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**HUNGER IN AMERICA 2001
Local Report Prepared for
Food Bank of North Carolina (2802)**

Final Report

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Dear Friends,

The tragic events of September 11, 2001 have deeply affected all Americans. Yet, it is in the spirit of a better America—a great people challenging great problems—that America's Second Harvest releases *Hunger in America 2001*. The purpose of the study is to provide information about a pervasive national problem that we can—and must—overcome. America is a nation with a legacy of unparalleled accomplishment. With our intelligence and creativity we have landed and explored the moon, we have overcome threats to our liberty in war and peace, and we have overcome with tolerance and respect many great social ills that continue to haunt much of the rest of the world. We can also overcome hunger in our land.

Ours is the most wealthy and abundant nation in the history of mankind. Our farmers produce enough to help feed most of the world's people, and they provide Americans the most safe, abundant, accessible and affordable food in the world. Despite our great wealth in food and economy, we still have 31 million Americans who are unsure where their next meal will come from. We see more than a quarter of a million children that have to line up in a soup kitchen to get food. The paradox of hunger amidst plenty is a threat to our nation's prosperity and affront to our collective well-being. Adlai Stevenson once said, "A hungry man is not a free man." The effort to end hunger in America represents the best of who we are and the standard by which we must measure the health of our society.

To end hunger, we must know more about it. We need to understand that hunger in the world's most wealthy nation is not like the famine or starvation witnessed in the developing world, although the effects on individual and societal well-being aren't that different. In order to know more about hunger in our country, America's Second Harvest embarked on the most ambitious and comprehensive study of domestic hunger ever undertaken. This report helps tell some of the stories of the neediest Americans. Over the past year, more than 32,000 individuals agreed to share their personal stories with us, and their stories paint a different picture of hunger in America than one might expect. They give us a glimpse into the lives of parents working more than one job to try and support their families, senior citizens trying to cope with the rising costs of medical care and prescription drugs, and children relying on after-school feeding programs for their meals. And these stories are unfolding all across America—in the suburbs, in major cities, and out in the countryside. It is because of the willingness of thousands of poor and needy people to tell their stories that I am able to present *Hunger in America 2001*, America's Second Harvest's third major study of hunger in our country.

This study is made possible only through the generous efforts of literally hundreds of volunteers, researchers, academics, and charitable agency staff who made this study such a success. I want to thank the 104 food banks that participated. All worked diligently, soliciting

funds and volunteers, collecting data, in order to document the need in their own communities. Without their commitment, the following research would not be possible. Thanks are also owed to the thousands of people who operate the soup kitchens, pantries, food shelves, and homeless shelters who not only opened their doors to make the interviews possible, but who also took time out of their busy schedules to provide much of the data that comprises this report. I need to thank the staff at Mathematica Policy Research Inc., for their thoroughly professional research work and final product, much of which was accomplished on very short timelines. I want to acknowledge the work of Dr. John Cook of the Boston University School of Medicine and Dr. Beth Osborne Daponte of Carnegie-Mellon University and their team of distinguished social scientists for providing invaluable insights throughout this project. Lastly, I want to thank the very professional work of Halley Torres Aldeen, America's Second Harvest Research Coordinator, without whom this project could not have been completed.

The statistics presented in *Hunger in America 2001* may seem staggering. The stories they tell may seem unbelievable in a country of such abundance. As you read this report, however, I urge you to remember that there is a solution. Together we can end hunger in America, and we must.

This report is dedicated to the memory of Sister Augusta Hamel, OSB, whose commitment to the cause of ending hunger was the inspiration for this project.

A handwritten signature in black ink that reads "Robert Forney". The signature is written in a cursive, flowing style.

Robert H. Forney
President and CEO

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We would like to acknowledge the strong support and vision of the America's Second Harvest project officers for the study, Doug O'Brien and Hally Aldeen, who provided sound guidance and strong support throughout the research process. Also, we must recognize that this study would not have been possible without the dedication of participating food banks, their agencies, and their volunteers.

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Margo Salem, Marcia Giletto, Sharon De Leon, and Bea Jones provided guidance to the food banks on an ongoing basis, as they implemented the survey work. Carlo Caci demonstrated both extraordinary competence and great dedication in developing and implementing a computer system which was capable of expeditiously generating more than 100 local reports from common database. In accomplishing this, he received help from Mahesh Sundaram.

Jean Knab, with help from Amy Zambrowski, developed the overall structure of the analysis database, and Melynda Ihrig worked both creatively and patiently in undertaking the statistical programming needed to produce the report. Laura Folks and Terri Kim provided very valuable assistance in this work. Bill Garrett provided truly exceptional secretarial support throughout the process. His high degree of competence and flexibility were key in making the report possible. Jane Nelson also provided able secretarial assistance.

Patricia Ciaccio greatly improved the final version of this report through her careful editing. She was assisted in this by Roy Grisham.

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1. HIGHLIGHTS OF FINDINGS

This report presents information on the clients and agencies served by Food Bank of North Carolina. The information is drawn from a national study, Hunger in America 2001, conducted for America's Second Harvest (A2H), the nation's largest organization of emergency food providers. The national study is based on completed in-person interviews with more than 32,000 clients served by the A2H network, as well as completed questionnaires from nearly 24,000 A2H agencies. This report is based on surveys of 373 clients and 500 agencies served by Food Bank of North Carolina.

Key findings are summarized below:

HOW MANY CLIENTS RECEIVE FOOD FROM A2H EMERGENCY FOOD PROVIDERS?

- The A2H system served by Food Bank of North Carolina provides food for an estimated 273,256 different people annually.
- 81,719 different people receive assistance in any given week.

WHO RECEIVES EMERGENCY FOOD ASSISTANCE?

A2H agencies served by Food Bank of North Carolina provide food for a broad cross-section of households. Key characteristics include:

- 28.6% of the members of households served by Food Bank of North Carolina are children under 18 years old (Table 5.3.2).
- 11.0% of the members of households served by Food Bank of North Carolina are children age 0 to 5 years (Table 5.3.2).
- 6.7% are elderly (Table 5.3.2).
- Approximately 19.5% of clients are white; 62.5% are African American, and the rest are from other racial or ethnic groups. 17.9% are Hispanic (Table 5.6.1).

- 48.4% of households include at least one employed adult (Table 5.7.1).
- 38.7% have incomes below the official federal poverty level (Table 5.8.2.1) during the previous month.
- 0.1% are receiving Temporary Assistance for Needy Families and 0.0% are receiving General Assistance (Table 5.8.3.2).
- 31.2% are homeless (Table 5.9.1.1).

MANY A2H CLIENTS ARE FOOD INSECURE OR ARE EXPERIENCING HUNGER

- Among all clients of Food Bank of North Carolina, 58.0% are classified as food insecure, using the U.S. government's official food security scale. This includes both clients who are food insecure without hunger and those classified as food insecure with hunger (Table 6.1.1).
- 34.1% of all clients of Food Bank of North Carolina are classified by the scale as experiencing hunger (Table 6.1.1).
- Among households with children, 64.9% are food insecure and 47.2% are experiencing hunger (Table 6.1.1).

MANY CLIENTS REPORT HAVING TO CHOOSE BETWEEN FOOD AND OTHER NECESSITIES

- 46.8% of clients report having to choose between paying for food and paying for utilities or heating fuel (Table 6.5.1).
- 37.2% had to choose between paying for food and paying their rent or mortgage bill (Table 6.5.1).
- 26.4% had to choose between paying for food and paying for medicine or medical care (Table 6.5.1).

DO A2H CLIENTS ALSO RECEIVE FOOD ASSISTANCE FROM THE GOVERNMENT?

- 20.7% of A2H client households are receiving Food Stamp Program benefits (Table 7.1.1); however, it is likely that many more are eligible (Table 7.2.1).
- Among A2H households with pre-school children, 34.4% participate in the Supplemental Nutrition Program for Women, Infants, and Children (WIC) (Table 7.4.1).

- Among A2H households with school-age children, 40.5% and 38.0%, respectively, participate in the federal school lunch and school breakfast programs (Table 7.4.1).

MANY A2H CLIENTS ARE IN POOR HEALTH

- 22.9% of A2H households report having at least one household member in poor health (Table 8.1.1)

MOST A2H CLIENTS ARE SATISFIED WITH THE SERVICES THEY RECEIVE FROM THE A2H PROVIDER AGENCIES

- 95.1% of adult clients said they were either “very satisfied” or “somewhat satisfied” with the amount of food they received from their A2H provider; 98.6% were satisfied with the quality of the food they received (Table 9.2.1).

HOW LARGE IS THE A2H PROVIDER NETWORK?

- Food Bank of North Carolina includes approximately 693 agencies.

WHAT KINDS OF ORGANIZATIONS OPERATE A2H EMERGENCY FOOD PROGRAMS?

- 78.7% of pantries, 78.4% of kitchens, and 59.8% of shelters are run by faith-based agencies affiliated with churches, mosques, synagogues, and other religious organizations (Table 10.6.1).
- Most of the other agencies are private nonprofit organizations with no religious affiliation (Table 10.6.1).

HAVE AGENCIES BEEN EXPERIENCING CHANGES IN THE NEED FOR THEIR SERVICES?

- 61.3% pantries, 52.6% kitchens, and 43.7% shelters reported that there had been an increase since 1998 in the number of clients who come to their emergency food program sites (Table 10.8.1).

WHERE DO A2H AGENCIES OBTAIN THEIR FOOD?

- Food banks are by far the single most important source of food for most A2H agencies, accounting for 59.5% of the food used by pantries, 37.1% of kitchens’ food, and 26.1% of shelters’ food (Table 13.1.1).

- Other important sources of food include religious organizations and direct purchases from wholesalers and retailers (Table 13.1.1).
- Government commodity programs account for about 8.4% of food for pantries, 1.9% for kitchens, and 0.0% for shelters (Table 13.1.1).

VOLUNTEERS ARE EXTREMELY IMPORTANT IN THE A2H NETWORK

- 87.8% of pantries, 100.0% of kitchens, and 89.8% of shelters use volunteers (Table 13.2.1).
- Many programs rely *entirely* on volunteers; 67.0% of pantry programs and 55.4% of kitchens have no paid staff at all (Table 13.2.1).

2. INTRODUCTION

Recent government data indicate that at least 9.2 million households in the United States were food insecure in 1999, and that approximately 3 million households had experienced hunger at some point in that year. The food insecure households contained an estimated 27 million people, of whom 11 million were children. The existence of large numbers of people without secure access to adequate nutritious food represents a serious national concern.¹

An important response to this problem has been the growth of private-sector institutions that have been created to provide food for the needy. In particular, throughout the United States, food pantries, emergency kitchens, and homeless shelters play a critical role in meeting the nutritional needs of America's low-income population. By providing people who need assistance with food for home preparation (pantries) and with prepared food that can be eaten at the agencies (kitchens and shelters), these organizations help meet the needs of people and households that otherwise, in many instances, would lack sufficient food.

America's Second Harvest (A2H) plays a critical role in helping these organizations accomplish their mission. A2H, a network of about 80% of all food banks in this country, supports the emergency food system by obtaining food for the system from national organizations, such as major food companies, and providing technical assistance and other services to the food banks and food rescue organizations. A2H also represents the interests of the emergency food community in the national political process.

¹Andrews, Margaret, Mark Nord, Gary Bickel, and Steven Carlson. "Household Food Security in the United States, 1999." U.S. Department of Agriculture, Food and Nutrition Service, 1999.

Over the years, A2H has periodically studied the workings of its network and the characteristics of the clients the network serves, both to assess the severity of nutrition-related problems of the poor in America and to identify ways of increasing the effectiveness of its operations. This report presents the results of the third comprehensive study sponsored by A2H. The study provides detailed information about the programs and agencies that operate under A2H-affiliated food banks and the clients the programs serve.

This chapter of the report provides important background for the findings. Subsequent subsections:

- Highlight the objectives of the study
- Provide an overview of the Second Harvest Network
- Identify the groups of organizations involved in conducting the study
- Provide an overview of the rest of the report

2.1 OBJECTIVES

The Hunger in America 2001 study comprises a national survey of A2H emergency food providers and their clients. The study had the following primary objectives:

- To describe the national demographic characteristics, income levels, food stamp utilization, food security status, and service needs of low-income clients who access emergency food assistance from the A2H network at the national level
- To describe the demographic profiles of clients of local agencies and to examine the ability of local agencies to meet the food security needs of their clients
- To compare data, where possible, between the 1997 and 2001 A2H research studies, to identify trends in emergency food assistance demands, and to relate observed trends to welfare policies
- To compare local-level and national-level data on the characteristics of agencies in describing the charitable response to hunger throughout the nation

The Hunger in America 2001 study was designed to provide a comprehensive profile of the extent and nature of hunger and food insecurity as experienced by people who access A2H's national network of charitable feeding agencies. Information was collected on clients' sociodemographic characteristics, including income and employment, benefits from food stamp and other federal or private programs, frequency of visits to emergency feeding sites, and satisfaction with local access to emergency food assistance. Information obtained from provider agencies included sizes of programs, services provided, sources of food, and adequacy of food supplies.

2.2 OVERVIEW OF THE SECOND HARVEST NETWORK

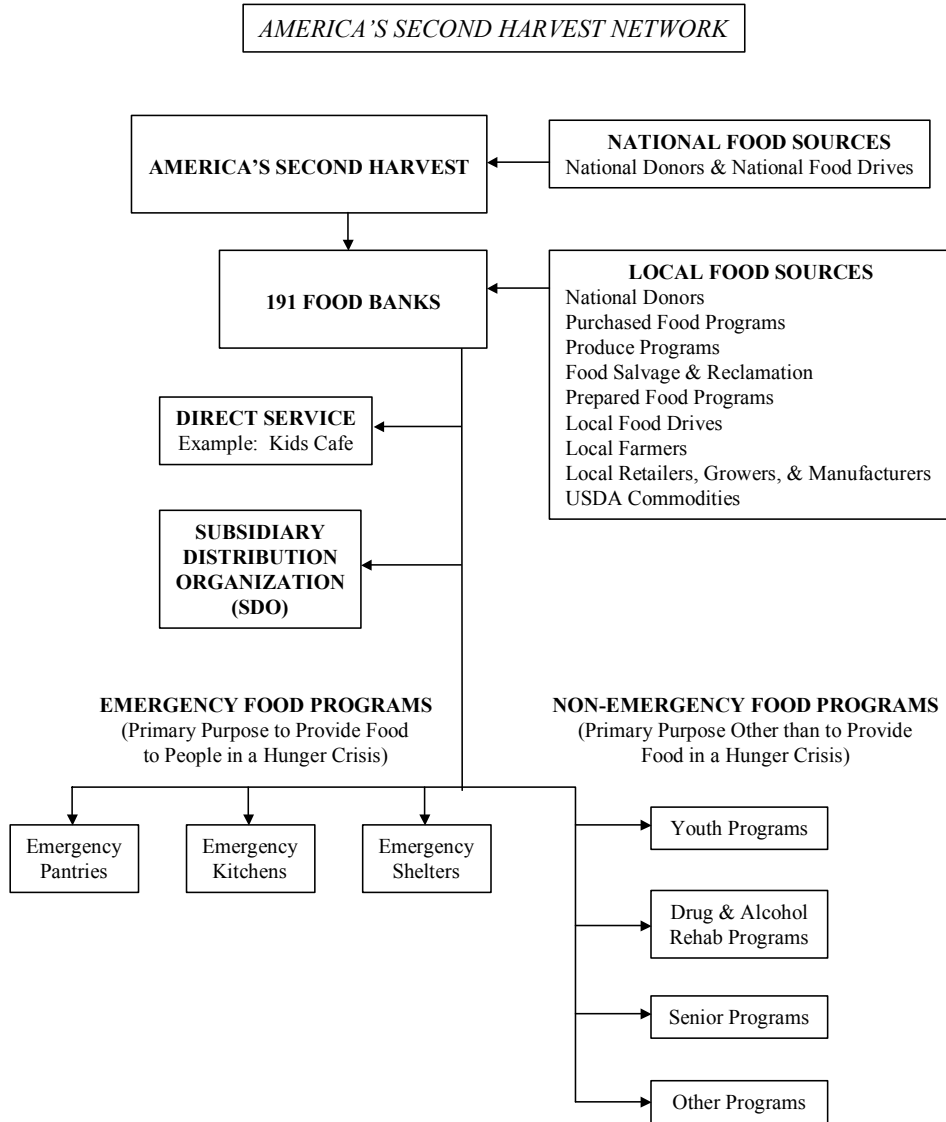
A2H has 191 member food banks. These certified-affiliate members are regularly monitored by A2H staff and food industry professionals to ensure compliance with acceptable food handling, storage, and distribution standards and practices. Food banks distribute food and grocery products to charitable organizations in their specified service areas, as shown in Chart 2.2.1.

Within this system, a number of different types of charitable organizations and programs provide food, directly or indirectly, to needy clients. However, there is no uniform use of terms identifying the essential nature of the organizations. Hunger relief organizations are usually grassroots responses to local needs. As such, they frequently differ throughout the country and use different nomenclatures. For clarity, the terms used in this report are defined as follows:

Food Bank. A food bank is a charitable organization that solicits, receives, inventories, stores, and distributes donated food and grocery products to charitable agencies that directly serve needy clients. These agencies include churches and qualifying nonprofit [Internal Revenue Code 501(c) (3)] charitable organizations.

CHART 2.2.1

SOURCES OF FOOD AND CHANNELS OF FOOD DISTRIBUTION FOR FOOD BANKS



Subsidiary Distribution Organization (SDO). SDOs are smaller food banks or larger agencies allied with affiliated food banks. SDOs are private, nonprofit, charitable organizations providing important community services. Although some are agencies, all SDOs distribute part of their food to other charities for direct distribution to clients.

Agencies and Food Programs. Food banks distribute food to qualifying charitable agencies, most of which provide food directly to needy clients through food programs. Some agencies operate single-type and single-site food programs, while others operate food programs at multiple sites and may operate multiple types of food programs.

For this research, there are two general categories of the food programs served by A2H food banks: (1) emergency food programs, and (2) nonemergency food programs.

Emergency food programs include food pantries, soup kitchens, and shelters. The people the emergency agencies feed typically need short-term or emergency assistance.

- ***Emergency Food Pantries***, also called “Food Shelves,” distribute nonprepared foods and other grocery products to needy clients, who then prepare and use these items where they live. Food is distributed on a short-term or emergency basis until clients are able to meet their food needs. An agency that picks up boxed food from the food bank to distribute to its clients was included as a food pantry. An agency that does not directly distribute food to clients was excluded from the pantry category. An agency that only distributes bulk food on a basis other than emergency need (such as U.S. Department of Agriculture [USDA] commodities to all people over age 60) was not considered as a pantry program. On the other hand, a food bank distributing food directly to clients, including clients referred from another agency, qualified as a food pantry.
- ***Emergency Soup Kitchens*** provide prepared meals served at the kitchen to needy clients. These clients do not reside on the premises. In some instances, kitchens may also provide lighter meals or snacks, such as sandwiches, for clients to take with them for use when the kitchen is closed. This category includes “Kids Cafe providers.”
- ***Emergency Shelters*** provide shelter services and serve one or more meals a day on a short-term basis to low-income clients in need. Shelter may be the primary or secondary purpose of the service. Examples include homeless shelters, shelters with substance abuse programs, and transitional shelters such as those for battered

women. Residential programs that provide services to the same clients for an extended time period are not categorized as shelters for the purpose of this study. Other examples of programs that are not included as shelters are mental health/mental retardation group homes and juvenile probation group homes.

Nonemergency organizations refer to any programs that have a primary purpose other than emergency food distribution but also distribute food. Examples include day care programs, senior congregate-feeding programs, and summer camps.

2.3 GROUPS AND ORGANIZATIONS INVOLVED IN THE STUDY

The study was conceived and coordinated by the national offices of A2H. Data collection for the study was conducted largely by 100 food banks or consortia (representing 104 food banks) around the country that participated in the research. A2H's research contractor, Mathematica Policy Research, Inc. (MPR), provided technical advice throughout the study and implemented the sampling and data analysis activities.

Throughout all stages of the study, oversight and advice were provided by a Technical Advisory Group convened by A2H. The co-chairs of this group were John Cook of Boston Medical Center Department of Pediatrics and Beth Osborne Daponte of Carnegie Mellon University. Other members were Joda Derrickson of Full Plate, Inc., Lynn Parker of the Food Research and Action Center, Janet Poppendieck of Hunter College, and Ken Rice of Leo J. Shapiro and Associates.

2.4 OVERVIEW OF THE REST OF REPORT

Chapter 3 provides an overview of the methodologies used in the study and shows the proportion of agencies that participated in this study among all eligible agencies of the A2H national network. Chapter 4 makes projections of the numbers of clients served by Food Bank of North Carolina. Chapters 5 through 9 present detailed findings from the client survey, including

information about characteristics of Food Bank of North Carolina clients, their levels of need, and their experiences with the program. Chapters 10 through 14 present findings from the agency survey, including data on agency characteristics and program operations in Food Bank of North Carolina service area.

3. METHODS

This study had two components. An agency survey was conducted to collect information about the food programs operating in the A2H network. A client survey was carried out to characterize the people using food pantries, emergency kitchens, and shelters to better understand their needs. Each of the participating food banks helped MPR with the development of the sampling frame and with the data collection. MPR provided technical assistance with the implementation of the agency and client surveys.

This section provides an overview of the methods used in the survey and analysis work. More detailed information is contained in the technical volume of the report. We first discuss two key activities common to both surveys: (1) instrument development, and (2) training food bank staff on survey procedures. We then describe each of the two surveys.

3.1 INSTRUMENT DEVELOPMENT

The data collection instruments were based on the questionnaires used in the 1997 study, revised to reflect the needs of A2H and the results of extensive pretesting. MPR worked closely with A2H and the Technical Advisory Group to develop questionnaires that met their needs and that would provide high-quality data.

3.2 TRAINING

MPR conducted two-day, in-depth training sessions for the participating food banks, to ensure that each food bank study coordinator had the proper knowledge to administer the surveys. The majority of the training dealt with showing the study coordinators how to prepare

local interviewers to conduct the client survey. Each study coordinator also received a training manual that contained sample materials and an outline of the food banks' responsibilities.

3.3 AGENCY SURVEY

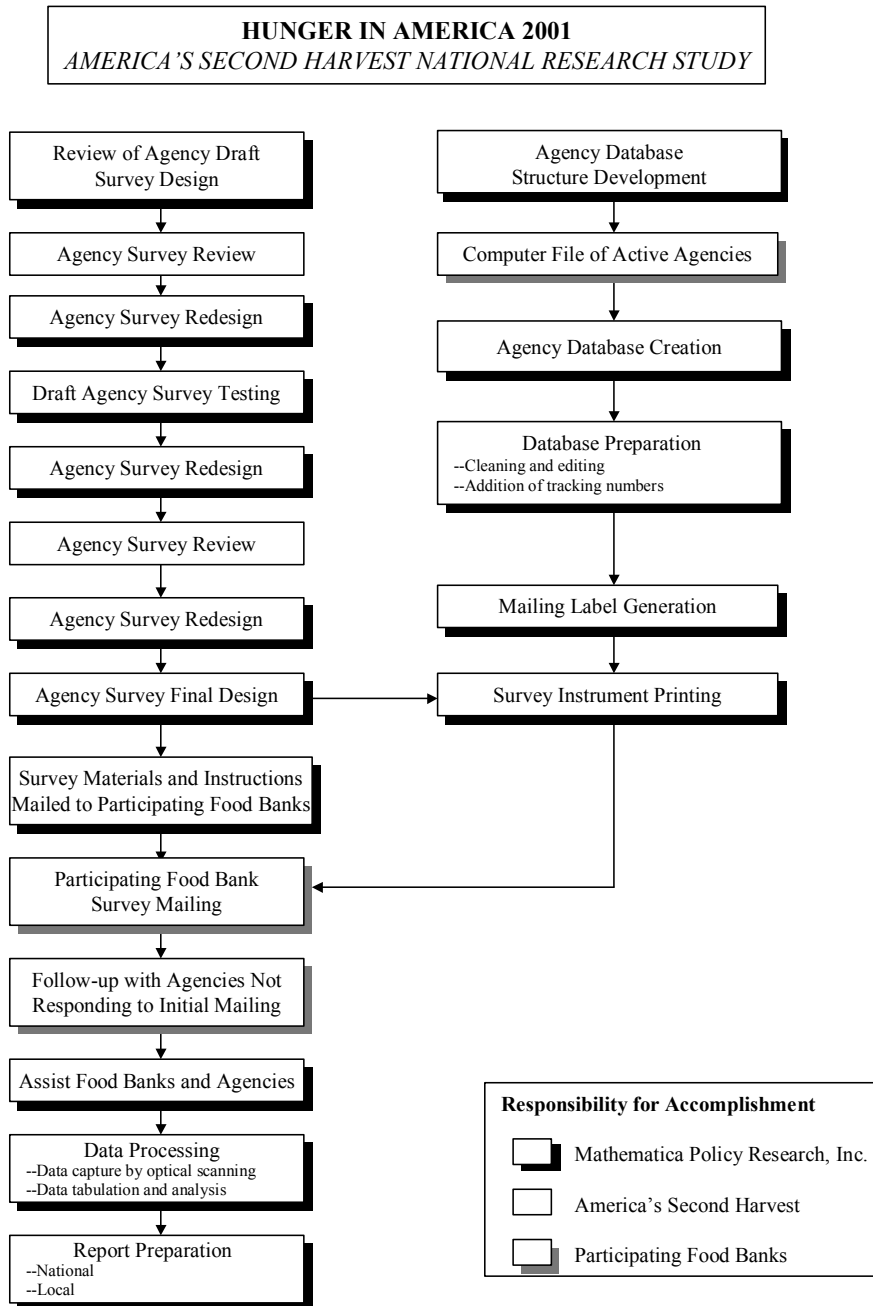
The sampling frame for the agency survey was developed by obtaining, from participating Second Harvest food banks, lists of all active agencies served by each of the food banks. When MPR received these lists, they were entered into a database to be used for the agency survey. The agency survey sample consisted of a census of the agencies provided by the participating food banks.

After entering a food bank's list of active agencies into the database, MPR staff printed bar-coded mailing labels to identify the agencies and their addresses. MPR then shipped the proper number of questionnaires, bar-coded labels, and mailing envelopes to each of the participating food banks. Some food banks mailed advance letters informing agencies of the planned survey. Study coordinators were instructed, at the training and in the manual, how to assemble and mail the questionnaires. Each envelope included a personalized cover letter.

The cover letter and the instructions on the questionnaire stated that the agency should complete the questionnaire and mail it back to MPR. In most instances, agencies mailed the questionnaire back to MPR. Some food banks collected the questionnaires from their agencies and mailed them to MPR in bulk. When MPR received a questionnaire, it was logged into a database by scanning the bar code on the mailing label. Each week, MPR sent a fax to the food banks listing all the questionnaires received the previous week. These faxes helped the food bank study coordinators schedule reminder calls and also were the basis for a second mailing of questionnaires to agencies that did not return the first one within four weeks of the initial

CHART 3.3.1

AGENCY SELF-ADMINISTERED SURVEY PROCESS



mailing. Food banks were also asked to tell MPR about agencies that no longer provided food services so that they could be identified as ineligible in the database.

After the questionnaires were logged in the database as received, they were boxed for shipment to a subcontractor for data capture and imaging. The subcontractor optically scanned all questionnaires and produced data files and CD-ROMs with images of each completed questionnaire for MPR. Chart 3.3.1 summarizes the process of the agency survey.

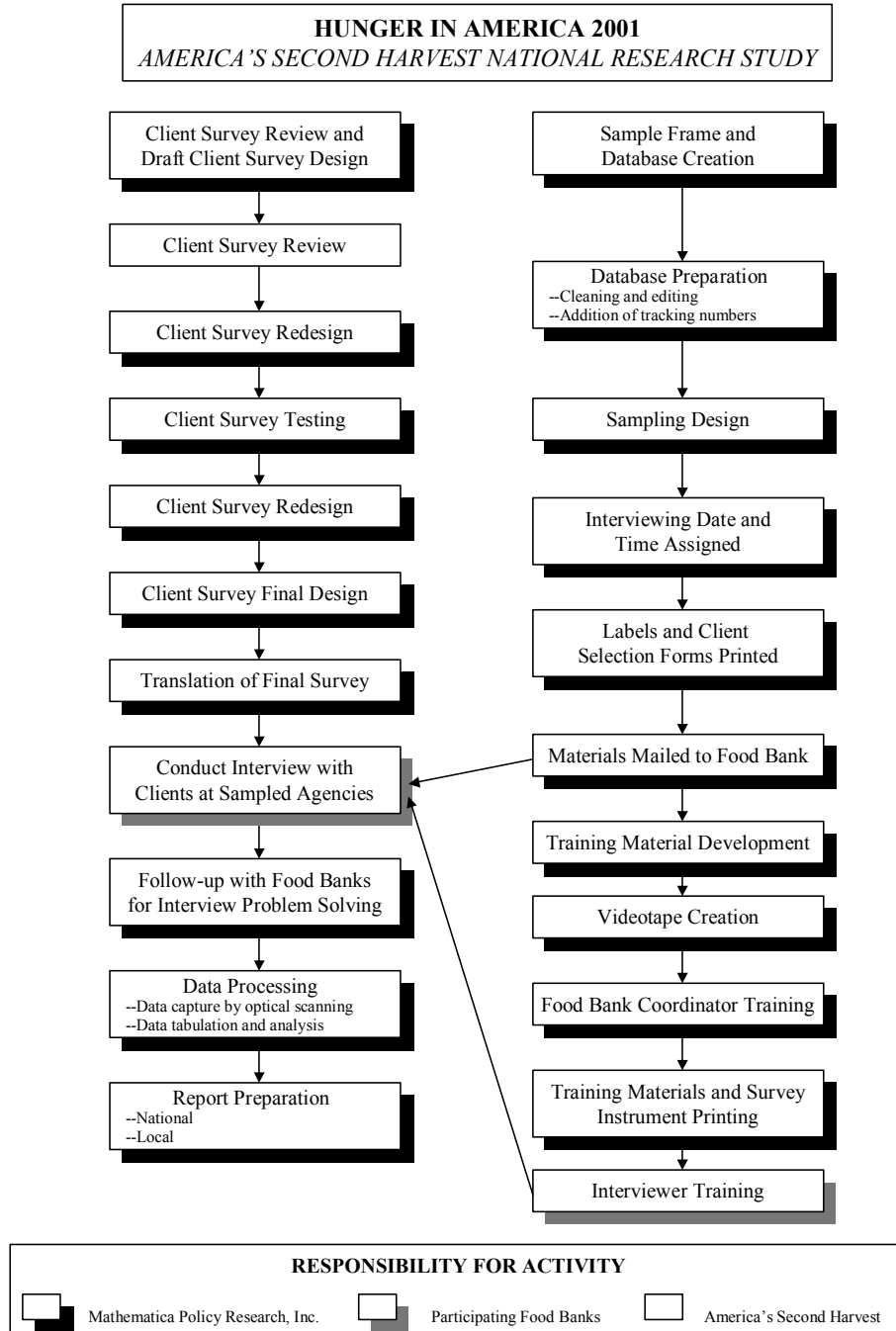
3.4 CLIENT SURVEY

The agency lists obtained for the agency survey sample were also used for the two-stage sampling process for the client survey. In the first stage, 63 agencies from each food bank were sampled with probability-proportional-to-size. Sampled agencies were limited to those with pantries, kitchens, and shelters. Food banks were then asked to provide MPR with information on the hours of operation and the number of clients that each of the sampled agencies served on an average day. The second-stage sampling process used this additional information to randomly select 40 agencies for client interviews. Each agency was randomly assigned a preferred date and time for the interviews. The remaining eligible agencies from the 63 originally selected in phase one sampling were designated as replacements. Replacements were used only when an agency refused to participate in the client interviews or if, after speaking with the agency, food banks determined that they were ineligible for the study. In some instances, it was discovered during the process of obtaining additional information that an agency was no longer operating or did not run a pantry, kitchen, or shelter. In such instances, the agency was dropped from the sample.

MPR prepared bar-coded labels with identification numbers for the client questionnaires. Client selection forms were also printed for interviewers to implement a random selection of

CHART 3.4.1

CLIENT INTERVIEWING PROCESS



program participants and to account for refusals and ineligible respondents during on-site data collection. These materials and client questionnaires were shipped to food banks.

Food bank study coordinators mailed completed questionnaires and client selection forms back to MPR. Each of the questionnaires was logged into a database by scanning the bar-coded label on the cover page. Each Monday morning, MPR sent a fax to the food banks listing the agencies where client questionnaires were completed the previous week. The faxes allowed the food bank study coordinators to monitor their progress in completing the client survey portion of the study.

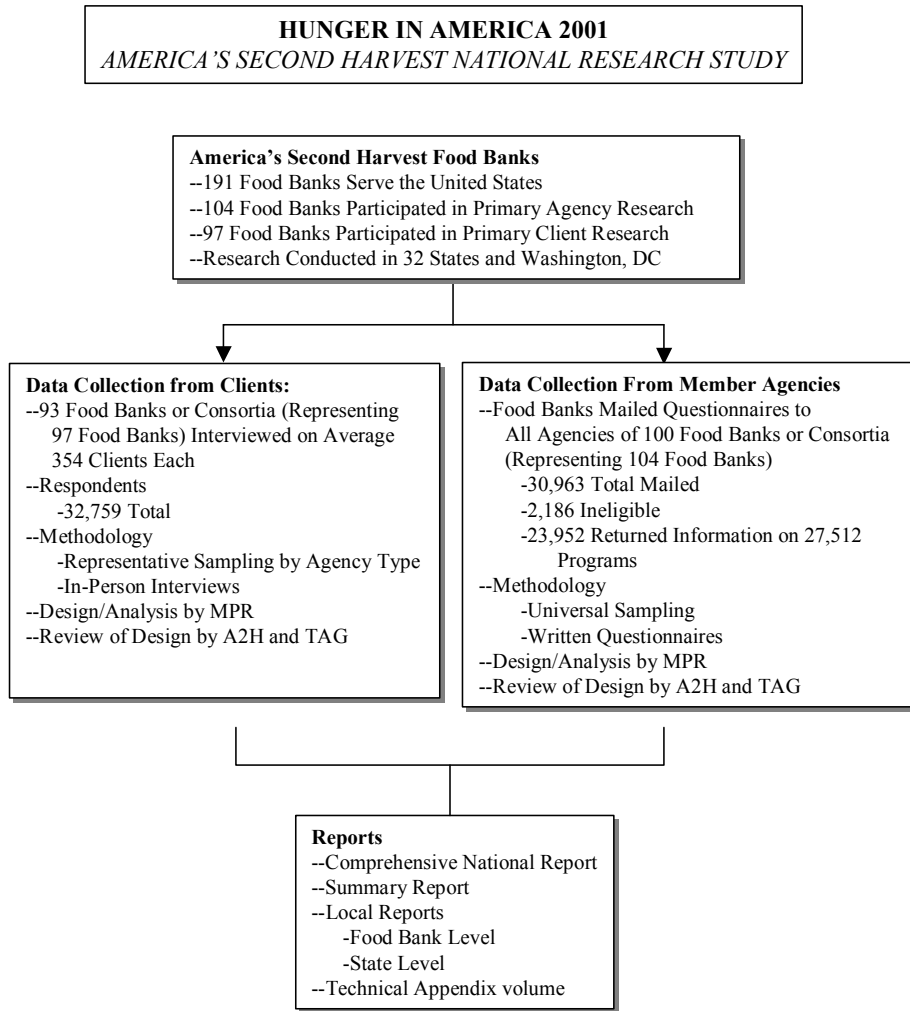
After MPR received the questionnaires, they were logged into the database and shipped to the subcontractor for data capture and imaging. The subcontractor optically scanned the questionnaires and produced data files for MPR. As with the agency survey, MPR received data files and CD-ROMs with electronic images of all completed client questionnaires. Chart 3.4.1 summarizes the client interview process.

3.5 RESPONSE RATES FOR THE NATIONAL STUDY

Food Bank Participation. As Chart 3.5.1 shows, of the 191 food banks in A2H's network, 104 individual food banks covering all or part of 32 states and the District of Columbia participated in the agency survey. Of those food banks, 93.3% fully participated in the client survey.

Client Survey. A total of 97 individual food banks contacted 3,958 agencies to gain access for on-site client data collection. Of those contacted, 3,466 agencies, or 87.6%, cooperated. Food bank staff and volunteers sampled 43,470 clients at the eligible agencies,

CHART 3.5.1
STUDY OVERVIEW



determined 663 to be ineligible because of age, and completed interviews with 32,759, or 75.4%, of the eligible respondents.²

Agency Survey. Food banks sent questionnaires to 30,963 eligible agencies.³ MPR received completed questionnaires from 23,952, or 77.4%.

3.6 FOOD BANK OF NORTH CAROLINA RESEARCH INVOLVEMENT

Chart 3.6.1 shows an overview of the process Food Bank of North Carolina followed in its participation in this study. It also identifies the completed numbers of responses from the client interviews and the agency survey, by program type. For the service area of Food Bank of North Carolina, see Chart 3.6.2.

²Interviews were only conducted with respondents age 18 or older.

³Some additional questionnaires were mailed out to agencies who were later found no longer to be operating or otherwise ineligible.

CHART 3.6.1

ORGANIZATIONS AND INDIVIDUALS INVOLVED IN THE RESEARCH PROCESS

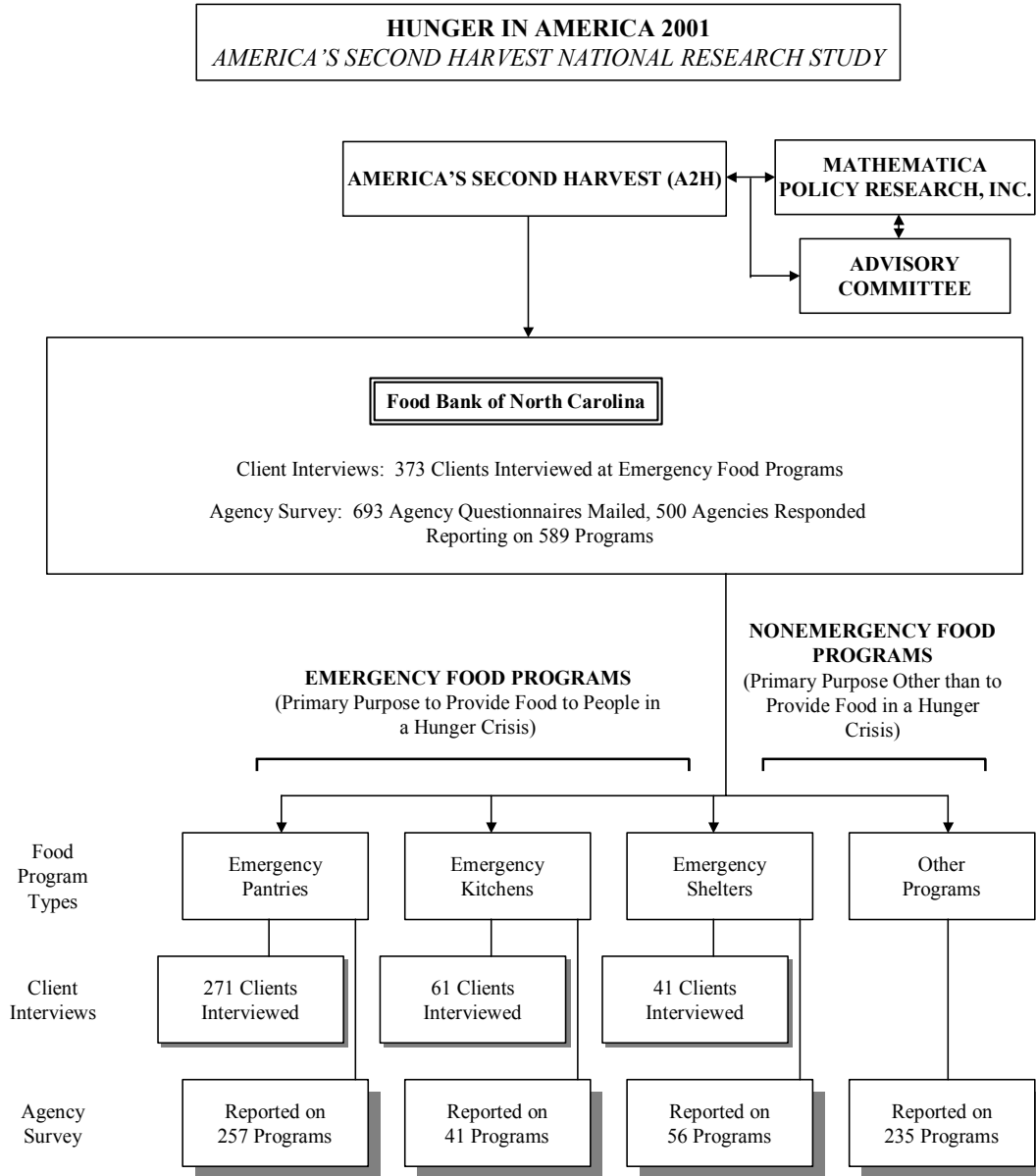
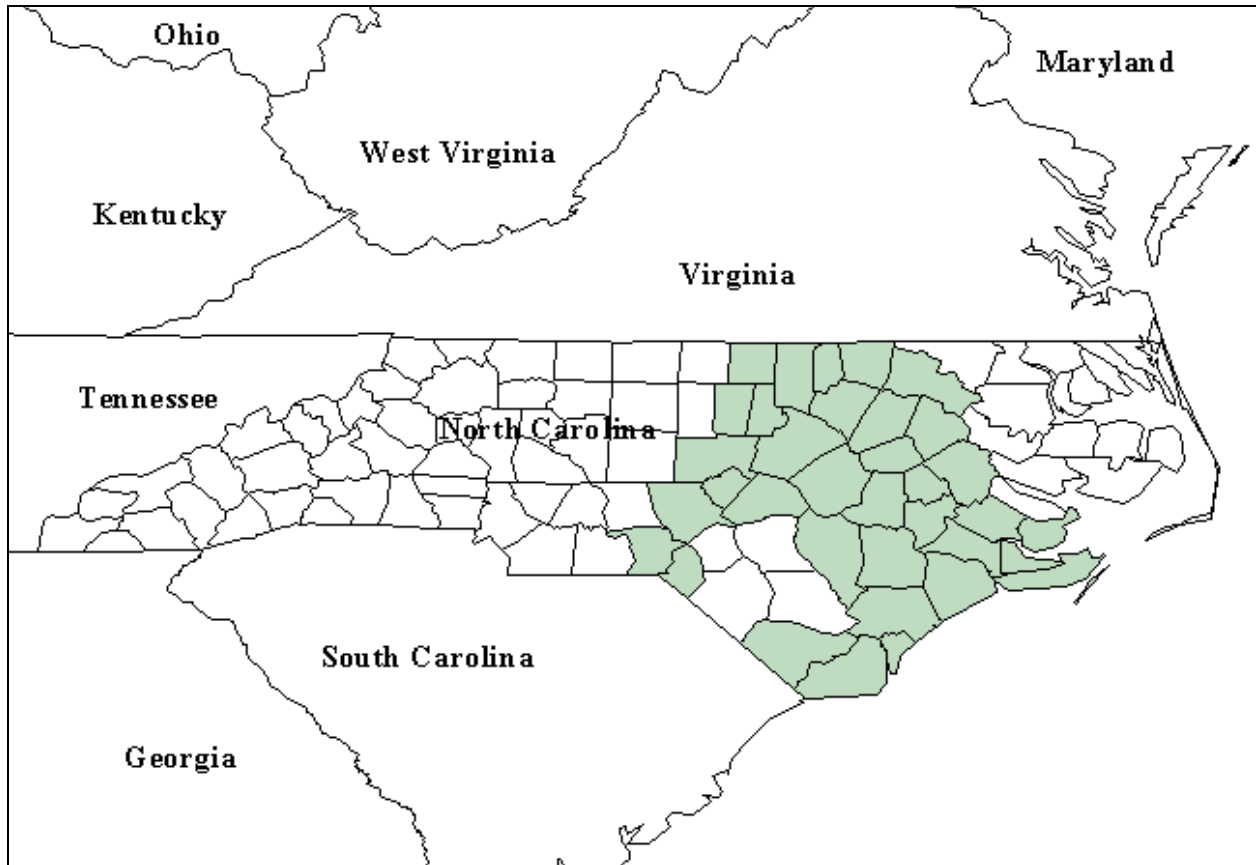


CHART 3.6.2

FOOD BANK OF NORTH CAROLINA SERVICE AREA



3.7 ANALYSIS METHODS

Most of the findings presented in this report are based on tabulations of the survey data. In this section, we describe the methods used in this work.

3.7.1 Tables

In the descriptive data tabulations of clients presented in Chapters 5 through 9, the percentage figures in the tables are based on the total weighted number of usable responses to the client survey, unless specified otherwise. Responses are weighted to represent clients or households of all emergency food programs of Food Bank of North Carolina. In general, weights are based on the inverse probabilities of selection in the sampling and also account for survey nonresponse.⁴ Weights were scaled so that the final weights represent a month-level count of different clients, as derived in Chapter 4 of the national report.⁵

Similarly, all tables containing information obtained from the agency survey, as presented in Chapters 10 through 14, are based on the total weighted number of usable responses to the agency survey, unless specified otherwise. The descriptive data tabulations in these chapters represent all emergency food programs in Food Bank of North Carolina. The weights, calculated based on the sampling frame, also reflect survey nonresponse.

Percentage distributions in the client tables are presented by the type of the programs where clients were interviewed (pantries, kitchens, or shelters). When appropriate, the

⁴Weights with extremely large values were truncated to reduce variances in the analysis. To keep the sum of weights unchanged, however, weights were then adjusted by an adjustment factor, which is the ratio of the sum of the original weights to the sum of the truncated weights.

⁵Weights were originally computed to make the sample representative at the weekly level. They were converted to a monthly scale to take into account the fact that, compared to kitchen and shelter users, a majority of pantry users do not visit the program in any given week.

percentage distribution for “all clients” is shown in the last column. Tabulations in the agency tables are presented by the type of programs operated by the agencies.

The percentages in the tables are rounded to one decimal place and are based only on the valid responses. They exclude missing, don’t know, refusal, and other responses deemed inappropriate for the question.

The sample sizes presented at the bottom of single-panel tables (or at the bottom of each panel of multipanel tables) reflect the total number of responses to the question. Where the question relates to a subset of the respondents, the appropriate sample size is presented. In general, these sample sizes include missing responses, as well as don’t know and refusal responses. We report the percentages of item nonresponse in notes to each table.

The main reason for including only valid responses is to appropriately present the weighted percentage distribution among the main response categories of interest. Our preliminary analysis of item nonresponse revealed little evidence of any systematic biases. Excluding missing data also has the advantage of being consistent with the convention used for two previous studies commissioned by A2H in 1993 and in 1997.

Some tables also present the average (i.e., the mean) or the median values associated with the variable of interest. The average, a measure of central tendency for continuous variables, is calculated as the sum of all valid values in a distribution, divided by the number of valid responses. The median is another measure of central tendency. It is the value that exactly divides an ordered frequency distribution into equal halves. Therefore, 50% of the observations have values smaller than the median and the remaining 50% of the observations have values larger. The median is only suitable for describing central tendency in distributions where the categories of the variable can be ordered, as from lowest to highest.

3.7.2 Other Methodological Considerations

Certain other conventions should be noted in interpreting the findings of the study and how they are presented. Below we discuss the distinction between clients and respondents, and we describe the structure of reports available from the project.

Clients Versus Respondents. *Clients* are defined differently by program type. The kitchen and shelter programs are viewed as serving only those who are present at the program site. (Thus in general for these providers, the survey respondents are representative of all clients.)⁶ However, pantry programs are regarded as serving all members of respondents' households.

At the kitchen and shelter sites, the sampling unit was the individual. That is, the interviewers were instructed to treat members of a single household as separate respondents if they were selected by our random sampling process and met other eligibility criteria (such as being at least 18 years of age). At the pantry programs, on the other hand, the sampling unit was the household, and only one interview was completed for each randomly selected household, even when two or more members of the household were present at the program.

Ideally, the survey would have obtained all relevant information about every member of the household, especially among pantry users. However, to minimize the burden on the respondents, the survey was designed to acquire information about at most six members of the household, including the respondent, on a limited set of variables of interest, such as sex, age, relationship to the respondent, citizenship, and employment status. Because households with

⁶One exception was children at the kitchens and shelters. They were clients, but they were not respondents, because only clients age 18 or older were interviewed for this study. However, the children were taken into account in estimating total clients.

more than six members are uncommon, we do not believe that this has significantly affected our estimates.

National Versus Local Reports. Hunger in America 2001 has produced a set of reports to serve both national- and local-level interests and to be useful to a wide range of audiences with varying needs.

The national report consists of information gathered through 104 participating food banks. In addition, in most cases, a local report was generated containing information on clients and agencies served by a particular food bank. There are approximately 100 food-bank-level local reports. In addition, state-level reports were produced when all A2H-affiliated food banks in a particular state participated in this study. Approximately 20 states achieved full participation of their food banks.

In addition to the comprehensive national and local reports, A2H has disseminated “Hunger in America 2001: Extended Executive Summary.” This executive summary contains key findings from the comprehensive national report. A technical appendix, which describes the methodologies of the current study in detail, is available under a separate cover for distribution for audiences with technical interests.

Tables in the local and national reports are numbered comparably. This will facilitate comparisons between the local and national findings. Not all tables from the national report are reproduced in the local documents.

3.8 REPORTING CONVENTIONS IN FOOD BANK REPORTS

For some food banks, there were certain client-based tabular analyses for which fewer than 20 observations were available. (This mostly happened with shelters and, to a lesser extent,

kitchens.) In these instances, the relevant tabulations have not been included in the tables, because there are too few observations for the results to be statistically reliable.⁷

When client tabulations have been suppressed because of small sample sizes, the relevant columns of the tables have been filled with the letters, “n.p. (for “not presented”). In these cases, the relevant observations *are* included in computing the “total” column which is aggregated across the three types of agencies.

In some instances, there may be no observations available at all for a column of a table.. In those instances, we have filled the column with N.A. (for “not available”).

Due to a limitation of the computer system being used to generate the food bank-level reports, in some instances it is possible that a chart corresponding to a table with the n.p. or N.A. conventions may actually have a graphic corresponding to the suppressed column in the table. In those instances, that part of the chart should be ignored.

⁷When presenting agency findings, we have reported tabulations with fewer than 20 observations, in part because some of the smaller food banks do not have as many as 20 kitchens or shelters.

4. ESTIMATED NUMBERS OF AGENCIES AND CLIENTS

As background for the detailed tabulations in subsequent chapters, this section presents estimates of the A2H clients and agencies in the area served by Food Bank of North Carolina. These estimates are derived from the sampling and data collection work in the area covered.

In assessing the estimates presented below, it is important to note that the A2H system is a dynamic one, which is constantly changing. Also, the available estimation methodologies sometimes involve substantial margins of error, because of various factors which are detailed later in the chapter. Thus the estimates presented below should be viewed as approximations rather than exact numbers.

Within this context, Sections 4.1 and 4.2 below present an overview of our estimates. Section 4.3 then discusses the limitations of these projections.

4.1 ESTIMATED NUMBER OF AGENCIES

During the preparation for the survey work, food banks were asked to supply MPR with lists of all of the agencies to which they distributed food. These lists were then carefully reviewed by MPR, and in some instances several stages of interaction took place between MPR and the food banks to refine the lists. On the basis of the final list of agencies generated by this process, we estimate that Food Bank of North Carolina serves approximately 693 agencies.

The Agency Survey questionnaire was sent to all apparently eligible agencies. For Food Bank of North Carolina, responses were received from 500. These responses contained usable information on 257 pantries, 41 kitchens, 56 shelters, and 235 other (nonemergency) programs.

4.2 ESTIMATED NUMBER OF CLIENTS

Food Bank of North Carolina attempted interviews with clients at certain agencies that it serves, determined as a subsample of agencies selected by MPR using randomized procedures. Based on the results of this agency-level sampling process and of the random sampling of clients implemented at the sites, MPR has developed survey weights which make the sample approximately representative of all clients of Food Bank of North Carolina.

Estimates of the numbers of A2H clients served within the areas of Food Bank of North Carolina have been developed, based on these weights. The weighting was originally done at the weekly level, to make the sample representative of clients ever served in a given week. These weekly estimates were then been extrapolated up to cover an annual period, using the same percentage projection factors as those used with the national data, as described in the Hunger in America 2001, National Report.

Based on this approach, the estimated number of different clients served per week by A2H emergency food providers in the area served by Food Bank of North Carolina is 81,719 people. The estimate of different clients served annually is 273,256.

4.3 BACKGROUND AND LIMITATIONS OF THE ESTIMATES

The estimation process drew on several data sources in order to derive estimates of the size of the Second Harvest system. These include:

- Information from the survey sample frame of providers, which was compiled from food bank records
- Information from the sampling and data collection operations concerning the observed numbers of clients served by providers, the providers' days of operation, and similar factors
- Information from the client survey concerning respondents' length and frequency of use of the emergency food system

- Information from A2H administrative files concerning the relative sizes of the food banks that participated in the study compared with those that did not participate

Given these rich data sources, several approaches could be taken in the estimation work. In much of the work below, we drew primarily on an approach, rooted in standard statistical estimation theory, whereby we (1) computed the probabilities of various providers and clients being in our survey sample, (2) computed analysis weights based on these probabilities, and (3) estimated the underlying population totals by summing the relevant analysis weights. In some instances, however, as described in subsequent subsections, we employed alternative approaches to develop certain estimates, compensate for limited information availability, add intuition to the estimation process, and test the robustness of our conclusions.

There is unavoidably some uncertainty in the estimates presented. This uncertainty derives from several factors, including:

- ***Statistical Sampling Error.*** Sampling error results from the fact that many of the estimation parameters are based on *statistical samples* rather than surveys of all the relevant groups of providers and clients.
- ***Reporting Error.*** Some of the interview questions on which our estimates are based were unavoidably somewhat complex. As a result, there is undoubtedly some error caused by respondents not always understanding the questions and not always reporting accurately.
- ***Nonresponse Bias.*** As with any survey, it must be assumed that there is at least some nonresponse error caused by the agencies and clients who did not respond to our surveys being different from those that did.
- ***Alternative Estimation Methods.*** As the subsequent discussion makes clear, several methods could be used in deriving the results presented below. Our discussion explains the reasons for the choices we make, but some judgment is involved in this and may influence the final results.
- ***Seasonality.*** Because of logistical requirements, most of the data were collected during the winter and spring of 2001. It is therefore not possible with this data set to fully examine and correct for fluctuations in providers of Food Bank of North Carolina and clients over the entire year.

5. CLIENTS: DEMOGRAPHIC PROFILE

One of the most important purposes of the evaluation has been to develop a description of the people and households served by the A2H network. Key findings are presented in this section.

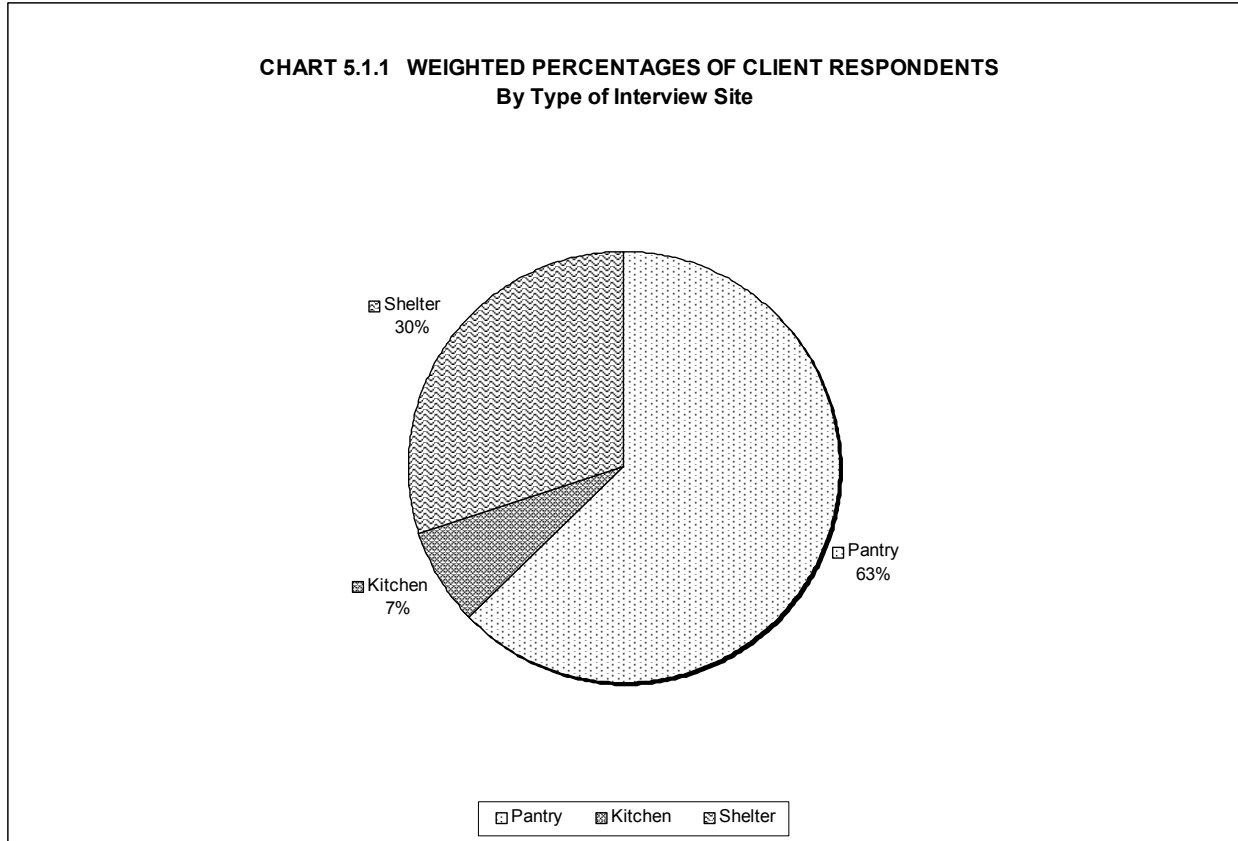
We begin by describing the client sample on which the analysis is based. Following that, Section 5.2 provides an overall profile of clients in Food Bank of North Carolina. Subsequent sections then provide additional details about clients' demographic characteristics, citizenship, education levels, household income levels, and other resources.

5.1 NUMBER OF CLIENT RESPONDENTS

A total of 373 clients were interviewed at selected program sites of Food Bank of North Carolina. The clients interviewed at the pantry programs (271 clients) account for 72.7% of all client respondents. Those interviewed at the kitchen programs (61 clients) make up 16.4% of the total, and those interviewed at the shelter programs (41 respondents) account for the remaining 11.0% (see Table 5.1.1). Table 5.1.1 also shows the percentage distribution after the weights described earlier were applied to each observation.

TABLE 5.1.1
NUMBER OF CLIENT RESPONDENTS

Site of Interview	Client Respondents		
	Number	Unweighted Percentages	Weighted Percentage
Pantry	271	72.7%	62.7%
Kitchen	61	16.4%	7.3%
Shelter	41	11.0%	30.0%
TOTAL	373	100.0%	100.0%



6633

5.2 SUMMARY DEMOGRAPHIC PROFILE

Client respondents provided information about various demographic characteristics of themselves and/or their households. Table 5.2.1 summarizes the demographic profile of the clients of Food Bank of North Carolina.

TABLE 5.2.1
SUMMARY DEMOGRAPHIC PROFILE
(Adults Interviewed at A2H Emergency Food Providers and Their Households)

	Pantry	Kitchen	Shelter	All
Adult Clients at Program Sites				
Male	26.1%	84.0%	87.9%	49.1%
Female	73.9%	16.0%	12.1%	50.9%
U.S. citizens	72.0%	100.0%	100.0%	82.4%
Married or living as married	51.5%	14.1%	24.7%	40.7%
High school graduate	54.8%	25.8%	21.8%	43.0%
Currently employed	47.6%	10.9%	4.9%	32.1%
Clients in suburban/rural areas	85.7%	28.9%	0.0%	56.0%
Client's Household^a				
Size of household				
Households with 1 member	18.5%	60.6%	46.0%	29.9%
Households with 2-3 members	38.3%	36.5%	29.7%	35.6%
Households with 4-6 members	33.5%	2.9%	24.2%	28.5%
Households with more than 6 members	9.7%	0.0%	0.0%	6.1%
TOTAL	100.0%	100.0%	100.0%	100.0%
Average household size	3.8	1.7	2.2	3.2
Median household size	3	1	2	3
Households with nonfamily members	16.3%	9.0%	0.0%	10.8%
Households with one or more adults employed	61.4%	31.1%	25.4%	48.4%
Households with single parents	25.9%	7.8%	9.5%	19.6%
Households with single parents among households with children younger than age 18 ^b	40.0%	29.3%	32.2%	38.1%
Elderly and children in household				
Households with children younger than age 18	55.9%	25.1%	29.5%	45.7%

Table 5.2.1 (continued)

	Pantry	Kitchen	Shelter	All
Households with any children ages 0-5 years	26.5%	7.8%	24.9%	24.7%
Households with any member 65 years or older	23.1%	16.0%	0.1%	15.7%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Questions 2, 3, 4, 5, 6, 7, 9, 10, 11, 11a, 12, 81a, and 82 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses, except for the percentage of employed clients (See Table 5.7.2). All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

^aData are available for at most six members of household. See Chapter 3 for details.

^bThe sample size is 111 for the pantry, 7 for the kitchen, 15 for the shelter, and 133 for all.

Table 5.2.1 shows that 49.1% of the clients visiting emergency food programs are men, while 50.9% are women. This gender composition takes into account only the client population who come to the program sites. Since the pantries' client base is not limited to the individual members who come to pick up food, but includes all members of such clients' households, it is also of interest to examine tabulations based on all individual members of client households. A subsequent table, Table 5.3.2, presents age, gender, and citizenship composition of all members of client households.

Additional demographic characteristics of the clients at program sites and the client households are as follows:

- 82.4% of all clients are U.S. citizens.
- 40.7% of all clients are married or living as married.
- 43.0% of all clients are high school graduates.
- 32.1% of all clients are currently working.

- 56.0% of the clients are served in programs located in suburban or rural areas.
- The mean household size is 3.2.
- 29.9% of the client households are single-person households.
- 6.1% of the client households have more than six members.
- 48.4% of the client households have one or more adults currently working.
- Among client households with children younger than age 18, 38.1% are single-parent households.
- 45.7% of the client households have at least one member younger than age 18.
- 24.7% of the client households have one or more children ages 0 to 5 years.
- 15.7% of the households have at least one member age 65 years or older.

5.3 AGE, GENDER, AND CITIZENSHIP COMPOSITION

Clients interviewed were asked to provide information on age, gender, and U.S. citizenship for themselves and for at most six members of their households. Table 5.3.1 shows the distribution of each variable only among the population represented by clients interviewed at program sites. Table 5.3.2 shows the distribution among all members of client households.

TABLE 5.3.1

AGE, GENDER, AND CITIZENSHIP COMPOSITION
(Adults Interviewed at A2H Emergency Food Providers)

	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	Adult Clients at All Program Sites
Age				
18-29	16.7%	8.1%	71.5%	32.5%
30-49	43.3%	53.8%	24.1%	38.3%
50-64	18.2%	25.1%	4.4%	14.6%
65 and over	21.8%	13.0%	0.0%	14.6%
TOTAL	100.0%	100.0%	100.0%	100.0%
Gender				
Male	26.1%	84.0%	87.9%	49.1%
Female	73.9%	16.0%	12.1%	50.9%
TOTAL	100.0%	100.0%	100.0%	100.0%
U.S. Citizen				
Yes	72.0%	100.0%	100.0%	82.4%
No	28.0%	0.0%	0.0%	17.6%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Questions 2, 3, and 5 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For age, missing, don't know, and refusal responses combined are 0.2% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 0.1% for all clients.

For gender, missing, don't know, and refusal responses combined are 1.6% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 1.0% for all clients.

Table 5.3.1 (continued)

For citizenship, missing, don't know, and refusal responses combined are 0.1% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 0.0% for all clients.

Among the clients who come to program sites, 32.5% are ages 18 to 29; 38.3% ages 30 to 49; 14.6% ages 50 to 64; and 14.6% ages 65 and older. In addition:

- Among the pantry clients who were represented at the interview sites (not including all members of their households), 16.7% are ages 18 to 29; 43.3% ages 30 to 49; 18.2% ages 50 to 64; and 21.8% ages 65 and older.
- 26.1% of pantry clients at program sites are male.
- 72.0% of pantry clients at program sites are U.S. citizens.
- Among the kitchen clients, 8.1% are ages 18 to 29, 53.8% ages 30 to 49, 25.1% ages 50 to 64, and 13.0% ages 65 and older.
- 84.0% of kitchen clients at program sites are male.
- 100.0% of kitchen clients at program sites are U.S. citizens.
- Among the shelter clients, 71.5% are ages 18 to 29, 24.1% ages 30 to 49, 4.4% ages 50 to 64, and 0.0% ages 65 and older.
- 87.9% of shelter clients at program sites are male.
- 100.0% of shelter clients at program sites are U.S. citizens.

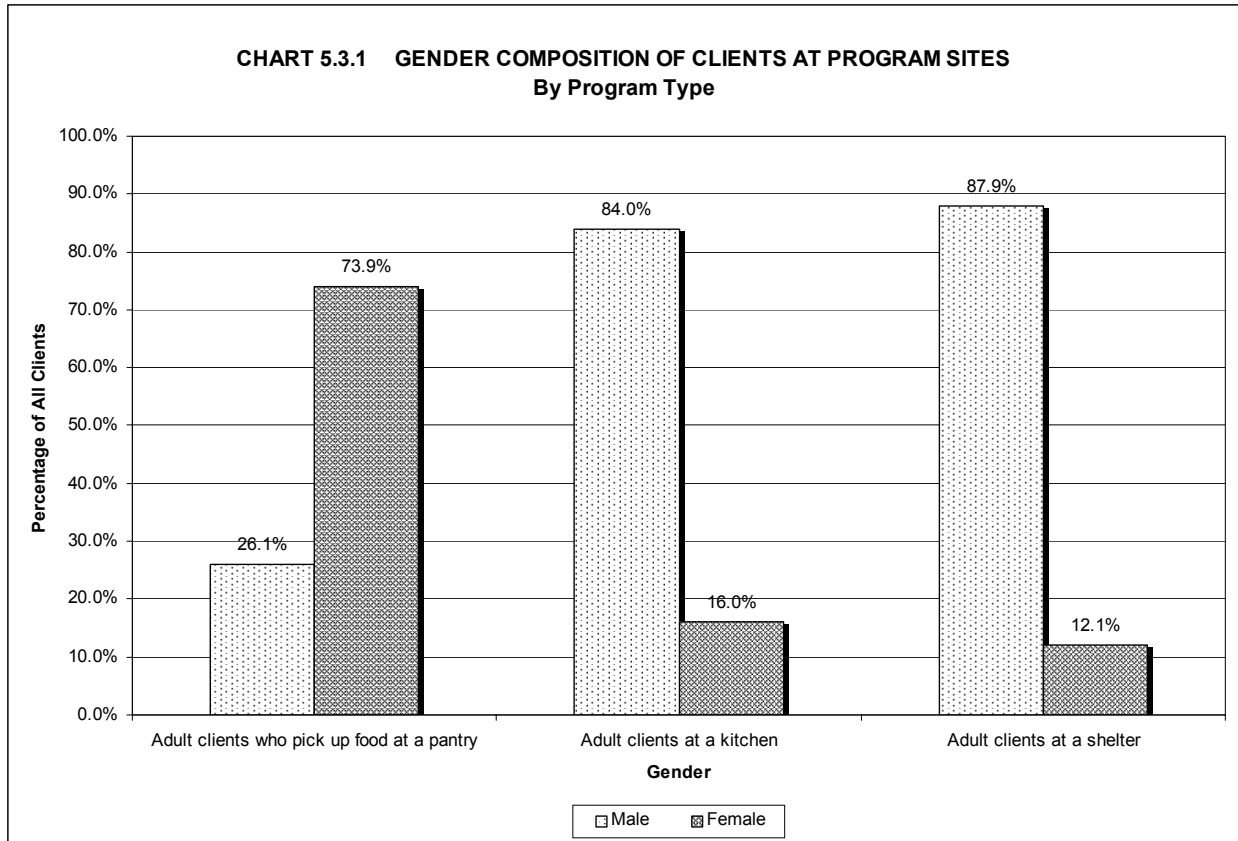


TABLE 5.3.2
AGE, GENDER, AND CITIZENSHIP COMPOSITION
(All Members of Households)^a

	All Members of Household, Pantry	All Members of Household, Kitchen	All Members of Household, Shelter	All Members of Household, All Programs
Age				
0-5	11.1%	4.7%	12.0%	11.0%
6-17	32.5%	14.7%	4.1%	25.6%
18-29	17.0%	5.7%	52.3%	24.2%
30-49	22.5%	48.3%	20.5%	23.1%
50-64	8.4%	16.9%	11.1%	9.3%
65 and over	8.5%	9.7%	0.0%	6.7%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)^b	740	102	89	931
Gender				
Male	45.4%	66.9%	52.8%	48.1%
Female	54.6%	33.1%	47.2%	51.9%
TOTAL	100.0%	100.0%	100.0%	100.0%
U.S. Citizen				
Yes	66.2%	100.0%	100.0%	75.7%
No	33.8%	0.0%	0.0%	24.3%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	706	99	82	887

SOURCE: This table was constructed based on usable responses to Questions 2, 3, and 5 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For age, missing, don't know, and refusal responses combined are 0.2% for pantry clients, 1.0% for kitchen clients, 0.3% for shelter clients, and 0.3% for all clients.

For gender, missing, don't know, and refusal responses combined are 1.3% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 0.8% for all clients.

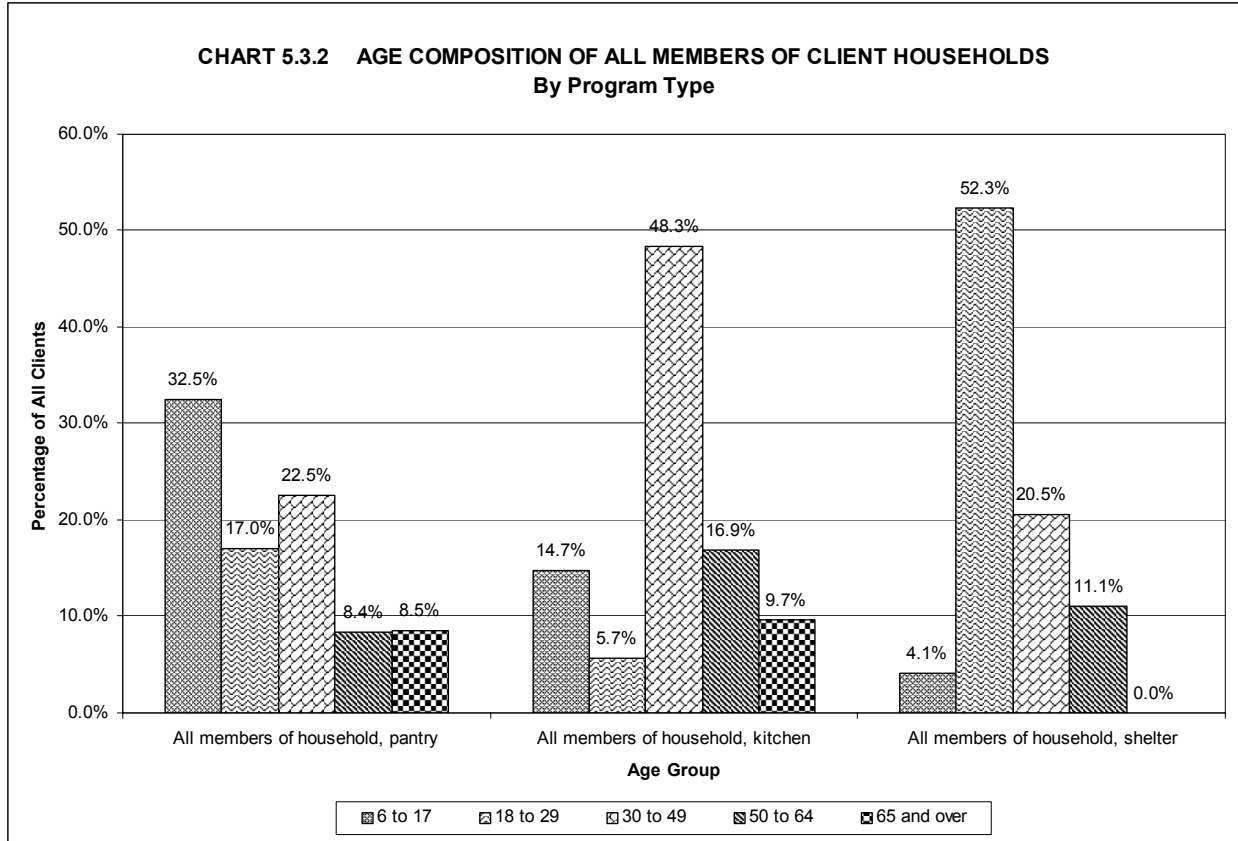
For citizenship, missing, don't know, and refusal responses combined are 2.0% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 1.3% for all clients.

^aData available for at most six members of household. See the Technical Appendix volume for details.

^bThe sample sizes for age variables may be larger than those for other two variables in this table. This is because the client questionnaire had additional questions to identify household members who are younger than age 18 and whether the household has any children between ages 0 and 5.

When we consider all members of client households, 11.0% are ages 0 to 5, 25.6% ages 6 to 17, 24.2% ages 18 to 29, 23.1% ages 30 to 49, 9.3% ages 50 to 64, and 6.7% age 65 and older. Information on age distribution, as well as gender and citizenship distributions, by program type follows:

- Among all members of pantry client households, 11.1% are ages 0 to 5; 32.5% ages 6 to 17; 17.0% ages 18 to 29; 22.5% ages 30 to 49, 8.4% ages 50 to 64, and 8.5% age 65 and older.
- 45.4% of all members of pantry client households are male.
- 66.2% of all members of pantry client households are U.S. citizens.
- Among all members of kitchen client households, 4.7% are ages 0 to 5; 14.7% ages 6 to 17; 5.7% ages 18 to 29; 48.3% 30 to 49; 16.9% ages 50 to 64, and 9.7% age 65 and older.
- 66.9% of all members of kitchen client households are male.
- 100.0% of all members of kitchen client households are U.S. citizens.
- Among all members of shelter client households, 12.0% are ages 0 and 5; 4.1% ages 6 and 17; 52.3% are ages 18 to 29; 20.5% ages 30 to 49; 11.1% ages 50 to 64; and 0.0% age 65 and older.
- 52.8% of all members of shelter client households are male.
- 100.0% of all members of shelter client households are U.S. citizens.



5.4 MARITAL STATUS

Clients were asked about their marital status. Table 5.4.1 presents the results.

TABLE 5.4.1
MARITAL STATUS
(Adults Interviewed at A2H Emergency Food Providers)

Clients' Marital Status	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	Adult Clients at All Program Sites
Married	44.6%	14.1%	24.7%	36.4%
Living as married	6.9%	0.0%	0.0%	4.3%
Widowed	16.7%	4.7%	2.9%	11.7%
Divorced	12.5%	42.9%	11.2%	14.3%
Separated	6.3%	11.7%	4.4%	6.2%
Never been married	13.0%	26.4%	56.7%	27.2%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Question 9 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 0.4% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.3% for all clients.

Key findings include:

- Overall, 36.4% of the clients at all program sites are married.
- The percentage of married clients at pantry programs is 44.6%.
- The percentage of married clients at kitchen programs is 14.1%.
- The percentage of married clients at shelter programs is 24.7%.
- 4.3% of the clients at all program sites are living as married.
- 11.7% of the clients at all program sites are widowed.
- 6.2% of the clients at all program sites are separated.
- 27.2% of the clients at all program sites have never been married.

5.5 HIGHEST EDUCATION LEVEL ATTAINED

Clients were asked the highest education level they had attained. Education levels of clients based on their responses are provided in Table 5.5.1.

TABLE 5.5.1
HIGHEST EDUCATION LEVEL ATTAINED
(Adults Interviewed at A2H Emergency Food Providers)

Clients' Education Level	Adult Clients Who Pick Up			
	Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	All Adult Clients
Less than high school	45.2%	74.2%	78.2%	57.0%
Completed high school or equivalent degree	34.5%	18.7%	6.9%	25.2%
Completed noncollege business/trade/technical school	8.3%	0.4%	0.0%	5.3%
Some college/two-year degree	7.9%	3.9%	14.7%	9.6%
Completed college or higher	4.1%	2.7%	0.3%	2.9%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Question 10 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 0.3% for pantry clients, 0.9% for kitchen clients, 3.5% for shelter clients, and 1.3% for all clients.

As Table 5.5.1 shows, 57.0% of the clients at emergency food programs have not completed high school. The comparable percentage for the entire United States population is 31.9%.⁸ More details follow:

- 25.2% of all clients are high school graduates or completed an equivalent degree.

⁸*Statistical Abstract of the United States, 2000. Table 40.*

- 9.6% of all clients have some college education or completed a two-year degree.
- 2.9% of all clients have completed college or beyond.

5.6 RACIAL AND ETHNIC BACKGROUND

Clients were asked about their racial and ethnic background. Table 5.6.1 summarizes the results.

TABLE 5.6.1
RACIAL AND ETHNIC BACKGROUND
(Adults Interviewed at A2H Emergency Food Providers)

Clients' Racial and Ethnic Background ^a	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	All Adult Clients
White	13.2%	9.1%	35.3%	19.5%
African American	59.3%	82.2%	64.5%	62.5%
American Indian or Alaskan Native	3.1%	7.5%	0.0%	2.5%
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	0.0%
Asian	0.0%	0.0%	0.0%	0.0%
Spanish, Latino, Hispanic				
Mexican, Mexican American, Chicano	28.1%	0.0%	0.0%	17.5%
Puerto Rican	0.4%	0.0%	0.2%	0.3%
Cuban	0.0%	0.0%	0.0%	0.0%
Other Spanish, Hispanic, or Latino	0.2%	0.0%	0.0%	0.1%
SUBTOTAL	28.7%	0.0%	0.2%	17.9%
Other ^b	0.8%	0.4%	0.0%	0.6%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Questions 11, 11a, and 12 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

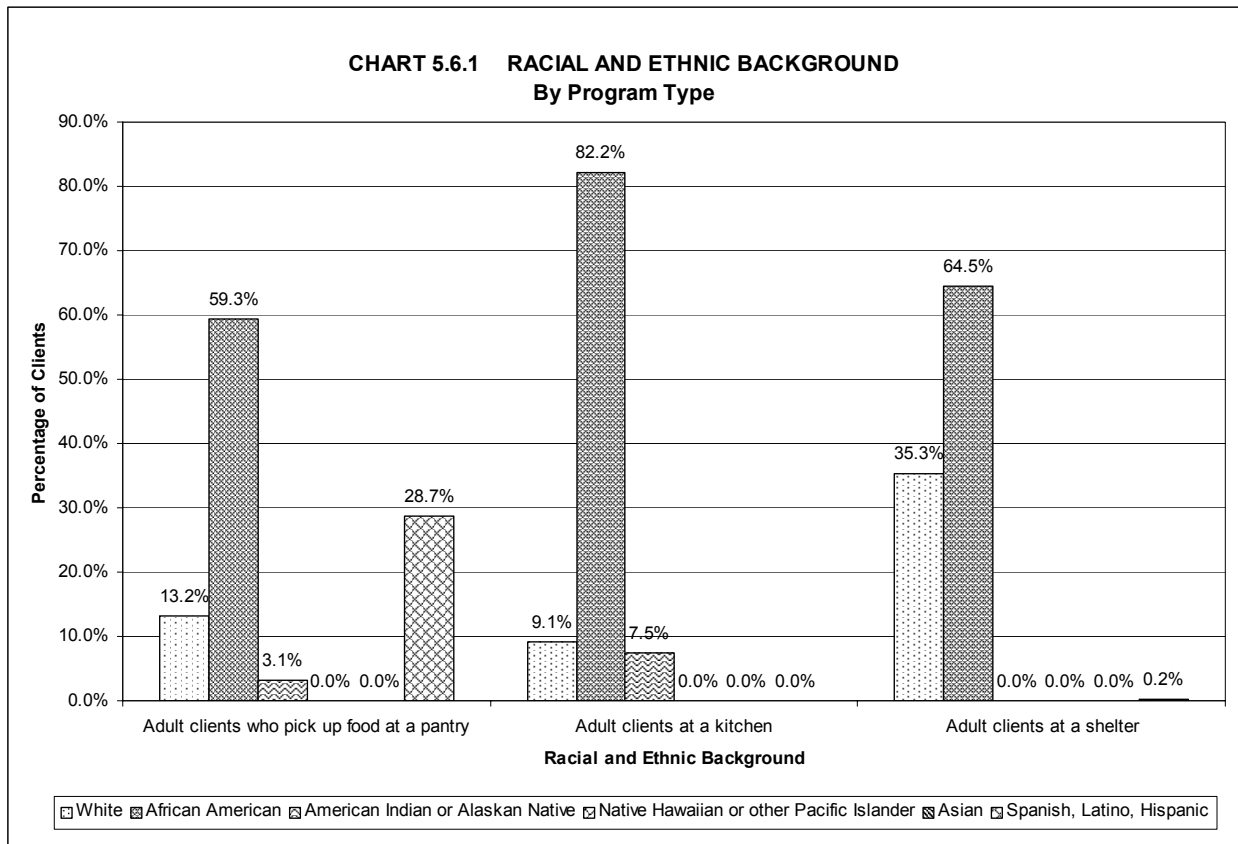
Missing, don't know, and refusal responses combined are 0.3% for pantry clients, 0.0% for kitchen clients, 0.5% for shelter clients, and 0.3% for all clients.

^aMultiple responses were accepted.

^bMost respondents who marked "Other" as their choice did not provide further information. Those who provided an answer sometimes indicated their nationality, but recoding of those responses based on this information was not performed due to a small number of usable responses.

Racial or ethnic background of the clients at emergency food program sites follows:

- Among the clients who come to all program sites, 19.5% are white; 62.5% African American; and 2.5% American Indian or Alaskan Native.
- 0.0% are native Hawaiian or other Pacific Islander and 0.0% are Asian.
- A total of 17.9% of the clients at all program sites indicate they are Spanish, Latino, or of Hispanic descent or origin.



5.7 EMPLOYMENT OF ADULTS IN HOUSEHOLD

Client respondents provided information on their households' current employment status.

Tables 5.7.1 and 5.7.2 present the findings regarding all adults in the households.⁹

TABLE 5.7.1
EMPLOYMENT STATUS OF ADULTS IN HOUSEHOLD

	Pantry	Kitchen	Shelter	All
<i>Percentage of employed adults</i>				
Among adult clients coming to program sites	47.6%	10.9%	4.9%	32.1%
Among all adults in client households ^a	55.1%	25.0%	14.1%	41.7%
<i>Percentage of client households with one or more adults employed</i>				
	61.4%	31.1%	25.4%	48.4%
<i>Employment status of adults in the client households</i>				
Zero working	38.6%	68.9%	74.6%	51.6%
One working	30.6%	28.9%	24.8%	28.7%
Two working	23.0%	2.3%	0.6%	14.8%
Three working	3.9%	0.0%	0.0%	2.5%
Four or more working	3.8%	0.0%	0.0%	2.4%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on all responses to Question 6 of the client survey.

NOTE: For adult clients coming to program sites, missing, don't know, and refusal responses combined are 0.0% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 0.0% for all clients.

The percentages in this table, unlike those in most other tables, were calculated without leaving out item nonresponses. Because this table was constructed combining responses to several questions, excluding item nonresponses could have caused confusion.

^aThe sample sizes for this variable are 461 for the pantry, 87 for the kitchen, 54 for the shelter, and 602 for all combined. For all adults in the household, missing, don't know, and refusal responses combined are 0.0% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 0.0% for all clients.

⁹Data are available for at most six members of the household. See Technical Appendix volume for details.

Among the adults who come to program sites, 32.1% are currently employed. When we consider all adults in client households, 41.7% are employed.

- 61.4% of the pantry client households have one or more adults currently employed.
- 31.1% of the kitchen client households have one or more adults currently employed.
- 25.4% of the shelter client households have one or more adults currently employed.

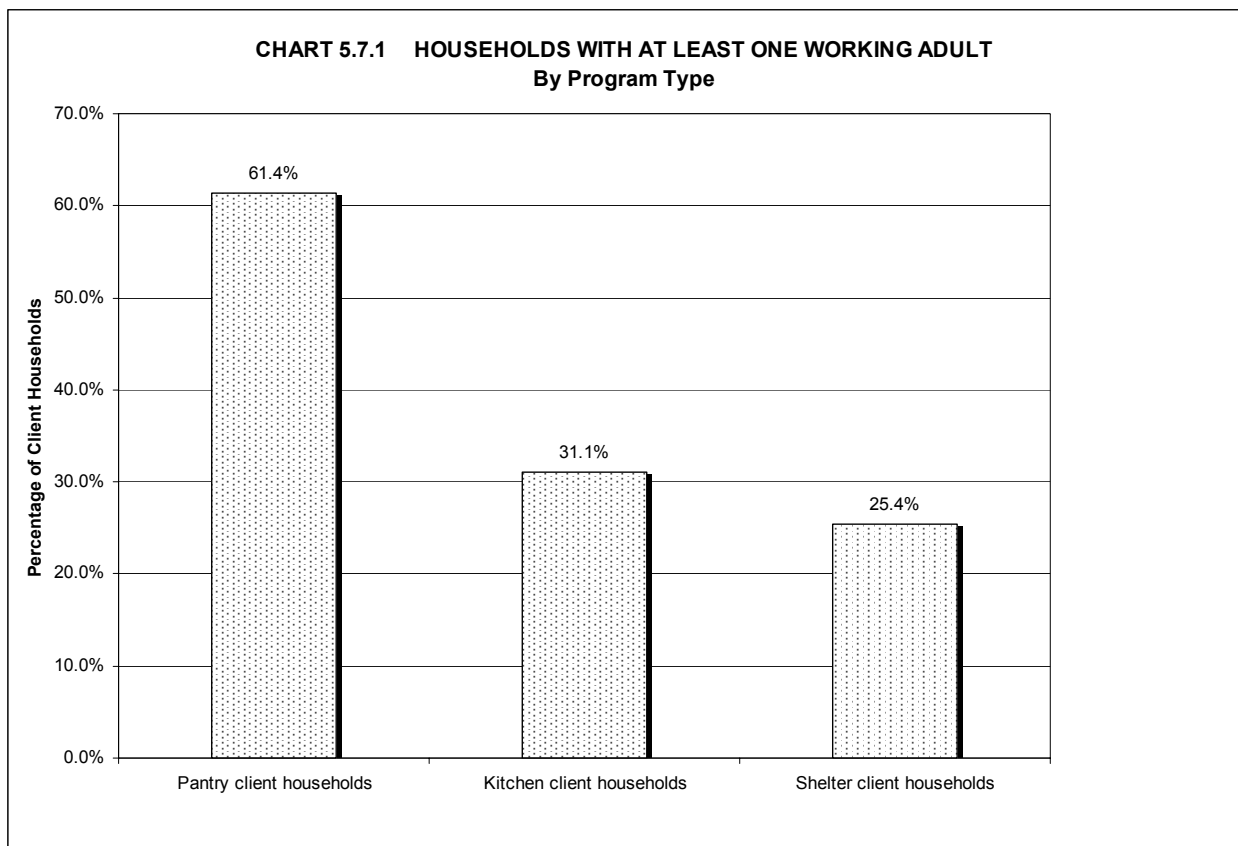


TABLE 5.7.2

DETAILED EMPLOYMENT STATUS OF ADULTS IN HOUSEHOLD

	Pantry	Kitchen	Shelter	All
<i>Current employment status of all known adults in client households</i>				
Full-Time	27.9%	14.5%	13.7%	23.2%
Part-Time	27.2%	10.5%	0.3%	18.6%
Unemployed	44.9%	75.0%	85.9%	58.3%
TOTAL				
SAMPLE SIZE (N)	461	87	54	602
<i>Employment status of adult clients at program sites</i>				
Currently Working				
Full-Time	26.4%	5.2%	4.4%	18.2%
Part-Time	21.2%	5.7%	0.5%	13.9%
Unknown	0.0%	0.0%	0.0%	0.0%
SUBTOTAL	47.6%	10.9%	4.9%	32.1%
Have Not Worked for				
Less than 3 months	1.9%	9.0%	74.6%	24.2%
3-5 months	2.5%	0.0%	1.0%	1.8%
6-8 months	1.7%	21.5%	4.4%	4.0%
9-11 months	0.7%	0.3%	6.8%	2.5%
1-2 years	4.9%	21.7%	3.6%	5.7%
More than 2 years	35.6%	25.0%	4.8%	25.6%
Unknown	0.7%	10.5%	0.0%	1.2%
SUBTOTAL	48.0%	87.9%	95.1%	65.0%
Never Worked	4.4%	1.2%	0.0%	2.9%
Unknown	0.0%	0.0%	0.0%	0.0%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373
Clients with managerial or professional jobs among those who have worked before or are currently working				
	23.3%	8.9%	15.4%	19.7%
SAMPLE SIZE (N) – Clients at program sites who have worked before or are currently working				
	265	59	41	365
Clients participating in government-sponsored job training or work experience programs among those who have never worked				
	n.p.	n.p.	N.A.	n.p.

Table 5.7.2 (continued)

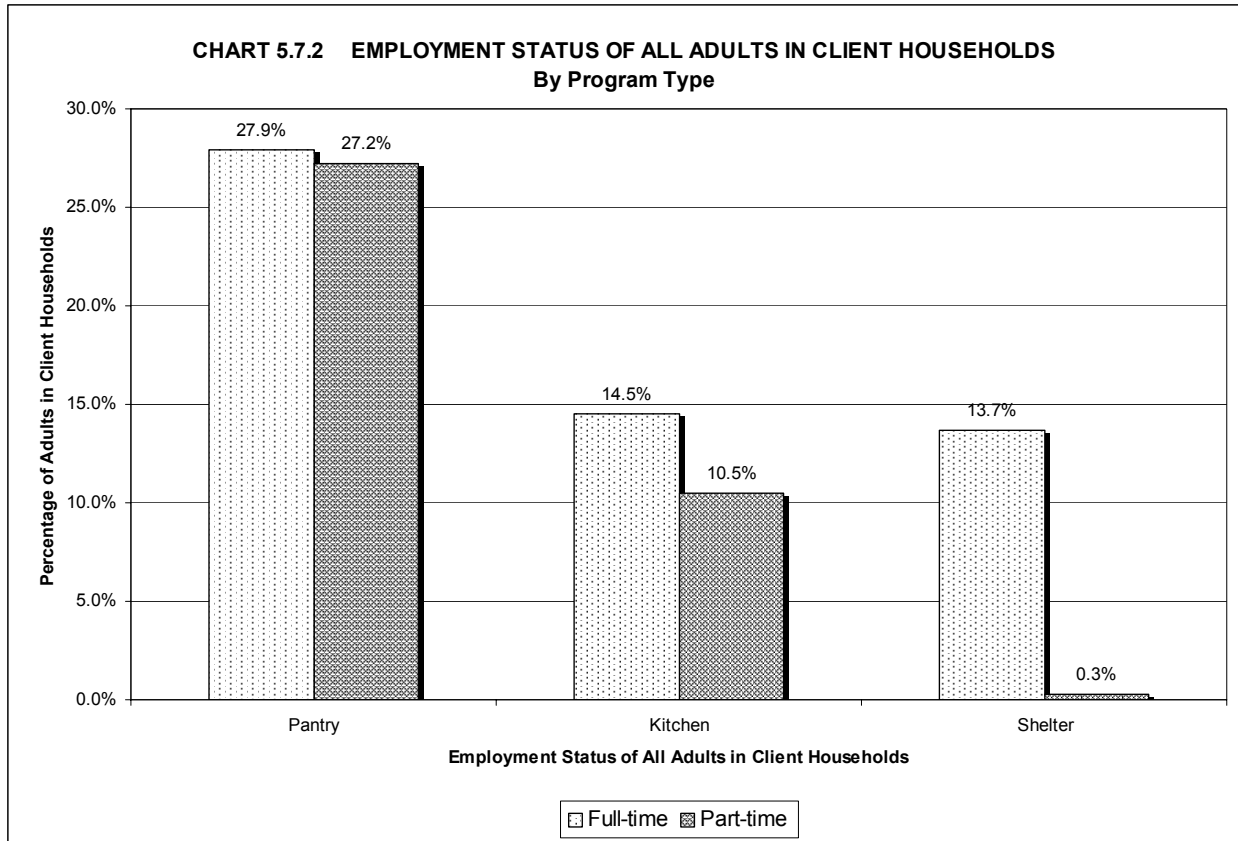
	Pantry	Kitchen	Shelter	All
SAMPLE SIZE (N) – Clients who have never worked	6	2	0	8

SOURCE: This table was constructed based on all responses to Questions 6, 12a, 13, 14a, and 15 of the client survey.

The percentages in this table, unlike those in most other tables, were calculated without leaving out item nonresponses (labeled “unknown”). Because this table was constructed combining responses to several questions, excluding item nonresponses could have caused confusion. All responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients or households of Food Bank of North Carolina.

As shown in Table 5.7.2, when we consider the employment status of all adults in client households, 23.2% are employed full-time, 18.6% are employed part-time, and the remaining 58.3% are currently unemployed. Details of the employment status of adult clients who come to program sites follow:

- Overall, 18.2% of the adult clients at program sites are currently employed full-time; 13.9% employed part-time.
- 24.2% of the clients have recently lost their job, having been unemployed for three months or less.
- 5.7% of all clients have been unemployed for one to two years.
- 25.6% of all clients have not worked for more than two years.
- Among those who have worked before or are currently working, 19.7% either had or currently have managerial or professional jobs.



5.8 HOUSEHOLD INCOME

Lack of sufficient income usually plays a major role in forcing a person or a family to seek assistance from an A2H emergency food provider. In this section, we examine patterns of income receipt, both for monthly and annual income.

5.8.1 Federal Poverty Level

The Poverty Levels are established periodically by the federal government to provide an indication of the levels of income below which many observers would consider households of various sizes to be impoverished. In parts of the analysis in this section, it will be useful to refer to these guidelines as a tool in understanding the meaning of various income levels. For reference, Table 5.8.1.1 presents 100% of these federal poverty levels.

TABLE 5.8.1.1

100 PERCENT OF FEDERAL POVERTY LEVEL – MONTHLY INCOME
(Effective October 2000 through September 30, 2001)

Household Size	48 States ^a	Alaska	Hawaii
1	\$696	\$870	\$800
2	\$938	\$1,172	\$1,078
3	\$1,180	\$1,475	\$1,356
4	\$1,421	\$1,777	\$1,635
5	\$1,663	\$2,080	\$1,913
6	\$1,905	\$2,382	\$2,191
7	\$2,146	\$2,685	\$2,470
8	\$2,388	\$2,987	\$2,748
Each Additional Member	+\$242	+\$303	+\$279

SOURCE: <http://www.fns.usda.gov/fsp/MENU/APPS/ELIGIBILITY/income/INCOMECHART.HTM>.

^aIncludes District of Columbia, Guam, and the Virgin Islands.

5.8.2 Household Income for the Previous Month

Clients were asked to report the amount of their total household income for the previous month or to choose from a set of predefined income brackets. The results are provided in Table 5.8.2.1.

TABLE 5.8.2.1

HOUSEHOLD INCOME FOR THE PREVIOUS MONTH

	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	Adult Clients at All Program Sites
Total Monthly Income				
No income	1.8%	13.1%	15.8%	6.8%
\$1-\$500	6.5%	35.2%	13.7%	10.7%
\$500-\$999	29.2%	31.1%	5.4%	22.2%
\$1,000-\$1,499	12.7%	9.5%	3.5%	9.7%
\$1,500-\$1,999	8.8%	6.2%	0.0%	6.0%
\$2,000-\$2,499	2.4%	0.0%	1.4%	1.9%
\$2,500-\$2,999	0.3%	0.0%	0.0%	0.2%
\$3,000 or more	0.5%	0.0%	0.0%	0.3%
Unknown	37.8%	4.8%	60.3%	42.1%
TOTAL	100.0%	100.0%	100.0%	100.0%
Average monthly income among valid responses (in dollars)^a				
	995	583	322	807
Median monthly income among valid responses (in dollars)				
	900	425	168	750
Income as Percentage of the Federal Poverty Level^b				
0% (No income)	1.8%	13.1%	15.8%	6.8%
1-50%	10.8%	12.1%	13.9%	11.8%
51-75%	13.8%	46.8%	4.2%	13.3%
76-100%	9.8%	3.1%	1.1%	6.7%
101-130%	15.2%	16.2%	3.5%	11.7%
131-150%	4.8%	0.0%	0.0%	3.0%
151-185%	4.8%	2.0%	0.0%	3.1%
186% or higher	1.2%	1.7%	1.4%	1.3%
Unknown	37.9%	4.8%	60.3%	42.2%
TOTAL	100.0%	100.0%	100.0%	100.0%
Average monthly income as percentage of the poverty level among valid responses				
	91.7%	66.1%	37.2%	77.4%

TABLE 5.8.2.1 (continued)

	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	Adult Clients at All Program Sites
Median monthly income as percentage of the poverty level among valid responses	94.0%	58.0%	17.0%	73.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on all responses to Questions 29 and 29a of the client survey.

NOTE: The percentages presented in this table, unlike those in most other tables, were calculated without leaving out item nonresponses (labeled “unknown”). To ensure that key percentages, such as that for no income, appear consistent within this table and across related tables, a constant denominator, which includes item nonresponses, was used. All responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients or households of Food Bank of North Carolina.

For total monthly income, missing, don’t know, and refusal responses combined are 37.8% for pantry clients, 4.8% for kitchen clients, 60.3% for shelter clients, and 42.1% for all clients. The missing rates we report here were obtained after we cross-imputed missing responses for monthly and yearly income variables.

For income as percentage of federal poverty level, missing, don’t know, and refusal responses combined are 37.9% for pantry clients, 4.8% for kitchen clients, 60.3% for shelter clients, and 42.2% for all clients.

^aFor the calculation of the average and the median, responses given as a range were recoded to be the midpoint of the range.

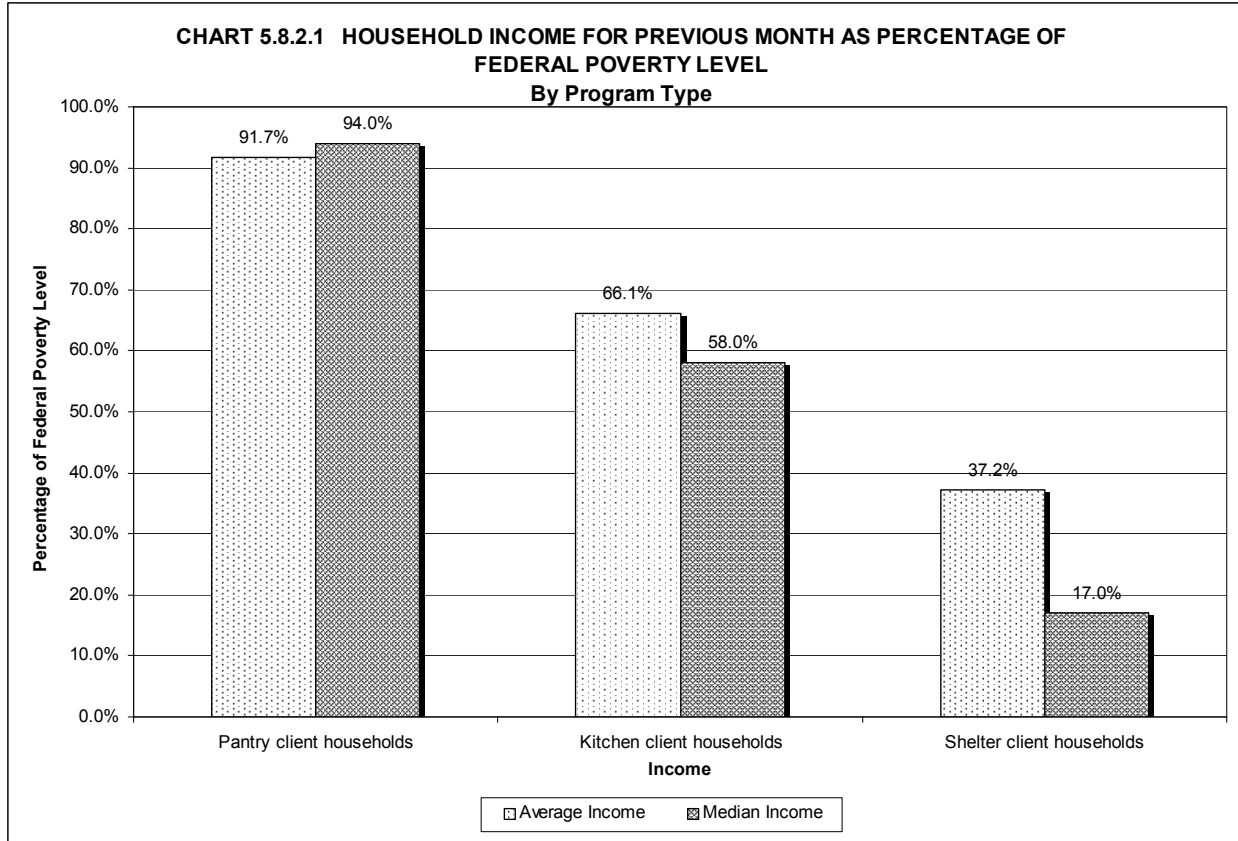
^bThe percentages in this panel may not be equal to those in the corresponding row of the upper panel of this table because the two panels of data may have different item nonresponse rates. The calculation in the lower panel required information about household size as well as household income.

According to Table 5.8.2.1, 6.8% of all client households had no income at all for the month prior to the interview. More details on income follow:

- 1.8% of the pantry client households had no monthly income.
- 13.1% of the kitchen client households had no monthly income.
- 15.8% of the shelter client households had no monthly income.
- 39.8% of all client households had monthly household income less than \$1,000.

- Average household income among all clients during the previous month was \$807 (median: \$750). By contrast, the mean for the United States population as a whole in 2000 was \$4,754 (median: \$3,512).¹⁰
- Average monthly household income among the pantry clients was \$995 (median: \$900).
- Average monthly household income among the kitchen clients was \$583 (median: \$425).
- Average monthly household income among the shelter clients was \$322 (median: \$168).
- 50.4% of client households had an income of 130% or below the federal poverty level during the previous month.
- Average monthly household income among all client households as a percentage of the federal poverty level was 77.4% (median: 73.0%).
- Average monthly household income among pantry client households was 91.7% (median: 94.0%) of the federal poverty level.
- Average monthly household income among kitchen client households was 66.1% (median: 58.0%) of the federal poverty level.
- Average monthly household income among shelter client households was 37.2% (median: 17.0%) of the federal poverty level.

A.1. ¹⁰U.S. Census Bureau. *Current Population Reports*. September 2001, pp. 60-213, Table 54



5.8.3 Sources of Household Income for the Previous Month

Clients were asked to indicate the major source of their household income for the previous month. Then, they were asked to name all sources of their household income. Tables 5.8.3.1 and 5.8.3.2 summarize the findings.

TABLE 5.8.3.1

MAIN SOURCE OF HOUSEHOLD INCOME FOR THE PREVIOUS MONTH

Main Source of Household Income for Previous Month	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Job	47.8%	11.4%	55.4%	47.4%
Government Welfare Assistance				
Temporary Assistance for Needy Families (TANF)	0.0%	0.8%	0.2%	0.1%
General Assistance (GA)	0.0%	0.0%	0.0%	0.0%
SUBTOTAL	0.0%	0.8%	0.2%	0.1%
Other Government Sources				
Social Security	19.6%	27.9%	24.0%	21.5%
Unemployment compensation	0.7%	1.2%	0.2%	0.6%
Disability (SSDI)/Workers' Compensation	8.0%	9.9%	0.2%	5.8%
Supplemental Security Income (SSI)	3.2%	8.2%	0.0%	2.6%
SUBTOTAL	31.5%	47.2%	24.3%	30.5%
Nongovernment, Nonjob Sources				
Pension	6.1%	0.0%	0.0%	3.8%
Child support	0.6%	0.0%	3.5%	1.4%
Churches	0.0%	0.0%	0.0%	0.0%
Alimony	0.0%	0.0%	0.0%	0.0%
Relatives	1.0%	0.3%	0.0%	0.6%
SUBTOTAL	7.6%	0.3%	3.5%	5.8%
Other ^a	1.0%	16.4%	0.1%	1.8%
No Income	1.8%	13.1%	15.8%	6.8%
Unknown	10.4%	10.9%	0.7%	7.5%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on all responses to Questions 29 and 29b of the client survey.

TABLE 5.8.3.1 (continued)

NOTE: The percentages presented in this table, unlike those in most other tables, were calculated without leaving out item nonresponses (labeled “unknown”). To ensure that key percentages, such as that for no income, appear consistent within this table and across related tables, a constant denominator, which includes item nonresponses, was used. All responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients or households of Food Bank of North Carolina.

Missing, don’t know, and refusal responses combined are 10.4% for pantry clients, 10.9% for kitchen clients, 0.7% for shelter clients, and 7.5% for all clients.

^aThis includes some form of limited savings.

Overall, 47.4% of the clients indicated that a job was the main source of income for their households for the previous month. Other sources of income are as follows:

- For 0.1% of all clients, welfare assistance from the government such as TANF and GA was the main source of their household income.
- For 30.5% of all clients, other government assistance such as social security or unemployment compensation was the main source of their household income.
- 5.8% of all clients had their main source of income from nongovernment, nonjob sources, including pension, child support, etc.

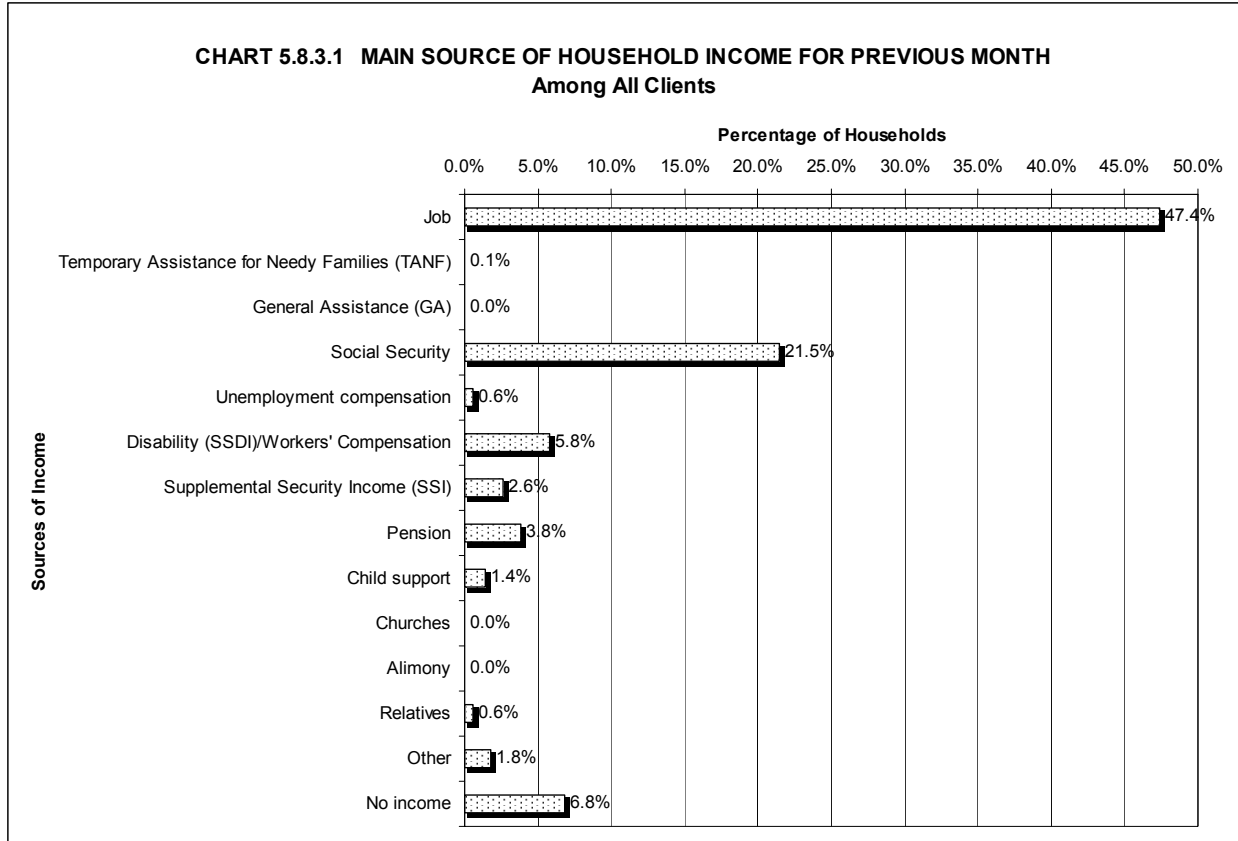


TABLE 5.8.3.2

ALL SOURCES OF HOUSEHOLD INCOME FOR PREVIOUS MONTH

Did You (or Anyone in Your Household) Get Money in the Last Month from Any of the Following? ^a	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Job	61.4%	31.1%	25.4%	48.4%
Government Welfare Assistance				
Temporary Assistance for Needy Families (TANF)	0.7%	0.9%	0.4%	0.6%
General Assistance (GA)	3.5%	0.5%	0.0%	2.2%
Other Government Sources				
Social Security	34.4%	44.4%	24.1%	32.0%
Unemployment compensation	5.0%	5.0%	0.2%	3.6%
Disability (SSDI)/Workers' Compensation	18.1%	21.6%	0.2%	13.0%
Supplemental Security Income (SSI)	13.3%	19.6%	0.1%	9.8%
Government assistance with child care costs	3.1%	0.0%	0.0%	1.9%
Nongovernment, Nonjob Sources				
Pension	7.8%	2.9%	0.2%	5.2%
Child support	10.8%	0.2%	3.5%	7.8%
Alimony	0.5%	0.0%	0.0%	0.3%
Relatives	8.3%	13.4%	20.0%	12.2%
No income	1.8%	13.1%	15.8%	6.8%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on all responses to Questions 6, 25, and 29 of the client survey.

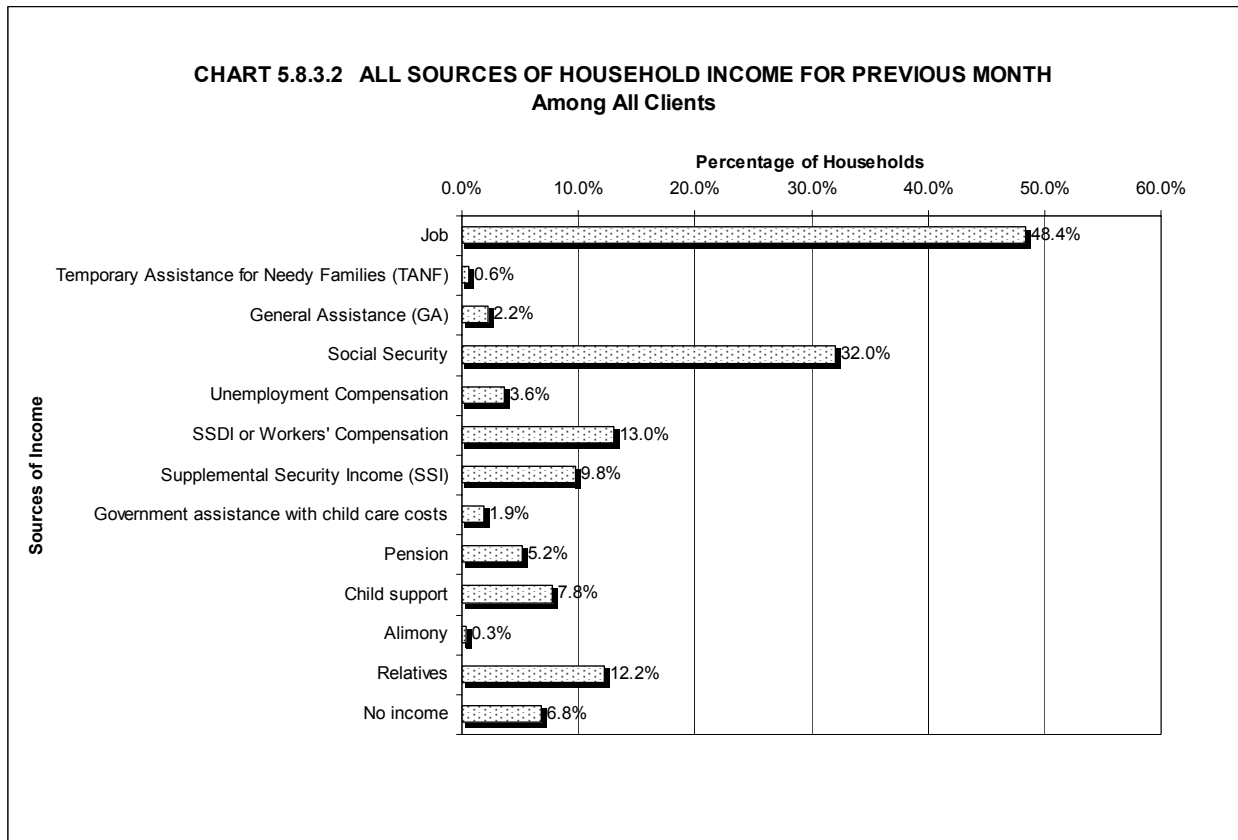
NOTE: The percentages presented in this table, unlike those in most other tables, were calculated without leaving out item nonresponses (labeled "unknown"). To ensure that key percentages, such as that for no income, appear consistent within this table and across related tables, a constant denominator, which includes item nonresponses, was used. All responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients or households of Food Bank of North Carolina.

Missing, don't know, and refusal responses combined are 0.6% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.4% for all clients.

^aMultiple responses were accepted.

When clients were asked about *all* sources of their household income for the previous month, 48.4% included a job as a source.

- For 0.6% of all clients, TANF was a source of household income during the previous month.
- For 2.2%, GA was a source of household income.
- 32.0% of all clients said they received social security benefits
- 13.0% chose SSDI or workers’ compensation as a source of household income.
- 9.8% mentioned SSI as a source.
- In addition, 5.2%, 7.8%, and 12.2% of the clients indicate pension, child support, and their relatives, respectively, as a source of income.



5.8.4 Annual Household Income in 2000

Clients also provided estimates of their total household income in the year 2000. Table 5.8.4.1 shows their annual income in dollars and as a percentage of the federal poverty level.

TABLE 5.8.4.1
HOUSEHOLD INCOME FOR 2000

	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Total Annual Income				
No income	0.1%	9.7%	6.0%	2.5%
\$1-\$5,000	3.9%	37.7%	10.9%	8.4%
\$5,000-\$9,999	24.7%	30.4%	8.8%	20.4%
\$10,000-\$14,999	12.8%	9.1%	9.8%	11.7%
\$15,000-\$19,999	8.8%	6.6%	0.0%	6.0%
\$20,000-\$24,999	6.9%	1.2%	0.4%	4.5%
\$25,000-\$29,999	2.4%	0.4%	0.2%	1.6%
\$30,000-\$34,999	2.2%	0.0%	0.9%	1.7%
\$35,000-\$39,999	0.3%	0.0%	2.9%	1.0%
\$40,000-\$44,999	0.1%	0.0%	0.0%	0.1%
\$45,000-\$49,999	0.0%	0.0%	0.0%	0.0%
\$50,000 and over	0.0%	0.0%	0.0%	0.0%
Unknown	37.8%	4.8%	60.3%	42.1%
TOTAL	100.0%	100.0%	100.0%	100.0%
Average annual income among valid responses (in dollars)^a				
	12,726	6,129	8,910	11,147
Median annual income among valid responses (in dollars)				
	10,632	5,000	6,552	9,504
Income as Percentage of the Federal Poverty Level^b				
0% (No income) ^c	0.1%	9.7%	6.0%	2.5%
1-50%	10.5%	28.2%	11.6%	12.1%
51-75%	13.3%	33.6%	7.0%	12.9%
76-100%	13.0%	3.4%	1.1%	8.7%
101-130%	14.1%	16.2%	6.9%	12.1%
131-150%	5.0%	0.0%	2.9%	4.0%
151-185%	1.1%	0.5%	0.0%	0.7%
186% or higher	5.1%	3.6%	4.3%	4.8%
Unknown	37.9%	4.8%	60.3%	42.2%
TOTAL	100.0%	100.0%	100.0%	100.0%

TABLE 5.8.4.1 (continued)

	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Average annual income as percentage of the poverty level among valid responses	97%	60%	92%	91%
Median annual income as percentage of the poverty level among valid responses	90%	57%	61%	79%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on all responses to Questions 29 and 30 of the client survey.

NOTE: The percentages presented in this table, unlike those in most other tables, were calculated without leaving out item nonresponses (labeled “unknown”). To ensure that key percentages, such as that for no income, appear consistent within this table, a constant denominator, which includes item nonresponses, was used. All responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients or households of Food Bank of North Carolina.

For total annual income, missing, don’t know, and refusal responses combined are 37.8% for pantry clients, 4.8% for kitchen clients, 60.3% for shelter clients, and 42.1% for all clients. The missing rates we report here were obtained after we cross-imputed missing responses for monthly and yearly income variables.

For income as percentage of the federal poverty level, missing, don’t know, and refusal responses combined are 37.9% for pantry clients, 4.8% for kitchen clients, 60.3% for shelter clients, and 42.2% for all clients.

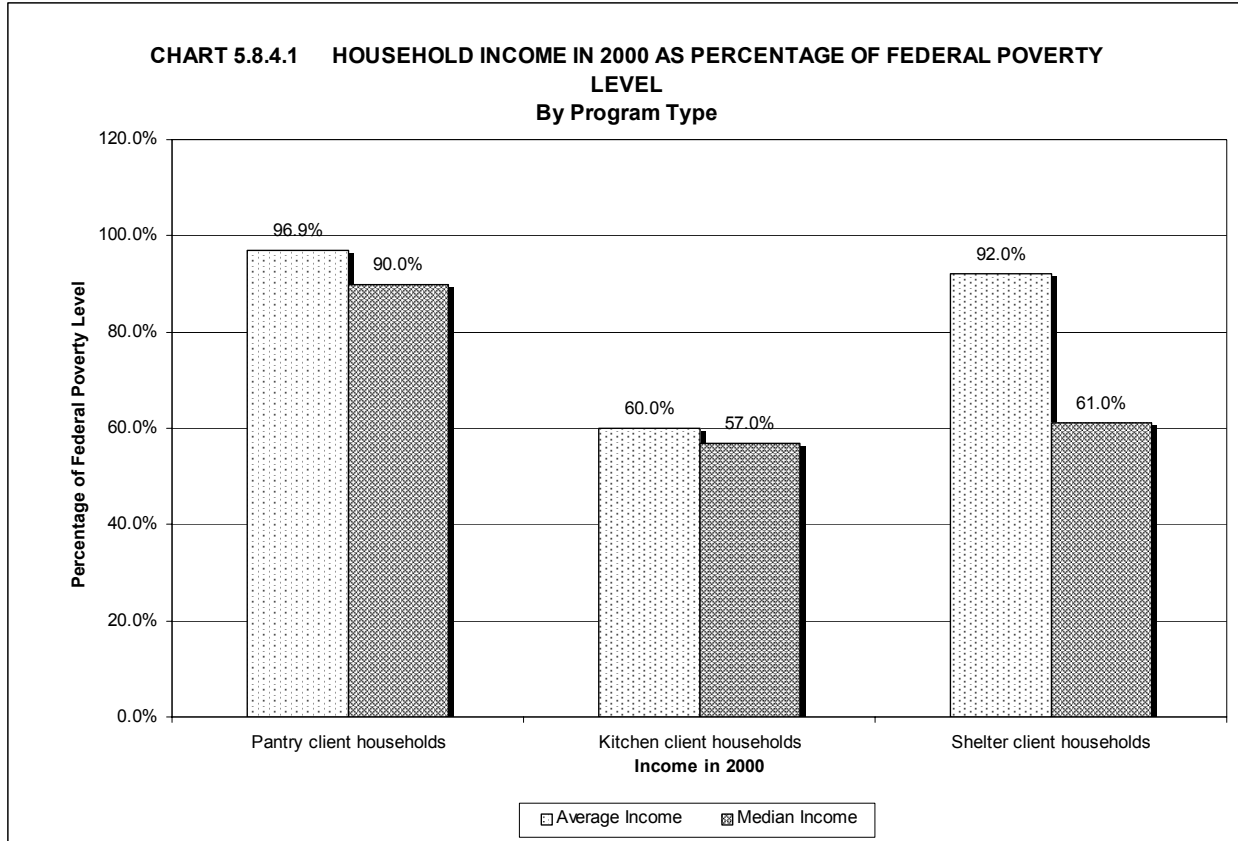
^aFor the calculation of the average and the median, responses given as a bracket were recoded to be the midpoint of the bracket.

^bSee Table 5.8.1.1 for the federal poverty levels.

^cThe percentages in this row may not be equal to those in the corresponding row of the upper panel of this table because the two panels of data may have different item nonresponse rates. The calculation in the lower panel required information about household size as well as household income.

In the year 2000, 31.4% of all clients had a household income less than \$10,000. More information about annual income of client households follows:

- Average household income among all clients in year 2000 was \$11,147.
- 48.4% of the clients’ households had an income of 130% or below the federal poverty level.
- Average household income as percentage of the federal poverty level was 91% (median: 79%).



5.9 HOUSING

5.9.1 Housing Status

Table 5.9.1.1 shows the housing status of the clients. It shows whether they have a place to live, what kind of housing they have, whether they own or rent a place, and their other housing-related experiences.

TABLE 5.9.1.1
HOUSING STATUS

	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	Adult Clients at All Program Sites
<i>The kind of place you live now?</i>				
Clients with a Place to Live				
House	46.3%	31.7%	0.0%	31.2%
Mobile home/trailer	36.6%	0.3%	0.0%	22.9%
Apartment	15.6%	24.8%	0.0%	11.6%
Room	0.6%	33.5%	0.0%	2.8%
Live with family, friends	0.4%	0.5%	0.0%	0.3%
SUBTOTAL	99.4%	90.8%	0.0%	68.8%
Clients Without a Place to Live				
Homeless, living in shelter or mission	0.6%	9.2%	100.0%	31.2%
Homeless, living on the street	0.0%	0.0%	0.0%	0.0%
Car, van, or recreational vehicle	0.0%	0.1%	0.0%	0.0%
Abandoned building	0.0%	0.0%	0.0%	0.0%
SUBTOTAL	0.6%	9.2%	100.0%	31.2%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373
<i>Among clients who have a place to live</i>				
Own the place you live	30.3%	1.7%	N.A.	27.5%
Rent your place	55.5%	92.7%	N.A.	59.2%
Live free with someone else	2.5%	3.8%	N.A.	2.7%
Other ^a	11.6%	1.8%	N.A.	10.7%
TOTAL	100.0%	100.0%	N.A.	100.0%

TABLE 5.9.1.1 (continued)

	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	Adult Clients at All Program Sites
<i>Clients late paying the last month's rent or mortgage</i>	16.0%	18.6%	N.A.	16.2%
<i>Clients whose households receive Section 8 or Public Housing Assistance</i>	13.8%	28.7%	N.A.	15.2%
SAMPLE SIZE (N) – Clients with a place to live	266	48	0	314

SOURCE: This table was constructed based on usable responses to Questions 16, 17, 18, and 81 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For the kind of place where living, missing, don't know, and refusal responses combined are 0.9% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.6% for all clients.

For those with a place to live, missing, don't know, and refusal responses combined are 1.4% for pantry clients, 0.0% for kitchen clients, N.A. for shelter clients, and 1.3% for all clients.

For those late paying rent or mortgage, missing, don't know, and refusal responses combined are 7.3% for pantry clients, 11.1% for kitchen clients, N.A. for shelter clients, and 7.6% for all clients.

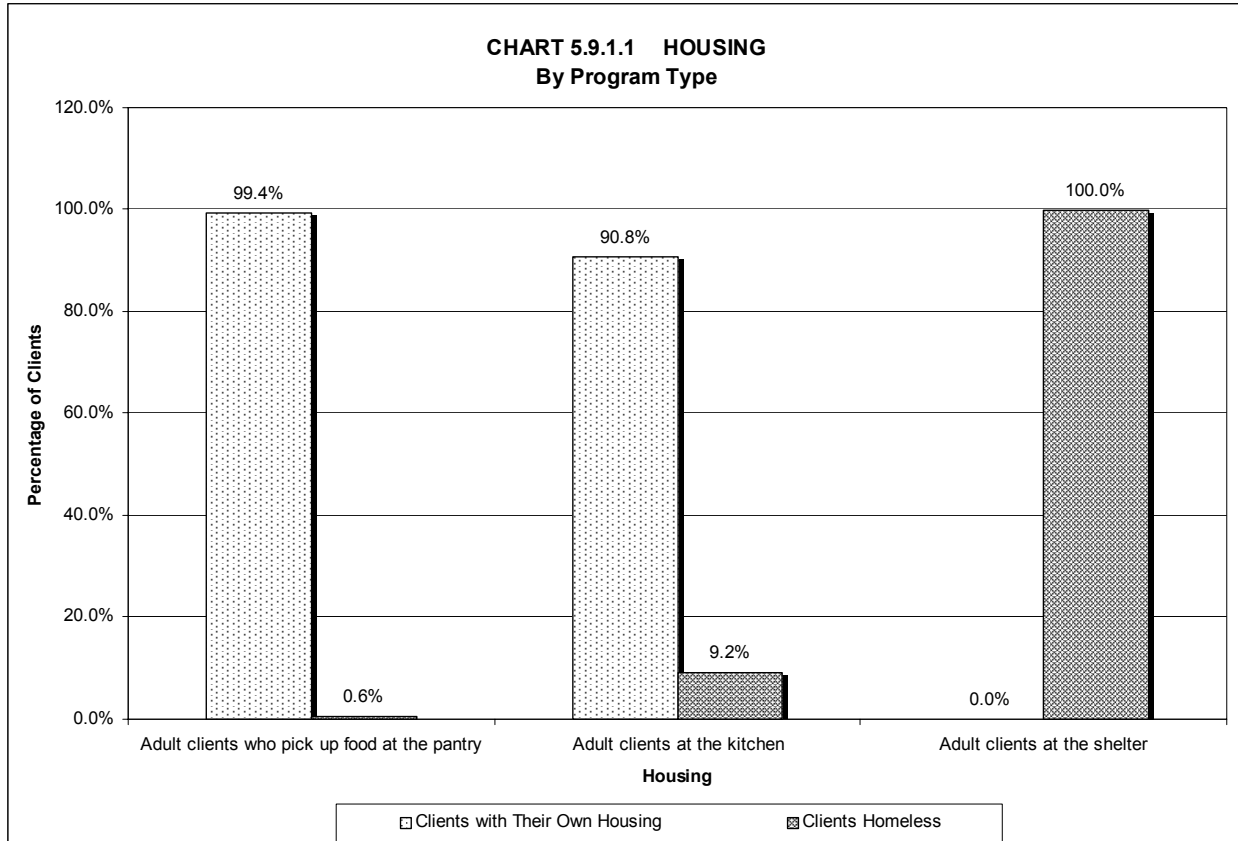
For those receiving Section 8, missing, don't know, and refusal responses combined are 1.4% for pantry clients, 0.0% for kitchen clients, N.A. for shelter clients, and 1.3% for all clients.

^aThis includes shelters and halfway houses.

Among all adult clients, 31.2% were without a place to live. More details on housing status of the clients follow:

- 100.0% of shelter clients were homeless.
- 9.2% of kitchen clients were homeless.
- 0.6% of pantry clients were homeless.
- 30.3% of pantry clients own the place where they live.
- 16.2% of the clients with a place to live were late paying the previous month's rent or mortgage.

- 15.2% of the clients with a place to live said they received Section 8 or Public Housing Assistance at the time of the interview.



5.9.2 Household Resources

Clients indicated if their households have access to a kitchen, a working telephone, or a working car. Responses are presented in Table 5.9.2.1.

TABLE 5.9.2.1
HOUSEHOLD RESOURCES

	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
<i>Clients with access to a place where they can prepare a meal</i>				
Yes	99.9%	93.3%	75.9%	92.2%
No	0.1%	6.7%	24.1%	7.8%
TOTAL	100.0%	100.0%	100.0%	100.0%
<i>Clients with a working telephone</i>				
Yes	83.7%	42.5%	84.0%	80.8%
No	16.3%	57.5%	16.0%	19.2%
TOTAL	100.0%	100.0%	100.0%	100.0%
<i>Clients with a working car</i>				
Yes	75.3%	7.2%	14.0%	51.9%
No	24.7%	92.8%	86.0%	48.1%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Question 19 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

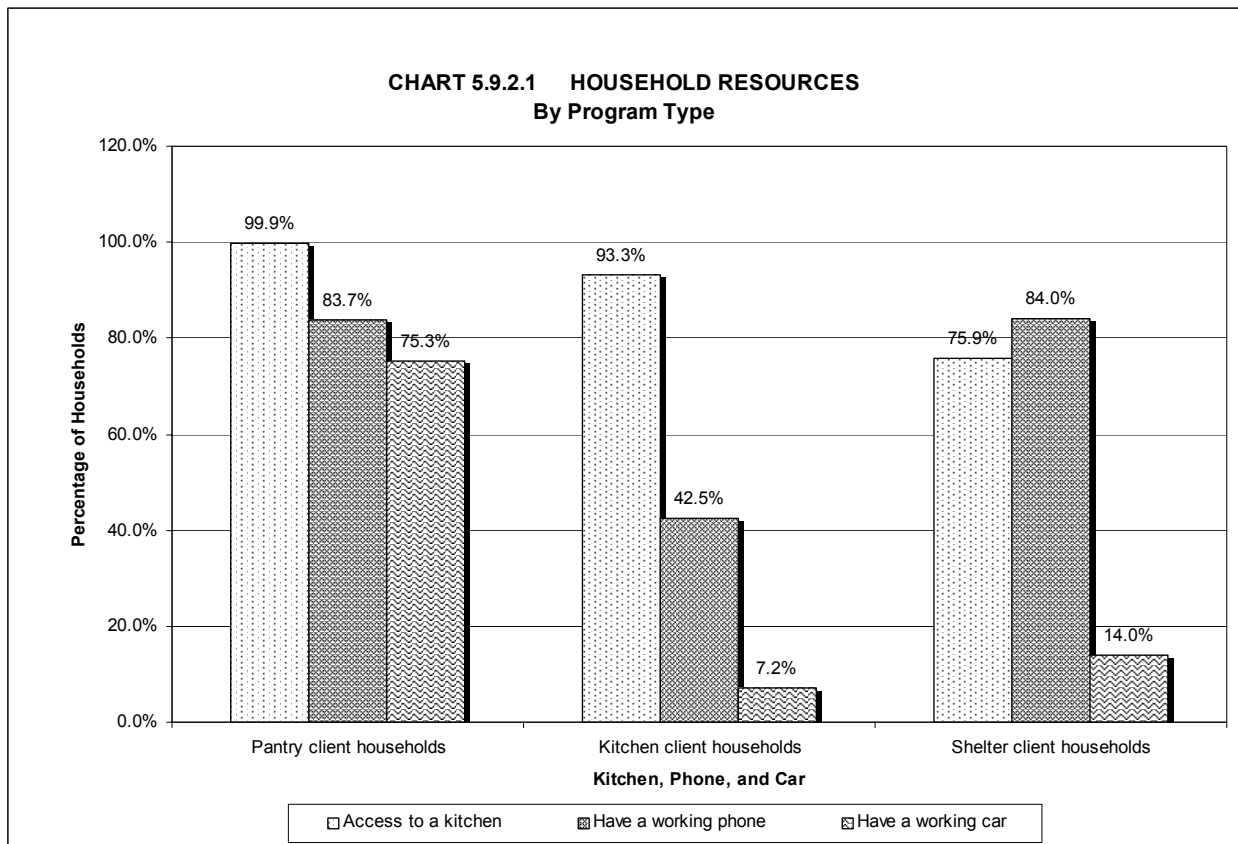
For access to a place, missing, don't know, and refusal responses combined are 0.3% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.2% for all clients.

For working telephone, missing, don't know, and refusal responses combined are 0.3% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.2% for all clients.

For clients with running cars, missing, don't know, and refusal responses combined are 0.3% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.2% for all clients.

Findings about selected household resources presented in Table 5.9.2.1 include:

- Overall, 92.2% of the clients have access to a place where they can prepare a meal.
- 99.9% of the pantry clients have access to a place where they can prepare a meal.
- 93.3% of the kitchen clients have access to a place where they can prepare a meal.
- 75.9% of the shelter clients have access to a place where they can prepare a meal.
- Overall, 80.8% of the clients have a working telephone.
- 83.7% of the pantry clients have a working telephone.
- 42.5% of the kitchen clients have a working telephone.
- 84.0% of the shelter clients have a working telephone.
- Overall, 51.9% of the clients have a working car.
- 75.3% of the pantry clients have a working car.
- 7.2% of the kitchen clients have a working car.
- 14.0% of the shelter clients have a working car.



6. CLIENTS: FOOD INSECURITY AND HUNGER

A scaling tool recently developed by the U.S. Department of Agriculture provides an important approach which is being increasingly used to assess food security and hunger among households, and the questions needed to operationalize this scale were included in the client survey. This chapter begins by assessing A2H clients' levels of food security, first for all households in the A2H system and then separately for households with children and for households with elderly members. Subsequent sections then provide data on household responses to the specific questions used in constructing the food security scores.

6.1 HOUSEHOLD FOOD INSECURITY

Clients responded to a six-item short module for classifying households by food security status level. Food security scale scores were assigned and households were classified according to the "Guide to Measuring Household Food Security, Revised 2000."¹¹

TABLE 6.1.1

HOUSEHOLD FOOD INSECURITY

Food Security Among Clients' Households	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Food Security Among All Households				
Food secure	38.9%	31.1%	50.9%	42.0%
Food insecure				
Food insecure without hunger	25.7%	33.8%	17.8%	23.9%
Food insecure with hunger	35.4%	35.1%	31.3%	34.1%
SUBTOTAL	61.1%	68.9%	49.1%	58.0%

¹¹Bickel, Gary, Mark Nord, Cristofer Price, William Hamilton, and John Cook. "Guide to Measuring Household Food Security, Revised 2000." U.S. Department of Agriculture, Food and Nutrition Service, March 2000.

TABLE 6.1.1 (continued)

Food Security Among Clients' Households	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373
Food Security Among Households with Children Younger than Age 18				
Food secure	40.1%	n.p.	n.p.	35.1%
Food Insecure				
Food insecure without hunger	17.3%	n.p.	n.p.	17.8%
Food insecure with hunger	42.6%	n.p.	n.p.	47.2%
SUBTOTAL	59.9%	n.p.	n.p.	64.9%
TOTAL	100.0%	n.p.	n.p.	100.0%
SAMPLE SIZE (N) – Households with children younger than age 18				
	111	7	15	133
Food Security Among Households with Seniors Age 65 or Older				
Food secure	46.5%	n.p.	n.p.	44.8%
Food insecure				
Food insecure without hunger	42.7%	n.p.	n.p.	44.2%
Food insecure with hunger	10.7%	n.p.	n.p.	11.0%
SUBTOTAL	53.5%	n.p.	n.p.	55.2%
TOTAL	100.0%	n.p.	n.p.	100.0%
SAMPLE SIZE (N) – Households with seniors age 65 years or older				
	90	9	1	100

SOURCE: This table was constructed based on usable responses to Questions 42, 43, 44, 45, 46, and 47 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Constructed according to "Guide to Measuring Household Food Security, Revised 2000."

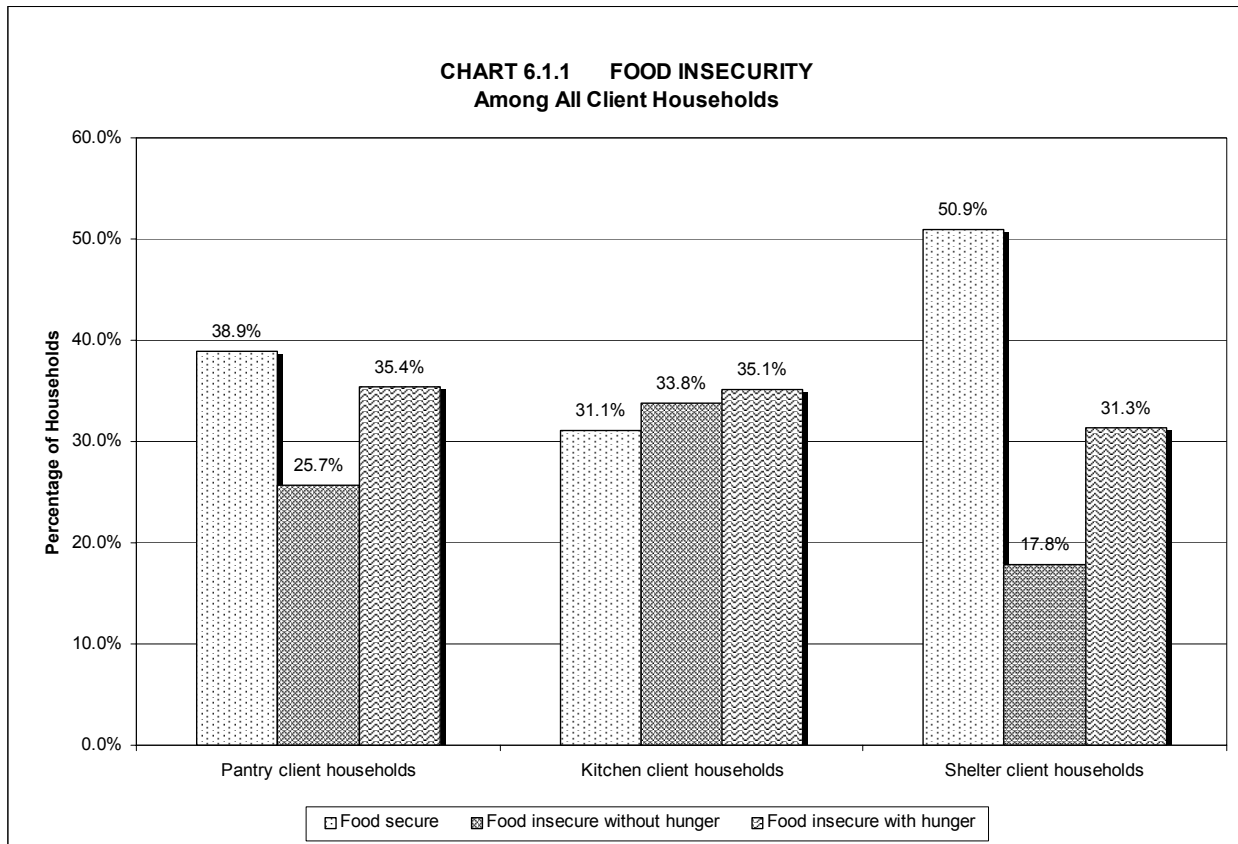
For all households, missing, don't know, and refusal responses combined are 1.1% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.8% for all clients.

For households with children younger than age 18, missing, don't know, and refusal responses combined are 0.7% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 0.6% for all clients.

For households with seniors, missing, don't know, and refusal responses combined are 1.5% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 1.4% for all clients.

According to the six-item short module, 23.9% of all client households of the emergency food programs were food insecure without hunger. Another 34.1% were food insecure with hunger. Combined, a total of 58.0% were food insecure.

- Among the client households with children younger than age 18, 17.8% were food insecure without hunger and 47.2% were food insecure with hunger.
- Among the client households with seniors age 65 years or older, 44.2% were food insecure without hunger and 11.0% were food insecure with hunger.



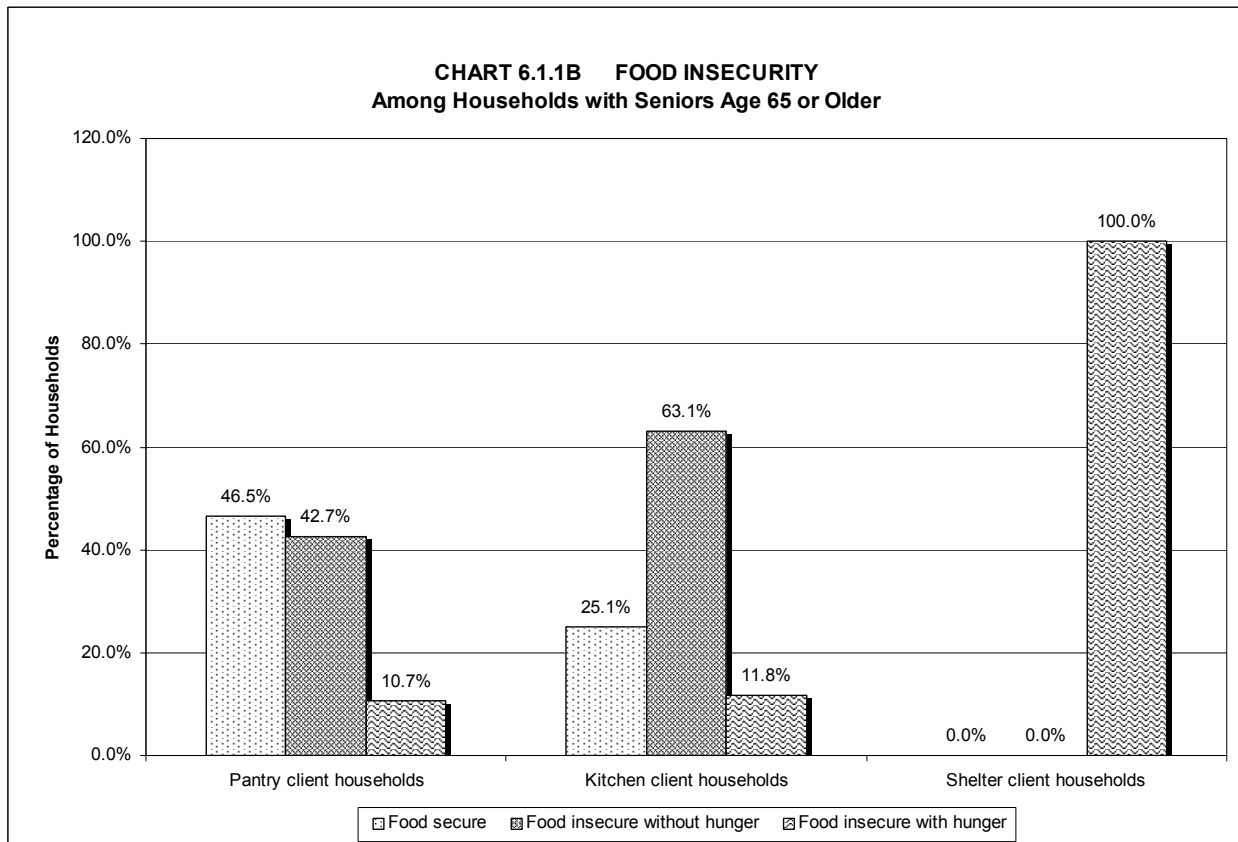
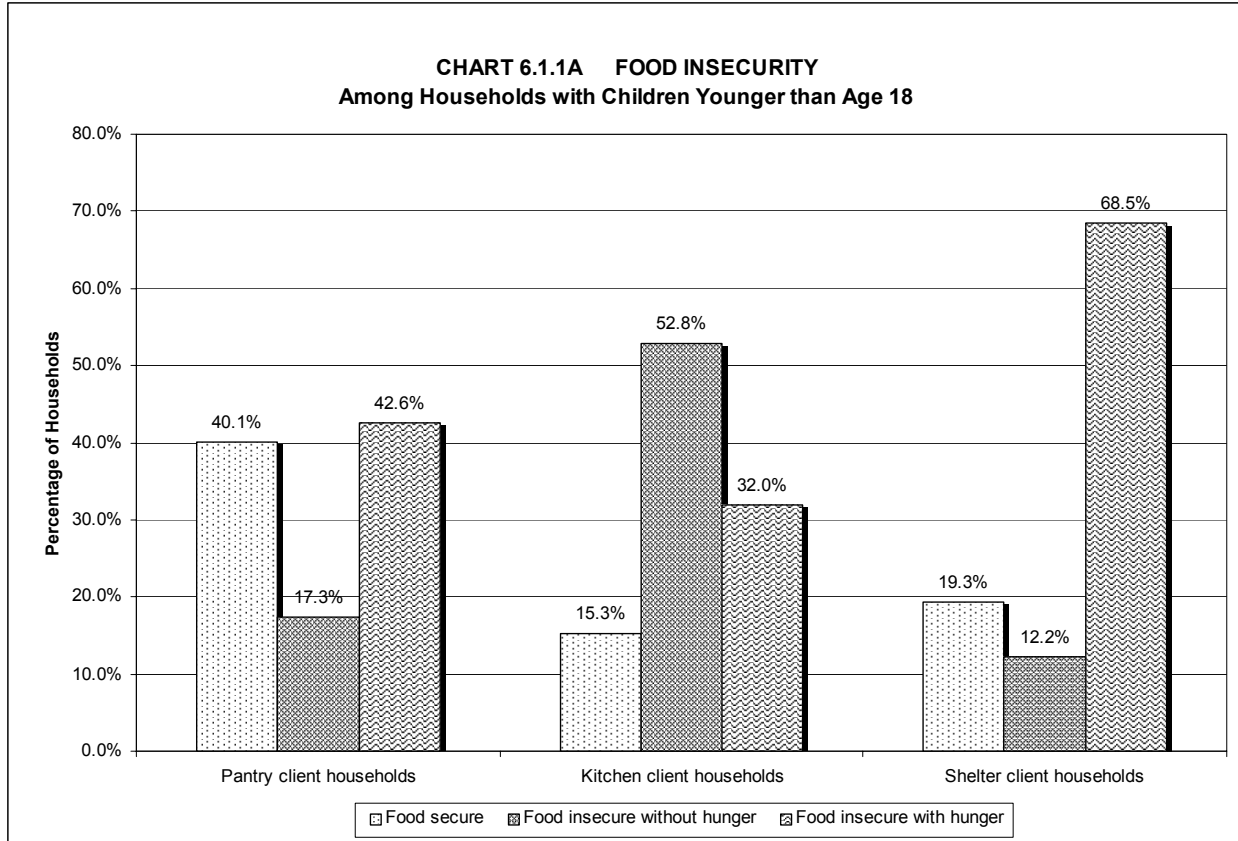


TABLE 6.1.2

FOOD STAMP PROGRAM PARTICIPATION AND FOOD SECURITY

Food Security Among Clients' Households	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Food Stamp Program Participants				
Food secure	38.9%	31.1%	50.9%	42.0%
Food insecure				
Food insecure without hunger	25.7%	33.8%	17.8%	23.9%
Food insecure with hunger	35.4%	35.1%	31.3%	34.1%
SUBTOTAL	61.1%	68.9%	49.1%	58.0%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N) – Food Stamp Program participants				
	271	61	41	373
Food Stamp Program Nonparticipants				
Food secure	40.1%	n.p.	n.p.	35.1%
Food Insecure				
Food insecure without hunger	17.3%	n.p.	n.p.	17.8%
Food insecure with hunger	42.6%	n.p.	n.p.	47.2%
SUBTOTAL	59.9%	n.p.	n.p.	64.9%
TOTAL	100.0%	n.p.	n.p.	100.0%
SAMPLE SIZE (N) – Food Stamp Program nonparticipants				
	111	7	15	133

SOURCE: This table was constructed based on usable responses to Questions 42, 43, 44, 45, 46, and 47 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Constructed according to "Guide to Measuring Household Food Security, Revised 2000."

For all households, missing, don't know, and refusal responses combined are 1.1% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.8% for all clients.

For households with children younger than age 18, missing, don't know, and refusal responses combined are 0.7% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 0.6% for all clients.

For households with seniors, missing, don't know, and refusal responses combined are 1.5% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 1.4% for all clients.

As will be discussed in detail in Chapter 7 below, approximately 20.7% of A2H clients also receive benefits from the Food Stamp Program. Table 6.1.2 compares food security status among Food Stamp Program participants to that of nonparticipants.

- 23.9% of the client household receiving food stamps were food insecure without hunger. Another 34.1% were food insecure with hunger.
- In comparison, among the client households not receiving food stamps, 17.8% were food insecure without hunger and 47.2% were food insecure with hunger.

6.2 INDICATORS OF FOOD INSECURITY IN HOUSEHOLDS

Table 6.2 presents responses to two of the questions involved in the six-item short module.

TABLE 6.2.1
INDICATORS OF FOOD INSECURITY IN HOUSEHOLDS

<i>Two Questions in the Six-Item Short Module^a</i>	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
<i>“The food we bought just didn’t last, and we didn’t have money to get more.” In the last 12 months, was that ...?</i>				
Often true	27.7%	31.3%	7.5%	21.8%
Sometimes true	50.4%	41.6%	56.0%	51.5%
Never true	21.8%	27.1%	36.5%	26.7%
TOTAL	100.0%	100.0%	100.0%	100.0%
<i>“We couldn’t afford to eat balanced meals.” In the last 12 months, was that ...?</i>				
Often true	14.1%	22.9%	15.3%	15.1%
Sometimes true	46.0%	32.6%	30.4%	40.2%
Never true	39.9%	44.5%	54.3%	44.6%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Questions 42 and 43 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don’t know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For food didn’t last, missing, don’t know, and refusal responses combined are 1.0% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.7% for all clients.

For not eating balanced meals, missing, don’t know, and refusal responses combined are 1.0% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.7% for all clients.

^aBickel, Gary, Mark Nord, Cristofer Price, William Hamilton, and John Cook. “Guide to Measuring Household Food Security, Revised 2000.” U.S. Department of Agriculture, Food and Nutrition Service, March 2000.

Overall, 73.3% of the client households reported that, during the previous 12 months, they had been in a situation where the food they bought “just didn’t last and they didn’t have

money to get more.” In addition, 55.4% of the client households were, often or sometimes during the previous 12 months, in a situation where they “couldn’t afford to eat balanced meals.”

6.3 INDICATORS OF FOOD INSECURITY AND HUNGER AMONG ADULTS

Table 6.3.1 presents responses to the four questions about adults in the six-item short module.

TABLE 6.3.1
INDICATORS OF FOOD INSECURITY AND HUNGER AMONG ADULTS

	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
<i>How often adult clients or other adults in the household cut the size of meals or skipped meals because there wasn't enough money for food for the previous 12 months^a</i>				
Almost every month	17.9%	21.5%	5.2%	14.3%
Some months but not every month	19.4%	21.0%	30.5%	22.9%
Only one or two months	2.7%	0.5%	7.2%	3.9%
Never	58.2%	51.3%	57.1%	57.4%
<i>Clients who ate less than they felt they should because there wasn't enough money to buy food for the previous 12 months</i>				
Yes	42.4%	70.7%	41.0%	44.1%
No	57.6%	29.3%	59.0%	55.9%
TOTAL	100.0%	100.0%	100.0%	100.0%
<i>Clients who were hungry but didn't eat because they couldn't afford enough food for the previous 12 months</i>				
Yes	29.2%	39.4%	45.4%	34.9%
No	70.8%	60.6%	54.6%	65.1%
TOTAL	100.0%	100.0%	100.0%	100.0%
<i>Clients or other adults in the household ever did not eat for a whole day because there wasn't enough money for food</i>				
Yes	12.0%	20.7%	38.2%	20.6%
No	88.0%	79.3%	61.8%	79.4%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Questions 44, 44a, 45, 46, and 47 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the

TABLE 6.3.1 (continued)

Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For cutting meal size, missing, don't know, and refusal responses combined are 3.4% for pantry clients, 6.7% for kitchen clients, 0.0% for shelter clients, and 2.6% for all clients.

For eating less, missing, don't know, and refusal responses combined are 2.2% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 1.4% for all clients.

For being hungry because could not afford food, missing, don't know, and refusal responses combined are 2.3% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 1.5% for all clients.

For not eating for a whole day, missing, don't know, and refusal responses combined are 2.2% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 1.4% for all clients.

^aResponses may not add up to 100% because this panel was constructed from two questions: "Never" came from Question 44, and the other responses from Question 44a.

Adults in 14.3% of the client households had to cut the size of meals or skip meals because there wasn't enough money for food *almost every month* of the previous 12 months.

Responses to the remaining three questions are:

- 44.1% of the clients ate less than they felt they should because there was not enough money to buy food during the previous 12 months.
- 34.9% of the clients were hungry but did not eat because they could not afford enough food during the previous 12 months.
- Adults in 20.6% of the client households did not eat for a whole day at least once during the previous 12 months because there was not enough money for food.

6.4 INDICATORS OF FOOD INSECURITY AND HUNGER AMONG CHILDREN

In addition to the six questions shown in Tables 6.2.1 and 6.3.1, clients were asked three additional questions about their children's skipping meals, being hungry, and not eating enough.

TABLE 6.4.1

INDICATORS OF FOOD INSECURITY AND HUNGER AMONG CHILDREN

	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
<i>How often during the previous 12 months clients' child/children was/were not eating enough because they just couldn't afford enough food</i>				
Often	1.6%	n.p.	n.p.	1.3%
Sometimes	32.3%	n.p.	n.p.	24.7%
Never	66.2%	n.p.	n.p.	74.1%
TOTAL	100.0%	n.p.	n.p.	100.0%
<i>Clients whose child/children ever skipped meals because there wasn't enough money for food during the previous 12 months</i>				
Yes	17.2%	n.p.	n.p.	13.3%
No	82.8%	n.p.	n.p.	86.7%
TOTAL	100.0%	n.p.	n.p.	100.0%
<i>Clients whose child/children was/were hungry at least once during the previous 12 months, but couldn't afford more food</i>				
Yes	11.7%	n.p.	n.p.	9.1%
No	88.3%	n.p.	n.p.	90.9%
TOTAL	100.0%	n.p.	n.p.	100.0%
SAMPLE SIZE (N) – Households with children younger than age 18	111	7	15	133

SOURCE: This table was constructed based on usable responses to Questions 3, 6b, 48, 49, 50, and 51 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

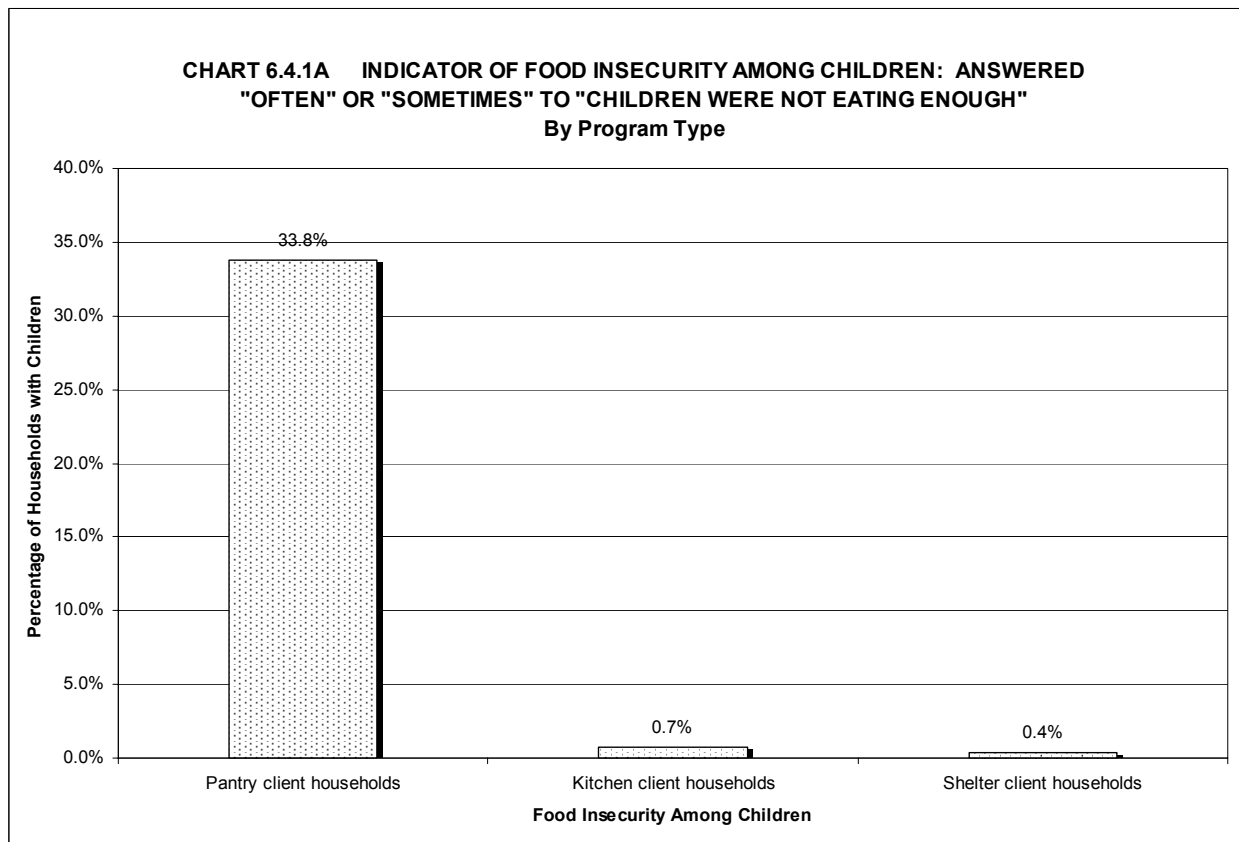
For children not eating enough, missing, don't know, and refusal responses combined are 1.5% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 1.2% for all clients.

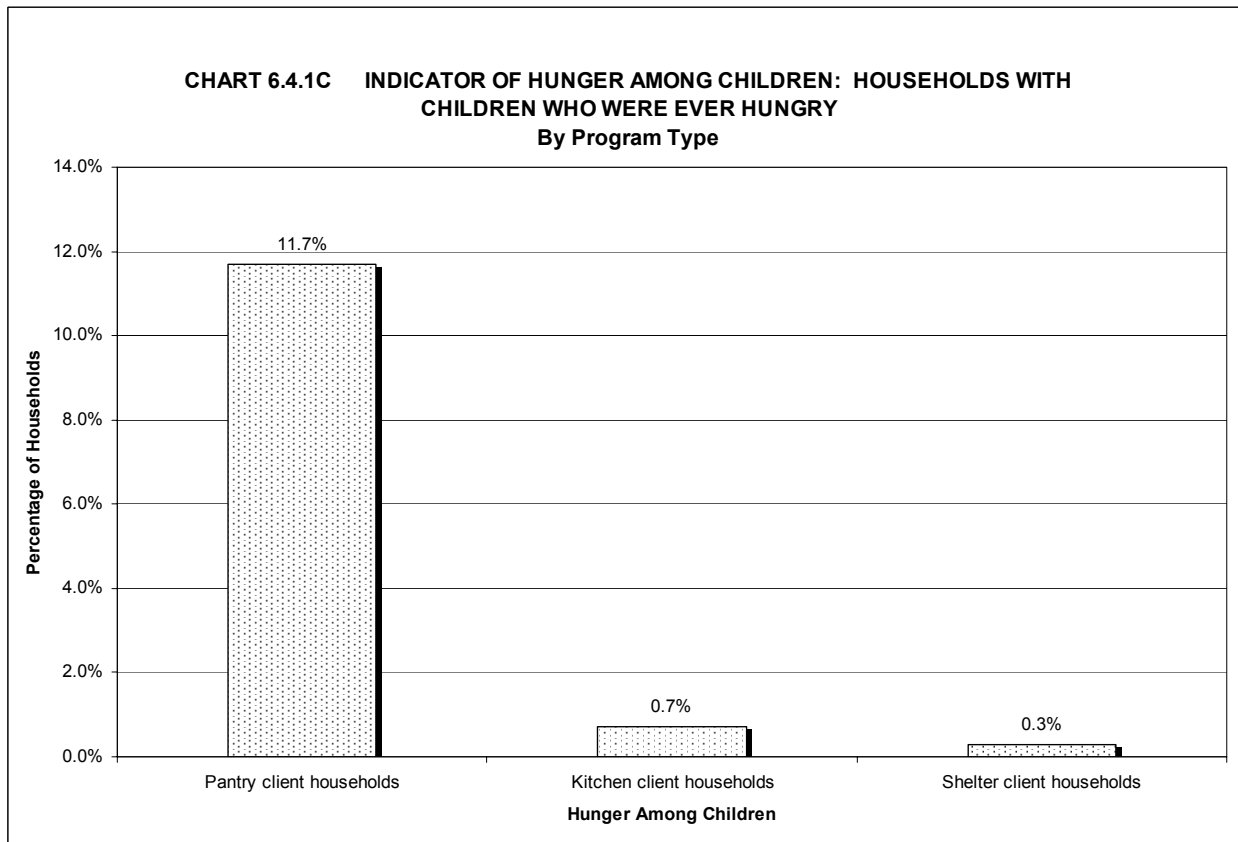
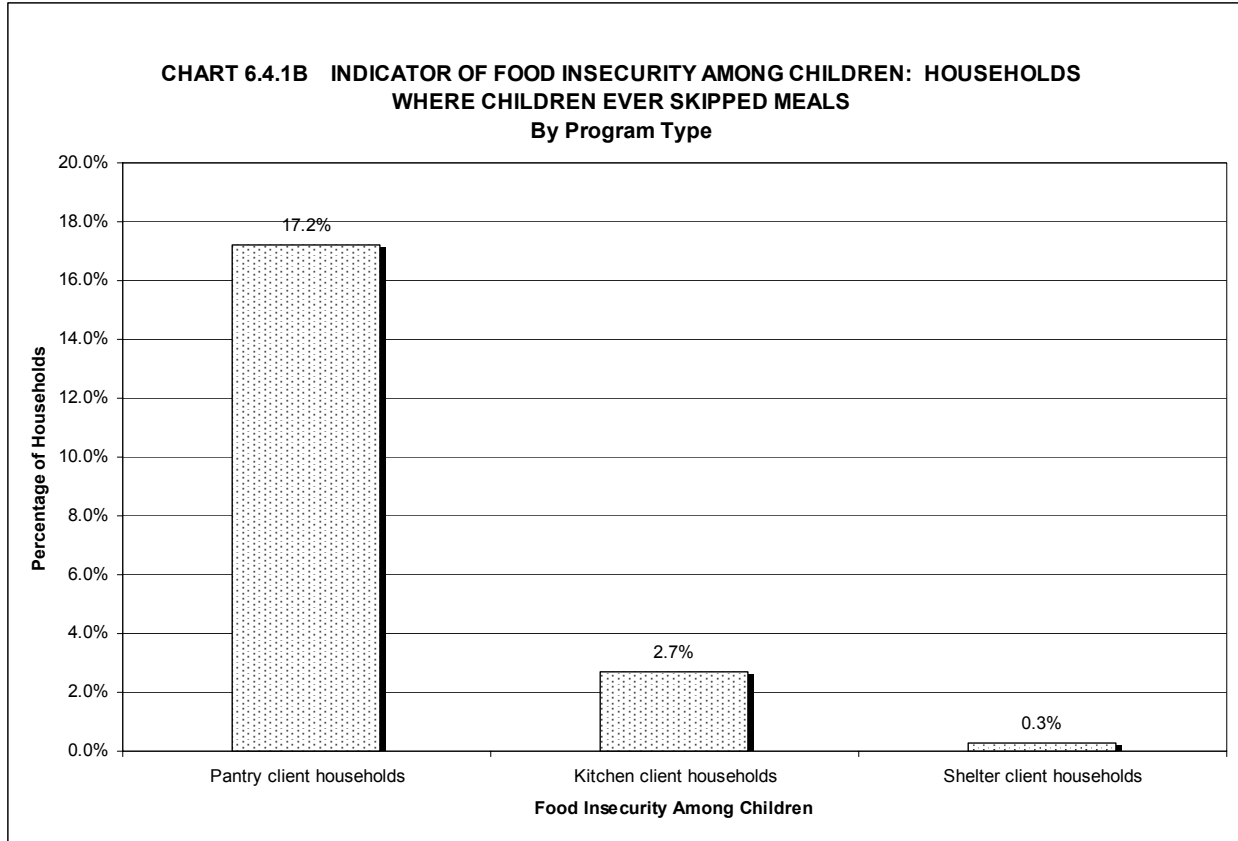
For children skipping meals, missing, don't know, and refusal responses combined are 3.0% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 2.3% for all clients.

For children hungry, missing, don't know, and refusal responses combined are 1.6% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 1.2% for all clients.

Among all clients with children, 1.3% stated that, during the previous 12 months, their children were *often* not eating enough because they just couldn't afford enough food. Another 24.7% of the clients experienced such a situation *sometimes* during the previous 12 months.

- 13.3% of the clients with children said that their children skipped meals because there was not enough money for food during the previous 12 months.
- 9.1% of the clients with children said that their children were hungry at least once during the previous 12 months, but they could not afford more food.





6.5 CHOICE BETWEEN FOOD AND NECESSITIES

Clients were asked whether their families had to choose between food and necessities during the 12-month period prior to the interview. Table 6.5.1 summarizes the results.

TABLE 6.5.1
CHOICE BETWEEN FOOD AND NECESSITIES

	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Clients
<i>In the previous 12 months, clients or their family who ever had to choose at least once between</i>				
Paying for food and paying for utilities or heating fuel	49.1%	26.4%	N.A.	46.8%
Paying for food and paying for rent or mortgage	37.3%	36.2%	N.A.	37.2%
Paying for food and paying for medicine or medical care	31.2%	23.3%	17.6%	26.4%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Question 52 of the client survey.

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For choosing between food and utilities, missing, don't know, and refusal responses combined are 5.0% for pantry clients, 0.0% for kitchen clients, N.A. for shelter clients, and 4.6% for all clients.

For choosing between food and rent (mortgage), missing, don't know, and refusal responses combined are 1.6% for pantry clients, 0.2% for kitchen clients, N.A. for shelter clients, and 1.5% for all clients.

For choosing between food and medical care, missing, don't know, and refusal responses combined are 5.9% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 3.8% for all clients.

As shown in Table 6.5.1, among pantry client households, 49.1% had to choose between paying for food and paying for utilities or heating bill; 37.3% had to choose between food and rent or mortgage; and 31.2% had to choose between food and medicine or medical care. Results for kitchen and shelter client households are:

- Among kitchen client households, 26.4% had to choose between paying for food and paying for utilities or heating bill; 36.2% between food and rent or mortgage; and 23.3% between food and medicine or medical care.
- Among shelter client households, N.A. had to choose between paying for food and paying for utilities or heating bill; N.A. between food and rent or mortgage; and 17.6% between food and medicine or medical care.

7. CLIENTS: USE OF FOOD ASSISTANCE PROGRAMS

Given the high levels of need evidenced by many clients in the A2H network, it is important to assess whether the clients of Food Bank of North Carolina are getting all the governmental nutrition assistance that they are entitled to. This issue is examined here. The analysis begins by examining client participation in the Food Stamp Program, since this is the largest and most widely available government nutrition assistance program. Both levels of participation and reasons for non-participation are examined. A subsequent section examines participation in other government nutrition programs.

7.1 USE OF THE FOOD STAMP PROGRAM

Clients were asked a series of questions relating to the Food Stamp Program (FSP).

Table 7.1.1 summarizes the findings.

TABLE 7.1.1
USE OF FOOD STAMP PROGRAM

	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Client or anyone in the household had applied for food stamps	63.9%	54.0%	47.1%	58.1%
Client or anyone in the household currently receiving food stamps	25.0%	19.4%	12.3%	20.7%
Client or anyone in the household currently not receiving but received food stamps during the previous 12 months	7.8%	12.6%	5.2%	7.4%
Client or anyone in the household had applied for but had not received food stamps during the previous 12 months	30.3%	22.0%	29.6%	29.5%
SAMPLE SIZE (N)	271	61	41	373

TABLE 7.1.1 (continued)

	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Number of weeks clients or their households have currently been receiving food stamps (for those who are receiving)				
Less than 2 weeks	0.0%	n.p.	n.p.	0.8%
2-4 weeks	2.7%	n.p.	n.p.	15.6%
5-12 weeks	0.5%	n.p.	n.p.	0.7%
13-51 weeks	16.9%	n.p.	n.p.	13.7%
1-2 years (52-103 weeks)	10.1%	n.p.	n.p.	7.6%
2-4 years (104-207 weeks)	42.7%	n.p.	n.p.	33.4%
4 years or more	27.0%	n.p.	n.p.	28.2%
TOTAL	100.0%	n.p.	n.p.	100.0%
Average number of weeks clients or their households have currently been receiving food stamps				
	211.0	n.p.	n.p.	180.9
Median number of weeks clients or their households have currently been receiving food stamps				
	104	n.p.	n.p.	104
Clients who experienced an increase or a decrease of food stamp benefits during the previous 12 months				
Increased	29.1%	n.p.	n.p.	23.9%
Decreased	47.5%	n.p.	n.p.	38.3%
Remained the same	23.4%	n.p.	n.p.	37.9%
TOTAL	100.0%	n.p.	n.p.	100.0%
Number of weeks during the month over which food stamps usually last				
1 week or less	28.0%	n.p.	n.p.	26.3%
2 weeks	23.7%	n.p.	n.p.	21.8%
3 weeks	32.0%	n.p.	n.p.	29.9%
4 weeks	16.3%	n.p.	n.p.	21.7%
More than 4 weeks	0.0%	n.p.	n.p.	0.2%
TOTAL	100.0%	n.p.	n.p.	100.0%
Average number of weeks during the month over which food stamps usually last				
	2.4	n.p.	n.p.	2.5
Median number of weeks during the month over which food stamps usually last				
	2	n.p.	n.p.	3
SAMPLE SIZE (N) – Clients who are currently receiving food stamps				
	67	11	14	92

TABLE 7.1.1 (*continued*)

SOURCE: This table was constructed based on usable responses to Questions 31, 32, 33, 34, 35, and 36 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

The second, third, and fourth rows of the first panel do not add up exactly to the first row due to varying item nonresponses to the question involved.

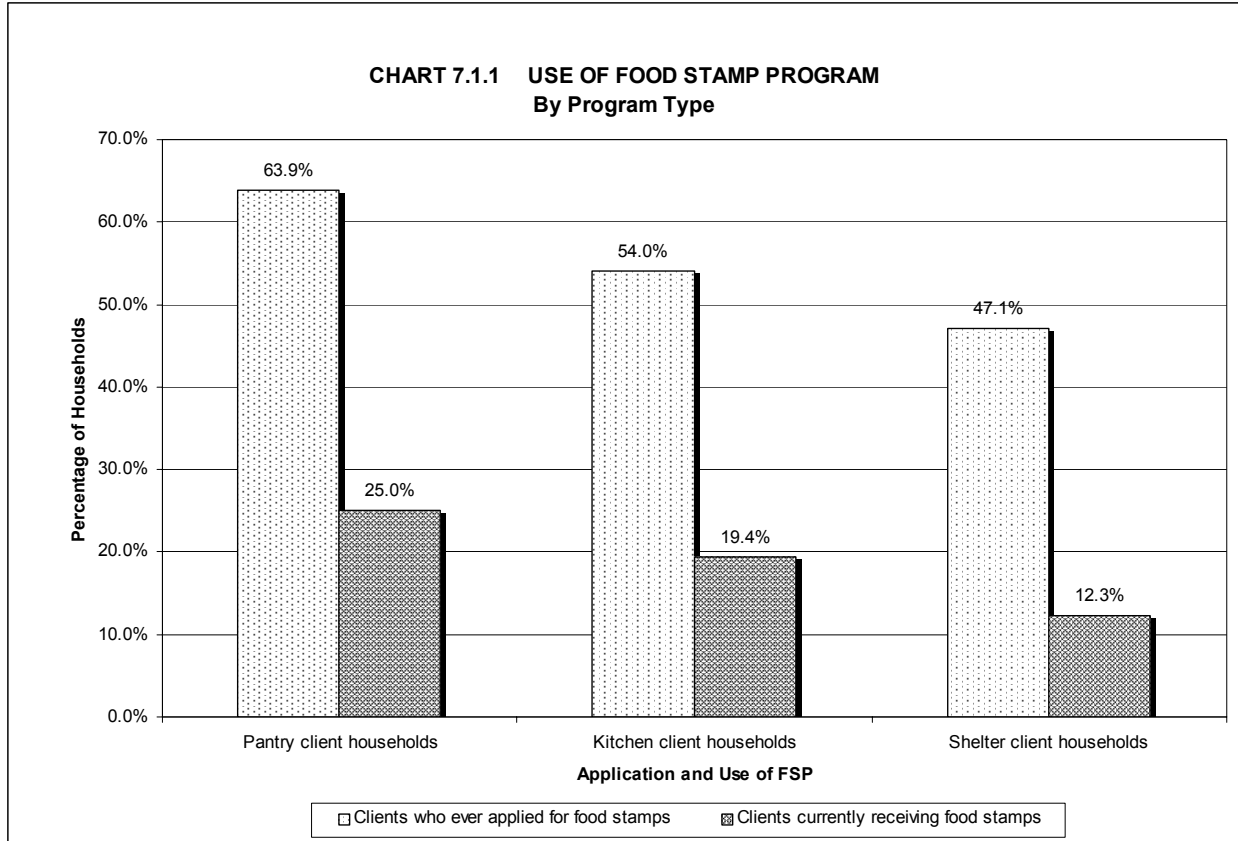
For length of receipt of food stamps, missing, don't know, and refusal responses combined are 4.7% for pantry clients, 7.8% for kitchen clients, 0.8% for shelter clients, and 4.2% for all clients.

For increase/decrease in food stamp benefits, missing, don't know, and refusal responses combined are 3.5% for pantry clients, 20.2% for kitchen clients, 6.1% for shelter clients, and 5.1% for all clients.

For period of time food stamps lasted, missing, don't know, and refusal responses combined are 0.0% for pantry clients, 34.3% for kitchen clients, 64.2% for shelter clients, and 13.8% for all clients.

Overall, 58.1% of the clients have applied for and 20.7% are currently receiving food stamps. More information includes:

- 69.3% of the clients who are receiving food stamps have been receiving food stamps for more than two years.
- 23.9% of the clients currently receiving food stamps experienced increased food stamp benefits, while 38.3% experienced decreased benefits during the previous 12 months.
- For 78.0% of the clients who are receiving food stamps, food stamps last for three weeks or less.
- On average, food stamps last for 2.5 weeks.



7.2 REASONS WHY CLIENTS NEVER APPLIED FOR FOOD STAMPS

Clients who had not applied for food stamps were asked why they or their households never applied for food stamps. Table 7.2.1 shows the results.

TABLE 7.2.1

REASONS WHY CLIENTS NEVER APPLIED FOR FOOD STAMPS

Reasons Why Clients or Their Households Never Applied for Food Stamps ^a	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Ineligibility^b				
Don't think eligible because of income or assets				
All clients	23.2%	9.4%	n.p.	18.2%
Clients with income 130% of the federal poverty level or lower	7.8%	3.7%	n.p.	9.2%
Clients with income higher than 130% of the federal poverty level	10.2%	1.7%	n.p.	5.8%
Unknown	5.3%	3.9%	n.p.	3.1%
Don't think eligible because of citizenship status	13.7%	0.0%	n.p.	7.4%
Eligible for only a low benefit amount	2.1%	2.1%	n.p.	1.3%
SUBTOTAL^c	38.9%	11.4%	n.p.	26.8%
Inconvenience				
Don't know where to go or who to contact to apply	35.8%	2.6%	n.p.	19.5%
Hard to get to the food stamp office	8.7%	1.5%	n.p.	4.8%
Application process is too long and complicated	5.4%	0.9%	n.p.	3.1%
Questions are too personal	0.0%	0.0%	n.p.	28.9%
Food stamp office staff are disrespectful	0.7%	0.6%	n.p.	0.4%
Food stamp office is unpleasant or in unsafe area	2.5%	1.7%	n.p.	3.6%
SUBTOTAL	53.1%	7.2%	n.p.	60.3%
No Need				
No need for benefit	0.9%	1.7%	n.p.	0.6%
Others need benefits more	0.0%	0.0%	n.p.	0.0%
Need is only temporary	0.1%	0.0%	n.p.	0.1%
SUBTOTAL	1.0%	1.7%	n.p.	0.7%

TABLE 7.2.1 (continued)

Reasons Why Clients or Their Households Never Applied for Food Stamps ^a	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Social Stigma				
Feel embarrassed applying for benefits	1.6%	0.0%	n.p.	0.9%
Family or friends do not approve of my receiving benefits	0.0%	0.0%	n.p.	0.0%
Dislike relying on the government for assistance	1.4%	1.2%	n.p.	2.9%
Feel embarrassed using benefits	0.8%	0.0%	n.p.	0.4%
SUBTOTAL	3.8%	1.2%	n.p.	4.2%
Other				
Planning to apply, but not yet applied	1.8%	29.2%	n.p.	3.3%
Other ^d	12.6%	73.8%	n.p.	12.7%
SAMPLE SIZE (N) – Clients or their households who never applied for food stamps	93	25	9	127

SOURCE: This table was constructed based on usable responses to Question 38 of the client survey.

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 5.8% for pantry clients, 8.5% for kitchen clients, 0.3% for shelter clients, and 3.9% for all clients.

^aMultiple responses were accepted.

^bSee Appendix A for food stamp eligibility criteria.

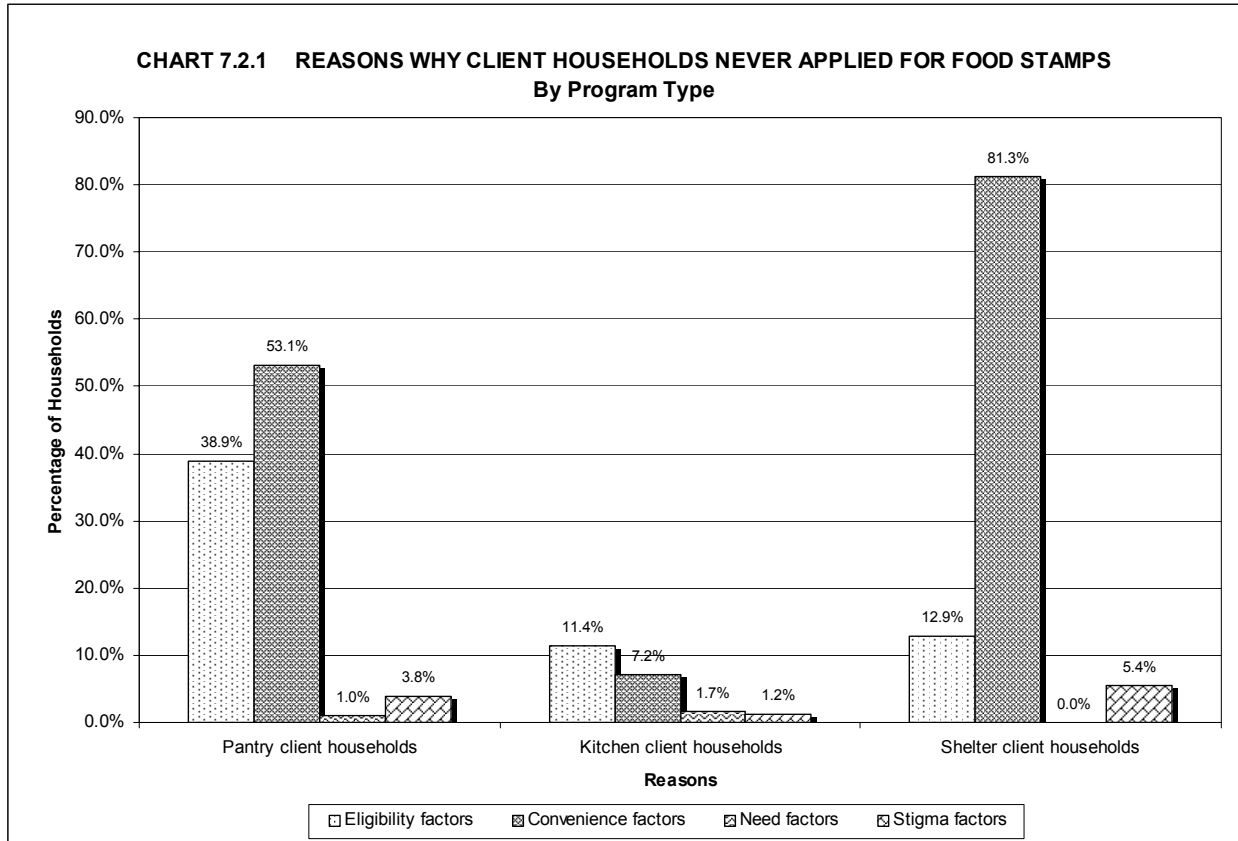
^cThe subtotal in this table indicates the percentage of people who provided one or more component items as their responses; thus it may differ from the sum of component items.

^dThis includes working, having no mailing address, and being in a temporary living situation.

Reasons for having not applied for food stamps include:

- Overall, 26.8% of the clients who had not applied for food stamps did not do so because they believe they are not eligible; 60.3% because it is too much hassle; 0.7% either because there is no need or because they think others would need the benefits more; and 4.2% because there is social stigma associated with food stamps.
- 18.2% of the clients indicated income above the eligible level as a reason for having not applied for food stamps.

- That 18.2% was broken down into two categories: those who had an income that is at or below 130% of the federal poverty level (9.2%); and those who had an income that is higher than 130% of the federal poverty level (5.8%).^{12,13}



¹²Generalizing this result requires caution, as the income data collected through our client survey were not validated.

¹³Broadly speaking, a household usually meets the income eligibility requirements for the Food Stamp Program if its gross income is less than 130% of the poverty level. However, it was not possible during the survey to collect all of the detailed data necessary to fully assess Food Stamp Program eligibility.

7.3 REASONS WHY CLIENTS OR THEIR HOUSEHOLDS ARE NOT CURRENTLY RECEIVING FOOD STAMPS, FOR THOSE WHO HAVE APPLIED

Clients who have applied but are not currently receiving food stamps were asked why they are not currently receiving food stamps. Results are shown in Table 7.3.1.

TABLE 7.3.1
REASONS WHY CLIENTS OR THEIR HOUSEHOLDS ARE NOT CURRENTLY RECEIVING FOOD STAMPS, FOR THOSE WHO HAVE APPLIED

Reasons Why Clients or Their Households Are Not Currently Receiving Food Stamps, for Those Who Have Applied for Food Stamps ^a	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Ineligibility				
Ineligible income level				
All clients	37.3%	14.3%	n.p.	44.2%
Income 130% of the federal poverty level or lower	20.4%	11.9%	n.p.	17.2%
Income higher than 130% of the federal poverty level	13.9%	2.4%	n.p.	9.3%
Unknown	2.9%	0.0%	n.p.	17.8%
Change of household makeup	3.1%	2.5%	n.p.	2.2%
Time limit for receiving the help ran out	2.2%	5.0%	n.p.	2.1%
Citizenship status	0.0%	0.0%	n.p.	0.0%
SUBTOTAL^b	39.9%	20.8%	n.p.	46.7%
Inconvenience				
Too much hassle	21.6%	27.2%	n.p.	16.4%
Hard to get to food stamp office	12.1%	5.8%	n.p.	8.9%
SUBTOTAL	33.0%	31.4%	n.p.	24.6%
No Need				
No need for benefits	10.7%	2.2%	n.p.	8.1%
Others need benefits more	0.9%	0.0%	n.p.	0.9%
Need is only temporary	14.7%	6.6%	n.p.	10.6%
SUBTOTAL	19.9%	6.6%	n.p.	14.4%
Other				
Other reasons ^c	20.1%	48.4%	n.p.	24.1%
SAMPLE SIZE (N) – Clients who have applied for but are not currently receiving food stamps	111	25	18	154

SOURCE: This table was constructed based on usable responses to Question 37 of the client survey.

TABLE 7.3.1 (continued)

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 3.0% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 2.0% for all clients.

^aMultiple responses were accepted.

^bThe subtotal in this table indicates the percentage of people who provided one or more component items as their responses; thus it may differ from the sum of component items.

^cThis includes "waiting" and "in progress."

As Table 7.3.1 shows, 44.2% of the clients indicated a higher-than-required income level as a reason why they were not currently receiving food stamps. Those clients are further broken down into two categories based on the information about their previous month's household income: those who had an income that is 130% of the federal poverty level or lower (17.2%); and those who had an income that is higher than 130% of the federal poverty level (9.3%).^{14,15}

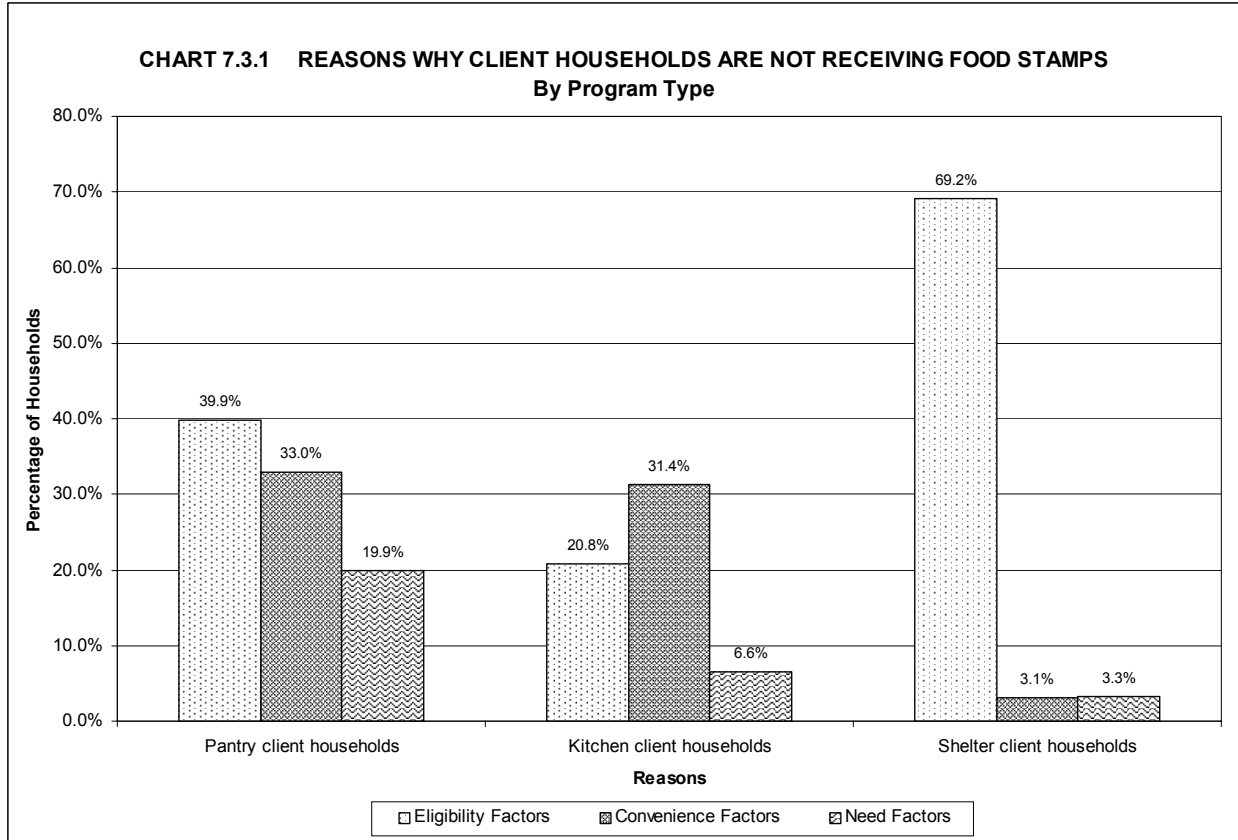
Other findings include:

- Overall, 46.7% of the clients believe that they are not receiving food stamps because they are not eligible.

¹⁴Generalizing this result requires caution, as the income data collected through our client survey were not validated.

¹⁵Broadly speaking, a household usually meets the income eligibility requirements for the Food Stamp Program if its gross income is less than 130% of the poverty level. However, it was not possible during the survey to collect all of the detailed data necessary to fully assess Food Stamp Program eligibility.

- 24.6% are not receiving food stamps because it is too much hassle.
- 14.4% are not receiving food stamps either because there is no need or because they think others would need the benefits more.



7.4 USE OF OTHER PROGRAMS

Clients also responded as to what other federal nutrition or child care programs they use.

Table 7.4.1 shows the results.

TABLE 7.4.1
USE OF OTHER PROGRAMS

Other Program(s) Clients or Their Families Currently Participate in ^a	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Government Mass Distribution Program or TEFAP (Cheese, butter, etc., not from pantries)	8.9%	7.4%	0.0%	5.5%
SAMPLE SIZE (N)	271	61	41	373
Senior nutrition sites, such as senior centers that serve lunch	31.3%	n.p.	n.p.	32.2%
Home-delivered meals or meals-on-wheels (Usually for seniors or people with disabilities)	24.7%	n.p.	n.p.	23.7%
Senior brown bag programs that give out groceries and produce	39.9%	n.p.	n.p.	36.9%
SAMPLE SIZE (N) – Households with at least one senior member age 65 or older	90	9	1	100
Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)	50.8%	n.p.	n.p.	34.4%
Child day care	12.9%	n.p.	n.p.	14.2%
Government assistance for child day care among those using child day care ^b	30.4%	N.A.	n.p.	54.3%
SAMPLE SIZE (N) – Households with at least one child age 0-5 years	42	3	9	54
School lunch program	48.6%	n.p.	n.p.	40.5%
School breakfast program	45.3%	n.p.	n.p.	38.0%
After-school snack program	17.9%	n.p.	n.p.	14.3%
Child care food program, such as meals at subsidized child care centers	8.9%	n.p.	n.p.	7.1%
Summer food program providing free lunches for children	20.5%	n.p.	n.p.	15.8%
SAMPLE SIZE (N) – Households with at least one child younger than age 18	111	7	15	133

SOURCE: This table was constructed based on usable responses to Questions 7a, 8, and 41 of the client survey.

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

^aMultiple responses were accepted.

^bThe sample size is 12 for the pantries, 0 for the kitchens, 4 for the shelters, and 16 for all.

Among all client households, 5.5% participate in government mass distribution programs or TEFAP. Participation in other programs is as follows:

- Among the households with at least one senior member age 65 or older, 32.2% use senior nutrition sites; 23.7% use home-delivered meals or meals-on-wheels; and 36.9% participate in senior brown bag programs.
- Among the households with at least one child age 0-5 years, 34.4% participate in the WIC program, and 54.3% of those using child day care benefit from government assistance for child day care.
- Among the households with at least one child younger than age 18, 40.5% and 38.0% benefit from the school lunch and the school breakfast program, respectively; 14.3% use an after-school snack program; 7.1% use a child care food program; and 15.8% participate in the summer food program.

7.5 GENERAL ASSISTANCE, WELFARE, AND TANF IN THE PREVIOUS TWO YEARS

Clients were asked whether they received general assistance, welfare, or TANF in the previous two years and, if so, whether the assistance had been discontinued. They also provided reasons for the discontinuation. Table 7.5.1 presents the results.

TABLE 7.5.1
GENERAL ASSISTANCE, WELFARE, AND TANF IN THE PREVIOUS TWO YEARS

	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
<i>Did you or anyone in the household receive general assistance, welfare, or TANF during the past two years?</i>				
Yes	12.0%	1.6%	5.1%	9.2%
No	88.0%	98.4%	94.9%	90.8%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373
<i>Clients for whom the assistance stopped during the past two years</i>				
	35.0%	n.p.	n.p.	41.1%
SAMPLE SIZE (N) – Clients who received specified assistance	38	4	8	50
<i>Reasons for the discontinuation of the assistance^a</i>				
Ineligible income level	n.p.	n.p.	n.p.	n.p.
Change in household makeup	n.p.	n.p.	n.p.	n.p.
Time limit for receiving the help ran out	n.p.	n.p.	n.p.	n.p.
Sanctioned by welfare or another agency	n.p.	n.p.	n.p.	n.p.
Citizenship status	n.p.	n.p.	n.p.	n.p.
Too much hassle	n.p.	n.p.	n.p.	n.p.
Chose to stop receiving it	n.p.	n.p.	n.p.	n.p.
Other ^b	n.p.	n.p.	n.p.	n.p.
SAMPLE SIZE (N) – Clients who received specified assistance, which then stopped during the previous two years	10	1	1	12

SOURCE: This table was constructed based on usable responses to Questions 26, 27, and 28 of the client survey.

TABLE 7.5.1 (continued)

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For receiving assistance, missing, don't know, and refusal responses combined are 0.8% for pantry clients, 1.7% for kitchen clients, 0.0% for shelter clients, and 0.6% for all clients.

For reasons for discontinuation of assistance, missing, don't know, and refusal responses combined are 0.0% for pantry clients, 0.0% for kitchen clients, 0.0% for shelter clients, and 0.0% for all clients.

^aMultiple responses were accepted.

^bThis includes relocation and having found work.

During the previous two years, 9.2% of the clients received general assistance, welfare, or TANF. Details include:

- Among those who had received the specified assistance, 41.1% of them indicated that the assistance was discontinued.

7.6 GROCERY SHOPPING PATTERNS

Clients were asked where they do most of their grocery shopping. Results are shown in Table 7.6.1.

TABLE 7.6.1
GROCERY SHOPPING PATTERNS

<i>Where do you do <u>most</u> of your grocery shopping?</i>	Adult Clients Who Pick Up			Adult Clients at All Program Sites
	Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	
Supermarkets or grocery stores	78.4%	96.7%	24.5%	63.5%
Discount stores (e.g., Wal-Mart, Target, K-Mart)	21.4%	0.0%	0.4%	13.5%
Warehouse clubs (e.g., Price Club, Costco, Pace, Sam's Club, BJ's)	0.0%	0.0%	0.0%	0.0%
Convenience stores (e.g., 7-11, Quickshop, Wawa)	0.1%	2.6%	0.0%	0.2%
Ethnic food stores (e.g., bodegas, Asian food markets, or Caribbean markets)	0.1%	0.0%	0.0%	0.1%
Farmer's market	0.0%	0.0%	0.0%	0.0%
Other (including Dollar Stores)	0.1%	0.3%	0.0%	0.1%
Don't know because someone else in family shops	0.0%	0.0%	0.0%	0.0%
Don't buy groceries, free food only	0.0%	0.5%	75.1%	22.6%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Question 40 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 0.5% for pantry clients, 1.7% for kitchen clients, 0.1% for shelter clients, and 0.5% for all clients.

Among all clients, 63.5% shop mostly at supermarkets or grocery stores. Information about other places where some of the clients do most their grocery shopping follows:

- 0.2% of the clients use convenience stores for most of their grocery shopping.
- 13.5% of the clients shop mostly at discount stores such as Wal-Mart, Target, or K-Mart.
- 22.6% of the clients do not buy groceries. They rely only on free food.

8. CLIENTS: HEALTH STATUS

Health status can be an important determinant of overall household circumstances and need. Therefore, the survey asked clients for information on the health of both themselves and other household members. The responses to these questions are presented below. In addition, data are presented on clients' access to health insurance and health care.

8.1 HEALTH STATUS

Clients were asked to indicate their health status, then to indicate whether anyone (or anyone else) in their household was in poor health. Table 8.1.1 summarizes the results.

TABLE 8.1.1
HEALTH STATUS

	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	Adult Clients at All Program Sites
<i>Clients who indicated that their health was...</i>				
Excellent	10.3%	3.2%	46.2%	20.6%
Very good	26.4%	26.4%	33.9%	28.7%
Good	25.3%	21.3%	2.9%	18.3%
Fair	23.3%	35.7%	5.3%	18.8%
Poor	14.7%	13.5%	11.8%	13.7%
TOTAL	100.0%	100.0%	100.0%	100.0%
<i>Clients who indicated that someone else in the household was in poor health</i>				
Yes	20.1%	10.1%	0.3%	13.3%
No	63.9%	46.4%	55.2%	60.0%
Live alone	16.0%	43.4%	44.5%	26.7%
TOTAL	100.0%	100.0%	100.0%	100.0%
<i>Households with at least one member reported to be in poor health</i>				
	28.2%	22.8%	11.9%	22.9%
SAMPLE SIZE (N)	271	61	41	373

TABLE 8.1.1 (continued)

SOURCE: This table was constructed based on usable responses to Questions 20 and 21 of the client survey.

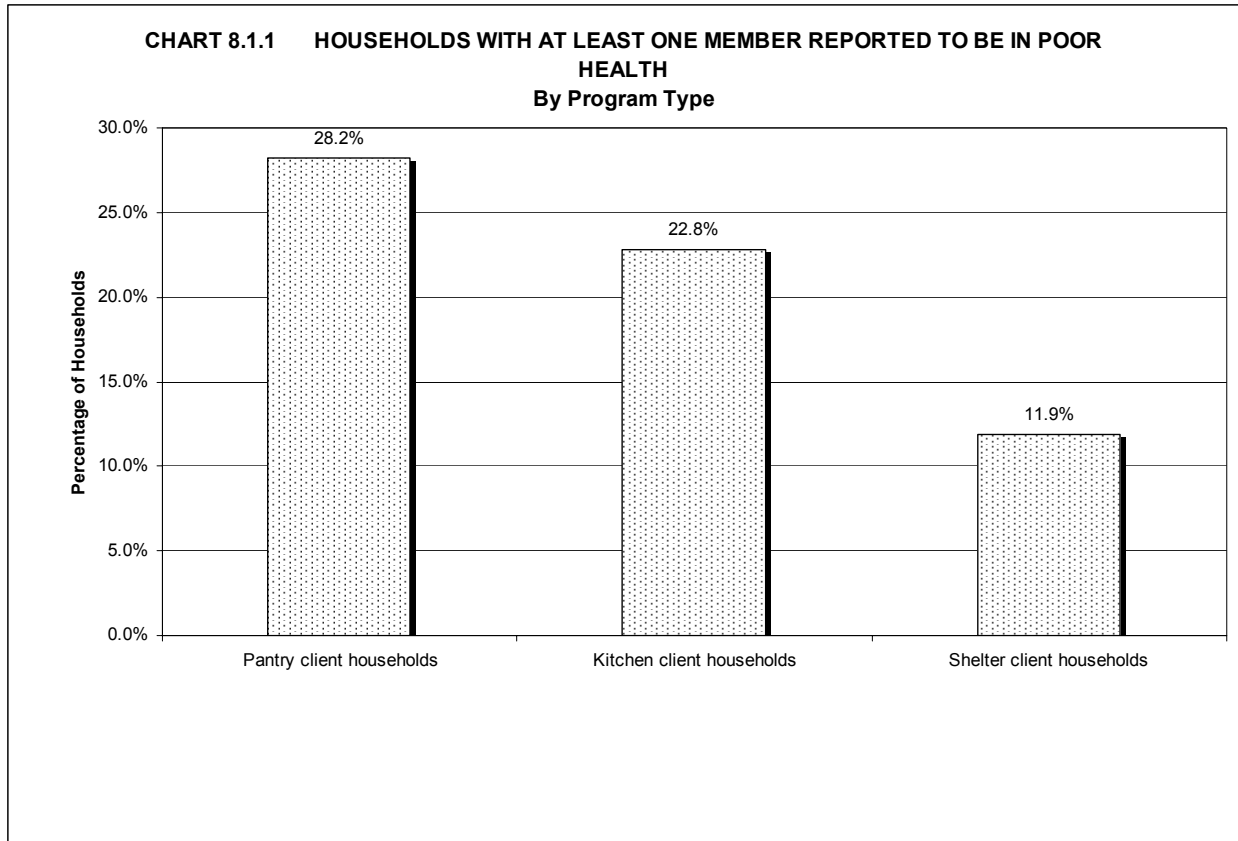
NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For client health, missing, don't know, and refusal responses combined are 0.3% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.3% for all clients.

For poor health of anyone in household, missing, don't know, and refusal responses combined are 1.9% for pantry clients, 1.0% for kitchen clients, 0.1% for shelter clients, and 1.3% for all clients.

Overall, 13.7% of the clients at all program sites are in poor health, and 22.9% of the client households have one or more members in poor health. More details follow:

- Among pantry clients, 10.3% were in excellent health, 26.4% in very good health, 25.3% in good health, and 38.0% in fair or poor health.
- Among kitchen clients, 3.2% were in excellent health, 26.4% in very good health, 21.3% in good health, and 49.2% in fair or poor health.
- Among shelter clients, 46.2% were in excellent health, 33.9% in very good health, 2.9% in good health, and 17.0% in fair or poor health.
- 28.2% of the pantry client households had at least one person in poor health.
- 22.8% of the kitchen client households had at least one person in poor health.
- 11.9% of the shelter client households had at least one person in poor health.



8.2 HEALTH INSURANCE AND ACCESS TO MEDICAL CARE

Clients were asked whether they or anyone in their households had various kinds of health insurance. Clients also indicated whether they had unpaid medical or hospital bills and whether they had been refused medical care during the previous 12 months. Results are provided in Table 8.2.1.

TABLE 8.2.1
HEALTH INSURANCE AND ACCESS TO MEDICAL CARE

	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	Adult Clients at All Program Sites
<i>Client or his or her family with following types of health insurance^a</i>				
Medicare ^b	31.1%	25.6%	44.9%	34.8%
State Medical Assistance Program or Medicaid	47.3%	54.8%	30.4%	42.8%
State Children's Health Insurance Program or SCHIP	3.4%	0.0%	0.0%	2.1%
Veterans Administration or VA benefits	7.0%	10.9%	24.9%	12.7%
Private health insurance	16.3%	6.1%	0.4%	10.8%
Other health insurance	6.5%	3.0%	0.3%	4.4%
No insurance	13.3%	36.1%	22.3%	17.6%
<i>Clients who had unpaid medical or hospital bills</i>				
Yes	49.6%	42.4%	52.9%	50.0%
No	50.4%	57.6%	47.1%	50.0%
TOTAL	100.0%	100.0%	100.0%	100.0%
<i>Clients who had been refused medical care because they could not pay or because they had a Medicaid or Medical Assistance card during the previous 12 months</i>				
Yes	7.2%	0.2%	0.2%	4.6%
No	92.6%	99.8%	99.8%	95.3%
Not refused care, but avoid providers who don't accept medical assistance	0.2%	0.0%	0.0%	0.1%
Not refused care, but finding providers that accept medical assistance is a problem	0.0%	0.0%	0.0%	0.0%
TOTAL	100.0%	100.0%	100.0%	100.0%

TABLE 8.2.1 (continued)

	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	Adult Clients at All Program Sites
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Questions 22a-f, 23, and 24 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For types of health insurance, missing, don't know, and refusal responses combined are 1.2% for pantry clients, 1.0% for kitchen clients, 2.9% for shelter clients, and 1.7% for all clients.

For unpaid medical bills, missing, don't know, and refusal responses combined are 5.5% for pantry clients, 9.4% for kitchen clients, 20.1% for shelter clients, and 10.2% for all clients.

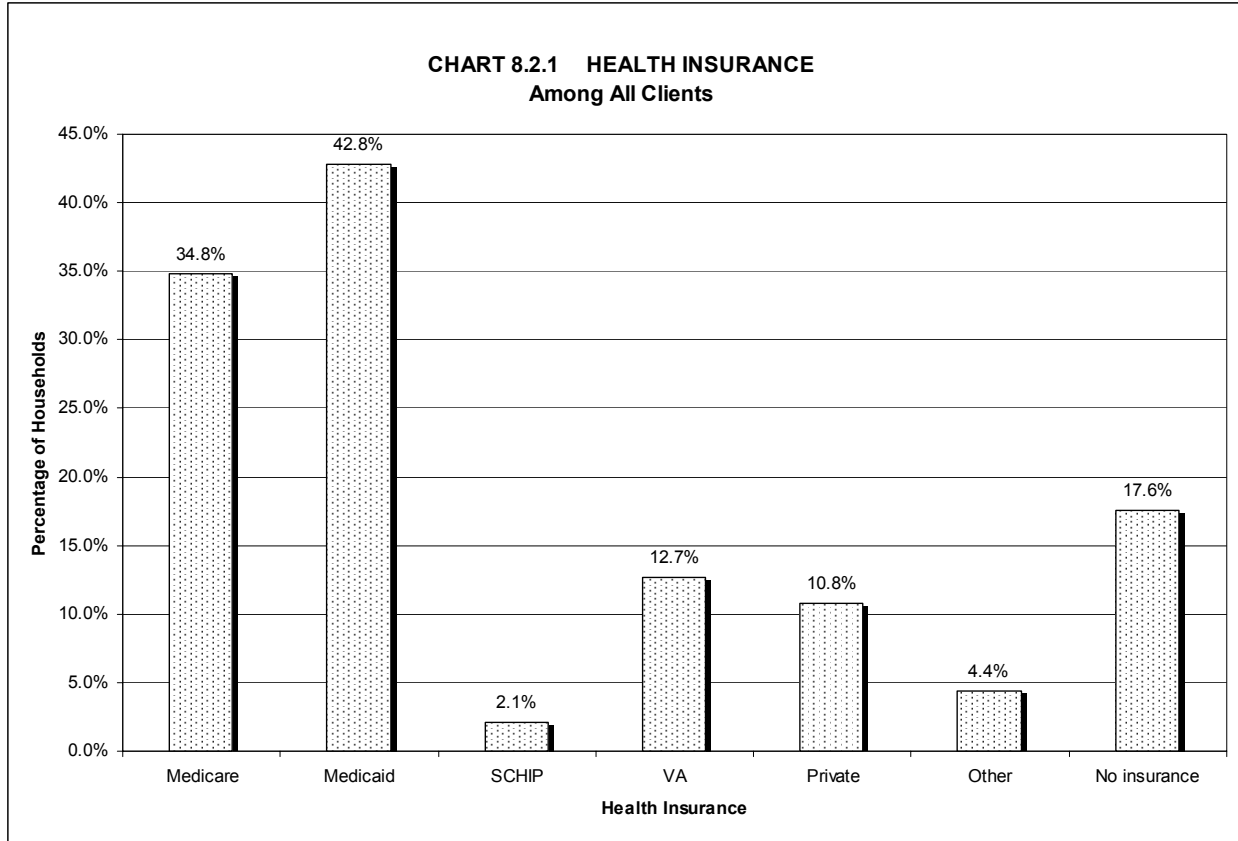
For refused medical care, missing, don't know, and refusal responses combined are 1.0% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.7% for all clients.

^aMultiple responses were accepted.

^bAt the national level, the percentage of people who reported having Medicare coverage is substantially larger than what appears to be appropriate considering the percentage of households with seniors. One possible explanation for the discrepancy is widespread confusion between Medicare and Medicaid programs.

Findings presented in Table 8.2.1 include:

- 13.3% of the pantry, 36.1% of the kitchen, and 22.3% of the shelter clients or their households are without health insurance. This accounts for 17.6% of all clients.
- 50.0% of the clients have unpaid medical or hospital bills.
- 4.6% of the clients report that they have been refused medical care because they could not pay or because they had a Medicaid or Medical Assistance card during the previous 12 months.



9. CLIENTS: SERVICES RECEIVED AT FOOD PROGRAMS

To better understand how clients use the services of Food Bank of North Carolina, the survey asked questions about the numbers of kitchens and pantries that households used. Questions were also asked concerning the degree of satisfaction that respondents felt with the food services they were receiving from the providers and about what clients would do if they did not have access to the provider from which they were receiving food on the day of the interview. The answers to these questions are examined below.

9.1 NUMBER OF PANTRIES OR KITCHENS USED

Clients were asked how many different pantries or kitchens they had used during the previous month. The results are shown in Table 9.1.1.

TABLE 9.1.1
NUMBER OF DIFFERENT PANTRIES OR KITCHENS USED

	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
<i>Number of different food pantries clients or their families used during the previous month</i>				
None	n.a.	76.0%	85.1%	31.4%
One or more pantries				
1 pantry	92.4%	11.2%	14.5%	62.9%
2 pantries	7.3%	12.1%	0.0%	5.4%
3 pantries	0.3%	0.7%	0.2%	0.3%
4 pantries	0.0%	0.0%	0.2%	0.1%
5 or more pantries	0.0%	0.0%	0.0%	0.0%
SUBTOTAL	100.0%	24.0%	14.9%	68.6%
TOTAL	100.0%	100.0%	100.0%	100.0%
<i>Number of different soup kitchens clients or their families used during the previous month</i>				
None	92.7%	n.a.	75.0%	80.6%

TABLE 9.1.1 (continued)

One or more kitchens				
1 kitchen	7.2%	89.0%	4.7%	12.4%
2 kitchens	0.0%	9.9%	0.0%	0.7%
3 kitchens	0.0%	0.7%	20.0%	6.1%
4 kitchens	0.0%	0.2%	0.2%	0.1%
5 or more kitchens	0.1%	0.2%	0.0%	0.0%
SUBTOTAL	7.3%	100.0%	25.0%	19.4%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Questions 56 and 57 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For pantries used, missing, don't know, and refusal responses combined are 1.6% for pantry clients, 1.9% for kitchen clients, 0.0% for shelter clients, and 1.1% for all clients.

For kitchens used, missing, don't know, and refusal responses combined are 1.4% for pantry clients, 1.7% for kitchen clients, 0.0% for shelter clients, and 1.0% for all clients.

n.a. = not applicable.

Among the pantry clients, 92.4% used just one food pantry during the previous month.

More information on the clients' use of the emergency food programs follows:

- 89.0% of the kitchen clients used only one soup kitchen, and 24.0% also used one or more pantries.
- 14.9% of the shelter clients used one or more pantries, and 25.0% of the shelter clients also used one or more kitchens.
- 7.3% of the pantry clients also used one or more kitchens.

9.2 SATISFACTION WITH SERVICES AT FOOD PROGRAMS

Clients were asked how satisfied they were with the amount, variety, and overall quality of food provided at the emergency food programs. Clients were also asked how often they were treated with respect by the staff of those programs. Table 9.2.1 summarizes the findings.

TABLE 9.2.1
SATISFACTION WITH SERVICES AT FOOD PROGRAMS

	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	Adult Clients at All Program Sites
<i>Level of satisfaction with the following aspects of the service provided to clients or others in the household:</i>				
Amount of Food Provided				
Very satisfied	84.1%	50.6%	70.6%	77.3%
Somewhat satisfied	10.0%	35.1%	28.8%	17.9%
Somewhat dissatisfied	5.7%	14.3%	0.1%	4.6%
Very dissatisfied	0.2%	0.0%	0.5%	0.3%
TOTAL	100.0%	100.0%	100.0%	100.0%
Variety of Food Provided				
Very satisfied	88.1%	57.9%	39.1%	70.3%
Somewhat satisfied	10.2%	37.6%	35.3%	20.1%
Somewhat dissatisfied	1.8%	4.5%	25.1%	9.4%
Very dissatisfied	0.0%	0.0%	0.5%	0.2%
TOTAL	100.0%	100.0%	100.0%	100.0%
Overall Quality of Food Provided				
Very satisfied	92.2%	46.0%	62.6%	79.3%
Somewhat satisfied	6.5%	51.1%	36.1%	19.4%
Somewhat dissatisfied	1.1%	2.9%	0.9%	1.1%
Very dissatisfied	0.2%	0.0%	0.5%	0.3%
TOTAL	100.0%	100.0%	100.0%	100.0%

TABLE 9.2.1 (continued)

	Adult Clients Who Pick Up Food at a Pantry	Adult Clients at a Kitchen	Adult Clients at a Shelter	Adult Clients at All Program Sites
<i>How often clients are treated with respect by the staff who distribute food</i>				
All of the time	82.8%	59.6%	90.8%	83.6%
Most of the time	2.2%	39.7%	3.7%	5.2%
Some of the time	0.6%	0.2%	5.5%	2.1%
Never	0.0%	0.0%	0.0%	0.0%
Never came before	14.5%	0.6%	0.0%	9.1%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Questions 53 and 54 of the client survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For amount of food provided, missing, don't know, and refusal responses combined are 8.4% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 5.3% for all clients.

For variety of food provided, missing, don't know, and refusal responses combined are 8.9% for pantry clients, 13.9% for kitchen clients, 0.0% for shelter clients, and 6.6% for all clients.

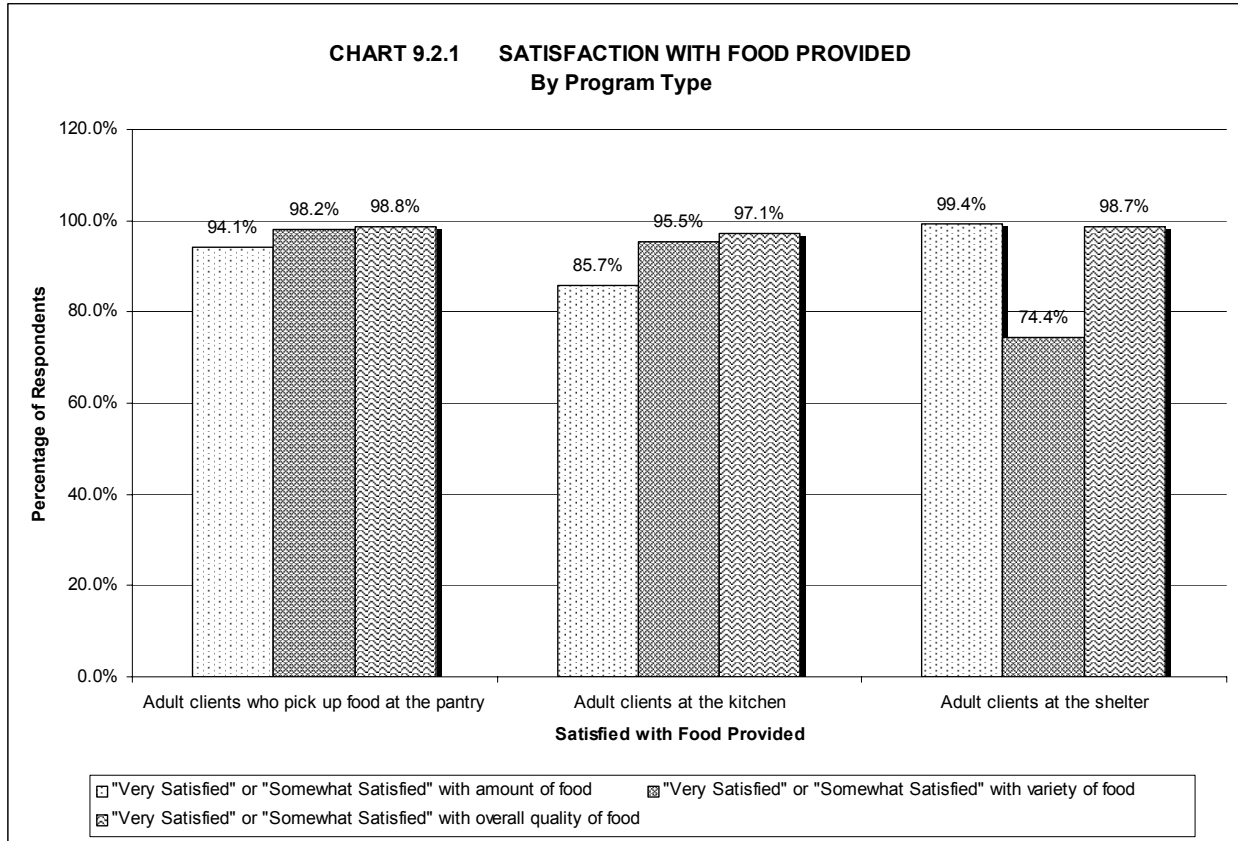
For overall quality of food provided, missing, don't know, and refusal responses combined are 8.9% for pantry clients, 0.9% for kitchen clients, 0.0% for shelter clients, and 0.1% for all clients.

For client treatment by staff, missing, don't know, and refusal responses combined are 2.4% for pantry clients, 7.4% for kitchen clients, 0.0% for shelter clients, and 2.0% for all clients.

Across all three kinds of emergency food programs, the level of satisfaction among their clients is high. 95.1% of the clients are either very satisfied or somewhat satisfied with the amount of the food they receive at the programs. Client satisfaction with specific aspects of the programs follows:

- 90.4% of the clients are either very satisfied or somewhat satisfied with the variety of the food.
- 98.6% of the clients are either very satisfied or somewhat satisfied with overall quality of the food.

- 83.6% of the clients state that they are treated with respect by the staff all of the time.



9.3 WHAT CLIENTS WOULD DO WITHOUT FOOD ASSISTANCE FROM THE AGENCY

Clients were asked what they would do without the agency helping them. Results are shown in Table 9.3.1.

TABLE 9.3.1

WHAT CLIENTS WOULD DO WITHOUT FOOD ASSISTANCE FROM THE AGENCY

If this agency weren't here to help you or your household with food, what would you do? ^a	Pantry Client Households	Kitchen Client Households	Shelter Client Households	All Client Households
Go to another agency	33.0%	26.6%	20.6%	28.8%
Get help from relatives, friends	14.6%	8.9%	20.2%	15.8%
Get help from the government	4.6%	7.0%	8.0%	5.8%
Get a job, more hours, an additional job	16.1%	4.4%	26.4%	18.3%
Sell some personal property	1.1%	0.4%	0.0%	0.7%
Lower expenses	1.3%	0.0%	0.0%	0.8%
Eat less, skip meals, reduce size of meals	1.2%	0.8%	0.2%	0.9%
Would get by somehow	32.8%	2.9%	23.9%	28.0%
I have no other place to get help	4.1%	4.4%	0.2%	3.0%
Do something illegal	0.0%	0.4%	0.0%	0.0%
Other ^b	5.2%	40.2%	5.0%	7.7%
SAMPLE SIZE (N)	271	61	41	373

SOURCE: This table was constructed based on usable responses to Question 55 of the client survey.

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food clients of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 22.0% for pantry clients, 15.7% for kitchen clients, 6.9% for shelter clients, and 17.0% for all clients.

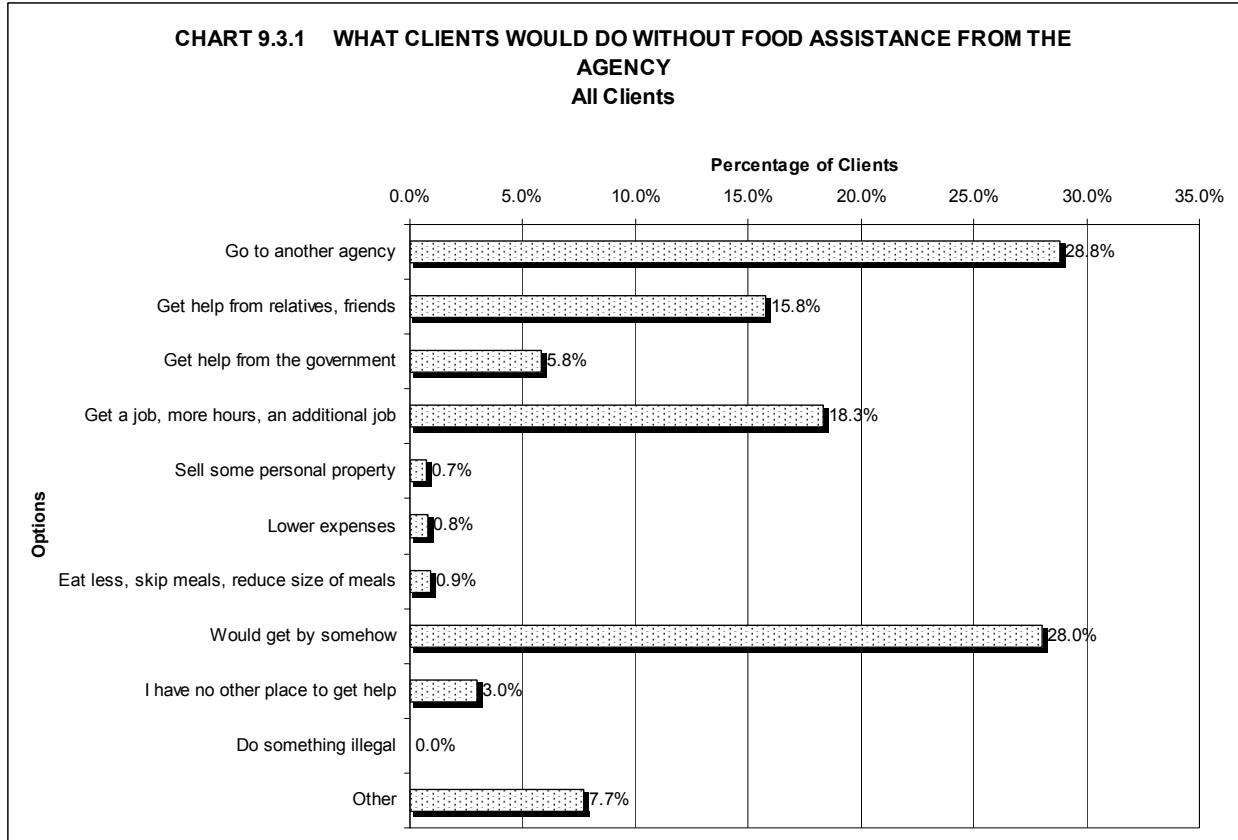
^aMultiple responses were accepted.

^bThis includes eating at home and begging.

In the absence of the agency helping the clients, 28.8% of them said that they would go to another agency. Other responses include:

- 28.0% of the clients said that they would get by somehow.

- 15.8% of the clients said that they would get help from relatives or friends.
- 0.9% of the clients said that they would eat less, skip meals, or reduce the size of meals.



10. AGENCIES AND FOOD PROGRAMS: PROFILES

Up until now, the discussion has focused mainly on information from the *client* survey. This chapter begins the presentation of the results from the survey of *agencies* affiliated with Food Bank of North Carolina. The first section below details the numbers of responses received from various types of agencies. Next we present information on what combinations of programs are operated by the responding agencies. Subsequent sections examine agency characteristics, such as years of program operation, services provided other than food distribution, and the organizational nature of the agencies. Agency estimates of the changes in their numbers of clients between 1998 and 2001 are also presented.

10.1 PARTICIPATING PROGRAMS

All agencies affiliated with Food Bank of North Carolina were sent the survey questionnaires. Among them, 500 agencies completed the survey, and they included information about 589 programs. Table 10.1.1 shows the breakdown of the programs by type.

TABLE 10.1.1
PARTICIPATING PROGRAMS, BY PROGRAM TYPE

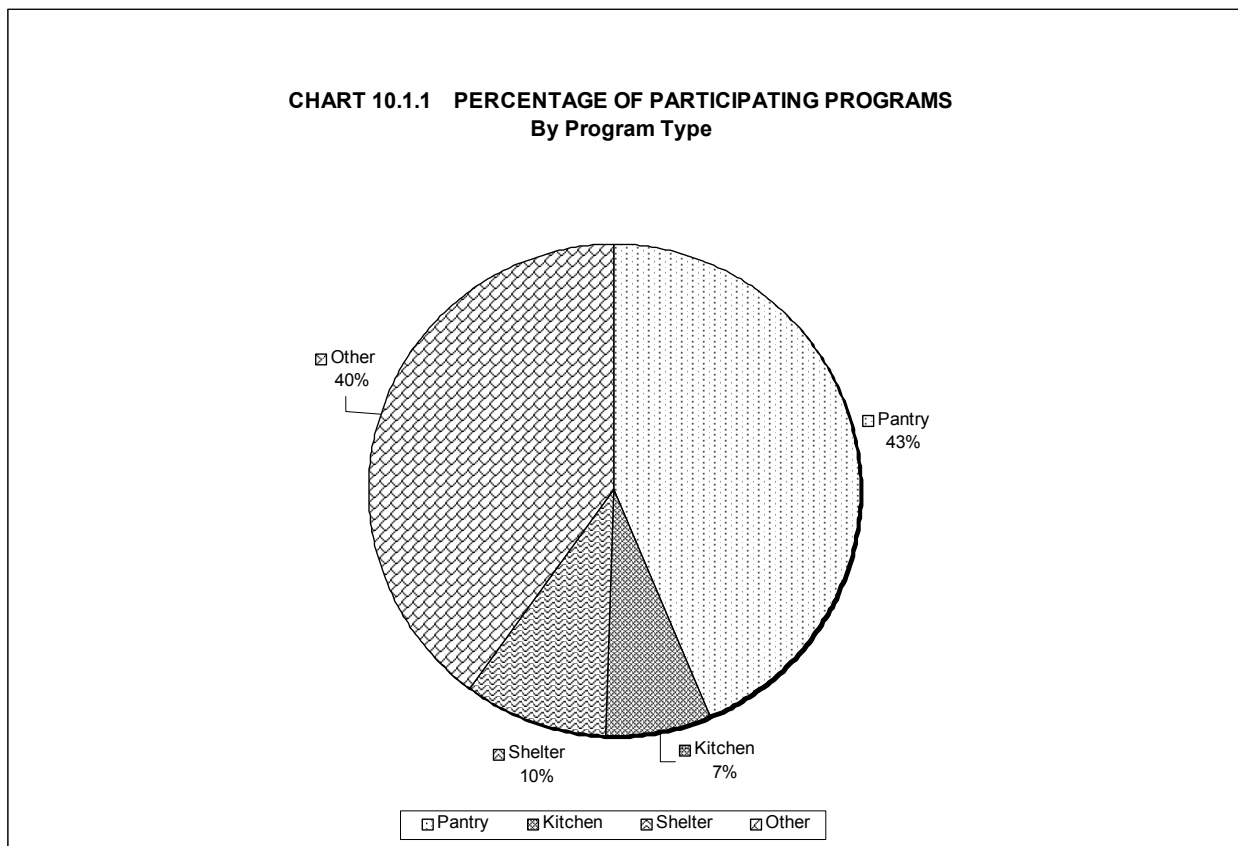
Program Type	Number	Unweighted Percentage	Unweighted Percentage Excluding "Other" Type
Pantry	257	43.6%	72.6%
Kitchen	41	7.0%	11.6%
Shelter	56	9.5%	15.8%
Other ^a	235	39.9%	n.a.
TOTAL	589	100.0%	100.0%

^aOther programs refer to nonemergency programs. They are programs that have a primary purpose other than emergency food distribution but also distribute food. Examples include day care programs, senior congregate-feeding programs, and summer camps.

n.a. = not applicable.

Among the total of 589 programs, 43.6% are pantries, 7.0% are kitchens, and 9.5% are shelters. The remaining 39.9% are other nonemergency food programs. Nonemergency food programs include child day care, senior-congregate feeding programs, summer camps, etc.

Excluding other types of programs makes the percentage breakdown 72.6% pantries, 11.6% kitchens, and 15.8% shelters.



10.2 NUMBER OF PROGRAMS OPERATED BY AGENCIES

Percentages of the agencies operating various types of programs, as well as the total number of programs operated in each category, are shown in Table 10.2.1.

TABLE 10.2.1
NUMBER OF PROGRAMS OPERATED BY AGENCIES

	Percentage of All Agencies That Operate the Specified Number of Each Type of Programs			
	Agencies with Pantries	Agencies with Kitchens	Agencies with Shelters	Agencies with Others
<i>Number of programs operated by agencies</i>				
1	96.9%	100.0%	82.3%	64.9%
2	2.3%	0.0%	14.3%	10.6%
3 or more	0.8%	0.0%	3.4%	24.4%
TOTAL	100.0%	100.0%	100.0%	100.0%
SAMPLE SIZE (N) – Agencies with at least one program for each program type	257	41	56	235
Total number of participating agencies			500	
Total number of programs reported on by participating agencies			589	

SOURCE: This table was constructed based on usable responses to Question 1 of the agency survey.

Among the participating agencies, 257 operate at least one pantry program, 41 at least one kitchen program, and 56 at least one shelter program. A total of 500 agencies provided information about 589 programs.

10.3 AGENCIES OPERATING VARIOUS TYPE(S) OF PROGRAMS

Table 10.3.1 shows the distribution of agencies by types of programs they operate.

TABLE 10.3.1
AGENCIES OPERATING VARIOUS TYPE(S) OF PROGRAMS

Combinations of Programs the Agency Operates	Agencies
Pantry only	40.4%
Kitchen only	1.8%
Shelter only	4.8%
Other program only	37.4%
Pantry and Kitchen	2.5%
Kitchen and Shelter	0.0%
Shelter and Pantry	2.1%
Pantry and Other	4.5%
Kitchen and Other	0.0%
Shelter and Other	0.8%
Pantry, Kitchen, and Shelter	2.2%
Pantry, Kitchen, and Other	0.4%
Kitchen, Shelter, and Other	0.4%
Shelter, Pantry, and Other	0.4%
Pantry, Kitchen, Shelter, and Other	1.0%
Unknown	1.2%
TOTAL	100.0%
SAMPLE SIZE (N) – Total number of participating agencies	500

SOURCE: This table was constructed based on responses to Question 1 of the agency survey.

As Table 10.3.1 shows, 40.4% of the participating agencies exclusively operate one or more pantries, while 1.8% and 4.8% exclusively operate kitchen or shelter programs, respectively.

10.4 LENGTH OF PROGRAMS' OPERATION

Responding agencies identified the year their emergency food programs opened. Table 10.4.1 shows the distribution of the length of programs' operation.

TABLE 10.4.1
LENGTH OF PROGRAMS' OPERATION

How Long the Program Has Been Operating	Percentage of Programs That Have Operated for a Specified Period		
	Pantry Programs	Kitchen Programs	Shelter Programs
2 years or less	26.0%	24.3%	11.2%
3-4 years	15.8%	6.4%	13.0%
5-6 years	9.1%	20.2%	6.4%
7-10 years	17.1%	2.7%	8.9%
11-20 years	27.1%	37.2%	43.0%
More than 20 years	4.9%	9.2%	17.6%
TOTAL	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	257	41	56
Average length of operation among valid responses (in years)	9	11	14
Median length of operation among valid responses (in years)	6	6	13
SAMPLE SIZE (N)	209	33	45

SOURCE: This table was constructed based on usable responses to Question 3b of the agency survey.

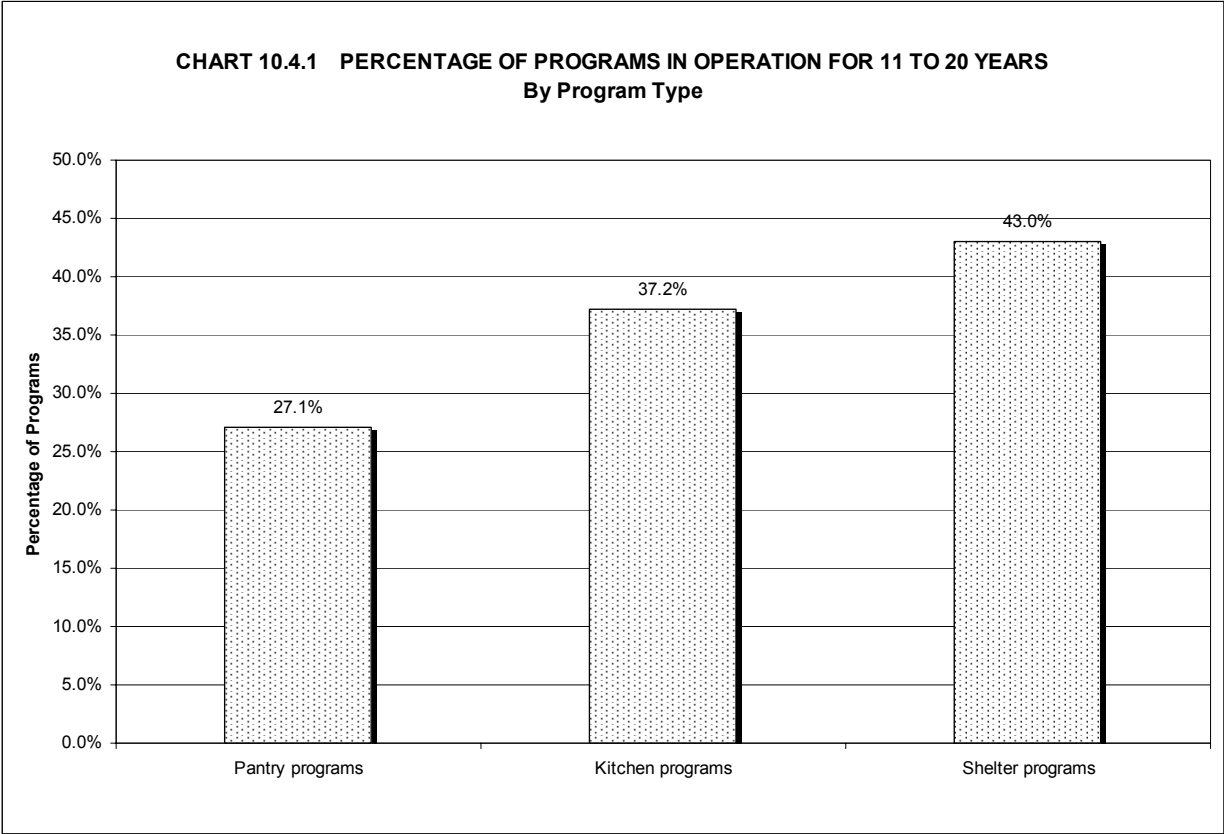
NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 18.1% for pantry programs, 19.5% for kitchen programs, and 18.2% for shelter programs.

The average length of operation among the pantry programs is 9 years. It is 11 years for the kitchens and 14 years for the shelter programs. Details follow:

- 26.0% of the pantries, 24.3% of the kitchens, and 11.2% of the shelters have been operating for two years or less.

- 17.1% of the pantries, 2.7% of the kitchens, and 8.9% of the shelters have been operating for 7 to 10 years.
- 27.1% of the pantries, 37.2% of the kitchens, and 43.0% of the shelters have been operating for 11 to 20 years.
- 4.9% of the pantries, 9.2% of the kitchens, and 17.6% of the shelters have been operating for more than 20 years.



10.5 OTHER SERVICES OR FACILITIES PROVIDED IN ADDITION TO FOOD DISTRIBUTION

Agencies were provided with a list of additional possible services and asked which services their programs provide to their clients. Table 10.5.1 shows what percentage of food programs supply the services listed.

TABLE 10.5.1

OTHER SERVICES OR FACILITIES AGENCIES OR PROGRAMS PROVIDE IN ADDITION TO FOOD DISTRIBUTION, BY PROGRAM TYPE

	Pantry Programs	Kitchen Programs	Shelter Programs
<i>Food-Related Support</i>			
Nutrition counseling	13.4%	9.9%	28.1%
Eligibility counseling for WIC	7.4%	0.0%	15.9%
Eligibility counseling for food stamps	9.3%	2.7%	15.5%
Soup kitchen meals	3.4%	n.a.	20.4%
Food pantry bags	n.a.	24.6%	27.1%
<i>Client Training</i>			
Employment training	6.5%	0.0%	28.2%
Supported employment (Welfare to Work or job training)	2.7%	5.2%	10.0%
Retraining physically disabled	0.7%	0.0%	1.9%
Retraining mentally ill/challenged	2.3%	0.0%	0.0%
<i>Other Assistance</i>			
Eligibility counseling for other government programs	3.1%	5.2%	17.7%
Legal services	2.3%	0.0%	9.5%
Tax preparation help (Earned Income Tax Credit)	2.8%	0.0%	8.7%
Utility bill assistance (Low-Income Heating and Energy Assistance Programs)	17.6%	4.8%	12.4%
Short-term financial assistance	13.6%	2.1%	21.4%
Budget and credit counseling	10.5%	0.0%	39.1%
Consumer protection	1.1%	0.0%	5.5%
Information and referral	26.2%	25.2%	65.5%
Language translation	4.3%	2.6%	14.4%

TABLE 10.5.1 (continued)

	Pantry Programs	Kitchen Programs	Shelter Programs
<i>Housing Services</i>			
Short-term shelter	4.2%	2.1%	n.a.
Subsidized housing assistance	2.3%	0.0%	8.6%
Housing rehabilitation or repair	1.9%	2.7%	10.2%
<i>Health and Other Services</i>			
Health services or health clinics	6.1%	2.5%	16.6%
Transportation	16.2%	7.4%	64.7%
Clothing	35.1%	22.6%	74.2%
Furniture	18.7%	7.4%	41.3%
Senior programs	8.5%	12.9%	10.5%
No additional services	7.7%	4.4%	6.6%
SAMPLE SIZE (N)	257	41	56

SOURCE: This table was constructed based on usable responses to Question 4 of the agency survey.

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 8.6% for pantry programs, 14.4% for kitchen programs, and 3.3% for shelter programs.

n.a. = not applicable.

7.4% of pantries and 15.9% of shelters provide counseling for WIC. Other services provided by the programs or the agencies include:

- 9.3% of the pantries, 2.7% of the kitchens, and 15.5% of the shelters provide eligibility counseling for food stamps.
- 17.7% of the shelters provide counseling for other government programs.
- 17.6% of the pantries provide utility bill assistance.
- 26.2% of the pantries, 25.2% of the kitchens, and 65.5% of the shelters provide information and referral services.
- 28.2% of the shelters provide employment training.
- 6.1% of the pantries, 2.5% of the kitchens, and 16.6% of the shelters provide health services or health clinics.

- 64.7% of the shelters provide transportation.
- 35.1% of the pantries, 22.6% of the kitchens, and 74.2% of the shelters provide clothing.

Table 10.5.2 shows the distribution of the number of additional services emergency food programs offer to their clients.

TABLE 10.5.2
NUMBER OF ADDITIONAL SERVICES, BY PROGRAM TYPE

	Pantry Programs	Kitchen Programs	Shelter Programs
<i>Number of additional services or facilities provided by programs</i>			
No other service	8.5%	5.1%	6.8%
1 other service	30.3%	42.0%	5.5%
2-5 other services	42.1%	47.3%	31.9%
6-10 other services	17.0%	5.6%	41.4%
More than 10 other services	2.1%	0.0%	14.5%
TOTAL	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	257	41	56
Average number of additional services among those that provide at least one such service			
	4	3	7
Median number of additional services among those that provide at least one such service			
	3	2	7
SAMPLE SIZE (N)	215	33	50

SOURCE: This table was constructed based on usable responses to Question 4 of the agency survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 8.6% for pantry programs, 14.4% for kitchen programs, and 3.3% for shelter programs.

On average, pantries provide 4 additional services or facilities. Kitchens and shelters provide, on average, 3 and 7 additional services, respectively.

- 8.5% of pantry programs, 5.1% of kitchen programs, and 6.8% of shelter programs do not offer any other services or facilities.

- 30.3% of pantry programs, 42.0% of kitchen programs, and 5.5% of the shelter programs offer one additional service or facility.
- 42.1% of pantry programs, 47.3% of kitchen programs, and 31.9% of shelter programs offer two to five additional services or facilities.
- 17.0% of pantry programs, 5.6% of kitchen programs, and 41.4% of shelter programs offer as many as 6 to 10 additional services or facilities.
- 2.1% of pantry programs, 0.0% of kitchen programs, and 14.5% of shelter programs offer more than 10 additional services or facilities.

In addition to other services provided by their programs, agencies were asked whether they provide other facilities at the agency level for their clients. Table 10.5.3 summarizes the results.

TABLE 10.5.3
OTHER FACILITIES AGENCIES PROVIDE IN ADDITION TO
FOOD DISTRIBUTION, BY PROGRAM TYPE

	Agencies
Health Clinic	6.3%
Group home for physically/mentally disadvantaged	11.1%
Other residential facility	22.0%
Child day care program	23.1%
Youth after school program	32.4%
Summer camp serving low-income clients	25.2%
Senior congregate feeding program	12.2%
Kids Cafe ^a	5.8%
Other ^b	39.8%
SAMPLE SIZE (N)	500

SOURCE: This table was constructed based on usable responses to Question 29 of the agency survey.

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 8.9%.

^aThe primary goal of the Kids Cafe program is to provide free and prepared food and nutrition education to hungry children. The Kids Cafe program also offers children a safe place where they can enjoy educational, recreational, and social activities under the supervision of the program staff. Kids Cafes utilize, as their program sites, existing community resources, such as Boys and Girls Clubs, or schools for instance where children already naturally congregate.

^bThis includes learning centers, food delivery services, and day programs for mentally disabled adults.

As many as 6.3% of agencies also operate health clinics. Other facilities run by agencies include:

- 11.1% of agencies run group homes for physically/mentally disadvantaged.

- 22.0% of agencies run other types of residential facilities.
- 23.1% of agencies run child day care programs.
- 32.4% of agencies run youth after-school programs.
- 25.2% of agencies run summer camps serving low-income clients.
- 12.2% of agencies run senior congregate-feeding programs.
- 5.8% of agencies run Kids Cafe programs.
- 39.8% of agencies run some other type of facility not mentioned above.

10.6 TYPE OF AGENCY THAT OPERATES THE PROGRAM

Table 10.6.1 shows types of agencies operating each type of program.

TABLE 10.6.1
TYPE OF AGENCY THAT OPERATES THE PROGRAM

Type of Agency That Operates the Program	Pantry Programs	Kitchen Programs	Shelter Programs
Faith-based or religion-affiliated nonprofit	78.7%	78.4%	59.8%
Other private nonprofit	16.9%	21.6%	34.7%
Governmental	2.1%	0.0%	0.0%
Other ^a	2.4%	0.0%	5.4%
TOTAL	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	257	41	56

SOURCE: This table was constructed based on usable responses to Question 30 of the agency survey.

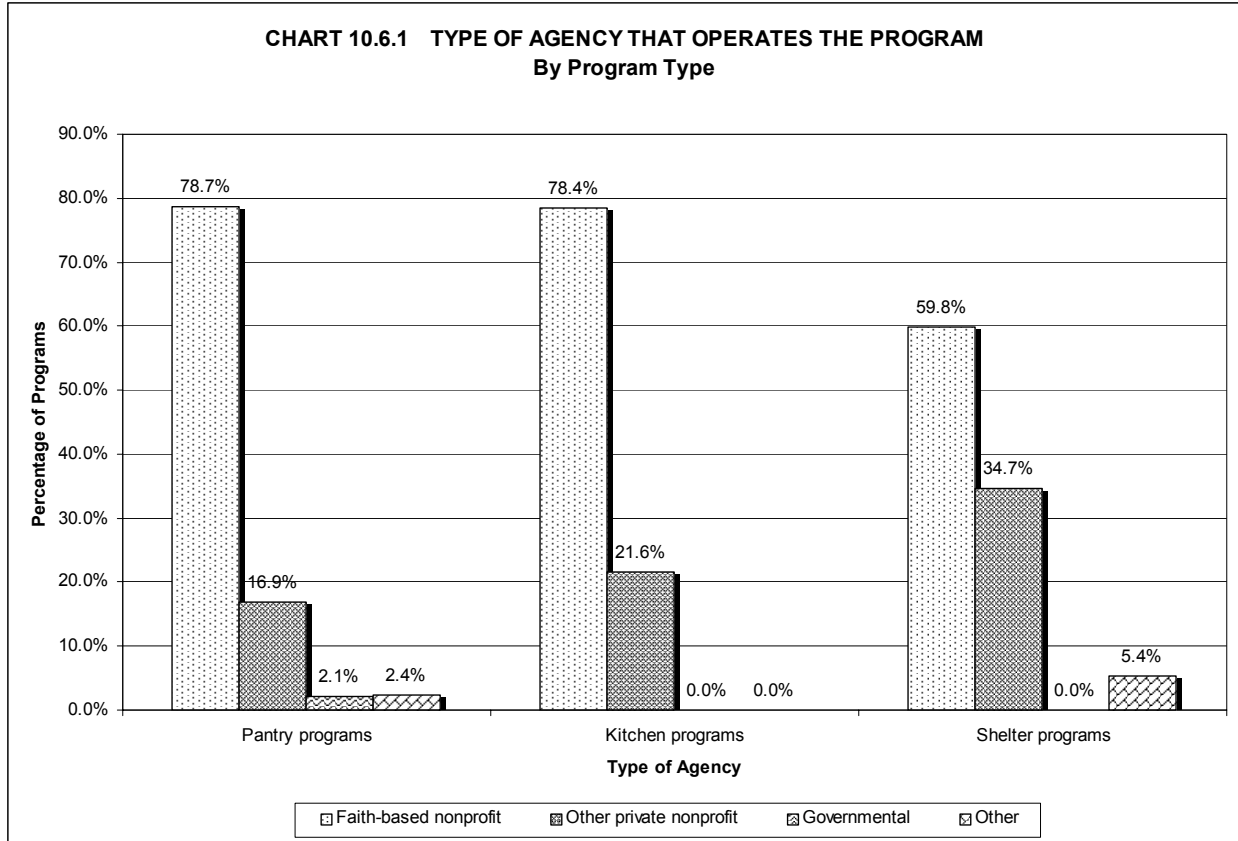
NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 7.0% for pantry programs, 9.8% for kitchen programs, and 1.9% for shelter programs.

^aThis includes various community-based organizations, such as Community Action Commissions.

According to Table 10.6.1, 78.7% of the pantries, 78.4% of the kitchens, and 59.8% of the shelters are run by faith-based or religion-affiliated nonprofit agencies. In addition:

- 2.1% of the pantries, 0.0% of the kitchens, and 0.0% of the shelters are run by government-affiliated agencies.
- Remaining agencies are operated by other kinds of private nonprofit organizations, such as community-based charities or philanthropic organizations.



10.7 PROGRAMS SERVING SELECTED TYPES OF CLIENTS

Agencies were asked whether their programs serve migrant workers, legal immigrants, or undocumented immigrants.¹⁶

TABLE 10.7.1
PROGRAMS SERVING SELECTED TYPES OF CLIENTS

	Pantry Programs	Kitchen Programs	Shelter Programs
Migrant Workers			
Yes	53.4%	51.0%	56.6%
No	46.6%	49.0%	43.4%
TOTAL	100.0%	100.0%	100.0%
Legal Immigrants			
Yes	57.9%	56.2%	64.3%
No	42.1%	43.8%	35.7%
TOTAL	100.0%	100.0%	100.0%
Undocumented Immigrants			
Yes	33.4%	53.5%	55.4%
No	66.6%	46.5%	44.6%
TOTAL	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	257	41	56

SOURCE: This table was constructed based on usable responses to Question 19 of the agency survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

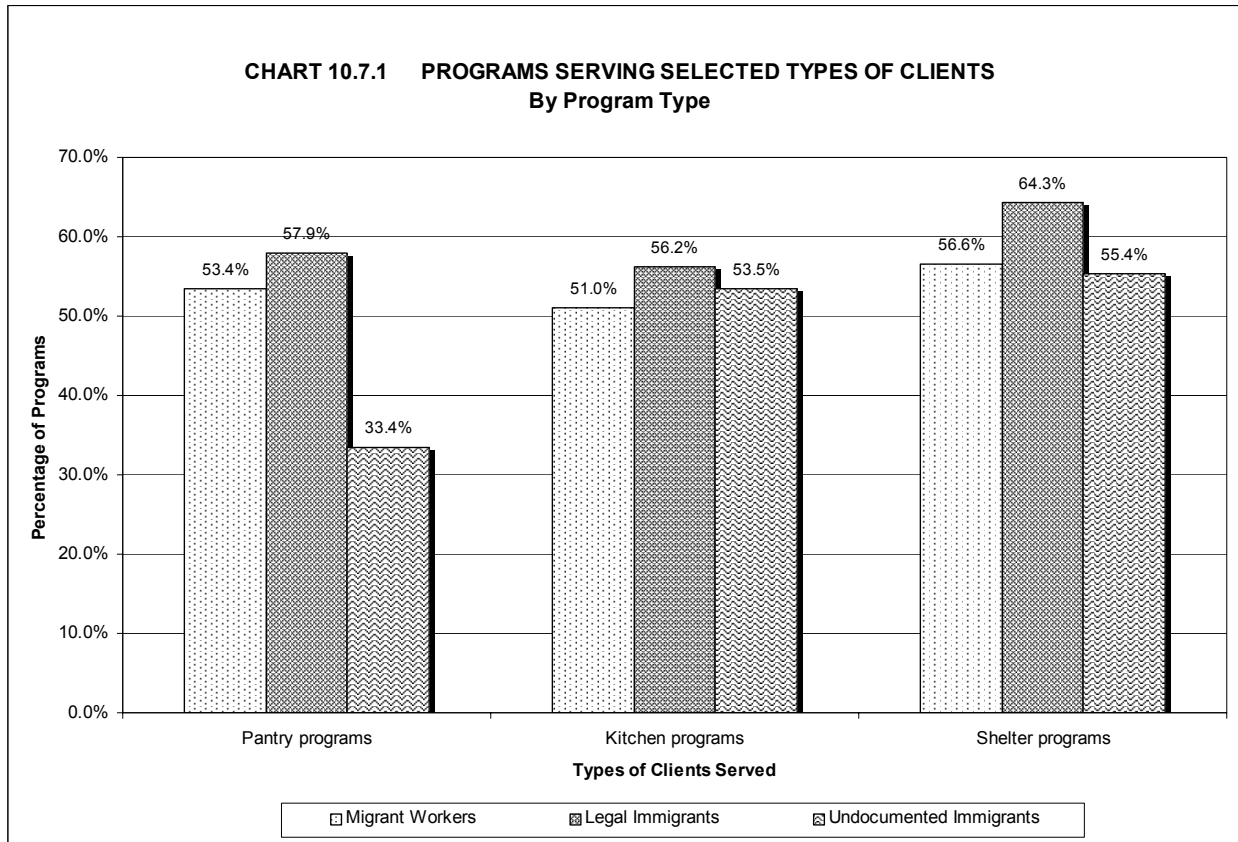
For migrant workers, missing, don't know, and refusal responses combined are 30.1% for pantry programs, 36.6% for kitchen programs, and 21.0% for shelter programs.

For legal immigrants, missing, don't know, and refusal responses combined are 37.5% for pantry programs, 50.4% for kitchen programs, and 27.7% for shelter programs.

For undocumented immigrants, missing, don't know, and refusal responses combined are 52.8% for pantry programs, 47.7% for kitchen programs, and 39.5% for shelter programs.

Findings in Table 10.7.1 include:

- 53.4% of the pantries, 51.0% of the kitchens, and 56.6% of the shelters serve migrant workers.
- 57.9% of the pantries, 56.2% of the kitchens, and 64.3% of the shelters serve legal immigrants.
- 33.4% of the pantries, 53.5% of the kitchens, and 55.4% of the shelters serve undocumented immigrants.



(continued)

¹⁶On the national level, a large number of the responding agencies left these three questions unanswered.

10.8 AGENCY ESTIMATES OF CHANGE IN NUMBER OF CLIENTS FROM 1998 TO 2001

Agencies were asked whether they serve more or fewer clients compared to the year 1998. In supplying this information, agencies representing 56.2% of the pantries, 47.1% of the kitchens, and 62.3% of the shelters said they used their records. For a majority of the remaining programs, agencies relied on their best estimates. Table 10.8.1 shows the findings.

TABLE 10.8.1

AGENCY ESTIMATES OF CHANGE IN NUMBER OF CLIENTS FROM 1998 TO 2001

	Pantry Programs	Kitchen Programs	Shelter Programs
<i>Agency estimate of change in the number of clients compared to year 1998</i>			
More clients	61.3%	52.6%	43.7%
Fewer clients	6.0%	3.7%	11.3%
About the same number of clients	16.6%	30.3%	35.8%
Program did not exist in 1998	16.2%	13.4%	9.2%
TOTAL	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	257	41	56

SOURCE: This table was constructed based on usable responses to Questions 7 and 7a of the agency survey.

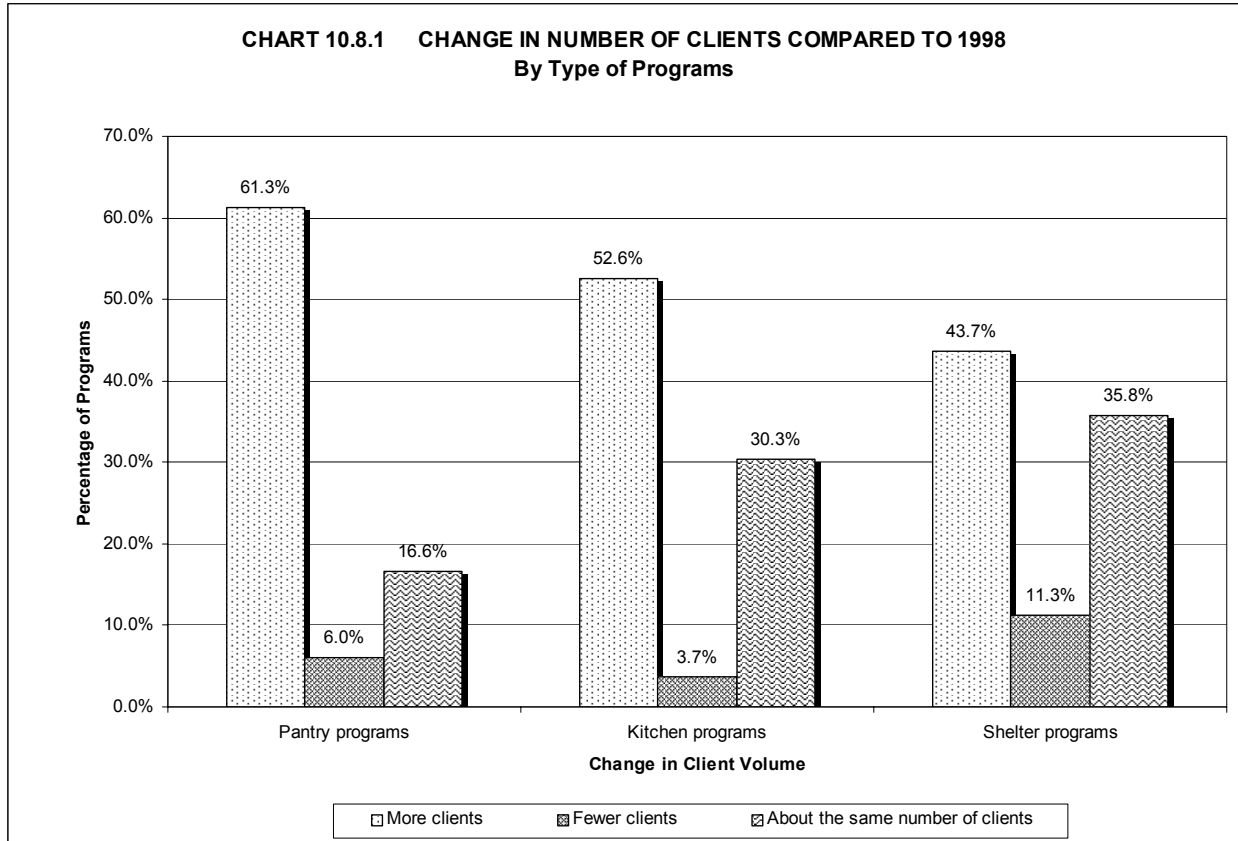
NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 6.8% for pantry programs, 29.4% for kitchen programs, and 19.1% for shelter programs.

Regarding the volume of the clients, 61.3% of the pantries, 52.6% of the kitchens, and 43.7% of the shelters indicate that they serve more clients now than they did in 1998.

- 16.6% of the pantries, 30.3% of the kitchens, and 35.8% of the shelters indicated that they serve about the same number of clients in 2001 as in 1998.
- 6.0% of the pantries, 3.7% of the kitchens, and 11.3% of the shelters indicated that they serve fewer clients in 2001 than they did in 1998.

- 16.2% of the pantries, 13.4% of the kitchens, and 9.2% of the shelters did not exist in 1998.



10.9 SEASONALITY OF CLIENT MIX

Agencies were asked whether their programs experience significant change in client mix by season and, if so, what kinds of change. Results are shown in Table 10.9.1.

TABLE 10.9.1
SEASONALITY OF CLIENT MIX

	Pantry Programs	Kitchen Programs	Shelter Programs
Programs Experiencing Changes in Client Mix by Season	29.5%	27.5%	14.0%
SAMPLE SIZE (N)	257	41	56
<i>Nature of changes in client mix during the year</i>			
Ratio of men to women changes	27.2%	43.8%	14.7%
Mix of ethnic groups changes	39.6%	44.0%	57.0%
Many more children in summer	41.1%	66.2%	15.0%
Many more migrant workers in summer	32.9%	56.8%	58.7%
Many more migrant workers in winter	17.2%	0.0%	0.0%
Different group of people at the holidays	72.7%	43.8%	14.7%
Other ^a	11.5%	11.6%	29.0%
SAMPLE SIZE (N) – Programs experiencing changes in client mix by season	70	9	7

SOURCE: This table was constructed based on usable responses to Questions 20 and 21 of the agency survey.

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For programs experiencing changes in client mix, missing, don't know, and refusal responses combined are 7.2% for pantry programs, 22.0% for kitchen programs, and 9.9% for shelter programs.

For nature of changes in client mix during, missing, don't know, and refusal responses combined are 0.0% for pantry programs, 0.0% for kitchen programs, and 0.0% for shelter programs.

^aThis includes less elderly people in winter and more families in winter.

29.5% of the pantries, 27.5% of the kitchens, and 14.0% of the shelters indicated that they experience seasonal changes in the mix of clients during the year. As to the nature of changes in client mix during the year:

- 27.2% of the pantries, 43.8% of the kitchens, and 14.7% of the shelters said they experience changes in the ratio of men to women.
- 41.1% of the pantries, 66.2% of the kitchens, and 15.0% of the shelters said they serve more children in summer.
- 72.7% of the pantries, 43.8% of the kitchens, and 14.7% of the shelters said they serve a different group of people at the holidays.

11. AGENCIES AND FOOD PROGRAMS: FOOD SERVICES

In understanding the workings of the A2H network, it is important to understand the broad differences between providers in their scales of operations. The chapter discusses a number of indicators of the size of provider food service operations. As will be seen, providers vary dramatically in size, ranging from pantries which serve just a few clients per day up to pantries and kitchens which provide food to hundreds of clients on a given day of operation.

There is great variation among providers in the detail with which they keep long-term records such as service and client counts. Therefore, the analysis below focuses on measures of size based on either a “typical week” or on the “most recent day the provider was open,” since these are the size concepts which respondents were in general best able to relate to.

11.1 NUMBER OF BOXES OR BAGS DISTRIBUTED IN A TYPICAL WEEK

Agencies were asked how much food their pantries distribute during a typical week and how much a typical box or bag weighs. Table 11.1.1 shows the results.

TABLE 11.1.1
NUMBER OF BOXES OR BAGS DISTRIBUTED IN A TYPICAL WEEK

	Pantry Programs
<i>Programs distributing the following number of boxes or bags of food in a typical week:</i>	
1-9	16.3%
10-29	26.0%
30-49	10.0%
50-99	20.0%
100-299	17.0%
300-499	2.2%
500 or more	8.5%
TOTAL	100.0%

TABLE 11.1.1 (continued)

	Pantry Programs
Average number of boxes or bags of food distributed in a typical week among valid responses ^a	182
Median number of boxes or bags of food distributed in a typical week among valid responses ^a	36
Average weight of a typical bag/box among valid responses (in pounds)	25
Median weight of a typical bag/box among valid responses (in pounds)	20
SAMPLE SIZE (N)	257

SOURCE: This table was constructed based on usable responses to Questions 6 and 6a of the agency survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all pantries (as noted earlier in this footnote only) of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 26.3% for pantry programs.

^aZeros as responses were not included as valid responses for calculating the average and the median.

On average, the participating pantries distributed 182 boxes or bags (median: 36) of food during a typical week, with the average weight of a typical box or bag being 25 lbs. More details on the amount of food distributed during a typical week follow:

- 26.0% of the pantries distributed 10 to 29 boxes or bags of food.
- 10.0% of the pantries distributed 30 to 49 boxes or bags of food.
- 20.0% of the pantries distributed 50 to 99 boxes or bags of food.
- 17.0% of the pantries distributed 100 to 299 boxes or bags of food.
- 2.2% of the pantries distributed 300 to 499 boxes or bags of food.
- 8.5% of the pantries distributed 500 or more boxes or bags.

11.2 AMOUNT OF FOOD SERVED ON THE DAY THE PROGRAM WAS LAST OPEN

Agencies were asked how much food their programs distributed when they were last open. Results are presented in Table 11.2.1.

TABLE 11.2.1

AMOUNT OF FOOD SERVED ON THE DAY THE PROGRAM WAS LAST OPEN

	Pantry Programs (in Bags or Boxes)	Kitchen Programs (in Meals)	Shelter Programs (in Meals)
<i>Programs that distributed the following number of boxes/bags or meals of food</i>			
1-9	24.1%	9.5%	34.4%
10-29	30.1%	26.8%	22.0%
30-49	12.9%	4.0%	17.5%
50-99	12.7%	28.4%	7.5%
100-149	12.7%	14.7%	3.8%
150-199	3.8%	8.8%	0.0%
200-249	1.5%	7.9%	3.7%
250 or more	2.3%	0.0%	11.2%
TOTAL	100.0%	100.0%	100.0%
Average number of bags or boxes of food distributed among valid responses ^a	53	n.a.	n.a.
Median number of bags or boxes of food distributed among valid responses ^a	24	n.a.	n.a.
Average number of meals served among valid responses ^a	n.a.	76	159
Median number of meals served among valid responses ^a	n.a.	69	21
SAMPLE SIZE (N)	257	41	56

SOURCE: This table was constructed based on usable responses to Question 6c of the agency survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 48.0% for pantry programs, 46.1% for kitchen programs, and 49.8% for shelter programs.

^aZeros as responses were not included as valid responses for calculating the average and the median.

n.a. = not applicable.

Emergency food programs vary greatly in size. Some programs served several people and others several hundred people when they were last open. On average, the pantry programs distributed 53 boxes/bags (median: 24) of food when they were last open. The kitchen programs distributed 76 meals (median: 69) and the shelter programs distributed 159 meals (median: 21).

Details follow:

- 24.1% of the pantries and 34.4% of the shelters distributed 1 to 9 boxes or bags on the day they were last open.
- 55.7% of the pantries and 46.9% of the shelters distributed 10 to 99 boxes or bags on the day they were last open.
- 3.8% of the pantries and 14.9% of the shelters distributed 200 or more boxes or bags on the day they were last open.
- 7.9% of the kitchens served more than 200 people on the day they were last open.

12. AGENCIES AND FOOD PROGRAMS: ABILITY TO MEET CLIENT NEEDS

The study has also examined the capacity of the agencies and food programs to meet client needs. Below, we consider the stability of the programs, the main problems they face, and the degree to which they have had to stretch resources or turn away clients. Reasons why some agencies have had to turn away clients are also discussed.

12.1 STABILITY OF EXISTING FOOD PROGRAMS

Agencies were asked if their food programs are stable or facing problems that threaten their food programs' continued operation and, if so, which of several listed factors were the causes of the threat. Agencies were asked to check more than one reason, if more than one was appropriate. Table 12.1.1 shows the percentage of food programs affected by each of the factors cited.

TABLE 12.1.1
STABILITY OF EXISTING FOOD PROGRAMS

	Pantry Programs	Kitchen Programs	Shelter Programs
<i>Programs facing one or more problems that threaten their continued operation</i>	25.1%	19.6%	28.2%
SAMPLE SIZE (N)	257	41	56
<i>Nature of the problem^a</i>			
Problems related to funding	74.9%	100.0%	80.3%
Problems related to food supplies	51.6%	44.5%	14.3%
Problems related to paid staff or personnel	16.7%	29.2%	42.8%
Problems related to volunteers	19.9%	45.3%	7.4%
Community resistance	3.2%	0.0%	14.7%
Other problems	8.1%	13.1%	13.5%
SAMPLE SIZE (N) – Programs facing problems	60	7	14

SOURCE: This table was constructed based on usable responses to Questions 17 and 18 of the agency survey.

TABLE 12.1.1 (continued)

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For programs facing problems, missing, don't know, and refusal responses combined are 3.9% for pantry programs, 1.4% for kitchen programs, and 1.2% for shelter programs.

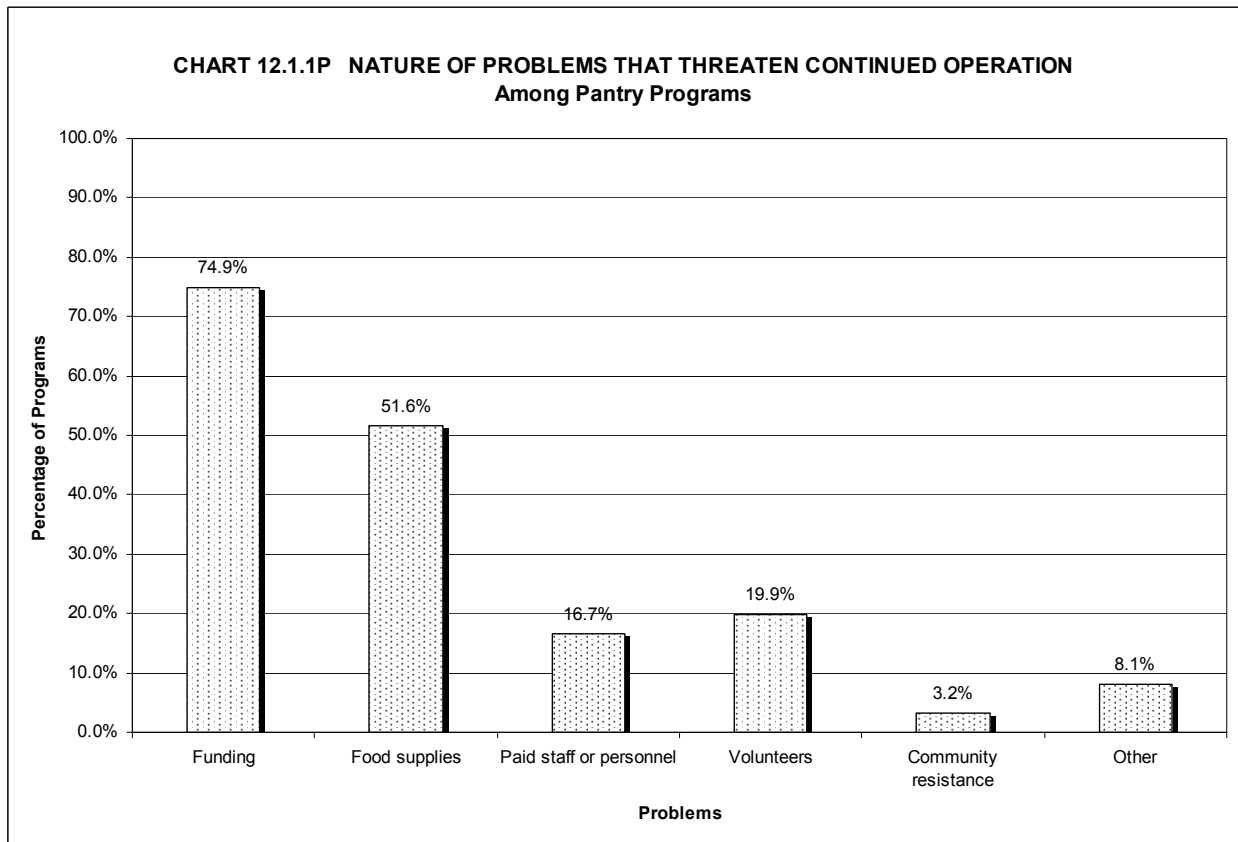
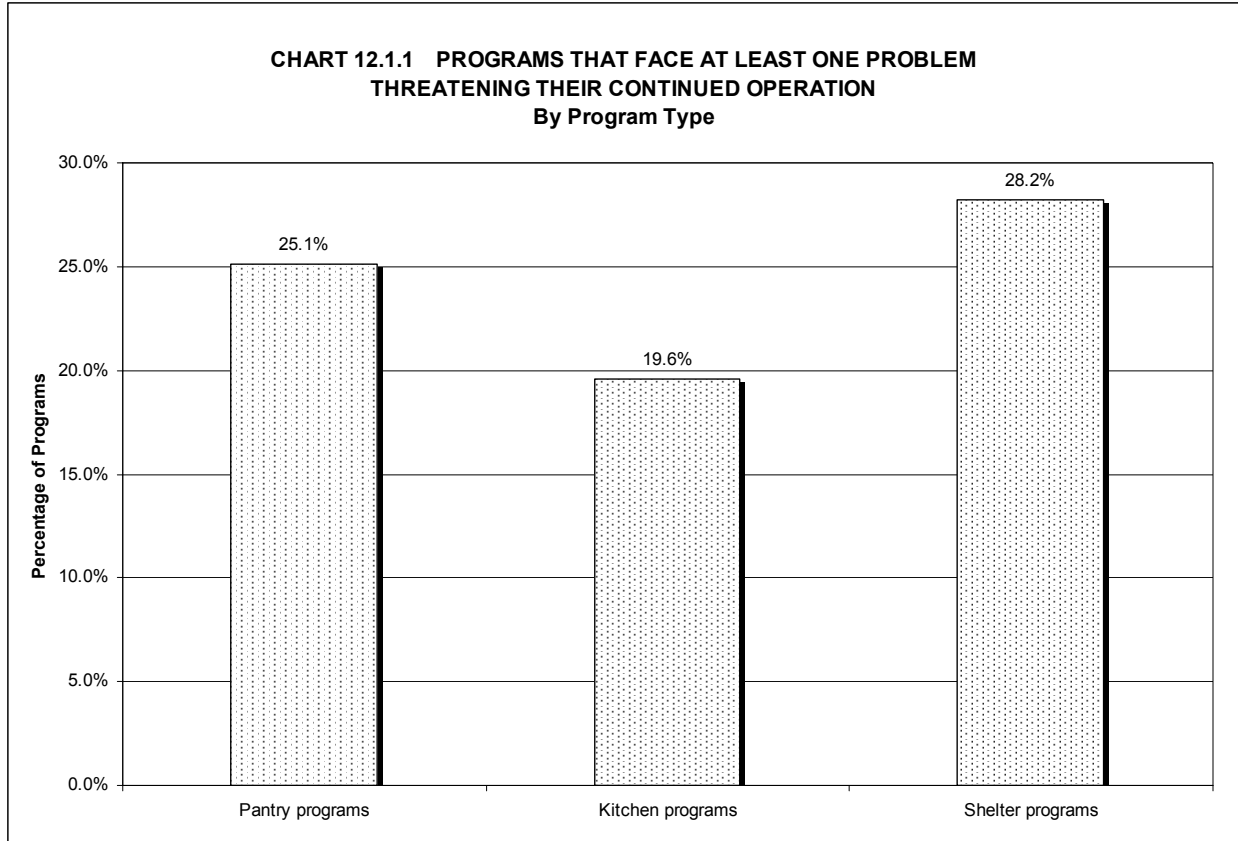
For nature of the problem, missing, don't know, and refusal responses combined are 3.4% for pantry programs, 0.0% for kitchen programs, and 6.2% for shelter programs.

^aMultiple responses were accepted.

As Table 12.1.1 shows, 25.1% of the pantries, 19.6% of the kitchens, and 28.2% of the shelters believe they are facing one or more problems that threaten their continued operation.

Those problems include:

- Of the programs facing threats, 74.9% of the pantries, 100.0% of the kitchens, and 80.3% of the shelters referred to funding issues as a threat; 51.6% of the pantries, 44.5% of the kitchens, and 14.3% of the shelters indicated food supplies as a threat to their continued operation.
- 29.2% of the threatened kitchens and 42.8% of the threatened shelters identified issues related to paid staff or personnel as a threat; 19.9% of the pantries and 45.3% of the kitchens stated that volunteer-related problems posed a threat.



12.2 FREQUENCY OF STRETCHING FOOD RESOURCES

Agencies were asked if their programs ever had to ration or limit food in order to provide some food to all clients and, if so, how often. Table 12.2.1 shows the varying degrees of frequency with which the food programs stretched food resources.

TABLE 12.2.1
FREQUENCY OF STRETCHING FOOD RESOURCES

During 2000, How Often the Program Had to Reduce Meal Portions or Reduce the Quantity of Food in Food Packages Because of a Lack of Food	Pantry Programs	Kitchen Programs	Shelter Programs
Never	38.1%	64.6%	79.5%
Rarely	44.6%	25.2%	20.5%
SUBTOTAL	82.7%	89.8%	100.0%
Sometimes	14.7%	10.2%	0.0%
Always	2.6%	0.0%	0.0%
SUBTOTAL	17.3%	10.2%	0.0%
TOTAL	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	257	41	56

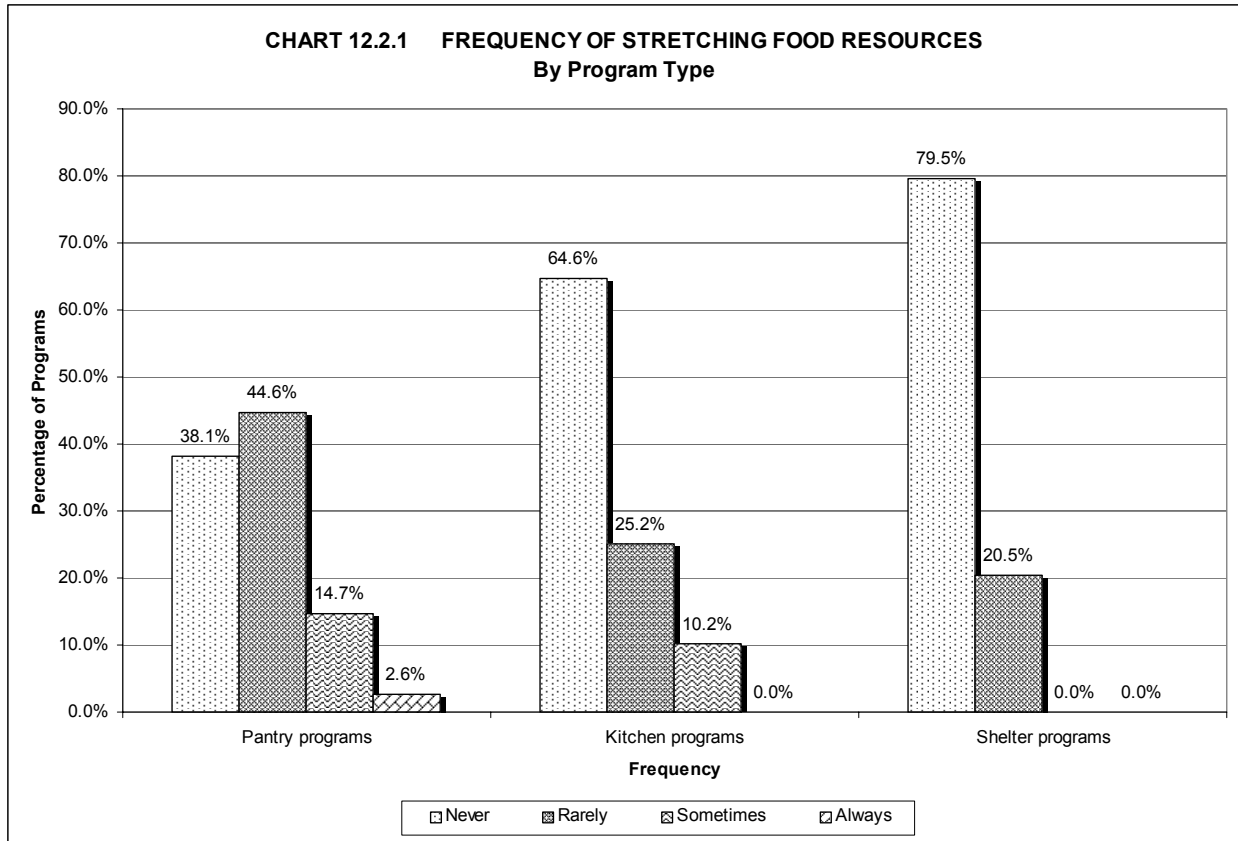
SOURCE: This table was constructed based on usable responses to Question 13 of the agency survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 7.2% for pantry programs, 24.5% for kitchen programs, and 22.9% for shelter programs.

During the year 2000, 38.1% of pantries, 64.6% of kitchens, and 79.5% of shelters never experienced the need to stretch food resources (reduce meal portions or reduce the quantity of food in food packages) because of a shortage of food available to be distributed.

- Nevertheless, 17.3% of the pantries, 10.2% of the kitchens, and 0.0% of the shelters indicated that they sometimes or always had to stretch food resources.



12.3 PROGRAMS THAT TURNED AWAY CLIENTS

Agencies were asked if clients had been turned away within the past year and, if so, how many and for what reasons. Agencies were asked to use either their records or their best estimates to supply this information. Tables 12.3.1 and 12.3.2 show the results.

TABLE 12.3.1
PROGRAMS THAT TURNED AWAY CLIENTS

	Pantry Programs	Kitchen Programs	Shelter Programs
<i>Did the program turn away clients during the year 2000?</i>			
Yes	39.5%	9.8%	60.6%
No	60.5%	90.2%	39.4%
TOTAL	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	257	41	56
Average number of clients turned away in year 2000 among those that turned away at least one client	56	7	44
Median number of clients turned away in year 2000 among those that turned away at least one client	20	3	20
SAMPLE SIZE (N) – Programs providing a valid number of clients who were turned away	61	2	21
<i>Reasons for turning away clients^a</i>			
Lack of food resources	41.1%	0.0%	16.5%
Services needed not provided by the program	28.9%	28.8%	60.2%
Clients were ineligible or could not prove eligibility	43.5%	0.0%	44.2%
Clients abused program/came too often	54.6%	0.0%	40.6%
Clients exhibited drug, alcohol, or behavior problem	26.7%	100.0%	74.2%
Clients lived outside service area	25.6%	0.0%	0.0%
Clients had no proper identification	20.1%	0.0%	9.7%
Client's income exceeded the guidelines	14.5%	0.0%	0.0%
Other	11.1%	0.0%	12.6%
SAMPLE SIZE (N) – Programs that turned away clients	93	3	30

SOURCE: This table was constructed based on usable responses to Questions 9, 10, 11, and 12 of the agency survey.

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For programs that turned away clients, missing, don't know, and refusal responses combined are 7.6% for pantry programs, 24.1% for kitchen programs, and 9.9% for shelter programs.

TABLE 12.3.1 (continued)

For reasons for turning away clients, missing, don't know, and refusal responses combined are 3.2% for pantry programs, 0.0% for kitchen programs, and 0.0% for shelter programs.

^aMultiple responses were accepted.

As Table 12.3.1 shows, 39.5% of the pantries, 9.8% of the kitchens, and 60.6% of the shelters responded that they turned away clients during the year 2000. Reasons for turning away clients follow:

- Among programs turning away clients, 41.1% of the pantries, 0.0% of the kitchens, and 16.5% of the shelters turned away clients at least once due to lack of food resources.
- Among programs turning away clients, 28.9% of the pantries, 28.8% of the kitchens, and 60.2% of the shelters turned away clients at least once because the services needed were not provided by the program.
- Among programs turning away clients, 43.5% of the pantries, 0.0% of the kitchens, and 44.2% of the shelters turned away clients at least once because the clients were ineligible or could not prove eligibility.
- Among programs turning away clients, 54.6% of the pantries, 0.0% of the kitchens, and 40.6% of the shelters turned away clients at least once because the clients abused the program or because they came too often.

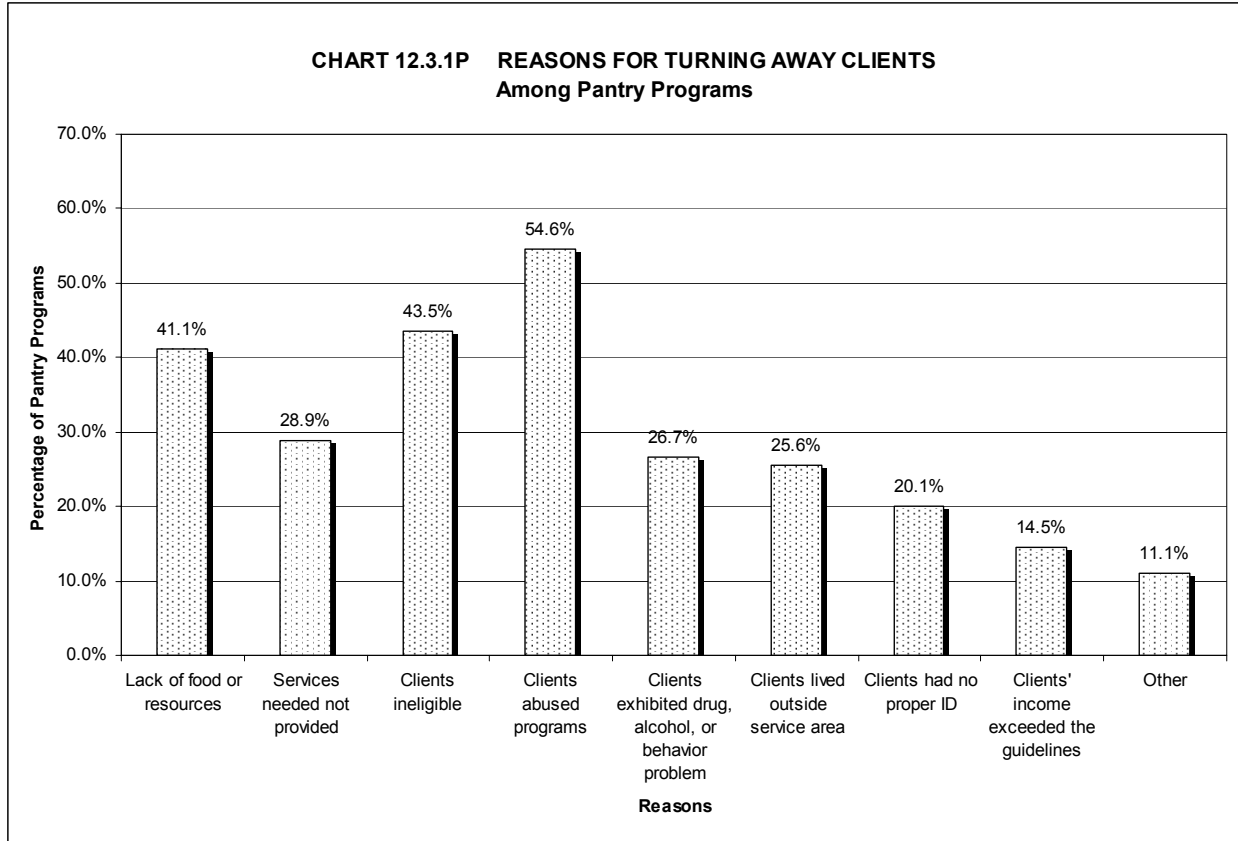


TABLE 12.3.2

MOST FREQUENT REASONS THE PROGRAM TURNED AWAY CLIENTS

	Pantry Programs	Kitchen Programs	Shelter Programs
<i>Most frequent reason</i>			
Lack of food or resources	25.4%	0.0%	6.5%
Services needed not provided by the program	4.8%	0.0%	31.4%
Clients were ineligible or could not prove eligibility	12.3%	0.0%	14.4%
Clients abused program/came too often	31.9%	0.0%	3.5%
Clients exhibited drug, alcohol, or behavior problem	2.4%	100.0%	34.8%
Clients lived outside service area	8.5%	0.0%	0.0%
Clients had no proper identification	1.2%	0.0%	0.0%
Client's income exceeded the guidelines	6.1%	0.0%	0.0%
Other	7.3%	0.0%	9.4%
TOTAL	100.0%	100.0%	100.0%
<i>Second most frequent reason</i>			
Lack of food or resources	1.7%	0.0%	5.0%
Services needed not provided by the program	17.0%	100.0%	13.2%
Clients were ineligible or could not prove eligibility	8.5%	0.0%	9.8%
Clients abused program/came too often	25.3%	0.0%	13.9%
Clients exhibited drug, alcohol, or behavior problem	18.8%	0.0%	53.3%
Clients lived outside service area	11.7%	0.0%	0.0%
Clients had no proper identification	8.4%	0.0%	0.0%
Client's income exceeded the guidelines	3.4%	0.0%	0.0%
Other	5.1%	0.0%	5.0%
TOTAL	100.0%	100.0%	100.0%
SAMPLE SIZE (N) – Programs that turned away clients	93	3	30

SOURCE: This table was constructed based on usable responses to Question 10a of the agency survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For most frequent reason, missing, don't know, and refusal responses combined are 11.9% for pantry programs, 0.0% for kitchen programs, and 3.4% for shelter programs.

For second most frequent reason, missing, don't know, and refusal responses combined are 36.4% for pantry programs, 71.2% for kitchen programs, and 30.2% for shelter programs.

12.4 ADDITIONAL FOOD RESOURCES NEEDED PER WEEK

Agencies were asked how much additional food is needed during a typical week to adequately meet the demand for food. Results are summarized in Table 12.4.1.

TABLE 12.4.1
ADDITIONAL FOOD RESOURCES NEEDED PER WEEK

	Pantry Programs	Kitchen Programs	Shelter Programs
No additional meals or meal equivalents needed ^a	54.5%	59.1%	90.8%
1 to 10 additional meals or meal equivalents needed	1.2%	6.3%	3.1%
11 to 49 additional meals or meal equivalents needed	5.9%	11.6%	3.0%
50 to 149 additional meals or meal equivalents needed	10.5%	23.0%	3.1%
150 or more additional meals or meal equivalents needed	27.9%	0.0%	0.0%
TOTAL	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	257	41	56
Average number of additional meal equivalents needed among valid answers ^b	672	41	42
Median number of additional meal equivalents needed among valid answers ^b	231	50	20
Average amount of additional food needed (pounds)	874	54	55
Median amount of additional food needed (pounds)	300	65	26
SAMPLE SIZE (N) – Programs that need more food resources	77	7	3

SOURCE: This table was constructed based on usable responses to Question 14 of the agency survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

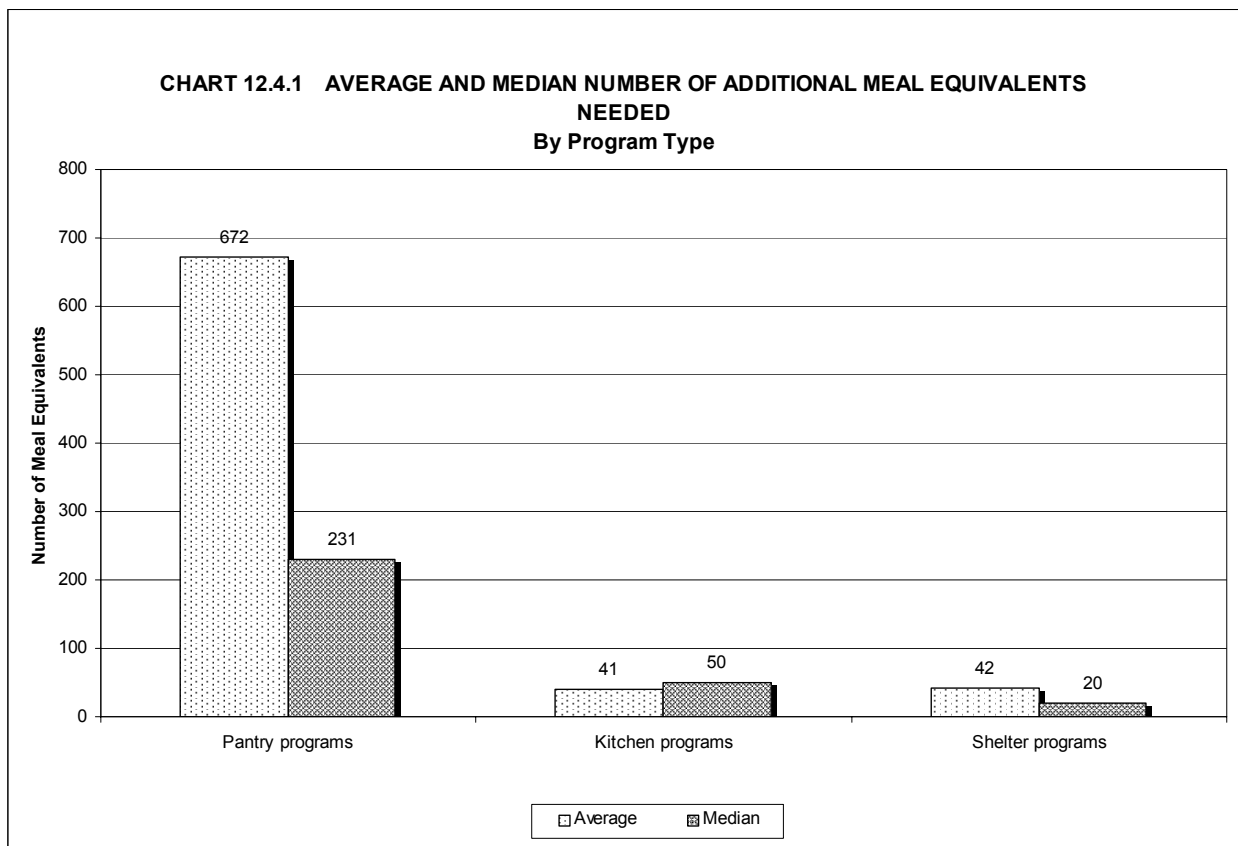
Missing, don't know, and refusal responses combined are 34.1% for pantry programs, 58.2% for kitchen programs, and 40.3% for shelter programs.

^aThis variable was constructed from two variables, one asking food poundage and the other number of meals. Poundage was converted to meals by dividing the poundage by 1.3. Then, the resulting number of meals and the other variable of actual number of meals were summed to produce the number of meals reported here. The 1.3 pounds per meal factor is based on tabulations from U.S. Department of Agriculture: "Food Consumption and Dietary Levels of Households in the United States, 1987-88." Washington, DC: U.S. Government Printing Office, 1994.

^bZeros as responses were not included as valid responses for calculating the average and the median.

The percentage of programs that answered that they did not need additional food for distribution is 54.5% for pantries, 59.1% for kitchens, and 90.8% for shelters. Results among the programs in need of additional food follow:

- The median pantry needed more than 300 additional pounds of food per week.
- The median kitchen needed more than 50 additional meal equivalents per week.
- The median shelters needed more than 20 additional meal equivalents per week.



13. AGENCIES AND FOOD PROGRAMS: RESOURCES

Substantial amounts of resources are required to operate emergency food programs effectively, including food, staffing, and physical space. This chapter reports the types and sources of the resources used by providers of Food Bank of North Carolina. We begin by examining the sources of food reported by the providers. The use of paid and unpaid staff is then examined, with a focus on the great importance of volunteers to the system.

13.1 SOURCES OF FOOD DISTRIBUTED BY PROGRAMS

The survey asked how much of the food distributed through the emergency food programs comes from food banks, versus other sources. In particular, agencies were asked to state the percentage of food received from each of the sources shown in Table 13.1.1.

TABLE 13.1.1

SOURCES OF FOOD DISTRIBUTED BY PROGRAMS

<i>For each program, approximately what percent of the distributed food comes from each of the following source?^a</i>	Pantry Programs	Kitchen Programs	Shelter Programs
Average Percentage of Food Received from the Following Sources			
Food bank(s)	59.5%	37.1%	26.1%
Church or religious congregations	13.5%	9.3%	16.1%
Local merchant or farmer donations	3.1%	16.4%	11.8%
Local food drives (e.g., Boy Scouts)	5.3%	2.8%	8.0%
Food purchased by agency	7.9%	24.2%	38.0%
Federal food or commodity programs (TEFAP or CSFP)	8.4%	1.9%	0.0%
State food or commodity programs	0.7%	5.2%	0.0%
Other ^b	1.6%	3.1%	0.0%
ALL SOURCES	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	257	41	56

SOURCE: This table was constructed based on usable responses to Question 8 of the agency survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the

TABLE 13.1.1 (*continued*)

Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

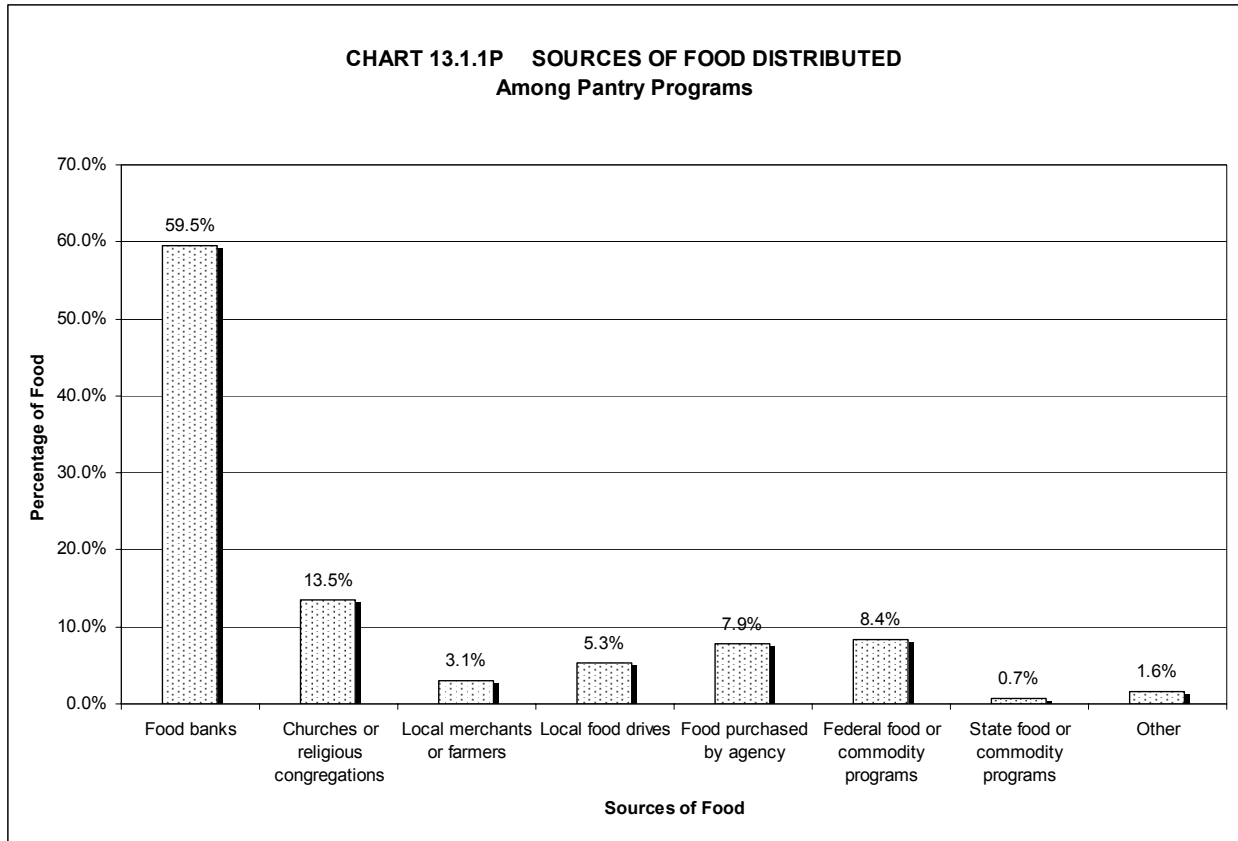
Missing, don't know, and refusal responses combined are 10.8% for pantry programs, 22.4% for kitchen programs, and 31.9% for shelter programs.

^aEach column adds to 100% because agencies were asked to distribute 100% over eight listed sources.

^bThis includes individual donations, organization gardens, and donations from other volunteer or civic groups.

Food banks are a major source of food. 59.5% of the food the pantries distribute, 37.1% of the food the kitchens serve, and 26.1% of the food the shelters serve are provided by their food banks. Programs also receive food from other sources:

- 13.5% of the food distributed by the pantries, 9.3% of the food distributed by the kitchens, and 16.1% of the food distributed by the shelters come from churches or religious congregations.
- 3.1% of the food distributed by the pantries, 16.4% of the food distributed by the kitchens, and 11.8% of the food distributed by the shelters come from local merchants or farmer donations.
- 5.3% of the food distributed by the pantries, 2.8% of the food distributed by the kitchens, and 8.0% of the food distributed by the shelters come from local food drives.
- 7.9% of the food distributed by the pantries, 24.2% of the food distributed by the kitchens, and 38.0% of the food distributed by the shelters are purchased by their agencies.
- 8.4% of the food distributed by the pantries, 1.9% of the food distributed by the kitchens, and 0.0% of the food distributed by the shelters come from federal food or commodity programs, such as TEFAP or CSFP.
- 0.7% of the food distributed by the pantries, 5.2% of the food distributed by the kitchens, and 0.0% of the food distributed by the shelters come from state food or commodity programs.
- 1.6% of the food distributed by the pantries, 3.1% of the food distributed by the kitchens, and 0.0% of the food distributed by the shelters come from other sources.



13.2 STAFF AND VOLUNTEER RESOURCES DURING PREVIOUS WEEK

Agencies were asked how many paid staff and volunteers they had and how many volunteer hours they had received during the previous week. Table 13.2.1 presents the results.

TABLE 13.2.1

STAFF AND VOLUNTEER RESOURCES DURING PREVIOUS WEEK

	Pantry Programs	Kitchen Programs	Shelter Programs
<i>Number of Paid Staff</i>			
None	67.0%	55.4%	12.6%
1	16.1%	19.0%	8.3%
2	4.9%	12.5%	8.4%
3	4.9%	9.8%	10.4%
4	1.3%	0.0%	6.2%
5	2.3%	0.0%	6.1%
6-10	2.1%	3.3%	24.9%
More than 10	1.3%	0.0%	23.1%
TOTAL	100.0%	100.0%	100.0%
Average number of paid staff among valid responses	1	1	6
Median number of paid staff among valid responses	0	0	5
<i>Number of Volunteers</i>			
None	12.2%	0.0%	10.2%
1	6.9%	0.0%	13.1%
2-3	25.7%	15.2%	13.6%
4-6	18.7%	24.6%	23.7%
7-10	20.8%	11.7%	10.4%
11-20	9.8%	16.6%	8.7%
21-50	4.3%	22.3%	9.0%
More than 50	1.7%	9.6%	11.4%
TOTAL	100.0%	100.0%	100.0%
Average number of volunteers among valid responses	8	22	16
Median number of volunteers among valid responses	4	10	5

TABLE 13.2.1 (continued)

	Pantry Programs	Kitchen Programs	Shelter Programs
<i>Number of Volunteer Hours</i>			
None	15.4%	3.7%	15.4%
1-5	26.7%	20.0%	8.9%
6-10	18.8%	7.5%	7.1%
11-25	17.0%	21.5%	28.8%
26-50	10.1%	17.1%	2.4%
51-100	7.6%	3.0%	16.1%
More than 100	4.6%	27.1%	21.3%
TOTAL	100.0%	100.0%	100.0%
Average number of volunteer hours among valid responses (hours)	41	70	76
Median number of volunteer hours among valid responses (hours)	8	24	24
SAMPLE SIZE (N)	257	41	56

SOURCE: This table was constructed based on usable responses to Questions 15 and 16 of the agency survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

For number of paid staff, missing, don't know, and refusal responses combined are 11.9% for pantry programs, 19.4% for kitchen programs, and 13.4% for shelter programs.

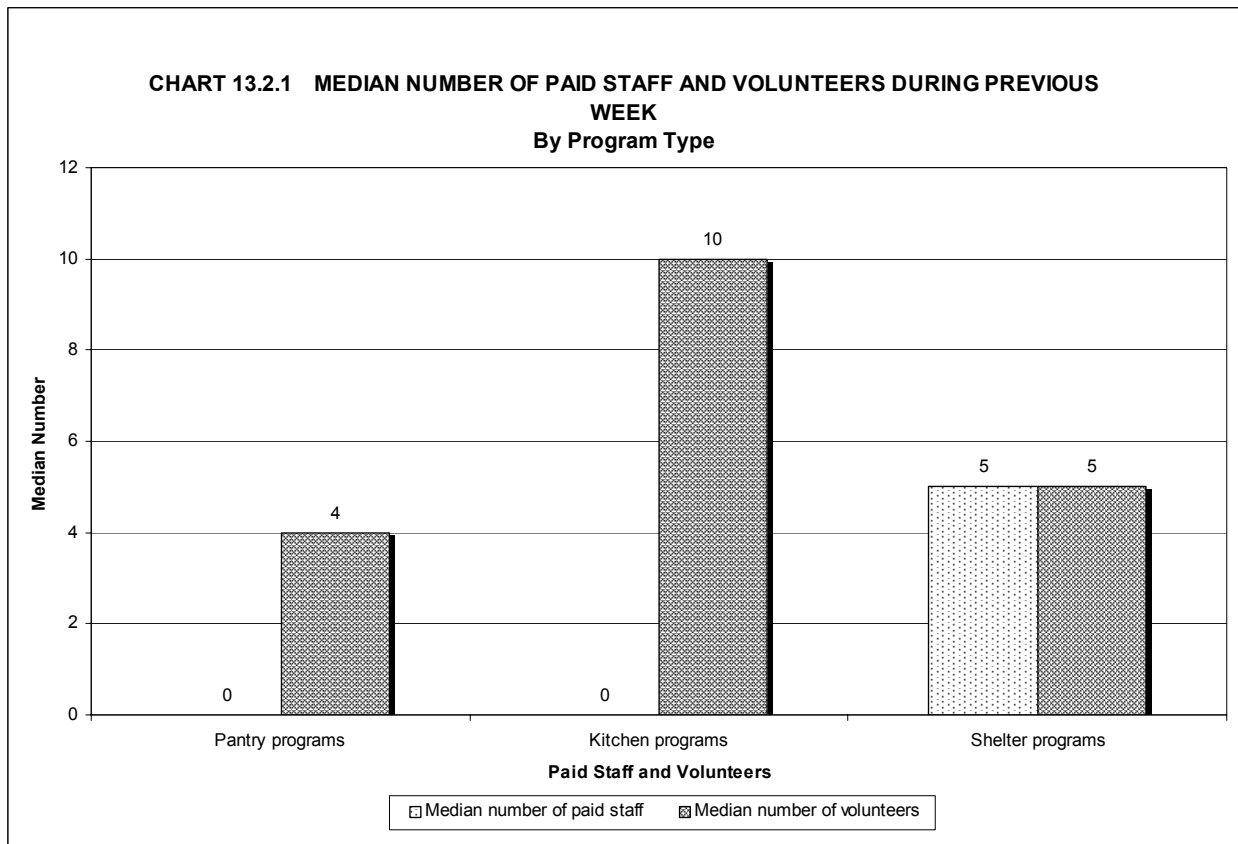
For number of volunteers, missing, don't know, and refusal responses combined are 8.4% for pantry programs, 16.7% for kitchen programs, and 17.3% for shelter programs.

For number of volunteer hours, missing, don't know, and refusal responses combined are 22.4% for pantry programs, 29.6% for kitchen programs, and 20.9% for shelter programs.

As Table 13.2.1 shows, 67.0% of the pantries, 55.4% of the kitchens, and 12.6% of the shelters had no paid staff in their workforce during the week prior to this study. The median number of paid staff was 0 for the pantries, 0 for the kitchens, and 5 for the shelters. More results include:

- The median number of volunteers in a week was 4 for the pantries, 10 for the kitchens, and 5 for the shelters.

- The median number of volunteer hours during the previous week of this study was 8 for the pantries, 24 for the kitchens, and 24 for the shelters.
- 12.2% of the pantries, 0.0% of the kitchens, and 12.2% of the shelters had no volunteers in their workforce during the previous week of this study.
- The midpoint (\$7.18) of the current minimum wage (\$5.15) and the average hourly earning from service occupations (\$9.21) may be used to obtain a dollar value of volunteer hours. (U.S. Department of Labor, Bureau of Labor Statistics: “National Compensation Survey: Occupational Wages in the United States, 1999.” June 2001, Table 1, p. 30.)



13.3 PRODUCTS PURCHASED FROM SOURCES OTHER THAN FOOD BANKS

Agencies were asked to indicate the categories of products that their programs purchased with cash from sources other than their food bank resources. Results based on agency responses are summarized in Table 13.3.1.

TABLE 13.3.1

PRODUCTS PURCHASED FROM SOURCES OTHER THAN FOOD BANK

Categories of Products Programs Purchased with Cash from Sources Other than the Agency's Food Bank ^a	Pantry Programs	Kitchen Programs	Shelter Programs
Bread, cereal, rice, and pasta	27.9%	42.5%	45.1%
Fresh fruits and vegetables	15.2%	36.2%	47.2%
Canned or frozen fruits and vegetables	21.0%	33.1%	32.3%
Meat, poultry, fish, beans, eggs, and nuts	28.3%	56.5%	63.2%
Milk, yogurt, and cheese	14.9%	40.1%	55.9%
Fats, oils, condiments, and sweets	13.1%	48.3%	43.5%
Cleaning or personal hygiene products, diapers, and toilet paper	29.7%	45.9%	72.0%
Other ^b	7.5%	11.2%	7.2%
No outside purchases	36.6%	2.6%	1.9%
SAMPLE SIZE (N)	257	41	56

SOURCE: This table was constructed based on usable responses to Question 25 of the agency survey.

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 11.9% for pantry programs, 19.3% for kitchen programs, and 13.4% for shelter programs.

^aMultiple responses were accepted.

^bThis includes beverages, such as coffee, tea, and juice; paper products, such as plastic utensils, paper plates, and garbage bags; and laundry products.

As Table 13.3.1 shows, 36.6% of the pantries, 2.6% of the kitchens, and 1.9% of the shelters did not purchase products from sources other than their food banks. However, most

emergency food programs purchased products they needed from sources other than their food banks. More details follow:

- 27.9% of the pantries, 42.5% of the kitchens, and 45.1% of the shelters purchased bread, cereal, rice, and pasta.
- 15.2% of the pantries, 36.2% of the kitchens, and 47.2% of the shelters purchased fresh fruits and vegetables.
- 21.0% of the pantries, 33.1% of the kitchens, and 32.3% of the shelters purchased canned or frozen fruits and vegetables.
- 28.3% of the pantries, 56.5% of the kitchens, and 63.2% of the shelters purchased meat, poultry, fish, beans, eggs, and nuts.
- 14.9% of the pantries, 40.1% of the kitchens, and 55.9% of the shelters purchased milk, yogurt, and cheese.
- 13.1% of the pantries, 48.3% of the kitchens, and 43.5% of the shelters purchased fats, oils, condiments, and sweets.
- 29.7% of the pantries, 45.9% of the kitchens, and 72.0% of the shelters purchased cleaning or personal hygiene products, diapers, and toilet paper.

14. AGENCIES AND FOOD PROGRAMS: IMPORTANCE OF FOOD BANKS

At the national level food banks are by far the single most largest source of food to A2H providers. This chapter examines the providers' relationship to the food banks in more detail. We first present tabulations of what products the providers would like to be able to obtain in greater quantity from their food banks. Subsequent sections explore the overall importance of the food banks to the operations of the providers and additional types of services the providers would like to obtain from the food banks.

14.1 PRODUCTS NEEDED FROM FOOD BANKS

Agencies were also asked to identify the categories of products they need more of from their food bank. Table 14.1.1 presents the findings.

TABLE 14.1.1
PRODUCTS NEEDED FROM FOOD BANKS

Categories of Food and Nonfood Products Programs Need or Need More of from Their Food Bank ^a	Pantry Programs	Kitchen Programs	Shelter Programs
Bread, cereal, rice, and pasta	35.9%	16.4%	17.7%
Fresh fruits and vegetables	36.4%	32.7%	26.1%
Canned or frozen fruits and vegetables	34.3%	28.8%	17.9%
Meat, poultry, fish, beans, eggs, and nuts	59.5%	53.6%	46.2%
Milk, yogurt, and cheese	29.4%	34.4%	34.2%
Fats, oils, condiments, and sweets	18.7%	26.7%	19.9%
Cleaning or personal hygiene products, diapers, and toilet paper	57.3%	33.6%	54.4%
Other ^b	10.1%	18.2%	12.5%
SAMPLE SIZE (N)	257	41	56

SOURCE: This table was constructed based on usable responses to Question 26 of the agency survey.

NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

TABLE 14.1.1 (*continued*)

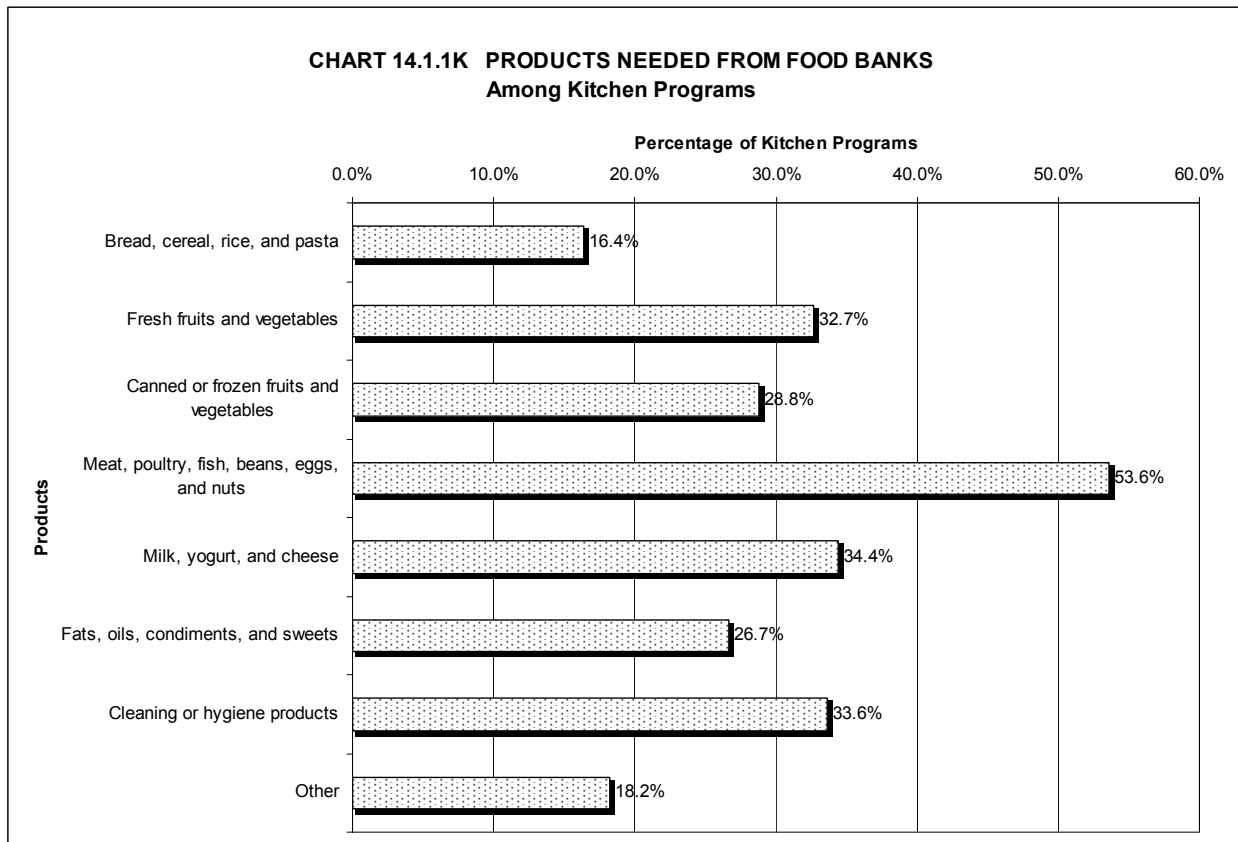
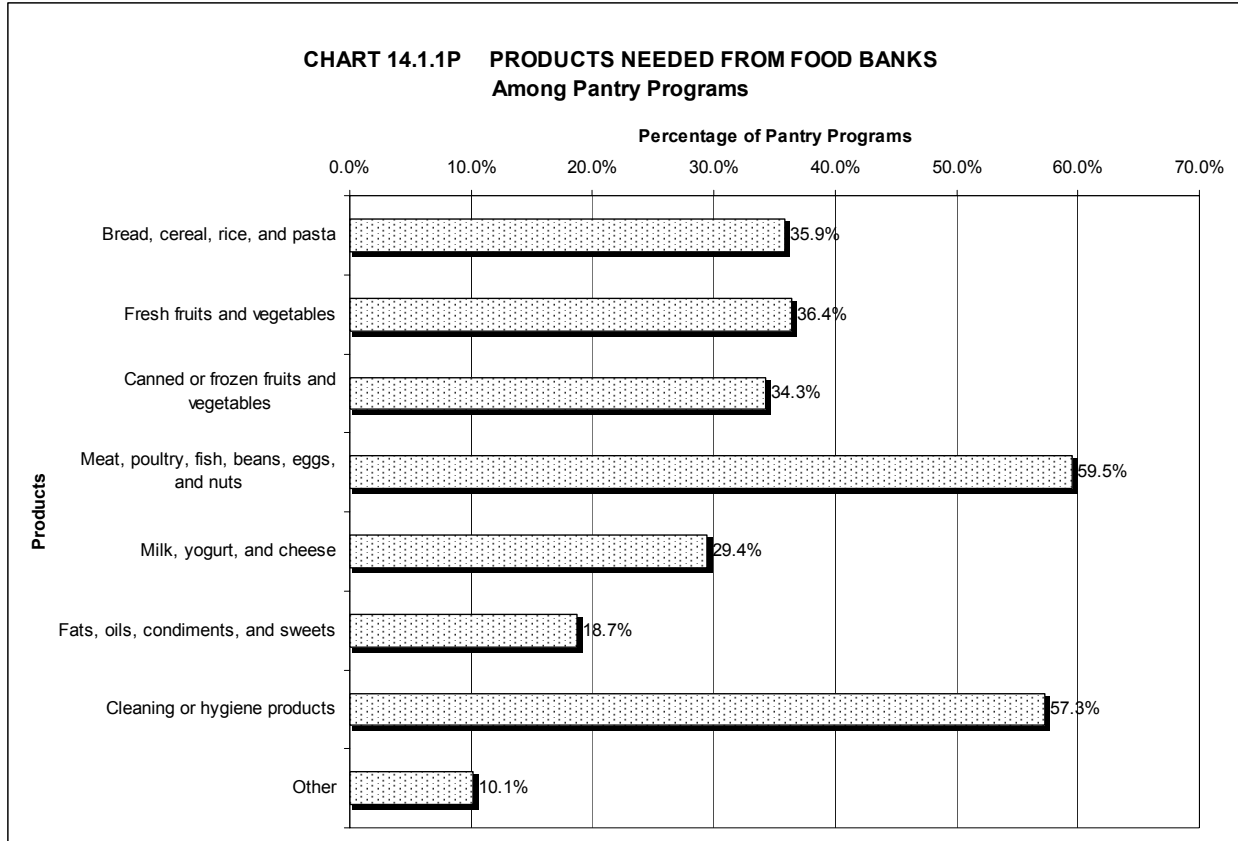
Missing, don't know, and refusal responses combined are 6.5% for pantry programs, 29.4% for kitchen programs, and 15.3% for shelter programs.

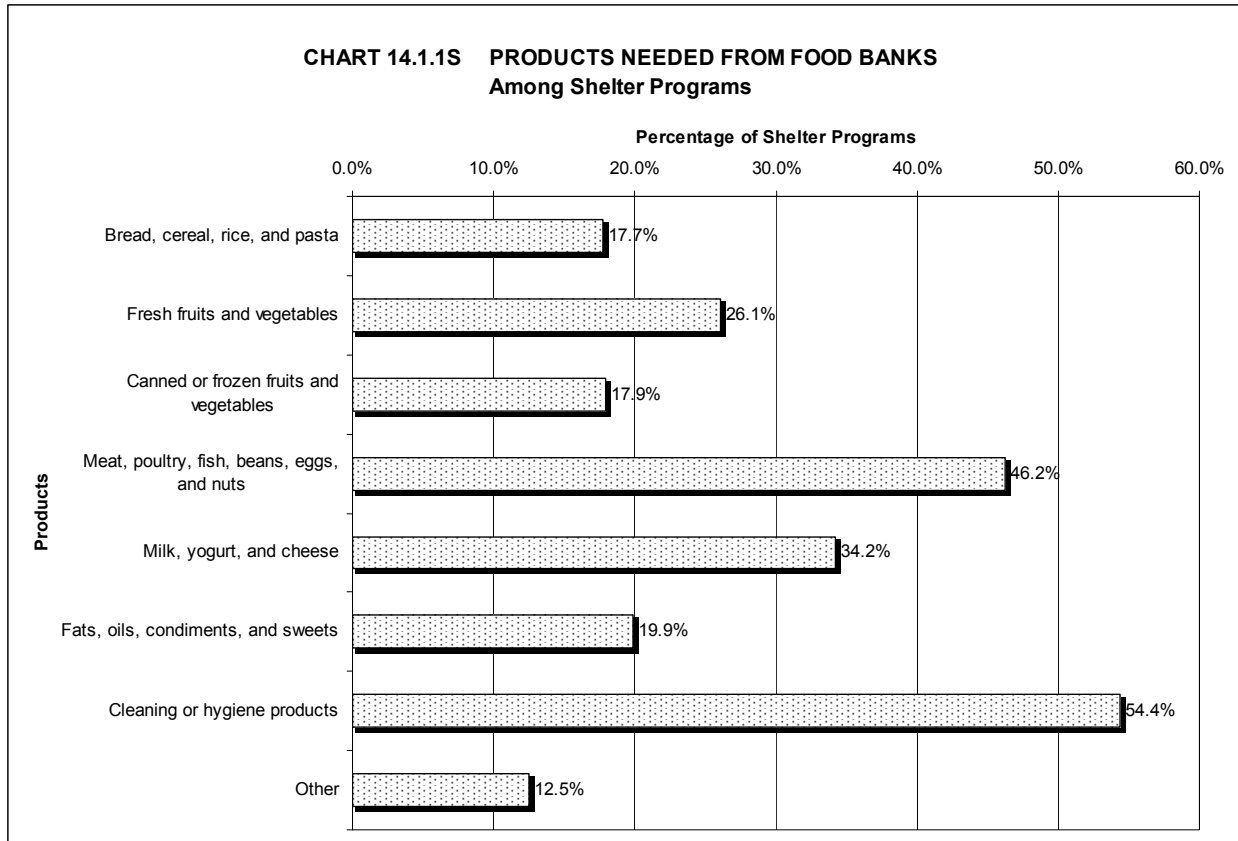
^aMultiple responses were accepted.

^bThis includes paper products, such as plastic utensils, paper plates, and garbage bags; beverages, such as juice, coffee, and tea; and dietary supplements, such as vitamins and Ensure.

As presented in Table 14.1.1, many agencies wish to receive more of certain products from their food banks. Specifics are as follows:

- 35.9% of the pantries, 16.4% of the kitchens, and 17.7% of the shelters need more bread, cereal, rice, and pasta.
- 36.4% of the pantries, 32.7% of the kitchens, and 26.1% of the shelters need more fresh fruits and vegetables.
- 34.3% of the pantries, 28.8% of the kitchens, and 17.9% of the shelters need more canned or frozen fruits and vegetables.
- 59.5% of the pantries, 53.6% of the kitchens, and 46.2% of the shelters need more meat, poultry, fish, beans, eggs, and nuts.
- 29.4% of the pantries, 34.4% of the kitchens, and 34.2% of the shelters need more milk, yogurt, and cheese.
- 18.7% of the pantries, 26.7% of the kitchens, and 19.9% of the shelters need more fats, oils, condiments, and sweets.
- 57.3% of the pantries, 33.6% of the kitchens, and 54.4% of the shelters need more products in the category of cleaning or personal hygiene products, diapers, and toilet paper.





14.2 IMPACT OF ELIMINATION OF FOOD BANK

Agencies were asked how much of an impact the elimination of their food bank would have on their programs. Table 14.2.1 shows the results.

TABLE 14.2.1
IMPACT OF ELIMINATION OF FOOD BANK

If the Food Supply You (i.e., Agency) Receive from Your Food Bank Was Eliminated, How Much of an Impact Would This Have on Your Program?	Pantry Programs	Kitchen Programs	Shelter Programs
No impact at all	2.1%	0.0%	8.7%
Minimal impact	12.7%	21.0%	27.9%
Significant impact	33.2%	51.1%	46.6%
Devastating impact	48.6%	24.6%	12.4%
Unsure	3.4%	3.3%	4.3%
TOTAL	100.0%	100.0%	100.0%
SAMPLE SIZE (N)	257	41	56

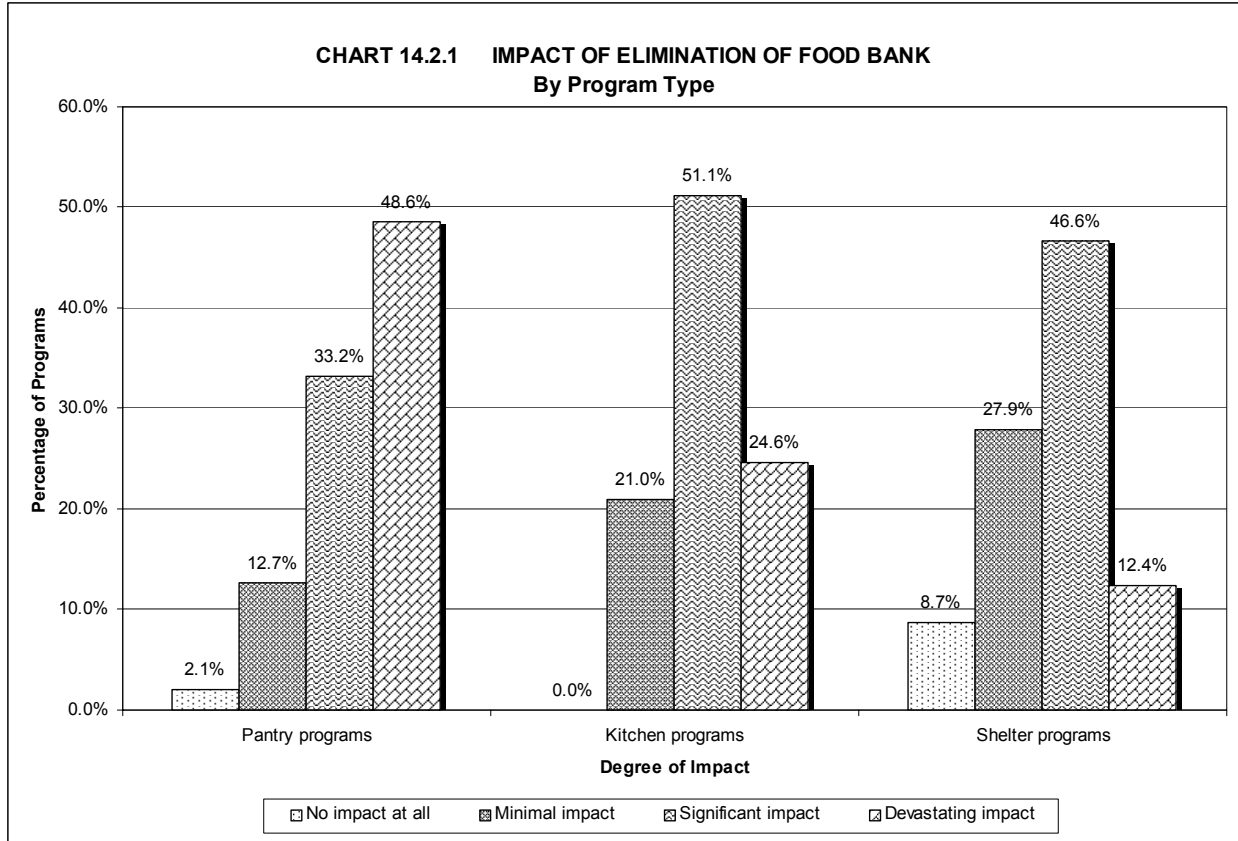
SOURCE: This table was constructed based on usable responses to Question 27 of the agency survey.

NOTE: The percentages presented in this table are based only on usable responses, excluding missing, don't know, and refusal responses. All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina. The sample sizes (N) also include missing data.

Missing, don't know, and refusal responses combined are 6.1% for pantry programs, 19.3% for kitchen programs, and 13.5% for shelter programs.

81.8% of the pantries, 75.7% of the kitchens, and 59.1% of the shelters said that the elimination of support from their food banks would have a significant or devastating impact on their operation. Details include:

- 48.6% of the pantries, 24.6% of the kitchens, and 12.4% of the shelters believed that the elimination of the food bank would have a devastating impact on their programs.
- Another 33.2% of the pantries, 51.1% of the kitchens, and 46.6% of the shelters believed that the elimination of the food bank would have a significant impact on their programs.



14.3 AREAS OF ADDITIONAL ASSISTANCE DESIRED

Agencies were asked what kinds of additional assistance, in addition to food, they need to meet their clients' needs. Findings are presented in Table 14.3.1.

TABLE 14.3.1
AREAS OF ADDITIONAL ASSISTANCE DESIRED

Programs That Need Additional Assistance in Any of the Following Areas ^a	Pantry Programs	Kitchen Programs	Shelter Programs
Nutrition education	29.3%	42.7%	34.9%
Training in food handling	16.7%	44.7%	29.9%
Accessing local resources	42.1%	46.2%	33.5%
Advocacy training	22.3%	29.5%	32.5%
Other ^b	14.1%	31.9%	19.3%
SAMPLE SIZE (N)	257	41	56

SOURCE: This table was constructed based on usable responses to Question 28 of the agency survey.

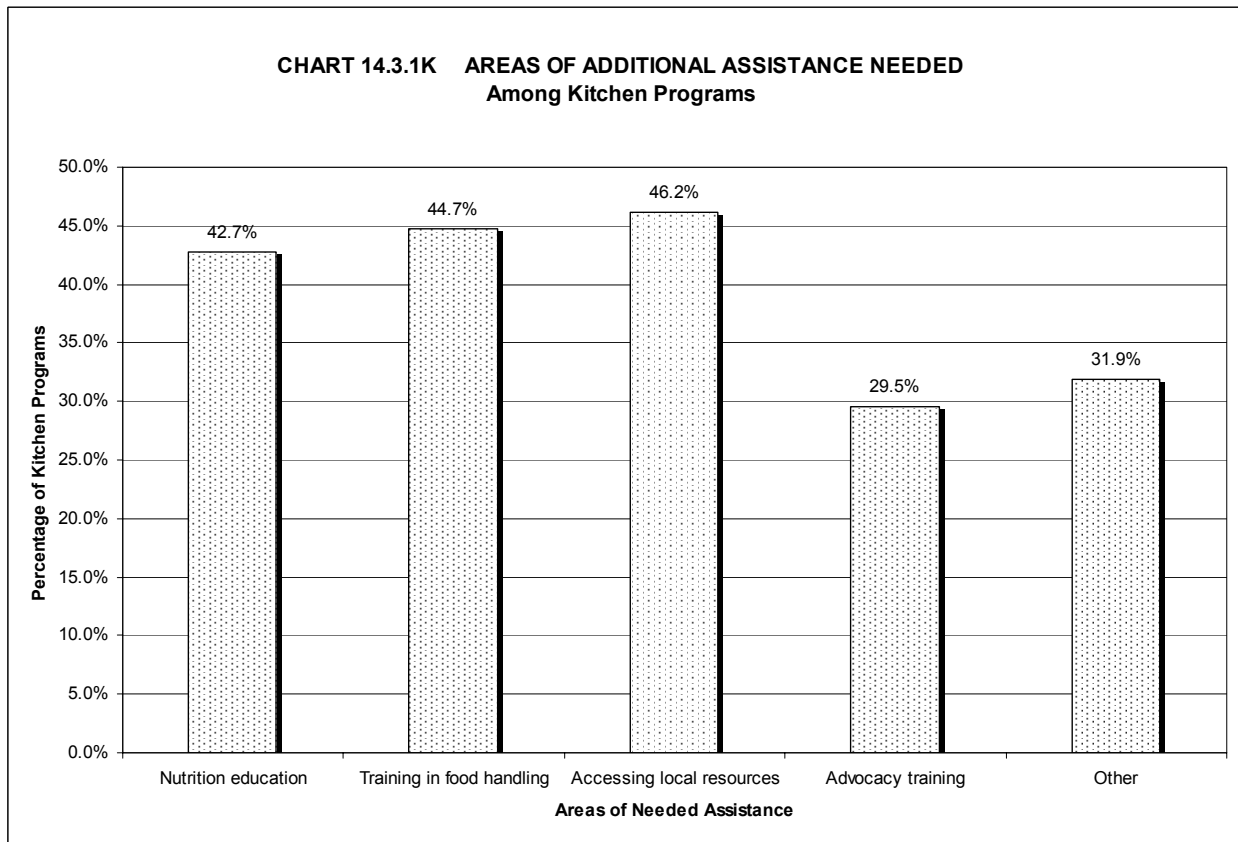
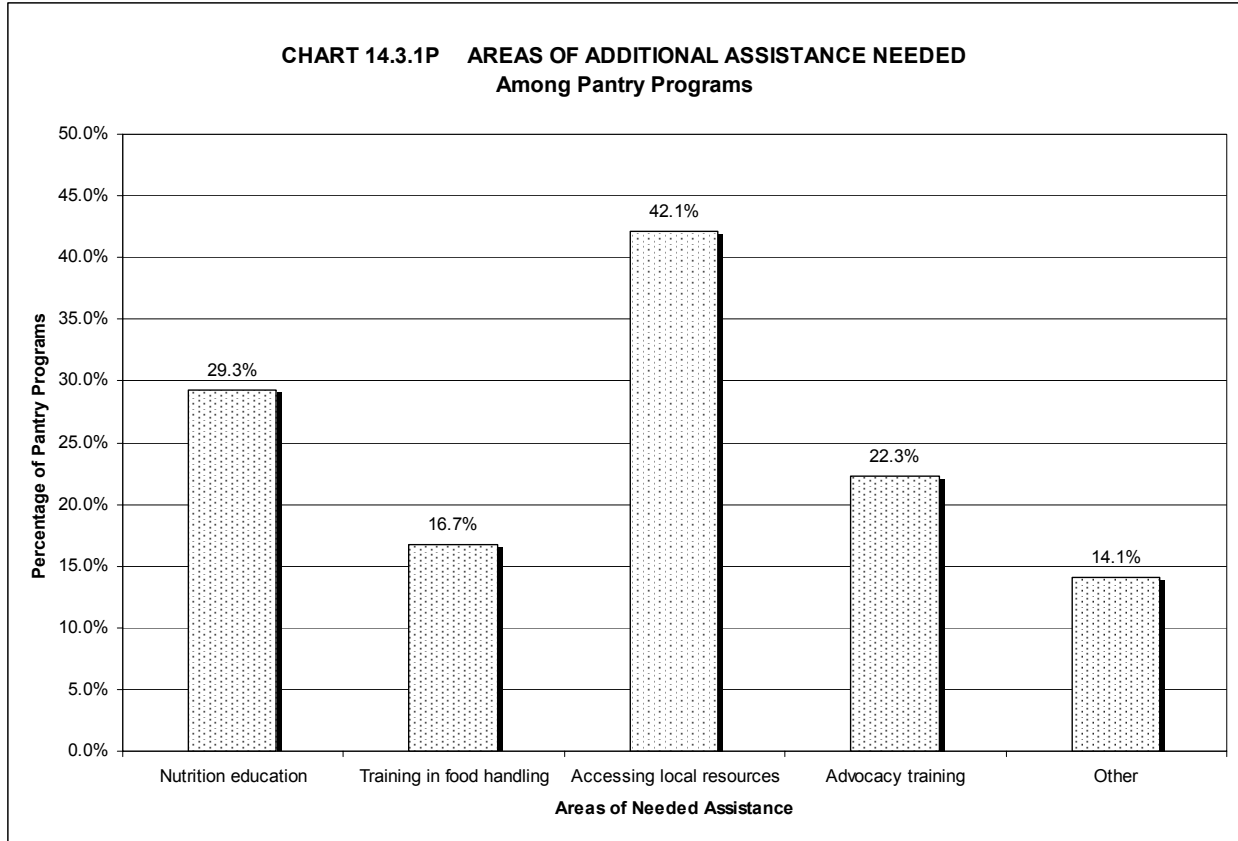
NOTE: All usable responses were weighted as described in Chapter 3 and in the Technical Appendix volume to represent all emergency food programs of Food Bank of North Carolina.

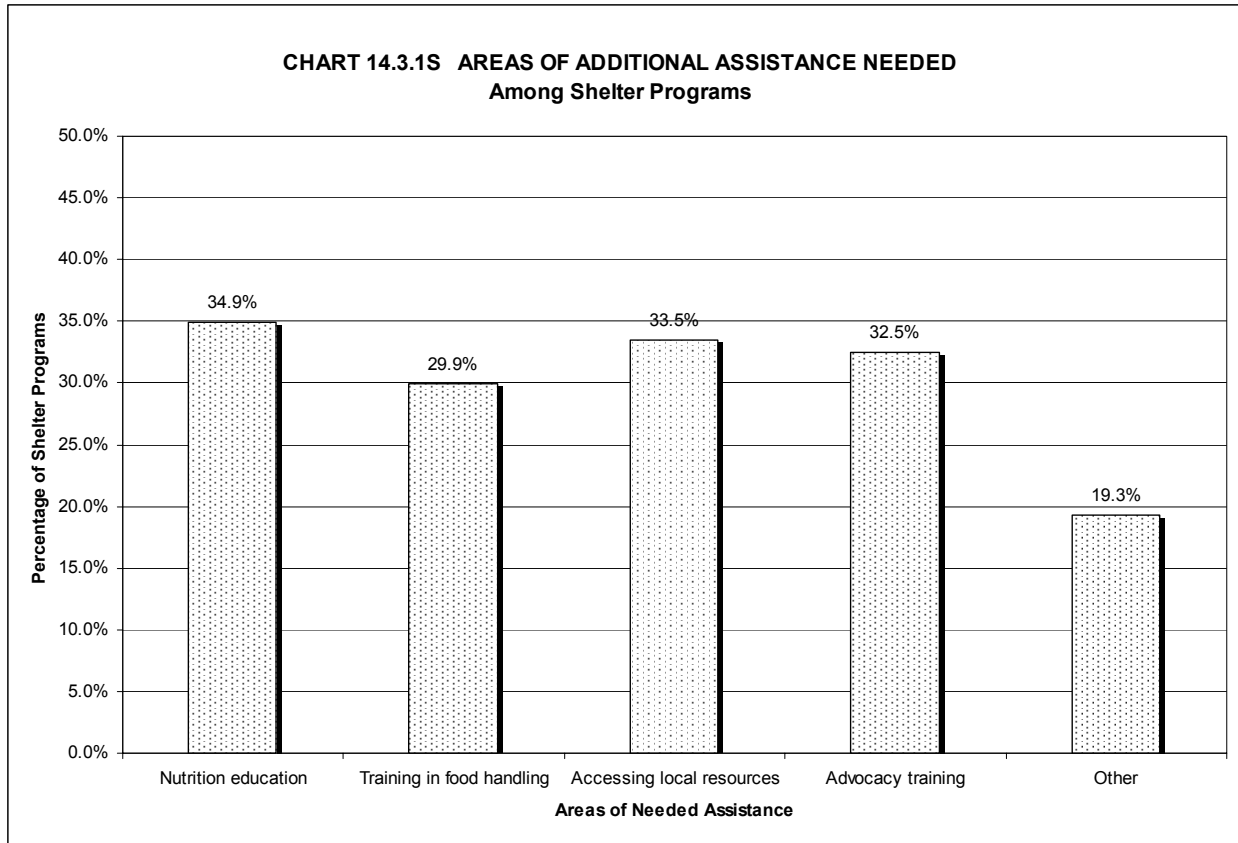
^aMultiple responses were accepted.

^bThis includes funding and addiction programs.

Some programs desired to receive further assistance from their food banks in one or more of the areas specified in Table 14.3.1. Details include:

- 29.3% of the pantries, 42.7% of the kitchens, and 34.9% of the shelters said that they needed additional assistance in nutrition education.
- 16.7% of the pantries, 44.7% of the kitchens, and 29.9% of the shelters said that they needed additional assistance in training in food handling.
- 42.1% of the pantries, 46.2% of the kitchens, and 33.5% of the shelters said that they needed additional assistance in accessing local resources.
- 22.3% of the pantries, 29.5% of the kitchens, and 32.5% of the shelters said that they needed additional assistance in advocacy training.





APPENDIX A

FOOD STAMP PROGRAM INCOME ELIGIBILITY STANDARDS

**FOOD STAMP PROGRAM INCOME ELIGIBILITY STANDARDS
OCTOBER 1, 2000 TO SEPTEMBER 30, 2001**

Source: <http://www.fns.usda.gov/fsp/MENU/APPS/ELIGIBILITY/income/INCOMECHART.HTM> SEPTEMBER 30, 2001

These tables give the Food Stamp Program Monthly Income Eligibility Standards for Fiscal Year 2001.

**NET MONTHLY INCOME ELIGIBILITY STANDARDS
(100 PERCENT OF FEDERAL POVERTY LEVEL)**

Household Size	48 States ^a	Alaska	Hawaii
1	\$696	\$870	\$800
2	\$938	\$1,172	\$1,078
3	\$1,180	\$1,475	\$1,356
4	\$1,421	\$1,777	\$1,635
5	\$1,663	\$2,080	\$1,913
6	\$1,905	\$2,382	\$2,191
7	\$2,146	\$2,685	\$2,470
8	\$2,388	\$2,987	\$2,748
Each Additional Member	+\$242	+\$303	+\$279

^aIncludes District of Columbia, Guam, and the Virgin Islands.

**GROSS MONTHLY INCOME ELIGIBILITY STANDARDS
(130 PERCENT OF POVERTY LEVEL)**

Household Size	48 States ^a	Alaska	Hawaii
1	\$905	\$1,130	\$1,039
2	\$1,219	\$1,524	\$1,401
3	\$1,533	\$1,917	\$1,763
4	\$1,848	\$2,310	\$2,125
5	\$2,162	\$2,703	\$2,487
6	\$2,476	\$3,097	\$2,849
7	\$2,790	\$3,490	\$3,210
8	\$3,104	\$3,883	\$3,572
Each Additional Member	+\$315	+\$394	+\$362

^aIncludes District of Columbia, Guam, and the Virgin Islands.

GROSS INCOME WHERE ELDERLY OR DISABLED ARE A SEPARATE HOUSEHOLD
(165 PERCENT OF POVERTY LEVEL)

Household Size	48 States ^a	Alaska	Hawaii
1	\$1,149	\$1,435	\$1,319
2	\$1,547	\$1,934	\$1,778
3	\$1,946	\$2,433	\$2,238
4	\$2,345	\$2,932	\$2,697
5	\$2,744	\$3,431	\$3,156
6	\$3,142	\$3,930	\$3,615
7	\$3,541	\$4,429	\$4,075
8	\$3,940	\$4,928	\$4,534
Each Additional Member	+\$399	+\$500	+\$460

^aIncludes District of Columbia, Guam, and the Virgin Islands.

APPENDIX B
FOOD STAMP ELIGIBILITY CRITERIA

FOOD STAMP ELIGIBILITY CRITERIASource: <http://www.fns.usda.gov/fsp/MENU/APPS/ELIGIBILITY/ELIG.HTM>

As of October 2000 to September 30, 2001, the following food stamp eligibility rules applied to households in the 48 contiguous states and the District of Columbia.

A. RESOURCES (RULES ON RESOURCE LIMITS)

Households may have \$2,000 in countable resources, such as a bank account, or \$3,000 in countable resources if at least one person is age 60 or older. However, certain resources are *not* counted, such as a home and lot, the resources of people who receive Supplemental Security Income (SSI), and the resources of people who receive Temporary Assistance for Needy Families (TANF) (formerly AFDC).

Licensed vehicles are *not* counted if they are:

- Used over 50 percent of the time for income-producing purposes
- Annually producing income consistent with their fair market value
- Needed for long-distance travel for work (other than daily commute)
- Used as the home
- Needed to transport a physically disabled household member
- Needed to carry most of the household's fuel or water

For the following licensed vehicles, the fair market value over \$4,650 is counted:

- One per household
- Plus vehicles used for work, training, or education to prepare for work, or to seek work in accordance with the food stamp employment and training requirements

For all other vehicles, the fair market value over \$4,650 or the equity value, whichever is more, is counted as a resource.

B. INCOME (RULES ON INCOME LIMITS)

Households must meet income tests *unless* all members are receiving Title IV(TANF), SSI, or, in some places, general assistance.

Most households must meet both the gross and net income tests, but a household with an elderly person or a person who is receiving certain types of disability payments only has to meet the net income test. Gross income means a household's total, nonexcluded income, before any deductions have been made. Net income means gross income minus allowable deductions.

Households, except those noted, that have income over the amounts listed below cannot receive food stamps.

C. DEDUCTIONS (RULES ON ALLOWABLE DEDUCTIONS FROM INCOME)

Gross income means a household's total, nonexcluded income, before any deductions have been made. Net income means gross income minus allowable deductions.¹⁷

- A 20 percent deduction from earned income
- A standard deduction of \$134 for all households
- A dependent care deduction when needed for work, training, or education—but not more than \$200 for each child under age 2 and not more than \$175 for each other dependent
- Medical expenses for elderly or disabled members that are more than \$35 for the month if they are not paid by insurance or someone else
- Legally owed child support payments
- Excess shelter costs that are more than half of the household's income after the other deductions. Allowable costs include the cost of fuel to heat and cook with, electricity, water, the basic fee for one telephone, rent or mortgage payments, and taxes on the home. The amount of the shelter deduction cannot be more than \$300 unless one person in the household is elderly or disabled.

¹⁷As of October 2000, effective through September 2001.

D. WORK AND ALIENS (RULES ON WORK, AND LEGAL IMMIGRANTS)

1. Citizenship/Alien

U.S. citizens and many noncitizens may be eligible for the program. For example:

- Refugees, asylees, Cubans, Haitians, Amerasians, and persons whose deportation has been withheld may be eligible for 7 years after they enter the United States or are granted status.
- Persons legally admitted for permanent residence may be eligible if they have 40 qualifying quarters of social security work coverage or if they have a U.S. military connection.
- Refugees, asylees, Cubans, Haitians, Amerasians, persons whose deportation has been withheld, parolees, persons legally admitted for permanent residence and battered aliens may be eligible if they were legally living in the United States on August 22, 1996 and they were age 65 on that date or are now receiving disability payments or are under age 18.
- Native Americans who cross the Canadian or Mexican borders.
- Certain Hmong and Highland Laotians and their spouses and children.

Even if some members of the household are not eligible, those who are may be able to get food stamps.

A number of states have their own programs to provide benefits to immigrants who do not meet the regular Food Stamp Program eligibility requirements.

2. Work

With some exceptions, able-bodied adults between ages 16 and 60 must register for work, accept suitable employment, and take part in an employment and training program to which they are referred by the food stamp office. Failure to comply with these requirements can result in disqualification from the program. In addition, able-bodied adults between ages 18 and 50 who do not have any dependent children can get food stamps only for 3 months in a 36-month period if they do not work or participate in a workfare or employment and training program other than job search. This requirement can be waived in some locations.

APPENDIX C

**SOURCES OF INFORMATION SHOWN IN THE CHARTS AND TABLES IN
CHAPTERS 5 THROUGH 14**

Table	Client Question	Agency Question
5.1.1	Client data	
5.2.1	2. Sex 3. Age 4. Relationship 5. Citizen 6. Employment 7. Are there any children age 0-5 years in household? 9. Are you married, living with someone as married, divorced, separated, or have you never been married? 10. What is the highest level of education you completed? 11. Are you Spanish, Latino, or of Hispanic descent or origin? 11a. Would that be Mexican, Puerto Rican, Cuban, some other Spanish, Hispanic, or Latino group? 12. What is your race? 81a. What is the ZIP code where you live? 82. Are you a registered voter?	
5.3.1	2. Sex 3. Age 5. Citizen	
5.3.2	2. Sex 3. Age 5. Citizen	
5.4.1	9. Are you married, living with someone as married, widowed, divorced, separated, or have you never been married?	
5.5.1	10. What is the highest level of education you completed?	
5.6.1	11. Are you Spanish, Latino, or of Hispanic descent or origin? 11a. Would that be Mexican, Puerto Rican, Cuban, some other Spanish, Hispanic, or Latino group? 12. What is your race?	
5.7.1	6. Employment	

Table	Client Question	Agency Question
5.7.2	6. Employment 12a. Is respondent working? 13. You mentioned that you are not working now. How long has it been since you worked? 14a. Is this job a managerial or professional job? 15. Are you participating in any gov't sponsored job training or work experience programs, such as Welfare to Work or the food stamp employment training program?	
5.8.1	Federal Poverty Level Table	
5.8.2	29. What was your total income last month before taxes? 29a. What was your household's total income for last month?	
5.8.3. 1	29. What was your total income last month before taxes? 29b. What was your household's main source of income last month?	
5.8.3. 2	6. Employment 25. Did you get money in the <u>last month</u> from any of the following....? 29. What was your total income last month before taxes?	
5.8.4. 1	29. What was your total income last month before taxes? 30. What was your household's total income before taxes and other deductions <u>last year</u> from all sources, including Social Security and other gov't programs?	
5.9.1	16. Please tell me the kind of place where you now live. 17. Do you own, rent, live free with someone else? 18. Were you late paying your last month's rent or mortgage? 81. Does your household receive Section 8 or Public Housing Assistance?	
5.9.2	19. Do you have access to a place to prepare a meal, a working telephone, and a car that runs?	

Table	Client Question	Agency Question
6.1.1	<p>42. “The food I/we bought just didn’t last, and I/we didn’t have money to get more.” (Often, sometimes, never true)</p> <p>43. “I/We couldn’t afford to eat balanced meals.” (Often, sometimes, never true)</p> <p>44. In the last 12 months, did you ever cut the size of your meals or skip meals because there wasn’t enough money for food?</p> <p>44a. How often did this happen?</p> <p>45. In the last 12 months, did you ever eat less than you felt you should because there wasn’t enough money to buy food?</p> <p>46. In the last 12 months, were you ever hungry but didn’t eat because you couldn’t afford enough food?</p> <p>47. In the last 12 months, did you ever not eat for a whole day because there wasn’t enough money for food?</p>	
6.1.2	<p>42. “The food I/we bought just didn’t last, and I/we didn’t have money to get more.” (Often, sometimes, never true)</p> <p>43. “I/We couldn’t afford to eat balanced meals.” (Often, sometimes, never true)</p> <p>44. In the last 12 months, did you ever cut the size of your meals or skip meals because there wasn’t enough money for food?</p> <p>44a. How often did this happen?</p> <p>45. In the last 12 months, did you ever eat less than you felt you should because there wasn’t enough money to buy food?</p> <p>46. In the last 12 months, were you ever hungry but didn’t eat because you couldn’t afford enough food?</p> <p>47. In the last 12 months, did you ever not eat for a whole day because there wasn’t enough money for food?</p>	
6.2.1	<p>42. “The food I/we bought just didn’t last, and I/we didn’t have money to get more.” (Often, sometimes, never true)</p> <p>43. “I/We couldn’t afford to eat balanced meals.” (Often, sometimes, never true)</p>	

Table	Client Question	Agency Question
6.3.1	<p>44. In the last 12 months, did you ever cut the size of your meals or skip meals because there wasn't enough money for food?</p> <p>44a. How often did this happen?</p> <p>45. In the last 12 months, did you ever eat less than you felt you should because there wasn't enough money to buy food?</p> <p>46. In the last 12 months, were you ever hungry but didn't eat because you couldn't afford enough food?</p> <p>47. In the last 12 months, did you ever not eat for a whole day because there wasn't enough money for food?</p>	
6.4.1	<p>3. Age</p> <p>6b. How many of the other people in your household are children less than 18 years old?</p> <p>48. Is there at least one child under 18 in household?</p> <p>49. "My child was not eating enough because I/we just couldn't afford enough food." (Often, sometimes, never true)</p> <p>50. In the last 12 months, did your child ever skip meals because there wasn't enough money for food?</p> <p>51. In the last 12 months, was your child ever hungry but you just couldn't afford more food?</p>	
6.5.1	<p>52. In the past 12 months, have you or anyone in your household every had to choose between: paying for food and paying for medicine or medical care; paying for food and paying for utilities or heating fuel; paying for food and paying for rent or mortgage?</p>	

Table	Client Question	Agency Question
7.1.1	31. Have you ever applied for Food Stamps? 32. Are you receiving Food Stamps now? 33. How long have you been receiving Food Stamps? 34. In the past 12 months, have your Food Stamp benefits increased, decreased, remained the same? 35. How many weeks do your Food Stamps usually last? 36. Did you receive Food Stamps in the past 12 months?	
7.2.1	38. Why haven't you applied for the Food Stamp program?	
7.3.1	37. Why don't you receive Food Stamps now?	
7.4.1	7a. Do any of your younger than school age children go to day care? 8. Does the government pay part of the cost of day care? 41. In which, if any, of the following programs do you currently participate?	
7.5.1	26. Did you receive general assistance, welfare, or TANF at any time in the <u>past two years</u> ? 27. Was that assistance ever stopped during the past two years? 28. Why was your assistance stopped?	
7.6.1	40. Where do you do <u>most</u> of your grocery shopping?	
8.1.1	20. Would you say your own health is excellent, very good, good, fair, or poor? 21. Is anyone in your household in poor health?	
8.2.1	22a-f. Do you have any of the following kinds of health insurance? 23. Do you have unpaid medical or hospital bills? 24. In the past 12 months, have you been refused medical care because you could not pay or because you had a Medicaid or Medical Assistance card?	

Table	Client Question	Agency Question
9.1.1	56. How many different food pantries gave you food in the past month? 57. How many different soup kitchens gave you meals in the past month?	
9.2.1	53. Please rate how satisfied you are with the food that you and others in your household receive here. 54. When you come here, how often are you treated with respect by the staff who distribute food?	
9.3.1	55. If this agency weren't here to help you with food, what would you do?	
10.1. 1		Agency data
10.2. 1		1. Record the total number of emergency shelters, pantries, kitchens, and other programs you currently operate.
10.3. 1		1. Record the total number of emergency shelters, pantries, kitchens, and other programs you currently operate.
10.4. 1		3b. In what year did each selected program open?
10.5. 1		4. For each selected program, please indicate which of the following services, if any, are currently being provided.
10.5. 2		4. For each selected program, please indicate which of the following services, if any, are currently being provided.
10.5. 3		29. Does your agency operate any of the following types of facilities?
10.6. 1		30. Type of agency.
10.7. 1		19. Do the selected programs currently serve any of the following groups?
10.8. 1		7. Compared to 3 years ago, that is 1998, is this program providing food to more, fewer, same number of clients? 7a. Is the information provided in Q7 based on agency records, research studies, your best estimate?
10.9. 1		20. Does the client mix change significantly by season for the selected programs? 21. In which of the following ways does the client mix change during the year for any of the selected programs?

Table	Client Question	Agency Question
11.1. 1		6. During a typical week, approximately how many meals are served and/or bags or boxes of food distributed by each of the selected programs? 6a. How much does a typical bag or box usually weigh?
11.2. 1		6c. How many different persons or households did you serve on the last day you were open? And how many meals were served and/or bags or boxes of food distributed by each of the selected programs on that day?
12.1. 1		17. Is the continued operation of the selected programs threatened by one or more serious problems? 18. For which of the following reasons is the continued operation of the selected programs threatened?
12.2. 1		13. During the past year, about how often did each of the selected programs have to reduce meal portions or reduce the quantity of food in food packages because of a lack of food?
12.3. 1		9. During the past year, did the selected programs turn away any clients for <u>any</u> reason? 10. For which of the following reasons did each selected program turn clients away? 11. During the past year, approximately how many clients did each selected program turn away? 12. Is the information provided in Q11 from agency records, research studies, your best estimate?
12.3. 2		10a. What were each selected program's two most frequent reasons for turning away clients?
12.4. 1		14. In your opinion, during a <i>typical week</i> , how much <i>more</i> food, if any, does each of the selected programs need in order to adequately meet their demand for food? Your best estimate is fine.
13.1. 1		8. For each selected program, approximately what percent of the distributed food comes from each of the following sources?

Table	Client Question	Agency Question
13.2. 1		15. Currently, how many <u>paid</u> staff are employed by each of the selected programs? 16. During the past week, how many volunteers assisted and the number of volunteer hours for each selected program.
13.3. 1		25. Please indicate for each selected program, which of the following categories of products are <u>purchased</u> with cash from sources other than your food bank?
14.1. 1		26. What categories of food and non-food products do you <u>need</u> that you are not getting now, or need more of from your food bank to meet your clients' needs?
14.2. 1		27. If the food supply you receive from your food bank were eliminated, how much of an impact would this have on your program?
14.3. 1		28. Does your program need additional assistance in any of the following areas?