STRENGTHENING DENVER’S FOOD RESCUE ECOSYSTEM

Food Rescue Roundtable
October 16th, 2018
End-user Survey
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

- Working full time: 21%
- Working part time: 21%
- Retired: 18%
- Disabled: 40%
- None of the above: 16%
End-user Survey Themes – Food Habits and Preferences

Percentage of household food received from pantry

- More than 75%: 11%
- 50-75%: 18%
- 25-50%: 28%
- 10-25%: 24%
- Less than 10%: 19%
End-user Survey Themes – Food Habits and Preferences

Most Important Item to Receive from Pantry

- Fresh produce, 27%
- Protein, 45%
- Dairy, 13%
- Canned goods, 10%
- Grains, 3%
- Toiletries, 2%
End-user perceptions of pantry food

<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Food</td>
<td>90%</td>
<td>10%</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount of Food</td>
<td>80%</td>
<td>20%</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Choice of Food your Family Likes to Eat</td>
<td>70%</td>
<td>30%</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Process of Choosing Food Items</td>
<td>60%</td>
<td>40%</td>
<td>0%</td>
<td></td>
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</tr>
</tbody>
</table>
“If you could change one thing about this food pantry, what would it be?”

**FOOD HABITS AND PREFERENCES**
- More meat/Protein: 65
- Fresher food: 18
- More fruit/vegetables: 14
- More dairy: 9
- More protein options: 8
- More household items/toiletries: 8
- More food quantity (general): 5
- More healthy or organic food: 4

**USER EXPERIENCE**
- Ability to visit more frequently: 31
- Shorter lines: 18
- Quicker/easier intake process: 16
- Friendlier staff/volunteers: 7
- More parking: 7
- Transportation assistance to/from pantry: 6
- Pantry location: 3
- Connection to other services: 2

**PANTRY HOURS**
- General timing: 18
- Open in the evenings: 6
- Open earlier in the day: 6
- Open on weekends: 3
End-user Survey Themes – User Experience

<table>
<thead>
<tr>
<th>Current frequency of visits</th>
<th>Desired frequency of visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>2%</td>
</tr>
<tr>
<td>Every other week</td>
<td>4%</td>
</tr>
<tr>
<td>Monthly</td>
<td>61%</td>
</tr>
<tr>
<td>Every few months</td>
<td>24%</td>
</tr>
<tr>
<td>Rarely</td>
<td>8%</td>
</tr>
</tbody>
</table>

Weekly: 2%, Every other week: 4%, Monthly: 61%, Every few months: 24%, Rarely: 8%
End-user Survey Themes – User Experience

Timing of first pantry visit

- Households with disabled adults
- Households without disabled adults

This month: 13% (13%), 26% (26%)
Last 2-5 months: 17% (17%), 19% (19%)
6 months to 1 year: 14% (14%), 15% (15%)
1 year to 3 years: 23% (23%), 20% (20%)
More than 3 years: 29% (29%), 16% (16%)
End-user Survey Themes – User Experience

- Hard to find transportation to the pantry: 46%
- Health issues make it hard to visit the pantry: 30%
- Households with disabled adults: 22%
- Others: 6%
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
- City action
- Physical Infrastructure
- Personnel
- End-user voice

FOOD RESCUE ASSESSMENT AND RECOMMENDATIONS
Food-Based Businesses and Institutions

- Grocery stores
• Grocery stores
• Small retail and convenience stores
• Restaurants, caterers and coffee shops
• Institutions
  • Hospitality
  • Healthcare
  • K-12
  • Universities
Untapped Food Rescue Potential in Denver by Sector

from 2017 NRDC research – “ambitious” scenario

- Retail Grocery: 331 tons/year
- Hospitality: 159 tons/year
- Small retail / Convenience stores: 146 tons/year
- Healthcare: 76 tons/year
- K-12: 49 tons/year
- Full-service restaurants: 46 tons/year
- Universities and colleges: 44 tons/year

Food-Based Businesses and Institutions
Food Rescue Organizations (FROs)

- Food Bank of the Rockies
- Denver Food Rescue
- We Don’t Waste

FOOD RESCUE ASSESSMENT AND RECOMMENDATIONS
Last-Mile Organizations (LMOs)

• Food Pantries
• Soup kitchens
• Homeless shelters
End-Users
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

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

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

3. 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.

4. Strengthen City policies and programs to optimize useful donations from city-owned facilities.
Transportation, Distribution and Storage
Capacity Building

Infrastructure

• Transportation
• Neighborhood-scale storage hubs
• Cold storage at smaller LMOs
Capacity Building

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.
Incorporating end-user feedback:

- Advisory body of paid end-users
- Regular practice of surveys, focus groups and interviews
Helping end-user distribution become more user-friendly:

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