

HEARING FROM NEIGHBORS ABOUT CHOICE

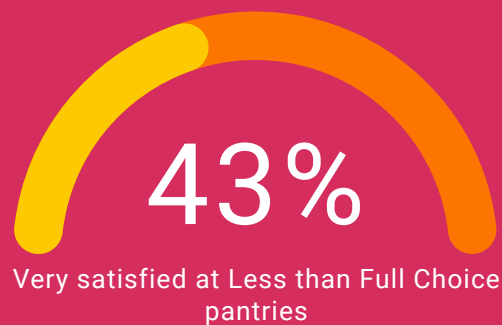
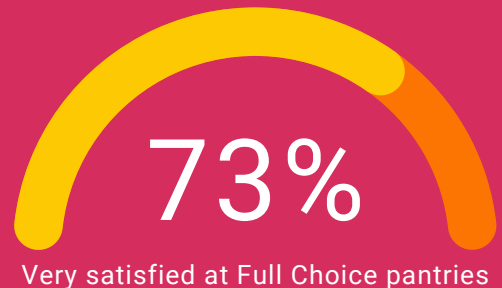
Survey findings, Fall 2022

In 2022, Feeding America selected 30 member food banks to participate in the second year of the Morgan Stanley Child & Family Choice Initiative to increase the amount of choice offered by their food distribution sites (pantries) or return to offering choice. In September and October 2022, the evaluation team collected feedback from 1869 neighbors from 89 pantries about their experience when going to these sites.

*All choice levels here are as identified by neighbors.

HIGHER SATISFACTION WITH CHOICE

Neighbors who shopped at Full Choice pantries had higher satisfaction with their level of choice



SHORTER WAIT TIME

While pantries often worry that it will take more time to offer Choice, neighbors report waiting less time to receive food in Full Choice pantries compared to pantries offering less choice.

LESS FOOD WASTE

Neighbors are significantly less likely to “always” or “sometimes” receive food they do not want in Full Choice pantries versus No Choice or Limited Choice pantries. They are also more likely to use all the food they receive.



[Neighbors are] going to take food they like instead of getting a box of whatever... The more client choice you do, the less waste. It's huge.

- Food Pantry staff

