

**USE OF EMERGENCY FOOD BY FOOD PANTRY
CLIENTS IN FAIRFAX, VIRGINIA**

by

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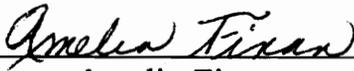
in

Human Nutrition and Foods

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(ABSTRACT)

Demand for emergency food at food pantries nationwide has increased rapidly during the past 15 years. Food pantries have varied policies for distributing food to clients. Clients of a food pantry in Fairfax, Virginia, were surveyed to determine their satisfaction with the food they received and to help develop guidelines in order to improve future food deliveries. Thirty-six food deliveries were made during a 6-week study period. The population studied consisted of 79 children (under age 19) and 41 adults. Children were present in 89% of the households; of these, 77% were headed by single women and 6%, by single men. Eighty-eight percent were satisfied with the foods they received. Clients wished they had received more meat, fresh milk, cheese, eggs, and pasta. Powdered milk was the only food received that was reported as disliked by more than one family. When foods delivered were compared with foods used, clients used less powdered milk, dry beans, and peanut butter than they received, but more fresh milk, meat, cheese, eggs, and fresh vegetables and fruits than were delivered by the pantry driver. Recommended guidelines for types and amounts of foods were developed using basic nutrition principles, as described in the USDA food guide pyramid, modified to fit the types of foods that are available in food pantries and the preferences of those sampled.

DEDICATION

To all people
who have known hunger,
particularly the children.

ACKNOWLEDGMENTS

I want to thank all the people of Fairfax FISH who patiently put up with this project, including all the telephone captains and drivers whose ears I talked off and whose brains I picked. In particular, I wish to thank Kathy Weaver, president of Fairfax FISH, who is the person for whom the word “tireless” was coined. Her energy is exceeded only by her willingness to share it, and her knowledge of FISH was invaluable.

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TABLE OF CONTENTS

Abstract.....	ii
Dedication	iii
Acknowledgments	iv
Introduction.....	1
The hunger problem and some approaches to it	1
Fairfax FISH, Inc.....	3
Review of Literature.....	5
What are hunger and food security?.....	5
Who uses food pantries?.....	6
What kinds of foods do clients receive?	8
How is the food distributed?	10
What guidelines exist for providing food for food pantry clients?	12
Methodology.....	14
Overview of study design	14
Population studied	15
Pilot study	16
The incentive.....	17
The survey instruments.....	17
Data analysis.....	19

Results	21
Population characteristics	21
Hunger in the studied population	23
Foods received by clients	26
Satisfaction	29
Dissatisfaction	34
Driver input	37
Discussion	42
Hungry children	42
Foods provided	43
Diversity--in servers and the served	46
Conclusions	48
Bibliography	52
Appendix A. Food package guidelines from Link	56
Appendix B. Food package guidelines from the Navy Relief Society	58
Appendix C. Food package guidelines from the Maryland Food Committee	59
Appendix D. Thrifty Food Plan food list for a month	60
Appendix E. Client reminder letter	61
Appendix F. Fairfax FISH client survey	62
Appendix G. Fairfax FISH survey for clients without telephones	66
Appendix H. Telephone survey questions	72

Appendix I. Driver survey	74
Appendix J. Fairfax FISH Report Form.....	78
Vita	79

FIGURES

Figure 1. Number of adults and children in families	22
Figure 2. Responses to question about how much food clients..... usually had in the house	25
Figure 3. Responses to question about how much food clients had during the week after FISH delivery	25
Figure 4. Number of items reported by clients as received from FISH, already in the home, and used during the week following the FISH delivery	28

TABLES

Table 1. Numbers of types of foods brought by FISH, amount used,..... and relationships	30
Table 2. Foods clients wished to have delivered, by category.....	32
Table 3. Special requests made by clients to drivers before deliveries.....	35
Table 4. Foods clients reported that they would not eat, reasons..... for not eating the foods, and what clients intended to do with the food	36
Table 5. General comments by families who received food from Fairfax FISH	38
Table 6. Factors listed by drivers as to how they choose foods for families.....	39
Table 7. Proposed guidelines for choosing foods for Fairfax FISH clients	50
Table 8. Proposed shopping list for drivers taking food to FISH clients.....	51

INTRODUCTION

The hunger problem and some approaches to it

A lack of adequate food for good nutrition is a reality, not just for famine-stricken areas of developing countries, but for *millions* of people in the United States. “Between 1985 and 1990, the number of people in the United States who lacked enough to eat each month increased 50%, from 20 million to 30 million—12% of the total population. This included 12 million children under the age of 18” (Bread for the World 1994). Although those figures have been challenged because of the difficulty of identifying the population, in 1989 alone, nearly 40 million people received some type of food assistance (Levedahl and Matsumoto 1990). An additional \$3 billion to \$4 billion worth of food was distributed through private channels.

Several government programs address the hunger problem in the United States. They reach people in their family units, as well as in schools and day care facilities. Briefly, the federal government programs include:

- ◆ Food stamps: This program provides coupons that can be exchanged for food in grocery stores and other outlets to needy households. About \$23 billion in benefits go to about 27 million Americans annually (Havemann 1995).
- ◆ Child nutrition programs: The National School Lunch and School Breakfast programs provide subsidized or free meals to children in public schools. The Child Care Food program reaches children in day care settings; while the Special Milk program provides milk to a much smaller population.

- ◆ WIC: Women, Infants, and Children benefit from this program, which provides vouchers for certain foods needed by these nutritionally at-risk groups. Nutrition education and health services are also provided.
- ◆ Commodity Supplemental Food Program: This program distributes food commodities to needy people through state and local agencies. Three other federal programs also supply food to the needy, distributed through both public and private outlets. (Levedahl and Matsumoto 1990).

The needs of some people are not adequately met by these programs alone. A relatively new system of food assistance has grown up from charitable organizations to reach millions of Americans, many of whom are also receiving government assistance. Growth of this food assistance sector was dramatic throughout the 1980s, and the population served has become far more diverse than the stereotypical homeless males that once almost exclusively patronized soup kitchens (Campbell 1990, Reschovsky 1991). Today's clients at food pantries and soup kitchens are largely families with young children (Hunger in America 1992). Recent studies suggest that more than 25 million Americans, nearly half under 17, use emergency food from food pantries, soup kitchens, and other programs (How Hungry is America? 1994).

Emergency food assistance has become well organized. At the national level are large food banks, the largest of which is Second Harvest. Second Harvest is a network of 185 regional food banks. It serves as a collection and distribution channel for food and grocery products from hundreds of national donor companies. Food donated may be mislabeled, discontinued, overstocked, or otherwise unmarketable food, but all food is required to be safe to eat and safely handled throughout the distribution chain (King 1989).

Regional food banks distribute food from Second Harvest and other food banks to the local food pantries and soup kitchens that actually distribute the food to the people. Local groups pay a small charge to the food banks for shipping and handling the food. Food pantries and soup kitchens also receive many of their supplies from donations by local food markets and the general public. Recent estimates suggest that there are as many as 30,000 local charities and other agencies that distribute food nationwide (Bread for the World 1993).

Emergency food sites "have become less emergency oriented and more a part of the permanent safety net" (Foodbanks adapting . . . 1992). Food pantries are therefore on the front lines of those striving to end hunger. There is a great demand for food from food pantries, and the largely volunteer workforce at pantries does its best to help the hungry by providing food for a few days or weeks at a time.

Fairfax FISH, Inc.

Fairfax FISH (For Immediate Sympathetic Help) is a coalition of churches that responds to the needs of people in the Fairfax area in times of emergency financial crisis. Among the help given are rental and utility monetary assistance, payment for prescriptions, transportation to medical appointments, and emergency food. Help usually is given on a one-time basis; that is, a client may be helped only once per year with financial assistance, although food may be provided more often, if needed.

Clients seeking food call Fairfax County Human Services Intake at a central number, where a social worker screens them, then calls a FISH telephone captain. The captain relays the needs to a driver, who then goes to one of FISH's eight church-based food pantries, where he or she chooses food for the family. The driver may also stop at a supermarket and buy up to \$20 worth of additional groceries, at his or her discretion, although it is not uncommon for drivers to spend more and consider it a personal donation.

Drivers make food decisions for a family based on very little information. They typically know only the ages and genders of the family members. Thus, it may be that food delivered to a family is influenced more by a driver's food preferences and habits than by the family's needs. Many drivers are retired men, who may have little or no experience in meal planning. Even drivers who plan family meals daily express uncertainty about choosing food for others.

Like the rest of the country's food pantries, FISH has seen an explosion in demand. According to FISH annual reports, in 1972, there were only 8 food requests; five years later, 36 requests were recorded; in 1989, 105 requests were filled; and 1993 brought 357 completed requests for food.

Fairfax FISH would like to have a set of guidelines to make choosing foods easier for drivers and to ensure that each family receives the food it wants and needs. No other study has looked at food pantry clients' food preferences or surveyed the people who choose food for those clients. This investigator assessed how well the needs of clients were being met to provide a foundation for developing guidelines for drivers to use in choosing foods for others. The results can also be used to help donors select foods for the pantries that are most wanted and needed by clients.

REVIEW OF LITERATURE

What are hunger and food security?

One factor that makes it hard to count the hungry in America is that researchers' definitions of hunger and food insecurity vary. Malnutrition or other medical conditions may not be measurable in a hungry person, and the hunger may not continue through every day of the year. Therefore, definitions refer to vague qualities such as "access to food," "level of nutrition for good health," and "adequate food quality." Cohen and Burt define hunger specifically for use with public policy as "the state of being unable to obtain a nutritionally adequate diet from nonemergency food channels," with food stamps considered a nonemergency channel (Cohen 1990).

Food security goes farther, according to Cohen, to include the additional factors of accessibility, availability, and affordability of food. Even with adequate resources to purchase food, some poor people lack transportation to get to supermarkets or have no facilities to prepare the food. Cultural factors come into play, too, as people have very strong feelings about eating certain foods.

Radimer, Olson, and Campbell see the definitions of hunger as including one or more of the following attributes: ". . . the physical sensation of hunger, the interruption of a socially acceptable eating pattern (either going without food or not getting a complete meal), and inadequate food. Inadequate has been used to refer to food quality, to food consumption, and to the food supply." These researchers view every response to hunger and food security questions that does not completely rule out hunger as an indication of hunger (Radimer, Olson, and Campbell 1990).

“The phenomenon loosely labeled hunger in the 1980s is now being discussed as food security or insecurity.” A definition proposed by Campbell is “food security is access by all people at all times to enough food for an active, healthy life” (Campbell 1991).

In a 1980 survey of low-income households, researchers included a question to assess the households’ *perceptions* of the adequacy of their household food supplies. They found that “the perceived adequacy of household food supplies is a subjective measure that is apparently not systematically related to our measures of quantities of food used or composition of food calories” (Kisker and Devaney 1988).

Who uses food pantries?

Characteristics of those who use food pantries have been studied by many researchers. In Oregon, clients were interviewed while waiting for food at several charities. Compared to average residents of Oregon, emergency food clients were younger, less educated, more likely to rent than own a home, and more likely to be without heat or indoor plumbing. Children under 18 made up 49% of the family composition of the sample, while children under 13 made up 38% of the sample. Of those who responded, 61% were female and 38% were male (Raab, Holyoak, and Raff 1988).

A study of 73 low-income single mothers in Michigan revealed that current food bank users had larger households with older children, purchased food more frequently, were more likely to walk or use public transportation to the grocery store, and skipped meals more often than non-users. Food stamps in the families using food pantries typically lasted only 3 weeks instead of the month they are intended to cover (Smith and Hoerr 1992).

A sample of emergency food clients in Reno, Nevada was very different. Most of the sample (174 clients) patronized soup kitchens, while a smaller number (20) used a food pantry. The soup kitchen patrons were 92% male, most of them lived alone, and more than half reported having moved in the past 6 months. On the other hand, food pantry users were 60% female and lived in larger households (Lenhart and Read 1989).

In another study, food pantry clients in upstate New York and New York City were characterized. In upstate New York, 61% of the households included children; while in New York City, only 35% of households had children, but there were significantly more people aged 60 and older. Twenty-four percent and 20% of clients in upstate New York and New York City, respectively, were employed, while the remainder had income from various government programs, child support, and pensions (Clancy et al. 1991).

Second Harvest, the national food bank, did a very large study of emergency food sources and clients (Second Harvest 1994). They found that food pantry clients were more likely to have stable housing and less likely to be homeless than those who used soup kitchens or shelters. Approximately 65% of 6,056 food pantry clients surveyed rented their living space, while 17% owned their homes; the rest had other arrangements. Ninety percent had access to cooking facilities and a refrigerator. Less than half of those surveyed had a car, so many needed to walk or procure other transportation to get groceries. About 58% of households included children, and approximately 46% of the population served were under 18. Seven percent of the population were over 65, and 18% of households had at least one employed member.

What kinds of foods do clients receive?

It is difficult to assess the nutritional quality of food obtained from a food pantry, especially since the items vary based on what has been donated, and some facilities have more fresh and perishable items than others. Scholars who have studied these issues comment on the uncertainty of what to expect from a food pantry. "Even when those programs are available, they can seldom guarantee a nutritionally adequate diet even in the short term" (Whitaker 1993). "People who use food pantries and soup kitchens may receive adequate amounts of food but are still undergoing the process of hunger" (Cohen 1990).

The contents of 68 food boxes from pantries in rural and urban areas of Texas were analyzed for nutritional adequacy relative to the recipients' needs for 3 days, the amount of time food was expected to last. Both urban and rural boxes provided "more than adequate amounts of all nutrients when compared with the Recommended Dietary Allowances [RDA]." Fat and cholesterol content of the boxes complied with the Dietary Guidelines of the U.S. Department of Agriculture (USDA). Although mean values of the boxes more than met RDA standards, the ranges for individual boxes could be quite large. For example, the range of calcium provided in the boxes was 162 mg to 3,359 mg (RDA reference=800 mg) per person per day (Friedman 1991). These ranges demonstrate the variability of the donated food.

The urban boxes contained more riboflavin, niacin, vitamin C, iron, and fiber than the rural boxes, as the urban sites provided more legumes, fortified breakfast cereals, enriched rice, and fresh produce. Typical foods found in the boxes included canned vegetables and fruits; fresh apples, bananas, potatoes, and onions; oatmeal and ready-to-eat cereals; pasta, rice, flour, bread, and tortillas; cookies; doughnuts; fresh or frozen chicken, turkey, and ground beef; pizza; canned tuna; pinto, lima, and kidney beans; and fresh or powdered milk (Friedman 1991).

Researchers in Delaware assessed the foods available to emergency food centers during one month. They classified the food according to the USDA's food guide pyramid and the minimum recommended servings per person per day. They found that food centers were able to meet the needs of 6,509 people per day with foods from the "Bread, Cereal, Rice, and Pasta" group, but only 478 people per day with adequate servings from the "Milk, Yogurt, and Cheese" group. Other food groups fell between these two extremes. The researchers suggested that discretionary spending by the emergency food centers be focused on increasing the amounts of dairy products available for distribution (Cotugna et al. 1994).

Employing a 24-hour dietary recall, Reno, Nevada researchers evaluated the diets of 174 soup kitchen patrons and 20 food pantry clients. They found that diets were lowest in calcium, thiamin, and vitamin C, based on the RDA for the clients' ages and genders. Otherwise, diets met at least two-thirds of the RDA (Lenhart and Read 1989).

A survey of emergency food providers in southern Ontario revealed that nutrition knowledge and skills were lacking among emergency food providers and their clients, yet the agencies were more concerned about shortages of food than learning more about nutrition (Kennedy et al. 1989). The same researchers questioned clients about their food preferences. They found that foods such as lentils, chickpeas, kidney beans, dry beans, tomato paste, and powdered milk were poorly accepted by participants, suggesting that clients might not be taking advantage of the nutritional quality that is available due to taste and preference. No other studies were found that explored the preferences of the emergency food clients.

How is the food distributed?

Fairfax County food pantries deliver different varieties of foods to clients in amazingly varied ways. For example, some pantries include only shelf-stable, donated foods, while others regularly stock perishables in their own freezers and refrigerators. Most depend largely on foods collected by members of churches. Below is a sampling of the practices of a few of the pantries serving Fairfax County; there are more than 30 other food pantries available in churches and other organizations in Fairfax County (Fairfax-Falls Church United Way 1993).

Link, Inc., a group in western Fairfax County serving 40 to 70 families monthly, takes calls from clients through an answering machine. Food is delivered to the families the following day. In addition to staple foods, it receives leftover produce from a local farmers' market and it provides grocery store gift certificates to supplement the food that is donated. Link has a set of guidelines it uses to decide which foods and what quantities are given to each family (Tacci 1994).

Koininia Foundation, Inc., provides 3 days' worth of food to families in the Franconia area of Fairfax County. Clients come to its warehouse on weekday mornings to pick up food. They are given a list of foods available and check off the foods they want. Foods are then packed by a pantry worker. Besides food donations from churches and other civic associations, Koininia also procures food from the Capital Area Community Food Bank (part of the Second Harvest network) and from surplus government commodity distributions (Dwinnele 1994).

Share, a group that serves the McLean area of Fairfax County, opens its pantry for 2 hours only on Wednesdays and two Saturdays per month. Only non-perishable items are available, and pantry volunteers allow one bag of

groceries per person per week, choosing foods in accordance with the worker's judgment (Respaff 1994).

Clients are screened by family counselors before they can get food at *ECHO, Inc.*, which serves the Springfield area of the county. Once accepted, the client is given 1 to 3 weeks' supply of food, including perishables such as meat, eggs, bread, and margarine. The pantry is open weekday mornings and three evenings each week (Curtis 1994).

Reston Interfaith, Inc., is staffed by paid workers who choose food for clients. Clients must fill out an application before receiving food. A family of four is given two to three bags of groceries, estimated at about 50 pounds of food, to last 3 to 4 days. Food is donated by churches and businesses, as well as farmers' markets (Bordeaux 1994).

Lazarus at the Gate attempts to fill in the gaps left by other food pantries. This group of volunteers and paid workers operates a warehouse and distributes food nightly at 16 sites throughout Northern Virginia. Each client is given enough food for one day, and the choice of food is based on what is available (McMannon 1994).

Fairfax FISH, Inc., delivers food to clients from its eight church pantries on the day of the request in most cases. In addition to the staples donated by church members, drivers are authorized to purchase up to \$20 worth of perishable food for each family. Fairfax FISH's Policy and Procedures Manual does not include any official guidelines for choosing food; the decisions are totally up to the driver.

What guidelines exist for providing food for food pantry clients?

Although most of the food pantry personnel contacted in Fairfax County reported that their volunteers and employees choose food for clients using their own judgment, some pantries both in Fairfax County and elsewhere follow written guidelines.

Link, Inc. has guidelines for a week's food for a single person and for a family of four (Appendix A). The package for one person includes a minimum of 18 shelf-stable items from 11 categories, plus a \$5 supermarket gift certificate to be used to supplement the food. The package for four consists of a minimum of 35 items from 19 categories plus a \$10 gift certificate. Items in both lists include bread, cereal, beans, canned meats and entrees, canned vegetables and fruits, pasta and/or rice, and powdered or canned milk. Larger families also get pancake mix, peanut butter, jelly, and spaghetti sauce. Optional items include desserts, tea, and coffee. The guidelines suggest that the food for one will fit into one grocery bag; the food for four will fit into four bags (Tacci 1994).

Guidelines for 2 days' food for a family of four by the Navy Relief Society (Appendix B) recommend 17 items from 11 categories, including cereal, noodles, meats, peanut butter, jelly, crackers, canned fruits and vegetables, soup, dry milk, and juice (Navy Relief Society 1987).

The Maryland Food Committee's manual for operating a food pantry includes sample lists of food for families of one, two, three, and four people (Appendix C). These guidelines are for three days' food. The package for a single person includes 16 or more items and includes canned meat, soup, vegetables, fruit, and juice; dry beans, cereal, canned or powdered milk; cheese; and peanut butter. There are also optional ground beef and fresh bread. The package for four includes 32 items, with the same variety as listed

for one. This manual cautions the volunteer not to underestimate the importance of providing nutritious foods: "it is very often the case that these people have already been living on potatoes for a week or cornflakes for three days" (Maryland Food Committee 1986).

Washington State University's Cooperative Extension has produced a videotape to train food pantry workers to choose food for clients. That videotape uses the USDA food pyramid as a tool for choosing the right quantities of nutritious foods. They recommend 6-11 servings (or more) from the grain group; 5 servings of fruits and vegetables; 2 servings of milk, cheese, or leafy vegetables; and 2-3 servings of meat or meat substitutes per person per day. The videotape shows how to judge serving sizes. The videotape also suggests food choices for pregnant women and for those with lactose intolerance, HIV-AIDS, cancer, heart disease, hypertension, and diabetes (Poehlitz and Butkus 1994).

Another source of food planning guidance is the USDA's Thrifty Food Plan. It was designed as the basis for benefits in the Food Stamp Program and as a model for economical, nutritious meal planning. The plan provides a detailed list of types and quantities of foods that could be used to feed a family of four for a month (Appendix D). The cost of the foods listed was \$256 per month in 1982. Although this list is too specific to be useful amid the frequently changing stocks of a food pantry, it could serve as a well-researched starting place (Consumer Nutrition Division 1983).

Guidelines for donations to food pantries parallel the guidelines for distribution, using the USDA food guide pyramid (Krummel 1994, Washington State Food and Nutrition Council 1994) and food safety guidelines (Albrecht and Lauterbach 1993).

METHODOLOGY

Overview of study design

Data were collected using four different survey instruments completed by the client, the researcher, the driver, and the telephone captain:

- ◆ A client survey form was delivered to clients with their food. It was a simplified family food diary of foods received from FISH and eaten during one week, plus satisfaction and food security questions.
- ◆ A brief telephone survey was conducted by the researcher shortly after food was delivered. It included questions on usual food security, food sources, and comments on what was received.
- ◆ A driver survey was filled out by drivers to verify details of food delivered and information about that delivery.
- ◆ A Fairfax FISH Report was completed by each telephone captain including the basic information on client address, family size, and the basic delivery information.

All clients who received food from Fairfax FISH during 6 consecutive weeks of October and November 1994 were included in the study. Survey forms placed in each of FISH's eight church pantries along with a sign alerted drivers to the study.

Clients called Fairfax County Human Services Intake to request food. A county worker screened requesters, then called the FISH captain on duty and relayed basic information on the client. The captain then called the FISH driver and relayed the same information to the driver. The driver might then

verify by telephone that someone would be at home to receive the food; during that call, the driver might also ask what the client needed or wanted. The driver then went to one of FISH's eight food pantries to select and obtain the food; while there, the driver picked up a client survey form to give to the client and a driver survey form to fill out. En route to the client's home, the driver might or might not stop at a supermarket to buy up to \$20 in additional groceries or other requested items.

The researcher called each telephone captain as a reminder about the study and to have him or her remind the driver to look for the forms. At the end of each captain's duty, the researcher again called the captain to determine if a food delivery had been made and to obtain the name and phone number of clients receiving food. If the captain had any questions about the survey, the researcher also called the driver involved.

The next day, or as soon as the client could be reached, the researcher telephoned the client to ascertain whether he or she had received the food survey form and to see if there were any questions. At that time the telephone survey was conducted. Two weeks later, the client was called again if the survey had not been returned. After a month with no response, the client was sent a letter (Appendix E) and a new survey if there had still been no response.

Population studied

The population studied encompassed all people who requested food from FISH. The sample included everyone who requested food during 6 consecutive weeks of October and November 1994, thus it was a self-selecting sample. The 36 deliveries during this period accounted for about 11% of the 325 Fairfax FISH food deliveries in 1994. Five weeks were originally scheduled for data

collection, because Fairfax FISH has a 5-week rotating schedule of churches responsible for drivers and captains, and in 5 weeks every church would have been responsible for at least one day's deliveries. However, after 5 weeks, there had been fewer requests than anticipated, so data collection continued for one more week. The study could not be continued longer because, during the following week, Thanksgiving baskets were to be delivered to the most needy families, and very little food would be requested.

Pilot study

A pilot study was conducted for one week in August 1994 to determine the feasibility of the study and to evaluate the survey instruments and their rate of return. Each client who called that week was given a three-page survey with his or her food delivery. That week brought 11 food requests. Only one survey was returned without a follow-up call, so the researcher called all the clients who had telephones to ask if they needed help; one more survey was returned. The researcher then sent the remaining nine clients an additional survey with a letter, and received only one more response.

Interestingly, all three returned client surveys were completed by men, which was atypical of the population being studied; this population is composed largely of households without any men. In the pilot study, all drivers returned their surveys, and there seemed no need to alter that form.

The pilot study indicated a need to make it more convenient to respond to the questions and to emphasize the value of their answers to future service from Fairfax FISH. Therefore the survey instrument was simplified to fit on only one page (front and back), and the remaining questions, many of them open-ended, were moved to a telephone survey form. The incentive of a drawing for gift certificates was emphasized with bold type on the survey's

cover letter and by the researcher during telephone follow-up. Also stressed in the letter and by phone was the value of clients' input to future service by FISH. All changes were made to increase response rate by making responses easier and by reminding the clients of the survey more effectively.

The incentive

A lottery for \$100 in grocery store gift certificates was provided to give clients an additional incentive to return the surveys. This lottery was described in the cover letter accompanying the survey and reemphasized during the telephone interview and in a follow-up letter.

Gift certificates were solicited from the four largest supermarket chains in the Fairfax FISH area. Two supermarkets did not contribute; however, Giant Food contributed \$50 in gift certificates and Shopper's Food Warehouse contributed a \$25 gift certificate. The researcher purchased the remaining \$25 gift certificate. The total was sent to a single family after a random drawing in mid-December 1994.

The survey instruments

The client food survey (Appendix F) was designed to find out what foods clients received, what they had on hand, and what foods they used during the week following the food delivery. Food items were categorized into 24 broad general types to correspond with the foods usually found in food pantries and with items drivers often purchase at the store. No attempt was made to judge the nutrient value of any foods.

In addition to the food diary were two questions. One simply asked if the client was satisfied with the food delivered, and the other was a food security question derived from a study of low-income households (Kisker and Devaney 1988). The food security question referred to the week of the delivery, and served as an additional measure of satisfaction.

Clients without telephones were given a different survey form (Appendix G), since they could not be contacted for a telephone interview. This form included questions from the telephone interview plus the questions on the client survey form.

Each client survey form was placed in a stamped envelope addressed to FISH's post office box, as FISH workers may not disclose their addresses, phone numbers, or full names to clients.

The telephone survey (Appendix H) consisted of six questions. The first question asked about other food sources clients might use, such as school lunches and breakfasts, other food programs, restaurants, and family and friends. The second and third questions dealt with foods the family received but did not intend to eat. The next question gave clients an opportunity to name foods they did not receive, but would like to have received. Usual household food security was the subject of the next question, and the final question simply asked for additional comments.

The client was contacted for the telephone survey the day after the food delivery. If the client could not be reached that day, the researcher continued to call every day for up to two weeks or until contact was made.

The driver survey (Appendix I) began with a checklist of foods taken to the client; this list corresponded with the food diary in the client survey. Some

information was requested about the client, then about the driver. There were also two questions asking how the driver chose the food and for any tips other drivers might find helpful. Drivers picked up surveys in the pantries at the same time they picked up food for the clients, and mailed the forms in a stamped, pre-addressed envelope.

The Fairfax FISH Report (Appendix J) is completed by telephone captains for every financial assistance, transportation, and food request, whatever the outcome. It was not designed for this study, but it is routinely used to track basic data about the client, driver, time and money spent, and the captain's comments on the case.

Data analysis

Results from the survey instruments were analyzed using NCSS (Number Cruncher Statistical System 1992) and Microsoft Excel (1992). Descriptive statistics were compiled for all responses.

An index was designed by the researcher to evaluate the amount of each food category specified on the instruments: the amount of food used by the families responding was divided by the amount of food that was delivered by FISH. This index indicated the types of foods that were being over- or undersupplied by FISH. The categories were then analyzed by bivariate regression, with the amount delivered as the independent variable and the amount used as the dependent variable; these correlation coefficients were used to determine how much the amount used by families varied based on the amount supplied.

Bivariate regression was also applied to determine if significant relationships existed between family size and the amount of food delivered, family size and the amount used, and the amount of food delivered according to the client and the driver. For all calculations, statistical significance was determined to be $p < 0.05$.

RESULTS

Population characteristics

During the 6-week study period, 36 deliveries of food were made to 35 different families; one family received two deliveries. The deliveries provided food for a total of 120 people: 41 adults and 79 children.

The small population surveyed was diverse in many ways. Family size ranged from one to eight members with a mean of 3.33 and a median of 3. Of the 36 deliveries FISH made during the study, 25 went to families of two to four people. Four single people received food and four families of five received food. One each of families of six, seven, and eight also received food. See figure 1 for a graphic representation of the family size and composition.

Most families served were families with no adult males: 26 families (74%) as opposed to 9 families with an adult male present. The person requesting food and answering survey questions was male in 8 cases (22%) and female in the remaining 28 cases (78%). The family that requested food twice was a man with two teenage children.

Children under 19 years old were present in 31 (89%) of the households. Most children lived with one or two parents; one lived with her grandmother. Five (16%) of the households with children had two adults present, two (6%) were headed by a single man, and 24 (77%) were headed by a single woman.

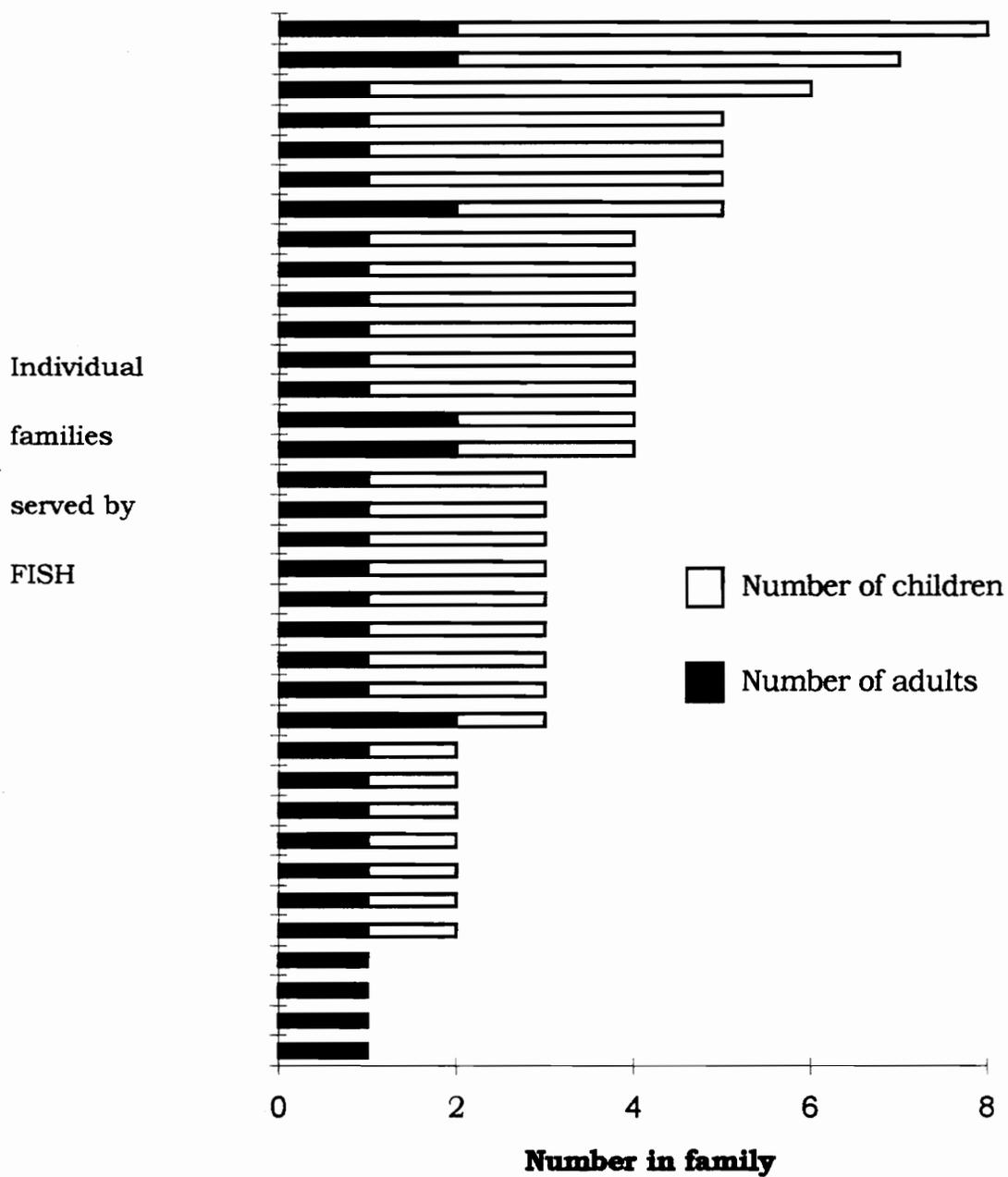


Figure 1. Number of adults and children in families (n=35).

The ethnicity of the families was determined for 28 (80%) of the 35 families served. Of those, 61% were Caucasian, 36% were Black, and 4% were Asian; 21% were of Hispanic origin. In Fairfax County, residents are 81% Caucasian, 8% Black, 9% Asian, and 6% Hispanic (Fairfax County Office of Management and Budget 1994).

A telephone in the home was noted in the study because of its telephone survey component. In this group of 35 families, 30 (86%) had telephones, 4 (11%) had no telephones, and one man's phone was disconnected between the time of the delivery and the follow-up call. Four families with phones were unable to be reached for the follow-up calls; two of these moved before they could be contacted. Of the 26 people who were contacted by telephone, three adults were unable to understand English sufficiently to answer all of the questions; however, in two cases, teenage children answered for their parents.

A need for special diets was noted by six families. Four families requested low-fat foods, two requested vegetarian foods for adults, one indicated a need for low-sugar foods, and one family included a diabetic child.

Hunger in the studied population

A basic assumption of this study was that anyone who called and requested food was hungry; however, hunger as measured by the study came in many forms. Responses to the food security question in the telephone interview revealed disparate descriptions of usual food in the homes. Of the 27 families who responded to the question, two (7%) selected "We have enough of all the foods we want to eat." Ten (37%) chose "We have enough food but not always what we want." Eleven (41%) chose "We sometimes don't have enough

to eat,” and four (15%) selected “We often don’t have enough to eat.” Following the food delivery, 87% had enough to eat, while only two families (13% of the 15 responding) reported not having enough to eat. See figures 2 and 3 for a graphic presentation of these responses.

The amount of food available in the home at the time of the request was also a factor that varied widely from household to household. Five families (31% of those responding) had no food at all, while others seemed to have sufficient food for at least a few days.

Clients were questioned about other sources they might have for food, and specifically about school lunch and breakfast programs, other charitable programs, restaurants, and friends and family. No one volunteered any source of food not specifically mentioned in the questions.

School lunches and breakfasts were frequent sources of food for FISH clients’ children. Of the 26 families with children who answered this question, 18 (69%) received food at school. Some families’ children received both breakfast and lunch at school, while others received only lunch. In one family with five children, each child ate both breakfast and lunch at school, so the family had 50 meals per week provided by the school food programs. In families receiving school lunches, an average of 13.9 meals were eaten at school, with a median of 12.5 meals per week.

Only three clients mentioned other food programs as a source of food. Clients used food provided by the Salvation Army (listed by two respondents), Lazarus at the Gate, and McKenna’s Wagon (a group that distributes sandwiches nightly to people housed in motels). Those were used infrequently even by those reporting them.

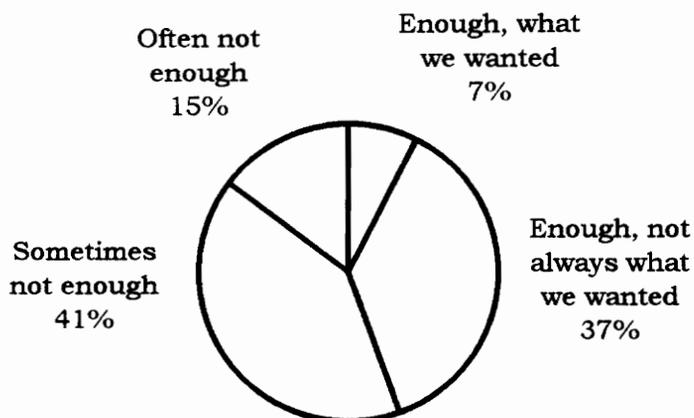


Figure 2. Responses to question about how much food clients usually had in the house (n=27).

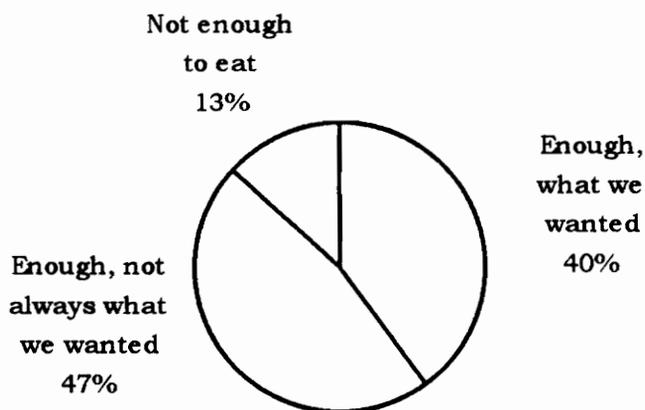


Figure 3. Responses to question about how much food clients had during the week after the FISH delivery (n=15).

Two clients reported regularly eating in restaurants because of their work schedules. One single man said he ate in a restaurant one or two times every day. A single mother with one child ate lunch at a restaurant six times per week.

Four families received emergency food from family and/or friends on a regular basis; none said the family received more than one meal weekly from those people.

Foods received by clients

Sixteen families (44%) completed the checklist of foods received. They reported receiving an average of 38 food items (median = 37; standard deviation = 17). However, the number of items received varied from 10 (a family of two) to 75 (a family of four).

Those same families reported having an average of about 9 items (standard deviation = 15) already in the home, although the median of these figures was only 1.25, partly because five families reported having no food at all; the range of responses was from 0 to 54 items. The family with 54 food items already in the home seemed to have a good quantity and variety for its four family members, but that family apparently did not think so.

Drivers reported delivering an average of 39 food items (standard deviation = 15) in the 27 deliveries reported, with a median of 36. These values ranged from 8 items to 61 items. Twelve complete data sets were available for comparing the families' reports with the drivers' reports; clients reported receiving an average of five items less than drivers reported delivering; however, six clients (50%) reported receiving less than drivers said they had delivered, and five clients (42%) claimed to receive more than the driver reported. In only one case were client and driver in accord on the amount delivered.

Clients were asked to report how many food items (both from FISH and other sources) they used during the week. The 15 clients who responded used an average of 40 items during the week, with a median of 34 items and a range of 9 to 96 items. The diverse nature of these data is illustrated in Figure 4.

Statistically significant correlations ($p < 0.05$) exist between the number in the client's family and the amount of food delivered as reported by the client ($r^2 = 0.26$) and by the driver ($r^2 = 0.16$). The number of people in the family predicted the number of items used with statistical significance ($r^2 = 0.46$).

The number of items reported as received from FISH by the client was also a good predictor of items used during the week ($r^2 = 0.26$). The correlation did not hold up when compared with the drivers' reports of food delivered, which is probably due to the fact that items used were reported by the client, not the driver.

The quantities of items discussed above include both the shelf-stable foods from the church pantries and the fresh foods drivers bought for clients at the supermarket. Two-thirds (24) of the drivers purchased some additional items for the clients, while the remaining one-third (12) relied solely on pantry items. The telephone captains reported the amount spent on each of 19 deliveries (79% of those with money spent); an average of \$15.87 was spent on each client who received fresh food, with a range of \$2.24 to \$29.14.

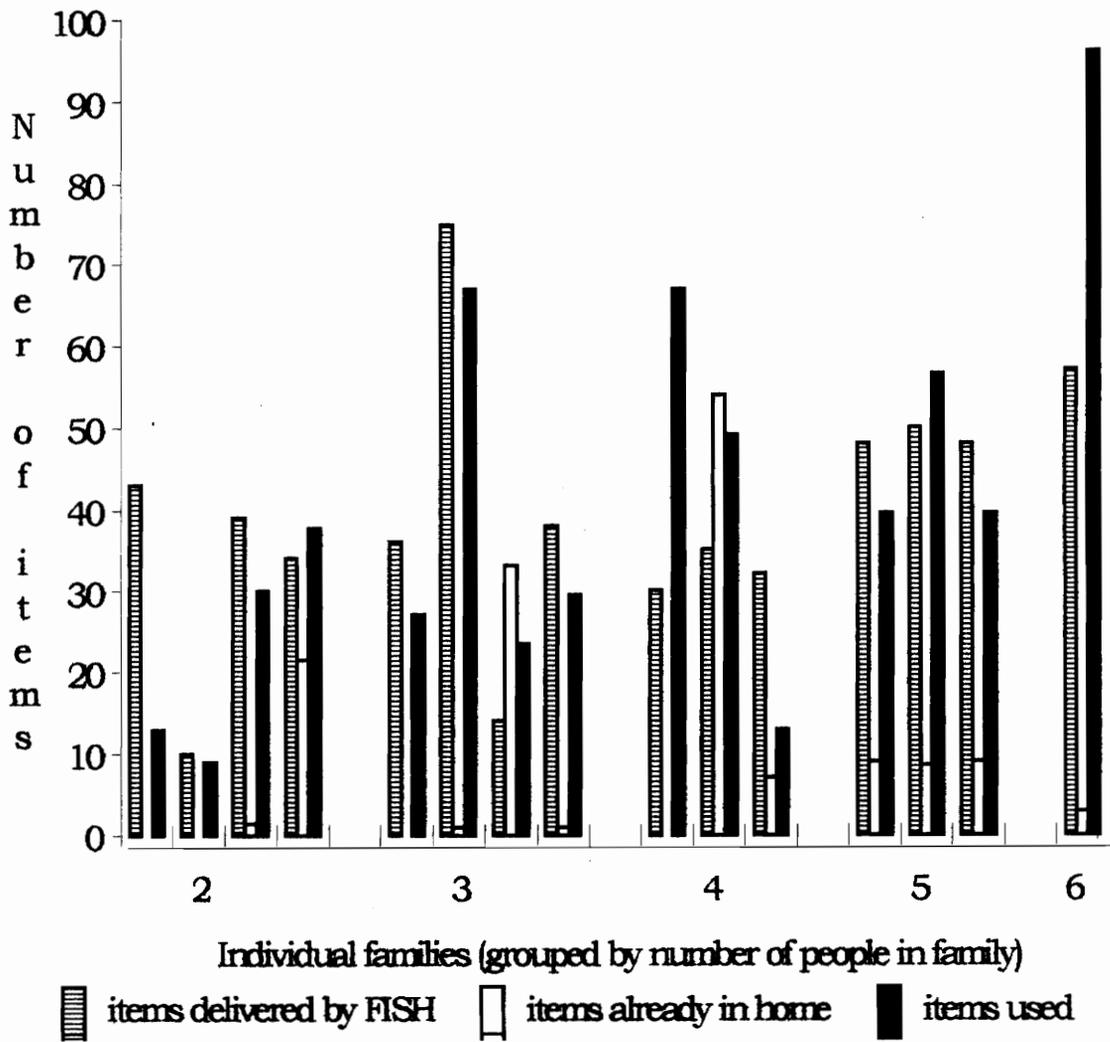


Figure 4. Number of items reported by clients as received from FISH, already in the home, and used during the week following the FISH delivery (n=15).

Only 14 clients completed both the part of the food diary about foods received and the part about foods used during the week. The numbers are small, but the data are compelling. An index was devised to assess the relative quantities of food delivered to and used by the subgroup of 14 families: the amount of food used was divided by the amount FISH delivered. Index numbers lower than 0.5 signify that less than half of the food brought was used; numbers higher than 2.0 indicate that more than twice as much food was used as was delivered. The foods, quantity delivered to and used by the 14 families, and the indexes are listed in table 1. The foods that stand out as oversupplied include dried milk and dried beans, peas, and lentils. Foods clients used their own resources to obtain include cheese; fresh meat, fish, or poultry; fresh milk; and eggs.

Satisfaction

Seventeen families responded to the very general question, "Were you satisfied with the food FISH provided this week?" Of those, 15 (88%) were satisfied and 2 (12%) were not.

Those same 17 clients responded to a question describing their food situation for the week following the food delivery. Six (38%) chose "We had enough of all the foods we wanted to eat." Seven (44%) chose "We had enough food, but not always what we wanted," and two (13%) responded, "We didn't have enough to eat." An additional client chose both of the last two responses.

When 28 clients were asked if they wished for additional foods to have been delivered, 18 (63%) answered in the affirmative and 10 (37% of those responding) wanted nothing more. The desired foods are listed in table 2.

Table 1. Numbers of types of foods brought by FISH, amount used, and relationships (n = 14).

Types of food	Number of foods brought by FISH	Number of foods used during week	Index ^a	Correlation coefficient ^b r ²	Significant relationship (p<0.05)
Dried milk (no. of packages)	8	1	.13	.01	no
Dried beans, peas, or lentils (no. of packages)	21	10	.48	.28	no
Peanut butter (no. of jars)	18	10.7	.59	.22	no
Dry cake, pudding, or gelatin mix (no. of packages)	12	8	.67	.05	no
Dry biscuit mix or bread mix	13	9.25	.71	.25	no
Canned main dishes (soup, chili, spaghetti, spaghetti sauce, etc.) (no. of cans)	90	65	.72	.56	yes
Dry macaroni and cheese or other packaged dinner mix (no. of packages)	41	30	.73	.66	yes
Pasta (noodles, macaroni, spaghetti), rice, or instant potatoes (no. of packages)	36	27	.75	.08	no
Canned milk (no. of cans)	5	4	.80	.27	no
Canned fruit (no. of cans)	34.5	34.5	1.00	.75	yes

^a Index = number of foods used ÷ number of foods delivered by FISH

^b Dependent variable is foods used during the week; independent variable is foods delivered by FISH.

Table 1. Numbers of types of foods brought by FISH, amount used, and relationships (n = 14) (continued).

Types of food	Number of foods brought by FISH	Number of foods used during week	Index ^a	Correlation coefficient ^b r ²	Significant relationship (p<0.05)
Baby food and formula (no. of jars or cans)	0	0	1.00	1.00	yes
Cereal (no. of packages)	24	25	1.04	.39	yes
Canned vegetables (no. of cans)	61	65	1.07	.21	no
Canned meat, tuna, or other fish (no. of cans)	38	41	1.08	.32	yes
Fresh bread (no. of loaves or packages)	18	20.5	1.14	.62	yes
Jelly or jam (no. of jars)	9	12.25	1.36	.01	no
Condiments (mustard, ketchup, sauces)	7	11	1.57	.52	yes
Fresh vegetables and fruits (no. of kinds)	19	35	1.84	.25	no
Cheese (no. of packages)	2	8.5	2.83	.40	yes
Fresh meat, fish, or chicken (no. of pounds)	13	37.5	2.88	.56	yes
Fresh milk (no. of quarts)	9	29.5	3.27	.11	no
Eggs (dozens)	2.5	9	3.60	.00	no

^a Index = number of foods used + number of foods delivered by FISH

^b Dependent variable is foods used during the week; independent variable is foods delivered by FISH.

Table 2. Foods clients wished to have delivered, by category.

Family makeup	Breads/ grains	Fruits/ vegetables	Meats/ substitutes	Dairy products	Other
1 adult 0 children	spaghetti	peaches	pork chops		
1 adult 0 children					sugar tea
1 adult 1 child			ground beef	more milk	
1 adult 1 child	pasta		more meat		
1 adult 1 child			lunch meat	milk	
1 adult 1 child		fresh vegetables		milk	cooking oil instant coffee
1 adult 2 children			ground beef		
1 adult 2 children			eggs chicken meat	cheese	sugar cooking oil
1 adult 2 children				cheese cottage cheese	toilet paper toothpaste shampoo coffee
1 adult 2 children					sugar
1 adult 3 children		string beans corn peas	tuna dry beans	fresh milk	
1 adult 3 children			ground beef chicken hot dogs		
1 adult 3 children					toilet paper soap deodorant
1 adult 3 children			meat eggs	cheese milk	
1 adult 3 children				milk	

Table 2. Foods clients wished to have delivered, by category (continued)

Family makeup	Breads/ grains	Fruits/ vegetables	Meats/ substitutes	Dairy products	Other
1 adult 5 children	Ramen noodles more cereal		pork chops eggs	more milk	sugar
2 adults 2 children			turkey or ham		
2 adults 6 children	spaghetti	fresh fruit (apples, oranges bananas grapes)			

Meat, milk, cheese, eggs, and pasta led the items in frequency of mention. Rarely donated items such as sugar, tea, coffee, cooking oil, and personal articles each appeared multiple times.

A summary of requests drivers received *before* delivering the food is presented in table 3. Meat and milk are mentioned most often, with personal articles making up a large portion of the list. This table also shows the special food needs of the clients the drivers knew about.

Dissatisfaction

During the telephone interviews, one question concerned foods the families received but would not use. Many clients displayed a reluctance to complain about the donated food; however, 10 clients each listed at least one item the family would not be eating (see table 4). Powdered milk was the clear un-favorite with three mentions—because clients didn't like it or didn't know how to use it. Other disliked items included canned potatoes, cornflakes, eggnog, lentils, and yams.

A package of brownies was thrown away because it was open. Two items (baked beans and soup) were discarded because their "use-by" dates had passed. Noodles and peanut butter were going to be put in storage by one family because they already had a supply of those items. Another family was not going to use kidney beans because they had no hamburger for making chili. Except for the open and expired packages, only one wholesome item was going to be discarded—a package of powdered milk. Other unwanted items were going to be saved for later or given to someone else.

Table 3. Special requests made by clients to drivers before deliveries.

Family makeup	Special diet or food needs	Items requested
1 adult 1 child	adult is vegetarian both on low-fat diets	bread milk
1 adult 1 child		baby formula
1 adult 1 child	adult on low-fat diet	
1 adult 2 children	1 child is diabetic	
1 adult 2 children	adult on low-fat diet	cooking oil fruit juice or punch
1 adult 3 children		diapers
1 adult 3 children		toilet paper soap, shampoo lunch fixings
1 adult 3 children		meat milk eggs vegetables
1 adult 4 children	adult on low-sugar diet	
1 adult 4 children		tampons
1 adult 5 children		meat canned products
2 adults 2 children		meats
2 adults 2 children		milk meat eggs tuna helper
2 adults 3 children	adults are vegetarians father on low-fat diet	
2 adults 5 children		diapers
2 adults 6 children		fresh milk diapers

Table 4. Foods clients reported that they would not eat, reasons for not eating the foods, and what clients intended to do with the food.

Foods clients did not intend to eat	Reason	What was to be done with food
baked beans	can was out of date	throw it away
brownies	bag was open	throw it away
canned potatoes	don't like them	may use in a stew
cornflakes	don't like them	may add sugar and eat them
eggnog	don't like it	serve to company during holidays
kidney beans	don't have any hamburger to use with them	will donate to charity
lentils	don't like them or know how to prepare them	give to sister
noodles	have too many	keep until needed
peanut butter	have too much	keep until needed
powdered milk	don't like it	leave in cupboard until find a use for it
powdered milk	kids don't like it	may use if we are desperate
powdered milk	no instructions on preparation	throw it away
soup	can was out of date	throw it away
yams	don't like them	will donate to charity

Most people greatly appreciated the FISH food, and when asked for general comments, a total of 16 clients responded. Of those, only two were essentially negative. One woman complained that, although she had spoken to the driver before the delivery, the driver did not ask enough questions and did not bring enough food. The second complaint was about a previous request to FISH in which the caller felt she had been questioned too zealously. A list of comments is presented in table 5.

Driver input

Like FISH's clients, FISH's drivers are a diverse lot. In the 35 deliveries where it was known, 22 (63%) of the drivers were women and 13 (37%) were men. Of the 26 drivers who completed the survey, 85% have been driving for FISH for 5 years or less. One of those responding was reporting on her very first delivery, while another had been driving for more than 20 years.

Twenty-three different drivers completed 27 driver surveys. They were asked how they choose food for families and how they would advise other drivers to choose foods; their advice is summarized in table 6.

Drivers mentioned the family's size and composition most frequently as guidance for making their decisions. They almost as frequently talked about variety, balance, and nutrition as considerations. Less often noted were the available foods in the church pantries and the clients' specific requests. Other helpful advice involved meal planning and shopping for one's own family as guidance. Practical tips included checking for expiration dates, verifying that clients were home to receive perishables, oversupplying clients with staples for future emergencies, and the specific needs of teenagers.

Table 5. General comments by families who received food from Fairfax FISH.

Family makeup	Comments
1 adult 0 children	Prompt service
1 adult 1 child	Nice, courteous, cooperative
1 adult 1 child	Enjoyed fresh fruit; would like more fresh food and less canned
1 adult 1 child	Driver didn't ask enough questions; didn't bring enough food
1 adult 2 children	Thank you
1 adult 2 children	Last time I asked FISH for food, I got the third degree; I don't feel that when someone asks for help they should go through a lot of hassle. Thank you.
1 adult 2 children	Everything was fine
1 adult 2 children	Good choices, especially chicken and ground beef; driver called in advance. Thank you
1 adult 2 children	Thank you. We run out of food during the last week of the month.
1 adult 3 children	Driver called and asked what I wanted; did a fine job.
1 adult 3 children	Thank you
1 adult 4 children	I was grateful that the driver was willing to buy tampons for me.
1 adult 5 children	I had no transportation, so I appreciate delivery.
2 adults 2 children	Fantastic
2 adults' 5 children	Delivery was good
2 adults 6 children	Thank you

Table 6. Factors listed by drivers as to how they choose foods for families.

Driver's years driving for FISH and gender	Number, ages, and genders in family	Call client and ask what is needed	Variety of foods for good nutrition	What's in pantry	Other
4+ female	yes				I often leave \$20 for special needs or items I've forgotten
2+ male					Church workers chose for me
2+ male	yes				FISH captain makes suggestions
3+ female				yes	
2 female		yes	yes	yes	Prayerfully!
2.5 female			yes		Plan meals in my head for each day
8 female	yes		yes		
1 female	yes				Church workers chose for me
3 male	yes				Trip through the aisles of supermarket
6 male	yes			yes	
2 female			yes		Choose enough for a whole meal; try to bring a couple of desserts
3 to 5 male	yes				
3 male	yes				Period of time
4-5 male					Chose canned and boxed foods; not sure how good refrigeration was
20-25 female			yes		
20 female	yes		yes		Make sure someone is there to receive food

Table 6. Factors listed by drivers as to how they choose foods for families (continued).

Driver's years driving for FISH and gender	Number, ages, and genders in family	Call client and ask what is needed	Variety of foods for good nutrition	What's in pantry	Other
4-5 female	yes		yes		Watch dates on cereal and use up those that will expire soon. Teenage boys need extra food, extra cereal. Include rice, beans, etc. that can carry over to another lean time.
6 months female		yes			Guidelines on cabinet
5 female			yes		I choose dinners for 7 days, and breakfast; foods for sandwiches for lunches. Extra desserts and treats for children.
new female			yes		Choose things that would go together for a meal.
5 female			yes		I simulate it to my grocery trip for a week. It would be helpful to have a list of suggested foods at pantries with examples of foods for a week.
2	yes	yes	yes		I select food for breakfasts, lunches and dinners for one week and try to include all the items needed for certain meals, such as spaghetti.
many years female	yes				

Drivers unanimously reported that the church pantries were well-stocked during the study period. When supplies are low in the pantries, there is not much choice in variety of foods and selecting food becomes more of a challenge. FISH had just completed its annual food drive at area supermarkets before the study began.

DISCUSSION

Hungry children

As in previous studies of food pantry clients, families with children comprised most of the study population. The majority of households were headed by women, which is also typical of other studies. In this study, about 89% of the households included children and nearly two-thirds of those served were children, which is a higher proportion than in many other studies (Second Harvest 1994, Raab et al. 1988, Clancy et al. 1991).

Children under 19 are estimated to make up only about 26.4% of the population of Fairfax County in 1995 (Fairfax County Office of Management and Budget 1994), so children are disproportionately represented among the hungry in this study. The large proportion of children could be explained by adults' ability to be more flexible in providing for themselves, but wanting to provide more varied and generous diets to their children. The two teenagers who answered the telephone survey questions for their non-English-speaking mothers both reported that sometimes their mothers skipped meals so that the children would have more to eat.

Nonetheless, the large number of children in the sample is alarming, for children are more quickly affected by lack of adequate food. Children suffering from hunger may not stand out in a crowd, but they can exhibit frequent headaches, fatigue, and irritability (Levy 1994). Hunger can lead to an inability to concentrate in school (and the far-reaching consequences that may result), as well as increased vulnerability to disease which leads to more missed days of school (Food Research and Action Council 1991). Many of the concerns of this study focus on children, because FISH serves so many of them.

Foods provided

The quantity of food provided to most families, taken alone, appeared abundant for one week's needs. Nine of the 14 families who reported on this subject said they received more food than they used during the week. When asked whether they had enough food during the week after FISH's delivery, only two clients (13%) said they did not have enough to eat. This compares favorably with responses to a similar question asking about usual household supplies of food. Of 27 responses to the question about *usual* food, 56% said they sometimes or often did not have enough food. Additionally, 88% of respondents claimed to be satisfied with FISH.

These data must be taken advisedly, as many clients seemed reluctant to complain about the food that was delivered to them. When asked specifically what foods would not be eaten, only 10 of the 27 clients responding had anything to say (see table 4). Some foods were disliked, some were past their "use-by" dates, and others were oversupplied.

These responses correspond with the responses (presented in table 1), that describe the quantities of food used compared to what was brought. People found ways to supply themselves with fresh milk, meat, eggs, etc. to supplement the staples contributed by FISH. That behavior seems to imply that the hunger in FISH's territory, at least for some families, may be less desperate than might be assumed.

It is interesting to see that the same items that appear in table 1 as items provided by clients themselves are also present on the list of driver requests (table 3) and the list of items clients wished they had received (table 2): namely, cheese, meat, milk, and eggs. A case can be made for providing those items on a regular basis, especially when growing children are part of the household.

On the other hand, dried milk appeared most often on the list of foods that were not going to be eaten (table 4) because it was not well liked. Of the eight families who reported receiving dried milk, only one used it during the week following the delivery. Apparently dried milk is an unpopular food among this population. A former FISH officer once remarked (off the record) that she knew a client was truly needy when he or she was grateful to receive dried milk. Of course, dried milk is a frequently donated item, because it has a long shelf life and is very nutritious. It is recommended that dried milk deliveries be accompanied by some ideas for using it in other foods or mixing it with fresh milk to stretch the milk. Dried milk does not have the huge price advantage over fresh milk that it once had—in March 1995, it was selling at a price equivalent to \$2.00 for a gallon of fluid milk while the same store sold fresh milk for \$2.39 per gallon—so it might be worthwhile to use fresh milk that is more readily accepted.

Dry beans were another food item that was poorly accepted, using the index in table 1 as a criterion. One reason for this may be that the beans are time-consuming to prepare and people may not know how to use them. Also, several families received more than one package of the beans, and might have had too many to use in one week. Canned beans could be a more useful choice for donations.

Other items in table 1 follow a pattern. The marginally accepted foods (such as dessert mixes, biscuit mix, and packaged dinners) require more preparation time than do comparable items such as fresh bread and cookies, crackers, cupcakes, and other snacks. Staple items that require little or no preparation, such as canned fruits and vegetables, cereal, and plain canned meats or fish were better accepted than the mixtures of foods that require preparation, such as packaged mixes.

One family noted that they would not be using the noodles and peanut butter they received from FISH because they had too much. This may be the reason that the pasta, rice, and potatoes category and peanut butter had such low indexes. People may tire of eating these items when they are conserving their resources, and choose to eat something different when it is provided.

Canned main dishes also had a marginally low index. Two reasons could be postulated for this. Although they are easy to prepare, the mixtures in the cans might be less acceptable to picky eaters. Also, they may be oversupplied to the clients.

Bivariate regression performed on the foods in table 1 indicated that some foods were used in quantities that depended to some extent on the quantities in which they were supplied. For example, the amounts of canned fruit, dinner mixes, fresh bread, and cookies and crackers were eaten in greater amounts by families who received larger amounts of them. Other foods were eaten in quantities that bore little or no relationship to the quantities of foods provided: eggs; dried milk; fresh milk; pasta, rice or instant potatoes; jelly or jam; and dry dessert mixes all had r^2 values of less than 0.15. Of those, jelly, fresh milk, and eggs were used in greater quantities than they were provided; while dried milk, pasta, and dessert mixes were not used as often as they were provided.

Although no attempt was made to determine the nutritional content of the foods delivered, it is obvious that trends noted in other studies apply to the deliveries made in Fairfax County. Milk and other dairy products appeared very low relative to the needs of the families, especially the children. People wanted more meat, eggs, and cheese; although protein foods might have been adequately supplied, meat, eggs, and cheese are perceived as important in the growth of children. Fruits and vegetables were supplied, but not in quantities

that would supply the “five a day” that nutritionists strive for. Most people probably had sufficient supplies of grain and cereal products, and there were extra calories available in snacks, desserts, and other specialty items for energy.

Although paper products and toiletries are not food items, they were requested and wished for by some respondents to this study. As one woman put it, without toilet paper and soap, she was in danger of losing her dignity. Food pantries, including FISH, routinely supply disposable diapers, and it is suggested that they expand their donations to include such items as toilet paper, soap, shampoo, and deodorant on a limited basis. These items could be donated to the pantries along with the foods and included in a standard food package at no cost to the pantry.

Diversity—in servers and the served

This small study is limited in addressing the great variety of families, living situations, and food preferences of the people who received food from Fairfax FISH. Each family received food chosen by a different driver, so the data are often literally apples and oranges. The nutritionist might opt for the oranges, but they might go to a family of finicky children who would have been better off with the slightly less nutrient-dense choice of apples. Guidelines for a group as varied as this need to be flexible; need to account for tastes as well as nutrition, for supply as well as demand, for preparation ease as well as for economy.

Limitations to this study include the small sample size from a small area of Fairfax County, Virginia. Although the sample included more than 10% of the deliveries made during 1994—and probably a much larger percentage of

families served—it may not have any relationship to a hungry population in a rural setting or a population with a different ethnic composition. Expectations may be higher for this group of needy people living in the midst of an affluent suburb: in Fairfax County, the median family income was \$70,000 in 1991; and 63% of the families earned more than \$60,000 (Fairfax County Office of Management and Budget 1994).

The client survey instrument also had limitations. The 24 food categories could have been confusing for some people. Of the 17 people who returned the survey, only 14 completely filled in the food diary, and some of those may have misunderstood the directions, because one or two surveys were returned before the week was over. Quantities were not precise in order to make the surveys easy to complete, but accuracy was sacrificed. A better approach for a future study would be for the researcher to total the food items in person, along with the recipient, then return to the client's home for an in-person evaluation; however, that process would be highly labor-intensive.

Although everyone contacted by phone seemed more than willing to cooperate, the population studied was not highly motivated to complete the survey forms. At least in this study, the more personal attention that was paid to clients through follow-up calls and letters, the more apt they were to comply. Several mentioned that they would be sure to return their forms in order to participate in the gift certificate lottery.

CONCLUSIONS

Clients receiving food from a food pantry have definite tastes and desires, just as paying customers do. Food pantries should try to provide the most nutritious foods they can, but they should also provide foods people will want to eat. Pantries can specify foods that they want to have donated, and they can use discretionary monies to buy foods that will be utilized most fully. In addition they can solicit feedback from clients to help improve their services.

Specifically, Fairfax FISH can:

- 1) Encourage drivers to find out about the specific needs of a client during the call that is usually made to arrange for delivery. They should inquire about family food preferences, cooking facilities and abilities, and special dietary needs. If children are present, drivers should find out whether children receive meals at school or need breakfast and packable lunch foods.

- 2) Develop more specific guidance for drivers, especially for those who have little experience shopping and planning meals. A set of proposed guidelines has been developed by the researcher and follows in table 7. These guidelines are based loosely on the USDA food guide pyramid, modified to fit the types of foods usually available in food pantries. Nutritional adequacy also relies on the drivers' buying additional foods according to the shopping list described below.

- 3) Encourage drivers to buy fresh food for all families (except possibly those who overuse the services of FISH), especially families with children. A proposed shopping list follows in table 8.

4) Develop simple educational materials that can be packed with foods, including recipes and serving ideas to help people learn to use frequently donated foods such as powdered milk and dry beans.

5) Provide guidance for people who donate the foods to the food pantries so that supplies are varied to suit the needs and wishes of the clients. Alert pantry coordinators to rotate supplies so that foods are used before their expiration dates.

6) Add toiletries to the standard package that is sent to clients.

Table 7. Proposed guidelines for choosing foods for Fairfax FISH clients.

Food Items	Family of one	Family of four
fresh bread	1 loaf or package	3 loaves or packages
cereal	1 large box	2 large boxes (at least 12 ounces)
rice and/or pasta	1 pound	4 pounds
crackers	1 box (8 ounces)	1 box (16 ounces)
pancake mix, biscuit mix or flour	1 pound	5 pounds
canned fruits	2 cans	7 cans
canned vegetables	2 cans	7 cans
fruit or vegetable juice	1 large can	3 large cans
dried or canned potatoes	1 package or can	2 packages or cans
peanut butter	1 jar (optional)	1 jar
dry beans or peas	8 ounces	16 ounces
canned entrees	2	6 to 8
canned tuna or chicken	1 can	2 to 3 cans
canned corned beef or Spam		1 can
jelly or honey	1 jar (optional)	1 jar
cooking oil		1 bottle (if available)
sugar, coffee, tea	as available	as available
toilet paper	1 package	1 package
soap	as available	as available

Table 8. Proposed shopping list for drivers taking food to FISH clients.

Shopping list for family of one to two	Shopping list for family of three to four
1 to 2 gallons milk	3 gallons milk
1 bag apples or oranges	1 bag apples or oranges
1 dozen eggs	1 dozen eggs
1 pound chicken parts or ground beef	1 fresh chicken or 1½ pounds ground beef or stew meat
1 pound margarine or butter	1 pound margarine or butter
1/2 pound cheese	1 pound cheese

Note: These quantities can be purchased within the \$20 guidelines; however, more money should be spent on milk for families with more than 4 children.

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APPENDIX A. Food package guidelines from Link.

Suggested Guidelines for the Pantry

For 1 person, approximately one grocery bag full.

1 loaf of bread and 1 package of buns. Bread supply is usually abundant, consider this a minimum.
1 small box of cereal or 1 small box of pancake mix.
1 or 2 cans of beans.
Mix or match the following to provide 14 servings: luncheon meat such as Spam (4 servings/can); tuna (2-3 servings/can); cheese (1 ounce/serving); canned entrees such as chili, stew, pastas with meat or cheese (usually 2 servings/can, but read labels); supplement, if necessary with peanut butter.
5 cans fruits/vegetables, total, more if abundant.
1 or 2 cans of soup.
1 or 2 cans of tomatoes.
1 can potatoes.
1 pound of pasta or rice.
1 small box of powdered milk or can of milk.
Desserts, coffee, tea, etc. if available.
\$5 gift certificate.

For a family of 4, approximately 4 grocery bags full.

2 or more loaves bread, 2 or more packages rolls, etc. Be generous.
1 large box cereal.
Pancake mix or flour or other similar item.
Sugar or honey if available.
1 or 2 cans beans/person or 1 pound of dry beans.
2 cans tuna.
2 to 4 cans entree such as chili, stew, chunky soups with meat.
Cheese if available.
1 can luncheon meat such as Spam.
Peanut butter, jelly.
(In the previous 6 items, substitute one for the other freely according to availability. The recipients probably spend some of their gift certificate in this category also.)
7 cans of vegetables, more if abundant.
4 cans fruits, more if abundant.
1 jar spaghetti sauce and 1 can tomatoes of some kind or 2 cans tomatoes.
1 or 2 cans potatoes.
1 pound rice.
1 pound pasta.
1 can soup/person, more if plentiful.
1 large box dry milk, 1 or 2 cans evaporated milk when available.

APPENDIX A. Food package guidelines from Link (continued)

\$10 gift certificate.

Desserts, coffee, other drinks as available.

When baby formula is asked for, give one extra \$5 gift certificate if the required brand is not available in the pantry.

When there is more than one delivery going out in one day it is necessary to mark each bag or box with the appropriate family's name.

Diapers are provided only when they have been donated.

The food coordinator will usually tell the pantry manager if the children are young or teenagers.

If the pantry is running low on food, the pantry manager should: call the churches collecting food for the month to see if there is more food available; call one of the food bank shoppers to see if they could shop; call the president or the food coordinator to see if special emergency collections could be made. There is money available to buy food also. The pantry manager may shop and be reimbursed or get money from the treasurer beforehand or may request that other volunteers shop. If the pantry manager doesn't have time to do any of the above s/he should tell the food coordinator what is needed.

Gift certificates are bought by the treasurer. Try to request gift certificates at least a week before they are needed.

The pantry manager records the amount in gift certificates given out for each family each delivery.

The pantry manager records the USDA products given to each family each delivery.

The position of Pantry Manager is very demanding. Link volunteers want to make it as easy as possible. The pantry manager should make all needs and concerns known as soon as possible. Tell the food coordinator and/or the president.

APPENDIX B. Food package guidelines from the Navy Relief Society.

FOOD LOCKER INFORMATION

Properly canned foods have been sterilized and won't spoil as long as the container is airtight. However, most canned foods have a "shelf life" of approximately one year - they then may begin to slowly lose flavor and nutrients. If you use large amounts of canned foods, date them at time of purchase and use the oldest first. (Seattle Post Intelligencer, April 30, 1978)

The following food package for a family of four (for at least two days) has been recommended by a Connecticut home economist.

- One box of cereal or eight small packages.
- One starch item (noodles, mashed potatoes, macaroni and cheese, etc.)
- Two meats (ravioli, tuna, spam, etc.) Spice packets to match
- One jar of peanut butter.
- One jar of jelly.
- One box of crackers.
- Two small or one large can(s) of fruit.
- Two cans of vegetables.
- Two cans of soup.
- Two envelopes of milk.
- Two envelopes of juice.
- Disposable diapers and baby food if necessary.

The Hampton Roads Auxiliary has three food packets; each is for a family of four for a day.

Macaroni and Cheese

- 2 macaroni and cheese dinners
- 1 can vegetables
- 1 can fruit
- 1 can applesauce
- 1 can tuna
- 2 cans soup
- 1 tube crackers
- 4 packets cereal
- 2 envelopes milk

Spaghetti Food Packet

- 1 box spaghetti
- 1 jar sauce
- 1 can vegetable
- 1 can fruit
- 1 can applesauce
- 2 cans soup
- 1 tube crackers
- 4 packets cereal
- 2 envelopes milk

Chili Food Packet

- 2 cans chili
- 1 package biscuit mix
- 1 can vegetable
- 1 can fruit
- 1 can applesauce
- 2 cans soup
- 1 tube crackers
- 4 packets cereal
- 2 envelopes milk

APPENDIX C. Food package guidelines from the Maryland Food Committee.

SAMPLE EMERGENCY FOOD PACKAGES -- 3 day supply

FAMILY OF ONE--Estimated Benefit \$12.00

- 1 lb. ground beef or 1 canned beef
- 1 corned beef or tuna or macaroni dinner
- 2 cans vegetables
- 1 rice or 2 cans potatoes or 1 bag noodles or 1 spaghetti
- 1 can fruit
- 1 can fruit juice
- 1 grits or 1 oatmeal
- 1 bag dried beans
- 3 cans soup
- 1 envelope crackers or 1 loaf of bread
- 1 package of cheese
- 1 canned milk or 2 envelopes dried milk
- 1 jar peanut butter

FAMILY OF TWO--Estimated Benefit \$24.00

- 1 lb. ground beef and 1 canned beef or equivalent of 2 meats
- 1 corned beef or tuna or macaroni dinner
- 4 cans vegetables
- 1 rice or 2 cans potatoes or 1 bag noodles or 1 spaghetti
- 2 cans fruit
- 1 can fruit juice
- 1 grits or 1 oatmeal
- 1 bag dried beans
- 4 cans soup
- 2 envelopes crackers or 1 loaf of bread
- 1 package cheese
- 1 canned milk or 2 envelopes dried milk
- 1 jar peanut butter

FAMILY OF THREE--Estimated Benefit \$36.00

- 1 lb. ground beef and 2 canned beef or equivalent of 3 meats
- 2 corned beef or tuna or macaroni dinner
- 4 cans vegetables
- 1 rice or 3 cans potatoes or 1 bag noodles or 2 spaghetti
- 3 cans fruit
- 2 canned fruit juice
- 1 grits or 1 oatmeal
- 1 bag dried beans
- 4 cans soup
- 3 envelopes crackers or 2 loaves of bread
- 1 package cheese
- 2 canned milk or 3 envelopes dried milk
- 1 jar peanut butter

FAMILY OF FOUR--Estimated Benefit \$48.00

- 2 lbs. ground beef and 3 canned beef or equivalent of 5 meats
- 2 corned beef or tuna or macaroni dinner
- 5 cans vegetables
- 1 rice or 3 potatoes or 1 bag noodles or 3 spaghetti
- 4 cans fruit
- 2 cans fruit juice
- 2 grits or oatmeal
- 1 bag dried beans
- 5 cans soup
- 1 box crackers or 3 loaves of bread
- 1 package cheese
- 2 canned milk or 3 envelopes dried milk
- 1 jar peanut butter

APPENDIX D. Thrifty Food Plan food list for a month.

Thrifty Food Plan 1983: Food List for a month:

Potatoes.....	20-3/4 lb	Whole-grain/high-fiber	
Carrots, fresh.....	1-3/4 lb	flour, meal, rice, pasta	2-1/4 lb
Tomatoes, fresh.....	2-3/4 lb	Other flour, meal, rice,	
Cabbage, fresh.....	5 lb	pasta	31-1/4 lb
Lettuce.....	4-1/4 lb	Whole-grain/high-fiber	
Celery, fresh.....	1 lb	bread.....	3-1/2 lb
Onions, mature, fresh....	3 lb	Other bread.....	20-1/2 lb
Other vegetables, fresh...	12-1/2 lb	Bakery products, mixtures	
Leafy greens, canned.....	3/4 lb	mostly grain.....	10-3/4 lb
Tomatoes, tomato products,		Milk, yogurt.....	51-3/4 qt
canned.....	2-1/2 lb	Cheese.....	2-3/4 lb
Snap beans, canned.....	3-1/2 lb	Cream, ice cream,	
Corn, canned.....	4-3/4 lb	other mixtures.....	4-3/4 lb
Green peas, canned.....	2-1/4 lb	Soups.....	2-1/2 lb
Other vegetables, canned		Meat, variety meats.....	24-1/2 lb
and dry.....	4-1/2 lb	Poultry.....	14 lb
Leafy greens, frozen.....	1/2 lb	Fish, shellfish.....	2 lb
Other vegetables, frozen..	2 lb	Bacon, sausage,	
Vegetable juices,		luncheon meats.....	6-3/4 lb
canned and frozen.....	1-1/4 lb	Mixtures, mostly meat and	
Citrus fruit, fresh.....	11 lb	alternates.....	1-1/4 lb
Apples, fresh.....	9 lb	Eggs.....	4-2/3 doz
Bananas, fresh.....	6 lb	Dry beans.....	4-1/4 lb
Other fruit, fresh.....	2 lb	Mature beans, canned.....	3-3/4 lb
Fruit, canned.....	3-1/2 lb	Peanut butter.....	2-1/4 lb
Fruit juice, canned.....	7-1/4 lb	Nuts (shelled weight).....	1 lb
Fruit and fruit juice,		Margarine, butter.....	4 lb
frozen (single strength		Shortening, oil,	
basis).....	23-1/4 lb	salad dressing.....	6 lb
Fruit, dried.....	1/4 lb	Sugar.....	7-3/4 lb
Whole-grain/high-fiber		Other sweets.....	4-3/4 lb
breakfast cereals.....	3 lb	Soft drinks, punches, ades	6-1/4 qt
Other breakfast cereals...	3-3/4 lb		

Provides for the food needs for a four-person household (man and woman 20-50 and children 6-8 and 9-11 years of age). In addition to foods listed, most families use some other foods: coffee, tea, cocoa, leavening agents, and seasonings. Approximately one percent above the cost of the foods on the list is allowed for purchase of these foods when costs for the plan are estimated.

APPENDIX E. Client reminder letter.

FAIRFAX FISH, INC.

Attention: Flora
P.O. Box 2254
Fairfax, VA 22031-0254

November 30, 1994

Dear FISH Client:

Recently we delivered a questionnaire concerning our service along with some food for your family. We have not received your completed questionnaire, and we have been unable to reach you by phone to find out why. Enclosed is another questionnaire in case you have lost the first one.

We really hope to hear from you. We are trying to improve our food delivery service for everyone in need.

Remember, if you return the questionnaire, your name will be included in a drawing for a \$100 gift certificate. We must receive your questionnaire by December 12 for your name to be included in the drawing. Thank you for your time and help.

Sincerely,

Fairfax FISH

APPENDIX F. Fairfax FISH client survey.

Fairfax FISH Food Survey

(clients with telephones)

The food you are receiving today is from Fairfax FISH, a group of churches that helps families with emergency services. To help us help people in times of need, we are asking you to complete this survey about the foods you received today. Your answers will help us learn what kinds of foods our clients want and need; and how we can serve these needs better.

The results of this study will be confidential. Researchers will not release your individual information to anyone else.

The names of those who complete the questionnaire will be included in a drawing for \$100.00 in gift certificates donated by local grocery stores, which will be awarded in December, 1994. Only one participant will receive the gift certificates, but **it could be you!**

Thank you so much for your help.

Sincerely,

Fairfax FISH

APPENDIX F. Fairfax FISH client survey (continued).

INSTRUCTIONS

Please fill out the first 2 columns of question #1 (about foods received) as soon as you can, then complete the remaining questions at the end of the week. A FISH volunteer will call you soon to see if you need any help with the survey and ask a few additional questions. If you have any questions, please call Fairfax County Human Intake Services at 222-3582, and ask for Flora of FISH to return your call.

Please return the survey in the envelope provided when it is complete. Thank you.

For all members of the household, please complete the following information:

Name (first name is OK)	Age	Sex	Special food needs (low sodium or vegetarian, for example)
<i>Jan</i> (example)	63	F	<i>low-sugar</i>

Name of person filling out survey: _____

Date food was delivered: _____

APPENDIX F. Fairfax FISH client survey (continued).

1. Mark in the following chart the types and amounts of foods brought by the FISH driver and foods you already had in the first two columns as indicated. Then, mark the foods you use during the week in the last column.

Types of food	Foods brought by FISH	Foods you already had	Foods used during week
Canned fruit (no. of cans) EXAMPLE	3	2	4
Canned fruit (no. of cans)			
Fruit or vegetable juice (no. of cans or quarts)			
Canned vegetables (no. of cans)			
Canned meat, tuna, or other fish (no. of cans)			
Canned main dishes (soup, chili, spaghetti, spaghetti sauce, etc.) (no. of cans)			
Peanut butter (no. of jars)			
Jelly or jam (no. of jars)			
Condiments (mustard, ketchup, sauces)			
Canned milk (no. of cans)			
Dried milk (no. of packages)			
Dry macaroni and cheese or other packaged dinner mix (no. of packages)			
Pasta (noodles, macaroni, spaghetti), rice, or instant potatoes (no. of packages)			
Dried beans, peas, or lentils (no. of packages)			
Dry cake, pudding, or gelatin mix (no. of packages)			
Dry biscuit mix or bread mix			
Cereal (no. of packages)			

APPENDIX F. Fairfax FISH client survey (continued).

1. (continued)

Types of food	Foods brought by FISH	Foods you already had	Foods used during week
Fresh bread (no. of loaves or packages)			
Cookies, crackers, cupcakes, or snacks (no. of packages)			
Fresh meat, fish, or chicken (no. of pounds)			
Eggs (no. of eggs)			
Cheese (no. of packages)			
Fresh milk (no. of quarts)			
Fresh vegetables and fruits (no. of kinds)			
Baby food and formula (no. of jars or cans)			
Other foods (please describe amount and type of each food)	Foods brought by FISH	Foods you already had	Foods used during week

2. Were you satisfied with the food FISH provided this week?

_____ Yes

_____ No

3. Which statement describes your food this week? (check one)

We had enough of all the foods we wanted to eat.	
We had enough food, but not always what we wanted.	
We didn't have enough to eat.	

APPENDIX G. Fairfax FISH survey for clients without telephones.

Fairfax FISH Food Survey <i>(clients <u>without</u> telephones)</i>
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The food you are receiving today is from Fairfax FISH, a group of churches that helps families with emergency services. To help us help people in times of need, we are asking you to complete this survey about the foods you received today. Your answers will help us learn what kinds of foods our clients want and need; and how we can serve these needs better.

The results of this study will be confidential. Researchers will not release your individual information to anyone else.

The names of those who complete the questionnaire will be included in a drawing for \$100.00 in gift certificates donated by local grocery stores, which will be awarded in December, 1994. Only one participant will receive the gift certificates, but **it could be you!**

Thank you so much for your help.

Sincerely,

Fairfax FISH

APPENDIX G. Fairfax FISH survey for clients without telephones (continued).

INSTRUCTIONS

Please fill out the first 2 columns of question #1 (about foods received) as soon as you can, then complete the remaining questions at the end of the week. If you have any questions, please call Fairfax County Human Intake Services at 222-3582, and ask for Flora of FISH to return your call.

Please return the survey in the envelope provided when it is complete. Thank you.

For all members of the household, please complete the following information:

Name (first name is OK)	Age	Sex	Special food needs (low sodium or vegetarian, for example)
<i>JAN (example)</i>	63	F	<i>low-sugar</i>

Name of person filling out survey: _____

Date food was delivered: _____

APPENDIX G. Fairfax FISH survey for clients without telephones (continued).

1. Mark in the following chart the types and amounts of foods brought by the FISH driver and foods you already had in the first two columns as indicated. Then, mark the foods you use during the week in the last column.

Types of food	Foods brought by FISH	Foods you already had	Foods used during week
Canned fruit (no. of cans) [EXAMPLE]	3	2	4
Canned fruit (no. of cans)			
Fruit or vegetable juice (no. of cans or quarts)			
Canned vegetables (no. of cans)			
Canned meat, tuna, or other fish (no. of cans)			
Canned main dishes (soup, chili, spaghetti, spaghetti sauce, etc.) (no. of cans)			
Peanut butter (no. of jars)			
Jelly or jam (no. of jars)			
Condiments (mustard, ketchup, sauces)			
Canned milk (no. of cans)			
Dried milk (no. of packages)			
Dry macaroni and cheese or other packaged dinner mix (no. of packages)			
Pasta (noodles, macaroni, spaghetti), rice, or instant potatoes (no. of packages)			
Dried beans, peas, or lentils (no. of packages)			
Dry cake, pudding, or gelatin mix (no. of packages)			
Dry biscuit mix or bread mix			
Cereal (no. of packages)			

APPENDIX G. Fairfax FISH survey for clients without telephones (continued).

1. (continued)

Types of food	Foods brought by FISH	Foods you already had	Foods used during week
Fresh bread (no. of loaves or packages)			
Cookies, crackers, cupcakes, or snacks (no. of packages)			
Fresh meat, fish, or chicken (no. of pounds)			
Eggs (no. of eggs)			
Cheese (no. of packages)			
Fresh milk (no. of quarts)			
Fresh vegetables and fruits (no. of kinds)			
Baby food and formula (no. of jars or cans)			
Other foods (please describe amount and type of each food)	Foods brought by FISH	Foods you already had	Foods used during week

2. Were you satisfied with the food brought to you by FISH this week?

_____ Yes

_____ No

APPENDIX G. Fairfax FISH survey for clients without telephones (continued).

3. Did you receive any meals from other sources during the week?
Please indicate the number of meals eaten by each family member from another source.

Family member	School lunches and/or breakfasts	Other food programs (please name)	Restaurant (please name)	Meals from family or friends	Other source (please name)
<i>Jan (example)</i>	0	2—Meals on Wheels	1—Roy Rogers	2	0

4. Which statement describes your usual household food? (check one)

We have enough of all the foods we want to eat.	<input type="checkbox"/>
We have enough food, but not always what we want.	<input type="checkbox"/>
We sometimes don't have enough to eat	<input type="checkbox"/>
We often don't have enough to eat.	<input type="checkbox"/>

5. Which statement describes your food this week? (check one)

We had enough of all the foods we wanted to eat.	<input type="checkbox"/>
We had enough food, but not always what we wanted.	<input type="checkbox"/>
We didn't have enough to eat	<input type="checkbox"/>

APPENDIX G. Fairfax FISH survey for clients without telephones (continued).

6. What foods did you receive from Fairfax FISH that you or your family will not eat? Please list the food and check a reason why.

Food	Don't like it	Quality was not acceptable	Don't have cooking facilities	Don't know how to prepare this food	Can't eat it for medical reasons	Other reason (state reason)

7. What foods do you wish Fairfax FISH could have brought you (keeping in mind that most of the food is donated)?

8. Please list any other comments that you think Fairfax FISH would like to know about the food that was delivered and the method of delivery.

APPENDIX H. Telephone survey questions.

Additional questions for clients with telephones:

1. Did you receive any meals from other sources during the week?
Please indicate the number of meals eaten by each family member from another source.

Family member	School lunches and/or breakfasts	Other food programs (please name)	Restaurant (please name)	Meals from family or friends	Other source (please name)

2. What foods did you receive from Fairfax FISH that you or your family will not eat? Please list the food and check a reason why.

Food	Don't like It	Quality was not acceptable	Don't have cooking facilities	Don't know how to prepare this food	Can't eat it for medical reasons	Other reason (state reason)

3. What will you do with the foods you do not eat?

APPENDIX H. Telephone survey questions (continued).

4. What foods do you wish Fairfax FISH could have brought you, (keeping in mind that most of the food is donated)?

5. Which statement describes your usual household food? (check one)

We have enough of all the foods we want to eat.	<input type="checkbox"/>
We have enough food, but not always what we want.	<input type="checkbox"/>
We sometimes don't have enough to eat	<input type="checkbox"/>
We often don't have enough to eat.	<input type="checkbox"/>

6. Do you have any other comments that you think Fairfax FISH would like to know about the food that was delivered?

Client's name and phone number _____

APPENDIX I. Driver survey.

Fairfax FISH Driver Survey

This week, we are conducting a survey of our clients who receive food in order to learn what foods our clients want and need. We hope it will be helpful to drivers, so they will have a stronger basis for choosing foods for clients. Please deliver a copy of the food survey to the client with the food you are taking. **Notice that there is one survey for clients who have telephones, and a different one for clients who do not have telephones.**

In conjunction with our survey of the food people are receiving from FISH, it would be helpful if you would complete this short questionnaire so we can verify what foods the clients received today.

Please mark the quantities and types of foods you have delivered to the client and answer the remaining questions based on your judgment. Return the questionnaire in the enclosed envelope. Thank you.

If you have any questions, please call your captain and someone will call you back as soon as possible.

Sincerely,

Fairfax FISH

APPENDIX I. Driver survey (continued).

1. Indicate in the following chart the types and amounts of foods you delivered to this person (both from pantries and purchased).

Types of food	Foods brought by FISH
Canned fruit (no. of cans)	
Fruit or vegetable juice (no. of cans or quarts)	
Canned vegetables (no. of cans)	
Canned meat, tuna, or other fish (no. of cans)	
Canned main dishes (soup, chili, spaghetti, spaghetti sauce, etc.) (no. of cans)	
Peanut butter (no. of jars)	
Jelly or jam (no. of jars)	
Condiments (mustard, ketchup, sauces)	
Canned milk (no. of cans)	
Dried milk (no. of packages)	
Dry macaroni and cheese or other packaged dinner mix (no. of packages)	
Pasta (noodles, macaroni, spaghetti), rice, or instant potatoes (no. of packages)	
Dried beans, peas, or lentils (no. of packages)	
Dry cake, pudding, or gelatin mix (no. of packages)	
Dry biscuit mix or bread mix	
Cereal (no. of packages)	

APPENDIX I. Driver survey (continued).

1. (continued)

Types of food	Foods brought by FISH
Fresh bread (no. of loaves or packages)	
Cookies, crackers, cupcakes, or snacks (no. of packages)	
Fresh meat, fish, or chicken (no. of pounds)	
Eggs (no. of eggs)	
Cheese (no. of packages)	
Fresh milk (no. of quarts)	
Fresh vegetables and fruits (no. of kinds)	
Baby food and formula (no. of jars or cans)	
Other foods (please describe amount and type of each food)	

2. Client's name _____

Client's address _____

Client's phone number _____

3. Family members: _____ adults, _____ children.

APPENDIX I. Driver survey (continued).

4. Is the family white _____ Asian _____
African American _____ Hispanic _____
other (specify) _____ can't tell _____

5. Did you have any special requests for this family? (such as baby formula, foods for special diets, fresh milk)

Yes _____ No _____

If yes, please specify _____

6. Briefly explain how you choose food when you drive for FISH.

7. Do you have any tips for other drivers that you think would help them choose foods for clients?

8. Which church pantry did you use today? _____

9. Was it well-stocked? Yes _____ No _____

10. Some information about you:

Name _____

Telephone number _____

Church _____

Date you delivered food _____

How long have you been a FISH Driver? _____

APPENDIX J. Fairfax FISH Report Form.

FAIRFAX FISH REPORT FORM

CHURCH ON DUTY

CAPTAIN ON DUTY

PERSON WHO CALLED I & R

Name

Telephone

PERSON TO BE ASSISTED

Name

Address

Makeup of family

ACTION TAKEN

Time begun and completed

Name of driver

Service rendered

Number of miles _____

Grocery bags (Church Pantries) # _____

1. Perishables purchased \$ _____

2. Formula purchased \$ _____

3. Diapers purchased \$ _____

CLIENT'S NAME _____

REQUEST

RESULTS

DATE

HUMAN SERVICES WORKER AND PHONE

Client's Telephone

TOTAL AMOUNT NEEDED: _____

Amount given by:

Client: _____

FISH: _____

Other sources: _____

TOTAL PROVIDED: _____

REMARKS (continue on back if needed)

INCOME (pertinent for larger financial requests) include information for all in household.

ADC or GR \$ _____ DHD Worker _____ Food Stamps \$ _____

JOB \$ _____ EMPLOYED WHERE _____

UNEMPLOYMENT \$ _____ SOCIAL SECURITY \$ _____ DISABILITY \$ _____

CHILD SUPPORT \$ _____ OTHER _____

RENT or MORTGAGE \$ _____ /mo. AVG UTILITIES (if appropriate) \$ _____

Previously assisted? Yes No When & with what? _____

Other agencies involved with client _____

Are there family, friends, or church that might help? _____

Revised: May 94

VITA

Born on August 5, 1952, Flora Elliott Szatkowski grew up in Cocoa Beach, Florida, graduating from Cocoa Beach High School in 1970. She graduated with honors from Purdue University in 1974 with a major in Foods in Business.

She worked as an editorial assistant at Creative Food Service in New York City in 1974 and 1975. She became an associate editor at Better Homes and Gardens Books in Des Moines, Iowa, where she planned, wrote, and edited best-selling cookbooks from 1975 through 1978. In 1979, she became a freelance food consultant and journalist, continuing to work for Better Homes and Gardens, as well as magazines and newspapers. In 1982, Flora became editor of publications at Campbell Soup Company, where she was responsible for all cookbooks produced by the company, as well as certain advertising and promotional projects.

Since 1987, she has again been a freelance worker, concentrating on the editorial aspects of cookbooks and other publications. In addition, she has devoted time to raising her two children and volunteering at schools and in community projects. She has served as a telephone captain for Fairfax FISH for four years, and coordinates the FISH volunteers at her church.

She completed a Master of Science degree in Human Nutrition and Foods at Virginia Tech in May 1995.

A handwritten signature in cursive script that reads "Flora E. Szatkowski". The signature is written in black ink and is centered on the page.