

Western Wisconsin Food Pantry Survey

Participant Survey Report

Report Date: July 2, 2024



Access the report using the QR code or at the link below:

stcroix.extension.wisc.edu/western-wisconsin-food-pantry-survey



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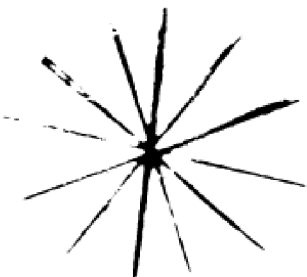
Acknowledgements

Pierce, Polk, and Saint Croix Counties in Wisconsin are in close proximity to the Twin Cities Metro area of Minnesota and food pantries in this area receive a large amount of their communication from Minnesota. The Minnesota Food Shelf Surveys, conducted every 2-3 years since 2017, provide a critical opportunity to gather feedback from individuals visiting food pantries and food pantry managers in Minnesota. These voices have the ability to inform food shelf services and hunger relief system priorities. This information, while valuable, may not be fully transferable to food pantry operations in Wisconsin. Because of this, a survey specific to western Wisconsin was designed and administered.

The 2024 Western Wisconsin Food Pantry Survey was administered to food pantry participants via paper or electronically from October 2023 to January 2024 at 21 food pantry sites (84% of 25 total food pantry sites), with a total of 630 responses gathered in this three-county region. The companion Manager survey was administered electronically to food pantry managers in November and December 2023 and was completed by 23 food pantry managers.

Each participating food pantry site with at least 10 client responses will receive a site-specific participant survey report that has been reviewed by University of Wisconsin – Extension staff to remove any potentially identifying information.

View the Minnesota Food Shelf Surveys at www.supershelfmn.org/minnesota-statewide-survey



What is in the Participant Survey Report?

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Full list of survey questions and results, including participant comments. Some percentages may not add up to 100% because of rounding. When questions allow for multiple responses, the counts for each question may be larger than the total survey response number.

Guide to Using the Participant Survey Report

This Participant Survey Report is intended to help food pantry leaders better understand the unique needs and preferences of food pantry participants. Food pantries are encouraged to share the results internally (staff, volunteers, and board members) and externally (food pantry participants and the broader community). A framework to use when reviewing the data is:

CELEBRATE: What are we doing well? What are we proud of?

IMPROVE: Where can we do better?

COLLABORATE: What do we need to learn more about? Who should we connect with?

ADVOCATE: What do we need from each other and others to keep doing our best?



How Representative is this Data?

Food pantries should review the number of survey responses collected at the site and their average pantry usage numbers, when considering how representative the data is of a food pantry's participants. No matter how representative the data is on a participant survey report, it is also important to ask the following questions:

- What voices might not be represented in the report? Current and/or potential food shelf clients?
- Where do we need additional input from clients and/or the broader community?

Need Support?

All Pierce, Polk, and St. Croix County food pantries have access to support from University of Wisconsin – Madison, Division of Extension to review results and discuss areas of strength and opportunities for improvement. For more information, support tools, and consultation, visit the [Safe and Healthy Food Pantries Project website](#) or contact katie.bartko@wisc.edu.



2024

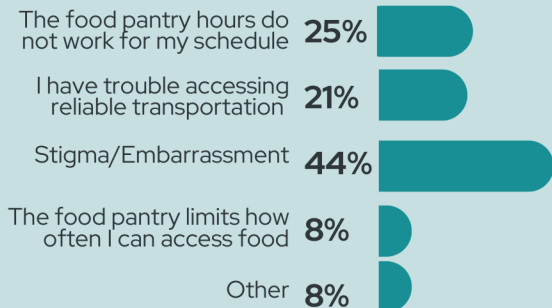
WESTERN WISCONSIN Food Pantry Survey



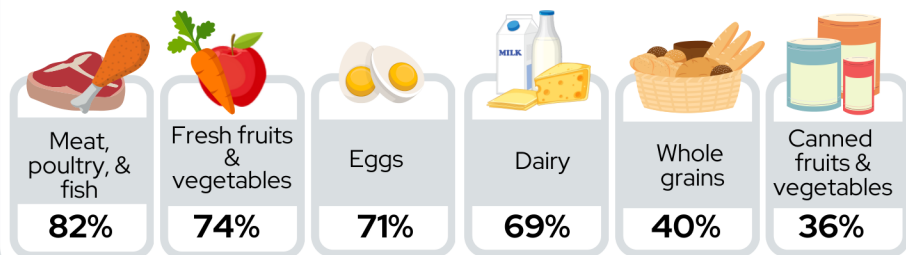
WE HEARD FROM **630** FOOD PANTRY PARTICIPANTS

The 2024 Western Wisconsin Food Pantry Survey provides a critical opportunity to gather feedback from individuals visiting food pantries and food pantry managers in Pierce, Polk, and St. Croix Counties. These voices have the ability to inform food pantry services and hunger relief system priorities. Key insights point to the current strengths, challenges, and needs for further investment in this essential community asset. Participant surveys were conducted from October 2023 through January 2024.

BARRIERS TO ACCESSING FOOD PANTRIES



MOST IMPORTANT FOODS PARTICIPANTS WANT AT EACH VISIT



HOW OFTEN SPECIFIC FOODS ARE ALWAYS OR OFTEN AVAILABLE AT FOOD PANTRY

79%

Meat, poultry, & fish

78%

Fresh fruits & vegetables

68%

Dairy

53%

Eggs

60%

Cooking & baking items

PARTICIPANTS' PREFERRED METHOD TO RECEIVE FOOD

68%

Shopping at the food pantry

18%

Food pick up

3%

Delivery

1%

Other

MOST IMPORTANT NON-FOOD ITEMS PARTICIPANTS WANT

toilet paper, cleaning products, personal hygiene products

DEMOGRAPHIC DIVERSITY AND HOUSEHOLD COMPOSITION INFLUENCE FOOD PANTRY NEEDS

PARTICIPANT HOUSEHOLD TYPE

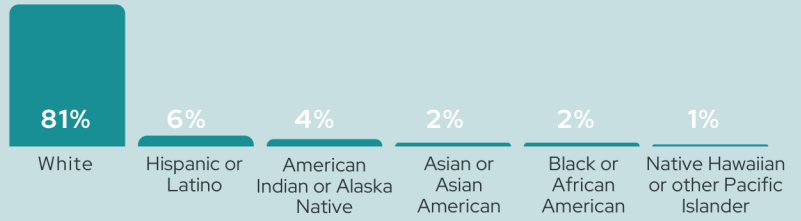


households with children

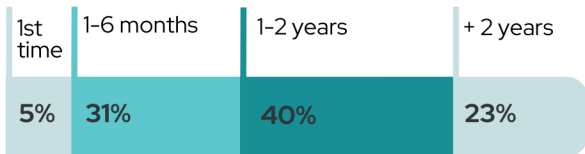


households with seniors

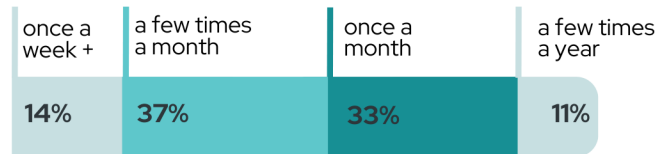
RACIAL AND/OR ETHNIC BACKGROUND



LENGTH OF TIME VISITING FOOD PANTRY



FREQUENCY OF FOOD PANTRY VISITS



VALUABLE PARTICIPANT EXPERIENCES WITH PANTRY SERVICES

MOST IMPORTANT EXPERIENCES PARTICIPANTS VALUE



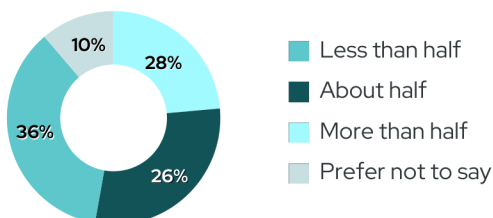
Of participants felt welcomed and accepted by pantry staff and volunteers



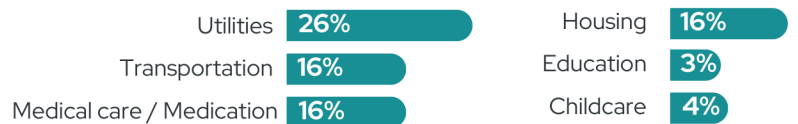
Of participants feel the process to select their food is easy

TRADE-OFFS & RELIANCE ON FOOD PANTRIES: CHALLENGES FACED BY PARTICIPANTS

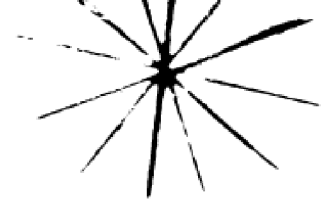
PERCENT OF ALL HOUSEHOLD FOOD FROM FOOD PANTRY



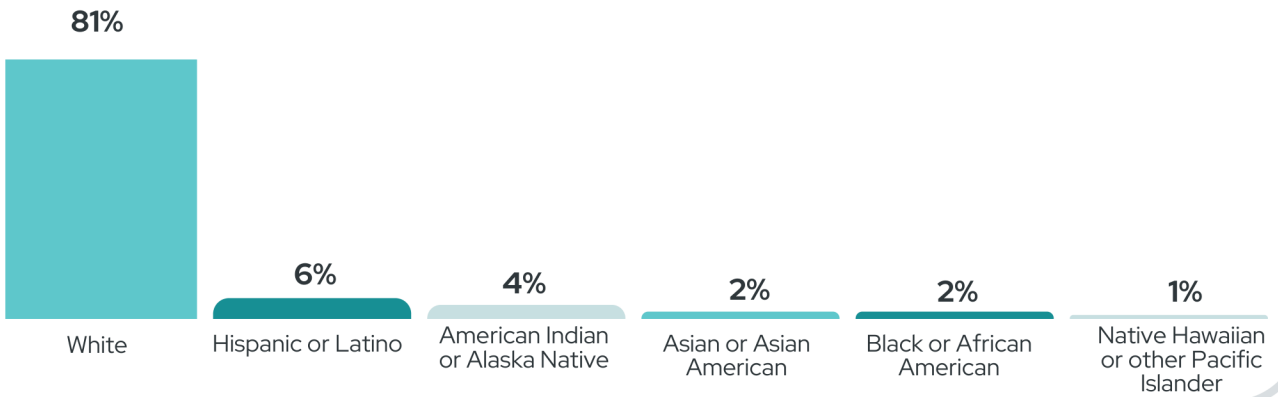
PEOPLE SAID THEY HAD TO CHOOSE BETWEEN BUYING FOOD & THESE ESSENTIAL EXPENSES



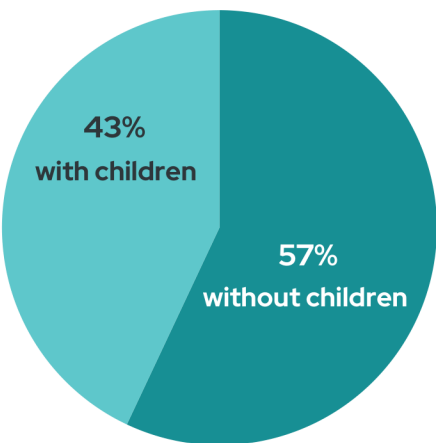
Demographics



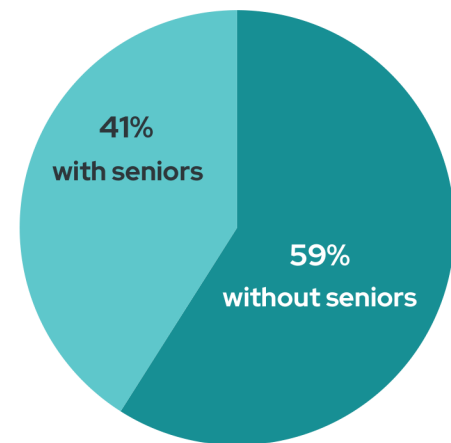
Racial and/or Ethnic background



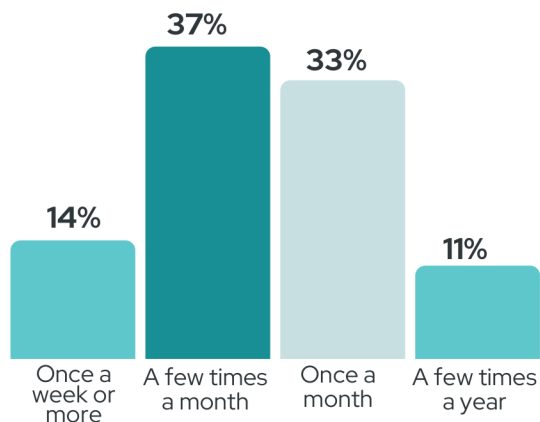
Households with/out children



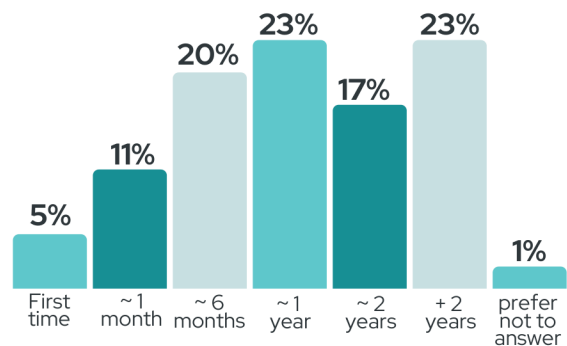
Households with/out seniors



Frequency of food pantry visits

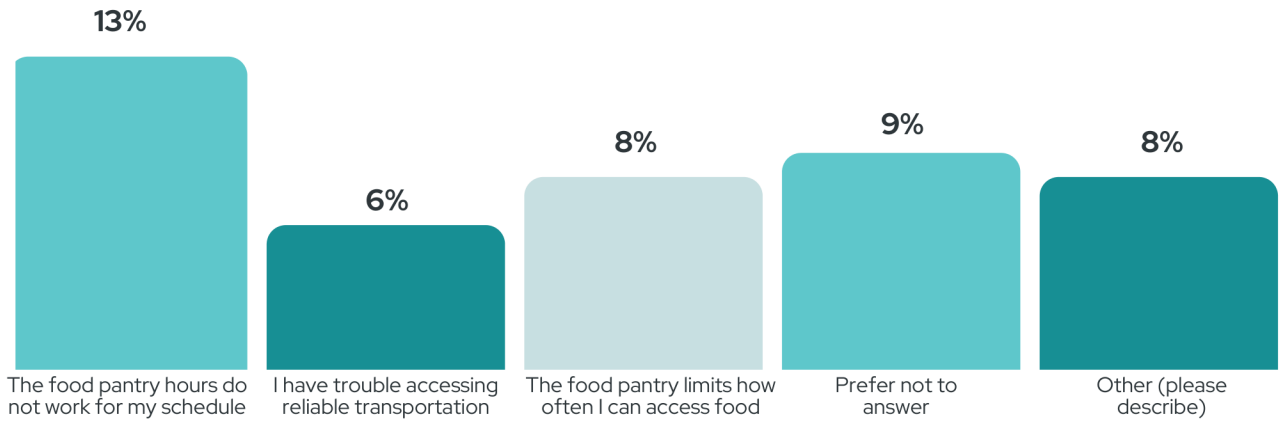


Length of time visiting food pantry

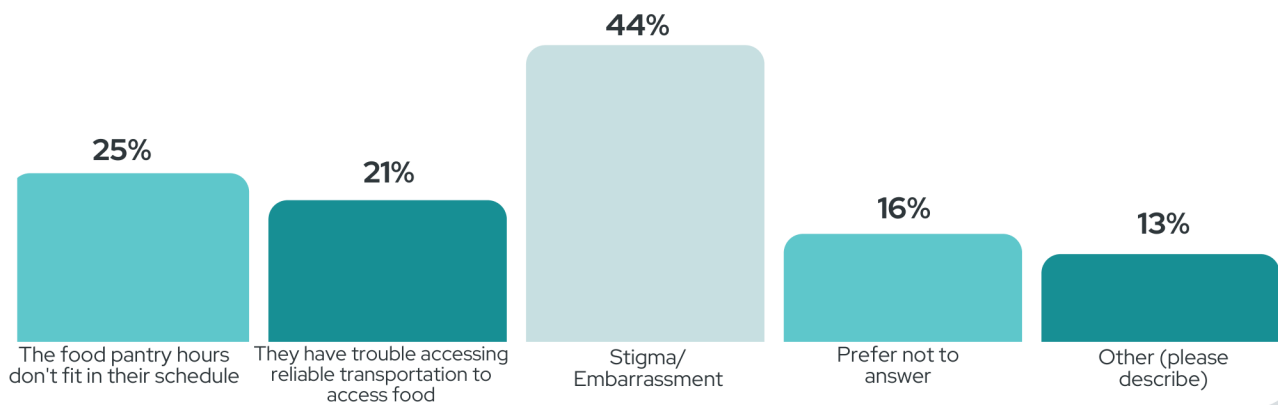




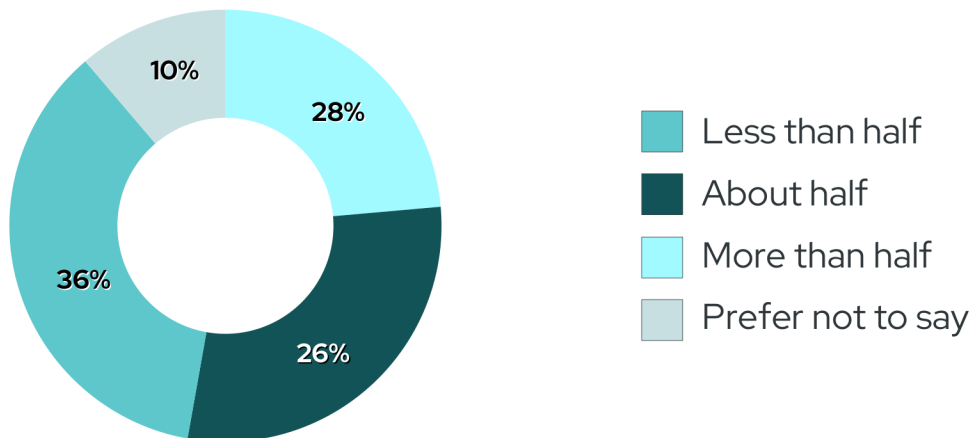
Barriers to accessing food pantries



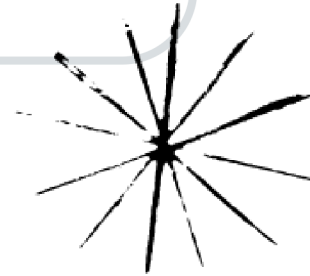
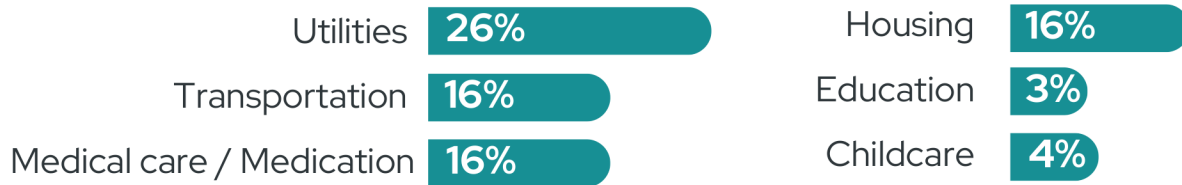
Barriers for others to access food pantries



Percentage of all household food from food pantry



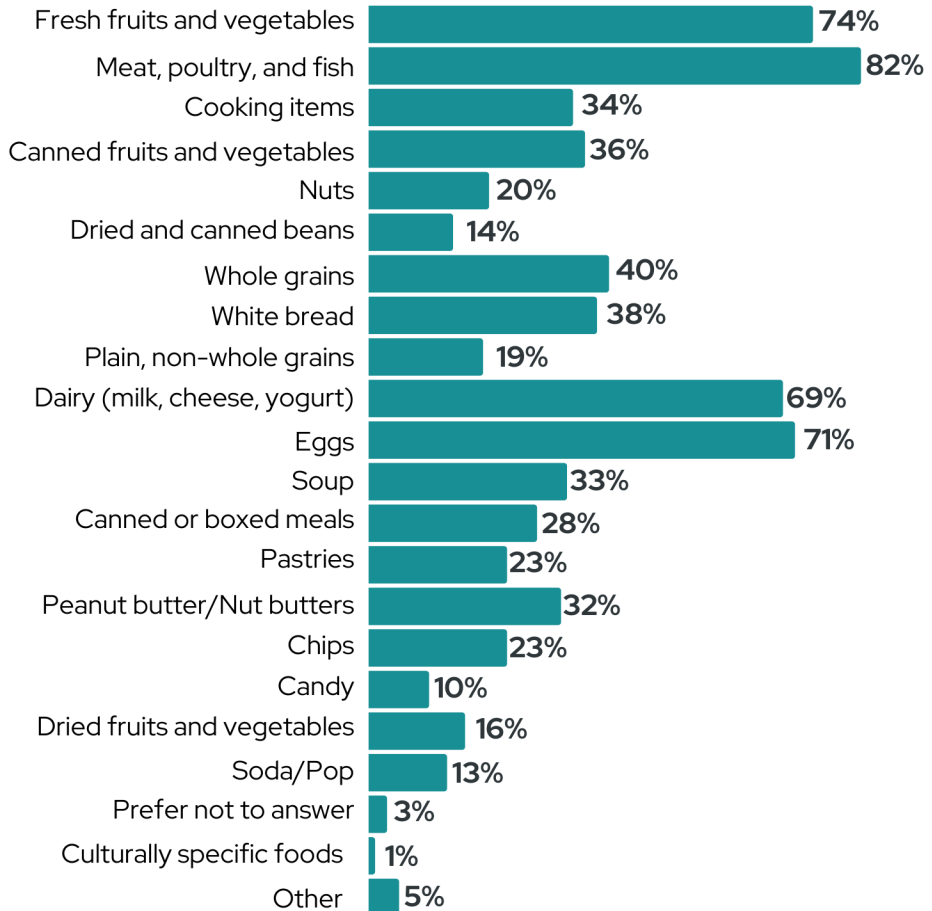
Choosing between buying food & essential expenses



Most Important Food Choices

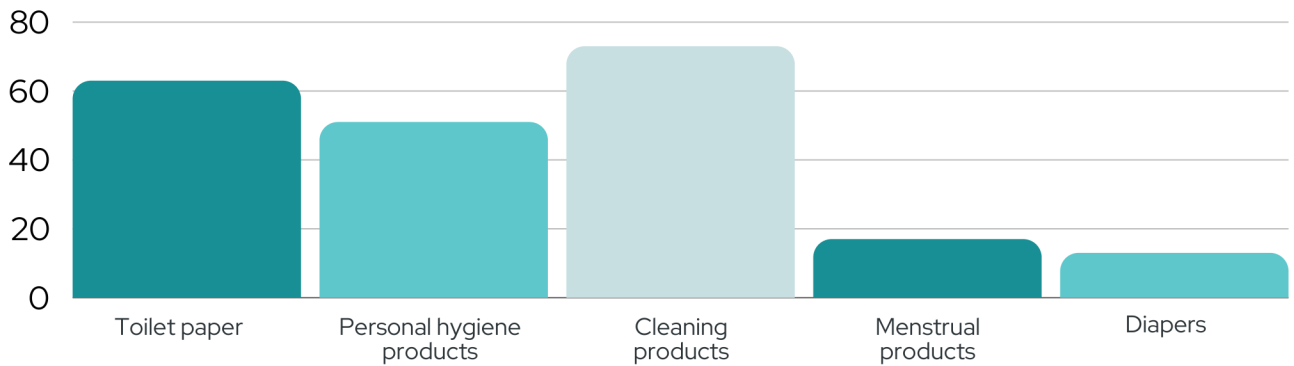
This section outlines participant **preferences** for essential foods and non-food items during pantry visits, highlighting the most desired items and their availability.

Most important foods participants want each visit

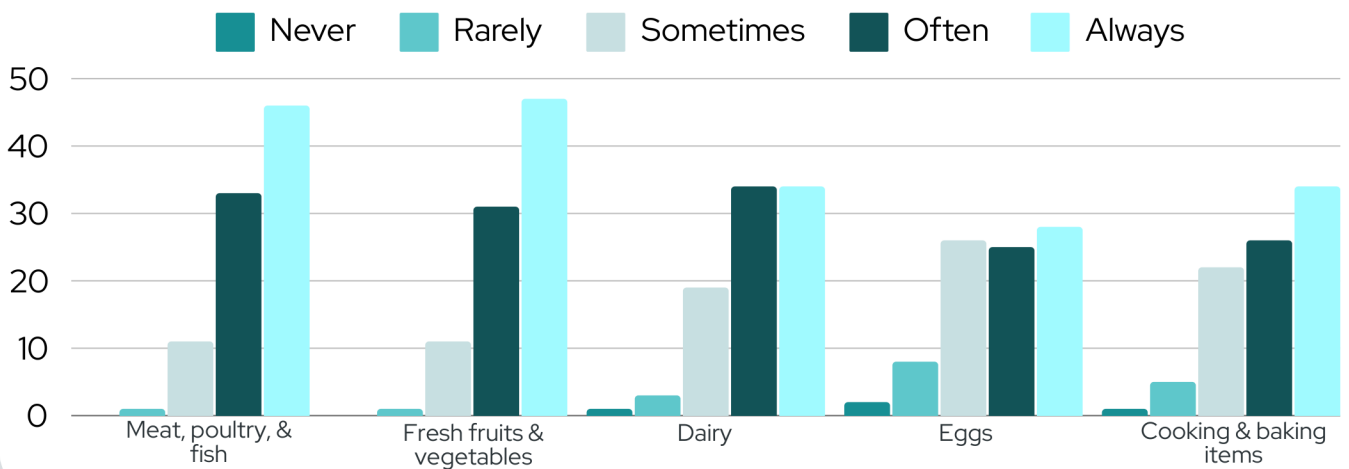




Most important non-food items participants want

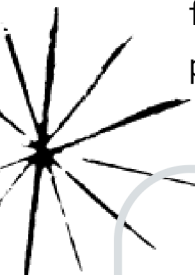


Frequency of specific foods at food banks

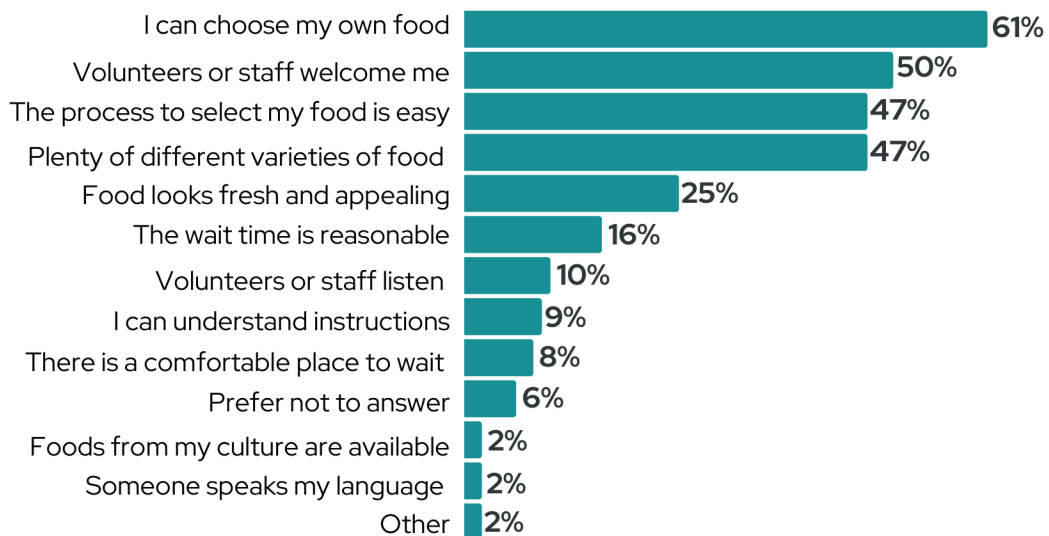


Most Important Food Pantry Experiences

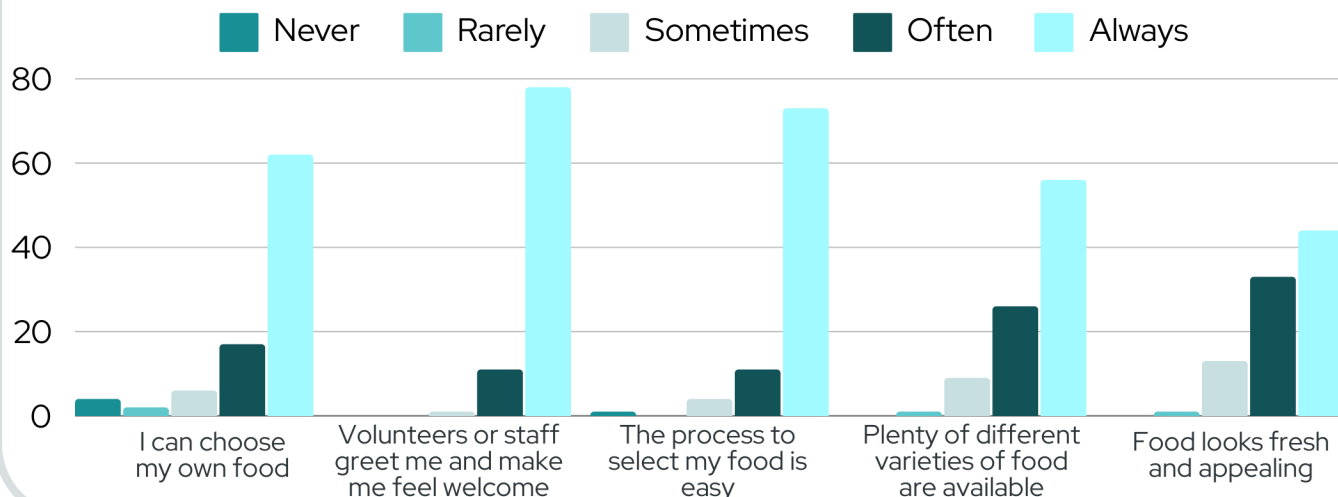
This section captures key **experiences** valued by participants, such as shopping frequency, preferred food distribution methods, and their feelings of acceptance by pantry staff and volunteers.



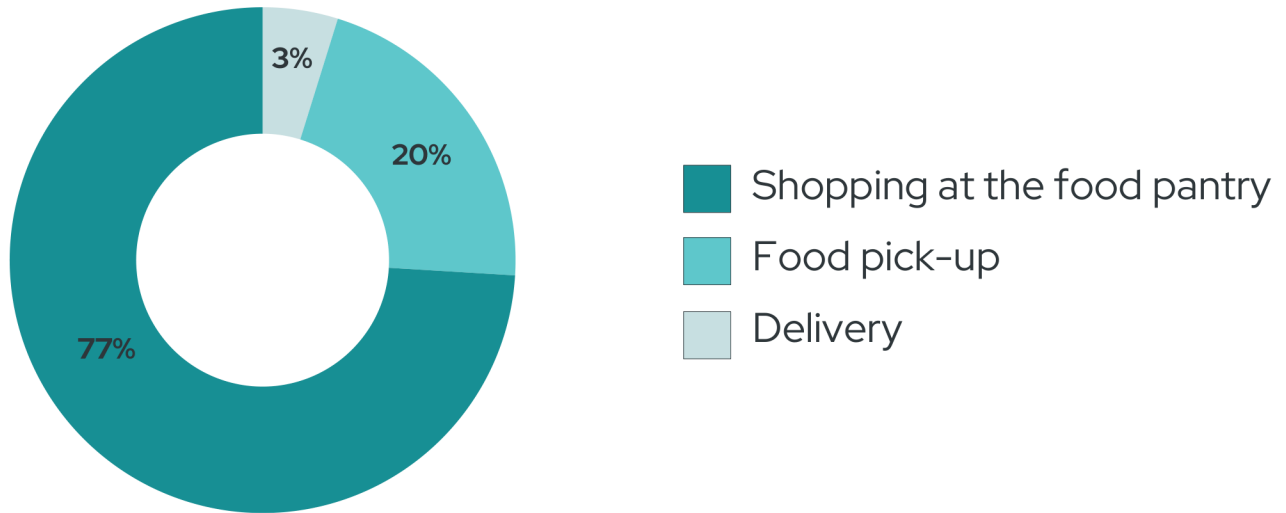
Most important experiences participants value



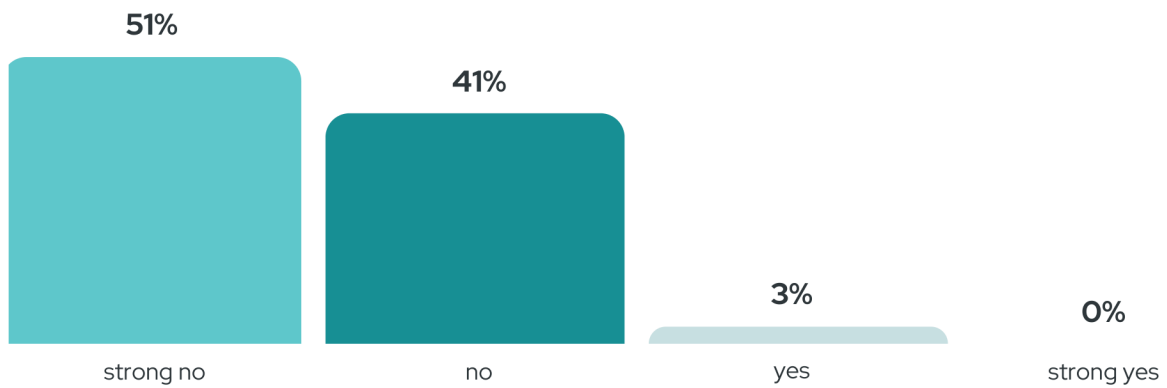
Frequency of shopping experiences



Preferred method to receive food



Participants feelings regarding judgement by pantry staff/volunteers



Appendix

Q1 is a screener question to confirm that the responder utilizes a food program in the intended geographic area.

Q2 – How long have you been visiting this food pantry? Please check one option.

630 responses

Response Options	Percent of responses	Count
This is my first time	5%	33
About a month	11%	69
About six months	20%	125
About a year	23%	142
About two years	17%	104
More than two years	23%	144
Prefer not to answer	2%	13

Q3 – How often do you visit this food pantry? Please check one option.

595 responses

Response Options	Percent of responses	Count
A few times a month	37%	221
Once a month	33%	194
A few times a year	11%	65
Does not apply, this is my first visit	0%	1
Prefer not to answer	5%	31

Q4 – What barriers keep you from accessing food from this food pantry as frequently as you would like? Please check all that apply.

628 responses

Response Options	Percent of responses	Count
I have no barriers to accessing food	59%	369
The food pantry hours do not work for my schedule	13%	84
I have trouble accessing reliable transportation	6%	39
The food pantry limits how often I can access food	8%	51
Prefer not to answer	9%	54
Other (please describe)	8%	52

For participants who selected “other” they listed:

- Transportation/gas x 12
- Hours x 9 Ex: “It’s hard for me to get work off. Pantry hours on Friday’s would be GREAT!”
- Health challenges x 7
- Need to be able to go more than 2x a month
- I only use it when needed
- Do not have money
- Not always needing to come
- I would like to come inside. I need to read labels & don’t want to take something I can’t use.
- Would like to come inside & see options
- Parking
- Unsure how often and when I went last
- The wait times x 4
- Slow participants
- Behaviors of individuals using the pantry
- Communication could be better when changes occur. I was relying on Facebook posts, but the email list is much better.
- Not notifying of changes like switching from standing outside to taking a timecard and coming back
- The food shelf doesn’t have many gluten free options that best suit our family
- Parking. They ask that you only park close with a handicap permit. I don’t qualify but have had both knees replaced and don’t do steps well. I’m also afraid of a fall on ice or snow.
- I prefer the drive thru option

Q5 – Do you know anyone who could use help meeting their food needs, but doesn't use a food pantry?

628 responses

Response Options	Percent of responses	Count
No	71%	443
Yes	29%	185

Q5a – Why do you think this person (people) doesn't use a food pantry?

185 responses

Response Options	Percent of responses	Count
The food pantry hours don't fit in their schedule	25%	46
They have trouble accessing reliable transportation to access food	21%	39
Stigma/Embarrassment	44%	82
Prefer not to answer	16%	30
Other (please describe)	13%	24

For participants who selected "other" they listed:

- Make too much money x 2
- Unaware of this resource x 2
- Not sure if they are in the right area this pantry covers
- Feel they are taking food from others who need it more
- Only need help when I need help
- A lot of allergies to certain foods
- Finicky about dates on foods
- Can't find a food shelf in their area in MN
- They don't make the time for it or sign up
- He is located in the Minneapolis area, not near the food shelf that I utilize.
- Uncertainty of how to use.
- Health issues x 3
- Transportation x 3
- Just too lazy to go?
- No money

Q6 – Have you ever felt that a staff member or volunteer at this food pantry judged you because of your personal circumstances or other reasons? Please check one option.

628 responses

Response Options	Percent of responses	Count
No	71%	443
Yes	29%	185

Q6a – If yes or strong yes to #6, what do you think is the main reason for these experiences? Please check all that apply.

17 responses

Response Options	Percent of responses	Count
Your ancestry or national origins	0%	0
Your gender	6%	1
Your race	6%	1
Your age	18%	3
Your religion	0%	0
Your height	0%	0
Your weight	6%	1
Some other aspect of your physical appearance	12%	2
Your sexual orientation	0%	0
Your education or income level	29%	5
A physical disability	6%	1
Your shade of skin color	0%	0
Your tribe	0%	0
Prefer not to answer	29%	5
Other (please describe)	29%	5

For participants who selected “other” they listed:

- Disabilities x 2
- I think being a mom of two young kids and having to ask for help is hard, but is also seen as a bad thing, that I shouldn’t have 2 kids if I need help without knowing/caring the circumstances behind the reasons for needing help.
- I worked with them previously.

Q7 – When considering your experience at this food pantry, what 3 things are most important to you? Please check 3 options.

616 responses

Response Options	Percent of responses	Count
The process to select my food is easy	47%	287
I can choose my own food	61%	375
Plenty of different varieties of food are available	47%	289
Food looks fresh and appealing	25%	154
Foods from my culture are available	2%	11
Someone at the food pantry speaks my language or can find some way to assist me in my language	2%	12
I can understand the signs and instructions in the food pantry	9%	56
Volunteers or staff greet me and make me feel welcome	50%	309
There is a comfortable place to wait	8%	50
The wait time is reasonable	16%	96
Volunteers or staff listen to my needs and answer my questions	10%	61
Prefer not to answer	6%	37
Other (please describe)	2%	14

For participants who selected “other” they listed:

- Food made in USA
- Friend shops for me
- Food is not expired
- I love the volunteers!
- Convenient and decent amount
- Use drive thru x 4
- Don’t use food pantry
- Getting Organic Food
- The wait in line (people shouldn’t pick up every item to examine it while others are waiting behind them)

Q8 – How often do you experience the following at this food pantry?

Please check one per row.

616 responses

Response Options	Never	Rarely	Sometimes	Often	Always	Prefer not to answer
I can choose my own food	4%	2%	6%	17%	62%	10%
Volunteers or staff greet me and make me feel welcome	0%	0%	1%	11%	78%	9%
The process to select my food is easy	1%	0%	4%	11%	73%	10%
Plenty of different varieties of food are available	0%	1%	9%	26%	56%	7%
Food looks fresh and appealing	0%	1%	13%	33%	44%	8%

Q9 – How often are the following foods available at this food pantry?

Please check one response per food group.

615 responses

Response Options	Never	Rarely	Sometimes	Often	Always	Prefer not to answer
Meat, poultry, and fish	0%	1%	11%	33%	46%	8%
Dairy	1%	3%	19%	34%	34%	10%
Fresh fruit & vegetables	0%	1%	11%	31%	47%	9%
Eggs	2%	8%	26%	25%	28%	10%
Cooking items (spices, oils, etc.)	1%	5%	22%	26%	34%	10%

Q10 – What foods are important for you to have every time you visit?

Please check all that apply.

616 responses

Response Options	Percent of Responses	Count
Fresh fruits and vegetables	74%	458
Meat, poultry, and fish	82%	507
Cooking items (spices, oil, etc.)	34%	212
Canned fruits and vegetables	36%	221
Nuts	20%	126
Dried and canned beans	14%	88
Whole grains (brown rice, whole wheat bread, and whole wheat pasta)	40%	245
White bread (sliced bread, hot dog buns, and hamburger buns)	38%	236
Plain, non-whole grains (white flour tortillas, non-whole grain pasta, white rice)	19%	116
Dairy (milk, cheese, yogurt)	69%	422
Eggs	71%	440
Soup	33%	201
Canned or boxed meals (ravioli, hamburger helper, mac and cheese)	28%	174
Pastries (donuts, cakes, cookies)	23%	141
Peanut butter/Nut butters	32%	198
Chips	23%	140
Candy	10%	62
Dried fruits and vegetables	16%	98
Soda/Pop	13%	82
Prefer not to answer	3%	19
Culturally specific foods (please describe)	1%	7
Other (please describe)	5%	31

For participants who selected “culturally specific foods” they suggested:

- kosher
- rice
- corn tortillas
- Thai, Mexican
- Gluten free

For participants who selected “other” they suggested:

- Condiments
- oatmeal: my diet is No Fiber
- I really just love the variety of foods I might never purchase and then also get whatever essentials I need & they have.
- cat and dog food/kitty litter x 3
- multi grain breads & pasta
- Vegetarian/plant-based x 4
- Diabetic
- keto, low carb, 0 sugar
- Cereal x 2
- Variety of drinks - tea, coffee, sparkling water x 4
- gluten free x 5
- dairy free and gluten free items
- crackers
- It's nice to have a variety, fresh produce is great so I feel like I'm able to give my kids nutritious foods, but also having quick easy options with 2 young kids is also nice
- Individual snacks for my kids lunches
- organic or natural items x 2
- Dairy free/Lactose free, Low carb/sugar free

Q11 – Which of the following non-food items would be most important for you to have available at this food pantry? Please check 3 options.

616 responses

Response Options	Percent of responses	Count
Diapers	13%	82
Menstrual products	17%	103
Cleaning products (laundry detergent, dish soap, paper products)	73%	452
Personal hygiene products (toothpaste, floss, mouthwash)	51%	314
Toilet paper	63%	387
Prefer not to answer	11%	67
Other (please describe)	6%	35

For participants who selected "other" they suggested:

- "beggars" can't be choosers, thank you for what you provide
- Pet food x 5
- Wipes x 3
- Adult briefs/diapers x 7
- gas cards/fresh veggies
- dairy
- Paper products (Kleenex, paper towels) x 7
- Clothes
- Better toilet paper
- hypo allergenic products
- dishwasher soap
- light bulbs
- At one point I had 2 kids in diapers so diapers was definitely nice to relieve, as well as feminine products as both are so expensive and necessary
- Zip locks for sandwiches
- Plant based products

Q12 – Think about all the food you get for your household (from all places). How much of all the food you got in the last 6 months was from this food pantry? Please check one option.

616 responses

Response Options	Percent of responses	Count
I didn't get any	4%	27
Less than half	32%	195
About half	26%	158
More than half	21%	129
All of my food	7%	43
Prefer not to answer	10%	63

Q13 – In the past year, have you ever had to choose between buying food and paying for any of the following? Please check all that apply.

616 responses

Response options	Percent of responses	Count
Utilities	26%	162
Transportation	16%	98
Medical care or medication	16%	97
Housing	16%	99
Education	3%	20
Childcare	4%	22
No/does not apply	40%	248
Prefer not to answer	20%	122

Q14 – How would you prefer to receive your food from this food pantry? Please check one option.

616 responses

Response options	Percent of responses	Count
Shopping at the food pantry	68%	418
Food pick-up	18%	110
Delivery	3%	16
Prefer not to answer	10%	64
Other (please describe)	1%	8

For participants who selected "other" they suggested:

- someone shops for me
- I do drive up
- Food pick up, with easy ability to opt out of refrigerator/freezer items when not enough time to go home and put away before going to work. This happens to me often.
- digital computerized shopping would reduce waste and increase convenience for busy families
- Going in person is nice but I can also see where it could be helpful to be able to pick up for those who have young kids or a hard time getting around
- Drive thru

Q15 – Please select the option(s) below that best describe your race.

Please check all that apply.

616 responses

Response options	Percentage	Count
American Indian or Alaska Native	4%	23
Asian or Asian American	2%	12
Black or African American	2%	10
Native Hawaiian or other Pacific Islander	1%	4
White	81%	498
Prefer not to answer	15%	91

Q15a – Please select the option below that best describes your ethnicity. Please check one option.

616 responses

Response options	Percentage	Count
Hispanic or Latino	6%	39
Not Hispanic or Latino	64%	396
Prefer not to answer	29%	181

Q16a – Please describe your household make-up. How many people do you provide food for including yourself?

614 responses

Response options	Percentage	Count
1	23%	144
2	24%	149
3	10%	63
4	11%	69
5	8%	51
6	6%	34
7	2%	13
8	1%	6
9	0%	2
10 or more	1%	4
prefer not to answer	13%	79

Q16b – Of these people, how many are children (under 18 years)?

612 responses

Response options	Percentage	Count
0	44%	268
1	9%	55
2	11%	67
3	7%	40
4	4%	25
5	1%	7
6	1%	5
7 or more	0%	2
prefer not to answer	23%	143

Q16c – Of these people, how many are seniors (65 and older), including yourself?

613 responses

Response options	Percentage	Count
0	45%	278
1	16%	101
2	15%	89
prefer not to answer	24%	145

Q17 – What is this food pantry doing well?

General
Everything x 76
Help for me and those in need x 21
Helps me a lot with things I run out of and can't always afford. Helps us to eat healthier.
Letting you select what you want x 9
I've only been here once before. I think everything is awesome!
Providing all people with their supplemental food and accessories
It is creating a shopping experience that leaves people in hard times feeling normal and that they still have autonomy over their food choices.
Everything is well organized and very nice gestures of this organization, father God bless you and everyone who organized this nice gesture
For me it is good. All the food is good.
Everything good, they treat us good

Q17 – CONTINUED

Very blessed with the pantry and grateful for new ownership
They give us visibility
Faith
I think you're doing great!
Pretty well from my experience
Make everything easy and accessible
Good job
Available hours every week.
Available every week
Love That I am able to receive the much needed food. I appreciate it this program to the fullest. Thanks
Community support
Making it so we don't have to move out of our home.
This is the best of all I have been at.
Being a team. Helping you when you are already struggling with life. This program has helped my whole family.
Distributing a good assortment and amount of food on a convenient and reliable schedule
People
Friendly and helpful x 16
Friendly/welcoming x 39
Nice/kind people x 23
Helpful x 20
Service x 12
Getting people in and out in order
The staff is so kind and understanding
Taking people around and being very friendly
They treat everyone with a smile and as equals. They assist up in selecting the food, they are very helpful, the food selections are set up for easy access. They get people through the selections in a timely manner.
Pleasant volunteers
Very efficiently set up to have people through as quickly as possible with plenty of helpful, pleasant people

Q17 – CONTINUED

They are very friendly and create and maintain relationships with customers
Drawing people
Courteous/respectful/friendly
Courteous, thoughtful, kind, helpful
The hospitality and more than nothing the kindness of the people
Very good hospitality very kind and courteous
Greeting people when they arrive
Also providing community help in other areas
Smiles, speed of service
Food pantry does a good job organizing food to pick from and making people comfortable for coming here
Extremely friendly, accommodating, supportive, gave me a ride when I didn't have one
Courteous, helpful, comfortable coming
Everything, happy, friendly, helpful
The ease of getting the food together. I feel comfortable coming here.
So far they are friendly and helpful. A client seems to be judging me.
They communicate upcoming events well in advance. Always polite and friendly. Thank you for everything.
Such wonderful people looking out for the community. So blessed.
Welcoming helpful cheerful & polite
Great/wonderful people x 16
I love you guys. I'm bipolar and a lot of work. I'm busy.
Very nice place to come. Staff very welcoming and kind
Very nice place to come. My kids love to come here with us all the time cause staff and volunteers so welcoming.
They are organized, nice and welcoming
Everything is really great. I love you guys. You treat me with respect.
Being helpful and respectful!
They are very friendly and make everyone feel comfortable.
The staff spends a lot of unpaid time providing this huge benefit to people in the area. We owe them a lot. The primary driver behind our program does an excellent job communicating with us. The fresh produce available is outstanding. This food pantry is an outpouring of love, compassion and generosity for people who can well use it.
Consistent, kind

Q17 – CONTINUED

Very engaging, helpful and courteous
I like the way they bring food out to the car.
Organizing the line up/times to shop. Friendly. Making sure that all the “good stuff” doesn’t always go to the first people.
The workers and volunteers are very friendly, welcoming, and helpful. Always available when you need them.
(redacted) are always kind and I don’t feel bad getting help. They carefully put the groceries in my vehicle as well.
The volunteers are amazing. They don’t make you feel like shit for going there.
Very welcoming. I’ve been embarrassed at another shelter, and I won’t ever go back to that one. Here, they truly make you feel welcome, there is no shame or embarrassment. All the volunteers are cheerful and friendly.
I like the emails and communication. I am signed up but I am anxious about going. I am not sure what to do when I get there.
Trying to get people through quickly
The volunteers are phenomenal. They are gentle and always very nice to me. The many different items when I go is incredible that I see rolling out in wagons of others. They try to limit – but unsure how to manage this as how can you say no? Overall I probably go because these volunteers truly make it a nice experience and they don’t care who you are. Just come is always what I am told.
They’ve created a number system to help manage the wait time and decrease the amount of time waiting in a line.
I appreciate the fresh market and the drive thru so much! It has helped our family so much in paying our bills on time! The people working or volunteering are all so kind!
Lots of volunteers
communication is great

Foods
Stocking/restocking foods x 20
Having good choices of meat
Good consistent selection good environment
Providing good food x 3
Putting items to us that would otherwise be discarded, reducing waste.
First time, but my daughter comes on a regular basis and said the amount of food is great.
Keto and gluten free
Having enough food to give away. There’s not a lot of limits, so that’s helpful if I know I might not be able to make it to the next give away.

Q17 – CONTINUED

Fruits and vegetables x 3
Variety of foods x 43
Great selection and eggs and milk
Great variety and good food that most would buy for their families. That is what amazes me the most. Often organic which is amazing!!!
Making some limitations so it is fair for everyone to get some fruits and frozen meats!
Distribution of food

Environment
Well organized x 12
Pantry is clean x 9
Always there to help you, produce several times
Providing timed entry and managing limited items
Numbering system
They have a pick up and go drive thru.
It's very on time
Convenient

Combination
I think the people there are really great, they help out and awesome questions and have abundance of foods
Friendliness, convenience, variety
Helping limits more along down time spent
The staff is amazing and always meat and bread
Making sure that there is a variety of food to make full meals. Helpful staff and the organization of everything.
Friendly help, fresh food, good options
They are very friendly and usually have quite a bit of stuff
People are very kind and shopping is easy
Customer service always very pleasant/nice. No complaints on food. Like that usually have 2-3 meat choices
Clean and friendly, keeps shelves stocked, gives information on community events.
Courteous and make food available for the community
Accessible, large variety to choose, helpful pointing out areas
Very organized, kind and accommodating staff. Quick in and out.
Friendly, decent selection.
Very friendly, lets pick out own stuff, lets us know about upcoming stuff (badger boxes, etc.)
Staff, food selection

Q17 – CONTINUED

Organization, easy access
Everything friendly and easy options to shop
Everything is stocked so well. Wide variety. Most importantly – the staff is friendly and welcoming, non-judgmental, caring and compassionate.
Most know me by name. Their supply is as surplus as they can either buy or have donated from a variety of places. When unable to provide eggs and bread they give a coupon for our Krik Trip. We get a milk coupon every visit for our Kwik Trip. The amounts we for our family size get has changed in positive over the years.
Attention, product diversity, good condition
Organization, clean, volunteers are extremely nice and helpful
Friendly good food
Good food, well organized
Greeting and help all around is great. Variety of food is awesome.
Volunteers are very kind people. A good variety of products. Happy to receive pet food too.
Very organized, very kind and helpful. Good variety of hours.
Selection of food, nice people, able to get nonfood items
Accessibility -variety, friendliness
This is the best place to get the food I need. They are kind, helpful and fun to be around.
Everything very pleasant and helpful
Good people & good food
Helping people with food issues and diapers for kids
Selection of food. Staff are very friendly, number system to get in line.
Very kind staff organized I love getting the emails to keep me up to date helps w/monthly grocery bill
Kind people variety of foods great organization of people and food
Well organized. Volunteers always kind and helpful. Dairy free and gluten free options
Friendly fast lots of options especially organic/natural
I feel they do very well. The help for me has been truly great. I'm always grateful for what I get. I wish I was in better health so I could help. Thank you... thank you!
Always makes me feel welcome. A lot of variety. Large quantities
Friendly, organized really well. Communication
A great service for the community. Food stamp qualifications have gotten worse. Can still struggle but not qualify. We get a lot of food to supplement, and good emails/reminders.
Variety and assortment of foods, curbside pickup, kind, good communication with email lists and updates, seems well organized, and kind people

Q17 – CONTINUED

There are often organic foods which I appreciate. They are very friendly and remember peoples names and what they like.
The drive thru distribution is great. It's helpful that they have different options for times. I would like more fresh products but appreciate what we do get.
Everything is organized and very clean. Everyone is glad to see you. Fun place to be
Non-judgmental, very organized.
I enjoy coming to this pantry each week. Everyone is always carrying a joyful attitude. The selection is huge.
This program does a wonderful job. Quick and easy drive through and the volunteers are wonderful!!
Good variety, friendly, efficient
Setting things up and having asst things to get
Time/effort/care/resources/responsibilities/willpower/Listen/walk the Talk
They have people to help and supply you with cart, and offer somewhat limited supply of meat and fresh fruit
I've only been twice but they don't limit what you can get minus certain items like eggs and milk, which is nice because some months you may need more or less of a certain item. We used to use another location and they had limits on items we could've used more of. I've got 2 kids (3 and 1) and 1 box of Mac and cheese doesn't get too far so being able to grab a few is great.
They do a great job. A great variety of food, kind and gracious volunteers.
Friendly, easy
The volunteers are truly amazing. They remember us, always give my children extra attention and time! The food is always great, and so much to choose from.
Amazing organization and friendliness
Organized. Lots of people to help out.
Communication and accommodation
Usually a great selection, usually quite friendly, very hard working volunteers.
Do a good job of being organized and efficient. Many employees are very welcoming. Like the number system for knowing who is next in line.
Great selection, friendly volunteers, smooth process
Providing food, at all! I am grateful for this option, even though we don't get much due to dietary restrictions.
Readily available... I'm retired
The staff is very kind and they do a nice job of collecting and distributing food.
Offering an assortment of times each
Accessibility and time options

Q17 – CONTINUED

The volunteers are cheerful and helpful. The foods are presented in an attractive manner and are of great quality. I appreciate the classes provided.
Different times throughout the week, wide variety of food, easy registration, friendly volunteers
Having it as a drive thru. Welcoming volunteers.
Organized, friendly, helpful, & hard working to serve us fast & effective.
Kind workers, lots of food options
Offering food consistently despite the MANY setbacks they've had in the community. Every volunteer is SO friendly & it's always a treat to speak with them as we make our way around the pantry.
Friendly volunteers, clearly labeled limits, easy process

Q18 – What would you like to be different at this food pantry?

General
More days x 7
Nothing/Great job x 45
More hours x 25
Gas cards x 4
I work M-Thurs 5:45 am – 4:15 pm in (redacted), so it's hard for me to find time to get here. I need to use vacation at work to get here. Being open even 1 Friday per month would be great or even extending hours 1 day per week would really help.
People
More help x 5
For volunteers not to tell me what I should cook or comment on what I choose. Only happened a couple of times, but very uncomfortable.
Service is excellent

Q18 – CONTINUED

Foods
For breads to be available every day like produce
More food x 9
More variety x 9
More fresh fruit and veggies x 10
To offer more milk/dairy x 8
Food not expired/better quality x 9
More meats/eggs/fish x 20
There should be birthday cakes set aside for people who have one on the month they come.
Pet food x 2
More healthy foods x 2
More name brand stuff
More personal items and paper products x 7
Less processed foods x 3
The possibility to supplement items we don't want or need for a reason amount if the items we need the most.
More vegetarian options.
More pantry items x 2
Chunky peanut butter x 2
I'm not even sure...maybe an option with cleaning products
Having more options like goat milk, kefir and gluten free desserts
Don't state the obvious. I know it's bread
More ORGANIC food, and plant based cleaning products. More natural things.
Just more gluten free items especially because WIC doesn't serve us in this purpose either.

Environment
More room x 5
A better entrance for faster in and out
Come inside when it's cold out x 2
Being able to come more often x 2
Unless you arrive early choices and selection depletes fast
The waiting room could be bigger.
We really liked pick up. Sometimes it is hard for seniors especially in the winter.
Walk in cooler

Q18 – CONTINUED

If I am a regular guest would like to shop by myself
Curbside – hard with an infant pickup
Signs for people who get there first
Delivery
More carts x 9
Would like to come inside to read labels & see to MAKE BETTER CHOICES. x 10
Simplify check in process x 2
More open area for foot traffic.
Less waiting time. x 12
Heavier items are always the last to be shopped for, but the things we shop for first (produce, bakery, breads, bagged snacks) are first. So I am always having to shift things around in my bags so they don't get crushed. I understand maybe they don't want people to struggle with heavy things first, but most folks have a wagon or a cart.
Put delicate items to pick up – eggs, bread, etc. That way heavy items (can goods, meat and produce) won't smash them.
Not waiting in the cars.
Stop people cutting in line, saving places for friends, taking more than they should.
Better parking x 3
More communication x 2
Maybe the people waiting in line could be more considerate of others. No showing up ½ hour before doors open just to jump in someone else's car who happens to be further up in the line. This is a church show a little respect.
I feel they do the best they can with what they get.
It is hard for me to give up 2 hours of my day to get food. Wait in line is about an hour, plus loading up, getting home, sorting and putting away. I have to choose between getting food or working. I also get many items my family doesn't eat and I don't know what to do with. And many things close to expiration that we can't eat that fast and it goes bad. Many local pantries are getting pallet of the same items and same things for a couple weeks, for example – plant based crackers.
Easier accessible location (currently in church basement)
(redacted) I have to leave work and wait in line for hours in order to get the freshest foods in the best varieties. I'm willing to do this because it's important to me, but it would have been amazing if families could go in at times that were convenient this would mitigate crowding, volunteers needed, running out of product, and so much more.

Q18 – CONTINUED

Insure frozen stay frozen
More information about how to start.
The same people are ALWAYS first in line! How can we make this food pantry fair for the others who are an hour later? I see the wagons come out loaded with items. I really work to not judge people or how much I see cars parked at this location 2-3 hours before the start time. Very disappointed in some of the people and their behaviors that have to be the first to get stuff. WHY? I just don't understand. Is online scheduling an option? Is there some way to make it equal for all? I hear it in the waiting line all the time as an observer only "Here they come with their wagons – always have to be first don't they – same people".
The volunteers don't have to be outside and I feel bad for the elderly ones.
I would love to be able to save my spot in line, but be able to take my vehicle to run errands during wait times – some people come 3 hours early. Thank you for all you do.
We don't do drive thru as it is too much for just two. It would be nice to be able to opt out of larger amounts sometimes in bulk.
The ability to drive up to load your groceries
I am frustrated by clients who do not follow the guidelines regarding time and amount. The volunteers should not have to be police-ing the area. Set times and amounts should be accepted. The people try to make this a pleasant experience and should be shown more appreciation.
Elderly time those over 65 time soas to have their own time to shop. Otherwise they feel rushed and cause traffic pile up for younger families that don't read labels like they do.
The walk thru can be really difficult when I come with my kids (which I have all the time). They don't allow you to use the shopping carts inside which would help a lot with keeping kids in one place. I usually feel super rushed by some of the older women in line for food and feel bad that I'm there with my kids.
Monitor more closely those taking excess especially more than the limited amounts.
When you get a time I wish they weren't numbered. Just go stand in line with our number group. It's pointless to have people jump in line if they are not there on time. It makes the entrance so bogged down. Maybe have a different entrance than an exit.