

Agency Partner Satisfaction Survey

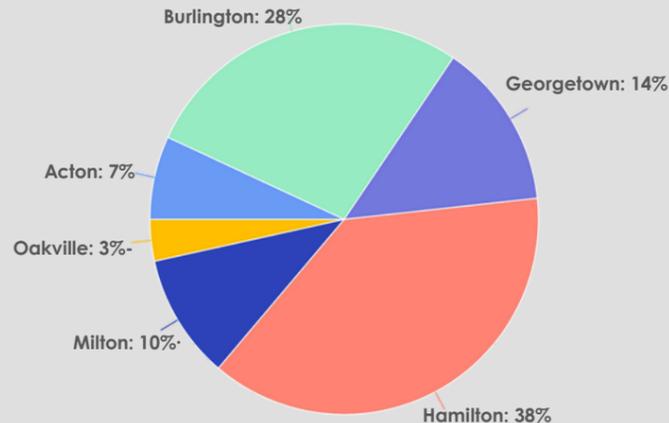


Findings from our Agency Satisfaction Survey - Spring 2024

Food for Life is committed to delivering exceptional service and continuously striving to meet the evolving needs of our Agency Partners

Food for Life invited our Agency Partners to complete a Satisfaction Survey in April 2024. 29 Agency Representatives from 26 Agency Partner Organizations voluntarily responded. **Information was collected on agency resources and capacity, satisfaction with service, sources of food for programming, impacts and challenges of receiving rescued food from Food for Life, and opportunities to utilize rescued food to enhance fresh food access.**

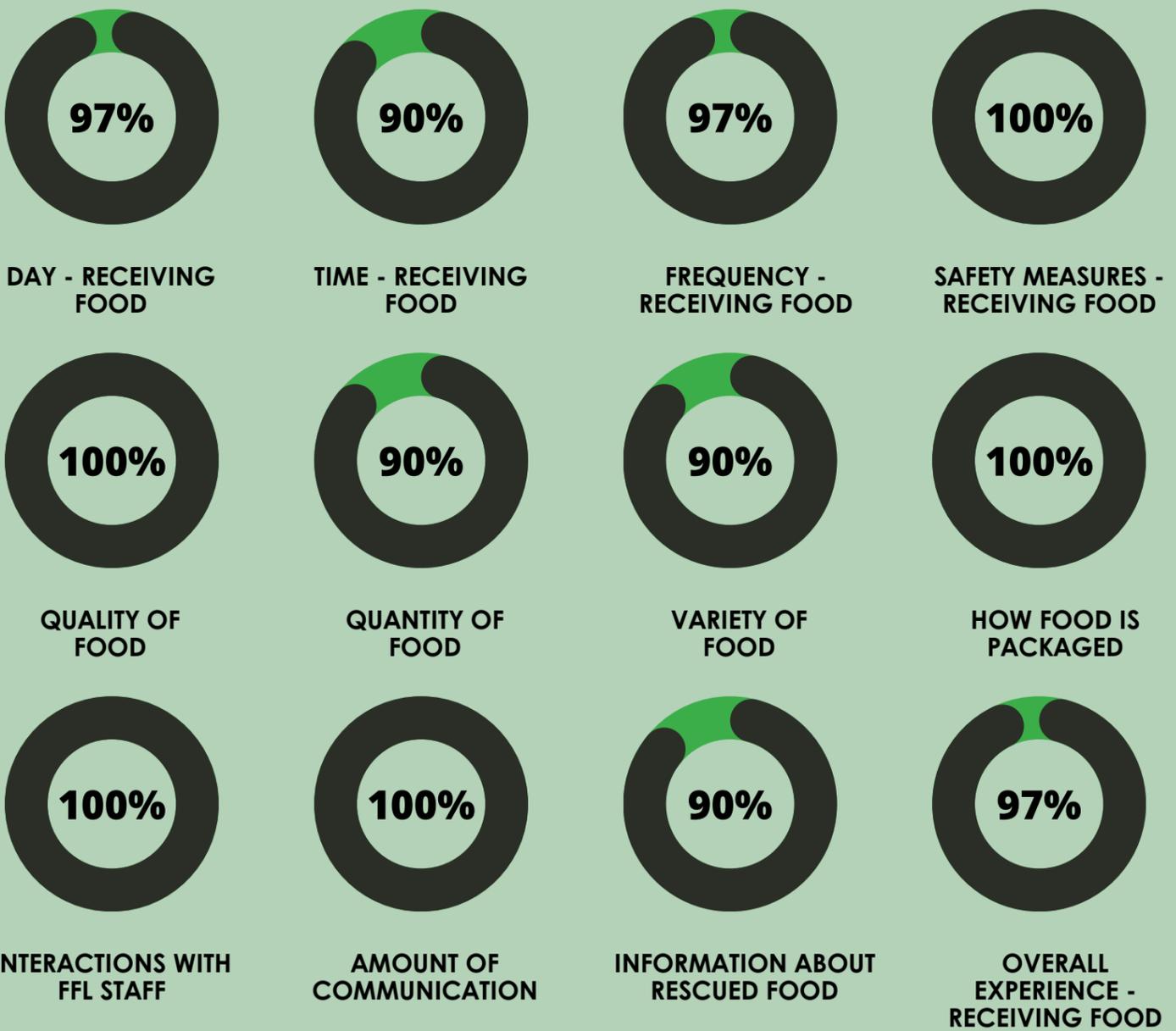
The Agencies who participated represent the following agency types: *Community Development and Social Services* (41%), *Food bank, Pantry, Meals* (21%), *Shelter, Residence, Housing* (10%), *Faith-Based* (3%), & *Other Organization Type* (24%).



Total Complete Responses by Municipality (n=29)

Agency Partner Satisfaction with Food for Life's Service

*Percent of surveyed Agency Representatives who responded as either 'Very satisfied' or 'Satisfied' to the below prompts about receiving rescued food from Food for Life



Food for Life's Agency Partners' indicate high levels of satisfaction with our service

Key strengths of our service include:

- Quality and packaging of food
- Staff interactions
- Communication
- Safety measures while receiving food

Areas for improving Agency satisfaction include:

- Ensuring delivery or pickup times meet partners' needs
- Providing more information about rescued food
- Increasing food quantity and variety

Areas for improving Agency satisfaction by municipality:

- **Acton:** Improve information on rescued food and variety of food
- **Burlington:** Improve delivery/pickup timing, rescued food information, and food quantity/variety
- **Georgetown:** Improve delivery/pickup frequency
- **Hamilton:** Improve delivery/pickup timing
- **Milton:** No noted areas for improvement
- **Oakville:** Improve delivery/pickup timing, rescued food information, and food quantity

Areas for improving Agency satisfaction by organization type:

- **Community Development and Social Service Agencies:** Improve delivery/pickup timing, rescued food information, and food quantity/variety
- **Faith-based Agencies:** No noted areas for improvement
- **Food Bank, Pantry, Hamper Agencies:** Improve overall food quantity
- **Shelter, Residence, Housing Agencies:** No noted areas for improvement
- **Other Organization Types:** Improve delivery/pickup timing and frequency, rescued food information, and food quantity/variety



Overall Agency experience of being a partner of Food for Life

100% of our Agency Partners are 'Very satisfied' (83%) or 'Satisfied' (17%) with their experience of being a partner with us

*All percentages displayed in document have been rounded . Percentages displayed with arrows indicate statistically significant data points for the sample at a 95% confidence level.

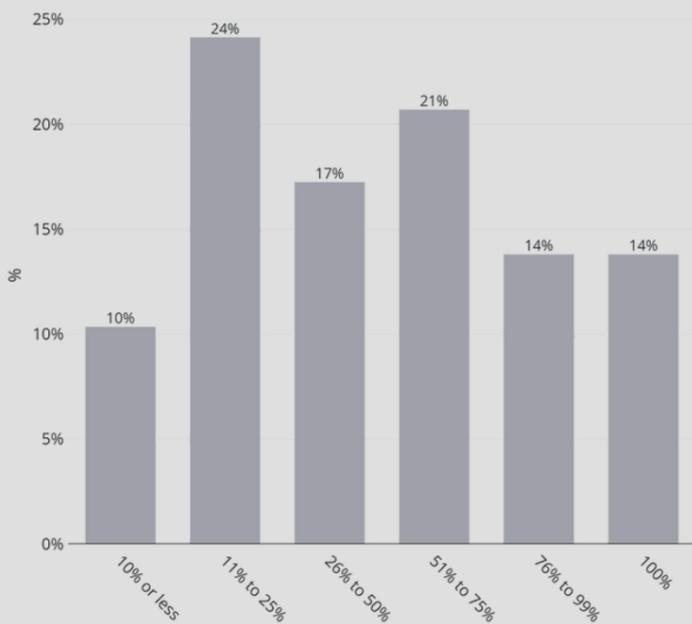
Agency Partner Satisfaction Survey



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Sources of Food & Demand for Service

*Percent of surveyed Agency Representatives (Sources of rescued food multi-select question type)



Percentage of Food for Agency Programming - Food for Life

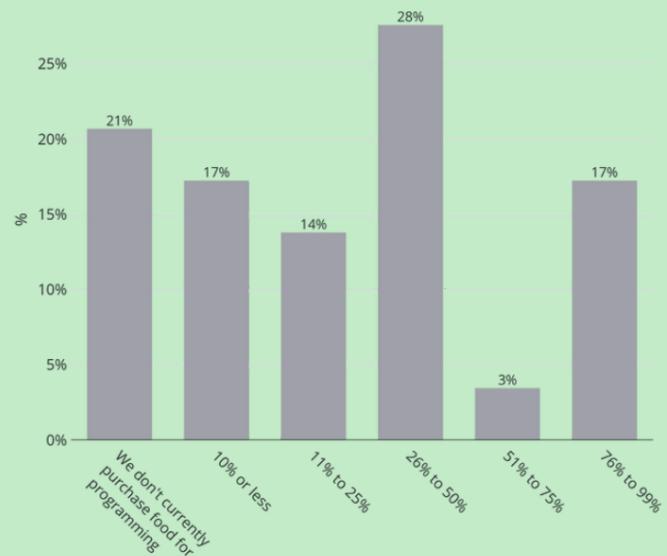
The most commonly reported percentages of food used for agency programming from Food for Life fall within '11% to 25%' (24%) and '51% to 75%' (21%). Additionally, 14% of partners reported that Food for Life provides '76%-99%' of their food, while another 14% reported receiving '100%' of their food from Food for Life.

- Georgetown and Hamilton show the highest reliance on Food for Life, while Milton shows the least
- *Community Development and Social Service Agencies*, along with *Other Organization Types*, have the highest reliance on Food for Life, while *Food Bank, Pantry, Hamper Agencies*, and *Shelter, Residence, Housing Agencies* have the least reliance

Percentage of Food for Agency Programming - Purchased

The percentage of food for programming that Agency Partners' purchase varied considerably overall. The most commonly reported ranges are '26% to 50%' (28%), followed by 'We don't currently purchase food for programming' (21%).

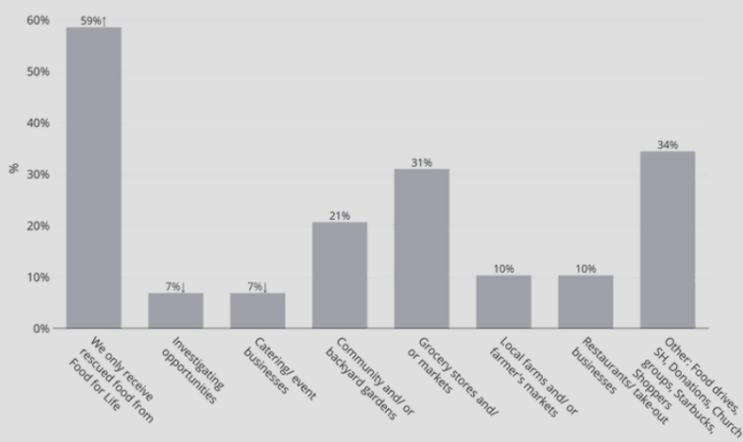
- Acton and Milton have the highest selections of purchasing '76% to 99%' (A-50% & M-67%) of their food for programming, while Georgetown and Hamilton have the highest selections of 'We don't currently purchase food for programming' (G-50% & H-36%)
- *Community Development and Social Service Agencies*, *Shelter, Residence, Housing Agencies*, and *Other Organization Types* exhibit high variability in purchased food percentages
- *Faith-based Agencies* and *Food Bank, Hamper, Pantry Agencies* have high selections of purchasing '25% to 50%' (Faith-100% & FB-50%) of their food for programming



Sources of Rescued Food Used for Programming

A majority of Agency Partners reported 'We only receive rescued food from Food for Life' (59%), but many supplement this with other sources and less are 'Investigating opportunities' (7%) for additional options.

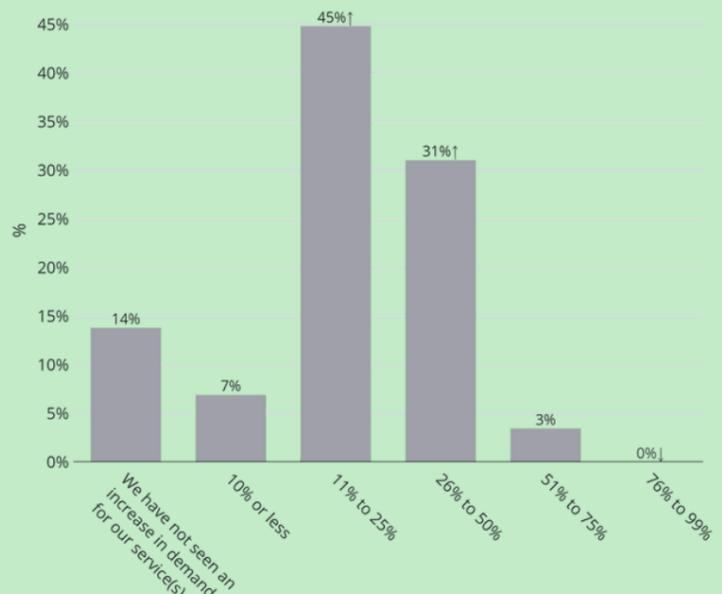
- Acton and Hamilton receive rescued food from a variety of sources (A-5 sources & H-7 sources)
- Burlington, Milton, and Oakville utilize less sources of rescued food, noting 2 additional sources or less
- *Faith-based Agencies* receive all of their rescued food from Food for Life (100%), whereas *Food Bank, Pantry, Hamper Agencies* are least likely to only receive rescued food from Food for Life (17%) and most likely to rescue additional food from 'Grocery stores and/ or markets' (67%)
- *Community Development and Social Service Agencies*, *Shelter, Residence, Housing Agencies*, and *Other Organization Types* show variability within each category, with some agency's utilizing various other sources of rescued food, while others only receive rescued food from Food for Life



Increase in Demand for Service

Almost half (45%) of Agency Partners are experiencing an '11% to 25%' increase in demand for service(s), and nearly one-third (31%) are experiencing a '26% to 50%' increase. Less (14%) are reporting 'We have not seen an increase in demand for our service(s)'.

- Each municipality showed variability in increase in demand for service, but overall Acton, Burlington, and Oakville reported the smallest increase(s), with the majority reporting **no higher than 25% increase** in demand for service, whereas Georgetown, Hamilton, and Milton were more likely to report a growth of '26% to 50%'
- Each organization type also showed variability in increase in demand for service, but overall *Shelter, Residence, Housing Agencies* and *Other Organization Types* are most likely to report no increase in demand for service, while *Food Bank, Pantry, Hamper Agencies* are most likely to report higher levels of increase, with 67% noting a '26% to 50%' rise in demand



"Being a partner of Food for Life and receiving rescued food has had a profound impact on both our agency and our clients. For us, it's not just about receiving food; it's about the ripple effect it creates in our community."

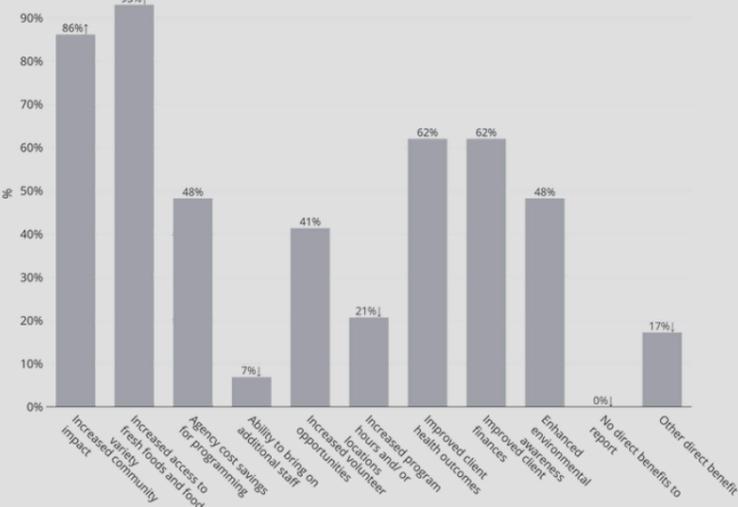
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Impacts & Challenges with Receiving Rescued Food

*Percent of surveyed Agency Representatives who selected the below prompts as 'Impacts' or 'Challenges' about receiving rescued food from Food for Life (Questions were multi-select question type)



Agency Benefits & Client Impacts of Receiving Rescued Food from Food for Life

The top impacts of receiving rescued food from Food for Life include: **'Clients have increased access to fresh foods and food variety'** (93%), **'Increased community impact (e.g. able to serve more people or give more food to those you serve)'** (86%), **'Clients have mentioned improved health outcomes (e.g. mental, emotional, and/ or physical health and wellbeing)'** (62%), **'Clients have mentioned economic benefits (e.g. better able to make debt payments, afford other necessities, etc.)'** (62%). 'Ability to bring on additional staff' (7%) and 'Increased program hours and/ or locations' (21%) are the least selected impacts. None of our Agency Partners selected 'No direct benefits to report' (0%), highlighting the positive impacts of receiving rescued food from Food for Life.

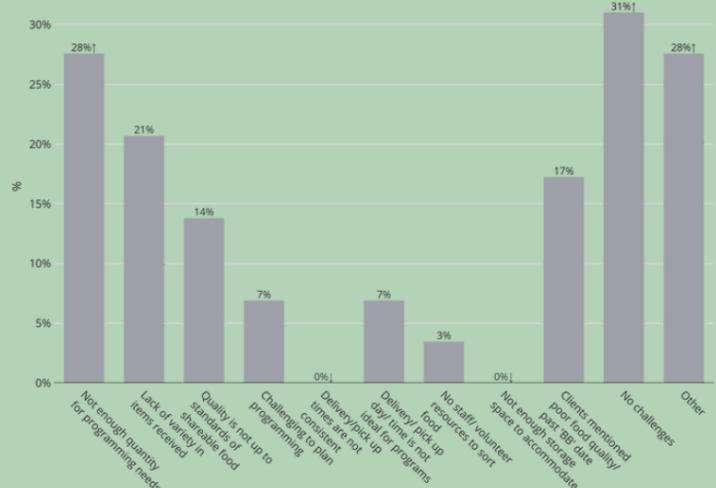
- Burlington and Hamilton selected the most impacts (B-9 impacts & H-10 impacts), whereas Acton and Milton selected the least (A-6 impacts & M-6 impacts)
- Burlington is less likely to report 'Clients have increased access to fresh foods and food variety' (75%) and 'Clients have mentioned improved health outcomes' (25%) and Georgetown is most likely to report 'Enhanced environmental awareness and connection through rescuing food' (100%)
- Each organization type reported varying levels of impacts, with all selecting 8 or more impacts except Faith-based Agencies, who only selected 'Increased community impact' and 'Enhanced environmental awareness'

Receiving rescued food from Food for Life benefits Agency Partners by increasing their community impact through enhancing access to fresh foods, improving health outcomes, and economic stability for their clients

Agency Challenges with Receiving Rescued Food from Food for Life

The overall percentages of challenges reported were small, with the highest selected challenges including: **'Not enough quantity for our programming needs'** (28%), **'Lack of variety in the items we receive week to week'** (21%), and **'Our clients have mentioned poor food quality and/ or dissatisfaction with receiving items past their Best Before date'** (17%). The challenges mainly revolve around the need for increased food quantity and variety to meet the increase in demand for service, better alignment with service models, and education on Best Before dates.

- Georgetown, Hamilton, Milton, and Oakville are most likely to report 'Not enough quantity', Acton, Burlington, and Georgetown are most likely to report 'Lack of variety', and Burlington, Georgetown, and Hamilton are most likely to report 'Clients mentioned poor food quality/ past Best Before date'
- Community Development and Social Service Agencies and Food Bank, Pantry, Hamper Agencies are most likely to report 'Not enough quantity' (CD-42% & FB-33%) and 'Clients mentioned poor food quality/ past Best Before date' (CD-25% & FB-17%)
- Faith-based Agencies selected the least challenges overall, but are most likely to report 'Lack of variety' (100%)



Food for Life is dedicated to addressing the challenges of rescued food, focusing on issues like insufficient quantity, lack of variety, food quality and service alignment to ensure that communities and agencies receive nutritious, diverse, and high-quality food.

"We heavily rely on Food for Life to help meet the needs of our community. We are impacting our area by distributing much-needed food to significant numbers of people each week."

"We appreciate all that you do to bring rescued food to our clients and community. It offers convenience and has a significant impact on our clients by allowing them to access our hub services and fresh food simultaneously. Especially for our older adult clients that struggle to access food."

Agency Partners shared open comment feedback about the impacts and challenges of receiving rescued food, opportunities to enhance utilization of rescued food, and how our service benefits their agency and community

Food for Life's service provides essential support for Neighbours:

- Support for seniors and other demographics who cannot afford fresh produce
- Significant impact on low-income families and individuals facing food insecurity
- Rescued food helps those on fixed incomes and supports dietary needs, including for diabetics

Agency Partners express positive outcomes and appreciation:

- Increased traffic to organizations through providing food assistance
- Positive feedback from clients about the quality and impact of food
- Appreciation for the efforts of Food for Life and its staff, highlighting the importance of the partnership

Food for Life's service supports sustainability and food waste reduction:

- Rescued food helps address food waste and food insecurity simultaneously
- Environmental benefits by reducing waste and promoting sustainable practices
- Educational opportunities around food sustainability and healthy eating

Food for Life's service increases opportunities for Agency Partners to build community and engage with their clients:

- Increased opportunities for community members to gather, build trust, and create routine
- Positive community impact through shared meals and social activities
- Enhanced sense of belonging and community connection

Suggestions for improvements:

- Occasional issues with spoiled produce and frozen meat packaging
- Need for better quality control and variety in food deliveries
- Importance of having a variety of nutritious and high-quality food items
- Need for better communication about food donations to plan programming effectively
- Challenges with timing of receiving food not best for programming needs

These themes highlight the importance of Food for Life's services in fostering community, addressing food insecurity, and promoting sustainability, despite facing some operational challenges