

Question of the Week

The Franklin Food Pantry gathered information from our existing neighbors with a "question of the week" dot survey gathering input from every neighbor that came through the distribution line. We asked 10 questions over 10 weeks in the summer of 2021.

GOAL	QUESTION	RESPONSE	RECOMMENDATION	ACTION TAKEN
Increase access to healthy foods	Would you come to a FFP Farmer's Market over the summer? Would you prefer Tuesday distribution, Thursday, or Friday distribution?	35 - During Tues/Fri distribution 14 - Thurs AM separate from shopping 19 - either	Client Farmer's Market held at existing Tues/Fri distribution.	Community Garden volunteers harvest produce on Tues and Fri mornings, organize and portion produce, and distribute produce and answer questions at distribution. Evaluate expansion
Increase choice	If we had an online order form or app, would you use it?	59 - yes 34 - no 11 - maybe	Recommend evaluating online ordering options.	Initial research put on hold as in-person shopping reopened in October 2021. Reevaluating in early 2022.
Assist with challenges other than food insecurity	Would you like assistance applying for public programs such as SNAP or local tax relief?	46 - yes 22 - no 2 - maybe	Recommend offering assistance with public programs applications and connecting with clients about which resources they want to access.	In person office hours established. Evaluate expansion. Job Board posted inside.
Meet client needs	Are you happy with the amount of nonfood items given, such as shampoo, soap, detergent?	34 - yes 4 - no	Recommend continuing to offer these items.	Increased amounts offered when possible. Ensured that Amazon wish list is up to date to replenish inventory.

Question of the Week

The Franklin Food Pantry incorporated suggestions that came out of the question of the week neighbor survey including increased offerings of personal hygiene items, sharing out local resources, and evaluating the demand for and feasibility of expanding in-person shopping times/days.

GOAL	QUESTION	RESPONSE	RECOMMENDATION	ACTION TAKEN
Reduce Waste	If you receive food you can't use or don't like, do you return it, give it to someone else, or throw it out?	20 - return it 34 - give it away 1 - N/A	Recommend encouraging clients to share with others if they cannot use an item in a prepacked bag.	Online ordering under evaluation as a way to increase choice and reduce waste.
Assist with challenges other than food insecurity	If we posted a list of resources or assistance agencies on our website, would that be helpful?	Based on earlier responses, we inferred this would be helpful	Recommend sharing available resources online.	"Resources" section added to the FFP website and periodically update.
Increase access	Would weekend hours be helpful? Would you prefer to come on the weekend? Would you use weekend hours?	17 - yes 16- no 21 - N/A	Recommend evaluating providing weekend hours once we have staff and volunteers available to run the program and have moved into our new building.	N/A
Increase access to the Covid-19 vaccine	Would you attend a Covid-19 Mobile Vaccine Clinic held onsite at FFP?	49 - Already vaccinated 5 - no 1-Maybe 13 - Yes (many wanted access for kids or booster) 6 - Good idea	No need identified.	FFP partnered with Edward M Kennedy, CHC and The Greater Boston Food Bank to provide at-home Covid-19 tests to clients.

Question of the Week

Thank you to all of our neighbors who participated in our survey. Your feedback helps us to better serve you!

GOAL	QUESTION	RESPONSE	RECOMMENDATION	ACTION TAKEN
Increase awareness of our services	We often get requests from media for neighbor stories/interviews. Would you be willing to share your story?	26 - yes 15 - no	Recommend sharing neighbor stories to increase awareness and encourage others to use our services, volunteer or donate.	FFP will reach out to interested folks as opportunities arise.
Increase choice	In the fall, would you prefer drive up pre-packaged distribution, in person shopping OR a client order form?	18 - drive-up 27 - In-Person 2 - Online order 4 - anything	Recommend a mixture of distribution models to benefit our neighbors.	In October 2022, FFP launched its first ever hybrid model by scheduling in person shopping on Thursdays and Fridays while still offering curbside distribution on Tuesday days and evenings. Continue to evaluate distribution models that maximize choice but also account for ever changing Covid-19 landscape.