

# **STRENGTHENING DENVER'S FOOD RESCUE ECOSYSTEM**



**Food Rescue Roundtable  
October 16<sup>th</sup>, 2018**



# End-user Survey



## POLLING PANTRY USERS

*An End-User Survey of Three  
Denver-Area Food Pantries*

Prepared by Joining Vision and Action (JVA)

[www.joiningvisionandaction.com](http://www.joiningvisionandaction.com)



For Natural Resources Defense Council  
and Hunger-Free Colorado

July 2018



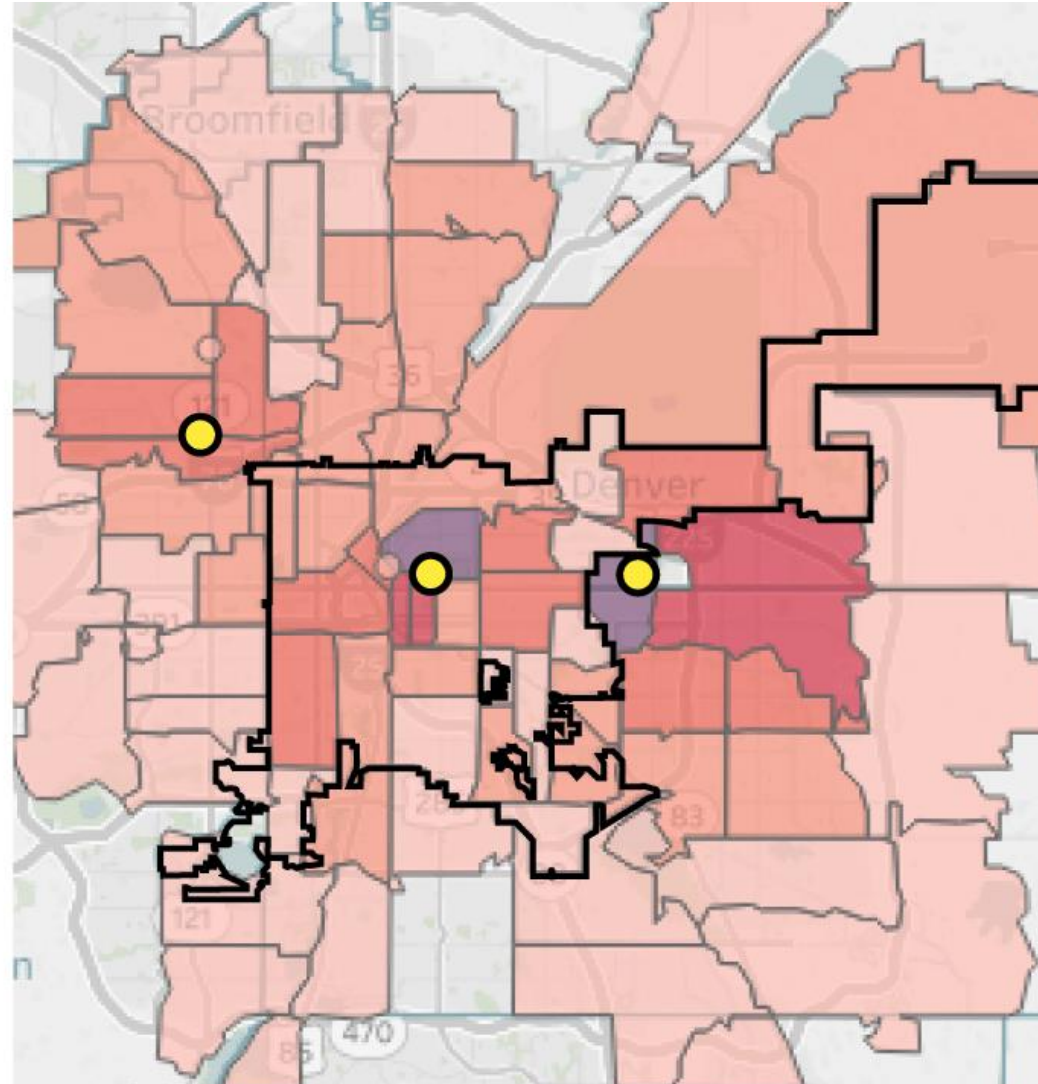
Prepared by Joining Vision and Action (JVA) LLC | 2018  
[joiningvisionandaction.com](http://joiningvisionandaction.com)

# End-user Survey Themes - Demographics

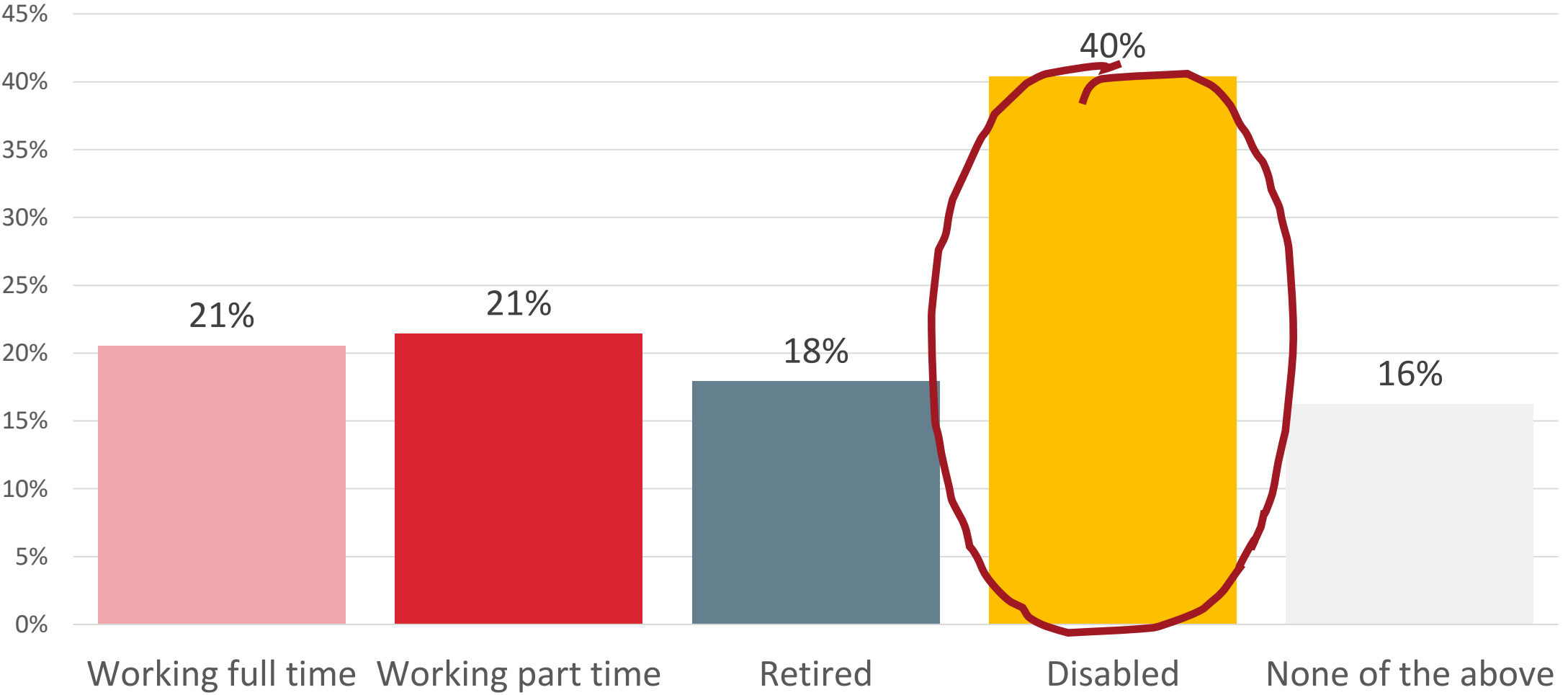
-  Survey locations
-  Boundaries of the City and County of Denver

## Number of Survey Participants Per Zip Code

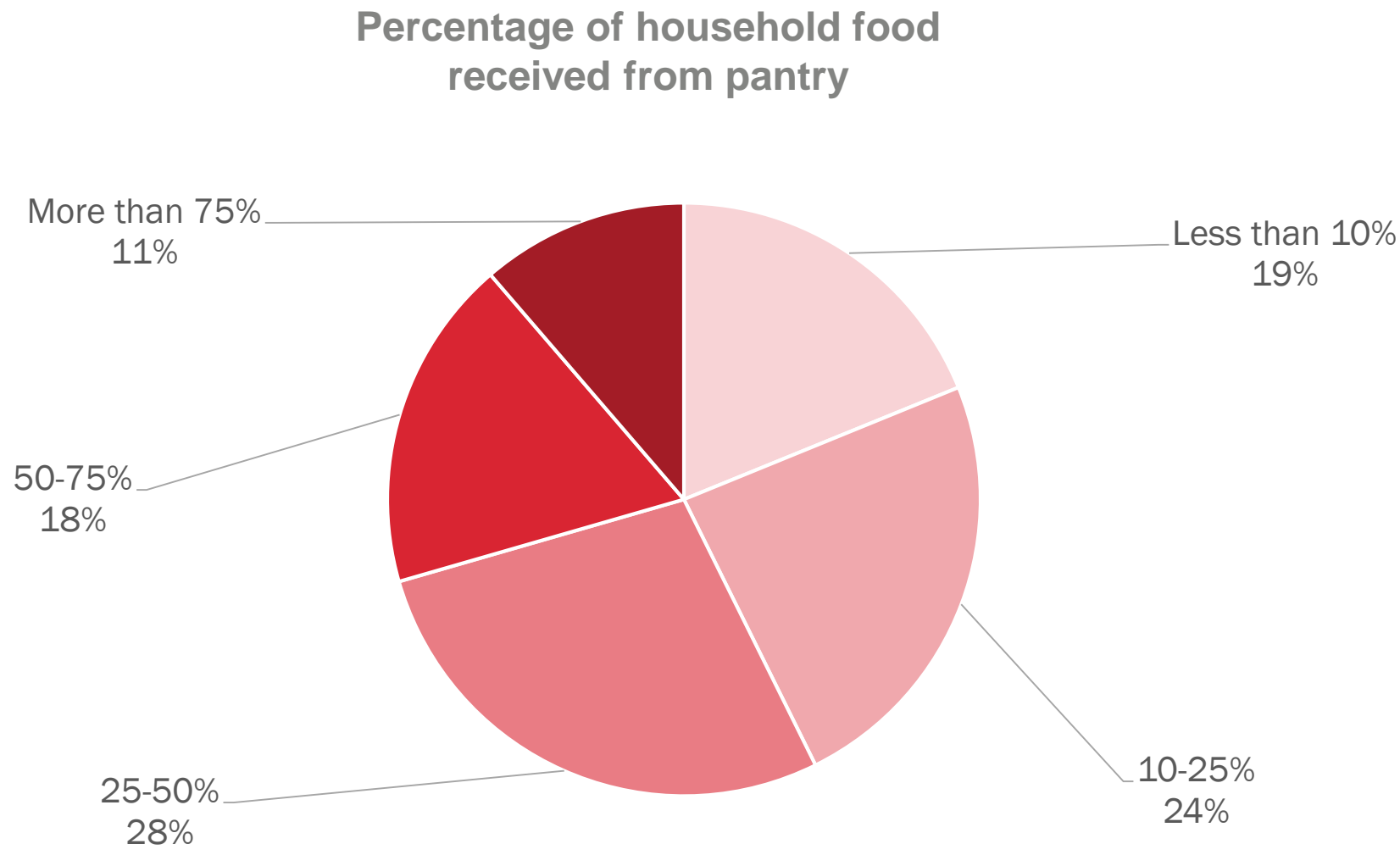
-  1 to 5 participants
-  5 to 20 participants
-  20 to 40 participants
-  40 to 100 participants
-  100 or more participants



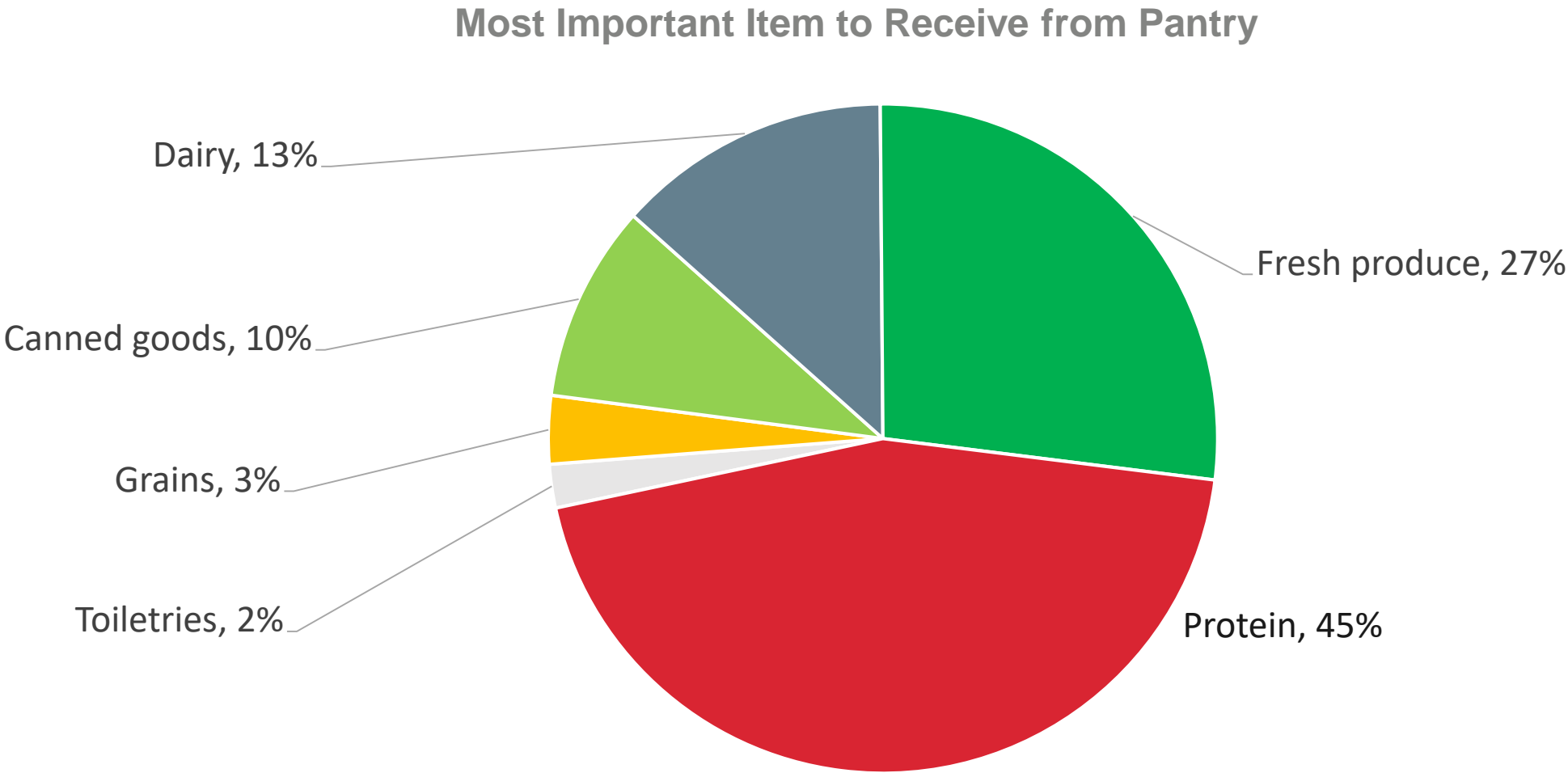
# End-user Survey Themes - Demographics



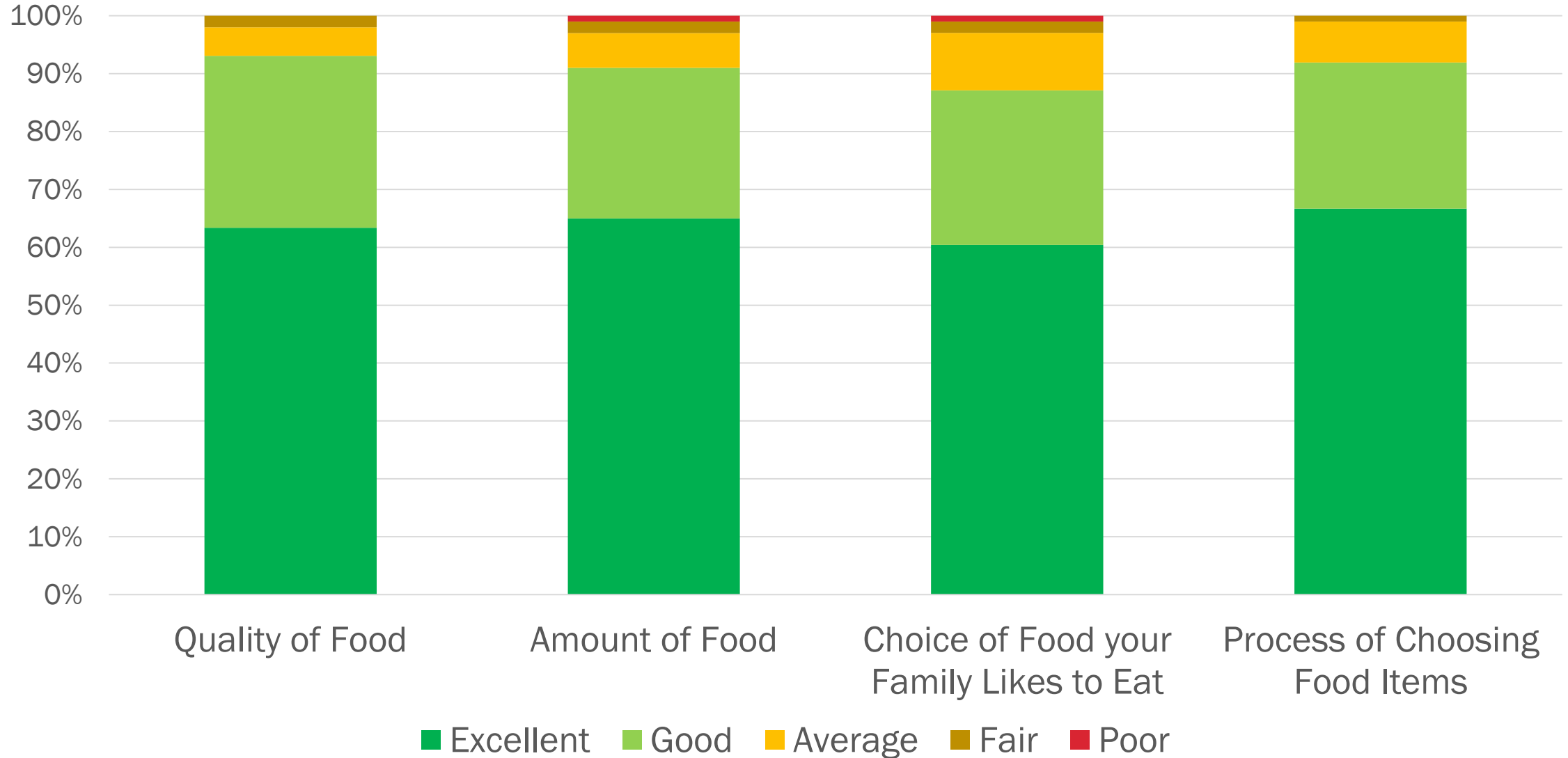
# End-user Survey Themes – Food Habits and Preferences



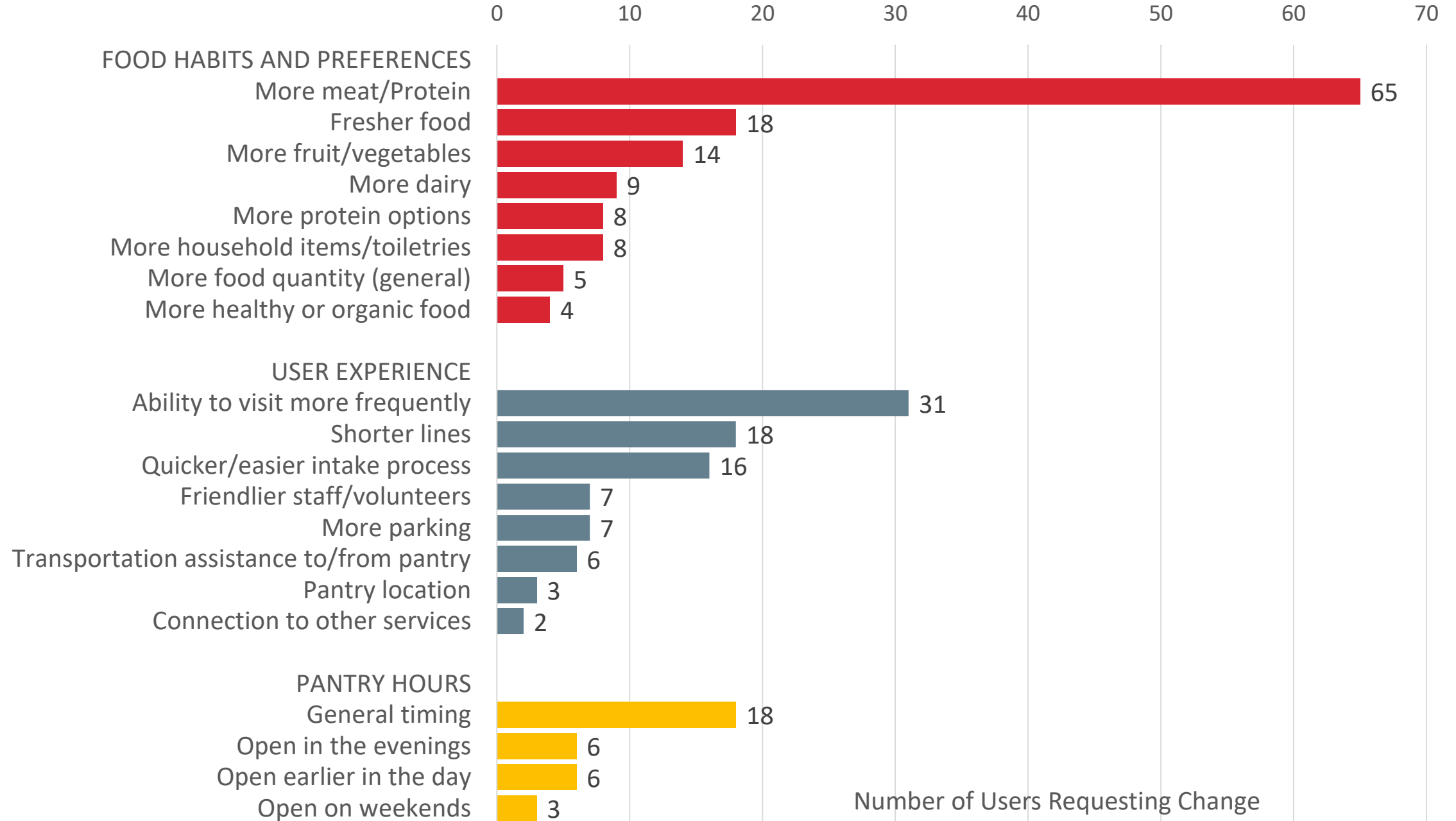
# End-user Survey Themes – Food Habits and Preferences



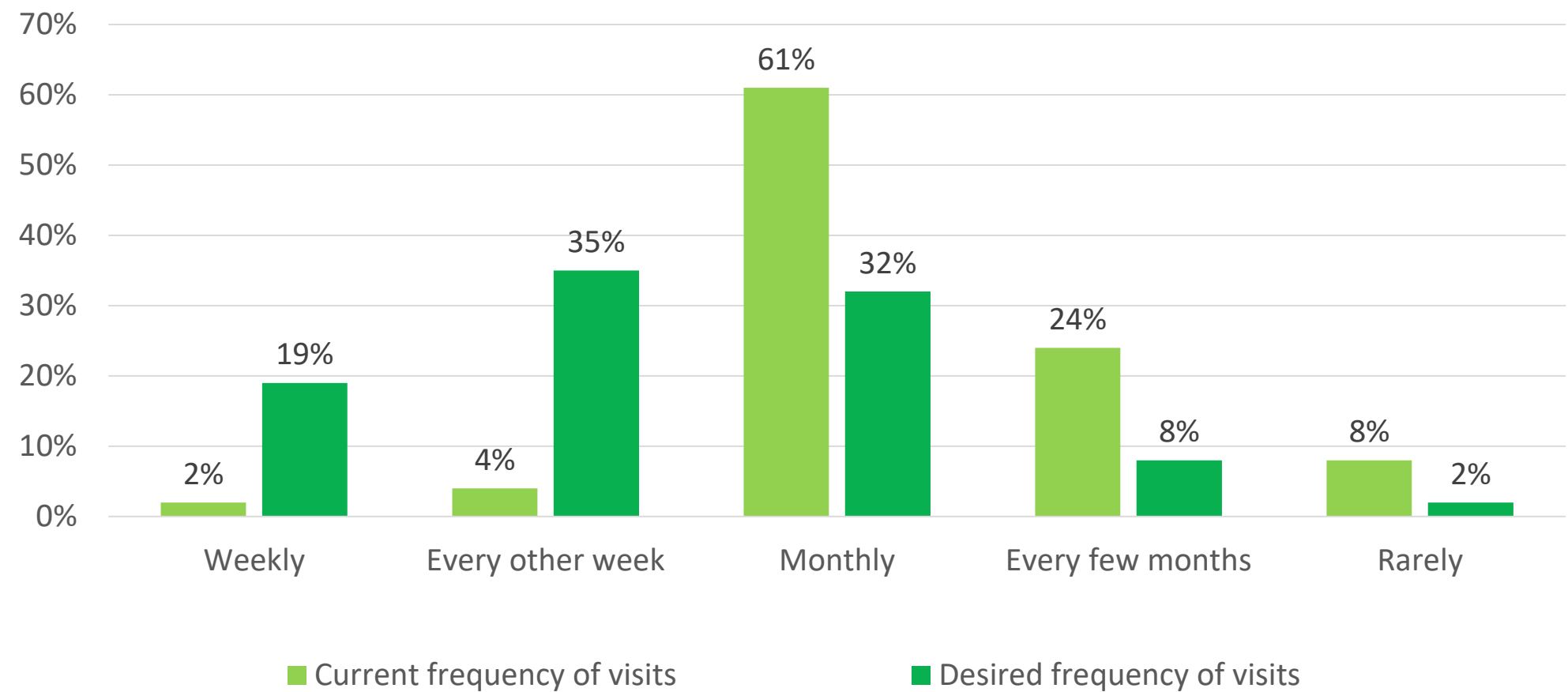
## End-user perceptions of pantry food



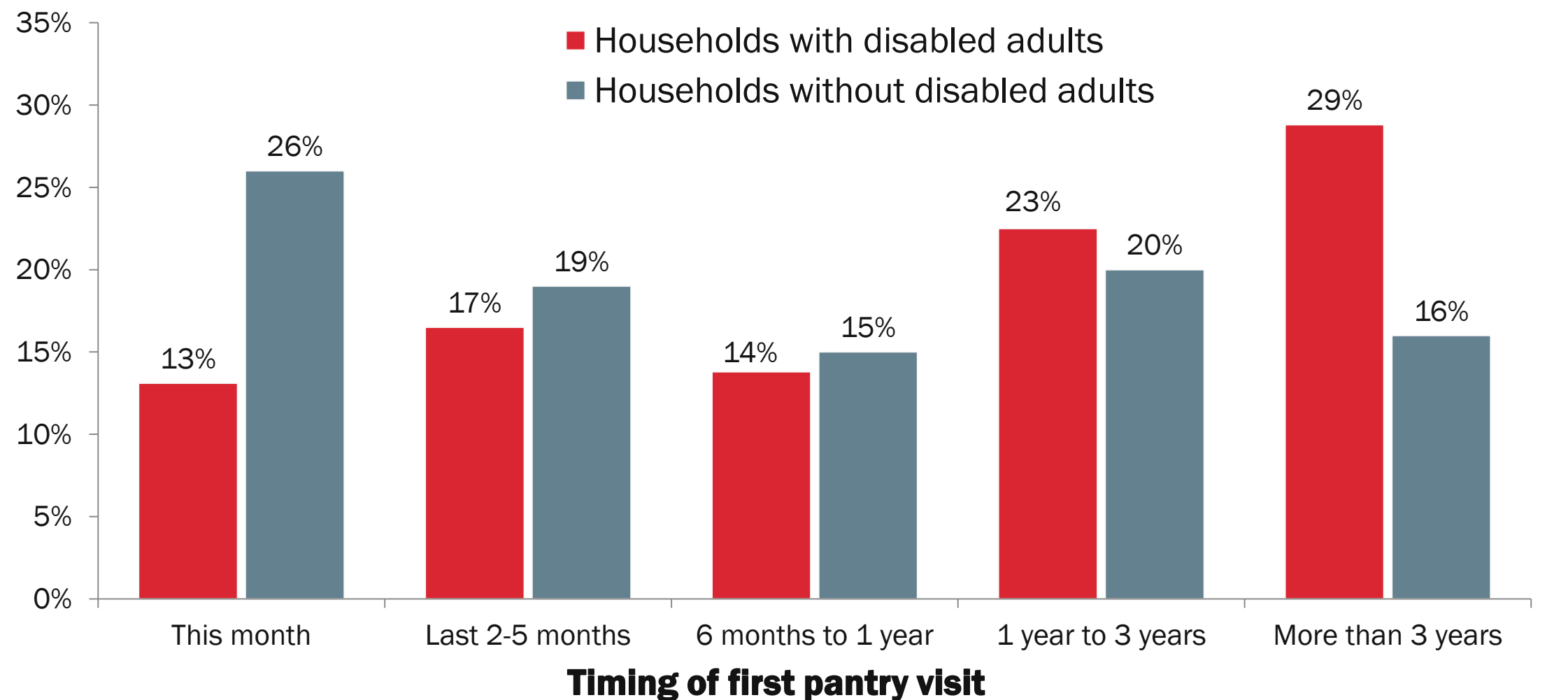
# “If you could change one thing about this food pantry, what would it be?”



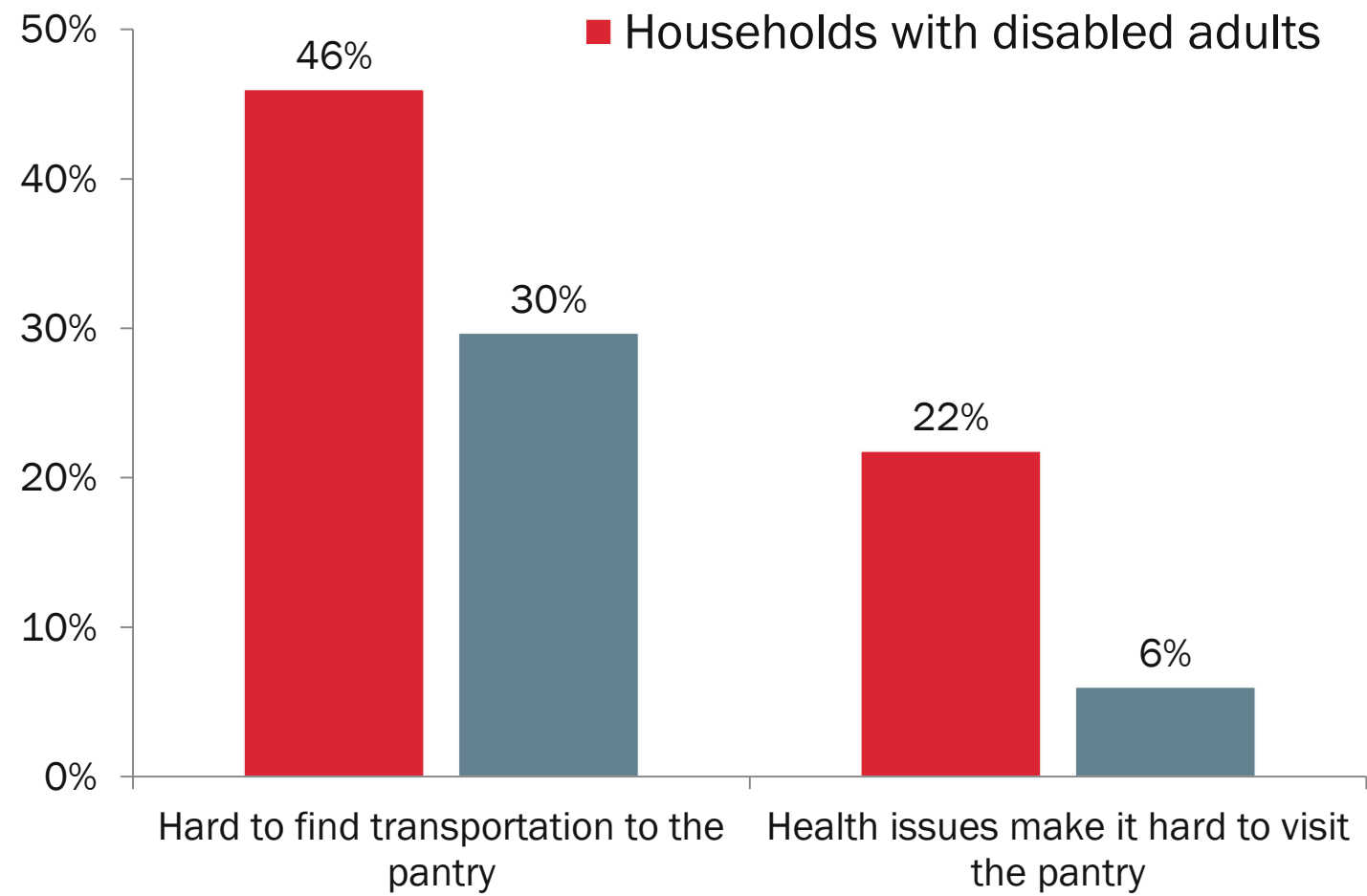
# End-user Survey Themes – User Experience



# End-user Survey Themes – User Experience



# End-user Survey Themes – User Experience



# Assessment Process

- 25 interviews with **15 stakeholders**
- Two **focus groups**
- Analysis of 1092 **surveys of pantry end users** conducted by Hunger Free Colorado
- **Best practices** scan

# Assessment Process



Outreach and coordination



Personnel



City action



End-user voice



Physical Infrastructure

# Food-Based Businesses and Institutions

- **Grocery stores**

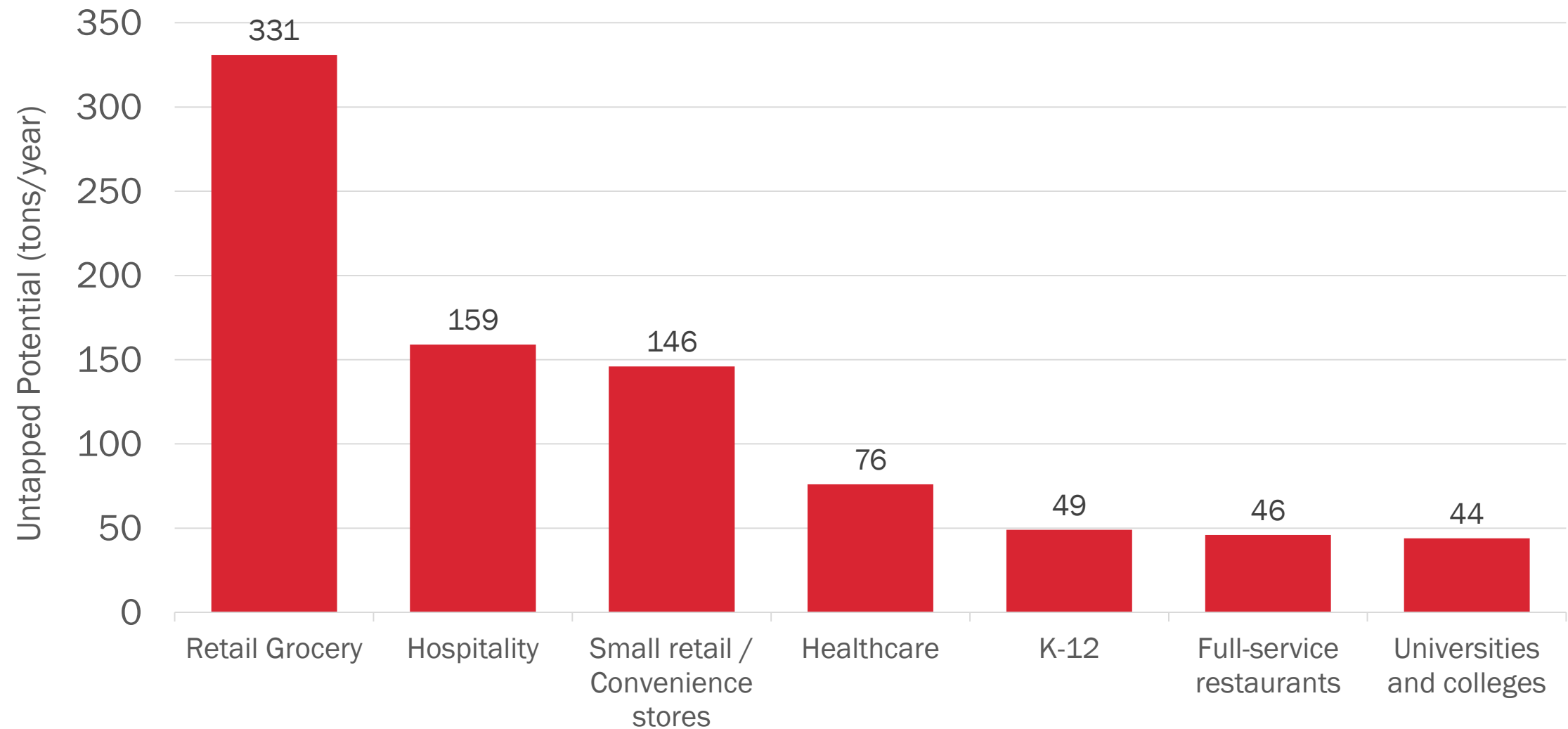
# Food-Based Businesses and Institutions

- **Grocery stores**
- **Small retail and convenience stores**
- **Restaurants, caterers and coffee shops**
- **Institutions**
  - **Hospitality**
  - **Healthcare**
  - **K-12**
  - **Universities**

# Food-Based Businesses and Institutions

## Untapped Food Rescue Potential in Denver by Sector

*from 2017 NRDC research – “ambitious” scenario*



# Food Rescue Organizations (FROs)



# Last-Mile Organizations (LMOs)

- 
- A photograph showing several volunteers working in a food pantry. In the foreground, a woman with blonde hair tied back, wearing a grey t-shirt with an 'AMERICORPS NCCC' logo, is looking down at a clipboard. Next to her, a person with dreadlocks is also looking down. To the right, a man in a white t-shirt is standing and looking towards the center. In the background, other volunteers and shelves stocked with food items are visible. A sign on the left wall says 'CHECK-OUT'.
- Food Pantries
  - Soup kitchens
  - Homeless shelters

# End-Users



FOOD RESCUE ASSESSMENT AND RECOMMENDATIONS

# Assessment Themes

**Building a unified voice and culture of collaboration**

**Improving quality and usability of donated foods**

**Increasing LMO capacity**

**Innovation in end user delivery**

# Donors – Grocery Stores

- **High amounts of bread products and processed/packaged foods**
- **Not all fresh food donations have enough shelf life to be useful**
- **LMOs hesitant to institute nutritional standards**

# Donors - Institutions

- **Variable donation amounts**
- **Lack of storage space**
- **Size of prepared food containers**

# Donor-Side Recommendations



Develop and disseminate quality standards for food donations  
(*Colorado Food Pantry Network or similar entity*)



Disseminate user-friendly food safety guidance to licensed food facilities, and incorporate donation education into inspector site visits as appropriate. (*DDPHE*)



Identify incentives, avenues for recognition, shared learning opportunities and other outreach to encourage food businesses and other potential donors to expand donations of appropriate food.



Strengthen City policies and programs to optimize useful donations from city-owned facilities.

# Transportation, Distribution and Storage



FOOD RESCUE ASSESSMENT AND RECOMMENDATIONS

# Capacity Building

A man in a light blue t-shirt is seen from the side, carrying a large cardboard box filled with various items, including what looks like food and supplies. He is walking through a warehouse or storage area with high ceilings and industrial equipment. The background is slightly blurred, showing other boxes and structural elements of the facility.

## Infrastructure

- Transportation
- Neighborhood-scale storage hubs
- Cold storage at smaller LMOs

# Capacity Building

A man in a grey t-shirt is seen from the side, carrying a large cardboard box filled with various items. He is walking through a warehouse or storage area with green metal shelving units and other boxes in the background. The scene is brightly lit, suggesting an indoor facility.

## Personnel

- Volunteer support
- Paid staff
- Professional development and training

# Capacity Building - Recommendations



Convene a local network of LMOs to build their collective voice and capacity. (*DDPHE or other*)



Convene stakeholders across the food rescue ecosystem on a regular basis to support shared dialogue and implementation of the recommendations in this assessment. (*DDPHE*)

# Capacity Building - Recommendations



Explore the feasibility of a dedicated transportation service for rescued food.



Explore avenues to equip smaller LMOs with cold storage capabilities.



Explore the feasibility of creating shared refrigerated spaces in key neighborhoods where large donations of food could be stored and broken down.

# Capacity Building - Recommendations



Explore mechanisms to increase access to volunteers and stronger coordination among LMOs for volunteer-related issues.



Engage the philanthropic sector and local business community to mobilize support for investments in the rescue system.



Expand educational opportunities for LMOs, including food safety, volunteer management strategies and fundraising.



Identify and establish funding streams and support systems to encourage the success of food rescue-related social enterprise.

# Delivery to End-Users

## **Incorporating end-user feedback:**

- Advisory body of paid end-users
- Regular practice of surveys, focus groups and interviews

# Delivery to End-Users

## **Helping end-user distribution become more user-friendly:**

- Supporting expansion of client-choice
- Deeper engagement with disabled end-users
- Exploring innovative delivery models

# Delivery to End-Users - Recommendations



Create and lead an advisory body of end-users to inform evolution of Denver's food rescue system (*DDPHE*).



Secure funding to gather regular feedback from end users via surveys, focus groups and one-on-one interviews.

# Delivery to End-Users - Recommendations



Support and engage food pantries in adopting a client choice model through training, technical support and, where feasible, financial support.



Conduct a more detailed study of the specific needs of disabled individuals experiencing food insecurity.



Hone and expand upon strategies for making donated food more geographically accessible through mobile distribution channels, home delivery, distribution points that are closer to where end-users work, live and attend school, and related approaches.

**THANK YOU!**

**QUESTIONS?**

