

Enhanced Intake & Evaluation Project

Community Feedback Report

Overview

In June 2023, we initiated the Enhanced Intake & Evaluation Project, a project made possible through funding from the Community Services Recovery fund (CSRF). The objective of the project is to adapt and modernize our processes relating to organizational intake and evaluation, to deepen our relationship with the community we serve and better track our impact. We were looking to get feedback from the community to get a better understanding of community needs and preferences when accessing SFBLC services, and in particular our Emergency Food Hamper program. We did this through a survey and focus group.

The survey asked about some specific experiences individuals had and any ideas the public could offer for improvement. Similarly, we discussed current satisfaction with accessing SFBLC programs and services and preferences and ideas for possible alternate options. These responses will help us get a better understanding of how our organization can do a better job offering support to the community.

Community Feedback Activities

From August 18th – 25th, 2023, we asked the community to share their feedback through a survey and focus group. The survey was available to be completed online or using a paper copy (which could be requested in our Client Services department). The focus group was hosted on the afternoon of August 23rd, 2023.

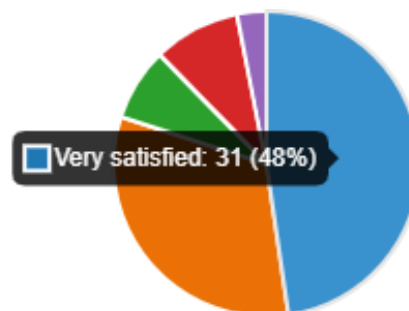
What We Learned

Survey Results

We received 65 responses to the Community Feedback Survey. Below are some highlights from the survey.

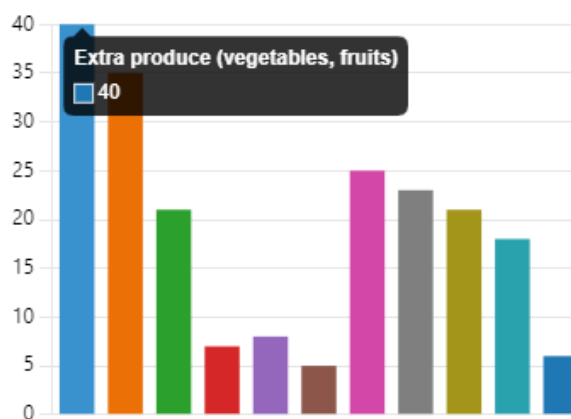
- Clients are generally satisfied with the current Emergency Food Hamper contents:

Very satisfied	31
Somewhat satisfied	21
Neither satisfied nor dissatisfied	5
Somewhat dissatisfied	6
Very dissatisfied	2



- When asked from list of 12 choices which additional food options individuals would you be interested in, the top 3 choices were: Extra produce (vegetables, fruits), Extra protein (meat or plant-based), and Snacks (granola bars, crackers, etc.).

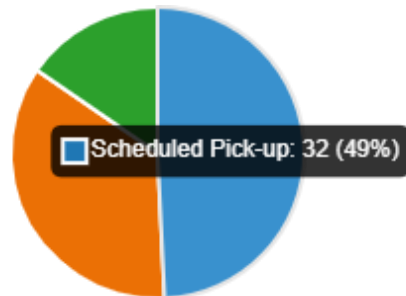
Extra produce (vegetables, fruits)	40
Extra protein (meat or plant-bas...)	35
Extra grains (pasta, rice, etc.)	21
Vegan foods	7
Vegetarian foods	8
Halal foods	5
Snacks (granola bars, crackers, e...)	25
Breakfast Pack (oatmeal, cereal, ...)	23
Pantry Staples Pack (flour, spices...)	21
Extra Basic Pantry Foods (sauce, ...)	18
Special Day Pack (cake making k...)	6



- For several questions, individuals expressed an interest in offering different/additional hours and incorporating more choice for the contents of Emergency Food Hampers.
- The top three most popular choice for times to access Emergency Food Hampers were:
 - 1. Weekday Evenings (4:00pm-7:00pm)
 - 2. Weekday Afternoons (12:00pm-4:00pm)
 - 3. Weekday Mornings (8:00am-12:00pm)
- Respondents preferred scheduled appointments for Emergency Food Hampers over drop-in and preferred having personalized Emergency Food Hampers that required a scheduled appointment over standardized Emergency Food Hampers with drop-in service.

Prefer Scheduled or Drop-in Service?

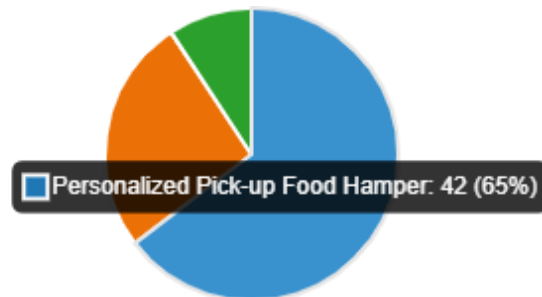
● Scheduled Pick-up	32
● Drop-in	23
● No Preference	10



In response to the proposed scenario: Imagine we changed our Emergency Food Hamper program to provide two options:

- 1.) A basic Emergency Food Hamper with staple food items (like pasta, pasta sauce, soup) that you can drop-in to pick up any time we are open with no appointment needed.
- 2.) A personalized Emergency Food Hamper that has the items from the basic Emergency Food Hamper plus a bundle with items you choose that you book an appointment to pick up.

● Personalized Pick-up Food Ham...	42
● Basic Drop-in Food Hamper	17
● No Preference	6



Focus Group Summary

We had 22 individuals attend the focus group on August 23rd, 2023. The meeting started with an introduction to the project and contextualizing the input we received as an important piece of shaping the next few years for the SFBLC as we transition to a new location (the purchase of 425 Avenue P South was announced July 25th, 2022; learn more at <https://saskatoonfoodbank.org/plant-possibility>). For the focus group, the discussion was focused on three main categories: our programs and services, Emergency Food Hamper program, and ideas for our New Building.

During the discussion, focus group participants expressed an interested in increasing Emergency Food Hamper sizes and/or frequency, providing more choice for Emergency Food Hamper contents, different or additional operating hours, and offering more support and connection to additional programs such as the tax clinic, literacy/work experience programs, certificate trainings, and connecting to resources like ID clinics.

Conclusion

The community is generally satisfied with the current support they receive from SFBLC through the Emergency Food Hamper program. Some areas identified for improvement by the individuals that provided feedback through the survey and focus group include different or additional hours for accessing service and incorporating more choice and quantity of food in the Emergency Food Hampers.

SFBLC appreciate the opportunity to learn more about how our current programs and services meet the needs and preferences of the community and have ideas for improvement shared.

If you have any questions about the Enhanced Intake & Evaluation Project, please contact our Enhanced Intake & Evaluation Project Coordinator, Brianne Davis, by email at brianne.d@saskatoonfoodbank.ca.