

State Food Shelf Manager Survey

Start of Block: Intro

Q1 As a food shelf site manager, you're invited to participate in the 2022 MN Food Shelf Manager Survey. This is different from the client survey happening this summer. The purpose of this survey is to understand food shelf capacity, challenges and opportunities. Your privacy will be protected and the records of this survey will be stored securely. No identifying information will be used in any reports created or published. Responses to open-ended questions will be kept anonymous if quoted. This survey is voluntary. Your decision whether or not to participate will not affect any current or future relationship with the project partners like University of Minnesota Extension or Foundation for Essential Needs or any relationships with food banks. If you decide to participate, you are free to not answer any question within the survey.

This survey is being coordinated by Emily Becher from the University of Minnesota. For questions, contact her at: bech0079@umn.edu or 612-624-3335 or 495 Coffey Hall 1420 Eckles Ave St. Paul, MN 55108 This survey has been reviewed by an IRB within the Human Research Protections Program (HRPP) at the University of Minnesota. Because of the anonymity of respondents, it has been determined to be "not human subject research". To share feedback privately with the HRPP about your survey experience, call the Research Participants' Advocate Line at 612-625-1650 or go to <https://research.umn.edu/units/hrpp/research-participants/questions-concerns>.

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Q2 Just a reminder, you are answering this question about this food program: [\\${e://Field/site}](#)

End of Block: Intro

Start of Block: Block 2 - Food Shelf Capacity



Q3 How many years has this program been providing food resources to the community? **Select one response.**

- ☐ Less than 1 year (1)
 - ☐ 2-3 years (2)
 - ☐ 4-5 years (3)
 - ☐ 6-15 years (4)
 - ☐ More than 16 years (5)
 - ☐ Not applicable (99)
-



Q4 How many years have you been with this food program (regardless of role)? **Select one response.**

- ☐ Less than 1 year (1)
 - ☐ 2-3 years (2)
 - ☐ 4-5 years (3)
 - ☐ 6-15 years (4)
 - ☐ More than 16 years (5)
 - ☐ Not applicable (98)
-



Q5 How many paid staff does this food program have? Include both full time and part time staff. **Select one response.**

- ☐ 0 (0)
 - ☐ 1-3 (1)
 - ☐ 4-6 (2)
 - ☐ 7-9 (3)
 - ☐ 10+ (4)
 - ☐ Not applicable (98)
-



Q6 How many volunteers and interns per month does this food program have on average? **Select one response.**

- ☐ 0 (0)
 - ☐ 1-10 (1)
 - ☐ 11-25 (2)
 - ☐ 26-49 (3)
 - ☐ 50+ (4)
 - ☐ Not applicable (99)
-



Q7 Please respond to the following statements and **check one for each row.**

	No (0)	Yes (1)	Not applicable (98)
This food program has an annual budget to purchase food (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This food program has a stable location to provide food resources to the community (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This food program has signage posted at the location stating services and hours of operation. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8 This food program has the following online platforms to communicate food resources to the community. **Select all that apply.**

- ☐ Website (1)
- ☐ Facebook Page (2)
- ☐ Other (please describe): (3)

Q9 The next three questions are to better understand what resources your food program might need to help support expanding service to your community, beyond simply food resources.

Resource areas are focused on:

1. infrastructure;
2. time and funding;
3. expertise and training.



Q10 Infrastructure Needs: What would you need most to expand your food shelf services?
Select all that apply.

- ☐ More Cooler Capacity (1)
 - ☐ More Freezer Capacity (2)
 - ☐ New location for this food program (3)
 - ☐ Expanded space within current location for this food program (4)
 - ☐ Vehicles for this food program to move/distribute food (5)
 - ☐ Other (please describe): (6)
-



Q11 Time and Funding Needs: What would you need most to expand your food shelf services?
Select all that apply.

- ☐ Paid staff (we currently don't have any) (1)
 - ☐ More paid staff (2)
 - ☐ More volunteers (in terms of number) (3)
 - ☐ More volunteer roles (in terms of the work they do in this food program) (4)
 - ☐ Increased board engagement (5)
 - ☐ Increased community support and engagement (6)
 - ☐ Increased donors and fundraising (7)
 - ☐ Other (please describe): (8)
-



Q12 Expertise Needs: What would you need most to expand your food shelf services?
Select all that apply.

- ☐ Inventory management and efficient food flow (1)
 - ☐ Food sourcing strategies (2)
 - ☐ Food safety and sorting training and tools (3)
 - ☐ Food merchandising and distribution strategies (4)
 - ☐ Managing change within your organization (5)
 - ☐ Volunteer management, including recruitment and training (6)
 - ☐ Staff management, including increasing or decreasing paid staff (7)
 - ☐ Fundraising support and strategies, including grant writing (8)
 - ☐ Marketing your program and impact (9)
 - ☐ Board Development (10)
 - ☐ Succession Planning (11)
 - ☐ Organizational Strategic Planning (12)
 - ☐ Other (please describe): (13)
-

End of Block: Block 2 - Food Shelf Capacity

Start of Block: Block 3 - Food Shelf Service Policies

Q13 This food program's current process for a client to access food: **Select one response**

- ☐ Make an appointment (1)
 - ☐ Walk-in/drive-up during food program hours (2)
 - ☐ A hybrid of the above options (walk-in and appointment-based) (3)
 - ☐ Other (please describe): (4)
-



Q14 How does this food program currently offer food to clients? **Select all that apply.**

- ☐ Shopping at the food shelf (1)
 - ☐ Food pick up (2)
 - ☐ Delivery (3)
 - ☐ Other (please describe): (4)
-



Q15 How has this food program changed in the frequency of allowed client visits from pre-COVID-19 (before March 2020) to now? **Select one response.**

- ☐ Overall, we increased allowed visits (1)
 - ☐ Overall, we decreased allowed visits (2)
 - ☐ We initially increased allowed visits but returned to pre-COVID frequency (3)
 - ☐ We initially decreased allowed visits but have returned to pre-COVID frequency (4)
 - ☐ No change in allowed visits from before COVID until now (5)
 - ☐ Other (please describe): (6)
-

Display This Question:

If How does this food program currently offer food to clients? Select all that apply. != Shopping at the food shelf



Q16 Because you said this food program is not currently offering in person shopping, what are the strategies this food program is currently using to offer choice at the food shelf? **Select all that apply.**

- ☐ Continued to offer shopping at the food shelf to clients. (1)
 - ☐ Offered a shopping list for clients to choose their items on paper or over the phone. (2)
 - ☐ Offered an online shopping list for clients to choose their items. (3)
 - ☐ Offered additional choices in addition to a standard pre-pack box (4)
 - ☐ Other (please describe): (5)
-

Display This Question:

If How does this food program currently offer food to clients? Select all that apply. != Shopping at the food shelf



Q17 Since you're not currently offering in-person shopping, are you considering: **Select one response.**

- ☐ We are interested in in-person shopping (1)
- ☐ We are not interested in in-person shopping (2)
- ☐ Other (please describe): (3)

- ☐ Not applicable (4)



Q18 What mitigation measures has this food program used at any point during COVID-19 (March 2020 to now)? **Select all that apply.**

- ☐ Limiting or reducing person shopping (1)
 - ☐ Masks required (2)
 - ☐ Masks recommended (3)
 - ☐ Social distancing (4)
 - ☐ Limits on the number of clients allowed indoors (5)
 - ☐ Provide masks for clients (6)
 - ☐ Provide hand sanitizer for clients (7)
 - ☐ Post signs to remind people about social distancing (8)
 - ☐ Reorganize the food shelf space to help with airflow (9)
 - ☐ Other (please describe): (10)
-



Q19 What additional changes or challenges has this food program experienced in the last year?
Select all that apply.

- ☐ Decreased volunteer capacity (1)
 - ☐ Decreased staff capacity (2)
 - ☐ Food sourcing & supply chain challenges (3)
 - ☐ Reduction in donations from the community (4)
 - ☐ Increased client visits and demand for food (5)
 - ☐ Other (please describe): (6)
-

Q20 In the 2019 Minnesota Food Shelf Survey, the following areas were identified as the top five experiences clients value:

- 1) I can choose my own food
- 2) Staff/volunteers greet me and make me feel welcome
- 3) The selection process is easy
- 4) Plenty of different food options
- 5) Food looks fresh and appealing

What are some of the best examples you are currently doing that reflect these top five experiences?

End of Block: Block 3 - Food Shelf Service Policies

Start of Block: Block 4-Food bank question



Q21 Which food bank(s) does this food program access food from? **Select all that apply.**

- ☐ Channel One Regional Food Bank (Rochester, MN) (1)
- ☐ Great Plains Food Bank (Fargo, ND) (2)
- ☐ North Country Food Bank (East Grand Forks, MN) (3)
- ☐ Second Harvest Heartland (Twin Cities, MN) (4)
- ☐ Second Harvest North Central Food Bank (Grand Rapids, MN) (5)
- ☐ Second Harvest Northern Lakes Food Bank (Duluth, MN) (6)
- ☐ The Food Group (Twin Cities, MN) (7)

End of Block: Block 4-Food bank question

Start of Block: Block 5 - Food Sourcing/Stocking



Q22 When ordering food from **\$(m://Field/1)**, how often are the following foods available at this book bank? **Please check one for each row.**

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)	Not applicable (98)
Meat, poultry, and fish (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fresh fruits and vegetables (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dairy (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eggs (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooking and baking items (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q23 When ordering food from **\$(m://Field/1)**, how often are the following culturally relevant foods available at the food bank? **Please check one for each row.**

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)	I do not order this item ()	Not applicable (98)
Dried beans (Pinto, Black, etc) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culturally specific rice (Wild, Jasmine, etc) (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culturally specific flours (Masa, Fufu, etc) (18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culturally specific cooking items and spices (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culturally specific produce (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q24 If you unable to source items from **#{Im://Field/1}**, do you purchase them consistently from any of the following vendors/sources? **Select all that apply.**

- ☐ Wholesalers (1)
- ☐ Retail Grocery Stores (2)
- ☐ Growers/Producers (3)
- ☐ Not able to consistently find these items (4)
- ☐ Do not have the resources available to purchase these items (5)

Display This Choice:

*If If Which food bank(s) does your food shelf receive food from? Check all that apply.
q://QID247/SelectedChoicesCount Is Greater Than 1*

- ☐ Another food bank (6)
 - ☐ Other (please describe): (7)
-



Q25 Please respond to the following statements regarding **Im://Field/1** food bank services.

Please check one for each row.

	Strongly Disagree (1)	Disagree (2)	Neither Agree Nor Disagree (3)	Agree (4)	Strongly Agree (5)	Not applicable (98)
I know what food is available at the food bank (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ordering process at the food bank is easy (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food bank deliveries are on time and include everything that I order (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wish the food bank offered more frequent deliveries to my food program (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication from the food bank is clear and timely (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food bank staff listen to my feedback and perspective (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I learn information from the food bank that helps me run my food program (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My food shelf is satisfied with my regional food bank (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Block 5 - Food Sourcing/Stocking

Start of Block: Block 6 - Sources, General



Q26 Does this food program provide fresh produce year-round to your clients? **Select one response.**

- ☐ Yes, year round (1)
- ☐ No, only a portion of the year (2)
- ☐ No, we currently do not offer produce (3)
- ☐ Other (please describe): (4)

- ☐ Not applicable (98)

Display This Question:

If Does this food program provide fresh produce year-round to your clients? Select one response. != No, we currently do not offer produce

Q27 Does this food program source fresh produce from the following locations? **Select all that apply.**

- ☐ Local retail rescue (donations from local retailers) (1)
- ☐ Purchases from local retailers (2)
- ☐ Purchases from a wholesaler or distributor (e.g. Bix, US Foods) (3)
- ☐ Ordering from your food bank(s) (4)
- ☐ Donations from local gardens/growers/farmers (5)
- ☐ Other (please describe): (6)



Q28 In the last year, TEFAP product availability has returned to 2018 levels. How has this impacted this food program's food supply? **Select all that apply.**

- ☐ It decreased the healthfulness of food available to families (1)
 - ☐ It decreased the amount of food we were able to offer (2)
 - ☐ It decreased the variety of food we were able to offer (3)
 - ☐ It increased our food purchasing costs (4)
 - ☐ It was challenging to source TEFAP products from my food bank (5)
 - ☐ There has been no impact (6)
 - ☐ We do not use TEFAP (7)
 - ☐ Other (please describe): (88)
-

End of Block: Block 6 - Sources, General

Start of Block: Block 7- Food Bank and Sector Support



Q29 Please respond to the following statements regarding previous Minnesota Food Shelf Client Survey results. Please check one for each row.

	No (0)	Yes (1)	I prefer not to answer ()
I am aware of the 2019 Food Shelf Client Survey results (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have shared the 2019 Food Shelf Client Survey results with others (e.g. board, staff, volunteers, community, and shoppers) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our organization has used the 2019 Food Shelf Client Survey results to inform food program changes and decisions (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q30 How can food banks and/or hunger relief partners better support your organization and your food program?

Q31 Anything else you would like to share?

End of Block: Block 7- Food Bank and Sector Support
