



## *Office of Concern Food Pantry at St. Cecilia's*

### Who are we?

Since 1980, the Office of Concern Food Pantry at St. Cecilia has been supplying weekly groceries to families in need in Englewood, NJ, and its surrounding communities. We are open Monday through Wednesday from 9 am — 12 pm.

We give to all regardless of race, religion, or culture. We were founded in 1980 to help five families that were left homeless due to an apartment fire. Today, we are the largest single-location food pantry in Bergen County. Each week, we distribute about 23,000 pounds of food to our families. In a typical month, about 900 different families or about 3,100 people received food.

The Office of Concern Food Pantry has over 40 volunteers who work in daily shifts of 15 volunteers to serve our families. Our paid staff consists of two part-time employees, a client registration manager, and a director of client services.

Our low-cost structure optimizes the flow of dollars directly towards the purchase of food.

### Research objectives

- To ensure that our operation meets the needs of our families with the dignity, compassion, and confidentiality.
- To measure the effectiveness and acceptance of our “Diaper,” “Nutrition Plus,” and “Health and Hygiene” programs.
- To develop research-based information that leads to improvement in the selection of food and other items for our families.

## *Office of Concern Food Pantry at St. Cecilia's*

### **Bi-Annual Clientele Survey**

#### Methodology

632 questionnaires were distributed in English or Spanish during the week of July 11, 2022, as families signed in for the week. We requested that families complete the survey, anonymously if they preferred, and return to the Office of Concern with their responses by the end of July.

In total, there were 198 questionnaires returned, although some families did not respond to each question. 31.3% of the families responded.

Based on these returns and our familiarity with the families and our community, we believe the results of the survey fairly represent the sentiments of our overall client base.

## Office of Concern Food Pantry at St. Cecilia – Questionnaire – 2022

We would like to ask you some questions to make sure we are meeting your needs. The information we are gathering is confidential and will not be used in any way against you. The purpose of the survey is **help us serve you better**.

Please circle the number that applies

3. Excellent                      2 Satisfactory                      1. Not Satisfactory

1) How well does the Office of Concern Food Pantry meet your needs?

Circle one:    3            2            1

2) Please rate the helpfulness of the staff at the Office of Concern Food Pantry

Circle one:    3            2            1

3) You have been receiving fresh fruits and vegetables with your weekly groceries, has this improved your diet and made it better?

Circle one:    Yes                      No                      Not sure

4) When you go shopping at the supermarket do you now try to buy more fresh fruits and vegetables?

Circle one:    Yes                      No                      Not sure

5) Please rate the things you receive here at the Office of Concern Food Pantry.

a. Meat:    Circle one:    3            2            1

b. Milk, Eggs:                                      Circle one:    3            2            1

c. Fresh Vegetables:                              Circle one:    3            2            1

d. Fresh Fruit:                                      Circle one:    3            2            1

e. Canned Goods                                      Circle one:    3            2            1

f. Bread, Rolls, Pastry:                              Circle one:    3            2            1

g. Toilet Paper, Soap, Toothpaste, etc.                      Circle one:    3            2            1

h. Diapers (if you receive them):                      Circle one:    3            2            1

6) If you receive diapers, how many do you use in an average week?

\_\_\_\_\_ Diapers per week

7) If you receive diapers, how important is the cost of diapers to your family budget? Circle one

3 Very Important    2 Not Very Important    1 Not Important

8) What one item would you like us to provide more of? \_\_\_\_\_

9) How did you hear of us \_\_\_\_\_

10) Tell us what you think of the Office of Concern Food Pantry overall:

## *Office of Concern Food Pantry at St. Cecilia's*

### Summary

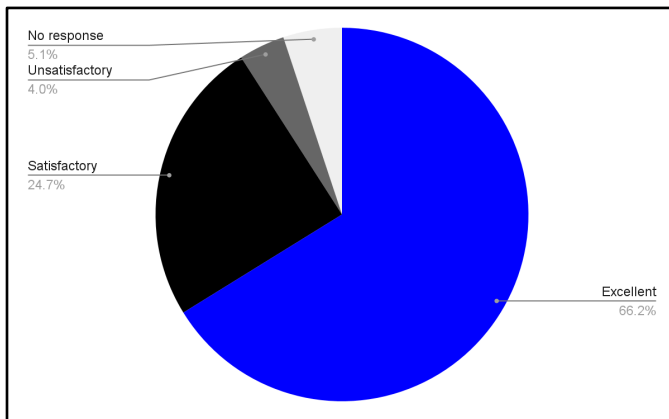
Families demonstrated a majority positive response to the provided services for the year 2022. They were asked to rate our performance based on 1) needs to be met, 2) helpfulness of the staff, 3) improvement of their overall diet, and 4) impact on their shopping habits, amongst other categories. Families were asked to rate the quality of the most popular products received at the pantry and to list what items, if any, of which they would like to be provided more.

- **When asked how well our operation meets their needs, most families responded “Excellent” or “Satisfactory.”** Of the nearly 200 responses, 66% said the services provided are excellent, and 25% said they are satisfactory, with only 9% leaving an unsatisfactory rating or no answer at all.
- **The top two rated items, according to families, are Dairy and Fresh Vegetables, which highlights the continued success of our Nutrition Plus Program.** Approximately 93% of respondents said that receiving fresh fruits and vegetables with their weekly groceries has improved their diet, and more than half noted that this frequent receipt of fresh produce has prompted them to purchase fruits and vegetables more regularly during their trips to the supermarket.
- **A community around our pantry is rapidly growing, with most families noting that they first heard about us by word-of-mouth.** Referrals have come from a variety of sources, from friends and family to neighbors and members of the church. Whether to offer guidance to a loved one in need or to spread their positive experience with us, families are talking about the pantry with more intent.

## Office of Concern Food Pantry at St. Cecilia's

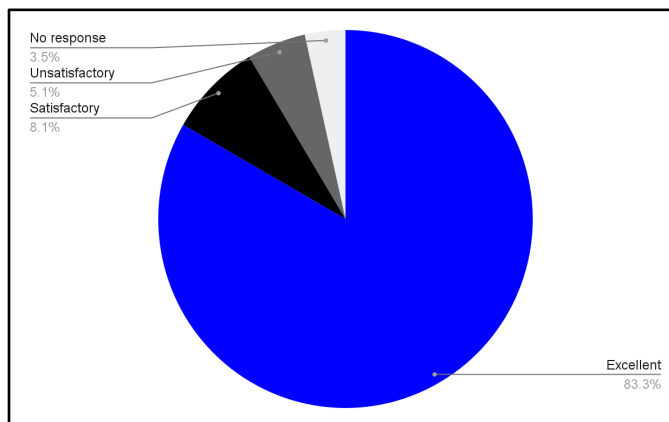
**Question 1: How well does the Office of Concern Food Pantry meet your needs?**

|                       |       |
|-----------------------|-------|
| <b>Excellent</b>      | 66.2% |
| <b>Satisfactory</b>   | 24.7% |
| <b>Unsatisfactory</b> | 4.0%  |
| <b>No response</b>    | 5.1%  |



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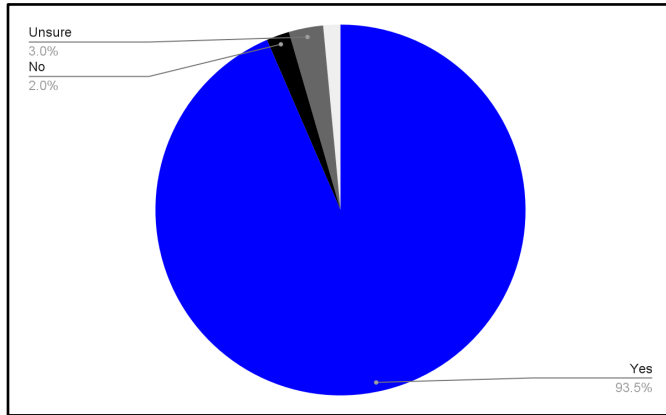
**Question 2: Please rate the helpfulness of the staff at the Office of Concern Food Pantry.**



|                       |       |
|-----------------------|-------|
| <b>Excellent</b>      | 83.3% |
| <b>Satisfactory</b>   | 8.1%  |
| <b>Unsatisfactory</b> | 5.1%  |
| <b>No response</b>    | 3.5%  |

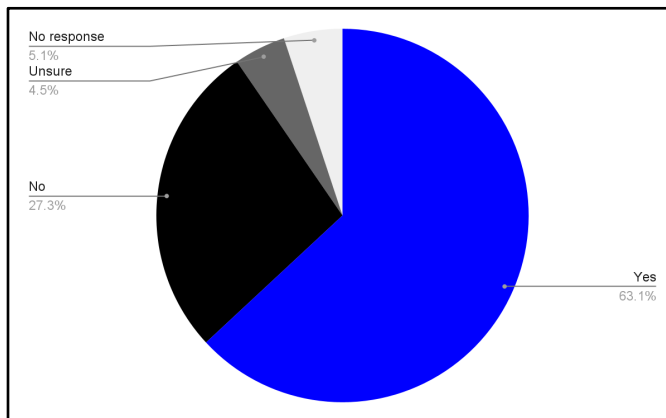
## Office of Concern Food Pantry at St. Cecilia's

**Question 3: You have been receiving fresh fruits and vegetables with your weekly groceries. Has this improved your diet and made it better?**



|                    |       |
|--------------------|-------|
| <b>Yes</b>         | 93.5% |
| <b>No</b>          | 2.0%  |
| <b>Unsure</b>      | 3.0%  |
| <b>No response</b> | 1.5%  |

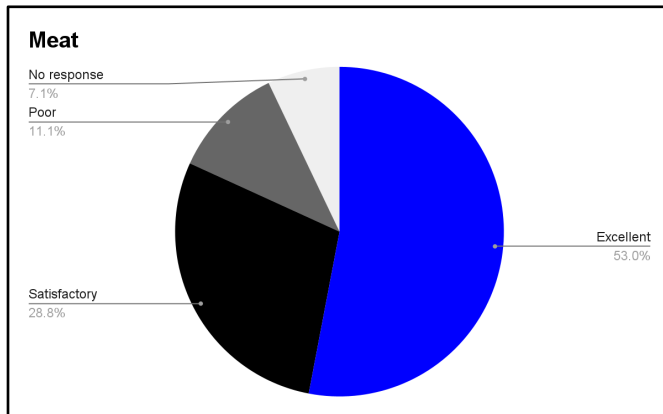
**Question 4: When you go grocery shopping at the supermarket, do you now try to buy more fresh fruits and vegetables?**



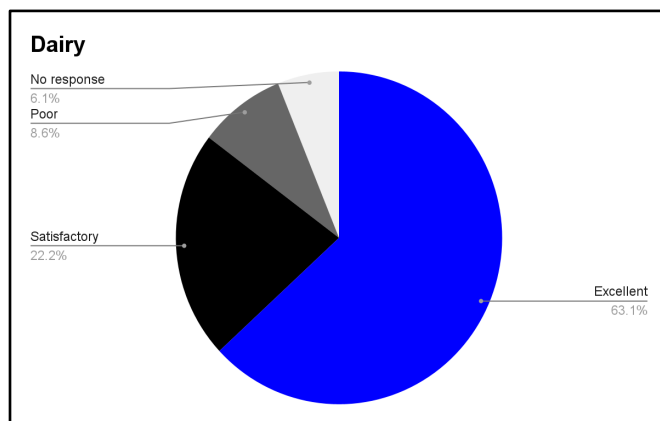
|                    |       |
|--------------------|-------|
| <b>Yes</b>         | 63.1% |
| <b>No</b>          | 27.3% |
| <b>Unsure</b>      | 4.5%  |
| <b>No response</b> | 5.1%  |

## Office of Concern Food Pantry at St. Cecilia's

Question 5: Rate the quality of these items.



|                     |       |
|---------------------|-------|
| <b>Excellent</b>    | 53.0% |
| <b>Satisfactory</b> | 28.8% |
| <b>Poor</b>         | 11.1% |
| <b>No response</b>  | 7.1%  |

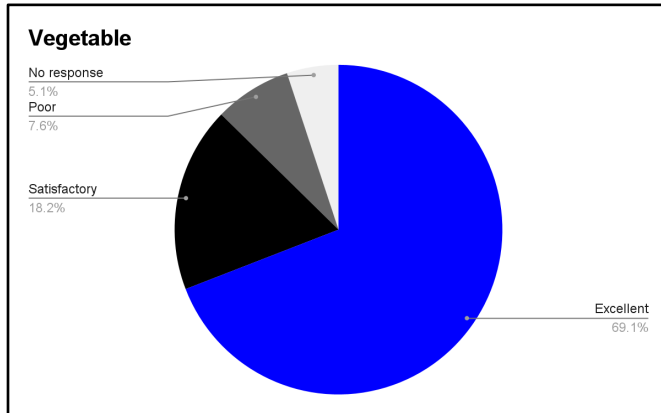


|                     |       |
|---------------------|-------|
| <b>Excellent</b>    | 63.1% |
| <b>Satisfactory</b> | 22.2% |
| <b>Poor</b>         | 8.6%  |
| <b>No response</b>  | 6.1%  |

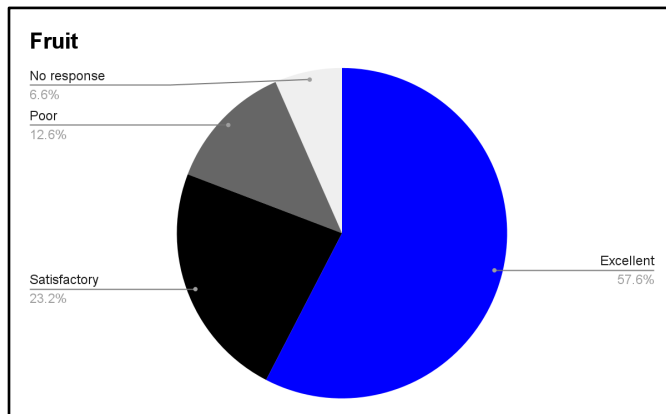


## Office of Concern Food Pantry at St. Cecilia's

Question 5 (Continued): Rate the quality of these items.



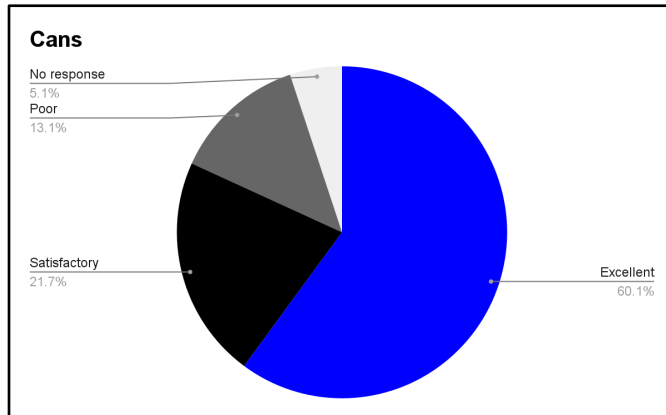
|                     |       |
|---------------------|-------|
| <b>Excellent</b>    | 69.1% |
| <b>Satisfactory</b> | 18.2% |
| <b>Poor</b>         | 7.6%  |
| <b>No response</b>  | 5.1%  |



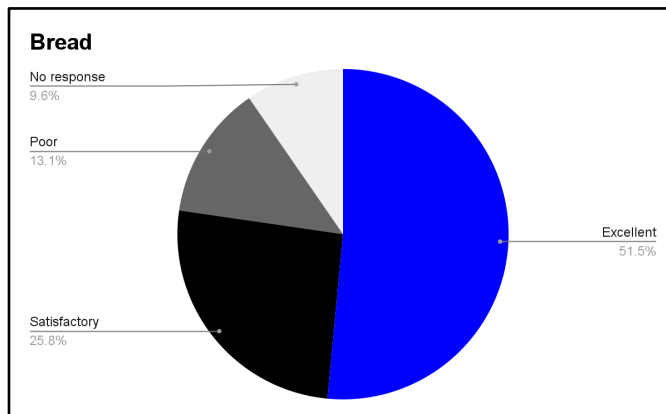
|                     |       |
|---------------------|-------|
| <b>Excellent</b>    | 57.6% |
| <b>Satisfactory</b> | 23.2% |
| <b>Poor</b>         | 12.6% |
| <b>No response</b>  | 6.6%  |

## Office of Concern Food Pantry at St. Cecilia's

Question 5 (Continued): Rate the quality of these items.



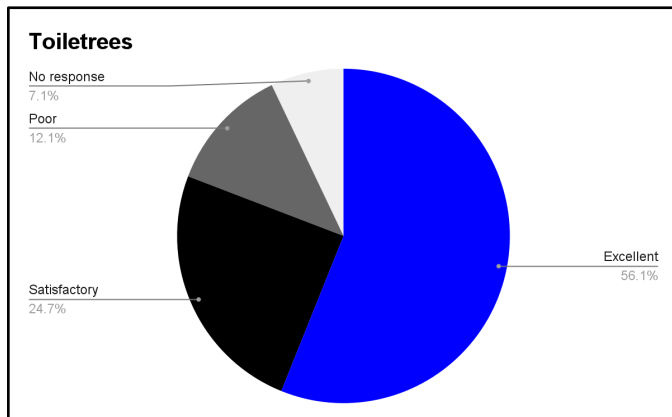
|                     |       |
|---------------------|-------|
| <b>Excellent</b>    | 60.1% |
| <b>Satisfactory</b> | 21.7% |
| <b>Poor</b>         | 13.1% |
| <b>No response</b>  | 5.1%  |



|                     |       |
|---------------------|-------|
| <b>Excellent</b>    | 51.5% |
| <b>Satisfactory</b> | 25.8% |
| <b>Poor</b>         | 13.1% |
| <b>No response</b>  | 9.6%  |

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**Question 5 (Continued): Rate the quality of these items.**



|                     |       |
|---------------------|-------|
| <b>Excellent</b>    | 56.1% |
| <b>Satisfactory</b> | 24.7% |
| <b>Poor</b>         | 12.1% |
| <b>No response</b>  | 7.1%  |

**Question 6: If you receive diapers, how many do you use in an average week?**

48 responses indicated that families used 38 diapers on average per week with a range of 7 to 110 diapers per family.

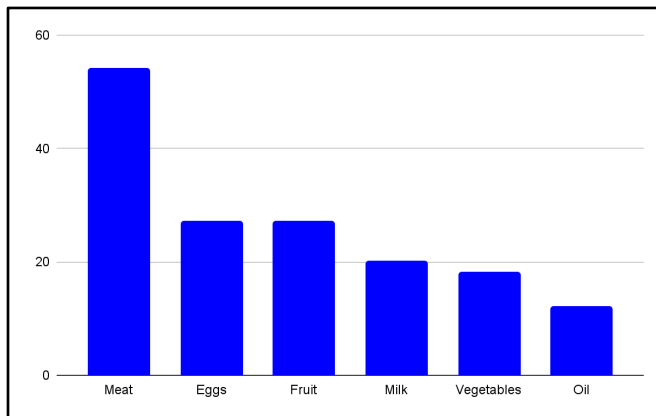
**Question 7: If you receive diapers, how import is the cost of diapers to your family budget?**

100 % of the 48 responses indicated that diapers are “very important” to their family budget

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**Question 8: What one item would you like us to provide more of?**

|                   |     |
|-------------------|-----|
| <b>Meat</b>       | 54  |
| <b>Eggs</b>       | 27  |
| <b>Fruit</b>      | 27  |
| <b>Milk</b>       | 20  |
| <b>Vegetables</b> | 18  |
| <b>Oil</b>        | 12  |
| <b>Total</b>      | 158 |

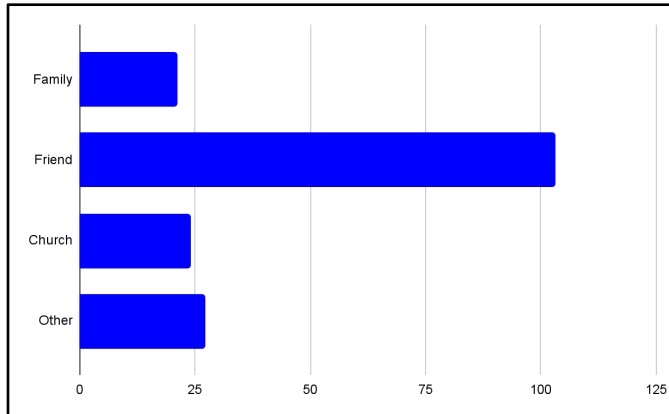


In this open-ended question, families gave a wide variety of food items that they would like to see more of. The most frequently mentioned foods were **meat, eggs, fruit, milk, vegetables, and oil**. Other recurring items are listed below.

- |         |            |          |
|---------|------------|----------|
| Diapers | Cheese     | Fish     |
| Nuts    | Rice       | Soap     |
| Beef    | Bread      | Desserts |
| Spices  | Pastries   | Juice    |
| Wipes   | Toothpaste | Pasta    |

## Office of Concern Food Pantry at St. Cecilia's

### Question 9: How did you hear about us?



|               |     |
|---------------|-----|
| <b>Family</b> | 21  |
| <b>Friend</b> | 103 |
| <b>Church</b> | 24  |
| <b>Other</b>  | 27  |
| <b>Total</b>  | 175 |

Most families first heard about us by word-of-mouth, such as through a family member, a friend, or a fellow church goer. Other references came from co-workers, neighbors, or community centers, such as the Bergen County Office and the Bergen Family Center.

## *Office of Concern Food Pantry at St. Cecilia's*

### **Question 10: Tell us what you think of the Office of Concern Food Pantry overall (partial list of comments)**

"You are all doing an excellent job, very helpful, cheerful, kind, and shows compassion. Thank you!!!"

"Provides an incredibly good service by providing food and basic needs for families and individuals with a low income. Thank you!!! God Bless!!!"

"Thank you for your help. You are doing an especially important service for the community in need."

"This is a good idea because many people have lost their jobs or have very little income and the cost of living has increased a lot. Very good help. Thank you."

"The best thing that God has given us. Thank you very much. God bless you. Blessings to all of you."

"I think they should give less canned products and be able to give people fewer foods but better products such as milk, eggs, chicken, meat, and vegetables."

"Great. But would like more protein and rye/pumpernickel bread instead of white bread. Need Paper Towels Not enough food for three people."

"Excellent organization with incredibly helpful staff!"

"Good people skills, understanding and caring."

"I am very grateful for the help. I would like to receive more fresh products than canned."

"It's a big help for my family, and the food pantry is good because it is varied."

"It's a great service provided to those in need of assistance, especially in this time of hardship."

"Very good help to me. It helps me more in fruits and vegetables. We buy less now."