

Marysville Community Food Bank Survey

May 2015

Executive Summary of Findings

The Marysville Community Food Bank conducted a survey during February and March 2016 to help identify silent pockets of un-served or underserved community members and families in the Marysville, Tulalip and Lakewood areas who could access the food bank, but do not. The food bank and its partner organizations and agencies play a critical role in supporting struggling families the region.

Food bank staff and volunteers recognize firsthand that economic times are tough for many, and that some community members and their families are experiencing difficulty making ends meet. The food bank is committed to providing nutritious food to community members without question or judgment, and approaching their work with care and compassion. In 2015, the food bank served 13,944 households, distributed 450 tons (900,620 lbs.) of food, clocked 34,995 volunteer hours, handed out 11,996 Food for Thought backpacks and distributed 1,154 gifts to children at Christmas.

The food bank, volunteers and community partners strive to reach all people in need within our community, but they want to better identify and reach out to underserved families and individuals in the Marysville, Tulalip and Lakewood areas who may be unaware of food bank services and resources the food bank provides, or are unable to access them. That was the main goal of the questionnaire.

The survey asked respondents whether they have experienced food insecurity in the past and how often, if they know of friends, relatives or neighbors who are in need of food bank services, and other questions.

Key Findings

- While a third of survey respondents said their households have had an adequate food supply over the past year, 29% said that in their household they have been food insecure five or more times during the same period, lacking access to enough food to support active, healthy lives.
- 54% of respondents said they know a friend, relative or neighbor living in the Marysville-Tulalip area who has experienced food insecurity.
- 47% “Strongly Agree” that if they experienced food insecurity, they would feel comfortable accessing the food bank and making use of its services, while 37% said they “Agree.”
- When respondents who were not comfortable with accessing the food bank were asked about the barriers that would prevent them from doing so, 3 out of 4 people (76%) answered that it was the “stigma attached to asking for assistance. Other responses included “transportation/mobility issues” (15%), and at 9%, long lines, open hours that are not convenient and inability to receive assistance without an available mailing address (homeless).
- 92% of respondents said that if a friend, relative or neighbor were experiencing food insecurity, they would tell them about the food bank as an option.

In addition, respondents were invited to share barriers and challenges they associate with accessing the food bank, and present ideas and insights for better reaching community members in need. The survey also sought ideas for ways to reach those who are not being served who could benefit from food bank services.

Sampling of Ideas to Reach Un-served, Underserved Community Members

- Perhaps have flyers sent home with all of the school age children. Have the info written in several different languages. Post info on local bulletin boards and at places people frequent. Library, coffee shops, park and recreation office, senior center, Boys and Girls Club, YMCA.
- Transportation is difficulty for disabled people. Perhaps setting up a community carpool for disabled people to get to and from the food bank for those that live more than a mile away and are disabled.
- The people I know who could use assistance are elderly, so there may be transportation/line issues. We donate to the food bank often, but when my neighbor needs something, I share what I have. I would probably ask for help from my support network of friends and family before going to the food bank. I wonder if the underserved areas are those without a support network, or those who think they're fine and getting by even though their food is limited.
- I know I struggle to come at the hours the food bank is open. I am not sure there is a great solution for this though. To be open on a weekend day for the working poor
- In my experience, it is the people who are employed, that are truly in need of the food bank. But because we are employed, we feel we would be taking advantage of the food bank. Often times, despite being employed, we are still unable to make ends meet and are unable to provide our families with nutritious meals that our paychecks simply can't handle. Having a job means making too much for government assistance, but not enough to provide all the necessities. This is where the food bank is the real hero.

Methodology and Results

The Marysville Community Food Bank survey was available to complete from Feb. 15 to March 31, 2016, both online and in hard copy formats to community members and clients living in the Marysville, Tulalip and Lakewood neighborhood. The food bank received 309 completed surveys by the deadline date. The survey was available to complete online via the food bank website and Facebook page (with a link shared with community stakeholders), or in print form available to residents at key public locations including the Marysville Public Library, and the food bank.

The survey consisted of 10 questions, including an opportunity for respondents to provide open-ended responses, which are published in Appendices A and B. Data was analyzed by pollster Doug Buell using SurveyMonkey online software.

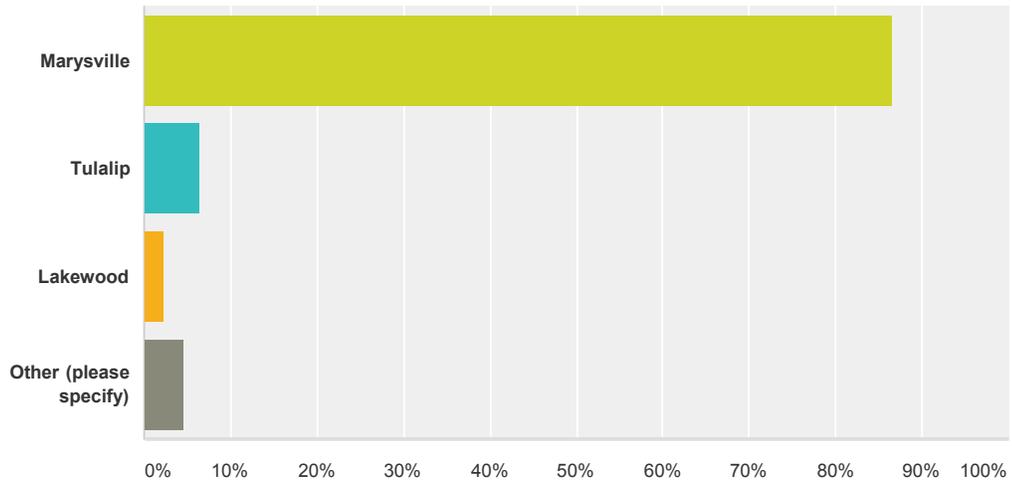
The following pages, graphs and charts summarize findings from the questionnaire.

Special Thanks

Special thanks to Food Bank Director Dell Deierling, Asst. Director Amy Howell for their leadership support, Amy Keeverline for her website assistance, Terry Snodgrass for compiling results from the print version of the survey, and to food bank board members, community and business leaders, area residents and food bank clients who supported and completed the survey.

Q1 Where do you currently live?

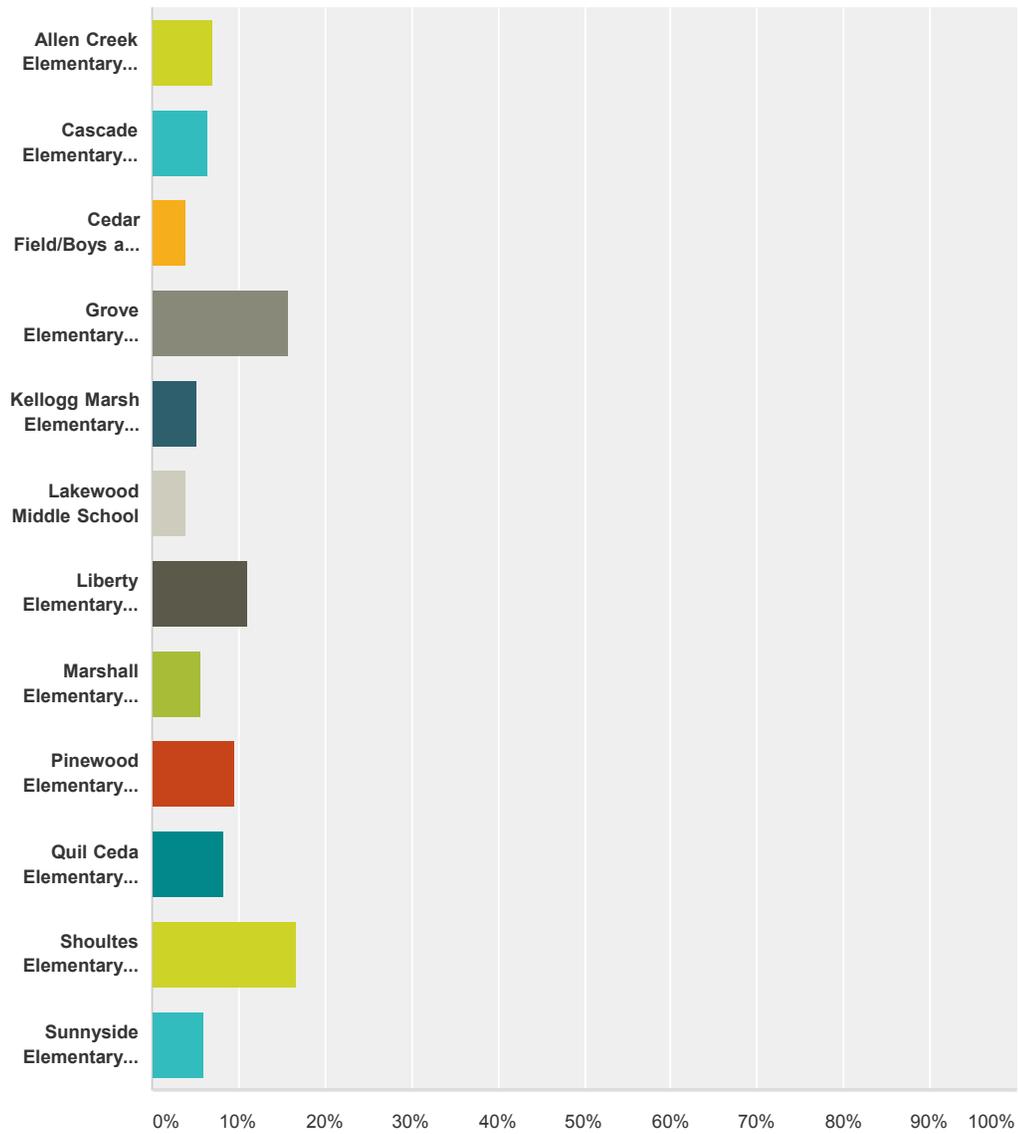
Answered: 306 Skipped: 0



Answer Choices	Responses	Count
Marysville	86.60%	265
Tulalip	6.54%	20
Lakewood	2.29%	7
Other (please specify)	4.58%	14
Total		306

Q2 Which of the following schools/facility is closest to your home? (Choose one)

Answered: 251 Skipped: 55

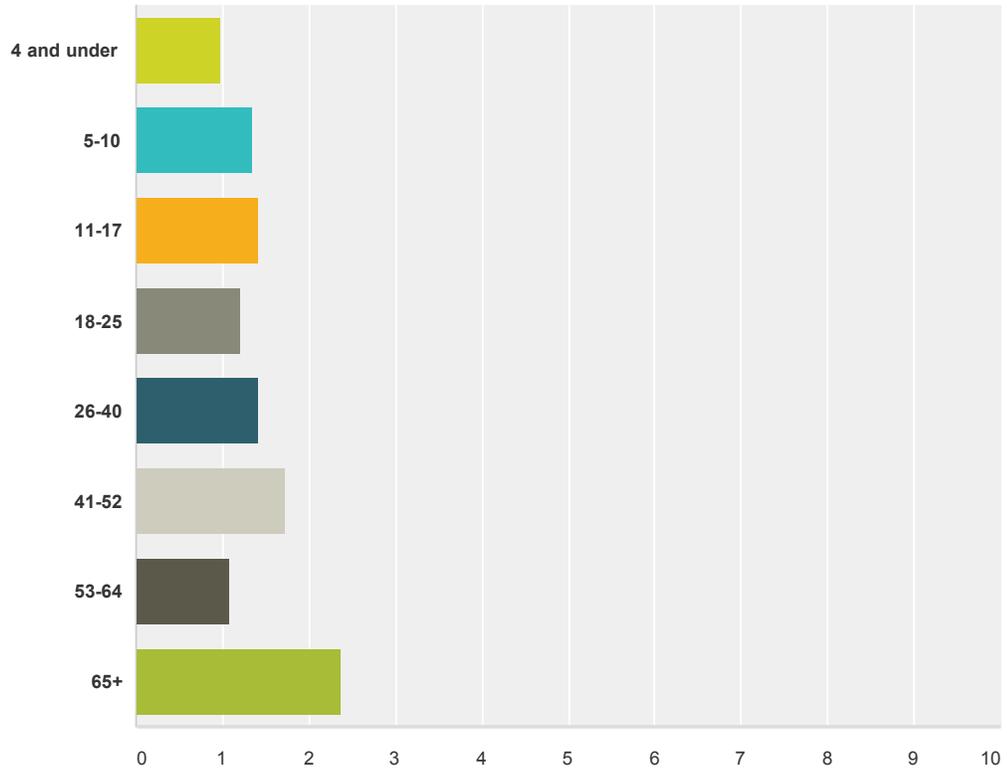


Answer Choices	Responses
Allen Creek Elementary School	7.17% 18
Cascade Elementary School	6.37% 16
Cedar Field/Boys and Girls Club	3.98% 10
Grove Elementary School	15.94% 40
Kellogg Marsh Elementary School	5.18% 13
Lakewood Middle School	3.98% 10
Liberty Elementary School	11.16% 28

Marshall Elementary School	5.58%	14
Pinewood Elementary School	9.56%	24
Quil Ceda Elementary School	8.37%	21
Shoultes Elementary School	16.73%	42
Sunnyside Elementary School	5.98%	15
Total		251

Q3 Please indicate the number of household members in each of the following age groups

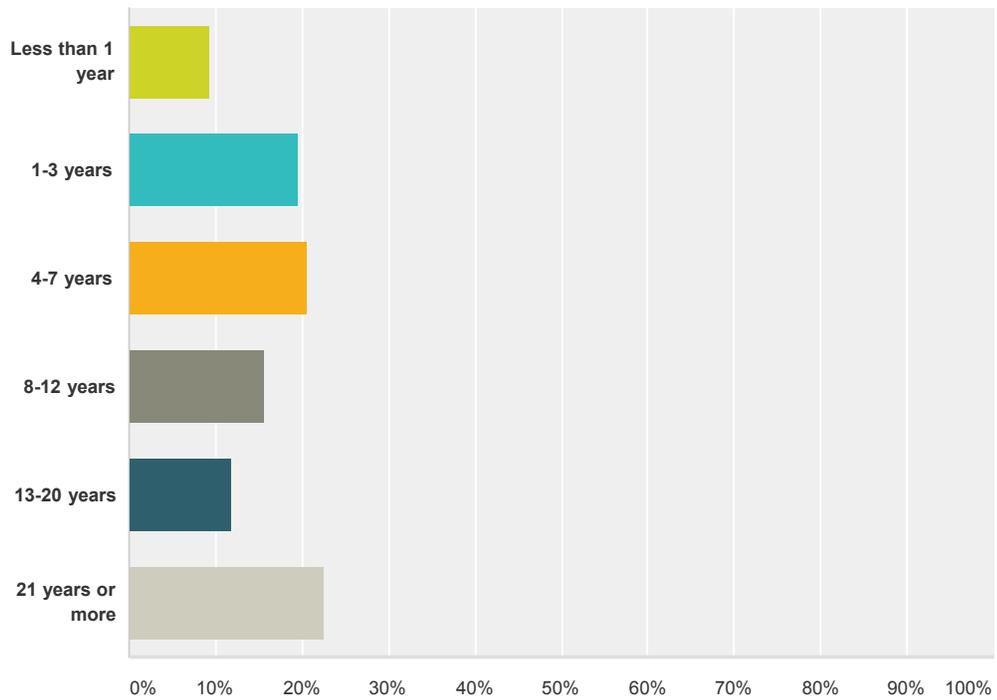
Answered: 272 Skipped: 34



Answer Choices	Average Number	Total Number	Responses
4 and under	1	90	91
5-10	1	108	80
11-17	1	120	84
18-25	1	71	59
26-40	1	127	89
41-52	2	161	93
53-64	1	82	75
65+	2	121	51
Total Respondents: 272			

Q4 How long have you lived in the Marysville-Tulalip area?

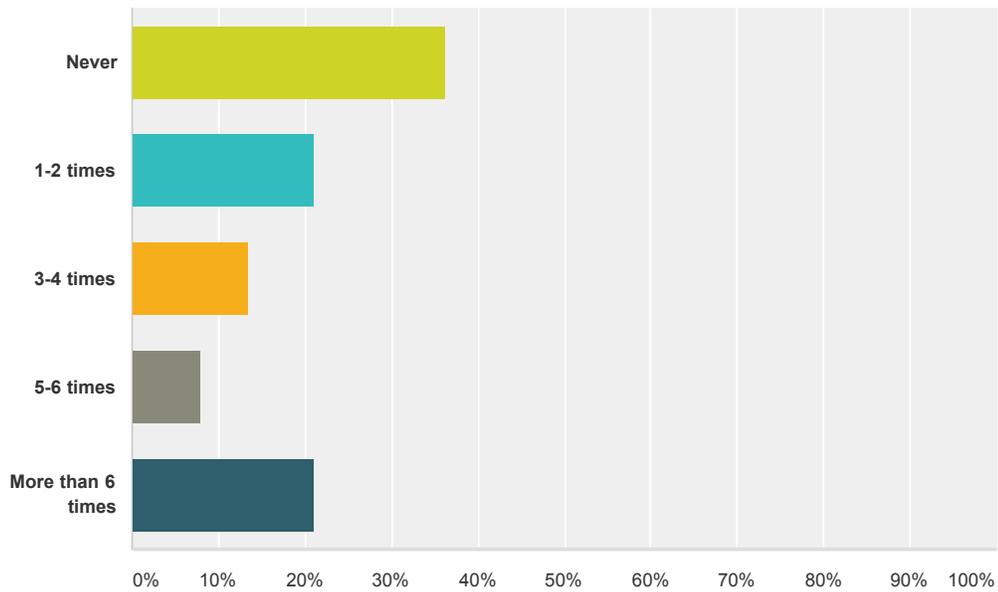
Answered: 275 Skipped: 31



Answer Choices	Responses	
Less than 1 year	9.45%	26
1-3 years	19.64%	54
4-7 years	20.73%	57
8-12 years	15.64%	43
13-20 years	12.00%	33
21 years or more	22.55%	62
Total		275

Q5 Food insecurity is when a household lacks access to enough food for an active, healthy life, or when there is limited or uncertain availability of nutritious food. If you have experienced food insecurity while a Marysville-Tulalip-Lakewood resident, how often has it happened over the last year?

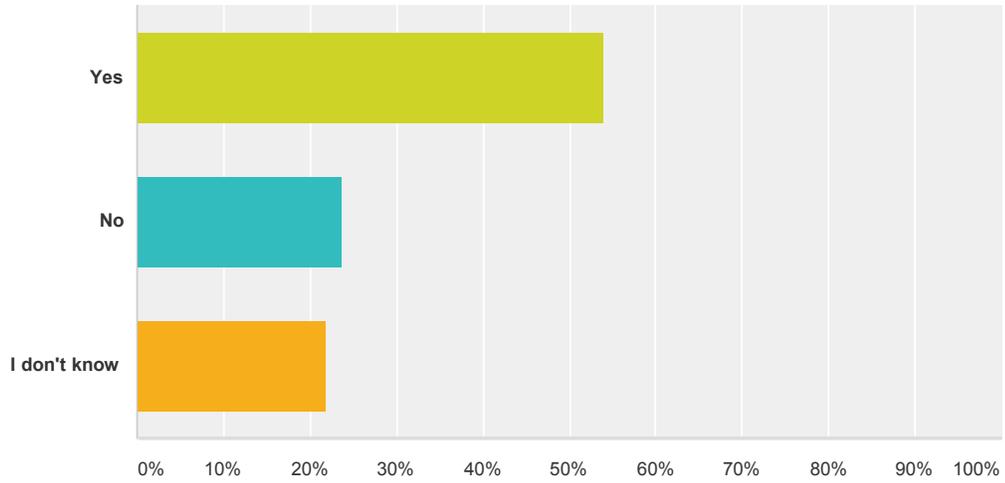
Answered: 265 Skipped: 41



Answer Choices	Responses	
Never	36.23%	96
1-2 times	21.13%	56
3-4 times	13.58%	36
5-6 times	7.92%	21
More than 6 times	21.13%	56
Total		265

Q6 Do you know of a friend, relative or neighbor living in the Marysville-Tulalip who has experienced food insecurity?

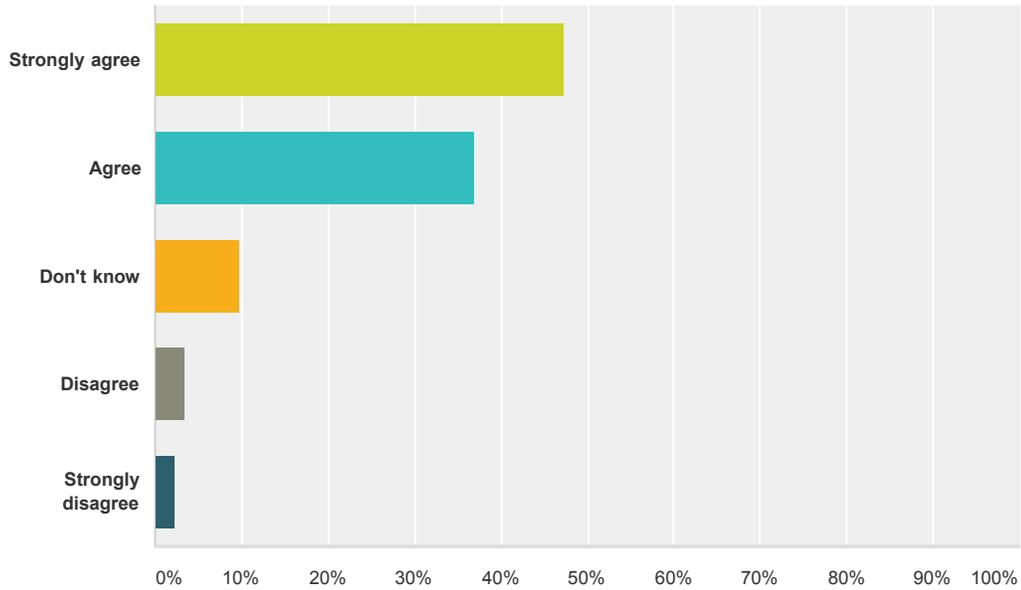
Answered: 268 Skipped: 38



Answer Choices	Responses	Count
Yes	54.10%	145
No	23.88%	64
I don't know	22.01%	59
Total		268

Q7 Answer this statement: The purpose of a food bank is to provide food to community members in need. If I were to experience food insecurity, I would feel comfortable accessing the food bank.

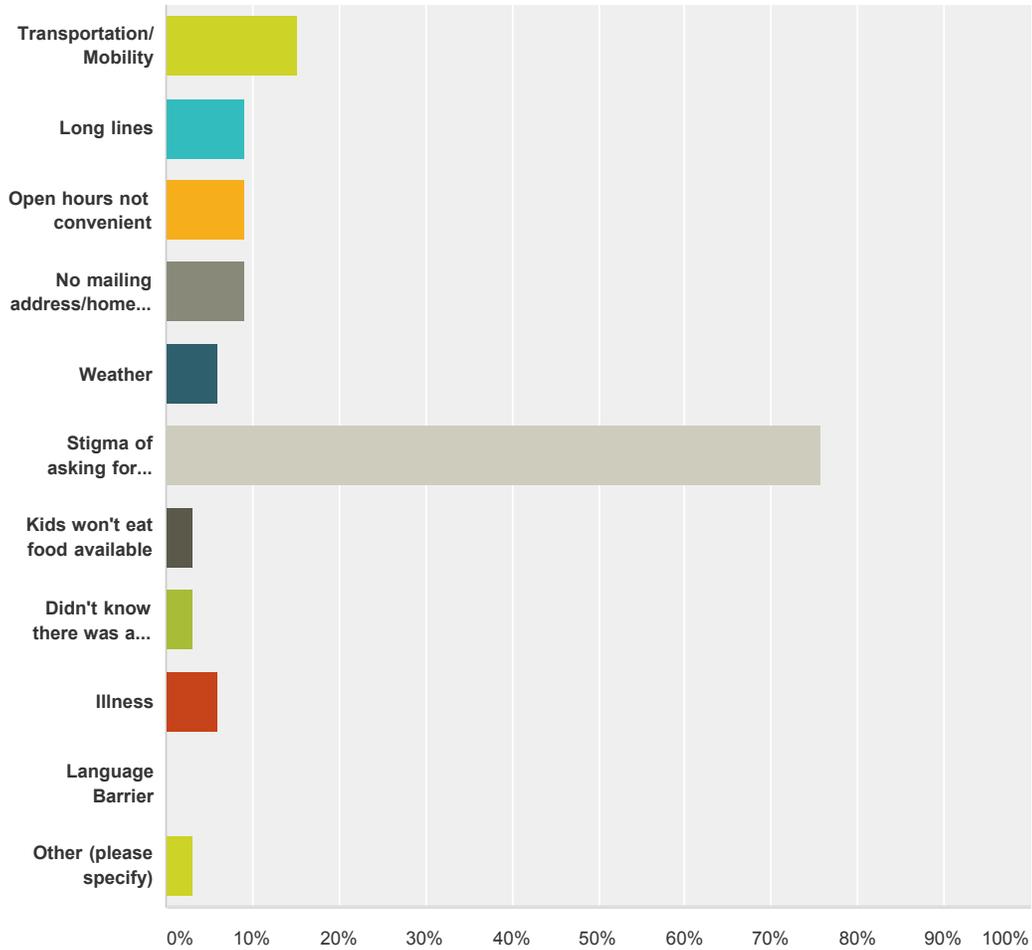
Answered: 257 Skipped: 49



Answer Choices	Responses
Strongly agree	47.47% 122
Agree	36.96% 95
Don't know	9.73% 25
Disagree	3.50% 9
Strongly disagree	2.33% 6
Total	257

Q8 If in Question #7 you answered “don’t know,” “disagree” or “strongly disagree,” please explain why you would be uncomfortable. (Choose all that apply)

Answered: 33 Skipped: 273

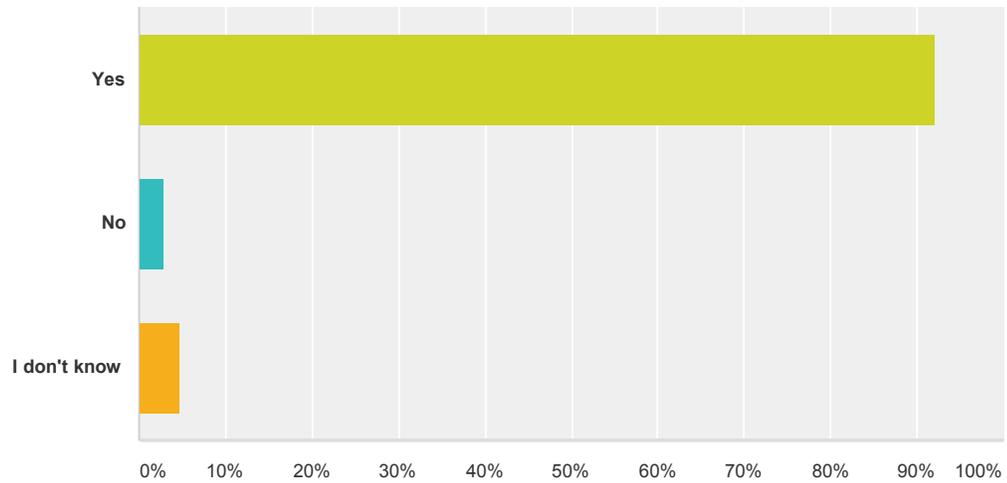


Answer Choices	Responses
Transportation/Mobility	15.15% 5
Long lines	9.09% 3
Open hours not convenient	9.09% 3
No mailing address/homeless	9.09% 3
Weather	6.06% 2
Stigma of asking for assistance	75.76% 25
Kids won't eat food available	3.03% 1
Didn't know there was a food bank	3.03% 1
Illness	6.06% 2

Language Barrier	0.00%	0
Other (please specify)	3.03%	1
Total Respondents: 33		

Q9 If a friend, relative or neighbor were experiencing food insecurity, would you tell them about the food bank as an option?

Answered: 265 Skipped: 41



Answer Choices	Responses
Yes	92.08% 244
No	3.02% 8
I don't know	4.91% 13
Total	265

Appendix A

Q10 What ideas can you suggest for ways to reach community members who are not served or are underserved by the food bank?

SUBMITTED SUGGESTIONS

FLYERS, PUBLICATIONS AND ADVERTISING

- Community Resources, flyer with advertisement mailers on Tuesday (2)
- Flyers in Tuesday Ads and coupon mailers
- Post flyers (2)
- Go door to door and put flyers out on their doorsteps
- Flyers, radio ads, billboards, decks of cards with ads, sign turner
- Flyers in mail (5)
- Flyers at apartment complexes
- More advertisement at local events and stores
- Advertise at local grocery stores, near high public traffic areas
- Posters in medical clinics
- Public announcements on TV/Radio
- Put a notice in with disability and social security, income information
- Flyers out at stores, DSHS, Drivers License, Library, churches and events (3)
- Leave information at stores and different work places. "Word of Mouth," employed people, know someone who needs help and pass on the information
- Send flyers home with students
- Give flyers to clients to give to friends, telling them of food bank services
- Flyers through the schools. Flyers at community events. Churches should be able to refer as well as doctors, etc.
- Food bank flyers on community bulletin boards in grocery stores, laundry mats and college campuses
- Flyers up at bus depots
- Advertise more I just recently found out where the food bank is located and I have been a resident in the Marysville-Tulalip area for about 20 years. I feel like there's not enough info out there about the food bank
- Pass out flyers to all kids at school to take home to parents. Print in English and Spanish
- Get the word out on some of the Facebook pages and post hours and qualifications for services to share
- Need to publicize where the food bank is

OUTREACH

- Check with other people who come here or through the web
- Churches and schools (5)
- Encourage people to take note of their elderly neighbors who may not have enough food. Also, any neighbors who may be unemployed and in need, let them know there is help with the food bank. We need to be aware of hunger amongst us and help them get the services they need. You are a very positive force in this community. Perhaps having flyers in churches and businesses with the information on how to reach you would be of value. God bless you for the wonderful work you do.
- An outreach program for those who can't get out
- Doing more surveys like this
- Delivery for those unable to get to food bank
- Set up table outside stores and talk to people about Food Bank – that you are there to help
- Walk the town – see what and who needs help

- More information about food bank to elderly residents
- Phone calls, personal visits
- Word of mouth (4)
- Pamphlets available at local churches, schools and medical facilities. Notes sent home from school district. Notes included in water bill
- Not sure. Maybe have flyers at schools so kids could pick them up
- Perhaps have flyers sent home with all of the school age children. Have the info written in several different languages. Post info on local bulletin boards and at places people frequent. Library, coffee shops, park and recreation office, senior center, Boys and Girls Club, YMCA, etc.
- Outreach to local supermarkets OVER AND ABOVE the pre-filled bag drives
- More knowledge, educate the community
- Would educate the kids via the schools. My oldest didn't know there was a food bank till her high school did the holiday food drive
- Social media awareness ads and/or flyers on doors
- Information in public places like the library and schools
- Set up kiosks in high traffic areas to distribute food to those who are shy about coming into the food bank, maybe only during holiday times or something. Also puts the food bank in the public eye
- Would it be possible to connect with local "soup kitchens," or develop one as the Food Bank working with local businesses, schools, and/or churches?

LOCATION AND HOURS

- Some people who are in need have small children. It's not easy to stand in lines at food bank. It would be great to have more items outside so they can drive by and pick up produce or things they need while children are in vehicle.
- Put a bench on the wall for the waiting line
- Make serving more "accessible" by not "restricting" amount and definite times
- Solicit – most who are in need just don't know about or where is location
- Afternoon hours
- Possibly more hours or a higher level of access for people with higher, but still insufficient income
- I know I struggle to come at the hours the food bank is open. I am not sure there is a great solution for this though. To be open on a weekend day for the working poor
- More afternoon hours not just morning
- Somehow make it less embarrassing to stand in line for food
- Make them feel welcomed, some people feel like they will be looked down at for asking for help some feel like they aren't able to provide for family members

TRANSPORTATION/MOBILITY

- Transportation is difficulty for disabled people. Perhaps setting up a community carpool for disabled people to get to and from the food bank for those that live more than a mile away and are disabled.
- Rides home might be nice
- I can't come because I have 2 babies and no childcare....I can't stand outside for an hour waiting to get in and then another hour. I've taken them a couple times but they just scream. I'm no sure of a solution to this :/
- The people I know who could use assistance are elderly, so there may be transportation/line issues. We donate to the food bank often, but when my neighbor needs something, I share what I have. I would probably ask for help from my support network of friends and family before going to the food bank. I wonder if the underserved areas are those without a support network, or those who think they're fine and getting by even though their food is limited. What about other ways to interact with the community? So far there are three ways that I know of: volunteer, give, receive. I'm not sure how to improve upon that, but I would really like to see the food bank help change the stigma
- Free bus service
- Provide a shuttle

MISCELLANEOUS

- Bigger sign on street entrance (2)
- In my experience, it is the people who are employed, that are truly in need of the food bank. But because we are employed, we feel we would be taking advantage of the food bank. Often times, despite being employed, we are still unable to make ends meet and are unable to provide our families with nutritious meals that our paychecks simply can't handle. Having a job means making too much for government assistance, but not enough to provide all the necessities. This is where the food bank is the real hero. Helping to ease the gaps between paycheck, where we can still have wholesome, nutritious meals that make us feel a little better about how hard we work for our families. In short, we need to let the employed people know it is OK to visit the food bank without guilt. No one watches regular TV anymore, the way to reach people now, is through streaming ads. Most people have access to some form of free streaming service, i.e. Hulu, YouTube, etc. Develop commercials or static ads that will be displayed on streaming services in a certain radius of the food bank.
- We weren't sure about days/times/qualifications and we were embarrassed to go in and be turned away. Our daughter's preschool referred us to the food bank. Maybe more flyers at places like DSHS/Schools/Library/Post Office? We're very thankful for the food we get here. It's our 2nd time coming and we're very appreciative
- Mobile food bank for those in remote areas (3)
- Take into account the length of stay in this city
- Locate homeless and help them find residency, food and mental health facilities without the stigmatism of being that way; you know: How did you get in this position without commendation
- Open more opportunities to receive from other food banks
- Helps me a lot
- Make a homeless day
- Offer daily, on-cook food items so the homeless, who can't carry around a lot of stuff
- Just keep giving. No matter how your situation is, always give back
- I'm not sure – seems things work out the way their supposed to
- I think it's just a matter of getting over the stigma associated with going to FB
- That is a big question most of them do not want other people to think they have failed
- First make sure those you are serving are indeed in need. The more you promote your services the more people you will attract to the community (not just serving those that are already here)
- I think you do enough
- Pre-made sealed bags that contain items to make a few meals. With instructions. Maybe in the areas identified create a "pop up" store
- Food is expired most of the time
- I feel the Food Bank has actively "run off" clients. 1. Should not require to prove you live within city limits. Homeless would return if you didn't require paperwork. 2. Harassment by clients of other clients goes unchecked by FB Personnel.
- More volunteers – shorter lines
- Free stuff should be handed out as you leave – not a free-for-all
- Don't give enough of food like other food banks
- Hard to get the mail requirement

Actual Survey

Marysville Community Food Bank Survey

Economic times are tough for many, and some community members and their families may be experiencing difficulty making ends meet. The Marysville Community Food Bank is committed to providing nutritious food to Marysville, Tulalip and Lakewood community members without question or judgment, drawing on care and compassion to guide us in all our work.

The food bank, volunteers and community partners try hard to reach all populations in need within our community, but we also want to better identify and reach out to underserved populations in the Marysville, Tulalip and Lakewood areas who may be unaware of the food bank services and resources we provide, or are unable to access them. These are the silent pockets of families and individuals who we hope to reach. That is the main goal of this questionnaire.

Start Here: 1. Where do you currently live? Marysville Tulalip Lakewood Other

2. Which of the following schools/facility is closest to your home? (Choose one)

- | | |
|--|--|
| <input type="checkbox"/> Sunnyside Elementary School | <input type="checkbox"/> Shoultes Elementary School |
| <input type="checkbox"/> Allen Creek Elementary School | <input type="checkbox"/> Marshall Elementary School |
| <input type="checkbox"/> Grove Elementary School | <input type="checkbox"/> Cascade Elementary School |
| <input type="checkbox"/> Kellogg Marsh Elementary School | <input type="checkbox"/> Pinewood Elementary School |
| <input type="checkbox"/> Liberty Elementary School | <input type="checkbox"/> Lakewood Middle School |
| <input type="checkbox"/> Cedar Field/Boys and Girls Club | <input type="checkbox"/> Quil Ceda Elementary School |

3. Please indicate the number of household members in each of the following age groups.

- | | | | |
|-------------------|---------------|---------------|---------------|
| _____ 4 and under | _____ 11 - 17 | _____ 26 - 40 | _____ 53 - 64 |
| _____ 5 - 10 | _____ 18 - 25 | _____ 41 - 52 | _____ 65 + |

4. How long have you lived in Marysville?

- | | | |
|------------------------|------------------|------------------------|
| _____ Less than 1 year | _____ 4-7 years | _____ 13-20 years |
| _____ 1-3 years | _____ 8-12 years | _____ 21 years or more |

5. Food insecurity is when a household lacks access to enough food for an active, healthy life, or when there is limited or uncertain availability of nutritious food. If you have experienced food insecurity while a Marysville, Tulalip or Lakewood resident, how often has it happened over the last year?

- Never 1-2 times 3-4 times 5-6 times More than 6 times

6. Do you know of a friend, relative or neighbor living in the Marysville-Tulalip area who has experienced food insecurity?

- Yes No I don't know (13 no answer)

TAKE OUR SURVEY

We want to hear from you. Your answers to this brief survey will help us better provide food bank services to our community.

**Time to complete survey:
3-5 minutes.**

Take online version instead?

<https://www.surveymonkey.com/r/marysville-foodbank-survey>

Complete by: March 31, 2016

7. Answer this statement: The purpose of a food bank is to provide food to community members in need. If I were to experience food insecurity, I would feel comfortable accessing the food bank.

Strongly agree Agree Don't know Disagree Strongly disagree

8. If in Question #7 you answered "don't know," "disagree," or "strongly disagree," please explain why you would be uncomfortable. (Choose all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Transportation/Mobility | <input type="checkbox"/> Kids won't eat food available |
| <input type="checkbox"/> Long lines | <input type="checkbox"/> Didn't know there was a food bank |
| <input type="checkbox"/> Open hours not convenient | <input type="checkbox"/> Illness |
| <input type="checkbox"/> No mailing address/homeless | <input type="checkbox"/> Language barrier |
| <input type="checkbox"/> Weather | <input type="checkbox"/> Other (please explain below) |
| <input type="checkbox"/> Stigma of asking for assistance | |

9. If a friend, relative or neighbor were experiencing food insecurity, would you tell them about the food bank?

Yes No I don't know

10. What ideas can you suggest for ways to reach community members who are not served or are underserved by the food bank?