



# Hunger in America 2014

Report for Food Lifeline



A Report on Charitable Food Distribution in 2013

# **Hunger in America 2014**

## **Food Bank Report prepared for Feeding America**

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## Executive Summary

Feeding America and its nationwide network of food banks have conducted the most comprehensive study of hunger in America every four years since 1993. Like the prior studies, *Hunger in America 2014* (HIA 2014) documents the critical role that food banks and their partner agencies play in supporting struggling families in the United States. HIA 2014 details how the various agencies operate, including the sources of food available to them, the types of programs they run, their use of volunteers, and the challenges they face. It also documents the number and characteristics of clients that seek assistance from the charitable food assistance network, including what other sources of food assistance are available to them. Its results are based on nationally representative surveys of food banks' partner agencies and their clients in 2013.

This report presents results from HIA 2014 for Food Lifeline. For a discussion of the findings from the national study, see the *Hunger in America 2014 National Report*.

## Methods

HIA 2014 follows the pattern of past *Hunger in America* studies by implementing two surveys—an Agency Survey and a Client Survey—through the collaborative effort of an extended research team. The first step of the study design was conducting the Agency Survey, which included all partner agencies identified by Food Lifeline on the agency list it compiled and provided to Feeding America. The Agency Survey, conducted from October 2012 to January 2013, was used to enumerate eligible food programs and obtain basic information about those programs. Following the Agency Survey, a client sample was obtained using a multistage design. Food bank staff and volunteers carried out the Client Survey from April through August 2013.

The information in this report is based solely on the agencies and programs that participated in this study, adjusted by weighting to account for sampling and nonresponse. When findings cannot be presented due to small sample size (fewer than five unweighted observations), the symbol "++" is shown. The Agency Survey yielded responses from 164 eligible agencies (63 percent). Of the 832 eligible clients sampled, 298 (36 percent) responded to the Client Survey. Because children were not eligible respondents for the Client Survey, HIA 2014 focuses on the services provided to adult clients and their household members. Consequently, the study will generally underestimate the services provided to children by the Feeding America network.

## Key Findings <sup>1</sup>

Within the area served by Food Lifeline, the food bank and its partner agencies continue to serve many clients facing various challenges. Key findings are as follows:

- **Agency Staff:** An estimated 65 percent of the food bank's partner agencies reported employing paid staff. The median number of paid full-time-equivalent staff (assuming a 40-hour work week) was 3.
- **Program Volunteers:** A median of 34 volunteers a week provided a median of 158 volunteer hours to programs each week.
- **Unduplicated Number of Clients Served:** The unduplicated client count measures the number of unique individuals or households who access food from the charitable food assistance network. Within this food bank's service area, 136,300 unique clients are served in a typical week and 1,054,700 are served annually. An estimated 37,200 unique households are served in a typical week and 270,300 are served annually.
- **Duplicated Number of Clients Served:** The duplicated client count estimates the number of times individuals or households are reached through food distributions during a given time. Within this food bank's service area, clients are reached 162,300 times in a typical week and 8,461,400 times annually. Households are reached 52,800 times in a typical week and 2,755,600 times annually.
- **Client Demographics:** Nationally, the most common racial and ethnic groups are white, black or African American, and Hispanic or Latino. Within this food bank's service area, 51 percent of clients identify themselves as white, 1 percent as black or African American, and 17 percent as Hispanic or Latino. Among all clients, 39 percent are children under age 18, and 7 percent are seniors age 60 and older.

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<sup>1</sup> Here and throughout the report, percentages may not sum to 100 due to rounding.

- **Food Insecurity:**<sup>2</sup> An estimated 86 percent of households are food insecure, and 14 percent are food secure.<sup>3</sup>
- **Income and Poverty:** An estimated 9 percent of client households have no income, 18 percent have annual incomes of \$1 to \$10,000, and 31 percent have annual incomes of \$10,001 to \$20,000. Taking into consideration household size, 61 percent of client households have incomes that fall at or below the federal poverty level.<sup>4</sup>
- **Health:** An estimated 42 percent of households report at least one member with diabetes; 54 percent of households report at least one member with high blood pressure. Additionally, 24 percent of client households have no members with health insurance of any kind, and 70 percent of households chose between paying for food and paying for medicine or medical care at least once in the past 12 months.
- **Education:** An estimated 77 percent of all clients have attained a high school degree or General Equivalency Diploma (GED) or more, and an estimated 29 percent of all clients have post-high school education (including license or certification, some college, or a four-year degree).

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<sup>2</sup> Food security means all people at all times can access enough food for an active, healthy life. The US Department of Agriculture (<http://www.usda.gov>) defines four levels of food security. High food security indicates no reported food-access problems. Marginal food security indicates reported problems that are typically anxiety over food sufficiency or shortage of food in the house, but with little or no indication of changes in diets or food intake. Low food security indicates reports of reduced quality, variety, or desirability of diet and little or no reduced food intake. Very low food security indicates reports of multiple disrupted eating patterns and reduced food intake. The food security measure used in HIA 2014 combines high and marginal food security into one category (*food secure*) and low and very low food security into another category (*food insecure*).

<sup>3</sup> Though most client households are food insecure, there are a variety of reasons why some may identify as food secure. When answering the questions on the food security module, clients may take into account the food they receive through the charitable food system or federal programs like SNAP, indicating that their food secure status is contingent on the help they receive. Additionally, households may make tradeoffs to ensure that they have enough food on the table (discussed later in this report). HIA 2014 also included non-emergency programs in its scope for the first time, thus capturing clients who are in need but may not classify as food insecure. A food secure status does not indicate a lack of need for charitable feeding support.

<sup>4</sup> Poverty guidelines vary by household size. In 2013, a single person falls under 100 percent of the poverty level with annual cash income of \$11,400 or less, two people live in poverty with income of \$15,510 and below, and families with three people live in poverty if income is \$19,530 or below. For all guidelines, see US Health and Human Services Department “Annual Update of the HHS Poverty Guidelines,” Federal Register, January 24, 2013.

- **Coping Strategies and Spending Trade-offs:** An estimated 77 percent of households reported that they had to choose between paying for food and utilities in the past 12 months, and 71 percent of households chose between paying for food and transportation in the past 12 months. An estimated 83 percent of households reported using multiple strategies for getting enough food in the past 12 months, including eating food past its expiration date, growing food in a garden, pawning or selling personal property, and watering down food or drinks.
- **Housing:** An estimated 94 percent of households reside in nontemporary housing, such as a house or apartment, and 6 percent of households reside in temporary housing, such as a shelter or mission, a motel or hotel, or on the street. 50 percent of households chose between paying for food and paying their rent or mortgage at least once in the past 12 months. An estimated 12 percent of respondents have experienced a foreclosure or eviction in the past five years.
- **Employment:** An estimated 71 percent of households have a household member who had worked for pay in the last 12 months; in 45 percent of client households the most-employed person from the past 12 months is currently out of work.
- **SNAP Participation:** The Supplemental Nutrition Assistance Program (SNAP, formerly known as the Food Stamp Program and known in different states under alternative names) is the largest nutrition assistance program. Participating low-income households receive monthly SNAP benefit allotments in the form of electronic debit cards (also known as EBT, or electronic benefit transfer). An estimated 71 percent of client households currently receive SNAP benefits. An estimated ++ percent of client households neither currently receive SNAP nor have ever applied for SNAP benefits.

# 1. Introduction and Background

Hunger in America 2014 documents the critical role that Feeding America member food banks and their partner agencies play in supporting struggling families in the United States. Study results are based on nationally representative surveys conducted in 2012–13 of agencies that operate food programs in the charitable food assistance network supported by Feeding America and of clients that access services through that network. The current assessment occurs during historically high demand for food assistance in a persistently weak economy. The charitable food assistance network has expanded to serve the growing needs of individuals seeking to access food for themselves and their families.

Chapter 1 begins with national statistics and trends related to food insecurity and poverty, while chapters 2-5 present study results for Food Lifeline.

## 1.1 Charitable Food Assistance Network Serves a Critical Need

The federal government annually measures household food security, defined as all people in a household having enough food for an active healthy life at all times. There are four indicated levels of food security, from high to very low.<sup>5</sup> Households classified as having low or very low food security are combined into the food-insecure category. In 2012, more than one in seven US households (18 million, or 15 percent) experienced food insecurity at some time during the year.<sup>6</sup> All these households experienced limited or uncertain access to adequate food, including reduced quality, variety, or desirability of diet. About 7 million of these households had members who went hungry or skipped meals, an indication of very low food security.

Federal food assistance programs help alleviate hunger and poor nutrition for millions of food-insecure individuals. These programs are targeted at low-income households, with specific programs targeting vulnerable populations like children, seniors, and pregnant or postpartum

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<sup>5</sup>The US Department of Agriculture defines four levels of food security. High food security indicates no reported food-access problems. Marginal food security indicates reported problems that are typically anxiety over food sufficiency or shortage of food in the house, but with little or no indication of changes in diets or food intake. Low food security indicates reports of reduced quality, variety, or desirability of diet and indicates little or no reduced food intake. Very low food security indicates reports of multiple disrupted eating patterns and reduced food intake. The food security measure used in HIA 2014 combines high and marginal food security into one category, in keeping with the USDA ERS annual reporting. Low and very low food security are also combined into another category (food insecure). Definitions are from [www.usda.gov](http://www.usda.gov).

<sup>6</sup>Alicia Coleman-Jensen, Mark Nord, and Anita Singh, Household Food Security in the United States in 2012, ERR-155 (Washington, DC: US Department of Agriculture, Economic Research Service, 2013). These numbers exclude the homeless and those in temporary housing, many of whom are served by the private food assistance network.

women. About six in ten (59 percent) food-insecure households participate in one or more of the three largest federal food and nutrition assistance programs: the Supplemental Nutrition Assistance Program (SNAP); the Special Supplemental Nutrition Program for Women, Infants and Children (WIC); and the National School Lunch Program (NSLP).<sup>7</sup>

SNAP, formerly the Food Stamp program, is the largest federal food assistance program. SNAP provides low-income families with electronic benefits to be used toward the purchase of nutritious food items. The WIC program offers nutrition education and supplemental foods to low-income pregnant and postpartum women, and to infants and children up to age five who are found to be at nutritional risk. NSLP is a federal meal program that provides a nutritionally balanced free or reduced-price lunch to eligible children at school.<sup>8</sup> These programs, along with other aspects of the federal nutrition safety net, alleviate hunger and improve nutrition and health outcomes.

Nonetheless, despite providing critical assistance, federal nutrition assistance programs do not reach everyone at risk of hunger in the United States.<sup>9</sup> For example, an estimated 27 percent of the food-insecure population in 2012 had household incomes above the standard eligibility thresholds for federal nutrition assistance programs. For these individuals and families, charitable food assistance may be the only available source of support.

Feeding America supports a nationwide network of food banks that help to combat hunger through coordinated efforts with affiliated agencies in all 50 states, Washington D.C., and Puerto Rico. At the national level, Feeding America secures food from corporate manufacturers and retailers and facilitates the acquisition of government food supplies by the food banks, which distribute a combined total of more than three billion pounds of food and grocery products annually. Feeding America provides additional assistance to food banks in the form of grants to support local anti-hunger initiatives, technical assistance, and support to maximize participation

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<sup>7</sup> Coleman-Jensen et al., Household Food Security in the United States in 2012, table 2, p. 13.

<sup>8</sup> Program descriptions from [www.fns.usda.gov](http://www.fns.usda.gov).

<sup>9</sup> Numerous recent studies show how federal food assistance programs reduce food insecurity. For example, a 2013 study finds that participation in SNAP for about six months is associated with a 4.6 percent decrease in the number of food-insecure households; longer participation further reduces food insecurity. See James Mabli, Jim Ohls, Lisa Dragoset, Laura Castner, and Betsy Santos, *Measuring the Effect of Supplemental Nutrition Assistance Program (SNAP) Participation on Food Security* (Washington, DC: U.S. Department of Agriculture, Food and Nutrition Service, 2013). See also B. Kreider, J. Pepper, C. Gundersen, and D. Jolliffe, "Identifying the Effects of SNAP (Food Stamps) on Child Health Outcomes When Participation is Endogenous and Misreported," *Journal of the American Statistical Association* 107, no. 499 (2012): 958–75. Published studies by Caroline Ratchliffe, Signe-Mary McKernan, and Sisi Zhang, "How Much Does the Supplemental Nutrition Assistance Program Reduce Food Insecurity?" *American Journal of Agricultural Economics* 93, no. 4 (2011): 1082–98; and by E. Mykerezi and B. Mills, "The Impact of Food Stamp Program Participation on Household Food Insecurity," *American Journal of Agricultural Economics* 92, no. 5 (2010): 1379–91 show that SNAP participation substantially decreases the risk of household food insecurity.

in SNAP and other previously mentioned federal nutrition assistance programs. Individual food banks also independently solicit food and financial donations from a variety of sources, including, but not limited to, regional manufacturers, retailers, and businesses. Each food bank works with a network of partner agencies to support local hunger relief programs by distributing food, helping clients access federal nutrition programs, and raising awareness about the scope of hunger within its service areas. Partner agencies may also offer additional services, such as the distribution of donated clothing or furniture, job-training or literacy programs, or nutrition education.

## **1.2 Weak Economy Has Increased Challenges for Clients**

The economy has experienced an unusually slow recovery since the deep recession in 2008 and 2009. The nation's poverty rate reached 15.1 percent in 2010, the highest rate since 1993. The poverty rate remained at 15 percent in 2012 with 46.5 million people living in poverty. This is the largest number living in poverty since statistics were first published more than 50 years ago.

Sustained high poverty rates arise in part from high unemployment and falling household incomes. The US unemployment rate exceeded 7 percent for five years between late 2008 and late 2013 (about 11 million people in any given month), the longest period of high unemployment in 70 years. While the unemployment rate indicates that a large number of people cannot find jobs, many others are employed part time because they cannot find full-time work or have dropped out of the labor force after a long and unsuccessful job search. The government's measure of underemployment that includes all these groups averaged 14 percent in fiscal year 2013, compared with a prerecession rate of 8 percent in 2007. On average, about 24 million people were underemployed in 2013. Additionally, others may work full time but, because of low wages, their earnings do not lift them above the poverty level. Perhaps not surprisingly, real household income dropped 8 percent between 2007 and 2012. Poverty, unemployment, and income, along with other demographic characteristics, are key drivers of individual and household food insecurity across the country.

These economic trends have contributed to rapid growth in the numbers of households seeking and receiving federal food assistance. The number of people participating in SNAP, the largest federal food assistance program, rose to a new high of 47.6 million in 2013, up from 33.5 million in 2009. While some of this growth can be attributed to changes in SNAP program rules, recent studies conclude that the weak economy explains most of the increase. Other government programs that provided nutrition assistance in 2013 also saw high enrollment levels. About 9 million people received WIC benefits in 2013. In the same year, more than 5 million children



received free or reduced-price school lunches, and under the School Breakfast Program, 2.2 million children received school breakfasts.<sup>10</sup>

The increased need for food assistance observed within federal nutrition programs is mirrored in the number of clients seeking help from the charitable food assistance network. Despite known undercounts of those seeking charitable help, government studies have documented increases in the number of individuals getting help from food pantries and emergency meal programs in 2012 compared with 2010. Feeding America, as the nation's largest charitable food assistance organization, plays a critical role in helping those in need access nutritious food for themselves and their families.

### **1.3 How Feeding America Network Delivers Food Assistance**

The Feeding America network secures and provides food to families struggling with hunger, operates programs that promote self-sufficiency among the clients served, educates the public about the issue of hunger, and advocates for legislative policies that protect people from going hungry.

Feeding America member food banks are on the front lines of hunger relief, partnering with local agencies and food programs. In addition to securing national food and funds through the Feeding America national office, food banks secure local resources. While Feeding America's national office does not receive federal funds, many food banks receive federal hunger-relief funding in the form of commodities, meal reimbursements, or grants. Food banks may also receive state and local funding to support their work. Food banks distribute food through a network of nonprofit partner agencies that receive, store, and distribute donated food and grocery products to needy clients (figure 1). Partner agencies distribute food through food programs such as food pantries, kitchens, and shelters in their service area. Each food bank may work with hundreds of partner agencies to get food to people facing hunger.

Partner agencies vary in size; some operate a single program, such as a food pantry in a small space, while others are large community organizations that distribute food through various programs at multiple locations.<sup>11</sup> Partner agencies can provide either emergency or nonemergency food assistance to clients, or, in the case of large multiservice agencies, both. Emergency programs include food pantries that distribute non-prepared foods and grocery products to clients who use these where they live, kitchens that provide prepared meals on site, and emergency shelters that serve meals to clients.

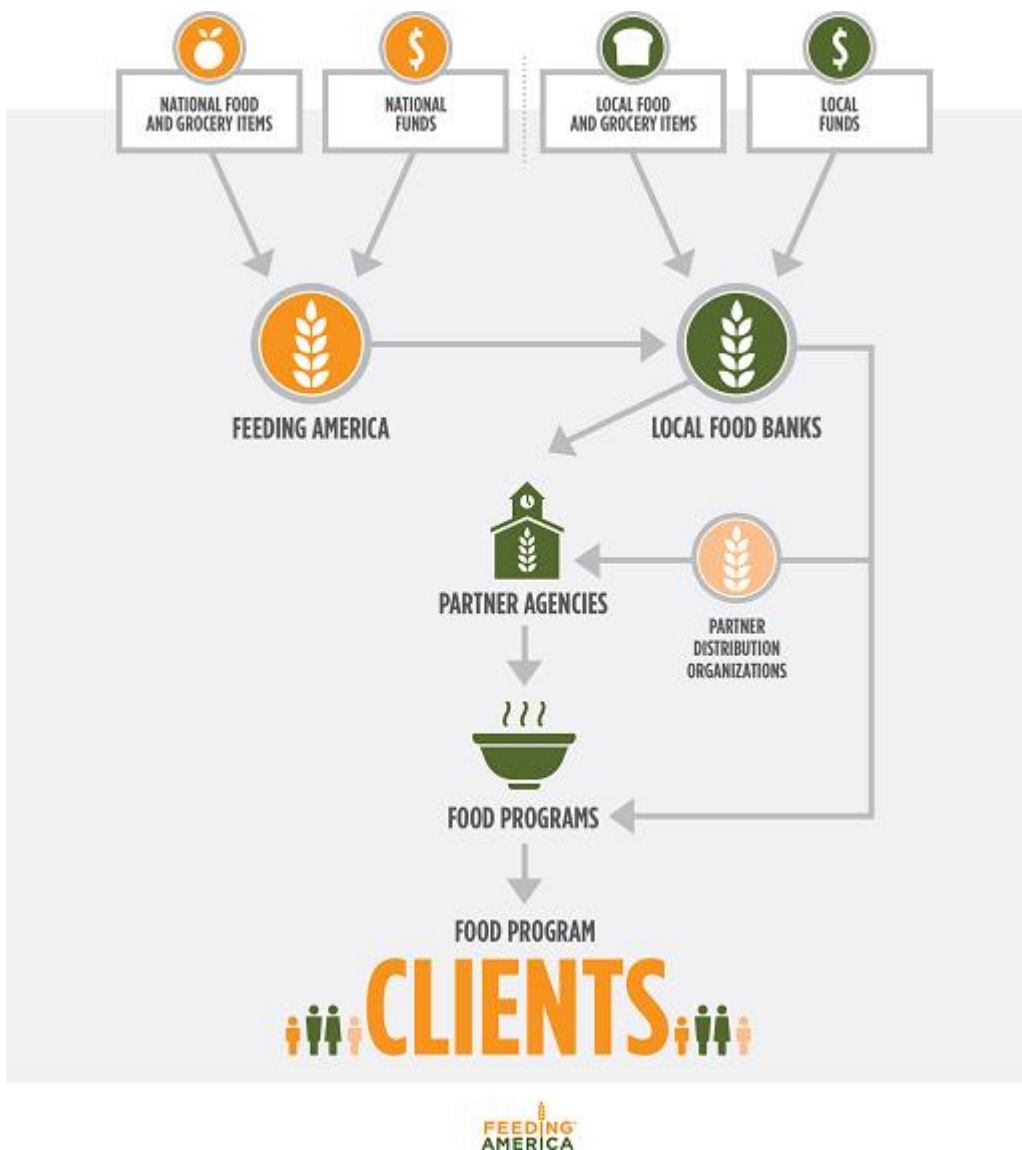
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<sup>10</sup> Program data from [www.fns.usda.gov](http://www.fns.usda.gov).

<sup>11</sup> Partner agencies are charitable organizations that have typically entered into agreements with a Feeding America member food bank that outlines the standards that must be adhered to by all the respective food bank's partner agencies. Other charitable agencies in the nation may provide services similar to those of partner agencies in the Feeding America network, but this study addresses only the services provided by those in the Feeding America network.

Nonemergency programs such as day care and senior congregate-feeding programs have a primary purpose other than emergency food distribution, but they also distribute food. Additionally, food banks and partner agencies provide clients with outreach, education, referral, and/or application assistance with federal nutrition programs.

**Figure 1. Sources of Food and Channels of Food Distribution in the Feeding America Network**



## 1.4 This Study Updates the Public on Use of Charitable Food Assistance

Given the important role that food banks play in reducing hunger across the United States, Feeding America supports quadrennial surveys to document these programs and the clients they serve. The Hunger in America 2014 study includes an agency survey and a client survey. The Agency Survey details how charitable agencies and their food distribution programs operate, including the sources of food available to them, their use of volunteers, and the challenges they see today and in the future. The Client Survey documents the number and characteristics of those who use charitable food assistance, including their use of other sources of food assistance. Ultimately, the results will help guide actions to reduce the prevalence and severity of hunger in America.

For the 2014 report, 164 agencies that partner with Food Lifeline participated in the agency survey; these were in turn affiliated with 626 participating food and non-food programs. Figure 2 shows the service area for this food bank.

The findings indicate that 1,054,700 unique clients were served in this area in the previous 12 months. In the following chapters, we report on the food bank, its partner agencies and programs, and the client households they serve.

**Figure 2. Food Bank service area**



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## **2. Meeting the Challenge of Collecting Data about Food Programs and Clients**

The Hunger in America 2014 study followed the pattern of past Hunger in America studies by implementing two surveys—an Agency Survey and a Client Survey—through the collaborative effort of an extended research team. For the current study, the main collaborators were the Feeding America national office research team and their Technical Advisory Group, research teams at Westat and the Urban Institute, and the network of local Feeding America food banks. Each local food bank identified one or more Hunger Study Coordinators (HSC), responsible for coordinating and facilitating local data collection efforts.

The Agency Survey, conducted from October 2012 to January 2013, surveyed the partner agencies of all participating food banks. It gathered information about the agencies' hunger-relief efforts and the specific programs the agencies operate. Only agencies that responded to the Agency Survey and listed at least one eligible food program could be selected for the Client Survey, which was a survey of the food program clients who receive services from member food banks in the Feeding America network. Visits to food programs to conduct Client Surveys were carried out by food bank staff and volunteers from April through August 2013. These surveys sought information from clients about their personal circumstances, household demographics, needs and challenges, and use of both government and charitable hunger-relief services.

This chapter provides an overview of the research efforts that were a part of the HIA 2014 study, including the study and sample design, training of the data collection teams, implementation of the surveys, response rates, methodological issues to consider when interpreting the study's findings, and an overview of the approach to analyses for Food Lifeline. Further methodological details are provided in the Hunger in America 2014 National Report and Technical Volume.

## 2.1 Study and Sample Design

### 2.1.1 Study Design

A primary goal for Hunger in America 2014 was to design a study that allowed for selection of a probability sample of clients and for collection of data to support national- and food bank-level estimates of the total number of clients served. The Hunger in America 2014 study aimed to collect information directly from clients of the Feeding America network and to describe the number and characteristics of the clients who use the network for charitable food assistance.

Because conducting interviews with every client served by every program was not feasible, probability sampling was used to select a subset of programs at which data collection should occur, the days on which data collection should occur at those programs, and the clients who should be asked to complete the survey.

The first step of the study design was conducting the Agency Survey, which included all partner agencies identified by each participating member food bank on the agency list it compiled and provided to Feeding America. The Agency Survey was used to obtain an enumeration of eligible food programs in the food bank's network and to obtain basic information about those programs. The Agency Survey, conducted from October 2012 to January 2013, surveyed the food bank's partner agencies and gathered information about their hunger-relief efforts and the specific programs they operate.

Following the Agency Survey, the sample of clients was obtained using a multistage design. Details of the multistage design appear in the Technical Volume of the National Report, but the four basic stages were as follows:

- **Stage 1** involved selecting agencies from the respondents to the Agency Survey. Agencies that distributed more food per year, measured by pounds as an indication of size, had a greater chance of being selected.

- **Stage 2** involved selecting a sample of programs within sampled agencies. Again, larger programs had a higher chance of being selected.<sup>12</sup>
- **Stage 3** involved assigning a sampled program to a “survey day/hours” (a span of hours within a day during the survey data collection period). This was done in a manner that aimed to distribute data collection over the entire survey period and capture the ebbs and flows in how clients are served with respect to hours of the day, days of the week, and weeks of the month.
- **Stage 4** involved sending trained data collectors to the sampled program on the assigned survey day. The data collectors maintained a complete tally of all clients served during the survey hours and were provided with the protocol for selecting a random sample of clients to complete the Client Survey (a systematic sample that was based on a random start and a sampling interval provided to the data collectors).

The Client Survey was a survey of the food program clients who receive services from each member food bank and its partner agencies. Visits to programs to conduct Client Surveys were carried out by food bank staff and volunteers in the spring and summer of 2013. The Client Survey sought information from those served by partner agencies and the programs operated by those agencies, including individual and household demographics and circumstances; health status, food insecurity, and coping strategies; and participation in government and charitable food assistance programs. The Client Survey excluded programs that serve only children or persons with severe cognitive or mental health disabilities, home delivery programs, and confidential locations such as domestic violence shelters where data collection would violate privacy. Within eligible programs, children and clients with severe cognitive or mental health disabilities were deemed ineligible for the survey. Although children were not eligible to participate as respondents, they are included in the client counts and other data when they are members of entire households served by food programs, as is the case with programs that provide groceries.

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<sup>12</sup> One or more programs were added to the food bank's sampling plan in an effort to attain high-density status for one or more counties. Though the selection of programs to be added was random from within the county, pseudo-probabilities of selection were adjusted for all sampled programs in the food bank to account for what amounts to a two-phase sample supplementation for the county.



### 2.1.2 Program Types

Four major program types were used in HIA 2014 to categorize services provided by the agencies. Food programs included two types of programs, meal and grocery. Food programs were probed on the Agency Survey and potentially eligible for inclusion in the Client Survey.

- *Meal programs* provide prepared meals or snacks on site or in the client's home to clients in need who may or may not reside on the agency's premises. This category includes all congregate-feeding programs along with all other kitchens and shelter programs.
- *Grocery programs* distribute non-prepared foods, groceries, and other household supplies for off-site use, usually for preparation in the client's home. This includes all types of pantries, home-delivered groceries, mobile grocery programs, Commodity Supplemental Food Programs (CSFP), and Community Gardens.

Two other categories of programs were identified and probed on the Agency Survey but were not eligible for the Client Survey because they do not distribute food.

- *Food-related benefit programs* provide resources that enable individuals in need to procure meals, groceries, or non-grocery products. These programs typically involve outreach, information and referrals, and/or application assistance to obtain state or federal food assistance benefits such as the Supplemental Nutrition Assistance Program (SNAP) or the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).
- *Nonfood programs* have a purpose other than meal programs, grocery programs, or food-related benefit programs such as clothing/furniture assistance or legal assistance. Although nonfood programs are not directly related to the issue of hunger, they are included in the Agency Survey to show the diverse array of services provided through each food bank's network.

Figure 3 highlights the variety of program types throughout the Feeding America network and the mutually exclusive and exhaustive nature of the meal/grocery distinction across program types.

**Figure 3. Program type categorizations used in HIA 2014**

	 GROCERY	 MEAL	 FOOD-RELATED BENEFITS	 NON-FOOD
 MIXED AGE GROUP	<ul style="list-style-type: none"> <li>• Community Garden</li> <li>• Food Bank-Operated Pantry Program</li> <li>• Food Pantry</li> <li>• Home-Delivered Grocery Program</li> <li>• Mobile Market/Mobile Pantry</li> <li>• Other Pantry Program</li> <li>• School Pantry Program</li> </ul>	<ul style="list-style-type: none"> <li>• Community Kitchen</li> <li>• Food Bank-Operated Meal Program</li> <li>• Group Home</li> <li>• Rehabilitation Program</li> <li>• Residential Program</li> <li>• Shelter</li> <li>• [Soup] Kitchen</li> <li>• Transitional Housing</li> </ul>	<ul style="list-style-type: none"> <li>• Nutrition Education</li> <li>• Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) Outreach</li> <li>• Supplemental Nutrition Assistance Program (SNAP) Assistance and Outreach</li> </ul>	<ul style="list-style-type: none"> <li>• Clothing/Furniture Assistance</li> <li>• Financial Assistance</li> <li>• General Educational Development (GED) Programs</li> <li>• General Information and Referrals</li> <li>• Health Clinics</li> <li>• Housing Assistance</li> <li>• Job Training</li> <li>• Legal Assistance</li> <li>• Medicaid/Children's Health Insurance Program (CHIP)</li> <li>• Transportation Assistance</li> <li>• Utility/Heat Assistance</li> </ul>
 CHILDREN	<ul style="list-style-type: none"> <li>• Backpack Program</li> </ul>	<ul style="list-style-type: none"> <li>• Afterschool Snack</li> <li>• Child Congregate Feeding Program (non-Kids Cafe)</li> <li>• Day Care</li> <li>• Kids Cafe</li> <li>• Summer Food Service Program (SFSP)</li> </ul>	<ul style="list-style-type: none"> <li>• National School Lunch Program (NSLP) Outreach</li> <li>• School Breakfast Program (SBP) Outreach</li> </ul>	
 SENIORS	<ul style="list-style-type: none"> <li>• Commodity Supplemental Food Program (CSFP)</li> <li>• Senior Brown Bag</li> <li>• Senior Grocery Program</li> <li>• Senior Mobile Pantry</li> </ul>	<ul style="list-style-type: none"> <li>• Home Delivered Meal (or Meals on Wheels)</li> <li>• Senior Congregate Meal</li> </ul>		

## 2.2 Agency Survey Implementation

### 2.2.1 Sample of Partner Agencies

The sample for the Agency Survey was composed of the food bank's partner agencies. Each food bank provided the research teams with a list of their active agencies. The Agency Survey was intended as a census of the agencies of each participating food bank, so each active agency identified by the food bank received an invitation to complete the survey. The list was updated as needed during the survey period to reflect recognized omissions, identified inaccuracies, or agencies that had become inactive.<sup>13</sup>

### 2.2.2 Agency Survey Data Collection

One major innovation for HIA 2014 was web-based data collection for the Agency Survey. This mode of data collection was intended to (1) reduce burden on agency staff by automatically applying skip patterns and (2) increase the quality and efficiency of data collected. Beginning October 19, 2012, Westat sent Agency Survey invitation emails to all of the food bank's agencies.<sup>14</sup> The email included instructions for accessing and completing the survey, and for accessing additional resource documents.

The Agency Survey included two components: agency questions and program questions. As part of the agency questions, agencies enumerated the food and nonfood programs they operate, including grocery programs such as pantries; meal programs such as kitchens, shelters, or congregate meals; food-related benefits programs such as SNAP outreach and application assistance and nutrition education; and other nonfood programs such as legal or clothing assistance. Subsequently, agencies were asked in-depth questions about each food program, for up to 15 of their largest food programs.

For special circumstances when agencies could not complete the Agency Survey online, a paper/telephone version was made available upon request. The paper/telephone version was available only to agencies operating a single program.<sup>15</sup> The paper/telephone version asked the respondent to complete a hardcopy worksheet version of the survey and to follow up by calling the Westat research team to complete a telephone interview component with an interviewer who read the web survey questions to the respondent and entered responses directly into the respondent's web survey.

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<sup>13</sup> Food banks may not ultimately have listed all the agencies they serve for the purposes of this study. Additionally, some agencies may not have reported on all their programs within the Agency Survey. The information in this report is based solely on the agencies and programs that participated in this study.

<sup>14</sup> Additional survey invitations were sent in later batches as the food banks updated the agency list.

<sup>15</sup> A set of program-level survey questions for each program was based on program type. Multiple programs would make the paper version too onerous.

### **2.2.3 Agency Survey Resource Materials**

Agencies had access to numerous resources and training materials to help them complete their Agency Survey. The Feeding America and Westat research teams developed tools in a range of media to help facilitate completion of the survey by agencies, as well as to equip food banks with sufficient information to similarly support their agencies. These resources included webinars emphasizing the survey's purpose and procedures and reference guides to help survey respondents navigate the study web site and gather the information and records needed to complete the survey. In addition, the research team created English and Spanish versions of the question-by-question instructions with screenshots of the web survey as a resource for agency staff.

Both Feeding America and Westat allocated staff whose principal role was to provide technical assistance to the food banks and agencies. Westat staffed two helpdesks, which fielded technical and survey content–related questions over email and phone. Feeding America staff supported food bank staff and agency representatives who wanted to discuss strategies for increasing agency response rates, needed additional help reaching out to agencies, or had difficulty answering particular questions. Additionally, each food bank's HSC was substantially involved in the Agency Survey data collection process to ensure that agencies could access the web-based survey and to promote a high completion rate of surveys among their agencies. To this end, many food banks offered incentives to agencies completing the survey, such as raffles for donated kitchen equipment or credits to use toward procuring food from the food bank.

### **2.2.4 Agency Survey Field Period**

The Agency Survey field period was from October 19, 2012, to January 7, 2013. Survey invitations were sent beginning October 19 and continued as the agency list was updated with newly identified agencies eligible for the survey.

The original Agency Survey field period was scheduled to end December 14, 2012, but it was extended by three weeks to January 7, 2013, to allow agencies more time to complete the survey and therefore be eligible for the Client Survey.

### **2.2.5 Agency Survey Monitoring**

A web-based study management system (SMS) was developed to allow the HSCs to track their agencies' survey completion progress in real time. HSCs were food bank staff charged with coordinating, implementing, and monitoring all Hunger in America 2014 study operations for their respective food banks. HSCs could view the survey status (not yet started, in progress, or complete) for each of their agencies, as well as the date of the most recent activity. The SMS also included filtering options and summary reports. HSCs used the SMS to guide their follow-up efforts as needed. Additionally, Feeding America and Westat used the SMS to monitor progress across all food banks.

## **2.3 Training of Food Bank Hunger Study Coordinators and Volunteer Data Collectors**

HSCs were also responsible for all aspects of local Client Survey study execution. They coordinated with sampled agencies and their sampled food programs, and oversaw implementation of the data collection visits. HSCs were expected to recruit and train data collectors who would assist their food bank with the Client Survey data collection. Data collectors, who included both food bank staff members and volunteers from the community, were trained to go to the sampled food programs, conduct client sampling, gain client cooperation and consent to participate, and help administer the computerized survey.

To ensure that the HSCs were appropriately prepared to train their data collectors, all HSCs participated in an in-person training conducted by Westat and Feeding America staff. In addition to providing the HSCs with a full understanding of the requirements of the Client Survey data collection and the HSC responsibilities, the training comprehensively reviewed the topics and associated materials that the HSCs would use to train their own data collectors. Topics covered included the processes for sampling, recruiting, and consenting clients; setting up and using the equipment (e.g., tablets, keyboards, headphones); navigating the survey and being able to respond to client questions; handling any problems that might occur in the field; and submitting all necessary data and information at the end of the program visit.

Westat conducted three two-day in-person trainings in different regions of the country. Every HSC was expected to attend one training. In the few cases in which an HSC did not attend a scheduled in-person training, or a different HSC was newly assigned at a food bank, a follow-up training was conducted. After the trainings, Westat provided HSCs with all the materials and resources they would need to train their data collectors and to help ensure these trainings were conducted consistently across the food banks, including webinars, manuals, and study data collection forms, as well as resource documents with recommended guidance for recruiting, training, and overseeing volunteer data collectors.

## 2.4 Client Survey Implementation

As described in section 2.1, the sample for the Client Survey was selected using a four-stage sampling approach: (1) agency, (2) program, (3) survey day/hours, and (4) clients. The following sections describe the details of how the client survey was implemented.

### 2.4.1 Client Survey Translation

The Client Survey was administered in five languages nationally that were identified with input from participating food banks, with the intent to reach the largest number of clients. Before HIA 2014, the Client Survey was offered only in English and Spanish. Most of the completed surveys were administered in English, with other language translations used, as shown in table 1.

Although the survey was offered in multiple languages, a client's ability to take the survey in a particular language depended on the recruitment and availability of bilingual data collectors. Data collectors were responsible for inviting sampled clients to take the survey and collecting verbal consent; consequently, limited bilingual data collector availability may have precluded some clients from taking the survey.

**Table 1. Client Surveys administered by language (nationally)**

Language	All Food Programs	
	Count	Percent
English	55,818	92.8%
Mandarin Chinese	101	0.2%
Russian	70	0.1%
Spanish	4,027	6.7%
Vietnamese	106	0.2%
Unweighted total	60,122	100%

### 2.4.2 Client Data Collection Procedures

In early April 2013, Westat released the food bank sampling plans to the HSCs so they could prepare for data collection beginning in mid-April. HSCs called program staff to discuss visit logistics and formed data collection teams for each visit, with a lead data collector overseeing the equipment and data collection forms. The HSCs were instructed to make these preparations about two weeks before the program visit. For the sampled programs, the assignment of survey day/hours was randomized based on information about the program's days and hours of operation provided in the Agency Survey. Because of incomplete or inaccurate responses to these

items, in many cases, the program was not operating during the assigned survey day/hours. Additionally, in some cases, it was not feasible for the food bank to arrange for data collection to occur during the assigned survey day/hours (e.g., owing to resource limitations or weather-related issues). If the HSC discovered that a visit could not be conducted during the assigned day/time, a prespecified procedure was used to assign a replacement survey day or replacement survey hours.<sup>16</sup> Up to two replacements were permitted before a visit was finalized as “nonresponse” and the data collection did not take place.<sup>17</sup>

Sampling of clients at the programs was carefully specified to achieve seven to eight sampled clients at each program visit. On the day of a program visit, data collectors sampled clients waiting for services and invited those who were sampled to participate in the survey.

For those clients who agreed to participate, data collectors described all survey activities, informed clients that risks were minimal and the study voluntary, and obtained verbal consent to participate. Data collectors instructed the clients in the use of the tablet and the Audio Computer-Assisted Self-Interview (ACASI) instrument before allowing the clients to complete the survey. Some food banks provided modest incentives for participation, such as cash or gift cards worth \$10 or less, but not all food banks were able to offer incentives to clients. Incentives, when provided, were distributed after participation but did not require full survey completion.

After the close of each program visit, the lead data collector was required to complete a Site Survey for the program. The Site Survey summarized the results of each data collection visit, documenting key variables related to sampling including data collection start and end times and adjustments to sampling procedures required by visit logistics or program operations.<sup>18</sup> Additionally, the Site Survey included questions on the total client flow during the visit, participation status of each sampled client, and reasons for client ineligibility or nonresponse. Reasons for ineligibility included being a minor or having cognitive impairment or mental health disability that interfered with

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<sup>16</sup> Procedures were designed to be compatible with the initial sampling protocol, such as going on the same day of the week during the following week (for example replacing a Monday with the following Monday), or the same day and week of the following month (for example the first Monday of the month during the following month). The Westat helpdesk was available to assist with complex rescheduling needs.

<sup>17</sup> Final nonresponse was assigned as a status to any program that was eligible for sampling at the time of the Agency Survey and was sampled, but a program visit did not occur. Reasons for nonresponse included no longer partnering with the food bank, not open during the data collection period, refusal to participate, visit was rescheduled twice and did not occur, program operates only on an on-call basis, or any other reason an eligible sampled program would not be visited.

<sup>18</sup> Adjustments were typically required for nontraditional operational circumstances such as programs that opened before the scheduled time or programs that split clients into multiple lines to wait for services.



the ability to consent to participation. Nonresponse included any reason for nonparticipation by an eligible sampled client. These data were compiled in report format and were made available to HSCs and research team staff. HSCs could also review this information for local monitoring of their data collectors' efforts. A copy of the Site Survey appears in the Hunger in America 2014 National Report Appendix.

### **2.4.3 Client Survey Field Period**

Client Survey data collection began on April 17, 2013, and continued through August 30, 2013. As designed, a slow rollout of the Client Survey was implemented in April to allow food banks time to adjust to the data collection effort. Food banks were given fewer assignments from April 17 through April 30. Because of either available program operation days or the need to reschedule visits, some food banks had no data collection visits during these first two weeks. From May through August 2013 assignments were steady, but rescheduling needs resulted in some visits being shifted to later in the data collection period.

### **2.4.4 Client Survey Resources**

As with the Agency Survey, food bank staff and data collectors had access to various resources and support throughout client data collection. Westat's telephone and email helpdesk was operational many of the hours during which data collection took place. Feeding America staff were on call during business hours to take any overflow calls that could not be answered immediately by the Westat team. Common questions the helpdesk addressed included how to reschedule an assigned data collection window and how to count and sample clients in nontraditional circumstances (for example, at a food program with multiple client lines). Feeding America staff also supported food banks with volunteer recruitment, pre- and post-data collection documentation, and bolstering food banks' internal capacities for staff time dedicated to Hunger in America 2014.

## **2.5 Response Rates**

The response rate is the ratio of units with completed surveys to units sampled and eligible for the survey. For purposes of this study, the units for which response rates were calculated include agencies, programs, clients, and client households. Response rates can be either unweighted or weighted. The unweighted rate, computed using the raw number of units, provides a useful description of the success of the operational aspects of the survey. The weighted rate better describes the success of the survey with respect to the population sampled, since the weights allow for inference of the sample data (including response status) to the population level. Both rates are usually similar. All unit response rates discussed in this section are unweighted.

At the agency level, of the 260 eligible agencies listed by Food Lifeline, 63 percent (164) responded to enough questions on the Agency Survey to be included in the analysis sample for the Agency Survey data.<sup>19</sup>

Standards for including agencies and their programs in the sampling frame for the Client Survey were less stringent than the standard for analytically complete surveys. Agencies were deemed sufficient for use in Client Survey sampling if they listed and provided basic information on the Agency Survey about at least one eligible food program. At the time of agency and program sampling for the Client Survey, 260 agencies were in the sampling frame, and 172 of these agencies were eligible to be sampled for the Client Survey. From those agencies, 107 programs were sampled for Client Survey data collection, and 87 program visits were completed. The distribution of visits to the two broad types of food programs—meal and grocery—appears in Table 2.

**Table 2. Unweighted Distribution of program Visits by Program Category**

Type of program	All Food Programs	
	Count	Percent
Meal	21	24.1%
Grocery	66	75.9%
Total	87	100%

Data Source: Hunger in America 2014 Agency Survey.

At the client level, across the 87 program visits completed, 832 eligible clients were sampled, and 36 percent responded to the Client Survey.<sup>20</sup>

<sup>19</sup> A survey needed to have responses to at least 50 percent of the core survey items to be considered complete. Core survey items were those that involved no possibility of valid skips due to survey skip logic. Because the survey had extensive skip logic, 50 percent of core items was deemed the minimum necessary for a survey to yield enough valid data for inclusion in analyses.

<sup>20</sup> Clients could be deemed eligible but nonresponsive if they refused the survey or wished to take the survey but another factor prevented them from doing so. Tracked reasons for refusal or nonresponse included the following: the program was closing for the day, the sampled individual was picking up food as a proxy for a client, client was concerned about using the computer technology, client had a physical impairment that made completion of the survey too challenging, client needed to complete the survey in a language not offered, and other reasons not specified. Other reasons for client refusal were observed by data collectors and noted anecdotally, but not tracked. These reasons for refusal, as well as other unrecorded reasons, may have introduced some bias into the survey results that is difficult to quantify.

## 2.6 Methodological Considerations in Understanding and Interpreting Findings

### 2.6.1 Changes in Program Types between HIA 2010 and HIA 2014

Hunger in America 2010 focused on pantries, kitchens, and shelters, often known as emergency food programs. Hunger in America 2014 includes numerous other program types, thus broadening the spectrum of programs described and included in data collection. As a result, the program type categorizations have changed in Hunger in America 2014. Food programs, which are included in both the Agency and Client Surveys, are now divided more broadly into those that provide meals and those that provide groceries. See section 2.1.2 for details of program types.

### 2.6.2 Underrepresentation of Children Served by the Feeding America Network

One important focus of the Feeding America network is to address the issue of hunger among children. The network provides food to many programs that uniquely serve children, including Backpack, Kids Cafe, Afterschool Snack, day care centers, child congregate feeding programs, and others. Although information on these programs for children was included in the Agency Survey, the programs were not eligible for participation in the Client Survey. Children could not consent to participate or provide the type of information sought on the surveys, nor were parents present at the programs to consent or answer on their behalf. Similarly, children present during client data collection at eligible meal programs were not eligible to be sampled or invited to respond to the Client Survey. The study does report on households with children who receive grocery program services, thus including children in the client estimates for grocery programs, but the study will underestimate the services provided to children through member food banks in the Feeding America network.

### 2.6.3 Survey Respondents, Their Households, and Food Program Clients

In understanding the terminology and units of analysis for the Client Survey, it is necessary to consider the concept of the “client,” as the definition varied slightly by program type.

- For **meal programs**, the client is the individual who receives the prepared meal or snack on site at the program. For example, an individual attending a senior congregate meal program receives services, but no one else at that individual’s home may be a food program client. Consequently, when data collectors counted and sampled clients in meal programs, each eligible individual on site was counted and sampled separately. Sampled individuals served as the respondents.

- For **grocery programs**, every member of the household receiving the groceries may benefit from the grocery programs brought home; thus, the entire household is a client. When counting and sampling clients for grocery programs, sampling was done by counting each household group as one client. If the household was sampled, one adult household member volunteered to serve as the respondent on behalf of the household.

Clients who responded to the survey answered questions about themselves and their households. We report data in chapter 4 on characteristics of clients and their households, to allow an understanding of the background and home circumstances of all clients, regardless of whether the entire household receives food program services. While we continue to report data on clients' households in chapter 5, we focus specifically on client households' food security status and use of food assistance.

#### 2.6.4 Volunteer Data Collection Efforts

Across the country, Hunger in America 2014 was largely carried out by volunteer data collectors. Each food bank's data collector pool varied substantially; whereas some food banks used only food bank staff for data collection activities, other food banks may have relied exclusively on external volunteers, interns, or paid data collectors. Although, at the national level, many data collectors were food bank staff engaged with study activities, the added generous efforts of volunteers made the study possible.

Nonetheless, relying on a volunteer workforce to help implement a complex and lengthy data collection presents inevitable challenges. Unlike full-time professional data collectors who are committed only to that task for months on end, volunteers are often able to give a limited amount of time scheduled around employment, school, and other commitments. This more limited availability may have meant some volunteers did not have the opportunity to accrue enough experience to master the data collection activities. Limited volunteer availability also presented a challenge for HSCs who needed to staff program visits to be carried out during pre-assigned days and times to comply with the sample design. Limited volunteer availability sometimes resulted in rescheduled and missed program visits or in too few data collectors at a visit to implement the procedures as intended, introducing some statistical error into the study data. Thus, while the volunteer workforce made the study possible, the limitations of this approach may also affect the precision of some estimates.

### 2.6.5 Changes from Past Hunger in America Studies to Hunger in America 2014

Hunger in America 2014 marks a departure from past Hunger in America studies in several ways. Each departure is important for considering Hunger in America 2014 in context and attempting to compare it to past results. Many of these changes were the result of feedback from previous studies. Readers are encouraged to exercise caution and fully understand the limitations of comparing the two studies before drawing conclusions about the differences between them. The novel features of HIA 2014 include these three:

- **Inclusion of additional program types.** Whereas previous Hunger in America studies focused solely on emergency food programs (specifically, pantries, kitchens, and shelters), HIA 2014 expanded the scope of the study to include both emergency and nonemergency programs. For the first time, agencies were asked to provide detailed information about all their programs on the Agency Survey, allowing for the inclusion of mobile pantry programs, senior programs, rehabilitation programs, and more in the Client Survey. Although HIA 2014's increase in scope required additional commitment from participating food bank and agency staff, it has provided a more representative picture of the services provided in the network and the clients who use those services.
- **Digital data collection.** One of the most important changes from past Hunger in America studies was the introduction of digital data collection. As described earlier in section 2.4.2, both the Agency Survey and the Client Survey were moved to a computer-based administration to allow for greater ease for respondents completing the surveys. The use of skip logic offered only the relevant survey questions to each respondent and a more secure and timely submission of survey responses. Data collectors were available on site to provide help to clients who struggled with the technological component. Other challenges inherent to the use of technology, such as temporary loss of Internet connection, may have affected some surveys; however, the potential for human error was minimized by the change from in-person client interviews to electronic surveys.
- **Additional survey language options.** Given the diversity of languages spoken within the Feeding America network, Hunger in America 2014 offered both the Agency and Client Surveys in additional languages. For the first time, the Agency Survey was translated into Spanish to accommodate any Spanish-speaking agency staff. The electronic Client Survey was offered in English, Spanish, Mandarin Chinese, Russian, and Vietnamese. Previously, the Client Survey had been offered only in English and Spanish. The three additional languages were selected based on feedback from food bank staff and recommendations from research experts.

## 2.7 Summary of Analytical Approach

The analytical approach in this report uses all usable responses from the two surveys. In this section, we review the methodology underlying the descriptive tabulations of our weighted survey data.

### 2.7.1 Weighting Survey Data

All usable responses to the Agency Survey and Client Survey have been weighted. Survey weights are the mechanism for using sample data to represent the larger population from which the sample has been selected. A survey weight is a number that may be viewed as the number of “similar” units in the population that the given sampled unit represents. For Hunger in America 2014, the unit could be an agency, a program, a household, or a client, depending on the data being addressed. Using clients as an example, a client’s survey weight is the number of “similar” clients in the population that the given sampled client represents. As such, survey weights account for the sampling of clients. For example, within a given program visit, if one client in 20 is sampled, a weight of 20 is used to account for each of the sampled clients representing 20 clients in the population.

Survey weights also account for sample losses (i.e., nonresponse) throughout the stages of sampling and data collection. Across the various data sources for Hunger in America 2014, those sample losses were in the form of food banks declining to participate in the study, agencies partnered with participating food banks failing to complete the Agency Survey, program visits that did not occur, and clients who did not complete the Client Survey.

Programs covered by these surveys include both emergency and nonemergency food programs. As described previously, the Westat team worked with Feeding America to identify two broad food program type groupings: meal programs and grocery programs (see section 2.1.2 for descriptions of the program types). Westat developed weights that may be used to produce client-count estimates by meal or grocery program type, as well as other characteristics of clients. These weights account for the approach used for the Client Survey in sampling meal and grocery programs separately, for seasonal patterns in program utilization, and for client duplication (i.e., multiple visits to programs by the same client).

### 2.7.2 Valid Survey Responses

The tables in this report commonly display percentage distributions of valid survey responses. These percentages rely on valid responses, total weighted N, and weighted nonresponse. Valid responses occur when a survey respondent is eligible to answer a question and chooses an answer that is one of the presented response options. Total weighted N is the weighted number of units (agencies, programs, households, or individual clients) who were eligible to respond to a particular survey item, regardless of whether the respondent provided a valid response. Consequently, total weighted N includes both answers provided to a question and nonresponse. Weighted nonresponse for the Agency Survey and Client Survey accounts for cases that have missing data due to a participating respondent not answering a question. In the few questions where "don't know" or "I'd prefer not to answer" were presented as response options, endorsement of that option is treated as nonresponse. The percentages in the tables reflect the total weighted number of valid responses in the numerator and total weighted N minus weighted nonresponse in the denominator. In addition to reporting the total weighted N in each table, we report the aggregate of all sources of weighted nonresponse, labeled as "weighted nonreporting" in the tables.

Because of skip patterns within the survey, some respondents were not eligible to answer some questions based on their previous answers, and the computerized survey skipped those questions. In such cases the skipped questions are called valid skips. Valid skips are not included in the total weighted N since the respondent was not eligible to answer the question.

### 2.7.3 Tabular Presentation

Chapter 3 of this report presents two types of tables: agency level and program level. Each table type is specified in the table title. Percentages in the agency-level tables are percentages of the total weighted number of agencies reporting, and those in the program-level tables are percentages of the total weighted number of programs operated by the agencies. Many program-level tables address only food programs operated by the agencies.

In chapters 4 and 5 of this report, we present data on client households and on individual clients. Table titles indicate whether the table is at the household or individual level. Household data include the weighted number of households receiving grocery services (since the whole household receives food), plus the weighted number of households of the individual clients receiving meal services (representing the broader household of a single client). Individual client data include weighted percentages of individual food recipients, multiplying each grocery household by the number of household members, and including the single-person recipients at meal programs.



All data in the report are estimates based on survey responses that are weighted to reflect Food Lifeline. As a sample-based estimate, each percentage has a margin of error. One expects that the actual value (if measured for the entire population) would fall within some range of the sample estimate. Appendix A shows the sample estimates presented in the main text and their corresponding margin of error. For each estimate, there is a 90 percent probability that the true value in the population falls within the interval equal to the sample estimate plus or minus the indicated margin of error. Throughout, the symbol "++" is shown when findings cannot be presented due to small sample size (fewer than 5 unweighted observations).

#### **2.7.4 Client Counts**

We present estimates in section 4.1 for both duplicated and unduplicated client counts. Duplicated counts effectively count the number of times clients are reached through food distributions during a given time period (week, month, or year). These estimates count clients each time they receive food: for meal programs, that is each time an individual receives a meal; and for grocery programs, each time an individual and their household members receive groceries. The counts include each member of a household for each grocery distribution. Unduplicated counts focus on the number of unique individuals served. Unduplicated counts recognize that any client may visit programs repeatedly, and these counts adjust for repetition. In the unduplicated count, the household that comes every month to get groceries from a grocery program will be counted only once in annual counts. We present weekly, monthly, and annual duplicated and unduplicated count estimates in tables.

### 3. Services of Partner Agencies and Programs

Each food bank is an integral partner in the Feeding America network. Local food banks such as Food Lifeline link people in need of food to food and nutrition resources in the community through their own services and those of their partner agencies. These services and partnerships encompass both food provision and information on nutrition, social services, and other help available to clients.

This chapter describes the structure of the network of Food Lifeline, the services provided through the food bank's partner agencies and programs, and the challenges they face in delivering charitable food assistance. The data in this chapter are based solely on the information gathered from partner agencies, which responded to questions about their agency operations and programs in the Agency Survey. Estimates presented in this chapter (and the corresponding margins of error) can be found in appendix table A1.

#### 3.1 Organization of the Food Bank Network

Food banks are charitable, nonprofit organizations that solicit and store donated food until it is distributed to charitable agencies that serve people in need in their service areas. Food banks also raise awareness about hunger, advocate on behalf of food-insecure people, and support programs and services that help people access the food they need. In addition, food banks fundraise to support programs and purchase food to better serve clients in their service area.

Each food bank has a network of partner agencies to which they distribute food. Agencies, which vary substantially in size and scope, are typically nonprofit or religious organizations that operate one or more emergency or nonemergency food programs. In addition to food distribution, agencies may also operate nonfood programs, that are unaffiliated with the food bank, but that provide assistance to clients in need by providing nonfood goods such as clothing and furniture or providing assistance with job training or financial literacy, as examples.

The partner agencies' food programs are the mechanism for distribution of food directly to individuals in need. In addition to distributing food through their partner agencies, some food banks also distribute food directly to people through their own programs. For the purposes of Hunger in America 2014, food programs are categorized into meal programs, which provide prepared meals or snacks on site or in the client's home; and grocery programs, which distribute nonprepared foods, groceries, and other household supplies for off-site use such as for preparation in the client's home.

## 3.2 Number and Types of Partner Agencies and Programs

At the time of the Agency Survey, Food Lifeline reported partnering with 220 agencies.<sup>21</sup> The data presented in this chapter are based on weights applied to the study's sample data that allow us to estimate the characteristics of the food bank's network, including partner agencies that completed the Agency Survey and partner agencies that did not participate. As with other food banks, such partner agencies can include both faith-based agencies and agencies that are not faith-based.

- 43 percent of agencies are faith-based;
- 57 percent of agencies are not faith-based.

Agencies serve clients through various food and nonfood programs. Food banks are usually unaffiliated with nonfood programs, but the Agency Survey probed respondents to enumerate their nonfood programs in an effort to get a full picture of the partner agencies' services. An individual agency may operate one or more local programs that provide services directly to clients. Food programs can be divided more broadly into those that provide meals and those that provide groceries. Nonfood programs include food-related benefits programs and other nonfood programs. Food-related benefits programs typically involve outreach, education, information and referrals, and/or application assistance to obtain federal or state food assistance benefits; they also encompass nutrition education programs, such as workshops on healthy eating. Other nonfood programs have a primary purpose other than meal programs, grocery programs, or food-related benefits programs such as clothing or furniture assistance, housing or utility and heat assistance (i.e. Low Income Home Energy Assistance Program), health clinics, legal assistance, job training, or financial assistance, including assistance with taxes or budgeting education.

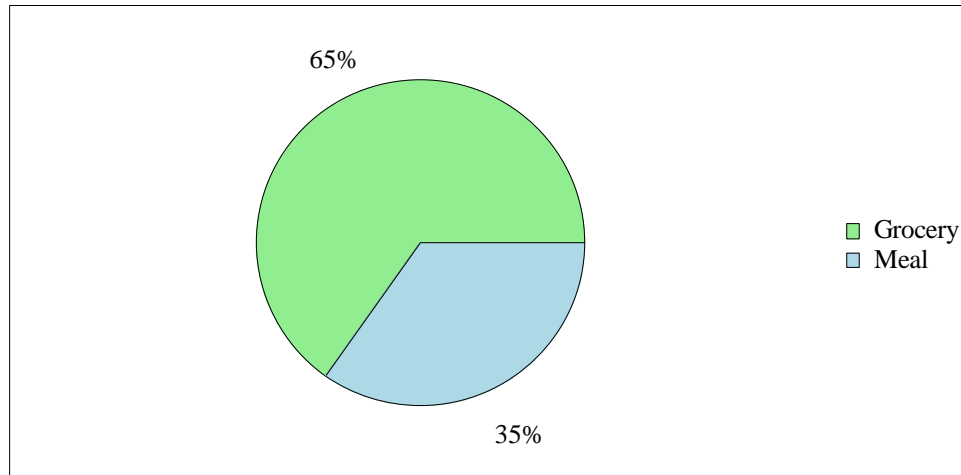
In the area served by Food Lifeline, partner agencies operate a total of 626 programs, including 221 grocery programs, 118 meal programs, 20 food-related benefits programs, and 267 other nonfood programs.

Among food programs, grocery programs represent 65 percent of programs, while meal programs represent 35 percent (see figure 4). Grocery programs include programs like food pantries and mobile pantries that distribute groceries, whereas meal programs are those that serve meals to clients at locations such as (soup) kitchens, shelters, and residential facilities. For a detailed breakdown of the types of programs included in Hunger in America 2014, as well as their target age group, please see Figure 3.

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<sup>21</sup> Because weighting takes the size of nonresponding agencies into account when producing an estimate, it is possible for the estimated number of agencies to fall slightly below or above the actual number of agencies.

**Figure 4. Distribution of Meal and Grocery Programs, among Food Programs**



Data Source: Hunger in America 2014 Agency Survey.  
Notes: Total weighted food programs = 339. All data are weighted.

### 3.3 Hunger-Relief Services

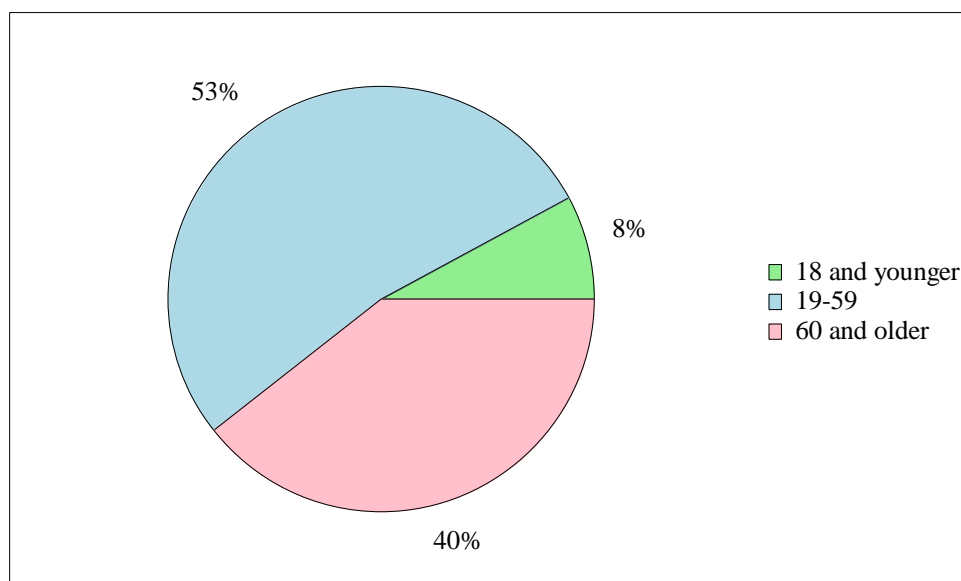
The food bank's partner agencies and their programs are on the forefront of service delivery. They are organized and staffed in ways that allow them to carry out their mission while remaining focused and operating within what is typically a limited budget. They obtain the food they distribute from the food bank and various other sources, and they distribute these meals and groceries to a diverse client base. Although agencies and their programs employ creative strategies to manage their clients' needs, some programs perceive an increasing need for services in their service areas and some report struggling to accommodate client demand.

Agency and program administration is complex and often requires using both paid employees and volunteers. Agencies reported staffing in full-time-equivalents (assuming a 40-hour work week), in which multiple part-time individuals could be recorded as equivalent to a full-time employee to allow for comparability across agencies despite different staffing models. An estimated 65 percent of agencies reported employing paid staff. The median number of paid full-time-equivalent staff was 3.

On the program level, food programs often rely on a volunteer workforce to ensure that they can serve their clients. The median number of volunteers assisting at programs in a typical week was 34. The volunteers provided a median of 158 volunteer hours each week.

Volunteers are drawn from a diverse pool, both demographically and from different sources. For the programs associated with Food Lifeline, 8 percent of volunteers are age 18 or younger, 53 percent are between 19 and 59 years old, and 39 percent are age 60 or older (see figure 5).

**Figure 5. Age Range of Volunteers, among Programs with Volunteers during the Past 12 Months**



Data Source: Hunger in America 2014 Agency Survey, Q23.

Notes: Total weighted food programs = 339. Weighted nonreporting food programs = 72. All data are weighted.

The top three sources of program volunteers (with more than 51 percent of volunteers for programs) are “Connected to Agency,” “Religious groups,” and “Some Other Source.”

Staff and volunteers play a critical role in administering local programs, and this requires training. For the programs associated with Food Lifeline, the three most common training needs of staff and volunteers are “Food safety and sanitation,” “Nutrition education,” and “Fundraising/grant writing.”

At the agency level, a main priority is to identify potential sources of food to be distributed to clients. While food is obtained from Food Lifeline, agencies may also obtain food from other sources, such as donations and their own food purchases (see table 3).

**Table 3. Average Percentage of Total Food Distributed by Food Programs in the Past 12 Months, by Source**

Source of Food	All Food Programs Percentage
Food Lifeline	28.8%
Donations	31.8%
Purchased	26.8%
Other	12.6%
<b>Total</b>	<b>100%</b>
Total weighted food programs	339
Weighted nonreporting food programs	62

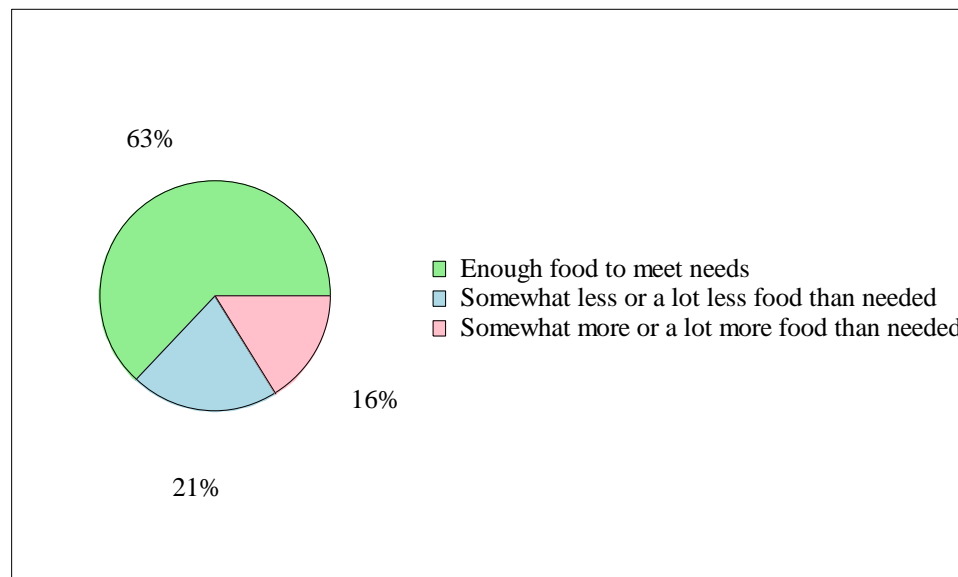
Data Source: Hunger in America 2014 Agency Survey, Q26

Notes: All data are weighted.

Food transport may be a critical need at the program level. Some programs own or rent/lease vehicles to pick up food, often at the food bank, while others depend on the vehicles of staff or volunteers, and still others either share vehicles between programs or have food delivered to their program. The Agency Survey inquired about programs' access to vehicles for picking up food and grocery items, including whether they have access to more than one method of picking up food. For the programs associated with partner agencies of Food Lifeline, 72 percent own truck(s), van(s), or car(s) for pickups; 12 percent rent/lease truck(s), van(s), or car(s) for pickups; 59 percent have staff or volunteers use their own transport for pickups; 28 percent work with other programs to share the responsibility for pickups; and 48 percent of programs have food and groceries delivered to them.

These different challenges may ultimately impact the ability of food programs to serve clients. The Agency Survey collected data about whether the programs have enough food to meet clients' needs and whether programs have to turn away clients for any reason. Among the programs affiliated with Food Lifeline, 21 percent report having somewhat less or a lot less food than needed to meet clients' needs (see figure 6).

**Figure 6. Programs Reporting the Degree to Which They Had Food Available to Meet Needs of Clients during the Past 12 Months**



Data Source: Hunger in America 2014 Agency Survey, Q39.

Notes: Total weighted food programs =339. Weighted nonreporting food programs =75. All data are weighted.

Among food programs that reported turning away clients during the past 12 months, 9 percent of food programs did so “frequently” or “occasionally” because they ran out of food.

Programs were also asked on the Agency Survey to identify any changes made to food receipt rules—that is, limitations on how often clients can receive food, including the number of times a client or household can get food in a given period. Different programs may place service receipt restrictions for different reasons. For instance, in some cases, food programs may elect to limit a household’s receipt of food to once every 30 days. For this food bank, 39 percent of programs have some type of restriction. Of those programs with restrictions, the most common is “Weekly”, with 17 percent of programs reporting this rule.

In the next section, we discuss other types of services provided by this food bank and its partner agencies and their programs.

### **3.4 Other Food-Related and Nonfood Services**

In addition to supplying clients with food, food banks and their partner agencies may offer aid with food-related benefits programs or other important nonfood services. For instance, some agencies may offer services related to nutrition education (see table 4).

**Table 4. Agencies Providing Nutrition Education Activities and Subtype of Activities Offered**

Type of activity	Percentage
Agencies that provide any type of nutrition services	59.1%
Fliers or written materials	57.3%
Cooking classes or demonstrations	30.5%
Nutrition workshops or classes or meetings with dietitians	26.2%
Referrals	25.6%
Other	15.2%
Agencies that do not provide any type of nutrition services	40.9%
<b>Total</b>	<b>100.0%</b>
Total weighted agencies	220
Weighted nonreporting agencies	0

Data Source: Hunger in America 2014 Agency Survey, Q6.

Notes: Because the survey allowed respondents to mark all nutrition education activities they provide, percentages do not sum to the total percentage that provide any nutrition education services.

All data are weighted.

Agencies may also provide services through food-related benefits programs. These programs help clients learn about and apply for government benefits that will enable them to procure meals, groceries, or nongrocery products. For many agencies that operate food-related benefits programs, assistance is provided as referrals to other programs, whose sole mission may be to help eligible individuals secure government benefits; for other agencies, outreach and direct assistance may be provided.

An estimated 51 percent of the agencies partnered with this food bank provide some services to assist clients in accessing benefits through the Supplemental Nutrition Assistance Program (SNAP). Low-income households that participate in SNAP receive monthly benefit allotments in the form of electronic debit cards (EBT) to supplement their food budget. The SNAP-related activities provided by the agencies may include screening for eligibility, application assistance, recertification assistance, and educating clients about the program (see table 5).



**Table 5. Agencies Providing Services Related to the Supplemental Nutrition Assistance Program (SNAP) and Subtypes of Services Offered**

Type of SNAP service	Percentage
Agencies that provide any SNAP-related services	50.9%
Application assistance	32.7%
Education about the program	49.7%
Recertification for the program	25.6%
Screening for eligibility	29.0%
Agencies that do not provide any SNAP-related services	48.5%
Total weighted agencies	220
Weighted nonreporting agencies	1

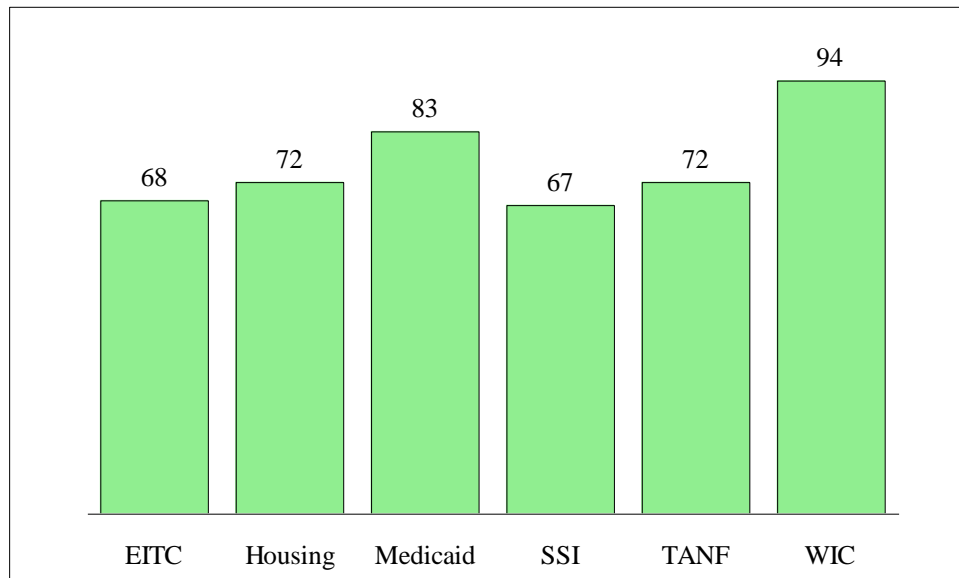
Data Source: Hunger in America 2014 Agency Survey, Q10.

Notes: Because the survey allowed respondents to mark all SNAP services they provide, percentages do not sum to the total percentage that provide any SNAP services.

All data are weighted.

The partner agencies of Food Lifeline may also offer help with services related to other federal programs. These programs may include the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), a program providing help for pregnant women, new mothers, infants and children under age 6; Medicaid; cash assistance—either Temporary Assistance for Needy Families (TANF) or Supplemental Security Income (SSI), payments for the aged, blind, or disabled; tax preparation (or Earned Income Tax Credit); and housing assistance (see figure 7).

**Figure 7. Number of Agencies Providing Assistance with Specific Government Programs Other Than SNAP**



Data Source: Hunger in America 2014 Agency Survey, Q12.

Notes: Total weighted agencies = 220. Weighted nonreporting agencies = 0. All data are weighted.

Some agencies provide combinations of services. In addition to food provision:

- 15 percent of agencies provide one nonfood service;
- 8 percent of agencies provide two nonfood services;
- 7 percent of agencies provide three nonfood services; and
- 16 percent of agencies provide four or more nonfood services.

In the next section, we discuss the resources necessary to provide these services.

### **3.5 Agency and Program Resources**

Agencies may receive funding from multiple sources, including government, individuals, corporations, foundations, religious institutions, and other organizations. "Individuals" is the most common source of significant (51 to 100 percent of total) financial funds for agencies partnered with this food bank.

Economic conditions and other circumstances can have a significant impact on the ability of agencies to provide food and services and may result in agencies needing to cut back on their services. In the area served by Food Lifeline, 21 percent of agencies reported that they had to cut back on services in the past 12 months. Of those agencies cutting back on services, 6 percent cut hours of operation, 11 percent laid off staff, and 11 percent limited the geographic area they serve (see figure 8).

**Figure 8. Types of Reductions, Among Agencies that Reported Cutting Back on Services During the Past 12 Months**

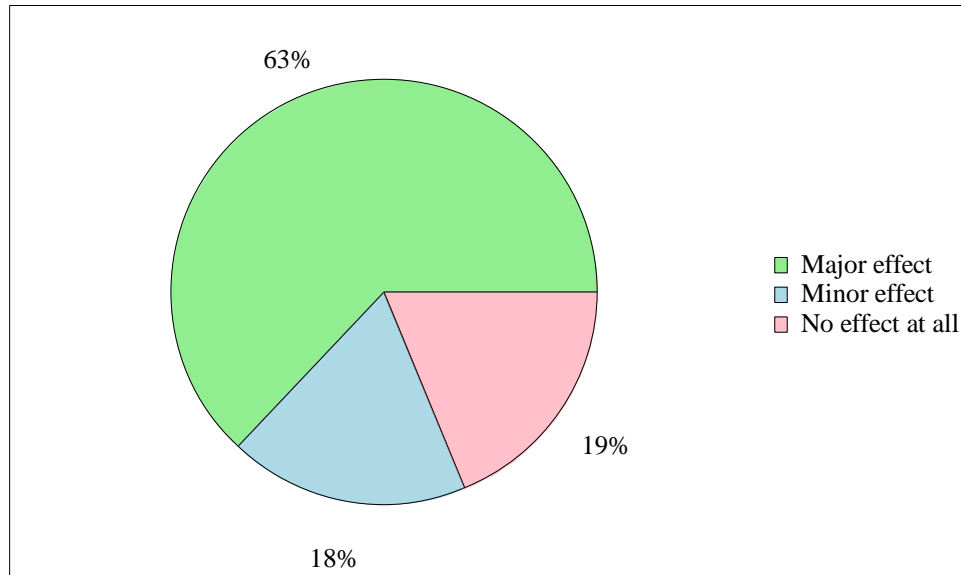


Data Source: Hunger in America 2014 Agency Survey, Q16.

Notes: Total weighted agencies = 46. Weighted nonreporting agencies = 0. All data are weighted.

Finally, programs also reported the importance of support from Food Lifeline in their mission. An estimated 63 percent of programs reported that no longer receiving food from the food bank would have a major effect on the program; 18 percent said it would have a minor effect; and 19 percent said it would have no effect at all (see figure 9).

**Figure 9: Program Reported Effect of No Longer Receiving Food from the Food Bank**



Data Source: Hunger in America 2014 Agency Survey, Q27.

Notes: Total weighted food programs = 339. Weighted nonreporting food programs = 54. All data are weighted.

Support from Food Lifeline is particularly important to food programs, given the vulnerable populations served by this food bank and its partner agencies. In Chapters 4 and 5, we focus on the circumstances and level of need among clients and their household members in greater detail.

## 4 Characteristics of Clients and their Households

In this chapter, we present background information on the clients served by Food Lifeline and its partner agencies, through an exploration of the characteristics and circumstances of clients and their households. We illuminate both the diversity of clients and the challenges and barriers they face in ensuring they have sufficient food to meet their needs. We begin by presenting duplicated and unduplicated client counts, estimating the size of the population served by Food Lifeline and its partner agencies.

We then describe client demographics and housing characteristics. We move on to employment and potential barriers to employment of household members. We explore health status and medical expenses faced by the households and conclude with an examination of household income and poverty.

Data in this chapter are from the Client Survey and are weighted to provide food bank–level estimates of clients’ households. Throughout this chapter, household-level estimates are based on the monthly number of unduplicated households, whereas client-level estimates are based on the annual number of unduplicated clients served. The percentages presented in the figures are percentages of client households. Estimates presented in this chapter (and their corresponding margins of error) can be found in appendix table A.2.

### 4.1 Counts of Individuals and Households Served by Food Lifeline

This section presents the duplicated and unduplicated client count estimates for Food Lifeline (see table 6).

**Table 6. Estimated Number of Clients and Client Households Served**

	Weekly		Monthly		Annually	
	Duplicated counts	Unduplicated counts	Duplicated counts	Unduplicated counts	Duplicated counts	Unduplicated counts
Total number of individual clients, all programs	162,300 (+/-87,100)	136,300 (+/-86,400)	705,100 (+/-378,300)	383,000 (+/-213,400)	8,461,400 (+/-4,539,700)	1,054,700 (+/-594,900)
Total number of client households, all programs	52,800	37,200	229,600	99,600	2,755,600	270,300
Total number of individual clients by meal and grocery programs						
Meal programs	20,700	7,900	90,100	13,100	1,081,000	24,800
Grocery Programs	141,500	132,200	615,000	375,800	7,380,400	1,041,100

*Data Source: Hunger in America 2014 Client Survey.*

*Notes: Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted. Because the unduplicated count of all program clients removes double-counting of clients who reported using both meal and grocery programs, the unduplicated counts for meal and grocery programs separately do not sum to the total number of unduplicated clients for all programs.*

The table includes individual clients and households served by all programs and individual clients by meal and grocery programs<sup>22</sup> in a typical week, a typical month, and the full year. The unduplicated and duplicated estimates of the number of individual clients are displayed at the 90 percent confidence interval, with margins of error displayed parenthetically underneath. Because the numbers of clients served are estimates based on a sample, they have an associated margin of error that includes sampling error. The 90 percent confidence interval is the margin of error on either side of the estimate, with the estimate at the midpoint. Although we believe the client count estimates best represent the data, the confidence intervals are the range of numbers in which we can say, with 90 percent confidence, that the true client counts fall. For additional confidence intervals, refer to appendix table A.3.

<sup>22</sup> Because the count of all program clients removes double-counting of clients who reported using both meal and grocery programs, the counts for meal and grocery do not sum to the total number of clients for all programs.

Estimating the duplicated and unduplicated counts of clients served by Food Lifeline and its partner agencies is an important way of quantifying the reach of this food bank. Duplicated counts are estimates of the number of times clients are reached through food distributions during a given period. These estimates count a client each time he or she receives food: for meal programs, that is each time an individual receives a meal; for grocery programs, that is each time an individual and his or her household members receive groceries. The counts include each member of a household for each grocery distribution. For example, a client visiting a grocery program twice a month, picking up food for a household of five people, would be counted as 10 duplicated clients for the month. Similarly, if the same client instead visited a meal program four times in one month, he or she would be counted each time, resulting in four duplicated clients. Unduplicated counts are an estimate of the total number of *unique* clients served by Food Lifeline and its partner agencies during a week, month, or year. Clients who report returning repeatedly for service are counted only once in this statistic, providing an estimate of the number of unique individuals helped by the food bank.

Because grocery programs distribute food to an entire household but meal programs distribute food to each person present to consume a meal or snack, the unit in which clients may be conceptualized differs. Entire households are clients for grocery programs, whereas individuals are clients for meal programs. Combining data on household clients for grocery programs and individual clients for meal programs can therefore be confusing. To avoid potential misunderstanding of the client count estimates, we present the information on duplicated and unduplicated clients in two ways: by individuals served and by households served.

When calculating estimates of **individuals** served, we multiply the number of client households receiving groceries by the number of people in each household,<sup>23</sup> expanding the estimate of grocery clients to represent the number of individuals who benefit from the groceries. We leave meal clients at the individual level. This allows meal and grocery clients to be described in the same unit—the number of individuals receiving food.

When calculating estimates of client **households** served, we adjust the estimate of individual meal clients to account for individuals from the same household who receive meal services, ultimately arriving at an estimated number of households in which at least one person is served by meal programs of Food Lifeline. We leave grocery clients at the household level. This allows both meal and grocery clients to be described in the same unit—the number of households receiving food. See chapter 2 for further detail on methodology for estimating counts.

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<sup>23</sup> Household size was reported on the Client Survey by each respondent.

On a duplicated basis, we estimate that Food Lifeline and its partner agencies distribute food to 162,300 individuals in a typical week, 705,100 individuals in a typical month, and 8,461,400 individuals annually. Looking at the number of households in which at least one member is served, we find that this food bank distributes food to 52,800 households in a typical week, 229,600 households in a typical month, and 2,755,600 households annually.

The next section describes clients and their households in more detail.

## 4.2 Selected Demographic Characteristics of Clients of Food Lifeline

We first explore the demographic characteristics of the unduplicated (unique) **individuals** served directly by Food Lifeline and its partner agencies annually, including age, race/ethnicity, and education level and student status of adult clients.

**Table 7. Selected demographic characteristics of Food Lifeline clients**

Demographic Characteristics	All Food Programs Count	Percent
<b>Age</b>		
0-5 years	152,700	19.1%
6-17 years	163,100	20.4%
18-29 years	147,300	18.4%
30-49 years	219,900	27.5%
50-59 years	58,700	7.3%
60-64 years	18,800	2.4%
65 years or older	39,800	5.0%
<b>Total</b>	800,300	100.0%
Total weighted N	1,054,700	
Weighted non-reporting clients	254,300	
<b>Race/Ethnicity</b>		
White	535,400	51.1%
Black or African American	15,700	1.5%
Hispanic, Latino	175,300	16.8%
Some other race	320,400	30.6%
<b>Total</b>	1,046,700	100.0%
Total weighted N	1,054,700	
Weighted non-reporting clients	8,000	
<b>Education level of adult clients</b>		
Less than high school (HS)	155,800	22.8%
HS diploma	284,600	41.7%
General equivalency diploma or GED	47,300	6.9%
License, certificate, or degree beyond HS	48,300	7.1%



**Table 7. Selected demographic characteristics of Food Lifeline clients**

Demographic Characteristics	All Food Programs	
	Count	Percent
Some college or two-year degree	103,700	15.2%
4-year college degree or higher	43,400	6.3%
<b>Total</b>	683,100	100.0%
Total weighted N	809,100	
Weighted nonreporting clients	126,000	
<b>Student status of adult clients</b>		
Full time student	81,000	13.0%
Part time student	22,600	3.6%
Not a student	521,300	83.4%
<b>Total</b>	624,900	100.0%
Total weighted N	809,100	
Weighted nonreporting clients	184,200	

Data Source: Hunger in America 2014 Client Survey, Q3, Q4, Q5, Q6, and Q6a.

Notes: All data are weighted. Child clients are underestimated because of the exclusion of programs from the Client Survey that serve only children. Race/ethnicity categories were collapsed because of small sample size. Original race/ethnicity categories were White; Black or African; Hispanic or Latino; American Indian or Alaska Native; Asian; Native Hawaiian or Other Pacific Islander; and other.

The age breakdown of clients is notable in several ways. Across all food programs the most common listed age range is 30-49 years, encompassing 27 percent of clients. Combining relevant categories, however, a full 39 percent of clients are children under age 18. We know that this figure, encompassing 315,800 children, is an underestimate as programs that only serve children were excluded from eligibility for the Client Survey, and children at multi-age meal programs were not eligible to be sampled for the survey and are thus not represented. The actual number of children served is likely much greater. Seniors are an important and potentially vulnerable group as well, with 7 percent of all clients 60 years old or older.

Clients are racially and ethnically diverse: 51 percent identify themselves as white, 1 percent as black or African American, and 17 percent as Hispanic or Latino. Additionally, in the area served by Food Lifeline, 31 percent of clients are of some other race.

Educational qualifications often drive employment opportunities and, in turn, income. Based on reporting of the educational attainment of all adult members of client households, 49 percent of adult clients have attained a high school degree or General Equivalency Diploma (GED) and 29 percent have a post-high school education (including license or certification, some college, a two-year or four-year degree). Some adult clients are seeking to increase their levels of education, with 13 percent in school full time and 4 percent in school part time.

### 4.3 Household Composition and Characteristics

As context for household characteristics, we begin by presenting an overview of household size. Household size is an important indicator of the density of living conditions and the number of people needing food. Among the client households served by Food Lifeline and its partner agencies, the most common household size is 2 to 3 members.

**Table 8. Client Households by Size**

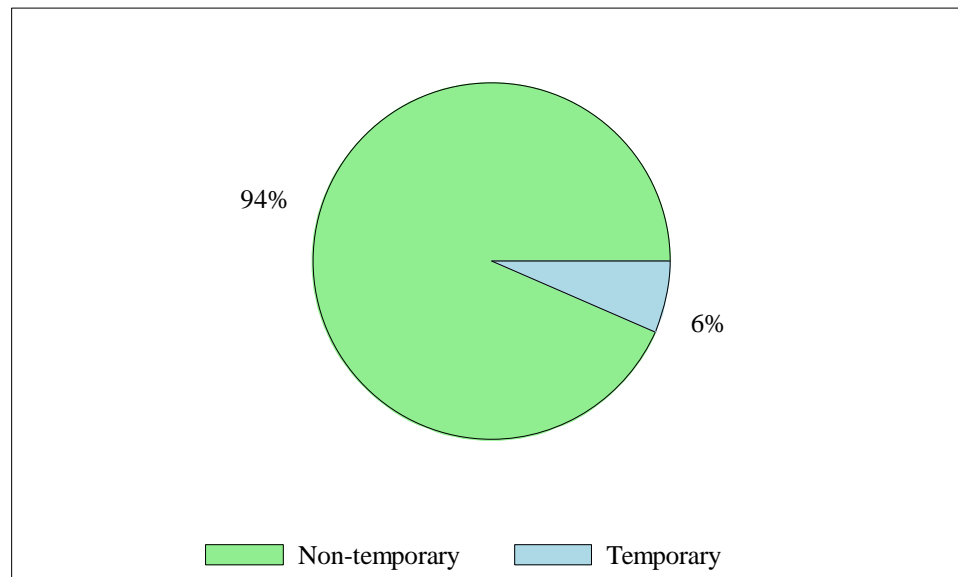
Household size	All Food Programs	
	Count	Percent
1 member	22,850	24.2%
2 to 3 members	28,139	29.8%
4 to 6 members	23,593	25.0%
More than 6 members	19,815	21.0%
<b>Total</b>	<b>94,396</b>	<b>100.0%</b>
Total weighted client households	99,572	
Weighted nonreporting client households	5,176	

Data Source: Hunger in America 2014 Client Survey, Q1 and Q3.

Note: All data are weighted.

Housing circumstances are also an important indicator of stability in the lives of clients. The Client Survey differentiated between temporary and non-temporary housing. Non-temporary arrangements are those that could be long-term residences, and temporary arrangements are those that, although they could be long-term situations, are not typically intended to house people long term. The households served by Food Lifeline and its partner agencies are distributed among the following living arrangements: 6 percent live in temporary housing and 94 percent live in non-temporary housing (see figure 10). Non-temporary housing includes households reporting that they live in an apartment, house or townhouse, military housing, a mobile home or house trailer, or rented room in a rooming or boarding house while temporary housing refers to households reporting that they live in an abandoned building, bus or train station, park, campground, or airport, living in a vehicle, on the street, in a temporary hotel or motel room, in a residential treatment facility or supervised housing, and living in a shelter, mission, or transitional living situation.

**Figure 10. Client Households Residing in Non-temporary or Temporary Housing**



Data Source: Hunger in America 2014 Client Survey, Q18.

Notes: Total weighted client households = 99,572. Weighted nonreporting client households=976. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted.

- Among client households living in non-temporary housing, 10 percent of households own their home with a mortgage, 5 percent own their own home free and clear, 64 percent rent or lease their home, and 21 percent do not have to pay rent.

However, not all non-temporary housing arrangements are stable. Among those living in non-temporary housing, 26 percent of respondents have lived in at least two places in the past 12 months, while 36 percent have started living with another person or family member in the past 12 months. Further, 12 percent of respondents have faced an eviction or foreclosure within the past five years.

Even those with more stable arrangements may lack access to *quality* housing. Being able to cook and store food at home are essential elements of preparing meals at home; however,

- 4 percent of households do not have cooking facilities, such as a stove or hot plate.
- 7 percent of households do not have access to a place to preserve fresh food, such as a refrigerator.

Languages spoken at home among clients of Food Lifeline were also explored. More than one primary language could be selected by respondents. An estimated 86 percent of households speak English as the primary language among adults at home. Spanish is spoken by 11 percent of households. An estimated 7 percent of households speak some other language.

The Client Survey also asked whether anyone in the client's household had ever served in the US military, and among households containing a member who has ever served, whether a household member was currently serving. US military service was defined as the Army, Navy, Air Force, Marine Corps, Coast Guard, National Guard, and their Reserve components. An estimated 38 percent of households report that someone in their household has served in the US Armed Forces or as a member of the military Reserve or National Guard. This percentage includes both households with a member who is currently serving and households with a member who has ever served. Additionally, 3 percent of households report that a household member is currently serving in the military.

#### **4.4 Work and Barriers to Work**

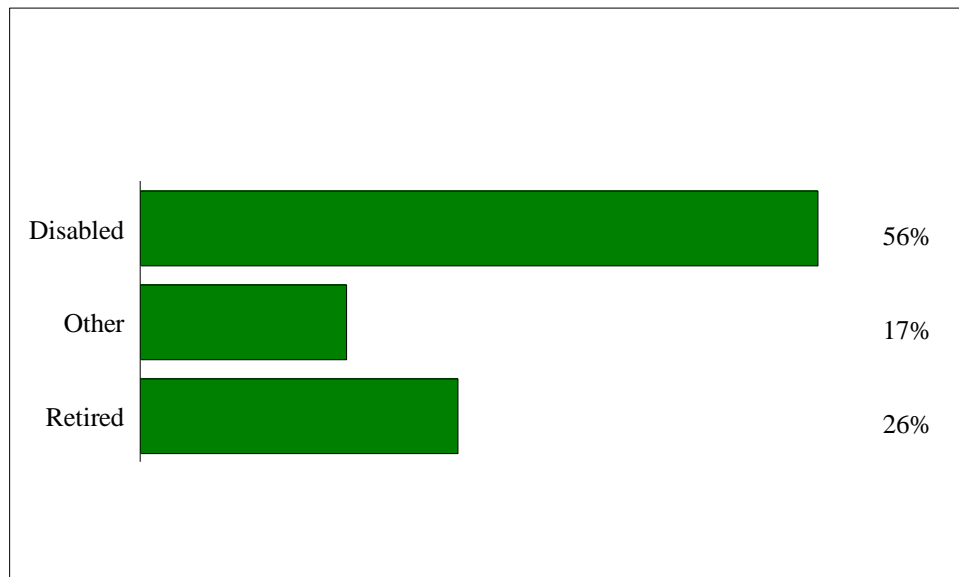
In analyzing household employment, we focus on the employment status of the household member who was employed the greatest number of months in the past 12 months (the most-employed person). In the Client Survey, the respondent was asked to provide both his or her own employment status, as well as the employment status of another person in the household who worked the greatest number of months. Between the respondent and this other household member, the individual who worked more months out of the year is identified as "the most-employed person." Employment circumstances were asked only about these two people in the household to ease survey burden on respondents. Because, in some households, such as those with seniors, there may be no persons working, in some cases the "most-employed person" may have not worked at all.

Employment status for the most-employed person is analyzed because this individual is typically a primary source of income for the household. As such, interruptions in this individual's employment may profoundly affect the household's ability to be self-sufficient, potentially increasing their need for charitable food program services.

- For 71 percent of client households, the most-employed person worked for pay in the last 12 months.
- For 55 percent of client households, the most-employed person worked for pay in the last four weeks.
- In 45 percent of client households, the most-employed person is not currently working. In 16 percent of households, this person is actively looking for work.

- Among client households where the most-employed person is not working and not actively seeking work, 26 percent are retired, 56 percent are disabled, in poor health or act as a caretaker for another, while 17 percent indicate some other reason for not seeking work (see figure 11).

**Figure 11. Client Household Reasons for Not Actively Seeking Work, Among Client Households Where Previously-Most Employed Person is Not Working**



Data Source: Hunger in America Client Survey, Q8

Notes: Total weighted client households = 42,677. Weighted nonreporting client households=16,410. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted. Categories were collapsed because of small sample size. Original categories were retired, in school, disabled or in poor health, caretaker for another person, in job training, stopped looking because could not find job, and other reason.

Some households face additional potential barriers to employment. For instance, the adults may serve as the caretakers for grandchildren living with them, and this commitment may not allow them to secure employment. Another potential barrier to employment is if any household member has been released from prison in the previous year and may have difficulty finding employment for this reason.

- 20 percent of client households include grandparents who have responsibility for grandchildren who live with them.
- 3 percent of client households include a member who was released from prison in the past 12 months.

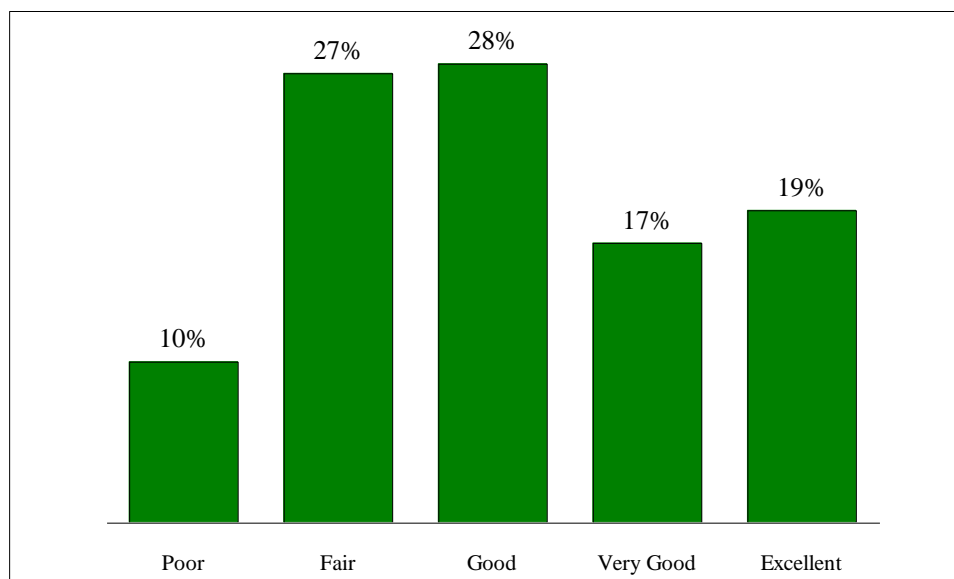
The next section discusses client health status, as well as household income.

## 4.5 Health and Income

In addition to challenges related to employment and food, the households who rely on Food Lifeline and its partner agencies may face challenges to their well-being, including health status and health conditions, medical insurance status, and income and poverty. These challenges can keep people out of the workforce, increase expenses, and limit resources. Together, these challenges may increase the need for charitable food assistance.

The Client Survey asked respondents to characterize both their own health and the health of other household members. Respondents used a scale from “poor” to “excellent” to describe their health. In 10 percent of households, the respondent reports being in poor health, and in 27 percent of households the respondent reports being in fair health (see figure 12).

**Figure 12. Client Households by Health Status of Respondent**



Data Source: Hunger in America 2014 Client Survey, Q13.

Notes: Total weighted client households = 99,572. Weighted nonreporting client households=2,678. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted.

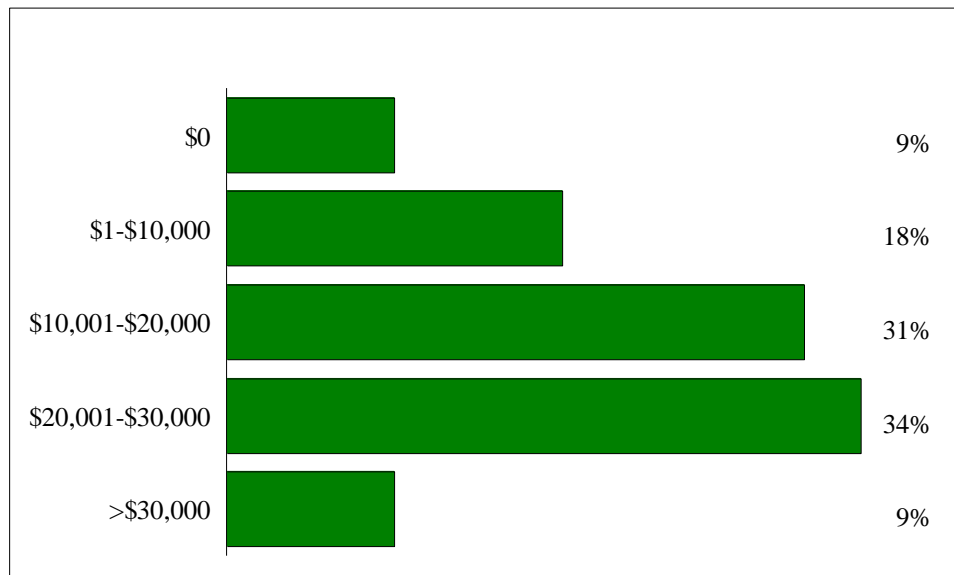
In addition to self-reported respondent health, the Client Survey also asked respondents whether another household member was in poor health. Reflecting this general view of household health, 18 percent of households have at least one member in poor health.

Illnesses and medical disorders require management and supervision, and medical care can present a substantial financial challenge. The Client Survey explored whether anyone in the clients' households has been diagnosed with diabetes or high blood pressure; whether anyone has health insurance, either private or government-sponsored (such as Medicaid or Medicare); and whether the households have any unpaid medical bills.

- 42 percent of client households have a member with diabetes.
- 54 percent of client households have a member with high blood pressure.
- 24 percent of client households lack health insurance of any kind (including Medicaid).
- 54 percent of client households have medical bills to pay.

Finally, reported household income and poverty status also demonstrate the financial struggles of clients served by Food Lifeline and its partner agencies (see figure 13).

**Figure 13. Client Households by Reported Annual Income Ranges**



Data Source: Hunger in America 2014 Client Survey, Q23.

Notes: Total weighted client households =99,572. Weighted nonreporting client households =16,091. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted. Income categories have been collapsed from original categories because of low sample sizes. Original categories are \$0, \$5,000 or less, \$5,001–\$10,000, \$10,001–\$15,000, \$15,001–\$20,000, \$20,001–\$25,000, \$25,001–\$30,000, \$30,001–\$35,000, \$35,001–\$50,000, and more than \$50,000.

- 9 percent of client households have no income, 18 percent have annual incomes of \$1 to \$10,000, and 31 percent have annual incomes of \$10,001 to \$20,000.
- Looking at annual income as a percentage of the poverty level, 61 percent of client households fall at or below 100 percent of the poverty level.<sup>24</sup>

**Table 9. Household Annual Income as % of Poverty Level**

Annual Income	All Food Programs	
	Count	Percent
0% (no income)	7,656	9.2%
1%-50%	12,422	14.9%
51%-75%	7,731	9.3%
76%-100%	23,154	27.7%
101%-130%	10,406	12.5%
131%-150%	8,440	10.1%
151%-185%	6,723	8.1%
186% or higher	6,950	8.3%
<b>Total</b>	<b>83,481</b>	<b>100.0%</b>
Total weighted client households	99,572	
Weighted nonreporting client households	16,091	

Data Source: Hunger in America 2014 Client Survey, Q1 and Q23.

Note: All data are weighted.

Having established the vulnerable position of client households served by Food Lifeline, in the next chapter we investigate clients' use of food bank services and programs, as well as the gaps clients perceive in these services.

<sup>24</sup> Poverty guidelines vary by household size. In 2013, a single person is considered to be living in poverty (falls under 100 percent of the poverty level) with annual cash income at or below \$11,400, two people are living in poverty at or below \$15,510, and three people are living in poverty with income at or below \$19,530. For all guidelines, see US Health and Human Services Department "Annual Update of the HHS Poverty Guidelines," Federal Register, January 24, 2013.



## 5 Client Households' Use of Food Assistance

In this chapter we focus on food insecurity and the use of food assistance by clients of Food Lifeline. We also describe clients' use of other federal or charitable nutrition programs, and the coping strategies clients use to secure enough food for themselves and their households.

### 5.1 Household Food Security Status

The use of food programs and the difficulty getting food to feed one's household are likely deeply intertwined. Households that experience enough limitations in access to adequate food to cause changes in diet or reduced food intake are deemed food insecure.<sup>25</sup> In this section, we examine the level of food insecurity of Food Lifeline client households and the trade-offs they make to secure enough food.

In the Client Survey, we employed one of the food security modules used by the Economic Research Service of the US Department of Agriculture. We use the module to categorize households according to two possible levels of food security: food secure, indicating households have, at all times, access to sufficient foods for a healthy life; and food insecure, indicating that at some point households lacked access to sufficient food for an active and healthy life.

- 86 percent of client households are food insecure in a given month; 14 percent of client households are food secure

Though most client households are food insecure, there are a variety of reasons why some of the client households of Food Lifeline may identify as food secure. Respondents may take into account the food they receive through the charitable food system or federal programs like SNAP when they are answering the questions on the food security module. This could indicate that their food secure status is contingent on the help they receive. Furthermore, HIA 2014 included non-emergency programs in its scope, thus capturing clients who are in need but may not classify as food insecure. A food secure status does not indicate a lack of need for charitable feeding support.

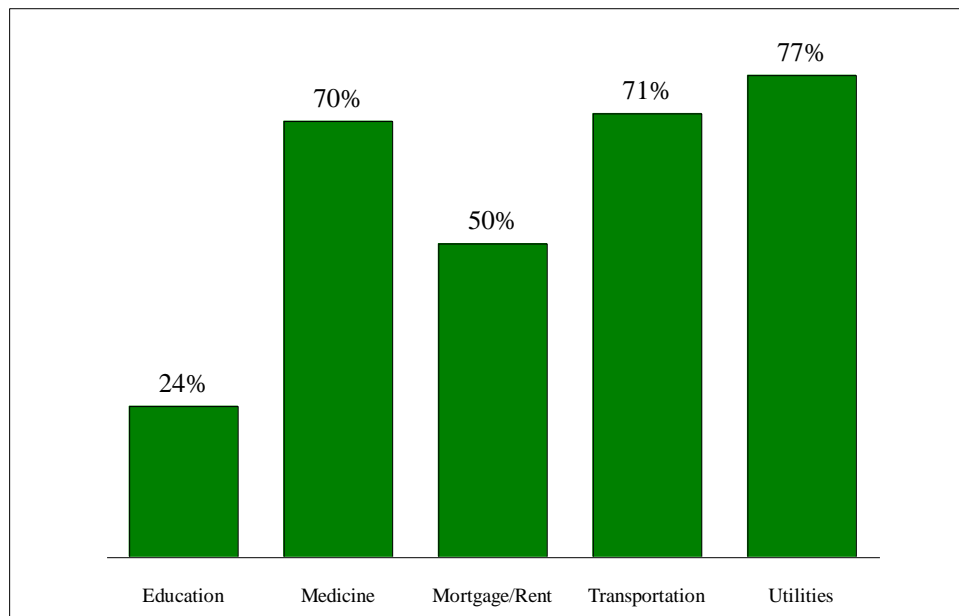
Some client households made trade-offs between paying for food and paying for other necessities within the past 12 months (see figure 14). For example:

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<sup>25</sup> U.S. Department of Agriculture, Economic Research Service, "Definitions of food security". <http://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-us/definitions-of-food-security.aspx>.

- 24 percent of households report choosing between paying for food and paying for school loans, tuition, or other educational expenses at least once in the past 12 months; 6 percent face this choice every month.
- 70 percent of households report choosing between paying for food and paying for medicine or medical care at least once in the past 12 months; 24 percent face this choice every month.
- 50 percent of households report choosing between paying for food and paying their rent or mortgage at least once in the past 12 months; 15 percent face this choice every month.
- 71 percent of households report choosing between paying for food and paying for transportation or gas for a car at least once in the past 12 months; 24 percent face this choice every month.
- 77 percent of households report choosing between paying for food and paying for utilities at least once in the past 12 months; 37 percent face this choice every month.

**Figure 14. Client Households Reporting Frequency of Choosing between Food and Other Necessities in the Past 12 Months**



Data Source: Hunger in America 2014 Client Survey, Q25–Q29.

Notes: Total weighted client households = 99,572. Weighted nonreporting client households = 2,192. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted.

The next section examines the strategies clients and their households use to meet their food needs.

## 5.2 Client Households' Use of Other Food Assistance

Many client households using the services of Food Lifeline also use government assistance to supplement their household food budget. Prominent among these services is the Supplemental Nutrition Assistance Program (SNAP, formerly the Food Stamp Program). SNAP provides monthly benefit allotments (through a debit card) to spend on food. Eligibility and benefit rules vary across the states, and many clients need help applying for benefits.

SNAP benefits are intended to supplement a household's groceries each month; typically, benefits do not last recipients the entire month. The Client Survey displayed an image of the state's SNAP debit card when asking about client households' participation in the program.

- 71 percent of client households report participation in SNAP.
- Across all households reporting current receipt of SNAP, 40 percent report that SNAP benefits last only one week or less; 23 percent report that benefits last two weeks; 24 percent reported that benefits last for three weeks; and 12 percent report that benefits usually last four weeks or more.

Although we know from income data presented in table 9 that many clients live below the poverty level, not all clients participate in SNAP. There may be many reasons some clients of Food Lifeline do not receive SNAP benefits. They may not have applied because they did not know about the program, or perhaps they knew about the program but did not think they were eligible. Others may have applied but did not pass the eligibility screens, and others may have failed to complete the full application process. SNAP limits eligibility to households with incomes below certain limits, and other state-specific eligibility requirements may affect SNAP eligibility and participation rates. The client households not participating in SNAP may or may not be eligible for SNAP benefits; we cannot determine eligibility exactly given the limitations of the data collected in the study. Nonetheless, reported household cash income provides some indication of SNAP eligibility among nonparticipating households, and reasons for nonparticipation given among this group provide additional insight.

We estimate potentially income-eligible SNAP nonparticipants in two ways. First, we look at those in the survey who report not participating in SNAP whose household income is at or below 130 percent of the poverty level—the most common income threshold for SNAP participation across states. This calculation suggests that 51 percent of nonparticipating client households in this food bank's area are potentially income-eligible for SNAP.

Next, we examine income thresholds at a state level. Some states have higher income thresholds for SNAP participation—meaning that households with income greater than 130 percent are still eligible.<sup>26</sup> Relative to the state's specific SNAP eligibility threshold for this food bank, further analysis suggest that an additional 10 percent of nonparticipating respondents in this food bank are potentially income-eligible for SNAP. In total, then, 61 percent of this food bank's clients not currently receiving SNAP are potentially income-eligible. It is important to note that households classified as potentially income-eligible for SNAP may be ineligible for the program because of citizenship, assets, or other reasons.

**Table 10. Client Households by Reported Current Receipt of SNAP Benefits, and Among Those Not Currently Receiving Benefits, Whether They Have Applied**

SNAP status	All Food Programs	
	Count	Percent
Currently receiving SNAP	67,745	70.6%
Not currently receiving SNAP	28,217	29.4%
Never Applied	++	++
Have Applied	++	++
Unknown	++	++
<b>Total</b>	95,961	100.0%
Total weighted client households	99,572	.
Weighted nonreporting client households	3,611	.

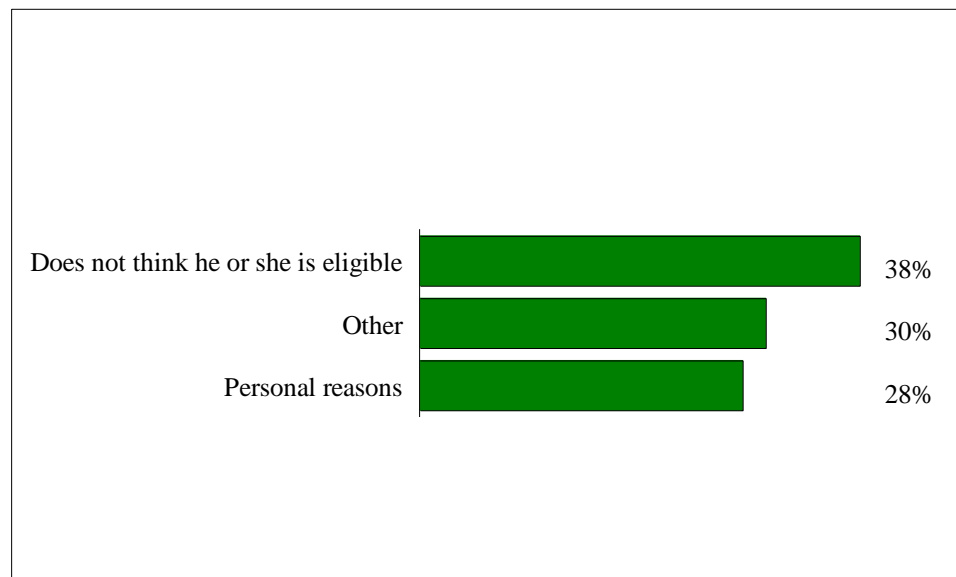
Data Source: Hunger in America 2014 Client Survey, Q30 and Q31.

Notes: Findings are not shown if based on fewer than five(unweighted) household responses. All data are weighted.

Among client households that are SNAP nonparticipants and did not apply for SNAP benefits, 38 percent did not apply because they did not think they were eligible (see figure 15).

<sup>26</sup> In some circumstances, Broad-Based Categorical Eligibility (BBCE) allows some households whose incomes exceed 130 percent of poverty to be eligible for SNAP if their household income falls below a higher state-set income threshold. The following states and territories served by the Feeding America network employ BBCE levels above 130 percent of the poverty level: AZ, CA, CT, DC, DE, FL, HI, IA, MA, MD, ME, MI, MN, MT, NC, ND, NH, NJ, NM, NV, NY, OR, PA, RI, TX, VT, WA, WI. Whenever this occurred, we incorporated the state-specific threshold into our analysis. For states whose thresholds remain at 130 percent, no additional percentage of potentially-income households can be identified; instead these appear as ++.

**Figure 15. Client Households Reporting Select Reasons For Not Applying for SNAP Benefits, Among Households That Have Never Applied**



Data Source: Hunger in America Survey, Q31A

Notes: Total weighted client households = 12,793. Weighted nonreporting client households = 2,145. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted. 'Other' reasons cannot be determined given the limitations of the survey data.

Other large federal food assistance programs focus on households with pregnant and postpartum women and children.<sup>27</sup> The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides supplemental foods for low-income pregnant and postpartum women and children up to age 5 who are at nutritional risk. WIC eligibility restricts benefits to families with incomes below 185 percent of the federal poverty level (states may use lower income cut-offs). School-based programs may also be an important source of food assistance. Most schools serve lunch, and low-income children qualify for a free or reduced-price lunch through the National School Lunch Program (NSLP).<sup>28</sup> Many schools also offer breakfast, and children in low-income families may receive a free or reduced-price breakfast through the School Breakfast Program (SBP). Households with children may also benefit from after-school snack and meal programs, and weekend Backpack Programs. These programs are not available in all

<sup>27</sup> The federal government offers additional, smaller, nutrition programs. See [www.fns.usda.gov/programs-and-services](http://www.fns.usda.gov/programs-and-services) for a full listing.

<sup>28</sup> Families with incomes below 130 percent of the poverty level qualify for a free lunch or breakfast; and families with incomes between 130 and 185 percent of the poverty level qualify for a reduced-price lunch or breakfast.

communities, but are available in some schools for households that qualify. Households served by the Food Lifeline may also participate in one or more of these programs targeted at children (see figure 16). Based on their clients' responses to the survey:

- 96 percent participate in NSLP, and 63 percent participate in SBP. We cannot identify the eligible population, but nationally about 72 percent of eligible students participate in the school lunch program and 49 percent participate in the school breakfast program.<sup>29</sup>
- ++ percent participate in the after-school snack or meal program.
- 26 percent participate in WIC. Because the survey did not ask about the presence of pregnant women or nutritional risk, it is not possible to determine the eligibility rate within client households; however, nationally, about 61 percent of eligible households participate.<sup>30</sup>

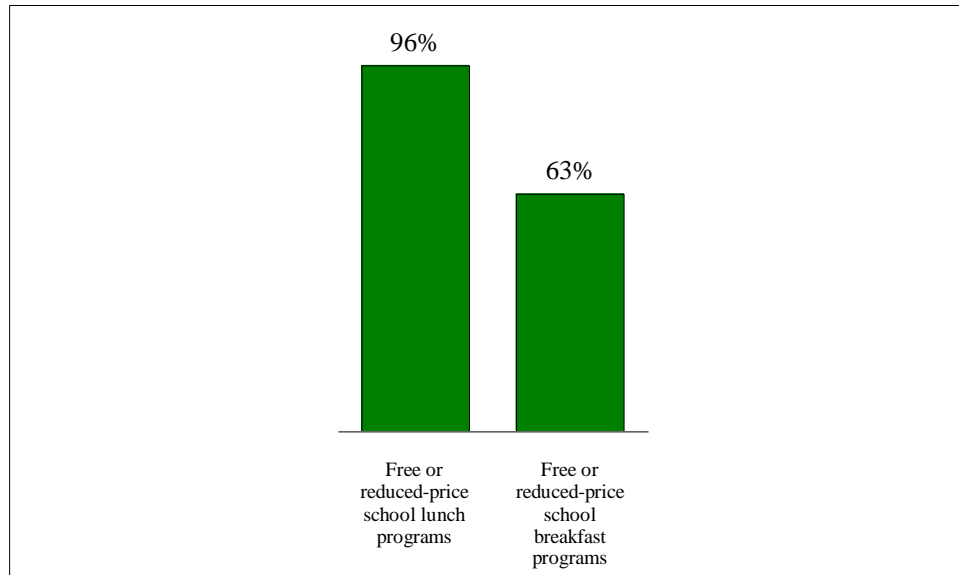
Some households participate in multiple programs at the same time. An estimated 37 percent of households report participating in two or more programs.

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<sup>29</sup> MW Dahl, MW, and JK Scholz JK (2011), "The National School Lunch Program and School Breakfast Program: Evidence on Participation and Noncompliance," (University of Wisconsin Working Paper, March 9, 2011), working paper.

<sup>30</sup> "National and State-Level Estimates of Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) Eligibles and Program Reach, 2000–2009," Nutrition Assistance Program Report Series, Report No. WIC-11-ELIG.

**Figure 16. Client Households by Participation in Programs Targeted to Children**



Data Source: Hunger in America 2014 Client Survey, Q34 and Q35.

Notes: Total weighted client households =25,962. Weighted nonreporting client households=5,964. Findings are not shown if based on fewer than five (unweighted) client responses. All data are weighted.

Despite all these programs, food insecurity is still a significant challenge for clients. The next section examines other strategies that client households use to cope with food insecurity.

### **5.3 Client Households' Strategies and Coping Efforts to Obtain Sufficient Food**

The use of charitable food assistance is a critical resource for clients; many clients incorporate assistance received through food banks into their overall monthly strategy for obtaining food. Among client households served by Food Lifeline (see table 11),

- 61 percent plan to get food on a regular basis; and
- 39 percent wait to come until they run out of food.

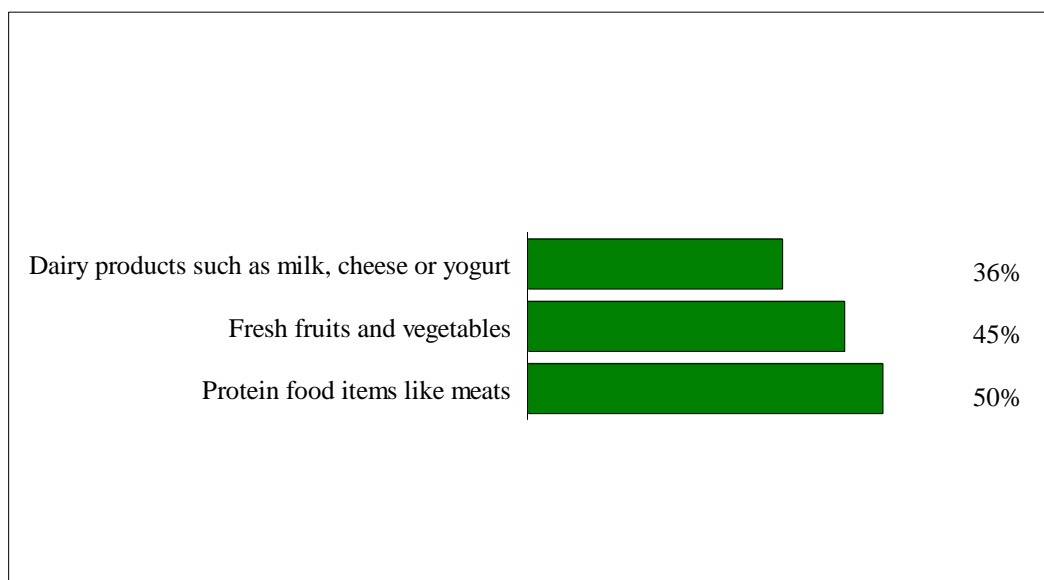
**Table 11. Client Households Reporting Different Strategies for Food Assistance**

Planned use of programs	All Food Programs	
	Count	Percent
I usually wait to come to this program until I run out of food	32,703	39.5%
I plan to get food here on a regular basis	50,118	60.5%
<b>Total</b>	82,820	100.0%
Total weighted client households	99,572	.
Weighted nonreporting client households	16,752	.

Data Source: Hunger in America 2014 Client Survey, Q41.

Notes: Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted.

Unfortunately, food bank programs may not meet all the food needs of their clients. Among client households, many report desiring items that they do not usually get from food programs (see figure 17).

**Figure 17. Client Households Reporting Top Three Desired Products Not Currently Receiving at Programs**

Data Source: Hunger in America 2014 Client Survey, Q42.

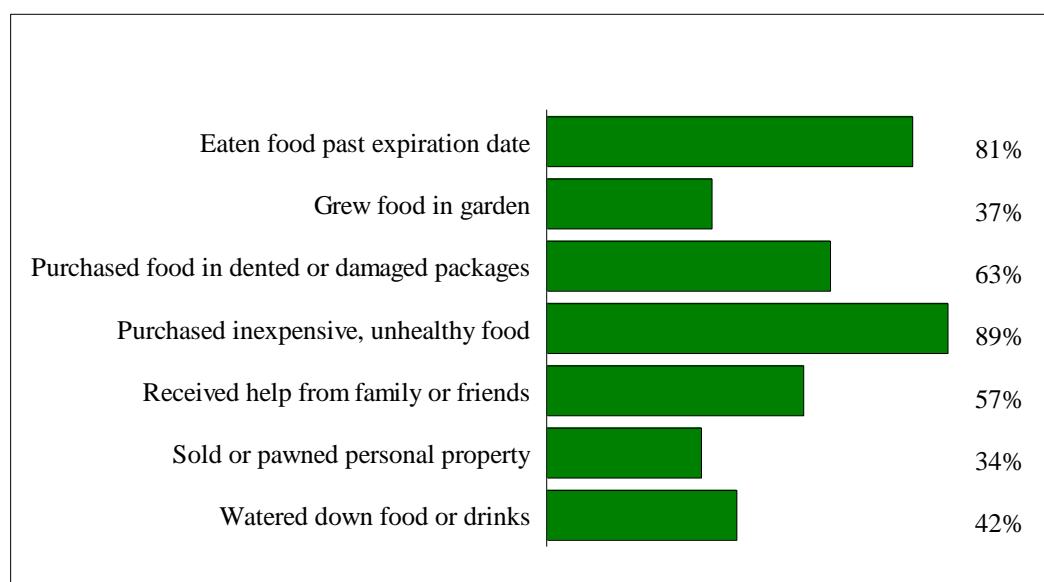
Notes: Total weighted client households =99,572. Weighted nonreporting client households=18,331. Findings are not shown if based on fewer than five (unweighted) client responses. All data are weighted.



These unmet needs may lead households to look for other ways to get enough food. When faced with the threat of food insecurity, individuals are forced to engage in various coping strategies that range from relatively small changes in eating practices to extreme changes. Coping strategies are immediate responses to avoid hunger and its consequences and the Client Survey probed about some of these strategies. Client households report using a variety of coping strategies during the past year.<sup>31</sup> The two most commonly reported strategies are indicated below. Among client households:

- 89 percent report 'Purchasing inexpensive, unhealthy food' as the most common strategy; and
- 81 percent report 'Eating food past expiration date' as the second most common strategy.

**Figure 18. Client Households by Strategies Used to Get Enough Food in the Past 12 Months**



Data Source: Hunger in America Survey, Q43A-Q43G

Notes: Total weighted client households = 99,572. Weighted nonreporting client households = 16,520. Findings are not shown if based on fewer than five (unweighted) household responses. All data are weighted.

<sup>31</sup> Clients were asked about “expiration date” on the survey, which they may have interpreted as either the sell-by date or the best-by date since either can be displayed on products.

Most households are employing multiple coping strategies, in addition to seeking federal or charitable food assistance, to try to secure enough food, demonstrating that they are expending great effort to piece together solutions to reduce the likelihood of hunger in their households. The local food bank is a vital component of how clients cope. Food Lifeline serves a diverse population of vulnerable households through direct food provision as well as nutrition and program assistance. Using staff and volunteer labor, the agencies and programs affiliated with Food Lifeline help fight hunger and improve the well-being of households facing a host of employment, health, and other challenges.

## 6 Summary and Concluding Assessment

Hunger in America 2014 is the most comprehensive examination of hunger in the United States. Conducted every four years since 1993, the Hunger in America study documents the critical role that Feeding America member food banks and their partner agencies play in supporting people facing hunger across the country, and the demographics and challenges of people using the charitable food assistance network. Nationally, the study includes over 32,000 surveys of partner agencies that provide food assistance services and more than 60,000 surveys of clients served by these agencies and the food programs they operate. The survey results, weighted to provide representative estimates, profile the partner agencies that provide food assistance services and the clients that receive those services. The study provides the most up-to-date and complete picture of this critical part of the US charitable sector.

Data collection, which was completed between October 2012 and August 2013, occurred during historically high national demand for public and private food assistance. National unemployment and poverty rates remained high after 2008's Great Recession, and the number of households receiving nutrition assistance from the federal government's Supplemental Nutrition Assistance Program increased approximately 50 percent between 2009 and 2013.<sup>32</sup> National demand for charitable food assistance also expanded during this time, though patterns differed greatly by local geographic area.

This report describes partner agencies and programs of Food Lifeline, including the services they provide, how their staffing and funding operate, and the challenges they face. The report also details the number and characteristics of clients served by these agencies, including clients' demographic characteristics, housing circumstances, education status, employment, and household income. The food security status and use of other nutrition assistance programs among client households complete this profile. The results provide a unique and comprehensive description of the food assistance programs and clients in the area served by Food Lifeline, an essential partner in the Feeding America network, and will help guide future policy decisions about meeting the food needs of residents within this food bank's service area.

The study tells the story of programs determined to help clients and their households meet their food needs, and of a population that critically needs this assistance. Across the nation, the weak economy with its historically low employment rate and high poverty rate has challenged this

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<sup>32</sup> See 'Supplemental Nutrition Assistance Program Participation and Costs (Data as of June 6, 2014),' US Department of Agriculture, Food and Nutrition Service, [www.fns.usda.gov/sites/default/files/pd/SNAPsummary.pdf](http://www.fns.usda.gov/sites/default/files/pd/SNAPsummary.pdf).

system. Many agencies face a growing demand for help. The clients seeking this assistance have varying levels of education, training, and language skills. Many have health conditions that prevent work, and many of those working have found only part-time or part-year jobs. Among food assistance clients, the rates of household poverty and food insecurity are typically very high.

While recent declines in the national unemployment rate suggest that demand for food assistance may slow down, it is still too soon to know. In certain areas of the country, unemployment rates are down in part because many who have been looking for work for a long time have simply dropped out of the labor market. Many workers at the bottom of the labor market have not seen a real increase in wages for many years.

Food Lifeline, as a part of the Feeding America network, is important to local populations in need. It works with partner agencies to serve clients with unique needs and circumstances, thus playing a critical role in addressing hunger in America.

**Table A1 Agency and Program Characteristics**

Characteristic	Count	Estimate	Percentage Margin of Error (+/-)
<b>Partner Agency by Type</b>			
Faith-based or located in a religious institution	95	43.3%	3.9%
Not faith-based	125	56.7%	3.9%
<b>Total excluding nonresponse</b>	<b>220</b>	<b>100.0%</b>	<b>.</b>
<b>Number of Programs by Type</b>			
Meal	118	18.8%	3.0%
Grocery	221	35.3%	3.6%
Food-related benefits	20	3.2%	1.3%
Non-food	267	42.6%	3.8%
<b>Total excluding nonresponse</b>	<b>626</b>	<b>100.0%</b>	<b>.</b>
<b>Agency Staffing</b>			
Agency full-time equivalent staff at time of survey	3	1,788	508
<b>Number of agencies with no full-time equivalent staff at time of survey</b>			
	78	35.4%	3.8%
<b>Program Volunteers</b>			
Number of program volunteers (weekly)	34	23,162	3,319
<b>Total volunteer hours per week per program</b>			
	0	3,996	158
<b>Average Percentage of Program Volunteers by Age</b>			
18 and younger		7.9%	
19-59		52.7%	
60 and older		39.5%	
<b>Total excluding nonresponse</b>		<b>100%</b>	
<b>Program Challenges</b>			
Difficulty obtaining volunteers (some or a lot of difficulty)	130	46.2%	5.7%
Difficulty retaining volunteers (some or a lot of difficulty)	106	38.0%	5.6%
<b>Areas of volunteer/staff training needs</b>			

**Table A1 Agency and Program Characteristics**

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
Accessing local food resources	103	36.5%	5.5%
Food safety and sanitation	144	50.2%	5.7%
Advocacy training	97	34.4%	5.4%
Client choice	80	28.6%	5.2%
Food Stamp (SNAP) application assistance and outreach	72	25.6%	5.0%
Fundraising/grant writing	125	43.7%	5.6%
Nonprofit management / board governance	78	27.6%	5.1%
Nutrition education	141	49.3%	5.7%
Social media	91	32.2%	5.3%
Summer feeding	58	20.7%	4.7%
Technology assistance	95	34.0%	5.4%
Volunteer recruitment/retention/staff succession planning	114	40.5%	5.6%

	Count		
	No Volunteers	Half of total volunteers or less	More than half of total volunteers
<b>Source of Program Volunteers</b>			
Connected to Agency	35	138	91
Religious groups	75	141	31
United Way	184	38	0
Other Civic/Nonprofit	126	107	1
Companies or business groups	122	103	1
Kindergarten through 12th grade school programs	106	114	3
Colleges/Universities	137	97	1
Court-ordered community service	115	127	3
Clients	113	129	3
Volunteers connected to food bank	204	17	0
Some Other Source	103	110	19

**Average Percentage of Total Program Food Distributed**

Food Lifeline	28.8%
Other	12.6%
Donations	31.8%
Purchased	26.8%
<b>Total excluding nonresponse</b>	<b>100.0%</b>

	Count	Percentage	
		Estimate	Margin of Error(+/-)
<b>Program Access to Vehicles</b>			
Owens truck(s), van(s), or car(s) for pickups	158	72.4%	5.8%
Rents/leases truck(s), van(s), or car(s) for pickups	24	11.7%	4.3%
Depends on personal truck(s), van(s), or car(s) of staff or volunteers for pickups	131	58.7%	6.3%
Works with other programs to share the responsibility for pickups	60	28.5%	6.0%
Food and groceries are delivered to program	103	48.4%	6.6%

**Table A1 Agency and Program Characteristics**

Characteristic	Count	Estimate	Percentage Margin of Error (+/-)
<b>Program Reported Changes in Demand and Supply in the Past 12 months</b>			
Volume of clients compared to prior year			
Saw any increase	148	55.8%	5.9%
About the same	105	39.6%	5.8%
Saw any decrease	12	4.6%	2.5%
<b>Total excluding nonresponse</b>	<b>264</b>	<b>100.0%</b>	<b>.</b>
Food available to meet needs of clients			
More food than needed	43	16.2%	4.4%
Enough food to meet needs	166	62.9%	5.7%
Less food than needed	55	20.8%	4.8%
<b>Total excluding nonresponse</b>	<b>264</b>	<b>100.0%</b>	<b>.</b>
<b>Programs Turning Clients Away in the Past 12 Months</b>			
Programs turning clients away for any reason	60	22.3%	4.8%
Programs turning clients away frequently or occasionally due to			
Program ran out of food	5	8.9%	7.2%
Clients came more often than program rules allow	12	20.0%	10.1%
Client lived outside the program's service area	17	28.9%	11.5%
No ID	8	13.3%	8.6%
Income too high	4	6.7%	6.3%
Other	28	46.7%	12.6%
<b>Program Restrictions</b>			
Any Type Of Service Restriction	133	39.1%	5.1%
Daily	11	3.2%	1.8%
Weekly	58	17.0%	3.9%
Monthly	56	16.6%	3.9%
Quarterly/Seasonally	0	0%	0%
Annually	7	2.0%	1.4%
<b>Agency Nutrition and Health Services</b>			
Agencies that provide any type of nutrition services	130	59.1%	3.9%
Fliers or written materials	126	57.3%	3.9%
Cooking classes or demonstrations	67	30.5%	3.6%
Nutrition workshops or classes or meetings with dietitians	58	26.2%	3.5%
Referrals	56	25.6%	3.4%
Other	34	15.2%	2.8%
Agencies that do not provide any type of nutrition services	90	40.9%	3.9%
<b>Total excluding nonresponse</b>	<b>220</b>	<b>100.0%</b>	<b>.</b>
For those offering nutrition services how many led by:			
Agency Staff	72	60.0%	7.0%
Agency volunteers	84	68.5%	6.5%
Local nutritionists or other health professionals in partnership	51	45.8%	7.6%

**Table A1 Agency and Program Characteristics**

Characteristic	Count	Estimate	Percentage Margin of Error (+/-)
with agency			
Staff from food bank	1	1.3%	1.8%
Staff from Farm Bureau or Cooperative extension	16	15.0%	5.6%
Staff from local colleges/universities	20	18.8%	6.1%
Someone else	23	21.8%	6.6%
<b>Agency Obstacles to Distribution of Healthier Foods</b>			
Client reasons (unwillingness to eat, inability to store, etc.)	121	58.1%	4.2%
Too expensive to purchase healthier foods	166	77.5%	3.4%
Inability to store/handle healthier foods	42	20.1%	3.4%
Lack of knowledge about healthier foods	3	1.3%	1.0%
Healthier food not a priority	17	8.6%	2.4%
Inability to obtain healthier foods from other donors/food sources	119	54.3%	3.9%
<b>Agency Services Related to Government Programs</b>			
Agencies that provided any SNAP-related services	111	50.9%	4.0%
Screening for eligibility	63	29.0%	3.6%
Application assistance	71	32.7%	3.8%
Education about the program	109	49.7%	4.0%
Recertification for the program	55	25.6%	3.6%
Agencies that did not provide any SNAP-related services	106	48.5%	4.0%
<b>Total excluding nonresponse</b>	<b>219</b>	<b>100.0%</b>	<b>.</b>
<b>Agency Reasons for Not Offering SNAP Services, Among Agencies Reporting Not Offering Them</b>			
Staff-related issues	68	68.0%	7.6%
Not enough time	51	51.4%	8.2%
Lacking physical space or equipment	60	60.8%	8.1%
SNAP is not part of what this agency does	82	81.3%	6.4%
Other reason	19	23.0%	7.9%
<b>Agency Services Related to Other Non-SNAP Programs</b>			
Special Supplemental Nutrition Program for Women Infants and Children (WIC)	94	42.9%	3.9%
Temporary Assistance for Needy Families (TANF) program	72	33.3%	3.8%
Medicaid or other health care programs	83	38.3%	3.9%
Supplemental Security income (SSI)	67	31.1%	3.7%
Tax preparation or Earned Income Tax Credit (EITC) assistance	68	31.3%	3.7%
Housing assistance like Section 8	72	33.3%	3.8%
<b>Agencies Providing Combinations of Other non-SNAP Program Services</b>			
One non-food service	34	15.2%	2.8%
Two non-food services	17	7.9%	2.1%



**Table A1 Agency and Program Characteristics**

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
Three non-food services	16	7.3%	2.1%
Four or more non-food services	35	15.9%	2.9%
<b>Agency Reductions in the past 12 Months</b>			
Experienced Cutbacks	46	21.3%	3.3%
Cut hours of operation	13	6.1%	1.9%
Lay off staff	24	11.1%	2.5%
Limit the area served	24	11.0%	2.5%
Did not Experience Cutbacks	169	78.8%	3.3%
<b>Total excluding nonresponse</b>	<b>215</b>	<b>100.0%</b>	<b>.</b>

**Agencies reporting challenges associated with continuing to provide services**

Not enough money	27	12.2%	2.6%
Not enough food supplies	31	14.0%	2.7%
Not enough paid staff or personnel	23	10.4%	2.4%
Not enough volunteers	20	9.1%	2.3%
Not enough money for transportation	16	7.3%	2.1%
Building or location problems	16	7.3%	2.1%
Not enough leadership	11	4.9%	1.7%
Not enough community support	13	6.1%	1.9%
Community doesn't need this program	3	1.2%	0.9%

**Agency funding**

	Count		
	No Funding	Half of total funding or less of total funding	More than half of total funding
Government	62	110	30
Individuals	7	123	66
Corporations	63	109	1
Foundations	63	122	4
Religious institutions	52	122	11
Client fees	160	17	3
Other	82	68	9

**Program Reliance on Food Bank: Effect if program no longer received food from food bank**

	Count	Percentage	
		Estimate	Margin of Error(+/-)
Major effect	180	62.9%	5.5%
Minor effect	52	18.3%	4.4%
No effect at all	54	18.8%	4.4%
<b>Total excluding nonresponse</b>	<b>286</b>	<b>100.0%</b>	<b>.</b>

**Table A2 Client Counts**

	Weekly		Monthly		Annually	
	Duplicated counts	Unduplicated counts	Duplicated counts	Unduplicated counts	Duplicated counts	Unduplicated counts
Total number of individual clients, all programs	162,300 (+/-87,100)	136,300 (+/-86,400)	705,100 (+/-378,300)	383,000 (+/-213,400)	8,461,400 (+/-4,539,700)	1,054,700 (+/-594,900)
Total number of client households, all programs	52,800 (+/-13,700)	37,200 (+/-11,300)	229,600 (+/-59,500)	99,600 (+/-21,300)	2,755,600 (+/-714,500)	270,300 (+/-60,000)
Total number of individual clients by meal and grocery programs						
Meal programs	20,700 (+/-14,800)	7,900 (+/-4,000)	90,100 (+/-64,400)	13,100 (+/-2,700)	1,081,000 (+/-772,500)	24,800 (+/-5,100)
Grocery Programs	141,500 (+/-84,600)	132,200 (+/-86,400)	615,000 (+/-367,600)	375,800 (+/-213,300)	7,380,400 (+/-4,411,100)	1,041,100 (+/-594,700)
Total number of individual clients by selected program subtypes (not mutually exclusive)						
Pantries	132,000	123,900	573,700	353,900	6,884,000	981,700
Kitchens	16,700	4,500	72,700	5,800	872,100	11,000

**Table A3 Characteristics of Clients and their Households**

Characteristic	Count	Estimate	Percentage Margin of Error (+/-)
<b>Client Age</b>			
0-5	152,670	19.1%	16.9%
6-17	163,135	20.4%	3.1%
18-29	147,270	18.4%	9.3%
30-49	219,949	27.5%	5.5%
50-59	58,679	7.3%	1.8%
60-64	18,840	2.4%	1.7%
65 or older	39,782	5.0%	4.7%
<b>Total excluding nonresponse</b>	<b>800,325</b>	<b>100.0%</b>	<b>.</b>
<b>Client Race/Ethnicity</b>			
White Non-Hispanic	535,377	51.1%	12.2%
Black Non-Hispanic	15,650	1.5%	1.4%
Hispanic	175,340	16.8%	10.7%
Other	320,355	30.6%	19.2%
<b>Total excluding nonresponse</b>	<b>1,046,722</b>	<b>100.0%</b>	<b>.</b>
<b>Household Size</b>			
1 member	22,850	24.2%	8.6%
2 to 3 members	28,139	29.8%	16.8%
4 to 6 members	23,593	25.0%	7.1%
More than 6 members	19,815	21.0%	22.2%
<b>Total excluding nonresponse</b>	<b>94,396</b>	<b>100.0%</b>	<b>.</b>
<b>Primary Language Spoken By Adults at Home</b>			
English	85,026	85.6%	4.1%
Spanish	10,957	11.0%	4.3%
Other	7,002	7.1%	3.2%
<b>Housing</b>			
Non-temporary housing	92,228	93.5%	4.0%
House or townhouse	47,890	48.6%	11.6%
Apartment	32,784	33.3%	11.4%
Mobile home or house trailer	7,970	8.1%	2.9%
Other	3,584	3.6%	2.7%
Temporary housing	6,369	6.5%	4.0%
<b>Total excluding nonresponse</b>	<b>98,597</b>	<b>100.0%</b>	<b>.</b>
Households without access to stove, microwave or hot plate	2,885	3.7%	3.0%
Households without access to refrigeration	5,478	7.2%	5.5%
Housing payment arrangements (non-temporary housing)			
Own with Mortgage	9,592	10.5%	4.7%

**Table A3 Characteristics of Clients and their Households**

Characteristic	Count	Estimate	Percentage Margin of Error (+/-)
Own free and clear	4,392	4.8%	3.5%
Rent or Lease	58,679	64.2%	20.1%
Do not have to pay rent	18,781	20.5%	21.4%
<b>Total excluding nonresponse</b>	<b>91,444</b>	<b>100.0%</b>	<b>.</b>
Respondents lived at least two places in the past 12 months	25,890	25.6%	7.3%
Respondents started living with another person or family	35,010	35.6%	14.3%
Respondents experienced foreclosure or eviction in the past five years	11,383	11.7%	2.5%
<b>Education</b>			
Household Highest Education Level			
Less than high school	9,031	9.2%	4.2%
High school diploma	26,754	27.2%	7.1%
General equivalency diploma or GED	8,207	8.4%	4.4%
Business, trade, or technical license, certificate, or degree beyond high school	11,283	11.5%	9.4%
Some college beyond high school or a 2-year college degree	30,998	31.5%	16.8%
Four-year college degree or higher	11,996	12.2%	3.7%
<b>Total excluding nonresponse</b>	<b>98,269</b>	<b>100.0%</b>	<b>.</b>
Client Education level			
Less than high school	155,790	22.8%	3.6%
High school diploma	284,591	41.7%	10.8%
General equivalency diploma or GED	47,343	6.9%	6.0%
Business, trade, or technical license, certificate, or degree beyond high school	48,261	7.1%	5.9%
Some college beyond high school or a 2-year college degree	103,747	15.2%	2.9%
Four-year college degree or higher	43,353	6.3%	4.4%
<b>Total excluding nonresponse</b>	<b>683,084</b>	<b>100.0%</b>	<b>.</b>
<b>Military Service</b>			
No household member has ever served	60,137	61.9%	16.1%
At least one household member has served	37,080	38.1%	16.1%
Not currently serving	32,776	33.7%	16.0%
Household member currently serving	3,364	3.5%	2.6%
Unknown if currently serving	940	1.0%	0.4%
<b>Total excluding nonresponse</b>	<b>97,217</b>	<b>100.0%</b>	<b>.</b>
<b>Household Employment (of the person who worked the most in the past 12 months; in some households, this person may not be working)</b>			
Work Status			
Worked for pay in the last 4 weeks	52,335	55.1%	17.9%
Worked for pay in the last 12 months	67,617	70.9%	10.7%
Currently out of work	42,677	44.7%	17.8%
Currently out of work, but actively looking in the last 4 weeks	15,830	16.0%	9.5%

**Table A3 Characteristics of Clients and their Households**

Characteristic	Count	Estimate	Percentage Margin of Error (+/-)
Hours worked per week, among persons who worked the most in the household			
1-10 hours per week	3,931	5.6%	4.7%
11-20 hours per week	6,670	9.6%	7.3%
21-30 hours per week	27,656	39.7%	26.5%
31-40 hours per week	26,747	38.4%	15.5%
Over 40 hours per week	4,714	6.8%	4.5%
<b>Total excluding nonresponse</b>	<b>69,718</b>	<b>100.0%</b>	<b>.</b>
Time out of work, among households where previously most employed person is not working			
Less than 1 month	3,347	8.4%	6.9%
1-6 months	5,389	13.6%	8.9%
7-12 months	5,757	14.5%	11.0%
More than 1 year	25,160	63.5%	8.1%
<b>Total excluding nonresponse</b>	<b>39,653</b>	<b>100.0%</b>	<b>.</b>
Out of the workforce, in the past 4 weeks, and not looking for work because			
Retired	6,933	26.4%	9.7%
Disabled/poor health; caretaker for another person	14,813	56.4%	13.1%
Other	4,521	17.2%	10.5%
<b>Total excluding nonresponse</b>	<b>26,267</b>	<b>100.0%</b>	<b>.</b>
<b>Potential Barriers and Bridges to Employment</b>			
Respondent responsible for grandchildren in household	19,910	20.3%	17.9%
Household member(s) released from prison in the past 12 months	2,733	2.8%	3.0%
Adult client student status			
Full-time student(s)	81,005	13.0%	7.8%
Part-time student(s)	22,601	3.6%	4.4%
<b>Health, Health Insurance, and Medical Bills</b>			
Household: Health status of respondent			
Excellent	18,226	18.8%	18.6%
Very good	16,316	16.8%	4.1%
Good	26,772	27.6%	8.8%
Fair	26,139	27.0%	16.7%
Poor	9,441	9.7%	2.8%
<b>Total excluding nonresponse</b>	<b>96,895</b>	<b>100.0%</b>	<b>.</b>
Household member in poor health	16,760	18.1%	10.8%
Household member with diabetes	39,492	41.9%	6.9%
Household member with high blood pressure	50,968	54.1%	8.8%
Household: no member has health insurance	23,233	23.6%	15.5%
Household with unpaid medical bills	49,855	54.4%	22.3%

**Table A3 Characteristics of Clients and their Households**

Characteristic	Count	Estimate	Percentage Margin of Error (+/-)
<b>Income</b>			
Household Annual Income			
\$0	7,656	9.2%	6.1%
\$1 - \$10,000	14,718	17.6%	10.3%
\$10,001 - \$20,000	25,824	30.9%	15.2%
\$20,001 - \$30,000	28,023	33.6%	22.0%
More than \$30,000	7,261	8.7%	3.7%
<b>Total excluding nonresponse</b>	<b>83,481</b>	<b>100.0%</b>	<b>.</b>
Household Annual Income as % of Poverty Level			
0% (no income)	7,656	9.2%	6.1%
1% - 50%	12,422	14.9%	9.2%
51% - 75%	7,731	9.3%	6.0%
76% - 100%	23,154	27.7%	23.1%
101% - 130%	10,406	12.5%	5.6%
131% - 150%	8,440	10.1%	11.6%
151% - 185%	6,723	8.1%	8.4%
186% or higher	6,950	8.3%	6.5%
<b>Total excluding nonresponse</b>	<b>83,481</b>	<b>100.0%</b>	<b>.</b>
Household Monthly Income			
\$0	8,532	9.2%	5.2%
\$1 - \$1,000	25,066	26.9%	12.3%
\$1,001 - \$2,000	29,231	31.4%	11.1%
\$2,001 - \$3,000	19,766	21.2%	26.6%
More than \$3,000	10,438	11.2%	4.7%
<b>Total excluding nonresponse</b>	<b>93,032</b>	<b>100.0%</b>	<b>.</b>
Households living in poverty	50,963	61.0%	10.5%

**Table A4 Clients Use of Food Assistance**

Characteristic	Count	Estimate	Percentage Margin of Error (+/-)
<b>Food Security</b>			
Food secure	12,606	14.4%	7.6%
Food insecure	75,203	85.6%	7.6%
<b>Total excluding nonresponse</b>	<b>87,809</b>	<b>100.0%</b>	<b>.</b>
<b>Spending Tradeoffs</b>			
Choose between paying for food and paying for other expenses (ever in the past 12 months)			
Medicine/medical care	64,030	69.7%	4.4%
Utilities	65,699	77.0%	6.0%
Housing	42,646	50.1%	19.3%
Transportation	62,396	70.8%	5.6%
Education	20,152	24.1%	10.9%
Choice of food versus medical care			
Every month	21,796	23.7%	7.6%
Sometimes	42,234	46.0%	9.0%
Never	27,851	30.3%	4.4%
<b>Total excluding nonresponse</b>	<b>91,881</b>	<b>100.0%</b>	<b>.</b>
Choice of food versus utilities			
Every month	31,526	36.9%	19.9%
Sometimes	34,172	40.0%	16.6%
Never	19,679	23.0%	6.0%
<b>Total excluding nonresponse</b>	<b>85,377</b>	<b>100.0%</b>	<b>.</b>
Choice of food versus housing			
Every month	12,895	15.2%	7.7%
Sometimes	29,751	35.0%	14.6%
Never	42,465	49.9%	19.3%
<b>Total excluding nonresponse</b>	<b>85,110</b>	<b>100.0%</b>	<b>.</b>
Choice of food versus transportation			
Every month	21,223	24.1%	12.1%
Sometimes	41,173	46.7%	15.5%
Never	25,785	29.2%	5.6%
<b>Total excluding nonresponse</b>	<b>88,181</b>	<b>100.0%</b>	<b>.</b>
Choice of food versus education			
Every month	5,301	6.3%	5.2%
Sometimes	14,851	17.8%	10.3%
Never	63,458	75.9%	10.9%
<b>Total excluding nonresponse</b>	<b>83,609</b>	<b>100.0%</b>	<b>.</b>

**Table A4 Clients Use of Food Assistance**

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
Household SNAP Participation			
Currently receiving SNAP	67,745	70.6%	7.8%
Not currently receiving SNAP	28,217	29.4%	7.8%
Never Applied	++	++	++
Have Applied	++	++	++
Unknown	++	++	++
Total excluding nonresponse	95,961	100.0%	.
Time to exhaustion of benefits for households receiving SNAP			
1 Week or less	25,978	39.6%	10.7%
2 Weeks	15,374	23.4%	8.1%
3 Weeks	16,050	24.5%	6.3%
4 Weeks	6,470	9.9%	7.1%
More than 4 Weeks	++	++	++
Total excluding nonresponse	65,588	100.0%	.
Potential SNAP income eligibility among client households not receiving SNAP			
Not income-eligible	9,568	38.6%	13.5%
Potentially income-eligible	15,189	61.4%	13.5%
At 130% threshold	12,628	51.0%	14.7%
At higher broad-based categorical eligibility (BBCE) threshold	2,561	10.3%	5.4%
Total excluding nonresponse	24,757	100.0%	.
Reasons for not Applying for SNAP, among households that have never applied			
Didn't think eligible	4,298	37.8%	26.9%
Personal reasons	3,155	27.7%	15.8%
Too difficult to apply	++	++	++
Never Heard of Program	++	++	++
Other	3,382	29.7%	19.5%
Other Program Participation			
Household participation in programs targeted at school-aged children (ages 5-18)			
Free or reduced-price school lunch programs	19,228	96.2%	3.8%
Free or reduced-price school breakfast programs	12,511	62.6%	20.2%
Afterschool snack or meal programs	++	++	++
BackPack weekend food programs	++	++	++
Special Supplemental Nutrition Program for Women, Infants and Children (WIC) (among all households)	22,129	25.6%	21.7%



**Table A4 Clients Use of Food Assistance**

Characteristic	Count	Percentage	
		Estimate	Margin of Error (+/-)
Households participating in at least one child nutrition program			
One program	42,084	43.9%	20.4%
Two or more programs	35,285	36.8%	18.1%
Strategies for Food Assistance			
I usually wait to come to this program until I run out of food	32,703	39.5%	9.9%
I plan to get food here on a regular basis	50,118	60.5%	9.9%
Total excluding nonresponse	82,820	100.0%	.
Top Products Desired by Clients but Not Currently Receiving at Program			
Beverages such as water or juice	7,832	9.6%	10.1%
Dairy products such as milk, cheese or yogurt	29,395	36.2%	9.4%
Fresh fruits and vegetables	36,587	45.0%	6.7%
Grains such as bread or pasta	17,482	21.5%	4.5%
Non-food items like shampoo, soap, or diapers	7,941	9.8%	5.6%
Nothing	4,497	5.5%	3.7%
Other foods or products	8,663	10.7%	10.6%
Protein food items like meats	40,925	50.4%	19.3%
This is my first time coming to this program	14,627	18.0%	22.0%
Coping Strategies			
Types of household coping strategies used in the past 12 months			
Eaten food past expiration date	64,369	81.0%	6.0%
Grew food in garden	28,819	36.5%	16.0%
Sold or pawned personal property	27,317	34.2%	7.4%
Purchased food in dented or damaged packages	49,723	62.9%	15.0%
Purchased inexpensive, unhealthy food	67,166	89.0%	4.6%
Received help from family or friends	45,391	57.0%	21.2%
Watered down food or drinks	28,469	42.2%	7.4%
Number of household coping strategies used			
None	5,486	6.6%	4.1%
1	8,357	10.1%	4.4%
2	11,254	13.6%	12.1%
3 or more	57,642	69.7%	14.3%
Total excluding nonresponse	82,739	100.0%	.