	5,112
Hettinger	8,483
Kidder	11,347
LaMoure	7,463
Logan	11,209
McHenry	41,082
McIntosh	16,917
McKenzie	8,050
McLean	16,073
Mercer	41,096
Morton	100,914
Mountrail	190,502
Nelson	29,766
Oliver	4,083
Pembina	5,180
Pierce	15,505
Ramsey	20,341
Ransom	26,600
Renville	43,757
Richland	103,453
Rolette	48,978
Sargent	12,373
Sheridan	6,062
Sioux	103,495
Slope	17,372
Stark	49,955
Steele	20,119
Stutsman	145,687
Towner	6,135
Traill	33,321
Walsh	41,647
Ward	550,431
Wells	44,865
Williams	36,426
ND Total	4,576,415

Source: Great Plains Food Bank 2007 Agency Service Statistics Report and Agency Distribution by County Report; Creating a Hunger Free North Dakota survey of charitable feeding programs not affiliated with Great Plains Food Bank; North Dakota Community Action Program 2007 TEFAP Distribution Reports; North Country Food Bank 2007 Agency Service Statistics Reports for Grand Forks County.

Appendix 1.2

Estimated Unduplicated Individuals Served by County

County	Total Estimated Unduplicated Individuals
Adams	113
Barnes	1005
Benson	2607
Billings	2
Bottineau	424
Bowman	47
Burke	194
Burleigh	3608
Cass	11078
Cavalier	143
Dickey	117
Divide	127
Dunn	83
Eddy	60
Emmons	132
Foster	94
Golden Valley	110
Grand Forks	3562
Grant	186
Griggs	30
Hettinger	119
Kidder	115
LaMoure	57
Logan	131
McHenry	581
McIntosh	165
McKenzie	138
McLean	160
Mercer	318
Morton	1596
Mountraill	771
Nelson	395
Oliver	72
Pembina	329
Pierce	211
Ramsey	346
Ransom	330
Renville	446
Richland	1623
Rolette	1142
Sargent	92
Sheridan	114
Sioux	2686
Slope	273
Stark	745
Steele	113
Stutsman	2408
Towner	89
Traill	374
Walsh	1282
Ward	10500
Wells	402
Williams	1017
ND Total	52859

Source: Great Plains Food Bank 2007 Agency Service Statistics Report; Creating a Hunger Free North Dakota survey of charitable feeding programs not affiliated with Great Plains Food Bank; North Dakota Community Action Program 2007 TEFAP Service Statistics Reports for commodity-only distribution sites; North Country Food Bank 2007 Agency Service Statistics Reports for Grand Forks County.

Note: See page 15 for methodology used to extrapolate the number of unduplicated individuals served from total number of annual visits to charitable feeding programs.

Appendix 1.3

Number of Individuals Potentially Needing Services by County

County	0-99% of Poverty Level	100-124% of Poverty Level	125-149% of Poverty Level	150-174% of Poverty Level	175-200% of Poverty Level	Number Potentially Needing Service
Adams	269	175	190	198	137	377
Barnes	1125	585	668	719	696	1466
Benson	1975	451	494	423	354	1989
Billings	83	62	73	72	6	123
Bottineau	751	303	476	435	456	938
Bowman	244	115	186	259	204	335
Burke	252	136	132	176	181	329
Burleigh	6002	2190	2474	2469	2320	6878
Cass	13093	4230	4963	5181	5413	14619
Cavalier	450	180	329	174	349	567
Dickey	672	202	291	372	356	766
Divide	241	65	115	161	157	278
Dunn	439	270	239	211	232	579
Eddy	278	163	133	150	181	361
Emmons	566	259	295	307	273	700
Foster	287	143	192	144	284	378
Golden Valley	214	92	114	93	116	261
Grand Forks	7430	2274	3260	2994	2600	8325
Grant	439	211	176	199	213	531
Griggs	247	180	86	260	189	345
Hettinger	299	187	141	226	126	397
Kidder	383	165	231	233	83	474
LaMoure	489	183	276	317	237	595
Logan	251	132	176	150	120	332
McHenry	796	312	357	376	336	936
McIntosh	430	156	284	236	197	526
McKenzie	869	316	309	434	541	1001
McLean	1077	468	489	461	494	1289
Mercer	604	243	386	372	427	760
Morton	2648	1104	1536	1071	1215	3222
Mountrail	975	426	537	408	449	1191
Nelson	325	181	177	272	224	433
Oliver	195	76	51	81	113	221
Pembina	766	321	321	333	410	907
Pierce	550	365	350	390	342	766
Ramsey	1384	450	677	542	529	1582
Ransom	542	281	305	157	188	675
Renville	237	121	103	255	183	311
Richland	1665	652	743	585	764	1940
Rolette	3525	895	868	709	729	3592
Sargent	305	122	153	247	336	385
Sheridan	280	134	110	93	106	333
Sioux	1687	295	223	285	313	1597
Slope	85	103	69	71	38	146
Stark	2226	842	1280	1263	1022	2699
Steele	155	127	67	155	225	231
Stutsman	2260	995	783	1102	1048	2664
Towner	241	147	204	179	142	342
Traill	717	263	447	293	420	867
Walsh	1276	421	527	891	645	1484
Ward	5448	2623	3337	2992	3305	6969
Wells	565	249	235	255	240	673
Williams	2276	1095	1101	1263	1157	2828
ND Total	70588	26736	31739	31694	31421	82514

Source: U.S. Census Bureau, American Factfinder, Decennial Census, Census 2000 Summary File 3, available at: http://factfinder.census.gov/servlet/DTGeoSearchByListServlet?ds_name=DEC_2000_SF3_U&lang=en&ts=235332753891.

Note: Number potentially needing services = 80% of individuals under 100% of poverty level, 50% of individuals 100-124% of poverty level, 25% of individuals 125-149% of poverty level, 10% of individuals 150-174% of poverty level, and 5% of individuals 175-200% poverty level.

Appendix 1.4

Pounds of Food Distributed Per Person in Need Through Charitable Feeding Program

County	Pounds of Food Distributed Per Person in Need	Percent of Average Statewide Pounds
Adams	27	49%
Barnes	117	213%
Benson	54	98%
Billings	0	0%
Bottineau	43	78%
Bowman	13	24%
Burke	40	73%
Burleigh	31	56%
Cass	119	216%
Cavalier	7	13%
Dickey	27	49%
Divide	21	38%
Dunn	23	42%
Eddy	8	15%
Emmons	9	16%
Foster	26	47%
Golden Valley	31	56%
Grand Forks	45	82%
Grant	20	36%
Griggs	15	27%
Hettinger	21	38%
Kidder	24	44%
LaMoure	13	24%
Logan	34	62%
McHenry	44	80%
McIntosh	32	58%
McKenzie	8	15%
McLean	12	22%
Mercer	54	98%
Morton	31	56%
Mountrail	160	291%
Nelson	69	125%
Oliver	18	33%
Pembina	6	11%
Pierce	20	36%
Ramsey	13	24%
Ransom	39	71%
Renville	141	256%
Richland	53	96%
Rolette	14	25%
Sargent	32	58%
Sheridan	18	33%
Sioux	65	118%
Slope	119	216%
Stark	19	35%
Steele	87	158%
Stutsman	55	100%
Towner	18	33%
Traill	38	69%
Walsh	28	51%
Ward	79	144%
Wells	67	122%
Williams	13	24%
ND Total	55.42	

Note: Pounds of food distributed per person in need equals pounds of food distributed by charitable feeding programs (see Appendix 1.1) divided by the number of individuals potentially needing services (see Appendix 1.3). Percent of average statewide pounds equals pounds of food distributed per person in need for each county divided by the statewide average of 55 pounds.

Appendix 1.5 Individuals Served by Food Shelves, Emergency Kitchens and CSFP by County

County	Estimated Unduplicated Individuals Served by Food Shelves	Estimated Unduplicated Individuals Served By Shelter/Soup Kitchen Meal Programs	Commodity Supplemental Food Program Case Load	Total Estimated Unduplicated Individuals Served
Adams	93	0	20	113
Barnes	657	349	0	1005
Benson	2607	0	0	2607
Billings	0	0	2	2
Bottineau	351	0	73	424
Bowman	36	0	11	47
Burke	167	0	27	194
Burleigh	2021	1424	164	3608
Cass	6375	4472	232	11078
Cavalier	143	0	0	143
Dickey	117	0	0	117
Divide	113	0	14	127
Dunn	45	0	38	83
Eddy	60	0	0	60
Emmons	60	0	72	132
Foster	94	0	0	94
Golden Valley	90	0	20	110
Grand Forks	2025	1046	491	3562
Grant	161	0	25	186
Griggs	30	0	0	30
Hettinger	90	0	29	119
Kidder	63	0	52	115
LaMoure	57	0	0	57
Logan	131	0	0	131
McHenry	551	0	30	581
McIntosh	165	0	0	165
McKenzie	114	0	24	138
McLean	124	0	36	160
Mercer	300	0	18	318
Morton	1357	132	107	1596
Mountrail	743	0	28	771
Nelson	270	0	125	395
Oliver	48	0	24	72
Pembina	229	0	100	329
Pierce	193	0	18	211
Ramsey	305	41	0	346
Ransom	189	119	22	330
Renville	422	0	24	446
Richland	1570	0	53	1623
Rolette	1142	0	0	1142
Sargent	66	0	26	92
Sheridan	114	0	0	114
Sioux	2654	0	32	2686
Slope	261	0	12	273
Stark	485	71	189	745
Steele	108	0	5	113
Stutsman	1050	1359	0	2408
Towner	89	0	0	89
Traill	358	0	16	374
Walsh	1170	0	112	1282
Ward	5518	4482	500	10500
Wells	402	0	0	402
Williams	428	381	208	1017
ND Total	36006	13874	2979	52859

Source: Great Plains Food Bank 2007 Agency Service Statistics Report; Creating a Hunger Free North Dakota survey of charitable feeding programs not affiliated with Great Plains Food Bank; North Dakota Community Action Program 2007 TEFAP Service Statistics Reports for commodity-only distribution sites; North Country Food Bank 2007 Agency Service Statistics Reports for Grand Forks County.

Note: See page 15 for methodology used to extrapolate the number of unduplicated individuals served from total number of annual visits to charitable feeding programs.

Appendix 1.6

Percent of Estimated Individuals Needing Assistance Currently Served

County	Total Estimated Unduplicated Individuals Served	Estimated Individuals In Need	Percent of Individuals In Need Currently Served
Adams	113	377	30%
Barnes	1005	1466	69%
Benson	2607	1989	131%
Billings	2	123	2%
Bottineau	424	938	45%
Bowman	47	335	14%
Burke	194	329	59%
Burleigh	3608	6878	52%
Cass	11078	14619	76%
Cavalier	143	567	25%
Dickey	117	766	15%
Divide	127	278	46%
Dunn	83	579	14%
Eddy	60	361	17%
Emmons	132	700	19%
Foster	94	378	25%
Golden Valley	110	261	42%
Grand Forks	3562	8325	43%
Grant	186	531	35%
Griggs	30	345	9%
Hettinger	119	397	30%
Kidder	115	474	24%
LaMoure	57	595	10%
Logan	131	332	39%
McHenry	581	936	62%
McIntosh	165	526	31%
McKenzie	138	1001	14%
McLean	160	1289	12%
Mercer	318	760	42%
Morton	1596	3222	50%
Mountrail	771	1191	65%
Nelson	395	433	91%
Oliver	72	221	33%
Pembina	329	907	36%
Pierce	211	766	27%
Ramsey	346	1582	22%
Ransom	330	675	49%
Renville	446	311	143%
Richland	1623	1940	84%
Rolette	1142	3592	32%
Sargent	92	385	24%
Sheridan	114	333	34%
Sioux	2686	1597	168%
Slope	273	146	187%
Stark	745	2699	28%
Steele	113	231	49%
Stutsman	2408	2664	90%
Towner	89	342	26%
Traill	374	867	43%
Walsh	1282	1484	86%
Ward	10500	6969	151%
Wells	402	673	60%
Williams	1017	2828	36%
ND Total	52859	82513	64%

Note: Percent of individuals in need currently served equals total estimated unduplicated individuals served (see Appendix 1.2) divided by number of individuals potentially needing services (see Appendix 1.3).

Appendix 1.7

Comparison of All Service Provision Measurements by County

County	Percent of Average Statewide Pounds Through Charitable Feeding Programs	Percent of Estimated Individuals Needing Assistance Served	Overall Average of Statewide Service for Primary Criteria (Column 1 and 2)	Percent of Average Statewide Pounds Through All Charitable Sources	Percent of Average National Pounds Through GPFB and TEFAP	Percent of Average National Pounds Through GPFB, TEFAP and CSFP	Assistance Provided Through Federal Nutrition Programs Ranked by Quadrant	Identified Through CHFND Study as Underserved By Charitable Feeding Network
Adams	49%	30%	40%	55%	20%	63%	Lowest 25%	
Barnes	213%	69%	141%	144%	52%	48%	Top 50%	
Benson	98%	131%	115%	70%	89%	83%	Highest 25%	
Billings	0%	2%	1%	7%	0%	10%	Lowest 25%	
Bottineau	78%	45%	62%	85%	71%	126%	Top 50%	
Bowman	24%	14%	19%	30%	20%	43%	Bottom 50%	
Burke	73%	59%	66%	83%	65%	106%	Lowest 25%	
Burleigh	56%	52%	54%	51%	48%	63%	Highest 25%	
Cass	216%	76%	146%	208%	313%	301%	Highest 25%	
Cavalier	13%	25%	19%	9%	0%	0%	Bottom 50%	
Dickey	49%	15%	32%	32%	32%	30%	Bottom 50%	
Divide	38%	46%	42%	47%	27%	51%	Lowest 25%	
Dunn	42%	14%	28%	55%	7%	43%	Lowest 25%	
Eddy	15%	17%	16%	9%	0%	0%	Bottom 50%	
Emmons	16%	19%	18%	54%	10%	59%	Bottom 50%	
Foster	47%	25%	36%	31%	20%	18%	Top 50%	
Golden Valley	56%	42%	49%	157%	175%	205%	Top 50%	
Grand Forks	82%	43%	62%	91%	51%	86%	Highest 25%	
Grant	36%	35%	36%	91%	96%	116%	Bottom 50%	
Griggs	27%	9%	18%	24%	45%	41%	Top 50%	
Hettinger	38%	30%	34%	57%	31%	73%	Lowest 25%	
Kidder	44%	24%	34%	106%	76%	127%	Lowest 25%	
LaMoure	24%	10%	17%	30%	34%	31%	Bottom 50%	
Logan	62%	39%	51%	40%	47%	43%	Lowest 25%	
McHenry	80%	62%	71%	66%	60%	74%	Top 50%	
McIntosh	58%	31%	45%	51%	67%	63%	Lowest 25%	
McKenzie	15%	14%	14%	20%	10%	25%	Top 50%	
McLean	22%	12%	17%	40%	39%	53%	Bottom 50%	
Mercer	98%	42%	70%	75%	89%	99%	Bottom 50%	
Morton	56%	50%	53%	87%	115%	134%	Highest 25%	
Mountrail	291%	65%	178%	213%	290%	283%	Highest 25%	
Nelson	125%	91%	108%	213%	149%	339%	Top 50%	
Oliver	33%	33%	33%	68%	19%	64%	Lowest 25%	
Pembina	11%	36%	23%	85%	64%	135%	Top 50%	
Pierce	36%	27%	32%	34%	48%	63%	Bottom 50%	
Ramsey	24%	22%	23%	40%	64%	59%	Highest 25%	
Ransom	71%	49%	60%	61%	74%	96%	Top 50%	
Renville	256%	143%	200%	201%	155%	193%	Bottom 50%	
Richland	96%	84%	90%	77%	52%	66%	Top 50%	
Rolette	25%	32%	29%	19%	13%	12%	Highest 25%	
Sargent	58%	24%	41%	67%	52%	91%	Top 50%	
Sheridan	33%	34%	33%	22%	19%	18%	Bottom 50%	
Sioux	118%	168%	143%	86%	71%	78%	Highest 25%	
Slope	216%	187%	202%	177%	227%	264%	Lowest 25%	
Stark	35%	28%	31%	61%	41%	79%	Highest 25%	
Steele	158%	49%	103%	113%	171%	177%	Lowest 25%	
Stutsman	100%	90%	95%	69%	68%	63%	Highest 25%	
Towner	33%	26%	29%	21%	27%	25%	Lowest 25%	
Trail	69%	43%	56%	54%	68%	76%	Highest 25%	
Walsh	51%	86%	69%	66%	47%	94%	Highest 25%	
Ward	144%	151%	147%	139%	94%	135%	Highest 25%	
Wells	122%	60%	91%	71%	52%	48%	Bottom 50%	
Williams	24%	36%	30%	71%	68%	116%	Top 50%	

Underserved - meeting less than 25% of service standards or in bottom 25% of service levels
 Underserved - meeting less than 50% of service standards or in bottom 50% of service levels

Source: See Appendix 1.1 through 1.4 and 1.6 through 1.13.

Appendix 1.8

Overall Average Percentage of Statewide Service

County	Percent of Average Statewide Pounds of Food Per Person In Need Distributed	Percent of Estimated Individuals Needing Assistance Served	Overall Average Percentage of Statewide Service
Adams	49%	30%	40%
Barnes	213%	69%	141%
Benson	98%	131%	115%
Billings	0%	2%	1%
Bottineau	78%	45%	62%
Bowman	24%	14%	19%
Burke	73%	59%	66%
Burleigh	56%	52%	54%
Cass	216%	76%	146%
Cavalier	13%	25%	19%
Dickey	49%	15%	32%
Divide	38%	46%	42%
Dunn	42%	14%	28%
Eddy	15%	17%	16%
Emmons	16%	19%	18%
Foster	47%	25%	36%
Golden Valley	56%	42%	49%
Grand Forks	82%	43%	62%
Grant	36%	35%	36%
Griggs	27%	9%	18%
Hettinger	38%	30%	34%
Kidder	44%	24%	34%
LaMoure	24%	10%	17%
Logan	62%	39%	51%
McHenry	80%	62%	71%
McIntosh	58%	31%	45%
McKenzie	15%	14%	14%
McLean	22%	12%	17%
Mercer	98%	42%	70%
Morton	56%	49%	53%
Mountrail	291%	65%	178%
Nelson	125%	91%	108%
Oliver	33%	33%	33%
Pembina	11%	36%	23%
Pierce	36%	27%	32%
Ramsey	24%	22%	23%
Ransom	71%	49%	60%
Renville	256%	143%	200%
Richland	96%	84%	90%
Rolette	25%	32%	29%
Sargent	58%	24%	41%
Sheridan	33%	34%	33%
Sioux	118%	168%	143%
Slope	216%	187%	202%
Stark	35%	28%	31%
Steele	158%	47%	103%
Stutsman	100%	90%	95%
Towner	33%	26%	29%
Trail	69%	43%	56%
Walsh	51%	86%	69%
Ward	144%	151%	147%
Wells	122%	60%	91%
Williams	24%	36%	30%

Note: Overall average percentage of statewide service is the average of the percent of average statewide pounds of food distributed per person in need (see Appendix 1.4) and the percent of individuals in need currently served (see Appendix 1.6).

Appendix 1.9

Pounds of Food Distributed Per Person In Need Through All Charitable Feeding Programs

County	Pounds of Food Distributed Per Person in Need	Percent of Average Statewide Pounds
Adams	46	55%
Barnes	120	144%
Benson	59	70%
Billings	6	7%
Bottineau	71	85%
Bowman	25	30%
Burke	69	83%
Burleigh	43	51%
Cass	174	208%
Cavalier	7	9%
Dickey	27	32%
Divide	39	47%
Dunn	46	55%
Eddy	8	9%
Emmons	45	54%
Foster	26	31%
Golden Valley	131	157%
Grand Forks	76	91%
Grant	76	91%
Griggs	20	24%
Hettinger	47	57%
Kidder	89	106%
LaMoure	25	30%
Logan	34	40%
McHenry	55	66%
McIntosh	43	51%
McKenzie	17	20%
McLean	33	40%
Mercer	63	75%
Morton	73	87%
Mountrail	178	213%
Nelson	178	213%
Oliver	57	68%
Pembina	71	85%
Pierce	29	34%
Ramsey	33	40%
Ransom	51	61%
Renville	168	201%
Richland	64	77%
Rolette	16	19%
Sargent	56	67%
Sheridan	18	22%
Sioux	72	86%
Slope	148	177%
Stark	51	61%
Steele	95	113%
Stutsman	58	69%
Towner	18	21%
Traill	45	54%
Walsh	55	66%
Ward	116	139%
Wells	59	71%
Williams	60	71%
ND Total	83.65	

Source: Great Plains Food Bank 2007 Agency Service Statistics Report and Agency Distribution by County Report; Creating a Hunger Free North Dakota survey of charitable feeding programs not affiliated with Great Plains Food Bank; North Dakota Community Action Program 2007 TEFAP Distribution Reports and CSFP Case Load Reports; North Country Food Bank 2007 Agency Service Statistics Reports for Grand Forks County.

Note: Percent of average statewide pounds equals pounds of food distributed per person in need for each county divided by the statewide average of 83.65 pounds. See Appendix 1.3 for sources and methodology used in determining the number of individuals potentially needing services.

Appendix 1.10

Pounds of Food Distributed Per Person in Poverty Through the Great Plains Food Bank and TEFAP

County	Pounds of Food Distributed Per Person in Poverty	Percent of Average National Pounds
Adams	11	20%
Barnes	29	52%
Benson	50	89%
Billings	0	0%
Bottineau	40	71%
Bowman	11	20%
Burke	36	65%
Burleigh	27	48%
Cass	175	313%
Cavalier	0	0%
Dickey	18	32%
Divide	15	27%
Dunn	4	7%
Eddy	0	0%
Emmons	5	10%
Foster	11	20%
Golden Valley	98	175%
Grand Forks	29	51%
Grant	54	96%
Griggs	25	45%
Hettinger	18	31%
Kidder	43	76%
LaMoure	19	34%
Logan	26	47%
McHenry	33	60%
McIntosh	38	67%
McKenzie	6	10%
McLean	22	39%
Mercer	50	89%
Morton	65	115%
Mountrail	163	290%
Nelson	84	149%
Oliver	11	19%
Pembina	36	64%
Pierce	27	48%
Ramsey	36	64%
Ransom	42	74%
Renville	87	155%
Richland	29	52%
Rolette	7	13%
Sargent	29	52%
Sheridan	11	19%
Sioux	40	71%
Slope	127	227%
Stark	23	41%
Steele	96	171%
Stutsman	38	68%
Towner	15	27%
Traill	38	68%
Walsh	27	47%
Ward	53	94%
Wells	29	52%
Williams	38	68%

Source: Great Plains Food Bank 2007 Distribution by County Report; North Dakota Community Action Program 2007 TEFAP Distribution Reports; U.S. Census Bureau, QuickFacts, available at: <http://quickfacts.census.gov/qfd/states/38000.html>; America's Second Harvest, 2008 - 2012 Strategic Plan Overview, internal communications, 2007; "The Almanac of Hunger and Poverty in America 2006", America's Second Harvest, 2006, available at: http://www.seconddharvest.org/learn_about_hunger/Hunger_Almanac_2006.html; "The Almanac of Hunger and Poverty in America 2007", America's Second Harvest, 2007, available at: http://www.seconddharvest.org/learn_about_hunger/hunger_almanac_2007.html; U.S. Census Bureau, American Factfinder, Decennial Census, Census 2000 Summary File 3 (SF3). Available at: http://factfinder.census.gov/servlet/DTGeoSearchByListServlet?ds_name=DEC_2000_SF3_U&_lang=en&_ts=235332753891.

Note: Percent of average national pounds distributed equals pounds of food distributed per person in poverty for each county divided by the national average of 56.08 pounds of food distributed per person in poverty (see page 19 for methodology used to determine national average).

Appendix 1.11

Pounds of Food Distributed Per Person In Poverty Through All Charitable Resources

County	Pounds of Food Distributed Per Person In Poverty	Percentage of Average National Pounds
Adams	38	63%
Barnes	29	48%
Benson	50	83%
Billings	6	10%
Bottineau	76	126%
Bowman	26	43%
Burke	64	106%
Burleigh	38	63%
Cass	182	301%
Cavalier	0	0%
Dickey	18	30%
Divide	31	51%
Dunn	26	43%
Eddy	0	0%
Emmons	36	59%
Foster	11	18%
Golden Valley	124	205%
Grand Forks	52	86%
Grant	70	116%
Griggs	25	41%
Hettinger	44	73%
Kidder	77	127%
LaMoure	19	31%
Logan	26	43%
McHenry	45	74%
McIntosh	38	63%
McKenzie	15	25%
McLean	32	53%
Mercer	60	99%
Morton	81	134%
Mountrail	171	283%
Nelson	205	339%
Oliver	39	64%
Pembina	82	135%
Pierce	38	63%
Ramsey	36	59%
Ransom	58	96%
Renville	117	193%
Richland	40	66%
Rolette	7	12%
Sargent	55	91%
Sheridan	11	18%
Sioux	47	78%
Slope	160	264%
Stark	48	79%
Steele	107	177%
Stutsman	38	63%
Towner	15	25%
Traill	46	76%
Walsh	57	94%
Ward	82	135%
Wells	29	48%
Williams	70	116%

Source: Great Plains Food Bank 2007 Distribution by County Report; North Dakota Community Action Program 2007 TEFAP Distribution Reports and CSFP Case Load Reports; U.S. Census Bureau, QuickFacts, available at: <http://quickfacts.census.gov/qfd/states/38000.html>; America's Second Harvest, 2008 - 2012 Strategic Plan Overview, internal communications, 2007; "The Almanac of Hunger and Poverty in America 2006", America's Second Harvest, 2006, available at: http://www.secondharvest.org/learn_about_hunger/Hunger_Almanac_2006.html; "The Almanac of Hunger and Poverty in America 2007", America's Second Harvest, 2007, available at: http://www.secondharvest.org/learn_about_hunger/hunger_almanac_2007.html; U.S. Census Bureau, American Factfinder, Decennial Census, Census 2000 Summary File 3, available at: http://factfinder.census.gov/servlet/DTGeoSearchByListServlet?ds_name=DEC_2000_SF3_U&_lang=en&_ts=235332753891.

Note: Percent of average national pounds distributed equals pounds of food distributed per person in poverty for each county divided by the national average of 60.53 pounds of food distributed per person in poverty (see pages 19-20) for methodology used to determine national average).

Appendix 1.12 Comparison of Service Level Measurements Using Individuals in Poverty vs All Individuals Potentially Needing Assistance

County	Pounds of Food Distributed Per Person in Need	Percent of Average Statewide Pounds Per Person in Need	Pounds of Food Distributed Per Person in Poverty	Percent of Average Statewide Pounds Per Person in Poverty
Adams	27	49%	38	56%
Barnes	117	213%	152	222%
Benson	54	98%	54	79%
Billings	0	0%	0	0%
Bottineau	43	78%	54	79%
Bowman	13	24%	18	27%
Burke	40	73%	52	76%
Burleigh	31	56%	35	52%
Cass	119	216%	133	194%
Cavalier	7	13%	9	14%
Dickey	27	49%	30	44%
Divide	21	38%	24	35%
Dunn	23	42%	30	44%
Eddy	8	15%	10	15%
Emmons	9	16%	11	15%
Foster	26	47%	34	50%
Golden Valley	31	56%	38	55%
Grand Forks	45	82%	50	74%
Grant	20	36%	25	36%
Griggs	15	27%	21	30%
Hettinger	21	38%	28	41%
Kidder	24	44%	30	43%
LaMoure	13	24%	15	22%
Logan	34	62%	45	65%
McHenry	44	80%	52	75%
McIntosh	32	58%	39	57%
McKenzie	8	15%	9	14%
McLean	12	22%	15	22%
Mercer	54	98%	68	99%
Morton	31	56%	38	56%
Mountrail	160	291%	195	286%
Nelson	69	125%	92	134%
Oliver	18	33%	21	31%
Pembina	6	11%	7	10%
Pierce	20	36%	28	41%
Ramsey	13	24%	15	21%
Ransom	39	71%	49	72%
Renville	141	256%	185	270%
Richland	53	96%	62	91%
Rolette	14	25%	14	20%
Sargent	32	58%	41	59%
Sheridan	18	33%	22	32%
Sioux	65	118%	61	90%
Slope	119	216%	204	299%
Stark	19	35%	22	33%
Steele	87	158%	130	190%
Stutsman	55	100%	64	94%
Towner	18	33%	25	37%
Traill	38	69%	46	68%
Walsh	28	51%	33	48%
Ward	79	144%	101	148%
Wells	67	122%	79	116%
Williams	13	24%	16	23%

Note: Percent of average statewide pounds per person in need equals pounds of food distributed (see Appendix 1.1) divided by the number of individuals potentially needing services (see Appendix 1.3). Percent of average statewide pounds per person in poverty equals pounds of food distributed divided by the number of individuals in poverty (see Appendix 1.3).

Appendix 1.13

Federal Nutrition Expenditures by County

Source: ND Department of Human Services, Supplemental Food Assistance Program, "Monthly EBT Issuance 2007", spreadsheet received via email from Marlys Coughlin on 1/23/08; "WIC: A Public Program that works, 2001-2002 Annual Report", North Dakota Department of Health, available at: <http://www.health.state.nd.us/wic/publications/WICAnnualReport2001-2002.pdf>; "Lunch by school districts", ND Department of Public Instruction, available at: http://www.dpi.state.nd.us/child/rep/2007_District.pdf; North Dakota Department of Public Instruction, Child Nutrition Programs, Form 06-F: State and Locally Administered Awards and Funding for SFSP for FY2005, spreadsheet received via e-mail from Linda Schloer on 4/11/08; North Dakota Department of Public Instruction, Child Nutrition Programs, Form 06-F: State and Locally Administered Awards and Funding for CACFP-FCCH for FY2005, spreadsheet received via e-mail from Linda Schloer on 4/11/08; North Dakota Department of Public Instruction, FDPPIR distribution data received via e-mail from John Dasovik on 4/11/08; ND Department of Public Instruction, Child Nutrition and Food Distribution Programs, 2007 CSFP Distribution Report; North Dakota Community Action Program CSFP Case Load Reports.

Note: CSFP expenditures were determined by dividing total program expenditures by total caseloads to determine an average expenditure per caseload, which was then multiplied by the caseload in each county.

County	Federal Nutrition Expenditures
Adams County	\$151,483.21
Barnes County	\$1,088,566.23
Benson County	\$2,956,810.77
Billings County	\$23,230.57
Bottineau County	\$673,314.31
Bowman County	\$182,376.12
Burke County	\$148,870.86
Burleigh County	\$10,725,020.58
Cass County	\$13,431,138.26
Cavalier County	\$385,985.78
Dickey County	\$533,327.41
Divide County	\$138,456.18
Dunn County	\$256,531.46
Eddy County	\$252,092.28
Emmons County	\$391,677.15
Foster County	\$309,661.61
Golden Valley County	\$215,787.72
Grand Forks County	\$8,341,346.82
Grant County	\$304,632.34
Griggs County	\$260,388.97
Hettinger County	\$188,920.10
Kidder County	\$172,808.42
LaMoure County	\$357,438.45
Logan County	\$138,454.37
McHenry County	\$706,289.94
McIntosh County	\$253,277.45
McKenzie County	\$811,226.75
McLean County	\$826,533.41
Mercer County	\$524,167.62
Morton County	\$3,122,706.36
Mountrail County	\$1,332,953.71
Nelson County	\$315,019.74
Oliver County	\$69,222.84
Pembina County	\$647,082.05
Pierce County	\$483,641.84
Ramsey County	\$2,290,439.22
Ransom County	\$521,308.65
Renville County	\$176,281.97
Richland County	\$1,646,430.27
Rolette County	\$9,224,239.70
Sargent County	\$296,213.10
Sheridan County	\$191,202.76
Sioux County	\$2,866,948.17
Slope County	\$15,554.92
Stark County	\$2,740,202.40
Steele County	\$107,320.48
Stutsman County	\$2,564,730.30
Towner County	\$184,645.99
Traill County	\$772,486.09
Walsh County	\$1,391,292.14
Ward County	\$8,917,210.00
Wells County	\$442,478.50
Williams County	\$2,192,793.68
ND Total	\$87,262,220.02

Appendix 1.14

Assistance Provided Through Federal Nutrition Programs

County	Dollars of Food Assistance Provided Through Federal Nutrition Programs Per Person in Need	Ranking Among Counties by Quadrant
Adams	\$401.81	Lowest 25%
Barnes	\$742.54	Top 50%
Benson	\$1,486.58	Highest 25%
Billings	\$188.87	Lowest 25%
Bottineau	\$717.82	Top 50%
Bowman	\$544.41	Bottom 50%
Burke	\$452.50	Lowest 25%
Burleigh	\$1,559.32	Highest 25%
Cass	\$918.75	Highest 25%
Cavalier	\$680.75	Bottom 50%
Dickey	\$696.25	Bottom 50%
Divide	\$498.04	Lowest 25%
Dunn	\$443.06	Lowest 25%
Eddy	\$698.32	Bottom 50%
Emmons	\$559.54	Bottom 50%
Foster	\$819.21	Top 50%
Golden Valley	\$826.77	Top 50%
Grand Forks	\$1,001.96	Highest 25%
Grant	\$573.70	Bottom 50%
Griggs	\$754.75	Top 50%
Hettinger	\$475.87	Lowest 25%
Kidder	\$364.57	Lowest 25%
LaMoure	\$600.74	Bottom 50%
Logan	\$417.03	Lowest 25%
McHenry	\$754.58	Top 50%
McIntosh	\$481.52	Lowest 25%
McKenzie	\$810.42	Top 50%
McLean	\$641.22	Bottom 50%
Mercer	\$689.69	Bottom 50%
Morton	\$969.18	Highest 25%
Mountrail	\$1,119.19	Highest 25%
Nelson	\$727.53	Top 50%
Oliver	\$313.23	Lowest 25%
Pembina	\$713.43	Top 50%
Pierce	\$631.39	Bottom 50%
Ramsey	\$1,447.81	Highest 25%
Ransom	\$772.31	Top 50%
Renville	\$566.82	Bottom 50%
Richland	\$848.68	Top 50%
Rolette	\$2,568.00	Highest 25%
Sargent	\$769.38	Top 50%
Sheridan	\$574.18	Bottom 50%
Sioux	\$1,795.21	Highest 25%
Slope	\$106.54	Lowest 25%
Stark	\$1,015.27	Highest 25%
Steele	\$464.59	Lowest 25%
Stutsman	\$962.74	Highest 25%
Towner	\$539.90	Lowest 25%
Traill	\$890.99	Highest 25%
Walsh	\$937.53	Highest 25%
Ward	\$1,279.55	Highest 25%
Wells	\$657.47	Bottom 50%
Williams	\$775.39	Top 50%

Note: Dollars of food assistance provided through federal nutrition programs per person in need equals total expenditures for federal nutrition programs by county (see Appendix 1.12) divided by the estimated number of individuals needing assistance (see Appendix 1.3).

Appendix 1.15: Pounds Needed to Reach Minimum and Full Standards by County

County	Estimated Individuals Need Assistance	Pounds Required for Minimum Standards	Current Distribution	Pounds Needed to Reach Minimum Service	Pounds Required for Full Standards	Pounds Needed to Reach Full Service
Adams	377	10450	10260	194	20908	10648
Barnes	1466	40638	170808	0	81304	0
Benson	1989	55135	106498	0	110310	3811.94
Billings	123	3410	0	3411	6822	6821.58
Bottineau	938	26001	40377	0	52021	11644.48
Bowman	335	9286	4475	4815	18579	14104.1
Burke	329	9120	13098	0	18246	5148.34
Burleigh	6878	190658	212354	0	381454	169099.88
Cass	14619	405239	1738727	0	810770	0
Cavalier	567	15717	4200	11523	31446	27245.82
Dickey	766	21234	20327	914	42482	22155.36
Divide	278	7706	5833	1876	15418	9584.88
Dunn	579	16050	13120	2936	32111	18991.34
Eddy	361	10007	2775	7236	20021	17246.06
Emmons	700	19404	6000	13411	38822	32822
Foster	378	10478	9828	654	20964	11135.88
Golden Valley	261	7235	8061	0	14475	6414.06
Grand Forks	8325	230769	375080	0	461705	86624.5
Grant	531	14719	10795	3930	29449	18654.26
Griggs	345	9563	5112	4455	19134	14021.7
Hettinger	397	11005	8483	2526	22018	13534.62
Kidder	474	13139	11347	1797	26288	14941.04
LaMoure	595	16493	7463	9036	32999	25535.7
Logan	332	9203	11209	0	18413	7203.72
McHenry	936	25946	41082	0	51911	10828.56
McIntosh	526	14581	16917	0	29172	12254.96
McKenzie	1001	27748	8050	19708	55515	47465.46
McLean	1289	35731	16073	19671	71488	55414.94
Mercer	760	21067	41096	0	42150	1053.6
Morton	3222	89314	100914	0	178692	77778.12
Mountrail	1191	33015	190502	0	66053	0
Nelson	433	12003	29766	0	24014	0
Oliver	221	6126	4083	2045	12257	8173.66
Pembina	907	25142	5180	19971	50302	45122.22
Pierce	766	21234	15505	5736	42482	26977.36
Ramsey	1582	43853	20341	23528	87738	67396.72
Ransom	675	18711	26600	0	37436	10835.5
Renville	311	8621	43757	0	17248	0
Richland	1940	53777	103453	0	107592	4139.4
Rolette	3592	99570	48978	50628	199212	150234.32
Sargent	385	10672	12373	0	21352	8979.1
Sheridan	333	9231	6062	3172	18468	12406.18
Sioux	1597	44269	103495	0	88570	0
Slope	146	4047	17372	0	8097	0
Stark	2699	74816	49955	24888	149687	99731.54
Steele	231	6403	20119	0	12811	0
Stutsman	2664	73846	145687	0	147745	2058.44
Towner	342	9480	6135	3349	18967	12832.32
Traill	867	24033	33321	0	48084	14762.82
Walsh	1484	41136	41647	0	82303	40655.64
Ward	6969	193181	550431	0	386501	0
Wells	673	18656	44865	0	37325	0
Williams	2828	78392	36426	41994	156841	120414.88
ND Total	82513	2287260	4576415	283403	4576171	1376905.42

Note: See Appendix 1.3 for methodology and sources used for determining estimated individuals needing assistance and Appendix 1.1 for sources used to compile current distribution by county.

Pounds required for minimum standards equals estimated individuals needing assistance x 27.73, which is 50% of the current average pounds of food distributed per person in need (see Appendix 1.4).

Pounds required for full standards equals estimated individuals needing assistance x 55.46, which is the current average pounds of food distributed per person in need (see Appendix 1.4).

Appendix 2.1:

Client Focus Group Summary Report

Prepared by Marcia Paulson and Ann Pollert – July 2007

Number of focus groups conducted: 5
 Total number of focus group participants: 52
 Dates focus groups held: June 12, July 9-10, and July 16, 2007
 Location of focus groups: Devils Lake, Dickinson, Fargo, Minot, Grand Forks
 Characteristics of participants:
 Males - 5 Females - 47 Native American - 16
 Age range - 20 to 78 Participant family size: 1-8

A brief paper survey was given to individuals to complete at the conclusion of each focus group meeting. Completing this survey tool was voluntary. 100% of focus group participants completed and returned survey.

SURVEY QUESTION	POSSIBLE ANSWERS	% RESPONSE*
1. "The food that we bought just didn't last, and we didn't have money to get more." Was that often, sometimes, or never true for your household in the last 12 months?	a) Often true b) Sometimes true c) Never true d) I don't know	28.8 53.8 13.4 5.7
2. "We couldn't afford to eat balanced meals." Was that often, sometimes, or never true for your household in the last 12 months?	a) Often true b) Sometimes true c) Never true d) I don't know	9.6 65.3 25.0 1.9
3. In the last 12 months, did you or other members in your household ever cut the size of your meals or skip meals because there wasn't enough money for food?	a) Yes b) No c) I don't know	40.3 55.7 5.7
4. If #3 is Yes, how often did this happen?	a) Almost every month b) Some months but not every month c) Only 1 or 2 months d) I don't know	15.3 25.0 7.6 9.6
5. In the last 12 months, did you ever eat less than you felt you should because there wasn't enough money to buy food?	a) Yes b) No c) I don't know	55.7 42.3 5.7
6. In the last 12 months, were you ever hungry but didn't eat because you couldn't afford enough food?	a) Yes b) No c) I don't know	25.0 75.0 3.8
7. In the last 12 months, how many times have you used an emergency food program (food pantry, soup kitchen, emergency shelter food program, etc)?	a) 0 times b) 1-3 times c) 4-6 times d) 6 or more times	19.2 50.0 7.6 23.0

* Some participants marked more than one answer.

COMMON THEMES EMERGED FROM FOCUS GROUP QUESTIONS:

1. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you keep about the system?

- Commodities
- Staffs are, for the most part, helpful and friendly.
- Participants felt like a lot of the pantries named were doing a good job.
- Clients like to receive the household items---some need more.

2. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you change?

- More recipes or tips on how to use items received in food basket
- Larger variety of food provided in food box (meat, dairy, fruits, vegetables, paper products, complete meal options)
- Better advertisement of available emergency food resources throughout the community
- Let the consumer choose or make requests for food products – Client Choice system
- Expired outdated food
- Increase summer food programs for children
- Processes and verifications needed to get food basket are challenging/ intimidating/ consumer doesn't know what is expected of them
- Delivery of food boxes, transportation vouchers available
- Hours—sometimes hard to get their because of work hours and childcare

3. What kinds of services do you, or others you know, use for food/feeding your family?

- Friends, family, neighbors
- Hunting, fishing
- Food pantries, soup kitchens, commodities
- Church
- Coupons, deals at grocery stores
- Wal-Mart, discount food stores, bread stores

4. What makes it difficult for you, or others you know, to get food you need to feed your family (access, barriers)?

- Hours of the pantries
- Food stamps aren't keeping up with cost of living
- Too many hoops to jump through/proof of residency
- Food pantry staff are judgmental
- My pride gets in the way
- Transportation challenges/cost of fuel/distance to drive to food pantry
- Physical limitations/accessibility

5. What other suggestions do you have that will help make the food system better? (COMPLETE LIST)

- Have food pantry users volunteer at the pantry to “give back” (i.e. jobs program participants)
- Delivering for seniors and disabled
- Nutrition information classes and how to cook with what is provided to you, stretch your budget
- Cook books that provide meals for specific cost. For example, how to prepare a \$3.00 meal. Cookbooks that provide “creative” meals or recipes utilizing uncommon items.

- Voucher book that provides a voucher for each month, this would help cut down on the paperwork and question asking every time a user requests help with food.
- Have a drawing for a freezer!
- Have client files labeled so they know right away if there is a diabetic, special needs, teenagers (high food consumption) in the house
- Provide tips for freezing/storing food, canning fruits and vegetables
- Ask opinions of users more often
- Have pantry staff cook and use what is provided to clients to get a better understand of what they are giving out
- Need more staff—staff are underpaid
- More food drives to support food pantries, involve boy scouts, girl scouts, banks and other businesses
- Have a container that you can make a cash donation in at the stores.
- People do not understand about being poor.
- There are some resources for elderly, but less for children
- Resources need to be better advertised.
- Lack of public communication about resources.
- Churches need to be more involved; they come together for disaster but not for hunger.
- No residency verification
- Travelers aid assistance
- Stipends (gas vouchers)for volunteers to help get food out to rural areas
- More staple items
- Resources are needed to operate pantries/need more money/ charitable gaming funds
- Engage business community in helping with fundraisers, operations outreach, jean day
- Need to inform (for example when people move into housing complex, they need to inform of resources)
- Comment boxes
- Get more organized
- Put together a card indication how long food is good for beyond expiration.
- Cheat sheet of resources information need to be accessible
- Community Notes on TV channels
- Need to include less items in commodities boxes
- Sportsmen recovery program i.e. fish
- Vouchers for fresh fruits and milk---especially during holidays
- Offer transportation vouchers to volunteers in order for boxes to be delivered.
- Churches need to help advertise resources.
- Go by serving size when packing boxes
- Create a clearing house of sorts, website to include all food assistance programs, reduced lunch program info, summer food program, commodity information, food stamps, days, hours
- Create a hotline for people to call in and get the location/days/hours/requirements of community food resources.
- Tie community gardens/agriculture into the charitable food network, support local growers
- Encourage more grocery stores to donate – find other partners in the corporate community
- Consolidate resources/collaborate

A 2.1.3

CONSUMER FOCUS GROUP RAW DATA BY LOCATION - GRAND FORKS

1. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you keep about the system?

- Local homeless shelter (the Mission) is providing good meals at no charge
- St. Vincent does a good job, they give some client choices on what food they receive and use family size as a determination on amount of food received. One downfall is that after you go two times per year you have to go through a budgeting class, also differences in staff attitudes and what they will give
- Some participants said there is a good variety of food

2. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you change?

- Less verification---some agencies require a lot of identification such as driver's licenses, social security cards, proof of income and address. This is a barrier for the homeless population and some have been unable to access food due to not being able to provide and address. The local Food Cupboard closed and they were the only "sign only" pantry in the area.
- More choices for babies (PediaSure, formula)
- Need more clear expectations from the food pantry---what they need to bring, how often they can come and what they will receive (how much)
- If baskets are prepared for recipient, they do not look at the family dynamics and make it appropriate for size of family and the special needs the family may have.
- Oftentimes kids are not allowed or parents are unable to leave young children in the waiting room while they are with the staff.
- Tie bags--- some recipients organize the food that they are going to give or share with others and pantries tie the bags making it difficult.
- Talk to more businesses and encourage them to donate to the pantries. Some businesses are donating others are throwing good food in the dumpster. Participants mentioned Target as donor and Wal-Mart as business that throws.
- Cooking for one is difficult with what is provided.
- Selection, no more salmon. More meal type options.
- Expiration dates that are unreasonable. It is ok if items are newly expired but some are really old. Participant stated she received Macaroni and Cheese that was 6 years old.
- Providers do not provide items exchange for people that are diabetic. For example they would like to exchange cookies for fruit.
- Differences in what staff provide some provide more than others.
- All food pantries have a different selection some is better than others, participants in this group think they should be more equal.
- Participants felt that the voices of the senior and disabled populations are not heard.
- Selection of household items offered is limited. Need more items like: toilet paper, laundry soap, diapers, dish soap, cleaning supplies etc.
- Food cupboard availability is poor, would like to see more fluctuating hours (nights, weekends) some pantries are hard to get to when you are working 8-5. Participants have had to leave work in order to pick up food baskets.
- Transportation, participants have a difficult time finding rides to pick up resources.
- Limited milk available. Provide an ample amount of cereal but very little milk.
- Resources need to be better advertised.
- Participants believe that policy makers are making the decisions and they (users) are not included on the decision making.
- Community needs to work together to make changes happen.

A 2.1.4

- People don't know how to tap into resources
- Quantity—one participant indicated she received 3 boxes of spaghetti pasta and one jar of spaghetti sauce.

3. What kinds of services do you, or others you know, use for food/feeding your family?

- Fishing, hunting / utilizing venison (mixing with hamburger)
- Picking up extra potatoes from the fields when farmers are finished harvesting
- Canning ---tomatoes and fruits---apples for apple trees often get wasted
- Food pantries, soup kitchens (Mountain Brooke and the Mission)
- Family, neighbors –One participant stated she sends her children to the neighbors because she knows then they will eat.
- Services need to be better advertised, not everyone knows what is available

4. What makes it difficult for you, or others you know, to get food you need to feed your family (access, barriers)?

- Employers of food pantries don't understand that everyone's situation is different
- Lack of advertising, some are unaware of resources
- Poor families do not get same respect
- People are feeling judged when they ask for help
- Lesser standard, poor people do not need good feed
- Have to leave work to go to pantry because of hours
- The pantries definition of household, some have daycares and that is not considered part of household
- Time it takes to receive resources (one participant said it can take 3 hours) Time depends on different cycles, such as time of month
- Small communities have to travel to larger communities because of availability.
- Not enough resource in GF.
- Need soup kitchen for families (participants suggested using a donation bucket)

5. What other suggestions do you have that will help to make the food system better?

- Have users volunteer (i.e. jobs program participants)
- Delivering for seniors and disabled
- Nutrition information classes and how to cook with what is provided to you.
- Cook books that provide meals for specific cost. For example, how to prepare a \$3.00 meal. Cookbooks that provide "creative" meals recipes utilizing uncommon items.
- Voucher book that provides a voucher for each month, this would help cut down on the paperwork and question asking every time a user requests help with food
- Have a drawing for a freezer
- Have client files labeled so they know right away if there is a diabetic, special needs, teenagers (high food consumption) in the house.
- State provide allocation to all food pantries
- Provide tips for freezing/storing food
- Teach clients how to can fruits and vegetables
- Ask opinions of users more often
- Have pantry staff cook and use what is provided to clients

6. Is there anything else you would like to add?

- Some struggle with the food stamp cut off. Larger families missing cut off by just a few dollars
- Participants felt empowered to share their opinions of food pantries, one stated that she did not feel so alone anymore, and understands now that others are facing the same discrimination that she does when asking for help

A 2.1.5

CONSUMER FOCUS GROUP RAW DATA BY LOCATION - DEVILS LAKE

1. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you keep about the system?

- They give non food products, like shampoo and household cleaning items
- Food Pantry is generous and willing to give extra
- Fill out list of needs and met needs according to list
- Did not feel judged by the pantry
- CAA looks at other needs beyond food
- Open M-F, call for appointment
- Offer venison, clients like this
- Easy to find, accessible

2. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you change?

- Diet/special needs is not taking into account
- Had to wait in line, had to wait until the day that the first letter of her last name was being served. Not enough food for family size. A lot of verification: income, SS, residency, Lack of good meat products. (this was another food pantry that she had visited not DPCAA, maybe Fort Totten)
- More variety, more healthy food, more dairy
- Seems like they are well stocked and could give out more but they don't
- Can use only 2 times per year. But also get vouchers at holiday time
- Meat is limited. Would like dairy, meat, potatoes, fruit, vegetables
- Intimidating
- Seems to be some inconsistencies in what paperwork is needed
- Grocery stores locally are very expensive. \$5 for a gallon of milk

3. What kinds of services do you, or others you know, use for food/feeding your family?

- Friends and Family
- Outlet bread store
- Borrow money
- Ride bike with cart (no gas money needed) low transportation costs.
- Go without
- Borrow each others WIC cards.
- Local church offers a bible club on Saturday and will feed those that come, open to everyone.
- Four Winds has a summer feeding program.
- Fishing
- Buy in bulk
- Presbyterian Church feeds on Thursdays
- Church at Woodlake has a food pantry and gives clothes

4. What makes it difficult for you, or others you know, to get food you need to feed your family (access, barriers)?

- Agencies need to better screen for eligibility and be more aware of programs that may be available to clients. i.e. social service and job service
- High cab costs - \$6. per ride
- Self pride
- Past experience in asking for help
- Judgmental look

A 2.1.6

- “hoops” if you get assistance you may have to go through budgeting class
- Degrading
- Have to do paperwork at every agency
- No car—have to rely on friends and family
- Fuel costs---there is not transportation assistance
- Grocery stores donate to group homes and other places rather than food pantries

5. What other suggestions do you have that will help to make the food system better?

- Need more staff—staff are underpaid
- Fill the truck promotion
- More food drives
- Involve boy scouts, girl scouts, banks and other businesses
- Have a container that you can make a cash donation in at the stores
- People do not understand about being poor
- There are some resources for elderly, less for children
- Resources need to be better advertised
- Lack of public communication about resources

6. Is there anything else you would like to add?

- Will this make a difference to anyone?
- It is so hard to get ahead, loose benefits if you gain income
- We need to feed the children to make healthy adults
- Have had good experiences at the pantry
- Thankful for what we have in the community
- Need to engage the community
- Thankful for other resources providing throughout the community swim passes, sports passes etc
- Need more information advertised. Ideas: TV, churches, radio, newspapers, agencies have flyers in windows, signs in cabs and at Laundromat
- Agencies are helpful
- Grateful

CONSUMER FOCUS GROUP RAW DATA BY LOCATION - MINOT

1. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you keep about the system?

- CAA is a good resource
- Volunteers are picking up for others
- Milton Young Tower development of Minot Housing Authority has a food pantry in there building, and is able to serve needs of residents. Open once per week. 217 Apartments in complex. Grocery stores provide bread, they order from GPFB and have fund raisers within complex to support the program
- Horn of plenty--radio station fund raiser. Does meal baskets at holiday time, wish it would be done more than just one time per year.
- Clients give back to programs or pass on to another person in need rather than waste.
- Milton young Towers what was working well the pantry is client choice: Choices in cereal, juice, soup, vegetables, tuna, salmon, fruit, hamburger helper etc
- Wild game is appreciated by some participants
- Some churches donate perishables

2. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you change?

- A lot of food is expired
- Make public aware of resources out there
- Powers Lake (PL) only opens one time per month
- The town people look down on food pantry and there are limited food drives in Powers Lake
- PL has lots of food programs for elderly but nothing for children, no summer program
- More household items, paper products, dish soap etc
- Some seniors can not get to Minot to pickup commodities but they are in need
- Baby items i.e. food , lotion, wash clothes and other baby items
- Need more food drives
- Multiple step process to get food; have to go to CAA to get referral and then choice of 2 pantries to use. With the voucher, you get a bag and get to pick some off the shelves (sometimes good selection. Sometimes bad)
- One participant was not able to choose the items that she wanted; the worker chose diapers since she had a young child with her.
- Get some items that are not sure how to cook with/use.
- Want in bags: macaroni cheese, cereal, hamburger helpers, fruit and vegetables, canned stews etc.
- No more sauerkraut / asparagus.
- More quick easy meals for elderly/handicapped. Items that are easy to open.

3. What kinds of services do you, or others you know, use for food/feeding your family?

- Presbyterian Church
- CAA
- Non grocery stores (day old bread, drug stores Wal-Mart)
- Shop around for deals
- Share deals by word of mouth
- Buy in bulk
- Family, Friends, Neighbors
- St Joes hospital cafeteria
- Discount bread stores

A 2.1.8

- Church
- Community Action
- Social Services
- Vo Rehab
- Holiday baskets
- Sometimes of month are difficult

4. What makes it difficult for you, or others you know, to get food you need to feed your family (access, barriers)?

- Need to have residency to get assistance
- People are going with out and giving up food for medication
- Grocery store in PL is expensive. Participant indicated milk is close to \$6 per gallon. If donations are made, resident have to purchase at local grocery store, which does not go far.
- PL has little food on shelves in pantry
- Minot used to give more to Powers Lake; resources/partnerships/relationships have changed over the years.
- Pantry is not accessible
- Pride
- Physical limitations both getting to the provider and making the food once you get it.
- Transportation
- Elderly living alone, using meals on wheels but not meeting all needs (one meal per day/weekend is a problem)
- Food stamps can not be used in convenience stores drugs stores deli's etc.
- People need to pool resources (commune living) as a result of not having enough food.

5. What other suggestions do you have that will help to make the food system better?

- Churches need to be more involved; they come together for disaster but not for hunger.
- No residency verification
- Travelers aid assistance
- Stipends (gas vouchers)for volunteers to help get food out to rural areas
- More staple items
- Resources are needed to operate/need more money
- Engage business community in helping with fundraisers, operations outreach, jean day
- Need to inform (for example when people move into housing complex, they need to inform of resources)
- Comment boxes
- Chartable gaming funds
- Get more organized
- Put together a card indication how long food is good for beyond expiration.

6. Is there anything else you would like to add?

- Large homeless population, one participant is housing homeless individuals and families on her own

CONSUMER FOCUS GROUP RAW DATA BY LOCATION - DICKINSON

1. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you keep about the system?

- Pantry people are very kind.
- Food is fresh, no complaints.
- Very Friendly.
- Pack and carry food out for clients.
- Well stocked.
- Users can choose and pick out what they want.
- Can take more of one item if needed.
- Commodities help. Clients don't take from Salvation Army what comes in commodities (juices)
- Some share commodities or give back to pantry.
- People at CAA are kind and understanding.
- CAA provided transportation will open during non hours to meet needs.
- Hours are not prohibitive, will accommodate to meet schedule.
- Staff goes above and beyond.
- Don't make clients feel embarrassed or ashamed.
- Neighbor like- family like- look for you to come in.
- Accommodating within their means.
- On fixed income food assistance being given helps to free up other monies to take care of other needs such as insurance.
- Staples are there. Pasta, tomato sauce etc.
- Give vouchers for milk ongoing and turkeys for holidays.
- Baker boy donates to Salvation Army day old bread comes to CAA for clients.
- Take into consideration size of household.
- Paperwork is minimal. Only name, SS and income (in some locations).
- Can receive food every 30 days.

2. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you change?

- Commodities are too much for one person.
- People don't know what to do with unique items (i.e. powder milk, raisins etc.)
- Not enough meat besides canned commodities. Clients would like frozen meat.
- Freezer space is needed in pantries to have more meat or other items.
- Vouchers for food at homeless shelter, weekends is a problem. Perhaps voucher for restaurant across street.
- Information not advertised.
- No summer meals for kids.
- Resources are only advertised my word of mouth.
- Don't get fresh fruits and vegetables.
- More recipes/tips on how to use food. Don't know how to use all the items.

3. What kinds of services do you, or others you know, use for food/feeding your family?

- St Pats—meals every Thursday.
- Prairie Rose members 50 cents, can bring a guest
- Coupons
- Churches
- Dorgess Society at holidays helps a list of families
- Church staff –pastors

A 2.1.10

- 
- School parenting classes provide one meals per week for 6 weeks.
 - Reduced lunch and breakfast programs at schools
 - Grocery stores are competitive in price. Distance does not seem to be a huge issue.
 - 24 hours grocery store. Also Wal-Mart has expanded hours.

4. What makes it difficult for you, or others you know, to get food you need to feed your family (access, barriers)?

- Stated that two grocery stores were both more than 20 miles away but was not a problem for them.
- Food pantry not open evenings...but would accommodate
- Pantry not handicap accessible
- Increased medical health costs take money away from food.
- Food stamp allotment needs to follow Cost of Living.
- Cost of Living is going up (food cost etc) and people are not making more money. The gap is growing.

5. What other suggestions do you have that will help to make the food system better?

- Cheat sheet of resources information need to be accessible
- Community Notes on TV channels
- Recipes for items
- Ideas for stretching your food budget
- Need to include less items in commodities boxes
- Sportsmen recovery program i.e. fish
- Vouchers for fresh fruits and milk---especially during holidays.
- Note: Canned meat has a lot of sodium, fruit is in heavy syrup
- Churches need to help advertise resources.

6. Is there anything else you would like to add?

CONSUMER FOCUS GROUP RAW DATA BY LOCATION - FARGO

1. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you keep about the system?

- Can go to the Salvation Army 6 x a year – serving both breakfasts and lunches
- St. Mary's Cathedral – open Tuesdays
- Usually can call in and get referral/quick turn around
- At the YWCA you can call ahead and make your requests/inform them what your needs are
- Some folks are open for food after the work day
- The Help Yourself Free shelf at one of the pantries
- Able to trade food in that they don't use
- Pet food is helpful
- Vegetables plentiful when gardens are producing
- Extension recipes that are sent monthly are helpful – also includes other tips

2. If you were in charge of the emergency food programs/system (emergency food pantries, soup kitchens, shelters) what would you change?

- Allowed to go more than 3 times a year (6?)
- No more expired food
- Get items other than food
- Offer more opportunities to secure food outside normal working hours (8-5)
- The people standing in line at Dorothy Day are unkind. Too long of line to get food
- Need more meat, does not meet household size/needs
- Vegetarian needs, weight watchers needs, diabetic foods, family size/#kids, disabled
- Make referrals to other pantries if you have been there too many times
- Too many goodies – high in fat; more nutritional items requested
- We need more choices – allowed to refuse items you won't use
- Allow clients to provide a list of items needed/request option
- Would like commodity programs; helpful to those not on food stamps
- Need fresh fruits and vegetables
- Some abuse at pantries – budge in line – take more food than allowed, etc. – pantries need more “staff” to watch what's going on
- Include foods to make a complete meal in the food boxes
- Offer consumer choices!
- Deliver food boxes or provide assistance with transportation

3. What kinds of services do you, or others you know, use for food/feeding your family?

- Family/friends
- Preplan
- Sale items/coupons (double coupons)
- Go with a list when grocery shopping
- Don't go hungry
- Shop at other stores other than grocery (Macs, Fleet Farm, Wal-Mart, Cheep Foods, Walgreens)
- I fish
- Forage for flowers/tree buds/dandelion greens, etc
- Poach deer



4. What makes it difficult for you, or others you know, to get food you need to feed your family (access, barriers)?

- All the hoops, cut off food stamps when receive a raise, they need to look at eligibility levels, little incentive
- Fuel costs
- Cost of meat and cereal
- No summer feeding program for my children
- Don't know where all the resources are – what I do know I've learned from an informal network
- State doesn't share resources
- Required paperwork
- I have to miss work in order to get food help
- Farmer's markets don't take food stamps

5. What other suggestions do you have that will help to make the food system better?

- Go by serving size when packing boxes
- Create a clearing house of sorts, website to include all food assistance programs, reduced lunch program info, summer food program, commodity information, food stamps, etc.
- Create a hotline for people to call in and get the location/days/hours/requirements of community food resources.
- Tie community gardens/agriculture into the charitable food network, support local growers
- Encourage more grocery stores to donate – find other partners in the corporate community
- Offer transportation vouchers to volunteers in order for boxes to be delivered.
- Consolidate resources/collaborate.
- Create a list of providers/days/times with public access to resources
- I'd like more venison/buffalo

6. Is there anything else you would like to add?

- Even with food stamps – don't have enough at the end of the month
- It's expensive to be poor
- This was a good focus group – nice to know people care
- This was great! I learned a lot and enjoyed my time.
- Where will our comments go from this discussion?

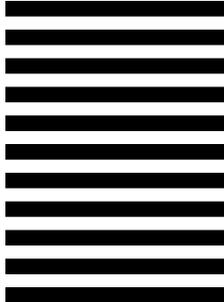
Appendix 2.2

Client Postcard Survey Tool

Your feedback is important!
Please return card by August 31.
THANK YOU
 (R)



NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES



BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. 383 FARGO ND

POSTAGE WILL BE PAID BY ADDRESSEE

CREATING A HUNGER FREE NORTH DAKOTA
 PO BOX 548
 FARGO ND 58107-9910

In the past 12 months, how many times have you used an emergency food program, such as a food pantry, soup kitchen, shelter food program?

0 times 1-3 times 4-6 times 7+ times

If you circled 0 times, would it have been helpful to receive emergency food assistance to meet your food needs?..... Yes No

What things keep you from seeking help from, or make it difficult for you to continue using a food pantry, soup kitchen or shelter food program? Circle the answer that best fits your response

	Not a Problem	Somewhat of a Problem	Big Problem
• Don't know where it is located, what it has to offer or how to access it	1	2	3 4 5
• The paperwork required in order for me to receive assistance	1	2	3 4 5
• Lack of transportation. It costs too much for fuel. It's too far to drive	1	2	3 4 5
• The amount of food I receive doesn't meet my needs	1	2	3 4 5
• Feel embarrassed or uncomfortable asking for help	1	2	3 4 5
• The days and hours the emergency food program is open	1	2	3 4 5
• No childcare. Difficult for me to take my children with me	1	2	3 4 5
• The staff is judgemental and doesn't treat me with respect	1	2	3 4 5
• The type of food I receive isn't what my family likes or uses	1	2	3 4 5
• I don't know how to prepare or what to do with the food I get	1	2	3 4 5
• The food I receive doesn't meet the special needs of me or my family.....	1	2	3 4 5

(Example: diet restrictions, infant or senior needs, physical limitations, household size)

What things could be done to food programs that would make it easier to get food? Do you have any additional comments? _____

Appendix 2.3

CHFND Emergency Food Client Postcard Survey Summary

Data compiled December 2007 by LuAnn Johnson
Grand Forks Human Nutrition Research Center, USDA-ARS

	All	Region							
		1	2	3	4	5	6	7	8
Postcards Distributed ¹	14,895	546	3,073	1,093	1,493	3,521	1,725	2,464	980
Postcards Returned	1,854	64	214	259	229	321	172	453	142
Response Rate	12%	12%	7%	24%	15%	9%	10%	18%	14%

[The values for the responses in the tables below are percents and are based on the number of responses received for each question.]

In the past 12 months, how many times have you used an emergency food program, such as a food pantry, soup kitchen, shelter food program?

	All	Rural	Urban	Region							
				1	2	3	4	5	6	7	8
0 times	33.2	20.7	37.6	65.0	16.2	40.6	39.6	19.8	26.8	31.7	66.4
1-3 times	31.3	34.0	30.4	18.3	19.9	31.6	32.4	34.2	30.7	39.6	22.1
4-6 times	14.2	16.0	13.5	10.0	11.5	14.2	15.5	14.4	20.3	16.7	1.8
7+ times	21.3	29.3	18.5	6.7	52.4	13.7	12.6	31.6	22.2	12.0	9.7
# Responses	1580	406	1174	60	191	212	207	278	153	366	113

Rural/Urban: Chi-square = 46.58, df = 3, p = 0.0001

If you circled 0 times, would it have been helpful to receive emergency food assistance to meet your food needs?

	All	Rural	Urban	Region							
				1	2	3	4	5	6	7	8
Yes	64.3	73.0	61.4	39.0	71.2	69.1	61.9	75.0	55.4	77.3	20.5
No	35.7	27.0	38.6	61.0	28.8	30.9	38.1	25.0	44.6	22.7	79.5
# Responses	810	207	603	41	66	110	97	128	65	225	78

What things keep you from seeking help from, or make it difficult for you to continue using a food pantry, soup kitchen or shelter food program? [Responses were on a scale of 1-5, where 1 is not a problem, 3 is somewhat of a problem and 5 is big problem. EFP = Emergency Food Program]

- Don't know where it is located, what it has to offer or how to access it.

Response	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
1	71.9	72.9	71.5	65.4	80.9	73.6	69.9	68.9	84.7	62.6	83.9	60.7	76.8
2	8.7	9.3	8.5	5.4	7.0	6.2	12.0	8.5	4.5	12.8	4.2	8.9	9.0
3	10.4	10.5	10.4	12.7	5.0	8.3	13.3	12.1	7.0	13.0	8.5	13.7	8.8
4	3.6	2.9	3.8	5.4	3.0	3.7	2.6	4.2	1.9	4.6	1.7	5.0	3.1
5	5.4	4.3	5.8	10.9	4.0	8.3	2.2	6.2	1.9	7.0	1.7	11.7	2.4
Number of Responses	1717	484	1233	55	199	242	226	306	157	414	118	461	1013

Rural/Urban: Chi-square = 2.57, df = 4, p = 0.6

EFP Usage: Chi-square = 69.01, df = 4, p < 0.0001

A 2.3.1

The paperwork required in order for me to receive assistance.

Response	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
1	72.7	74.2	72.1	88.9	77.3	72.0	67.9	70.6	80.5	66.3	84.9	69.5	74.7
2	10.8	11.2	10.7	1.8	8.6	7.5	13.0	10.5	12.6	14.5	7.6	8.8	11.9
3	9.1	6.4	10.1	5.6	6.6	11.7	13.4	9.5	5.7	9.6	3.4	10.2	8.7
4	4.2	4.8	3.9	1.8	5.0	5.4	3.6	5.9	0	4.4	2.5	5.3	3.2
5	3.2	3.3	3.2	1.8	2.5	3.4	2.2	3.6	1.3	5.2	1.7	6.2	1.5
Number of Responses	1706	481	1225	54	198	239	224	306	159	407	119	452	1015

Rural/Urban: Chi-square = 6.44, df = 4, p < 0.2 EFP Usage: Chi-square = 29.32, df = 4, p < 0.0001

- Lack of transportation. It costs too much for fuel. It's too far to drive.

Response	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
1	56.3	50.6	58.6	74.1	59.4	50.2	57.3	58.0	62.7	42.7	88.1	62.0	53.5
2	10.4	10.4	10.4	5.6	10.2	9.7	16.4	10.3	11.8	10.2	1.7	7.7	11.5
3	14.4	16.2	13.6	9.3	14.7	16.9	8.9	14.6	10.6	20.0	6.8	12.1	15.7
4	6.4	6.9	6.2	3.7	5.6	5.9	6.2	6.0	8.7	8.0	2.5	5.3	7.0
5	12.5	15.8	11.2	7.4	10.2	17.3	11.1	11.3	6.2	19.0	0.8	13.0	12.3
Number of Responses	1704	480	1224	54	197	237	225	302	161	410	118	455	1011

Rural/Urban: Chi-square = 11.45, df = 4, p = 0.02 EFP Usage: Chi-square = 13.14, df = 4, p = 0.01

- The amount of food I receive doesn't meet my needs

Response	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
1	57.9	54.2	59.4	81.1	53.8	55.7	59.6	56.3	66.2	48.1	82.8	66.4	54.4
2	14.0	15.1	13.6	9.4	11.6	15.3	18.7	12.2	20.4	14.5	3.4	10.8	15.8
3	15.2	14.8	15.4	5.7	15.1	17.0	15.6	16.2	7.6	20.0	6.9	13.3	15.4
4	7.1	8.2	6.7	1.9	11.1	5.5	5.3	8.3	3.2	9.2	4.3	5.0	8.6
5	5.7	7.7	4.9	1.9	8.5	6.4	0.9	7.0	2.6	8.2	2.6	4.6	5.8
Number of Responses	1688	478	1210	53	199	235	225	302	157	401	116	437	1008

Rural/Urban: Chi-square = 7.85, df = 4, p < 0.1 EFP Usage: Chi-square = 20.58, df = 4, p < 0.0004

- Feel embarrassed or uncomfortable asking for help.

Response	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
1	52.1	53.9	51.4	57.4	55.8	53.9	48.4	47.9	49.7	49.4	70.3	49.9	51.5
2	13.5	13.3	13.6	11.1	12.6	12.9	15.7	15.3	16.2	12.5	8.5	10.6	15.2
3	16.2	14.3	16.9	20.4	17.1	11.2	16.6	16.6	18.6	18.2	11.0	15.9	16.2
4	8.5	7.7	8.9	5.6	9.0	8.3	11.2	10.8	5.0	9.1	1.7	8.8	9.1
5	9.6	10.8	9.2	5.6	5.5	13.7	8.1	9.4	10.6	10.8	8.5	14.8	8.1
Number of Responses	1710	482	1228	54	199	241	223	307	161	407	118	453	1014

Rural/Urban: Chi-square = 3.44, df = 4, p = 0.5 EFP Usage: Chi-square = 18.21, df = 4, p = 0.001

A 2.3.2

- The days and hours the emergency food program is open.

Response	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
1	65.1	63.9	65.6	80.0	65.6	63.8	62.2	60.8	81.1	58.2	78.8	67.9	63.4
2	13.6	13.1	13.9	5.4	9.7	16.2	17.3	14.0	10.7	15.6	8.5	12.2	15.2
3	12.6	14.5	11.9	5.4	13.8	12.8	12.4	15.0	4.4	15.6	9.3	10.4	13.2
4	4.8	3.5	5.4	5.4	8.2	2.6	4.9	6.3	1.9	5.2	2.5	4.5	5.4
5	3.7	5.0	3.2	3.6	2.6	4.7	3.1	4.0	1.9	5.4	0.8	5.0	2.9
Number of Responses	1692	482	1210	55	195	235	225	301	159	404	118	442	1007

Rural/Urban: Chi-square = 7.42, df = 4, p = 0.1

EFP Usage: Chi-square = 8.98, df = 4, p = 0.06

- No childcare. Difficult for me to take my children with me.

Response	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
1	77.5	72.5	79.6	79.2	87.6	70.0	76.5	80.3	84.3	69.4	87.8	79.5	76.4
2	8.9	10.9	8.0	9.4	5.2	10.0	11.5	7.1	8.5	11.3	4.4	8.4	9.2
3	6.5	7.1	6.3	3.8	3.6	9.6	6.4	6.8	3.9	8.4	3.5	5.6	7.0
4	3.2	4.8	2.5	1.9	1.6	5.2	1.8	3.4	2.0	3.9	3.5	2.3	3.6
5	3.9	4.6	3.6	5.7	2.1	5.2	3.7	2.4	1.3	7.1	0.9	4.2	3.8
Number of Responses	1637	476	1161	53	193	230	217	294	153	382	115	429	974

Rural/Urban: Chi-square = 11.90, df = 4, p < 0.02

EFP Usage: Chi-square = 3.20, df = 4, p < 0.55

- The staff is judgmental and doesn't treat me with respect.

Response	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
1	83.2	79.2	84.7	96.3	80.3	76.8	84.2	83.1	93.0	79.1	93.2	86.5	82.6
2	8.4	9.9	7.8	1.8	9.8	9.9	10.8	8.0	2.5	10.6	3.4	8.0	8.3
3	4.2	4.6	4.0	1.8	3.1	6.4	2.7	5.0	3.2	5.3	0.8	2.7	4.7
4	1.8	2.3	1.6	0	2.6	3.0	0.9	2.0	0.6	2.3	0	0.7	2.1
5	2.4	4.0	1.8	0	4.2	3.9	1.4	2.0	0.6	2.8	2.6	2.0	2.3
Number of Responses	1675	476	1199	54	193	233	222	301	158	397	117	438	1003

Rural/Urban: Chi-square = 10.05, df = 4, p < 0.04

EFP Usage: Chi-square = 7.97, df = 4, p < 0.1

- The type of food I receive isn't what my family likes or uses.

Response	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
1	70.9	70.2	71.2	84.9	60.2	72.2	70.7	66.6	79.5	68.8	87.0	79.5	66.9
2	12.5	12.3	12.5	7.6	14.8	11.8	14.0	12.3	16.0	12.6	4.4	7.6	15.2
3	10.7	9.8	11.1	5.7	17.4	10.1	9.9	14.0	3.2	11.4	4.4	8.3	11.8
4	3.6	4.0	3.4	1.9	4.1	2.5	3.6	5.5	1.3	3.7	3.5	2.5	4.0
5	2.3	3.8	1.8	0	3.6	3.4	1.8	1.7	0	3.5	0.9	2.1	2.2
Number of Responses	1676	480	1196	53	196	237	222	293	156	404	115	435	1003

Rural/Urban: Chi-square = 6.25, df = 4, p < 0.2

EFP Usage: Chi-square = 27.22, df = 4, p < 0.0001

A 2.3.3

- I don't know how to prepare or what to do with the food I get.

Response	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
1	81.5	81.6	81.5	92.3	77.2	80.1	78.7	78.6	90.4	80.6	92.1	84.8	81.0
2	9.1	8.6	9.4	5.8	11.2	7.6	12.4	10.9	5.1	9.5	3.5	7.1	9.8
3	6.2	5.0	6.7	1.9	8.6	7.6	6.7	7.3	3.8	5.7	2.6	4.8	6.6
4	1.6	1.9	1.5	0	1.5	1.7	1.3	2.3	0.6	2.0	0.9	1.4	1.7
5	1.5	2.9	0.9	0	1.5	3.0	0.9	1.0	0	2.2	0.9	1.8	0.9
Number of Responses	1685	478	1207	52	197	236	225	303	157	401	114	435	1008

Rural/Urban: Chi-square = 10.51, df = 4, p = 0.03

EFP Usage: Chi-square = 6.96, df = 4, p < 0.15

- The food I receive doesn't meet the special needs of me or my family.

Response	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
1	76.8	75.5	77.4	90.4	68.8	79.2	76.3	75.5	86.1	72.4	86.7	82.9	74.6
2	8.8	8.8	8.9	3.8	10.4	7.6	12.0	6.6	8.9	10.1	6.2	6.6	9.9
3	7.7	8.4	7.5	1.9	11.5	7.6	7.6	10.3	1.9	8.9	1.8	4.3	9.3
4	3.0	1.9	3.4	3.8	2.6	1.3	1.3	4.6	1.3	4.4	2.6	3.2	2.8
5	3.6	5.4	2.9	0	6.8	4.2	2.7	3.0	1.9	4.2	2.6	3.0	3.5
Number of Responses	1683	477	1206	52	192	236	224	302	158	406	113	438	1004

Rural/Urban: Chi-square = 9.08, df = 4, p = 0.06

EFP: Chi-square = 17.53, df = 4, p = 0.0015

Mean response for each potential barrier to utilizing a food pantry, soup kitchen or shelter food program. The barrier with the largest mean response in each column is in bold italics.

	All	Rural	Urban	Region								Used EFP	
				1	2	3	4	5	6	7	8	No	Yes
Embarrassment	2.10	2.08	2.11	1.91	1.96	2.15	2.15	2.18	2.12	2.19	1.69	2.28	2.07
Transportation	2.08	2.27	2.01	1.65	1.96	2.30	1.97	2.02	1.85	2.50	1.26	2.00	2.13
Food Amount	1.89	2.01	1.84	1.34	2.10	1.91	1.69	1.97	1.56	2.15	1.40	1.71	1.96
Time Open	1.68	1.73	1.67	1.47	1.73	1.68	1.69	1.79	1.33	1.84	1.38	1.66	1.69
Location	1.61	1.56	1.63	1.91	1.40	1.67	1.55	1.70	1.32	1.80	1.33	1.98	1.45
Paper Work	1.54	1.52	1.55	1.26	1.46	1.61	1.59	1.61	1.29	1.67	1.28	1.70	1.45
Type of Food	1.54	1.59	1.52	1.24	1.76	1.53	1.52	1.63	1.27	1.60	1.27	1.40	1.59
Special Needs	1.48	1.53	1.46	1.19	1.68	1.44	1.42	1.53	1.24	1.58	1.28	1.37	1.51
Childcare	1.47	1.58	1.43	1.45	1.26	1.66	1.45	1.40	1.28	1.68	1.25	1.43	1.49
Food Preparation	1.32	1.36	1.31	1.10	1.38	1.40	1.33	1.36	1.15	1.36	1.15	1.28	1.32
Judgmental Staff	1.32	1.42	1.28	1.06	1.39	1.47	1.24	1.32	1.13	1.39	1.15	1.24	1.33
Standard Error	0.03	0.05	0.03	0.13	0.08	0.08	0.07	0.06	0.07	0.06	0.08	0.05	0.03

The table below summarizes the responses for each of the potential barriers across all survey respondents.

All Respondents	Mean Rating	% Responding						
		Not a Problem 1	2	Somewhat of a Problem 3	4	Big Problem 5	4 + 5	Somewhat to Big Problem 3 + 4 + 5
Embarrassment	2.10	52.1	13.5	16.2	8.5	9.6	18.1	34.3
Transportation	2.08	56.3	10.4	14.4	6.4	12.5	18.9	33.3
Food Amount	1.89	57.9	14.0	15.2	7.1	5.7	12.8	28.0
Time Open	1.68	65.1	13.6	12.6	4.8	3.7	8.5	21.1
Location	1.61	71.9	8.7	10.4	3.6	5.4	9.0	19.4
Paper Work	1.54	72.7	10.8	9.1	4.2	3.2	7.4	16.5
Type of Food	1.54	70.9	12.5	10.7	3.6	2.3	5.9	16.6
Special Needs	1.48	76.8	8.8	7.7	3.0	3.6	6.6	14.3
Childcare	1.47	77.5	8.9	6.5	3.2	3.9	7.1	13.6
Food Preparation	1.32	81.5	9.1	6.2	1.6	1.5	3.1	9.3
Judgmental Staff	1.32	83.2	8.4	4.2	1.8	2.4	4.2	8.4

The table below summarizes the responses given by rural and urban respondents for each of the potential barriers.

Rural vs Urban	Mean Rating		% Responding			
	Rural	Urban	4 + 5		Somewhat to Big Problem 3 + 4 + 5	
			Rural	Urban	Rural	Urban
Embarrassment	2.08	2.11	18.5	18.1	32.8	35.0
Transportation	2.27	2.01	22.7	17.4	38.9	31.0
Food Amount	2.01	1.84	15.9	11.6	30.7	27.0
Time Open	1.73	1.67	8.5	8.6	23.0	20.5
Location	1.56	1.63	7.2	9.6	17.7	20.0
Paper Work	1.52	1.55	8.1	7.1	14.5	17.2
Type of Food	1.59	1.52	7.8	5.2	17.6	16.3
Special Needs	1.53	1.46	7.3	6.3	15.7	13.8
Childcare	1.58	1.43	9.4	6.1	16.5	12.4
Food Preparation	1.36	1.31	4.8	2.4	9.8	9.1
Judgmental Staff	1.42	1.28	6.3	3.4	10.9	7.4

The table below summarizes the responses given by people who reported that they had used an Emergency Food Program in the past 12 months (Users) and those that said that they had not (Nonusers).

Users of Emergency Food Programs vs Nonusers	Mean Rating		% Responding			
			4 + 5		Somewhat to Big Problem 3 + 4 + 5	
	Nonusers	Users	Nonusers	Users	Nonusers	Users
Embarrassment	2.28	2.07	23.6	17.2	39.5	33.4
Transportation	2.00	2.13	18.3	19.3	30.4	35.0
Food Amount	1.71	1.96	9.6	14.4	22.9	29.8
Time Open	1.66	1.69	9.5	8.3	19.9	21.5
Location	1.98	1.45	16.7	5.5	30.4	14.3
Paper Work	1.70	1.45	11.5	4.7	21.7	13.4
Type of Food	1.40	1.59	4.6	6.2	12.9	18.0
Special Needs	1.37	1.51	6.2	6.3	10.5	15.6
Childcare	1.43	1.49	6.5	7.4	12.1	14.4
Food Preparation	1.28	1.32	3.2	2.6	8.0	9.2
Judgmental Staff	1.24	1.33	2.7	4.4	5.4	9.1

The following table shows the number of users and nonusers of Emergency Food Programs that responded by rural and urban locations. The numbers in parentheses are percents and are based on 1580, which is the number of people who responded to the usage question.

	Rural	Urban
Users	322 (20.4%)	733 (46.4%)
Nonusers	84 (5.3%)	441 (27.9%)

Appendix 3.1

CHFND Emergency Food Service Provider Questionnaire

Please complete and return survey in the enclosed envelope by NOVEMBER 12.

Section I: Client Trends

1. Over the last three years has the number of people you serve?
 - Stayed the same
 - Increased slightly (0-10%)
 - Increased moderately (11-25%)
 - Increased significantly (over 25%)
 - Decreased

2. Are people using your services?
 - More times per year than in the past
 - Same number of times per year than in the past
 - Less times per year than as in the past

3. Please mark the populations you are serving more of now than you did three years ago?
 - Elderly Extended/combined/multigenerational families
 - Children Grandparents caring for grandchildren
 - Working poor Seasonal workers
 - Single males Immigrants/New Americans
 - Farm families Disabled

Of this group, what is the fastest growing population you are serving? _____

4. If **more** people are utilizing your food pantry, is it because of? (Please check all that apply.)
 - Increasing costs for food, transportation and utilities
 - Lack of affordable housing
 - Decreasing support from federal/state safety net programs
 - Unemployed
 - Low paying jobs
 - High cost of healthcare, prescription drugs, no health insurance
 - Other _____

5. Is your food pantry seeing? (Please check all that apply.)
 - People with special food needs (sugar-free foods for diabetes, low sodium, etc.)
 - People who have moved to your area looking for work
 - People who have moved from rural communities to more urban areas
 - People who are currently residing on a reservation

Section II: Food Resources

6. Does your food pantry?
 - Have the right amount of food to meet your clients needs
 - Not have enough food to meet your clients' needs
 - Have more food than you can distribute

A 3.1.1

Section III. Facility/Staffing/Financial Resources

14. Please check whether your current resources are inadequate, adequate, or provide an opportunity for growth in the following areas:

- | | | | |
|--------------------------|-------------------------------------|-----------------------------------|---|
| Storage/work space: | <input type="checkbox"/> Inadequate | <input type="checkbox"/> Adequate | <input type="checkbox"/> Opportunity for growth |
| Computers/technology: | <input type="checkbox"/> Inadequate | <input type="checkbox"/> Adequate | <input type="checkbox"/> Opportunity for growth |
| Freezer capacity: | <input type="checkbox"/> Inadequate | <input type="checkbox"/> Adequate | <input type="checkbox"/> Opportunity for growth |
| Refrigeration capacity: | <input type="checkbox"/> Inadequate | <input type="checkbox"/> Adequate | <input type="checkbox"/> Opportunity for growth |
| Staff and/or volunteers: | <input type="checkbox"/> Inadequate | <input type="checkbox"/> Adequate | <input type="checkbox"/> Opportunity for growth |
| Funding: | <input type="checkbox"/> Inadequate | <input type="checkbox"/> Adequate | <input type="checkbox"/> Opportunity for growth |

15. How does your food pantry raise funds?

- Contributions received from individuals, churches, businesses, civic organizations
- Solicitation of local businesses, churches and civic organizations
- Grant writing
- Funds received from charitable gaming
- Federal/state funding provided through Community Action/Food Bank
- Special events and/or partnerships with community organizations or groups
- FEMA Emergency Food & Shelter Program Funds
- Other _____

16. How many volunteers are part of your operation? _____

How many paid employees? Full time: _____ Part time: _____

17. Which of the following problems, if any, threaten the continued operation of your program?

- Problems related to funding
- Problems related to food supplies
- Problems related to paid staff, or personnel
- Problems related to volunteers
- Community resistance
- Other _____

18. Does your food pantry outline to clients what is expected of them in order to receive services? (i.e. required verification, need for a referral, on-time for appointment, etc.)

Yes No

19. Do food pantry staff and volunteers have adequate awareness and knowledge of different cultures and their particular food needs within your community? Yes No

Section IV: Client Access

20. How often is your food pantry open?

- Daily Weekly Monthly Quarterly As needed

21. When is your food pantry open? (Please check all that apply.)

- Days Evening Hours Weekends By appointment

22. How often can clients access your pantry?
 Weekly Every other week Monthly Quarterly 1-3 times per year
23. What is your approximate service area?
 10 mile radius 20 mile radius 30 mile radius 40 mile radius > 40 miles
24. How many days worth of food do you typically supply a family with?
 1-3 days 5 days 1 week 2 weeks One month
25. What is the estimated number of pounds of food **per person** you typically supply? _____
26. Does your food pantry deliver food baskets to clients? **Yes** **No**
27. Are your clients screened through an intake process? **Yes** **No**
 If so, what questions are asked?
 Name Size of family
 Address Reason client is in need of food
 Picture ID Level of income
 Any federal assistance received such as Food Stamps, TANF, SSI
 Other _____
28. Does your pantry operate with a fixed list of items that everyone gets? **Yes** **No**
29. What model of food distribution best describes your pantry?
 Standard bags are packed by staff/volunteers, with larger amounts given to larger families
 Clients are allowed to choose the foods they like or use (Client Choice model)
 Standard bags are distributed, but clients can choose certain foods such as bread products
 Standard bags are distributed, but clients can make substitutions for special needs
30. Do you feel that most people in your service area are aware of your program and the services you provide? **Yes** **No**
31. How do you create community awareness of your pantry?
 Newspaper, TV or radio ads Web site
 Church bulletins Word of mouth
 Sign on building Posters in public places
 Other _____
32. How do people contact your food pantry? (Please check all that apply.)
 Food pantry has a phone
 Food pantry has an answering machine
 Food pantry number is listed in phone book
 Contact numbers are provided to pastors, social service agencies, police, other parties
 Contact numbers are posted in public places (schools, churches, post offices)
 Other _____
33. Does your pantry conduct client satisfaction surveys? **Yes** **No**

- 
34. Do you feel that any of the following are barriers to getting food to all people who might need help in your community?
- The stigma of having to ask for help
 - Pride and dignity issues among the elderly
 - Cost of transportation or lack of transportation to get to food pantry
 - Food pantry location(s) do not provide privacy/confidentiality
 - The paperwork/verifications needed to receive food are overwhelming
 - Food pantry is only open limited days / hours
 - People don't know about the food pantry or how to access services
 - Clients don't use, or don't know how to use, available foods
 - Availability of foods for special needs (diabetes, high blood pressure)
 - Availability of culturally appropriate foods
 - Finding someone to care for children when visiting food pantry
 - Food pantry is not handicapped accessible
 - Weather and/or road conditions
35. If there are clients your food pantry will not/can not serve, or have had to refer to other services, what was the reason? (Please check all that apply.)
- They sought services not provided by the food pantry
 - Clients were ineligible or could not prove eligibility
 - Clients came more often than program rules allow
 - Clients exhibited drug, alcohol or behavioral problems
 - Clients lived outside program service area
 - Clients did not have identification required by program
 - Clients income exceeded program's eligibility guidelines
 - Other _____

Section V: Ancillary Services, Training, and Technical Assistance

36. Does your food pantry currently provide any of the following services to your clients?
- Nutrition education (budgeting, meal preparation, healthy diet, food safety)
 - Food stamp outreach (provide applications or assist client with completing forms)
 - Referrals to other community services (health care, other feeding programs, job training, financial counseling, social services, etc.)
 - Classes or seminars on job training, financial planning, etc.
 - Recipes using commodity, unusual or hard-to-move foods
37. Would your food pantry/agency be interested in providing any of the following additional services, **if** resources were made available to you? (Please check all that apply.)
- Nutrition education
 - Food stamp outreach
 - Referrals to other community services
 - Classes or seminars on job training, financial planning, etc.
 - Recipes using commodity, unusual or hard-to-move foods



38. Would your food pantry be interested in training or technical assistance in any of the following areas? (Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> Food pantry best practices | <input type="checkbox"/> Setting up a Client Choice food pantry |
| <input type="checkbox"/> Fundraising | <input type="checkbox"/> Strategic planning |
| <input type="checkbox"/> Budgeting/ financial record keeping | <input type="checkbox"/> Developing a food shelf manual |
| <input type="checkbox"/> Board development | <input type="checkbox"/> Developing a client satisfaction survey |
| <input type="checkbox"/> Volunteer recruitment/training | <input type="checkbox"/> Cultural diversity awareness |
| <input type="checkbox"/> Safe food handling | <input type="checkbox"/> Public relations/marketing |
| <input type="checkbox"/> Advocacy training | <input type="checkbox"/> Other _____ |

39. What ideas do you have that would enhance services or help overcome barriers in meeting the hunger needs of children, families and seniors in your community?

40. Any additional comments?

**Thank you for taking time to complete this survey questionnaire.
Your feedback is very valuable as we move toward ending
hunger in North Dakota.**

Appendix 3.2

CHFND Emergency Food Service Provider Questionnaire Summary

Data compiled Dec 2007 by LuAnn Johnson
Grand Forks Human Nutrition Research Center, USDA-ARS

Surveys Mailed: 123
Surveys Returned: 69
Response Rate: 56%

[Unless otherwise noted, percentages are based on the number of responses received for each question.]

	Frequency	Respondents %
Section I: Client Trends		
1. Over the last three years has the number of people you serve:		
Stayed the same	11	16.7
Increased slightly (0-10%)	20	30.3
Increased moderately (11-25%)	22	33.3
Increased significantly (over 25%)	10	15.2
Decreased	3	4.6
No Answer	3	----
2. Are people using your services:		
More times per year than in the past	36	54.6
Same number of times per year than in the past	29	43.9
Less times per year than as in the past	1	1.5
No Answer	3	----
3. Please mark the populations you are serving more of now than you did three years ago: (% based on 69 returned questionnaires)		
Working Poor	49	71.0
Elderly	35	50.7
Children	21	30.4
Extended/combined/multigenerational families	18	26.1
Single Males	16	23.2
Grandparents caring for grandchildren	16	23.2
Farm Families	9	13.0
Disabled	9	13.0
Seasonal workers	8	11.6
Immigrants/New Americans	7	10.1
Of this group, what is the fastest growing population you are serving?		
Working Poor	16	42.1
Elderly	6	15.8
Extended/combined/multigenerational families	2	5.3
Seasonal workers	2	5.3
Single Males	2	5.3
Children	1	2.6
Disabled	1	2.6
Farm Families	1	2.6
Grandparents caring for grandchildren	1	2.6
Other:	6	15.8
Adults, Ages 30-50, Single parent and elderly, young families, young parents, young women		
No Answer	31	----

A 3.2.1

4. If more people are utilizing your food pantry, is it because of: (% based on 69 returned questionnaires)		
Increasing costs for food, transportation and utilities	49	71.0
Low paying jobs	43	62.3
High cost of healthcare, prescription drugs, no health insurance	35	50.7
Unemployed	27	39.1
Decreasing support from federal/state safety net programs	21	30.4
Lack of affordable housing	16	23.2
Other:	8	11.6
All of the above, better access, divorce, increasing prices, fixed income for the elderly, hardship on family farms, heating costs during winter, low income, we are going to more places, don't know		
5. Is your food pantry seeing: (% based on 69 returned questionnaires)		
People who have moved to your area looking for work	43	62.3
People w/ special food needs (sugar-free foods, low sodium, etc.)	33	47.8
People who are currently residing on a reservation	16	23.2
People who have moved from rural communities to more urban areas	13	18.8

Section II: Food Resources

6. Does your food pantry:		
Have the right amount of food to meet your clients needs	40	61.5
Not have enough food to meet your clients' needs	23	35.4
Have more food than you can distribute	2	3.1
No Answer	4	----
If you checked not enough food, how much more food would you need to meet client needs?		
0 - 10%	1	4.0
11 - 25%	9	36.0
26 - 50%	9	36.0
51 - 75%	4	16.0
76 - 100%	1	4.0
More than double	1	4.0
No Answer	44	----
Would you have the space to handle this additional food?		
Yes	30	88.2
No	4	11.8
No Answer	35	----
7. Which foods could you use more of? (% based on 69 returned questionnaires)		
Meat	58	84.1
Protein items (tuna, peanut butter, etc.)	45	65.2
Cleaning and Laundry Supplies	42	60.9
Paper Products	40	58.0
Dairy Products	32	46.4
Fresh Produce	26	37.7
Canned/Boxed Goods	25	36.2
Frozen Foods	21	30.4
Foods for special diets (diabetic, high blood pressure, etc.)	21	30.4
Pasta	15	21.7
Baby Foods	9	13.0
Culturally appropriate foods for immigrant/New American populations	9	13.0

8. What are your primary sources of food?

Rank each source from 1 to 5	Largest Amount of Food				Least Amount of Food	Overall Rank	No Answer
	1	2	3	4	5	Mean (SE ¹)	Blank
Food drives	13 (21.7%)	7 (11.7%)	22 (36.7%)	17 (28.3%)	1 (1.7%)	2.8 (0.1)	9
Great Plains Food Bank	33 (53.2%)	14 (22.6%)	5 (8.1%)	6 (9.7%)	4 (6.4%)	1.9 (0.2)	7
USDA commodities (Community Action)	10 (17.2%)	23 (39.6%)	14 (24.1%)	7 (12.1%)	4 (6.9%)	2.5 (0.1)	11
Donations by local food retailers (grocery stores, bakeries, etc.)	3 (5.1%)	7 (11.9%)	8 (13.6%)	9 (15.2%)	32 (54.2%)	4.0 (0.2)	10
Purchased products	5 (8.5%)	9 (15.2%)	10 (17.0%)	21 (35.6%)	14 (23.7%)	3.5 (0.2)	10

¹ Standard error of the mean

9. Does your food pantry provide vouchers to clients for purchasing produce, meat, perishables or other products from a local grocery store?

Yes	14	20.3
No	55	79.7

10. Does your food pantry ever turn away clients because of inadequate stocks of food?

Yes	8	11.8
No	60	88.2
No Answer	1	---

11. Would your food pantry be interested in weekly or monthly shipments of produce, dairy, bakery products or other perishable foods to supplement your regular distribution?

Yes	47	68.1
No	22	31.9

12. If shipments of additional perishable/surplus foods **could not** be arranged to coincide with your regular days/hours of distribution, **would you consider** adding a special weekly or monthly distribution day(s) to your existing schedule in order to provide these extra products to your clients?

Yes	35	53.8
No	30	46.2
No Answer	4	---

13. Would your food pantry be interested in: (% based on 69 returned questionnaires)

Additional food from the Food Bank if it was available at regular shared maintenance fees	26	37.7
Additional food from the Food Bank if it was available for reduced or no shared maintenance fees	47	68.1
Additional perishable product if it was delivered by the Food Bank through current distributions at no cost	37	53.6
Additional USDA commodities if they were available year-around	42	60.9
Additional USDA commodities if they were available through current distributions	39	56.5

Section III: Facility/Staffing/Financial Resources

14. Please check whether your current resources are inadequate, adequate, or provide an opportunity for growth in the following areas:

Storage/work space:		
Inadequate	11	16.4
Adequate	46	68.7
Opportunity for growth	10	14.9
No Answer	2	----
Computers/technology:		
Inadequate	17	30.4
Adequate	32	57.1
Opportunity for growth	7	12.5
No Answer	13	----
Freezer capacity:		
Inadequate	9	13.8
Adequate	45	69.2
Opportunity for growth	11	16.9
No Answer	4	----
Refrigeration capacity:		
Inadequate	17	27.0
Adequate	35	55.6
Opportunity for growth	11	17.5
No Answer	6	----
Staff and/or volunteers:		
Inadequate	12	18.5
Adequate	35	53.8
Opportunity for growth	18	27.7
No Answer	4	----
Funding:		
Inadequate	18	27.7
Adequate	24	36.9
Opportunity for growth	23	35.4
No Answer	4	----

15. How does your food pantry raise funds? (% based on 69 returned questionnaires)

Contributions received from individuals, churches, businesses, civic orgs	63	91.3
Federal/state funding provided through Community Action/Food Bank	41	59.4
Special events/partnerships with community organizations or groups	31	44.9
Solicitation of local businesses, churches and civic organizations	24	34.8
Grant writing	19	27.5
FEMA Emergency Food & Shelter Program Funds	18	26.1
Funds received from charitable gaming	9	13.0
Other:	8	11.6

Salvation Army, Food drives by youth and mail carriers, Minnesota Food Share, Feinstein Foundation, Schools, United Way, Organizational members, Drives by church youth

16. How many volunteers are part of your operation?

Median	7	volunteers
Range	0 – 1000	volunteers
No Answer	7	

Percentiles:

10 th	2	volunteers
25 th	4	volunteers
50 th (Median)	7	volunteers
75 th	15	volunteers
90 th	60	volunteers

Number of Full Time paid employees:

0	25	54.4%
1	11	23.9%
2	4	8.7%
3	1	2.2%
4	2	4.4%
5	2	4.4%
6	1	2.2%
No Answer	23	-----

Number of Part Time paid employees:

0	26	61.9%
1	8	19.0%
3	6	14.3%
8	1	2.4%
9	1	2.4%
No Answer	27	-----

17. Which of the following problems, if any, threaten the continued operation of your program?

(% based on 69 returned questionnaires)

Problems related to funding	26	37.7
Problems related to volunteers	16	23.2
Problems related to food supplies	15	21.7
Problems related to paid staff, or personnel	7	10.1
Community resistance	4	5.8
Other:	11	15.9

None, Cost to volunteers in transporting food (gas), Donated travel time and expense to pick up food (200 mile trip), our building is for sale, rent, problems related to place to have pantry, Facility/Space, Social Service sending their clients to pantry

18. Does your food pantry outline to clients what is expected of them in order to receive services? (i.e. required verification, need for a referral, on-time for appointment, etc.)

Yes	53	80.3
No	13	19.7
No Answer	3	----

19. Do food pantry staff and volunteers have adequate awareness and knowledge of different cultures and their particular food needs within your community?

Yes	54	79.4
No	14	20.6
No Answer	1	----

Section IV: Client Access

20. How often is your food pantry open?		
As needed	20	29.8
Daily	20	29.8
Weekly	12	17.9
Monthly	9	13.4
Other:	6	9.0
Monthly and as needed, 2 days/month or as needed, twice/month, Tuesday - Thursday, 5 mornings, 6 days/week, every other week, on emergency basis in addition to regular schedule		
No Answer	2	----
21. When is your food pantry open? (% based on 69 returned questionnaires)		
Days	54	78.3
By appointment	29	42.0
Evening Hours	10	14.5
Weekends	7	10.1
22. How often can clients access your pantry?		
Weekly	9	14.8
Every other week	7	11.5
Monthly	33	54.1
Quarterly	2	3.3
1-3 times per year	10	16.4
No Answer	8	----
23. What is your approximate service area?		
10 mi radius	6	9.0
20 mi radius	15	22.4
30 mi radius	17	25.4
40 mi radius	9	13.4
> 40 mi	20	29.8
No Answer	2	----
24. How many days worth of food do you typically supply a family?		
1-3 days	11	17.2
5 days	10	15.6
1 week	24	37.5
2 weeks	15	23.4
One Month	4	6.2
No Answer	5	----
25. What is the estimated number of pounds of food per person you typically supply?		
Median	30 lbs	
Range	5 – 500 lbs	
No Answer	12	
Percentiles:		
10 th	10 lbs	
25 th	20 lbs	
50 th (Median)	30 lbs	
75 th	45 lbs	
90 th	80 lbs	

26. Does your food pantry deliver food baskets to clients?		
Yes	29	43.9
No	37	56.1
No Answer	3	----
27. Are your clients screened through an intake process?		
Yes	32	72.7
No	12	27.3
No Answer	25	----
Questions Asked:		
Name	51	73.9
Size of Family	51	73.9
Address	50	72.5
Any federal assistance received such as Food Stamps, TANF, SSI	30	43.5
Reason client is in need of food	26	37.7
Level of income	25	36.2
Picture ID	11	15.9
Other:	15	21.7
Social Security Number; Phone number; Ages of family members; Cause of emergency need for food; Last year's income tax if not on Food Stamps; Routed through Ministerial, Social Services, Parole & Probation, Kedish House (Domestic Abuse); food pantry connected to Social Welfare; Other agencies utilized; Use income guidelines from Community Action Opp., Inc. in Minot; Receive monthly book with clients' names from Community Action		
28. Does your pantry operate with a fixed list of items that everyone gets?		
Yes	33	48.5
No	35	51.5
No Answer	1	----
29. What model of food distribution best describes your pantry?		
Standard bags are packed by staff/volunteers, with larger amounts given to larger families	31	55.4
Clients are allowed to choose foods they like or use (Client Choice model)	21	37.5
Standard bags are distributed, but clients can choose certain foods such as bread products	4	7.1
Standard bags are distributed, but clients can make substitutions for special needs	0	0.0
No Answer	13	----
30. Do you feel that most people in your service area are aware of your program and services you provide?		
Yes	57	83.8
No	11	16.2
No Answer	1	----
31. How do you create community awareness of your pantry? (% based on 69 returned questionnaires)		
Word of mouth	58	84.1
Church Bulletins	46	66.7
Newspaper, TV or radio ads	34	49.3
Sign on building	19	27.5
Web site	13	18.8
Posters in public places	9	13.0
Other:	12	17.4
Brochures & flyers, Calendar, Community network meetings, Local access TV channel, News shows, Phone calls, appointment cards for elderly, Salvation Army referrals, Social Services		

32. How do people contact your food pantry? (% based on 69 returned questionnaires)		
Contact numbers are provided to pastors, social service agencies, police, other parties	55	79.7
Food pantry has a phone	26	37.7
Food pantry number is listed in phone book	19	27.5
Food pantry has an answering machine	15	21.7
Contact numbers posted in public places (schools, churches, post offices)	14	20.3
Other:	17	24.6
Agency referrals, Community Action, Call coordinator at home, Contact coordinator, Contact board members, Call Church, Contact City Hall, Contact medical facility, Staff provide information, Use Social Services phone number, "They just come", "Small town – everyone knows who to call"		
33. Does your pantry conduct client satisfaction surveys?		
Yes	21	30.9
No	47	69.1
No Answer	1	---
34. Do you feel that any of the following are barriers to getting food to all people who might need help in your community? (% based on 69 returned questionnaires)		
The stigma of having to ask for help	52	75.4
Pride and dignity issues among the elderly	52	75.4
Cost of transportation or lack of transportation to get to food pantry	36	52.2
Weather and/or road conditions	14	20.3
Availability of foods for special needs (diabetes, high blood pressure)	13	18.8
Food pantry is only open limited days / hours	13	18.8
Availability of culturally appropriate foods	12	17.4
Clients don't use, or don't know how to use, available foods	11	15.9
People don't know about the food pantry or how to access services	8	11.6
Food pantry is not handicapped accessible	7	10.1
Finding someone to care for children when visiting food pantry	3	4.4
Food pantry location(s) do not provide privacy/confidentiality	3	4.4
The paperwork/verifications needed to receive food are overwhelming	0	0.0
35. If there are clients your food pantry will not/can not serve, or have had to refer to other services, what was the reason? (% based on 69 returned questionnaires)		
Clients lived outside program service area	20	29.0
Clients came more often than program rules allow	20	29.0
They sought services not provided by the food pantry	18	26.1
Clients exhibited drug, alcohol or behavioral problems	15	21.7
Clients were ineligible or could not prove eligibility	7	10.1
Clients income exceeded program's eligibility guidelines	6	8.7
Clients did not have identification required by program	4	5.8
Other:	10	14.5
Clients were selling items for cash, clients going to more than 1 food pantry, unable to serve walk-ins because of limited staff, "Never has happened", "We serve everyone"		

Section V: Ancillary Services, Training and Technical Assistance

36. Does your food pantry currently provide any of the following services to your clients? (% based on 69 returned questionnaires)		
Recipes using commodity, unusual or hard-to-move foods	35	50.7
Referrals to other community services (health care, other feeding programs, job training, financial counseling, social services, etc)	33	47.8
Nutrition education (budgeting, meal prep., healthy diet, food safety)	20	29.0
Food stamp outreach (provide applications or assist client in completing forms)	12	17.4
Classes or seminars on job training, financial planning, etc.	2	2.9
37. Would your food pantry/agency be interested in providing any of the following additional services if resources were made available to you? (% based on 69 returned questionnaires)		
Recipes using commodity, unusual or hard-to-move foods	32	46.4
Nutrition education	23	33.3
Referrals to other community services	15	21.7
Food stamp outreach	13	18.8
Classes or seminars on job training, financial planning, etc.	10	14.5
38. Would your food pantry be interested in training or technical assistance in any of the following areas? (% based on 69 returned questionnaires)		
Food pantry best practices	21	30.4
Fundraising	15	21.7
Developing a client satisfaction survey	14	20.3
Volunteer recruitment/training	13	18.8
Safe food handling	9	13.0
Developing a food shelf manual	8	11.6
Board development	6	8.7
Advocacy training	4	5.8
Strategic planning	4	5.8
Setting up a Client Choice food pantry	3	4.4
Cultural diversity awareness	3	4.4
Public relations/marketing	3	4.4
Budgeting/ financial record keeping	2	2.9
Other: Family Finance Tips, Not Interested	3	4.4
39. What ideas do you have that would enhance services or help overcome barriers in meeting the hunger needs of children, families and seniors in your community? Responses to this question and any additional comments were coded as follows:		
	Frequency	
Community is supportive and helpful	4	
Need more volunteers/staff	4	
Food Pantry part of Shelter/Community Action	3	
More food/supplies needed:		
– Meat	3	
– Cereal	1	
– Cleaning supplies	1	
– Frozen dinners	1	
– Peanut Butter	1	
– Pizza	1	
Need to raise community awareness	3	
Religious communities need to provide more help	3	

Better communication needed between pantries:	
- for transportation	2
- for client information	1
Clients need to learn better budgeting skills	2
Need more guidelines and training	2
We are meeting hunger needs in our area	2
Clients need transportation assistance	1
Deliver food baskets to clients as needed	1
Food should be current – no expiration dates	1
Need computer program	1
Need larger facility	1
Need local food drives	1
Need Meals on Wheels	1
Need voucher system	1
Need to create more food pantry sites	1
Neighbors need to help neighbors better	1
Reservations need to provide more help	1
Too much emphasis on cultural diversity in survey	1

40. Additional Comments (as written on forms):

“We have a member of our Hettinger County Extension Office preparing foods and tasting recipes from our pantry, also she provides nutrition information and personal hygiene information. The Mott Community is very supportive of our pantry.”

“Our food pantry is small and is run by the Social Welfare Office. An eligibility worker has to take time from office duties to help clients. To date this has not been a problem, but her time is very limited.”

“When we order from Great Plains we have to drive to Dickinson to pick-up the food. It is 100 miles from here to Dickinson. There is no compensation for these trips so the volunteer workers are also volunteering time, vehicle and gas to get the food to the pantry.”

“All your questions on cultural diversity makes me angry. If people are hungry – they can eat what they are given and say thank you!”

“I would love a computer program to keep track of clients, donations, etc.”

“Our food pantry is part of a DV shelter. We do not publicize to the community that we have a food pantry - we mostly give to existing and past clients.”

“We are a shelter so we serve 3 meals a day that is open for the community as well as our residents.”

“We do the very best we can with what we have! Thanks.”

“What we do here I think is good.”

“This seems to be working very well and has been in existence for over 20 years. There are people watching for needs and recommending referrals. Our financial system is handled by a CPA as a volunteer.”



“I say the director has all the headaches. I believe they should be paid, I been doing this over 2 years. What my incentive besides helping others. Some of our clients do not like what we have to offer can not please everyone. Since I have taken over our client count has increased by a lot so I must be doing something right. We do not get our food delivered my husband picks up our order, also I would like to see more freebies that subside my food. Will I get a response back on this survey? All the work I went threw for March campaign was it worth it?? Thank you.”

“We get a tremendous amount of support from Salvation Army, Lutheran Social Services, Great Plains Food and USDA.”

“We are grateful to live in a community that is so caring.”

“Thank you!”

“We could use more meat supply, we do get deer meat, but that is all except for hamburger which was all re received from government this year. Peanut butter is a high priced item. We need in our pantry 500 jars a month and we can’t afford to purchase that much, plus pay for our other food purchases. Our pantry serves 450-500 families a month so a lot of food needs to flow through our warehouse and pantry monthly. More problems made aware to public on how they could, if available, to be able to donate meat or fresh produce other than apples. We are continually working with people in the surrounding area to help provide extra food and so far we’re doing good. Info could be sent to clubs, etc. who may have access to getting other means of support like food, meat and we could work with them. In our pantry I give tours to church groups, clubs and they were not aware of the food supply needs. Our local Lions Club worked with us and we were able to get 16,000 of potatoes donated and our pantry in turn shared with all surrounding small pantries. It works but they need to be aware of need.”

“We are an all volunteer organization and do not have time for much training.

“Food pantry is part of a Community Action agency, so many of #37 and #38 are done in-house.”



Appendix 4.1

CHFND Provider Focus Group Summary

Prepared and submitted by the Consensus Council in their final report – August 31, 2007

A great deal of information was gathered in the process of developing and conducting the focus groups. The Consensus Council staff has prepared the following summary, which is intended to provide a "snapshot" presentation of the responses. Please note that this summary is not intended to take the place of a careful review of the specific data and information contained in the addendums and it is assumed by the Consensus Council staff that the addendums will be used as direct references.

It must also be clearly understood that a focus group process should not be equated with more scientific and precise means of data research. A focus group is "a carefully planned discussion designed to obtain perceptions on a defined area of interest in a permissive, non-threatening environment. The discussion is comfortable and often enjoyable for the participants as they share their ideas and perceptions. Group members influence each other by responding to ideas and comments in the discussion."¹ Therefore, the information gathered and the conclusions reached must be considered within those parameters.

As in the case of any summary, a degree of license has been assumed by the authors based on the need for brevity and their direct involvement and interactions with the participants of the various groups.

Response Summary:

What are the hunger needs in your community and how do you identify when they are changing/have changed?

The discussion and responses to this question indicated that there is no standard, coordinated, systematic method of assessing and identifying the hunger needs in the various communities represented (although there was some reference to a standard intake form that "must" be completed on all consumers). The participants reported a full range of assessment and evaluation - from simply responding to the needs as the requests come in, to the utilization of cyclical needs assessments. There was a clear distinction between the urban food banks and the rural ones, as well as the food distributors who were paid staff and those that were volunteers (generally the same variable). Several of the participants indicated that their programs depended upon the word-of-mouth reports and personal perceptions of the people who staffed them. The opposite side of the spectrum included the use of data profiles to identify trends and support long-term planning and grant requests and accountability.

All of the participants noted a general increase in the needs and numbers of people served with a clear indication that the demands are not static, but are influenced by seasonal trends (migrant workers, increased needs for children during the summer months when school is out) and the affects of circumstances outside of the immediate area (Katrina refugees and increased requests by veterans after 9/11). Those increased needs were noted specifically in the areas of:

- 
- Families (single parent households) and extended families (including grandparents caretaking for grandchildren);
 - Special health related dietary needs;
 - Non-food needs - clothing, toiletries, cleaning supplies, baby needs (diapers, etc.);
 - Transitional situations (immigrants and financial gaps for individuals beginning new jobs);
 - Single males; and
 - Retired and elderly individuals on limited incomes.

How do you measure whether you are adequately meeting the hunger needs in your community?

This question elicited similar responses and continued to expand on the initial question. The participants shared that the assessment process ranges from a well-organized formal assessment (cyclical needs survey and intake/data profiles) to the subjective evaluation and reporting of those staffing the food banks. It was clear that feedback is considered valuable, but how actively and systematically it is sought varied. The participants related that, in one way or another, they received feedback from consumers, social service agencies and other providers (churches, shelters, etc.) and this information is used by the individual food banks in the absence of a systematic process to gather, correlate and share the information. Again, it was noted that some of the larger, urban, professionally run operations (paid staff) had established processes for securing, sorting and sharing adequacy information. It should be noted that a number of participants referred to an informal network that has developed between various food banks through their personal and professional contacts. This network offers opportunities to share information, provide mentoring and at times serves as an incubator for collaborative efforts and partnerships.

The participants stressed the increased needs and requests for service as identified anecdotally or through actual use numbers and they speculated that the numbers would be even higher if the public's awareness of the service was improved and if supply, pride, transportation and confidentiality issues could be resolved. The difficulty in tracking information among the homeless and transient populations was pointed out (there seems to be a direct correlation between the increased use of shelters and hunger needs).

What are the barriers, if any, to getting sufficient food to all people who need it in your community?

The basic response to this question was, as stated in the specific responses, "We simply do not have enough food to distribute or enough resources to purchase more." This covered a variety of specific areas including the need for cash contributions for fresh food and freight charges, more community and corporate support, staffing and volunteer needs and decreasing opportunities for governmental and foundation (grant) support. This was underscored by the need to address awareness, attitudes and the stigmas that are often associated with individuals and families who need/utilize the service (pride, dignity and confidentiality). Access was also a consistently cited barrier with lack of transportation for various reasons (in both urban and rural settings); the increasing physical limitations (disabilities) of the populations served and seasonal barriers (weather/winter) identified as specific hurdles.

What would it take to overcome/address those barriers?

The participants responded enthusiastically and creatively to this question. They identified the following elements for addressing the barriers:

- All resources need to be increased with an emphasis on efficiency and accountability - cooperative/collaborative problem resolution absent the “throwing more money at it” perception;
- An active campaign to recognize the problems that discriminatory attitudes create and foster a person-to-person approach that promotes community support, accountability and a holistic, person-centered and respectful philosophy;
- A collaborative approach to the issues that stresses cooperation, resource sharing, networking and mentoring among food banks and providers that can address use, misuse, confidentiality and data management issues;
- The development of a training and education process that helps consumers to develop their own capacities - budgeting, food preparation and storage, transportation and future planning skills;
- The heavy dependency on volunteer staffing should be assessed and will need to be addressed - as the number of available volunteers decreases and the current volunteers age, a gap is being created that cannot be ignored; and
- Governmental regulations and requirements should be reviewed and revised in relation to the service needs of the individual - the current system is confusing, cumbersome and limits the opportunities and options for individuals and families.

What ideas do you have for the prevention of hunger and the reduction of poverty?

The participants consistently identified the need for a living wage. They noted that as costs increase (gas, housing, food, medical care, child care, etc.) many people are not able to keep pace and fall steadily behind in their ability to meet their personal and family needs. This fuels a growing gap between the middle class, upper class and the working poor and affects attitudes and the growth of negative stereotypes (stigmas).

A broader view of the problem and the need for long-term planning was stressed. The planning components identified included:

- Governmental involvement and responsibility
 - Local, state and federal cooperation and support
 - Review of the current programs and systems and an update (primarily of federal) of existing programs, their eligibility requirements and accessibility
 - A greater recognition and support for the partnerships between governmental initiatives and private/faith-based efforts (shared responsibilities)
- Critical analysis of the current and projected demographic of the state and utilization of these markers in developing a long-term comprehensive plan - growing elderly population, housing needs, increase of immigrants and the need for cultural sensitivity, urban vs. rural issues, medical service needs, decreasing tax base, etc.
- Recognition and utilization of unique skills and expertise - partnering and networking to develop programs and solutions (person-to-person, agency-to-agency, multi-generational approaches).

What else would you like to add?

The responses to this question were basically a reiteration of many of the points that came out in the earlier discussion, however, the prevalent and recurrent topics were the need for more resources (all types), an effort to share/partner/cooperate in long-term efforts, the ever increasing needs and demands and the need to positively impact individual and societal attitudes.

Facilitator Observations:

The following are general and specific observations made by the facilitators. They are included in this summary as a mechanism for identifying issues or concerns that may have affected the overall process and results and may be issues which deserve some additional consideration in the planning process. The observations are not priorities and do not represent a systematic process - they are subjective by nature - and should be considered in that context.

1. Attendance: Initially, it had been hoped that 8 to 12 participants would attend each focus group. Although the actual numbers varied and this goal was not achieved, each of the groups fell within the optimal range of attendees (6 to 12) for an effective and relevant focus group. As a result, the facilitators believe that the information gathered from those who attended is extensive and comprehensive and that all of the participants had adequate opportunities to share their thoughts and concerns. However, it must be noted that better attendance may have resulted in an even broader response and increased confidence that "all" of the concerns were identified.
2. Peer-to-peer Contact: The facilitators noted, at all of the meetings, that participants were eager and willing to provide information and assistance to their peers. This was evidenced both during and after the meetings when individuals who had knowledge of an issue or resource that was discussed during the meeting made direct, one-to-one contact with other participants who had questions or needed access to resources.
3. Attitude: Although there was not a specific question designed to gauge this category, the facilitators were able to make some observations from the overall discussion, the tone of the comments and responses and the reactions of the participants and felt that the groups were open and positive. There seemed to be a sense of trust and although there were questions and concerns, the attitude was positive. The groups demonstrated a sincere desire to meet the need, go above and beyond in service and could benefit from the guidance of an oversight network or comparable, accessible infrastructure.
4. Expense Reimbursement: Travel, food and lodging reimbursement was not provided to the participants. This funding, if offered or provided, may have enabled a number of individuals to attend who did not or could not participate without it. This was especially true when one considers the high number of volunteer participants who were required to donate their own time and cover their own travel expenses. The motivation and positive attitude of the group (as outlined in #3 above) speaks effectively to the level of commitment of the volunteer participants. The use of a participant gift (a package of chocolate chippers) was an appreciated token, however,



the sense of the facilitators' was that these people were more interested in advancing the issues and improving the food bank system than in their own remuneration.

5. Process: The overall process went smoothly and with few complications. The involvement of the steering committee members was invaluable in identifying a fairly broad range of participants, representing a good general spectrum of constituencies from the Fargo, Minot and Bismarck areas.
6. Participation: In general, the participants demonstrated an open, willing and trusting attitude (see #3 above).
7. Urban/Rural Mix: The facilitators were satisfied with the mix of urban and rural representation, although some original consideration had been given to segregating these constituencies out of concern that one target group may unduly influence the other. The facilitators agreed that the variety of concerns and discussion topics, and the general openness of the groups was enhanced, rather than diminished, by the diversity.

General: It must be noted that the overall attitude and expressed relationships of the participants to the food bank system in general and each other specifically was very positive. The participants view their local food banks as assets and valuable resources to their communities.

Provider Focus Group Responses by Location

FARGO, ND

Date: Tuesday, July 10, 2007

Time: 1:30 p.m. to 3:00 p.m.

Location: Bremer Bank, 1401 33rd Street S in Fargo

Participants: 7

What are the hunger needs in your community and how do you identify when they are changing/have changed?

- We are just 2 volunteers who took the food pantry over from our pastor; it's all by word of mouth.
- We are not currently getting a lot of calls so we can't identify who needs food or if it's needed at all.
- We had an influx of post-Katrina refugees relocate to our community.
- We have more food than we can distribute and it expires before we can give it out.
- We can't keep enough food on our shelves, especially meat, fresh fruits and vegetables; we are even running low on canned goods.
- We sometimes receive unusual products that people don't want (example of cactus juice).
- We have an increased number of working poor coming in for food.
- The cost of food is going up and that leads more people to our services.
- A nearby food pantry closed so we have seen a big increase in people requesting food from us.
- Our program is not run through social services and is located on Main Street; people seem more willing to come to us because of the privacy.
- We served many veterans after 9/11 because they did not receive their monthly checks.
- There are more families combining to make ends meet and thus, are feeding 5/6 children.
- If a client requests food more than twice in a month, we will visit with them at length to determine what other services can be made available to them (example of budgeting, meal preparation, food saving).
- We believe that some people/families will go to multiple sources for food (abuse the system) but we have no way to monitor that.
- Some pantries have no trouble stocking their shelves and others have to conduct targeted fundraising to get food donations and/or funding.
- We think that there are more elderly people that we could serve but stigma and their pride prevent them from coming in.
- People seem less willing to give if they think their donation will help a single male; they want to help women and children more.
- We keep data/profiles of who uses our service to identify trends.
- We ask people directly why they need food so we can identify trends in the community.
- Our requests increase when seasonal workers are here (example migrant farm workers).
- Our requests increase in June because school is out and there's no school lunch program.
- We will go to a local truck stop any time of day or night to pick up cast-off food from truckers who are passing through.
- The food-gleaning program helps to provide fresh foods and bread.
- Neither of the resources listed above can be counted on as a regular source of food.
- We are serving an increased number of immigrant people and families.
- It is harder to get donations if the food pantry is affiliated with/located in a residential shelter as opposed to a stand-alone service.

How do you measure whether you are adequately meeting the hunger needs in your community?

- We use dietary guidelines to put our food baskets together.
- We rely on the Community Action Association doing a survey every 2 years; the need for food continues to be the #1 need.

A 4.1.6

- We have a dietician consultant to help us and to assess the method of putting the food together.
- We rely on feedback from consumers; we ask for the feedback.
- We can't provide enough food for special diets (diabetes, high blood pressure).
- We use a diabetes educator for consultation when needed.

What are the barriers, if any, to getting sufficient food to all people who need it in your community?

- We simply need more resources.
- We need to have proper food and a variety of food to meet special dietary requirements.
- We need to find a way to get rid of inappropriate and unusual food that people don't want and won't eat.
- We used to get a lot of canned salmon and people would return it because they didn't know what to do with it. I put a recipe for salmon patties with the product and now we don't get it back anymore.
- We use NDSU Extension to help us and consumers learn more about food preparation, saving and storing, etc.
- There are some consumers who are unwilling to learn; we need to find a way to engage them.
- We have a great need for baby food and formula.
- Our program uses grocery store vouchers for baby needs since we usually don't have those items in stock.
- There are fewer corporate providers that will donate their products; especially diapers.
- There are folks who will over utilize the few resources available.
- There is stigma associated with being a single, homeless man, having a mental illness or having "too many" children; this prevents the public from donating and prevents consumers from coming in for help.
- We have a location with a back door for privacy.
- We don't have enough volunteers.
- We have seen an influx of small town residents coming to the more urban areas for food.
- There used to be a practice that, in a particular organization, required recipients to pray before they received their food. This is no longer done and may have helped to increase traffic.
- Transportation is a major barrier for many. They can't get to the provider to pick up the food. Or they are on foot or bicycle and can't carry everything that is given.
- We used to deliver food; that worked well but we can no longer afford to do that.
- We can't provide money for travel or bus fares.
- We have worked out a deal with our local transit provider so we can provide bus passes (free) for folks to pick up their food.
- Overall, the demand for food is going up across the board.
- There is increasing stigma attached to families with children; blaming these families for their perceived circumstance.

What would it take to overcome/address those barriers?

- Providers and donors need to treat each person as an individual.
- We need to nourish the body and the soul; look at the whole person or family.
- We must create a safe place for people to come to; a non-judgmental approach.
- We prepare the food, leave it on the counter and people come to get it after we're gone. We have no face-to-face contact.
- We need to create and nurture a sense of community about hunger. Everyone in the community needs to see the value of being part of the solution.
- The food stamp program penalizes people for earning even a modest income. Thus, there is a disincentive to work so more will rely on charity programs.
- We should return to the delivery days but would need more volunteers and money (gas prices) to do so.

A 4.1.7

- There are too many places collecting and distributing food. There should be fewer providers so the food does not get stretched too thin.
- We need to co-op with businesses and business leaders to tap them for volunteers and donations.
- We need to do more networking among programs (example of the Hunger Coalition).
- We are not getting enough food from the Great Plains Food Bank.
- We are spending too much time sorting out spoiled food from large donations of fresh food (example of potatoes, strawberries) that it is not worth our while to accept it.
- The “plant a row for the hungry” is a simple, effective summer program that engages the community in donating one row of their home garden produce to the pantry.
- We need to do a better job of teaching people how to preserve food, prepare food, store and can food.
- We need to do a better job of helping consumers understand the differences (or lack thereof) of name brand vs. generic foods.
- We recently received some cereal that expired in 2005. As a worker, I ate it and didn’t get sick so then we went ahead and distributed it.

What ideas do you have for the prevention of hunger and the reduction of poverty?

- We need a living wage in this country. The new minimum wage will help but probably won’t be enough.
- Those “working poor” that are earning slightly over the minimum wage now won’t see any increase.
- There are inequities within provider agencies relative to salary increases for staff.
- There needs to be a total revamping of the welfare system, all programs. This needs to be done at the federal level and we should engage our now powerful Congressional delegation to help us.
- When the wages go up, so do the prices passed on to consumers.
- There is a screwed up sense of the value of work. Sports figures get millions of dollars while a certified nurse assistant (CNA) probably works just as hard if not harder for a fraction of the money.
- There are so many differing ideas about the value of work. Different generations have different work ethics.
- The poor are getting poorer and now the middle class is getting poor. This might help to engage more people.
- There seems to be progress in reducing the stigma of poverty and use of emergency systems.
- We need to get to people earlier. We need a program to teach young parents how to budget, cook, store and save food. You can buy it for \$5/plate or you can make it for \$1/plate.
- As housing costs increase, there will be less money for people to buy food thus, increasing the demand.
- There is a need for more supportive, transitional housing.
- There is generational poverty and we need to break the cycle.
- There needs to be more sharing of ideas among folks like us. We have an informal communication system now but it needs to be made better and more formal.

What else would you like to add?

- We simply need to receive more food.
- There needs to be a way of getting small and large community providers together (like today) and sharing resources, ideas and improving communication and relationships.
- There needs to be a push for retailers to donate more products.
- We would like to receive a copy of the report of this statewide study.

MINOT, ND

Date: Thursday, August 2, 2007

Time: 1:30 p.m. to 3:00 p.m.

Location: Public Library, 516 2nd Ave SW, Minot

Participants: 8

What are the hunger needs in your community and how do you identify when they are changing/have changed?

- Utilization is not static - it increases and decreases with the need generally going up in the winter months.
- Use of the soup kitchens continues to increase with the highest utilization ever (140) last week.
- There are more children (young) being served at the soup kitchens.
- There is an increase in single males needing food assistance.
- There is an increase in seniors needing food assistance.
- We have a level of sharing and working with other communities through the division of large orders among the various providers.
- Currently, the average family size is 4 (color chip system to identify family size).
- Families are smaller in size.
- We use a spreadsheet format to collect data and information of the people who receive/use our service.
- In the smaller communities, the staff knows almost everyone and is able to do a good assessment of their needs.
- The food/nutritional needs of seniors vary due to health conditions.
- There is an increased need for individuals on diabetic diets.
- Commodities are used as a base and the other needs are filled-in after that.
- Our staff are attentive to and help identify special needs of our consumers.
- Our food pantry does not have a specific process to identify needs, but we will be working on starting one.
- We secure and keep “need” and “use” information on ACCESS and EXCEL database programs - this is very helpful and useful for doing grant applications.
- We are finding that there are higher/increasing numbers of grandparents with grandchildren seeking assistance.
- A client intake form is required and completed on all consumers. That information can be combined throughout our 7 county area.

How do you measure whether you are adequately meeting the hunger needs in your community?

- Community Action completes a needs assessment every 3 years (food is consistently #1).
- Survey asks if more is needed and if so, what?
- We listen to the folks as they pick-up food from the local pantries.
- Food/Food drives are plentiful.
- There is a greater need to supplement with fresh foods and money is needed to purchase these items.
- There is a direct correlation between the use (numbers) of the shelters and the greater demand on food resources.
- Staff have identified increased numbers of “new” faces.
- The local providers talk to and network with each other - we have a soup kitchen available every day of the week.
- We are observing more people seeking assistance with no transportation (on foot).
- The local churches call and ask what is needed.
- There is an informal data collection and sharing process regarding numbers, needs and use.

- Most donations come in during the fall and winter months with less coming in during the spring and summer.
- I need to find out what the community needs are.
- We need to ask others (groups, individuals and agencies) for help, support and assistance.
- The local Knights of Columbus group and the homeless coalition provide assistance.
- The Lions Club in our community sponsors and supports our pantry.
- We ask for and receive assistance from the local grocers.
- We need to raise awareness of the service and the needs - the awareness of the soup kitchens has contributed to the increase in their use.
- We continue to network with each other.

What are the barriers, if any, to getting sufficient food to all people who need it in your community?

- We are seeing more people on foot or on bicycles - there is not enough available, affordable transportation.
- General transportation is a need, if they can't drive, they can't get or transport (carry) the food.
- Many people cannot afford to take public (bus and Commission on Aging) rides.
- We are seeing more people with physical handicaps and this complicates transportation and distribution.
- There are more homeless people needing food assistance.
- The transportation needs are different in the rural communities - we deliver when we can.
- The seniors take advantage of the senior buses to the casino and stop for food during those trips.
- We have more caseworkers providing rides and transportation.
- There are more young mothers with children and they cannot afford to cover the transportation cost for themselves and their children.
- I gave my husband's bike to an individual so he could get to and from work and appointments (we don't have any more bikes).
- When possible, we will take food to people or bring them in to get their food.
- We're not sure, but we believe that there are more needs in the rural areas that are not being met because of transportation problems.
- Pride affects the willingness of people to seek assistance.
- Some places have a requirement that people call-in and register with county social services.
- Many people simply do not know who to call for help/assistance.
- We print, distribute and use "info cards" to inform people of where to go for help.
- We are very strict in our enforcement of confidentiality procedures to protect users privacy and make them feel less threatened.
- We simply do not have enough funding (we have become more efficient in all of our activities, but costs and needs continue to increase and funding/support options continue to decrease).
- We rely very heavily on the postal and city employee food drives.
- The income requirements for families on TAN-F are not sufficient to cover their needs for diapers, toiletries, cleaning supplies, etc. These are areas of ongoing need for clients.
- We are able to get "extra" diapers and clothing from GPFB in Fargo when they are available.
- Christian Relief Charities provides some toiletries, detergents and soaps.
- Many of the people seeking food assistance do not have the basic skills that they need to prepare foods from scratch or recipes and they rely too heavily on prepackaged or prepared food stocks.

What would it take to overcome/address those barriers?

- A significant increase in funding is needed, but not a "blank" check. Food assistance providers have become much more efficient and resourceful and are motivated to maintain this high level of efficiency and accountability.

A 4.1.10

- Teaching and education programs should be developed and provided to consumers in basic areas of nutrition, food preparation and money management (NDSU Extension Services currently provide some classes).
- There is a need for food assistance programs and services for individuals who are in a treatment facility or leaving one.
- Liability and cost are issues that affect the provision of transportation services and assistance - especially as they related to minors.
- There are informal efforts being utilized to pair or match someone who is receiving services and has transportation so that they can pick up another individual's food and take it to them (there are concerns and complications with confidentiality issues).
- There is too much dependence on volunteers. It takes a lot of time to train and supervise most volunteers and the long-term volunteers are responsible for (and take on) too much.
- Efforts must be made to encourage more shared responsibilities with each community.
- City buses have a great deal of "empty" seats on their routes. This is a subsidized service that is being underutilized.
- People need to be educated and taught how to use the buses.
- Student interns and volunteers have acted as mentors to some food assistance recipients to learn (hands on) these skills.
- Confidentiality must continue to be a high priority to develop and maintain the consumers' trust.
- Bad experiences that consumers may have had with individuals and components of the system discourage them and make them less likely to seek services.
- The paperwork requirements are often too complicated and time consuming (\$10 food stamps) and discourage individuals from seeking assistance.
- Many people who are eligible for assistance do not seek it because the system is difficult to understand and navigate.
- Services and assistance must be "consistent and kind."
- Awareness can be increased through the use of newsletter and other informational initiatives - providers need to continue to work together and coordinate their efforts and resources.
- Services and programs should be posted/advertised in the local newspapers.
- Word of mouth is a very effective tool in the smaller, rural communities.
- Although there are many similar issues and problems, the urban communities and rural communities will continue to have different and distinct needs and characteristics.
- Coordinating services and ensuring confidentiality are being addressed in our facility by having only 1 person responsible for eligibility and intake.

What ideas do you have for the prevention of hunger and the reduction of poverty?

- A living wage.
- Funding - movement away from reductions each year to support on the basis of needs.
- The loss/reduction of commodities have had a negative effect.
- Increase the availability of peer-to-peer support to begin and operate food assistance programs.
- Churches are expected to provide more and more services - programs cannot exist on faith (Whose responsibility is it?).
- Community attitudes must be addressed and changed - there continues to be a denial of the problems or an attitude that the homeless are getting what they deserve.
- Somehow, the public and government officials need to be educated about the needs and issues.
- Just providing individuals with an "address" to use is helpful.
- Volunteers get involved to maintain their sense of/contact with the realities.
- These problems should be a priority of our government - at home focus rather than exclusively overseas.
- These problems and issues should be a focus of the government at all levels - federal, state and local.
- Faith-based programs and efforts are effective, but they get overloaded, lack necessary support and cannot meet all the needs alone.

A 4.1.11

- 
- Efforts must be made to recruit and develop younger volunteers (confirmation class example).
 - Schools and Job Corps students are great sources for volunteers, but they require an increased level of supervision.
 - It is not only important to get more volunteers, but they must be qualified, capable and willing individuals.
 - Community service workers are also options, but they require time and supervision, too.
 - A multi-generational volunteer and mentoring program could be very effective in many ways.
 - Immigration (legal and illegal) affects/impacts services and resources.
 - What is the government's responsibility?
 - North Dakota's population is getting more and more diverse with an increase in cultures due to the refugee populations (Grafton utilizes Spanish speaking workers to support the migrant workforce needs).
 - There needs to be a recognition of the skills of the various partners to manage programs effectively, increase efficiency and remain accountable.

What else would you like to add?

The participants provided no comments in this section.

BISMARCK, ND

Date: Monday, August 6, 2007

Time: 1:30 p.m. to 3:00 p.m.

Location: Consensus Council, 1003 E Interstate Ave, Suite #7, Bismarck

Participants: 10

What are the hunger needs in your community and how do you identify when they are changing/have changed?

- Food stamps run out too soon and people either don't get enough to begin with or don't manage well with what they get.
- There is inequity in food stamp distribution and confusion about who is eligible for how much.
- We need to continue to work together to prevent double dipping.
- We are serving more elderly people who have to choose between buying food and filling prescriptions.
- We have an increased number of people requesting special foods, like sugar-free.
- We don't have enough of the foods that people like and request.
- We are serving more of the working poor; people who are living from paycheck to paycheck.
- We are seeing more new faces in the community; there appears to be an influx.
- People are moving here for jobs but finding that they are low-paying jobs.
- People can get a job but have nothing to live on while waiting for a paycheck; we are serving a lot more of these folks.
- There are more people living together as an extended family, whether they are related or not.
- There are more people stuck living in motels.
- There are larger families moving in, including multi-generational families.
- Families move here to get away from abusers in domestic violence situations and they need to stay under the radar.
- I am now serving a mom with 10 children and the needs of this family are staggering and include everything from transportation, housing, clothes and food.
- We utilize an intake process that calculates client use and identifies trends.
- Community Action conducts a statewide survey every 2 years to help identify needs.

How do you measure whether you are adequately meeting the hunger needs in your community?

- We are not meeting the needs and we know it.
- We are not meeting the needs for shelter (no more room/beds) and we know that that translates to not enough food, either.
- We have no formal measurement.
- There are more homeless people and it is harder to make the measure of what they receive vs. what they need.
- People are living outdoors, in the park during the summer and we need to give them "ready" food that requires no cooking.
- The numbers of requests for food continue to rise and never go down.
- We won't turn anyone away for food.
- Some months we run out of food earlier than in other months.
- Sometimes it's a matter of being in the right place at the right time such as a truck coming in with fresh products. This is unpredictable and impossible to measure.
- We know that we are not meeting the need for special diets like diabetes and high blood pressure.
- We could keep and store more food if we had freezing capability but we don't.
- We use certificates for grocery stores to provide the products we don't have and there are more requests for these each month.

A 4.1.13

- We need to create better awareness of our services so people who need help will come.
- Some people will refuse the help because of pride and dignity.
- It's helpful if a worker can share a personal experience with clients to let them know that they are not alone in needing help (such as what happened at the focus group).
- Great Plains Food Bank provides just about everything we need.
- We have good clothes available but people are reluctant to accept them because they aren't name brands or they assume that they aren't of good quality.
- We are not meeting the need particularly with the elderly and we need to find a way to get them to come forward.
- We are able to keep track of data by having the client fill out a short eligibility form; not like the form they have to fill out at County Social Services.
- We post our hours of operation all around town so people will know when to come for help.

What are the barriers, if any, to getting sufficient food to all people who need it in your community?

- We are seeing more people on foot or on bicycles - there is not enough available, affordable transportation.
- We don't have enough awareness in the community.
- We have to help people, especially the elderly, overcome dignity and pride issues.
- The price of gas and distance people have to travel is a barrier.
- We have started to deliver food to several key communities in our county to ease the burden, all of which is done by volunteers without any reimbursement.
- Walkers can't carry all of the food we give them.
- Winter is a barrier.
- The freight charges from the Great Plains Food Bank are high, even though we know that it's far less than other methods.
- We have few opportunities for grants to help us.
- We do not have enough protein sources to give.
- We don't have enough fresh food to give.
- We don't have enough frozen products in the summer months and the freezers are bare.
- We do receive fresh produce from the penitentiary that we try to share with other providers and the public.
- We do receive some meat from Cloverdale.
- We just simply do not have enough food to distribute or enough resources to purchase more.

What would it take to overcome/address those barriers?

- More food and more funding.
- One central place in Bismarck/Mandan to distribute food that is open daily. (This idea had been considered by United Way in the past.) Someone needs to take the risk and do it.
- We need better control over those we serve and how much they really need it.
- There is no coverage over the weekend although we have distributed food in a crisis situation.
- We need to have food products that will make a sensible, simple meal.
- Rural communities need assistance with transportation, mileage reimbursement, and delivery ideas/plans.
- We have a "backpack for kids" program at 3 elementary schools that provide weekend food for that child and his/her family. The filled backpack goes home with the student on Friday and they return the empty backpack on Monday. We are serving 195 children year round and wish we could provide this for all schools.
- We need more awareness about the availability of our food.
- Providers can purchase Transit rides for clients who need them to get food but can't get a reduced rate or any discounts.

- We need to establish a system with the CAT (transportation service) for a card with fewer than 10 rides. This would allow us to give single rides; round trip and one-way rides without giving away the whole card and having it go unused.
- We need more food to provide for people until they get their first paycheck.
- The Lions Clubs should be contacted for help. This issue is part of their mission.
- It's difficult to get a hold of people in the fraternal and service clubs; most of them are volunteers.
- Wal-Mart will donate products, including eyeglasses.
- Meeting privately with clients helps them to feel more comfortable and safe.
- Protecting client privacy by delivering food helps.
- Treating people with respect is necessary.
- Getting them through the first time makes subsequent requests easier, it seems.
- Farmers are very reluctant to ask for help. How can we reach them?
- People don't want to give their name or have their name written down but we are required to do so.
- We have to ask them for their name and Social Security Number (SSN).
- The "feds" require us to take this information with few exceptions other than domestic violence situations.

What ideas do you have for the prevention of hunger and the reduction of poverty?

- Affordable housing.
- Reasonable wages.
- Lower gas prices.
- Lower grocery prices.
- Better access to affordable health insurance.
- More ways to cover the costs of medications.
- Reasonable rates for utilities.
- More available and affordable childcare.
- Childcare that is available for shift workers hours/odd hours.
- Quality childcare.
- Better methods for teaching people how to budget their money, their time and their food. Teaching people ways to stretch, rather than waste, food by storing, canning and freezing.
- More information and ease of referring people to other programs for help (money management, help paying for medication, etc.).
- A program that helps people to cover the cost of co-pays.
- More dentists that will accept Medicaid and Medicare patients.
- More dentists (there are currently none) that will donate their time and service to "Bridging the Dental Gap" program.
- The paperwork is humiliating and repetitive and needs to be kept simpler.

What else would you like to add?

- The whole US medical system is out of whack. US citizens are going to Canada and Mexico for care and medicine.
- We are willing to give up job security if it means the end of hunger!
- We have to remember that communities like to have their donation stay in that community. For example, Mandan donors do not want their donation used outside of Mandan, and especially not in Bismarck.
- What can/should be done regarding those people who accept our food and then sell it? Many of these people will sell it to use the money for addictions, alcohol/drugs or gambling. How can we monitor this?
- We are serving an increasing number of people, and families, who are impacted by addictions.
- We need to be the role models and show people how to care.
- We need to help the community to see what it means to be "deserving" of help.
- We can help them recognize need and help them to change their attitudes.



STUDY PARTNERS



MAJOR FUNDING PROVIDED BY
OTTO BREMER FOUNDATION

We extend our thanks to those who shared their personal experiences with hunger and to those who offer their support through emergency food assistance.

August 2008: Please credit *Creating a Hunger Free North Dakota 2008* as the source of data whenever material from this report is shared.

