

# San Luis Obispo County

## Hunger Study 2003

Final Report

July 2003

Submitted to:

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## Acknowledgements:

I would like to thank everyone who helped this project along. This report could not have been put together without many helpful participants. I would especially like to thank Dr. Bud Evans, Jim Kemper, and Janice Fong Wolf, whom without their tremendous contributions, this study could not have taken place. I would also like to thank all of the Program Assistants, and the students who conducted the interviews. Thank you to the other professors at Cal Poly who involved their students as well: Dr. Jean Williams and Dr. Linda Valenty. Also thanks to Briana French who help put the Agency Survey information together.

And special thanks to the media for bringing attention to this issue throughout the different phases of the study. I would also like to thank all of the agencies who work with the Food Bank Coalition of San Luis Obispo and helped in coordinating this effort. A special thanks to all of the individual agencies that have the heart to help those in need. To all of those who I did not mention I apologize, I am grateful to you as well.

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# 1. Highlights of Findings

This report is based on 219 face-to-face interviews with food assistance clients in San Luis Obispo County at 22 different sites who work with the Food Bank Coalition of San Luis Obispo County. And, also consists of 40 mail-in Agency Surveys. It is modeled after the study “Hunger In America 2001”<sup>a</sup> conducted by Mathematica Policy Research, Inc. for America’s Second Harvest which is the Nation’s leading domestic hunger-relief organization, affiliated with over 200 food banks nation-wide.

The overall objectives were to identify who the hungry were in the county of San Luis Obispo, and provide demographic profiles of those using food assistance services from agencies working with the Food Bank Coalition of San Luis Obispo. The third main purpose of this study was to recommend how the services currently in place can be improved to better suit the needs of clients using the food assistance services.

## Who are the Hungry?

This study aims to provide an idea of who the needy are in the county of San Luis Obispo, California. The following are highlighted statistics from this study which help in painting that picture. First by looking at the components of the household:

- The average household is composed of 1.8 members.
- 38.3% of clients reported being married or living as married.
- 16.0% of households have at least one child under the age of 18.
- 44.9% of households have at least one senior over the age of 65.
- 33.8% of clients interviewed are between the age of 30 and 49 years old.
- 24.7% of clients reported not having a place to live, which is almost 1 out of every 4 food assistance client.

Next, some basic demographic information is highlighted about food assistance clients and their households.

- 60.7% of those surveyed who pick up food at food assistance sites are women.
- 42.7% of clients reported living in the North County.
- The race breakdown of clients surveyed is as follows: 74.3% are White, 11.9% are Latin or Hispanic, 5.5% are American Indian or Alaskan Native, and 4.1% are Black or African American.
- 71.2% of clients indicated they had completed High School.

Health status can also be an important factor in whether or not a household has the sufficient means to feed themselves.

- 29.8% of households have at least one person in poor health.

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<sup>a</sup> Kim, Myoung, Jin Ohls, Rhoda Cohen. “Hunger In America 2001 Local Report Prepared for Food Bank of Santa Barbara County (0504).” America’s Second Harvest, October 2001.

- 21.2% of households reported having no health insurance at all.

Income and employment are important to look at because they give a description of the situation that food assistance clients are in. Income tends to be highly correlated with Food Security. Hunger can also be a result of poverty.

- Not counting senior oriented sites, 31.2% of clients interviewed are employed at least part time.
- 68.1% of households have a yearly income below \$20,000 dollars.
- 67.6% of households are below the 150% poverty level.
- 31.5% of clients reported Social Security as the main source of income in their household.
- 26.4% of clients reported that a job was a source of household income for the previous month.

## **Food Security**

Food security is an extremely important issue to look at. Food insecurity is not having constant assured access to proper nutrition to live a healthy and active life due to financial limitations. Nationally there are 33.6 million people who are food insecure, according to the USDA.<sup>b</sup> Using the same methods of measurement used by the USDA, the food insecurity issue was assessed in this study among food assistance clients; some key findings are summarized here:

- 51.1% of households surveyed are food insecure.
- When senior oriented sites are removed 43.3% of clients' households are food insecure with hunger.
- When children are present 71.4% of households are food insecure.
- Among food stamp participants 87.1% of households are food insecure.
- 18.2% of households with children reported having children who have skipped meals because there was not enough money for food during the past year.

## **Use of Food Stamps and other Federal Programs**

Looking at the issue of food stamps is also very important because it is a potential source of food for the food assistance clients. The Food Stamp Program is supposed to be America's first line of defense against hunger. Nationally, 59% of those eligible receive food stamps. However few in this county are receiving the benefits:

- Not counting senior oriented sites, 21.3% of clients interviewed reported that they currently received food stamps.
- Not counting senior oriented sites, 61.7% of households reported that they had applied for food stamps.
- 17.5% of clients whose income is at or below 130% of the poverty level stated that they had not applied for food stamps because they thought they were ineligible due to income or assets.

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<sup>b</sup> <http://www.secondharvest.org/whoshungry/whoshungry.html>

The average household in California receives \$78 dollars in benefits a month<sup>c</sup>. Food assistance clients reported:

- 74.2% of clients who currently receive food stamps reported that they lasted 3 weeks or less.

Other programs which clients reported using were the USDA Commodities program, WIC (Women, Infants, and Children), and the school lunch programs.

- 17.9% of clients reported using the USDA Commodities program.
- 30.8% of households with at least one child under the age of 5 reported using the WIC program.
- 71.4% of households with at least one child under the age of 18, reported using the school lunch program.

### **Clients' Satisfaction with Food Bank Coalition of San Luis Obispo**

Overall, clients were very satisfied with the services they have been receiving at the interview sites.

- 66.1% of clients said they were very satisfied with the amount of food provided.
- 56.4% of clients said they were very satisfied with the variety of food provided.
- 60.1% of clients said they were very satisfied with the overall quality of the food.

### **Agency Programs**

Highlighted here is the information acquired from the Agency Survey. First briefly looking at the services offered by the agencies then learning more about who the food assistance programs are serving and how many people the programs are serving.

- Only 16.0% of programs reported offering eligibility counseling for WIC or the Food Stamp Program.
- 48.7% of all programs included in the survey are faith-based or religion affiliated nonprofits.
- 62.5% of all programs surveyed reported helping more clients as compared to three years ago (year 2000).
- On average pantry programs serve 365 bags or boxes of food per week, weighing an average of 19 pounds. 19 pounds of food equates to about 14.6 meals.
- 32.1% of programs reported facing one or more problems that threatened their continued operation.
- During the previous year, 17.9% of programs reported having to reduce meal portions or quantity of food in food packages.

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<sup>c</sup> [http://www.cfpa.net/countyprofile/CountyProfileJune2003/SanLuisObispo\\_June2003.PDF](http://www.cfpa.net/countyprofile/CountyProfileJune2003/SanLuisObispo_June2003.PDF)

## **Agency Staff and Volunteers**

Other statistics of interest are the number of staff programs have to operate with. Most do not have any paid staff and rely entirely on volunteer time, which makes it difficult to run efficient programs.

- 60.0% of kitchen programs and 77.8% of pantry programs have no paid staff.
- Every program reported at least one volunteer to help them operate.
- 19 volunteers was the average for kitchen programs. The average number of volunteer hours for kitchen programs was 30 for one week.
- The average number of volunteers for pantry programs was 17, with an average of 41 volunteer hours per week.
- Shelters reported employing an average of 6 volunteers with an average of 60 volunteer hours during a week.

## **The importance of Food Bank Coalition of San Luis Obispo**

The importance of the Food Bank Coalition of San Luis Obispo County was assessed by having agencies report the impact the elimination of food supply from this source would have on their programs.

- 50.0% of kitchen programs reported that the elimination of this food supply would have devastating impact on their programs, 40.0% of pantry programs reported the same thing.

Agencies were also asked to indicate what additional assistance (if any) they needed.

- 33.3% of pantry programs reported that their programs needed additional assistance in accessing local resources.
- 25.0% of shelter programs also indicated that they needed additional assistance in accessing local resources.

## **Conclusions and Recommendations**

Food security is a major concern for food assistance clients interviewed in San Luis Obispo County. 70.9% of households (not counting senior oriented sites) are food insecure. Food insecurity is not having assured access to the proper nourishment to lead a healthy and active life because of financial limitations. Among households with children under the age of 18, 71.4% of households surveyed were food insecure. 48.6% of households with children were food insecure with hunger, meaning that the household expresses concern over where the next meal is coming from, and the household has already reduced their food intake.

Food assistance clients are food insecure, but they are very satisfied with the assistance provided by the agencies working with the Food Bank Coalition of San Luis Obispo. 71.4% of all agencies reported that they did not turn clients away during the year 2002. The agencies surveyed who had turned clients away, indicated that a lack of food or resources was the most frequent reason for turning clients away. 91.4% of all

clients surveyed are either very satisfied or somewhat satisfied with the amount of food provided by the agencies.

However, the services provided by the Food Bank Coalition of San Luis Obispo are not enough to lessen food insecurity. Increased participation in programs such as the Food Stamp Program, the USDA Commodities, and WIC would be very beneficial and would help lessen their food insecurity. However, as far as the Food Stamp Program, food stamp benefits would also need to be increased in dollar amount. Very few households can effectively feed a family for \$78 dollars a month. The food assistance clients who were receiving food stamp benefits indicated that for the most part the food stamps lasted less than three weeks. 74.2% of clients interviewed who currently receive food stamp benefits reported that they lasted three weeks or less. And Food Stamp participants were among the most food insecure, 87.1% of Food Stamp participants were food insecure.

Increased advocacy about the Food Stamp Program would lessen food insecurity among food assistance clients. Out of those interviewed 35.8% said they had not applied for Food Stamp benefits because they felt they were ineligible for the benefits because of income or assets. 41.7% of all clients interviewed also said that they had not applied for food stamps because they felt they could get by on their own without the benefits or because there was no need for the benefits in their household.

The food stamp usage rate in California is much lower than that in the rest of the country. The food stamp usage in San Luis Obispo County is extremely less than that in California. In San Luis Obispo County, only 20.2% of households who are eligible for the program are currently using the benefits. This study found that among food assistance clients 21.3% of them were currently receiving food stamp benefits (not counting senior oriented sites).

For increased use of the Food Stamp program there would need to be pressure placed on lawmakers to facilitate the application process. Other barriers which could be removed would be some of the qualifications which need to be met to apply for food stamps. Under current law according to the "California Food Stamp Guide"<sup>d</sup> \$4,650 of the value of a vehicle is excluded for most households, if the vehicle is worth more it is added to the assets of a household. And most households are only allotted \$2,000 in assets.

The preceding findings reach the objectives of the study. Hunger is a prevalent problem among food assistance clients. The services currently in place by the Food Bank Coalition of San Luis Obispo are excellent by their clients' standards. However, as aforementioned these services alone do not eradicate the problem of hunger in the county. As a result increased participation in governmental programs would benefit those in need as well as those in the community who contribute toward helping those in need.

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<sup>d</sup> <http://www.lsnrc.net/fsguide/>

## **2. Introduction**

This report is modeled after “Hunger in America 2001” indicated the demographic profiles of those who pick food up at food assistance sites at the national level. The report also assessed locally the ability of the services in place to meet their clients’ needs. This study aimed at discovering similar data for the County of San Luis Obispo, California.

The overall objectives of the study are:

- Describe the incidence and nature of hunger and food insecurity in SLO County as experienced by low-income clients of the local food network.
- Provide demographic profiles of the food assistance clients of local agencies and analyze the ability of these agencies to meet the food security needs of these clients.
- Recommend how the services currently in place might be improved to better suit the needs of those using the services.

### ***2.1 Groups Involved***

There were three main actors involved in the conception and implementation of this study. They were the Food Bank Coalition of San Luis Obispo County, The San Luis Obispo County Community Foundation, and the Political Science Department of California Polytechnic State University, San Luis Obispo.

The Food Bank Coalition of San Luis Obispo County is a “nonprofit, public benefit corporation, committed to eliminating hunger in San Luis Obispo.” The food bank gathers food from different sources and distributes that food to over 140 nonprofit agencies in San Luis Obispo County. The Food Bank Coalition of San Luis Obispo

County is also an affiliate member of America's Second Harvest. Much of the conception, coordination, and oversight for the study was done by Jim Kemper, the executive director of the Food Bank Coalition of San Luis Obispo County.

The second important player was the San Luis Obispo County Community Foundation which is a "public trust established to assist donors in building an enduring source of charitable funds to meet the needs of the community." Janice Fong Wolf is the program officer at the Community Foundation. She also contributed significantly with the coordination, conception, and oversight of the study.

The third actor is the Political Science Department at California Polytechnic State University, San Luis Obispo (Cal Poly). Under the direction of Professor Bud Evans the study was implemented by students enrolled in Political Science courses. Students also coded and analyzed some of the data in a course taught by Dr. Linda Valenty. Professor Bud Evans oversaw the study and also did most of the coordination and scheduling between Cal Poly, the Food Bank, the Community Foundation, and the food assistance agencies.

## ***2.2 Overview of the Rest of the Report***

Chapter 3 presents the methods used to implement the study and analyze the data. Chapter 4 gives a brief overview of the terminology used in the study. Chapters 5 through 9 concentrate on the data collected from the Client Survey. Chapters 10 through 14 focus on the information acquired by the Agency Survey.

### **3. Methods**

This study was modeled after a nation-wide study conducted in 2001 for America's Second Harvest by Mathematica Policy Research, Inc. It is a two-part study aiming at assessing the food needs of the county. The first part consisted of an agency survey. The objective of the Agency Survey was to identify the scope of services being provided in San Luis Obispo County by food assistance agencies. The second part was a Client Survey with a twofold goal:

- (1) Was to gain a better understanding of who the hungry are in San Luis Obispo County.
- (2) See what services the food assistance clients are receiving and see how those services might be improved.

The latter helps to fulfill the mission of the Food Bank Coalition of San Luis Obispo County: to end hunger in the county of San Luis Obispo. The rest of the chapter will discuss the methods used in carrying out the study and in presenting the findings.

#### ***3.1 Instrument Development***

The same survey instruments which were used for the nation-wide study were used in this study. The survey instruments were designed by Mathematica Policy Research, Inc. They were slightly modified to assure they met the needs of San Luis Obispo County. Overall the survey instruments were closely maintained to the originals used by the nation-wide study. This facilitated the comparison of data between this study and the national data. The survey instruments were also reviewed by a group of agency directors to assure their needs were met.

### **3.2 Training**

The interviewers went through 6 hours of extensive training. The trainees consisted of a combination of Cal Poly Students from three sources. The majority of the students were from Dr. Bud Evans' POLS 384 course "Citizenship, Society, and the Self." A dozen students were from those enrolled in Dr. Jean Williams' POLS 470N "Politics of Poverty" course. The other students trained were Program Assistants to Dr. Bud Evans yielding a total of 43 trained interviewers. The 43 interviewers were trained using a training manual developed for the national study by Mathematica Policy Research, Inc. The interviewers were trained in the skills necessary to conduct 15 minute interviews with food assistance clients.

### **3.3 Agency Survey**

The agency survey was mailed to 150 different agencies in San Luis Obispo County who are affiliated with the Food Bank Coalition of San Luis Obispo County. They were mailed out in March and returned to the San Luis Obispo County Community Foundation by April of 2003. The envelope included a cover letter describing the Hunger Study and instruction on completing the survey. 40 completed surveys were returned.

### **3.4 Client Survey**

For the Client Survey interviewers visited 22 different sites in San Luis Obispo County over three weeks in May, 2003. A target was set for number of interviews relative to the numbers who were interviewed by the national study in Santa Barbara County. Geographic targets were also set within San Luis Obispo County based on population distribution within the county. Once the target number of interviews was

decided from each geographic region, the food assistance agencies sent in their days and hours of operation for their different programs, and interviews were scheduled accordingly. A total of 219 interviews were conducted at 22 different sites. Only adults over the age of 18 were interviewed. After the interview they were given \$5.00 gift cards to a local grocery store as a token of appreciation for their time.

### ***3.5 Analysis Methods***

Tables in the report present valid percentages to one decimal point. Missing data was not calculated, however, “don’t know” answers were. The “don’t know” answers are shown as a percentage of the total respondents in the tables when present. The sample size is shown in the bottom row of the tables; this is the total number of respondents to the specific question. Sometimes both the average—which is the mean—and the median are presented, this is an idea of the central tendency of the variable. The unit of analysis is the individual unless the respondents’ household is being examined, in which case the household is the unit of analysis. In the agency chapters, the programs for which each agency reported are the unit of analysis.

### ***3.6 Other Methodological Considerations***

Sometimes the sample size was too small to draw any reliable statistics from the data. In those instances the statistics were not presented and are denoted with the initials N.P. for “not presented.” The data which was not presented occurred mostly in the case of shelters, as there were only 15 interviews conducted at shelter sites.

On the other hand, Senior Nutrition Centers might have had significant influence on the data. Seniors have different food needs than most of the other food assistance clients who are younger. When appropriate, senior-oriented sites were removed and

the data recalculated and presented in the report. This removed the influence which Seniors had on the specific variable.

As with any survey there are certain sources of bias and error which are unavoidable. Those include:

- Reporting error: What the interviewers report versus what is actually true is not necessarily the same.
- Nonresponse bias: Those who chose not to participate in the survey may share a characteristic which is not shared by those who chose to participate in the study, which this study could not capture.
- Seasonality: We only conducted interviews during the month of May in 2003. There could be fluctuations in the types of clients during different times of the year that the study did not capture.

## 4. Terminology Used

Throughout the survey the agencies are referred to by the types of programs they run. The different program types are outlined below:

**Shelter:** a program which provides shelter services and serves one or more meals a day on a short-term basis to clients in need. The sites visited are listed below:

- EOC Shelter, San Luis Obispo
- The Women's Shelter of San Luis Obispo County.

**Kitchen:** is a program which provides prepared meals to clients who do not reside on the premises of the agency. Meals can be for on-site or off-site consumption, like a brown bag lunch for weekend consumption when the kitchen is closed. This study visited the following kitchen sites:

- Casa San Miguel
- Christ's Kitchen, Paso Robles
- Prado Day Center, San Luis Obispo
- Senior Kitchen, Oceano
- Senior Nutrition Centers in Morro Bay, Los Osos, Paso Robles, Oceano, and San Miguel

**Pantry:** is a program which distributes groceries which are not prepared and other basic supplies for consumption off-site. Pantries we visited are:

- AIDS Support Network, San Luis Obispo
- Brown Bag in Atascadero and Oceano
- EOC/USDA In Grover Beach
- Loaves and Fishes in Atascadero and Paso Robles
- Salvation Army Pantry, San Luis Obispo and Morro Bay
- Senior Brown Bag in Paso Robles and San Luis Obispo
- St. Patrick's in Arroyo Grande

## 5. Clients: Demographics

One of the two main purposes of this Hunger Study was to find out more about those using food assistance services in San Luis Obispo County. To find out more about the clients we asked them to respond to a series of demographic questions about themselves and their household. These findings give us a clearer picture as to who the hungry in this county are. This chapter summarizes those findings.

### 5.1 Number of Clients Respondents

A total of 219 interviews were conducted at agencies who work with the Food Bank Coalition of San Luis Obispo County. Out of the 219 interviews, 98 interviews were held at 9 different kitchens, and account for 44.7% of the interviews. 106 interviews were conducted at 11 different pantries, accounting for 48.4 % of the total interviews. There were 15 interviews conducted at 2 different shelters accounting for 6.8% of the total interviews.

It is important to remember throughout this report that the number of observations at shelters is very small. The 15 observations made at shelters are too small to be statistically reliable and no conclusions can be drawn from these observations.

**Table 5.1.1 Number of Client Respondents**

Site of Interview	Total Number	Total Percent
Kitchen	98	44.7%
Pantry	106	48.4%
Shelter	15	6.8%
TOTAL	219	100.0%

## 5.2 Summary Demographic Profile

Table 5.2.1 Summary of Demographic Profile of Adults Interviewed and their Families

	Kitchen	Pantry	Shelter	All Agencies
<b>Adult Clients at Agencies</b>				
Male	42.9%	33.0%	60.0%	39.3%
Female	57.1%	67.0%	40.0%	60.7%
Married or living as married	37.8%	43.3%	6.7%	38.3%
High School graduate	73.5%	65.7%	93.3%	71.2%
Currently employed	7.2%	16.5%	28.6%	13%
<b>Clients Living In...</b>				
San Luis Obispo	20.4%	16.8%	91.7%	22.8%
Coastal Cities	15.1%	9.9%	0%	11.7%
South County	12.9%	30.7%	8.3%	21.4%
North County	49.5%	41.6%	0%	42.7%
Santa Barbara County	2.2%	1%	0%	1.5%
<b>Client's Household</b>				
<b>Size of Household</b>				
Households with 1 person	59.2%	41.5%	86.7%	52.5%
Households with 2 persons	30.6%	32.1%	6.7%	29.7%
Households with 3 persons	3.1%	10.4%	6.7%	6.8%
Households with 4 persons	4.1%	9.4%	.0%	6.4%
Households with 5 persons	1.0%	2.8%	.0%	1.8%
Households with 6 persons or more	2.0%	3.8%	.0%	2.8%
Average household size	1.7	2.1	1.2	1.8
Median household size	1.0	2.0	1.0	1.0
Households with children under 18 years of Age	8.2%	23.6%	13.3%	16.0%
Households with seniors over 65 years of age	53.6%	43.3%	.0%	44.9%
Sample Size	98	106	15	219

Source: Table 5.2.1 was constructed using responses from Questions 2, 3, 11, 5, 58, 59 and 79 of the Client Survey.

Table 5.2.1 shows that 60.7% of food assistance clients surveyed are women, while only 39.3% are men. This represents only those who come to the agencies to pick up food. This statistic does not necessarily mean that more women need the services than men; it simply demonstrates that more women than men visit food assistance sites.

Other demographic characteristic of clients surveyed:

- 38.3% of all clients are either married or living as married.
- 13.0% of all clients interviewed are currently employed.
- 71.2% of all clients graduated High School.
- 42.7% of all clients interviewed reported living in North County.
- 52.5% of all clients reported living alone.
- The average household size is 1.8 for all agencies.
- 16.0% of households have children under the age of 18.
- 23.6% of pantry clients have households with children under the age of 18.
- 44.9% of all households have a senior over the age of 65 living with them.

### 5.3 Gender, Age, Race

Clients interviewed were asked to report age and gender for themselves as well as for up to 5 other family members, yielding information for up to 6 members in a household (few households have more than six members). Clients were also asked to report their own race. Table 5.3.1 summarizes the gender and age of clients interviewed.

Table 5.3.1 Age and Gender Breakdown of Food Assistance Clients

	Kitchen	Pantry	Shelter	Total Number For All Agencies	Total Percent
<b>AGE</b>					
18-29	6.2%	5.8%	6.7%	13	6.0%
30-49	26.8%	33.7%	80.0%	73	33.8%
50-64	13.4%	18.3%	13.3%	34	15.7%
65 and over	53.6%	42.3%	.0%	96	44.4%
Total Percent for All	100.0%	100.0%	100.0%		100.0%
Total Number	97	104	15	216	
<b>Gender</b>					
Male	42.9%	33.0%	60.0%	86	39.3%
Female	57.1%	67.0%	40.0%	133	60.7%
Total Percent for All	100.0%	100.0%	100.0%		100.0%
Total Number	98	106	15	219	

Source: Table 5.3.1 was constructed using responses to Questions 2 and 3 of the Client Survey.

44% of clients interviewed were over the age of 65 due to Senior Nutrition Centers. As a result Table 5.3.2 was constructed to look at the effect which the Senior Nutrition Centers had on age distributions at food assistance sites.

Table 5.3.2 Age Distributions When Senior Oriented Sites are Removed

	Kitchen	Pantry	Shelter	Total Number	Total Percent
<b>AGE</b>					
18-29	15.0%	7.1%	6.7%	13	9.4%
30-49	60.0%	41.7%	80.0%	71	51.1%
50-64	25.0%	20.2%	13.3%	29	20.9%
65 and over	.0%	31.0%	.0%	26	18.7%
Total Percent	100.0%	100.0%	100.0%		100.0%
Total Numbers	40	84	15	139	139

Source: Table 5.3.2 was constructed using responses to Question 3 of the Client Survey.

When comparing Table 5.3.1 and Table 5.3.2 the age bracket in the majority shifts from over 65 years of age to the 30 to 49 age bracket. In Table 5.3.2, 51.1% of clients are now in the 30 to 49 age bracket compared to 33.8% in the same age bracket when looking at all clients interviewed in Table 5.3.1. Senior Nutrition Centers are kitchens which provide meals as well as a social atmosphere for seniors. In comparing the two tables 0% of respondents over the age of 65 picked up food from a kitchen other than a Senior Nutrition Center.

Other key findings:

- Even with Senior Oriented Sites removed 31% of Seniors over 65 picked food up at pantries.

Other age distributions calculated were among the homeless and the disabled

populations. Table 5.3.3 summarizes these findings.

Table 5.3.3 Age Distributions Among Disabled and Homeless

Age Ranges	Total Number of Homeless	Total Percent of Homeless	Total Number of Clients Receiving SSDI	Total Percent of Clients Receiving SSDI
18-29	7	12.7%	1	4.0%
30-49	35	63.6%	12	48.0%
50-64	12	21.8%	4	16.0%
65 and over	0	0%	7	28.0%
Missing	1	1.8%	1	4.0%
<b>Totals</b>	<b>55</b>	<b>100.0%</b>	<b>25</b>	<b>100.0%</b>

Source: Table 5.3.3 was constructed using responses to Questions 3, 64, and 73 of the Client Survey.

Note: Homeless were counted as anyone who indicated they were Homeless on Question 64 of the Client Survey. SSDI recipients were used as an indicator of the disabled.

- Among the homeless there were no persons over the age of 65, the majority (63.6%) of the homeless are in the 30 to 49 age range.
- 48% of Clients receiving SSDI were between the ages of 30 and 49.

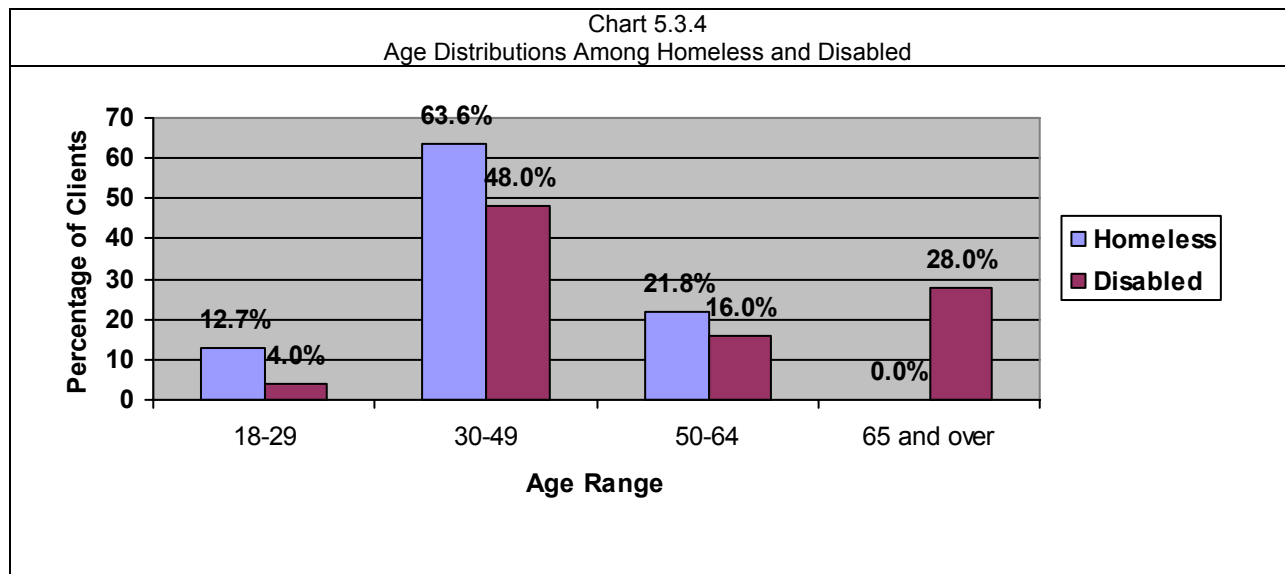


Table 5.3.5 Race Clients Most Closely Identified With

	Kitchen	Pantry	Shelter	Total Number	Total Percent
Race					
White	79.6%	70.5%	66.7%	162	74.3%
Black or African-American	3.1%	4.8%	6.7%	9	4.1%
American Indian or Alaskan Native	4.1%	5.7%	13.3%	12	5.5%
Native Hawaiian or other Pacific Islander	1.0%	.0%	.0%	1	.5%
Asian	.0%	1.9%	.0%	2	.9%
Latino, Hispanic <sup>e</sup>	10.2%	13.3%	13.3%	26	11.9%
Other	1.0%	.0%	.0%	1	.5%
Unknown	1.0%	3.8%	.0%	5	2.3%
Total Percent	100.0%	100.0%	100.0%		100.0%
Total Number	98	105	15	218	

Source: Table 5.3.5 was constructed using responses from Questions 11 and 60 of the Client Survey.

Note: The small sample of Shelter Clients gives the appearance that there are 13.3% American Indian or Alaskan Natives served by the Food Bank Coalition of San Luis Obispo. This percentage is skewed by 2 shelter respondents who identified with these races.

- 74.3% of all clients identified most closely with being White.
- 11.9% of all clients most closely identified with being Latino or Hispanic.
- 13.3% of pantry clients identified most closely with being Latino or Hispanic.
- 5.5% of clients reported identifying with American Indian or Alaskan Native.

<sup>e</sup> Latino, Hispanic category included Mexican, Mexican American, or of Hispanic descent.

### 5.4 Household Composition

Clients were asked to give information about their household (up to 5 other household members). Clients were also asked their marital status, the size of their household, and the number of children in their household.

Table 5.4.1 Marital Status

Clients Marital Status	Kitchen	Pantry	Shelter	Total Number	Total Percent
Married	28.6%	29.8%	.0%	59	27.2%
Living as married	9.2%	13.5%	6.7%	24	11.1%
Widowed	31.6%	20.2%	.0%	52	24.0%
Divorced	13.3%	21.2%	26.7%	39	18.0%
Separated	5.1%	5.8%	6.7%	12	5.5%
Never been married	11.2%	7.7%	53.3%	27	12.4%
Unknown	1.0%	1.9%	6.7%	3	1.9%
Total Percent	100.0%	100.0%	100.0%		100.0%
Total Number	98	104	15	217	

Source: Table 5.4.1 was constructed using responses to Questions 11 and 58 of the Client Survey.

- 27.2% of all clients are currently married.
- 24.0% of all clients are currently widowed.
- 31.6% of kitchen clients are widowed; this percentage is higher than the average and is probably due to the influence of Senior Nutrition Centers.
- 18.0% of all clients are currently divorced.
- 43.3% of Pantry Clients are either married or living as married.

Table 5.4.2 Household Size

Number of Persons in Household	Kitchen	Pantry	Shelter	Total Number	Total Percent
1	59.2%	41.5%	86.7%	115	52.5%
2	30.6%	32.1%	6.7%	66	29.7%
3	3.1%	10.4%	6.7%	15	6.8%
4	4.1%	9.4%	.0%	14	6.4%
5	1.0%	2.8%	.0%	4	1.8%
6	.0%	3.8%	.0%	4	1.8%
8	1.0%	.0%	.0%	1	.5%
11	1.0%	.0%	.0%	1	.5%
Total Percent	100.0%	100.0%	100.0%		100.0%
Total Number	98	106	15	219	

Source: Table 5.4.2 was constructed using responses to Questions 1, 5, and 11.

- 52.5% of Clients' households are single person households.
- 29.7% of Clients' households are 2 person households.
- Only 2.8% of households have 6 or more members.
- 13.2% are households of 3 or 4 members.
- 61.5% of pantry clients' households have 2 to 4 members

Since there was some influence the senior oriented sites could have exerted on household size, as most seniors are now retired and live either alone or with their spouses, another table was constructed to check the influence senior oriented sites might have on household size.

Table 5.4.3 Household Size when Senior Oriented Sites are Removed

Number of Persons in Household	Kitchen	Pantry	Shelter	Total Number	Total Percent
1	56.1%	37.6%	86.7%	68	48.2%
2	26.8%	30.6%	6.7%	39	27.0%
3	2.4%	12.9%	6.7%	13	9.2%
4	9.8%	10.6%	.0%	13	9.2%
5	2.4%	3.5%	.0%	4	2.8%
6	.0%	4.7%	.0%	4	2.8%
11	2.4%	.0%	.0%	1	.7%
Total Percent	100.0%	100.0%	100.0%		100.0%
Total Number	41	85	15	141	

Source: Table 5.4.2 was constructed using responses to Questions 1, 5, and 11.

In comparing Table 5.4.1 and Table 5.4.2 there are no significant differences between senior oriented sites and non-senior oriented sites, both household size distributions are similar. In both tables the majority of households are 1 person households, followed by 2 member households. The percent of households with 6 or more members stays almost the same, increasing by less than 1% when senior oriented sites are removed.

## Children and Elderly in the Home

Table 5.4.4 Children and Elderly in the Household

Children Present	Kitchen	Pantry	Shelter	Total Number	Total Percent
No	91.8%	76.4%	86.7%	184	84.0%
Yes	8.2%	23.6%	13.3%	35	16.0%
Total Percent	100.0%	100.0%	100.0%		100.0%
Total Number	98	106	15	219	219
Elderly Present					
No	46.4%	56.7%	100.0%	119	55.1%
Yes	53.6%	43.3%	.0%	97	44.9%
Total Percent	100.0%	100.0%	100.0%		100.0%
Total Number	97	104	15	216	

Source: Table 5.4.4 was constructed using responses to Questions 11 and 64.

- 16.0% of clients' households have children under the age of 18.
- 44.9% of clients' households have elderly people present over the age of 65.
- 23.6% of Pantry households have children under the age of 18.

## 5.5 Education and Employment

Clients were asked what the highest level of education they had attained.

Table 5.5.1 summarizes the findings.

Table 5.5.1 Highest Level of Education Completed

Highest Level of Education Completed	Kitchen	Pantry	Shelter	Total Number	Total Percent
Completed less than High School	25.5%	32.4%	6.7%	60	27.5%
Completed High School or GED	27.6%	25.7%	33.3%	59	27.1%
Completed non-college Business/Trade/Technical school	5.1%	5.7%	6.7%	12	5.5%
Some college	20.4%	25.7%	46.7%	54	24.8%
Completed college	20.4%	8.6%	6.7%	30	13.8%
Unknown	1.0%	1.9%	0.0%	3	1.3%
Total Percent	100.0%	100.0%	100.0%		100.0%
Total Number	98	105	15	218	

Source: Table 5.5.1 was constructed using responses to Questions 11 and 59 of the Client Survey.

- 71.2% of all client respondents have completed High School.
- 13.8% of all client respondents completed college.
- 20.4% of kitchen client respondents have completed college.
- 25.7% of pantry client respondents have had some college.

## Employment

Clients were asked to respond to a series of employment questions for their household. Findings are summarized in Table 5.5.2 and Chart 5.5.3

Table 5.5.2 Summary of Employment of Adults in Household

	Kitchen	Pantry	Shelter	Total Number	Total Percent
Percentage of employed adults					
Among adult clients coming to program sites	7.2%	16.5%	28.6%	28	13%
Among adult clients coming to program sites (not counting senior sites) <sup>f</sup>	24.4%	35.3%	26.7%	44	31.2%
Percentage of client households with one of more adults employed	16.3%	32.1%	26.7%	54	24.7%
Employment status of adults in the client households					
Zero Working	83.7%	67.9%	73.3%	165	75.3%
One working	14.3%	20.8%	26.7%	40	18.3%
Two working	2.0%	10.4%	.0%	13	5.9%
Three working	.0%	.9%	.0%	1	.5%
<b>Total Number</b>	<b>98</b>	<b>106</b>	<b>15</b>	<b>219</b>	

Source: Table 5.5.2 was constructed using responses to Questions 5 and 11.

<sup>f</sup> Sample Size for this variable is 141 for all program sites combined; 41 persons for the kitchen, 85 persons for the pantry, and 15 persons for the shelter.

Among all of the clients 13% of them are employed at least part-time.

Senior oriented sites were removed to remove the influence on the percentage of clients employed, since most seniors are now retired. When the senior oriented sites are taken out 31.2% of clients who picked up food at a program site are employed at least part-time.

Other interesting findings:

- 35.3% of pantry clients are employed, not counting senior oriented sites.
- 32.1% of pantry households have at least one person working part time.
- 24.7% of households have at least one person working part time.

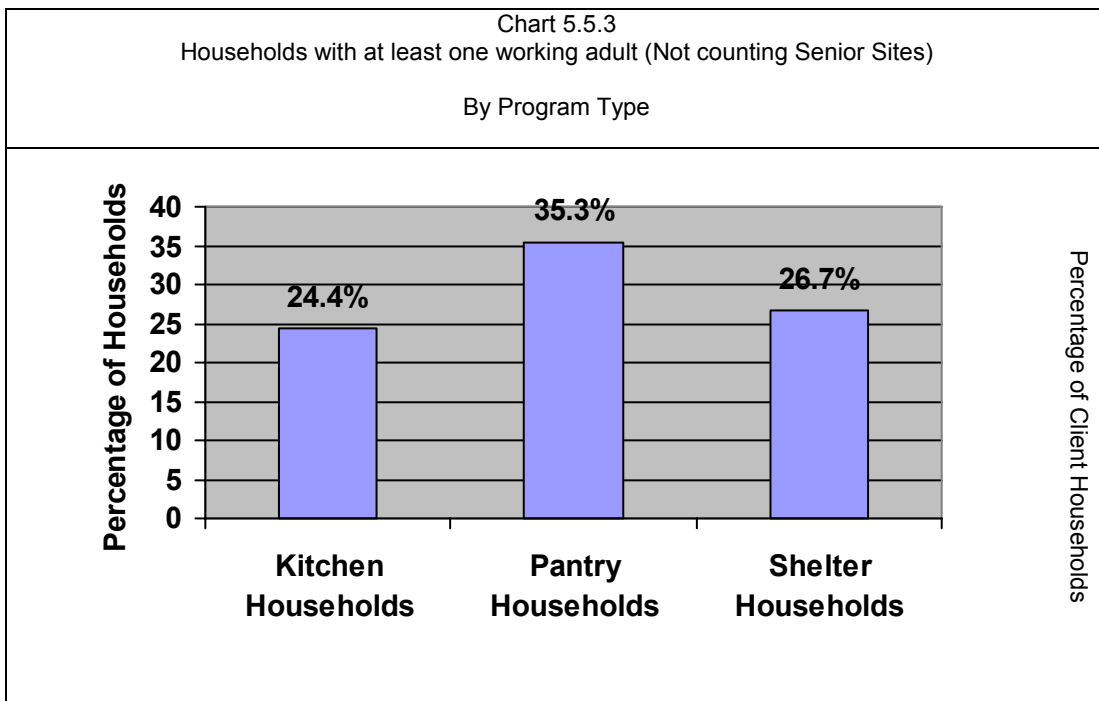
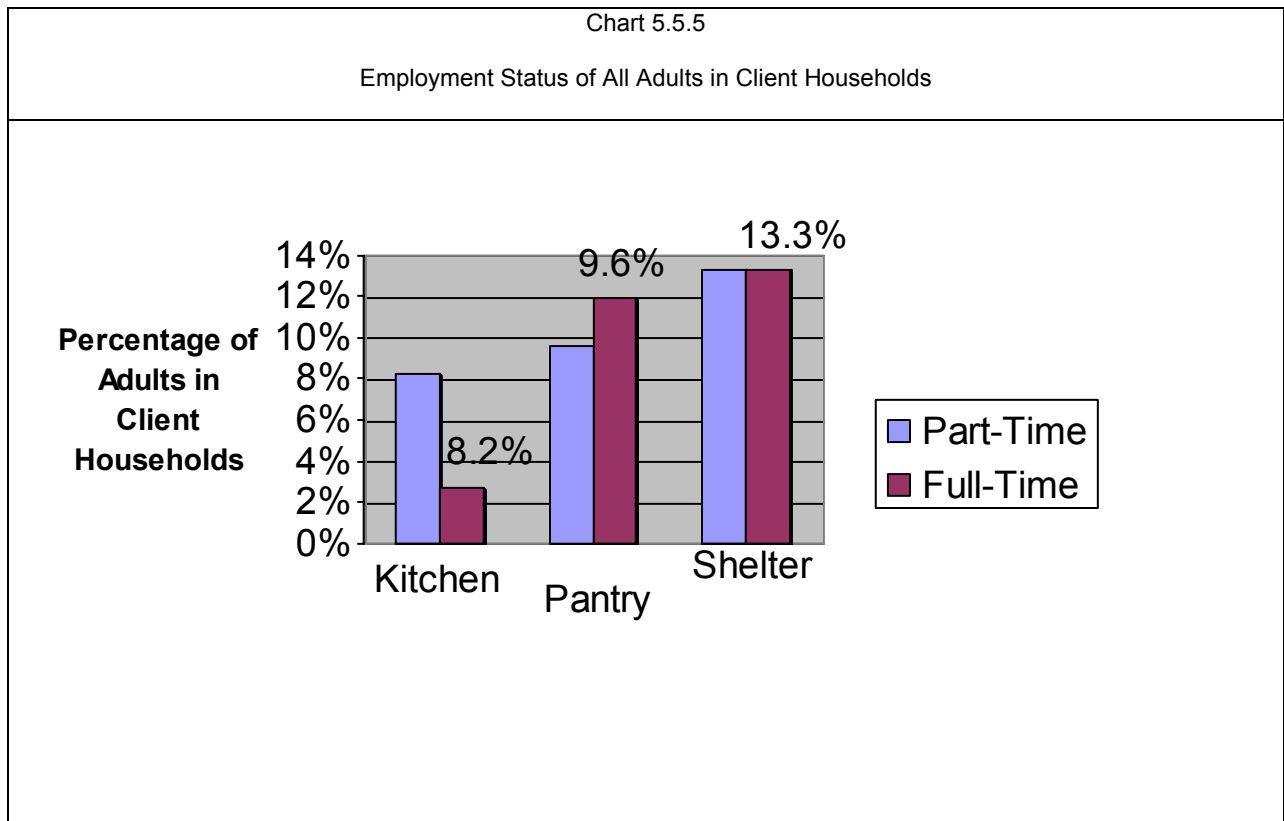


Table 5.5.4 Detailed Employment Status of Adults in Household

	Kitchen	Pantry	Shelter	Total Number	Total Percent
<b>Current employment status of all adults in client household</b>					
Full- Time	8.2%	9.6%	13.3%	31	9.2%
Part- Time	2.7%	11.9%	13.3%	27	7.8%
Not Employed	89.1%	78.5	73.4%	280	82.8%
Total Number	146	177	15	338	100.0%
<b>Employment status of adult clients at program sites</b>					
<b>Currently Working</b>					
Full-Time	3.1%	3.9%	14.3%	9	4.2%
Part-Time	4.1%	12.6%	14.3%	19	8.8%
Unemployed	92.9%	83.5%	71.4%	187	87.0%
<b>Those who are not employed, have not worked for</b>					
Less than 3 months	7.6%	4.5%	27.3%	14	7.3%
3-5 Months	4.3%	4.5%	.0%	8	4.2%
6-8 months	6.5%	3.4%	27.3%	12	6.3%
9-11 Months	1.1%	1.1%	9.1%	3	1.6%
1-2 years	14.1%	19.1%	27.3%	33	17.2%
More than 2 Years	62.0%	60.7%	9.1%	112	58.3%
Never worked	4.3%	6.7%	.0%	10	5.2%
Total Number	92	89	11	192	
<b>Clients participating in government-sponsored job training or work experience programs</b>					
	2.1%	1.9%	21.4%	7	3.3%
Total (Sample Size)	97	104	14	215	

Source: Table 5.5.4 was constructed using Questions 5, 11, 61, and 63.

When looking at all adults in the household 10.9% are working full-time and 9.5% of them are working part-time. 62.0% of kitchen clients and 60.7% of pantry clients have not worked for more than 2 years. This is most likely due to the influence the high number of seniors who are now retired. Only 3.3% of all clients are currently participating in any government sponsored job training or work experience programs.



## 5.6 Household Income

Household income has a serious impact on whether or not a household has a sufficient amount of food. When money is low, food is often the first expense cut. Survey respondents were asked to answer a number of income questions, including the amount of income and sources of income. The following pages summarize the information attained about the food assistance client's income.

### The Federal Poverty Level

People are qualified for programs such as Brown Bag and USDA Commodities up to the 150% Federal Poverty Level, and are eligible for Food Stamp Program up to 130% of the poverty level. In this section we look at clients' qualification for these programs by calculating if they are below or above 150% of the poverty level. Findings are summarized below.

Table 5.6.1 The Federal Poverty Level—Yearly Income (for the contiguous 48 states)

Household Size	100%	130%	150%
1	\$ 8,980	\$11,674	\$12,528
2	12,120	15,756	16,884
3	15,260	19,838	21,222
4	18,400	23,920	25,578
5	21,540	28,002	29,934
6	24,680	32,084	34,272
7	27,820	36,166	38,628
8	30,960	40,248	42,984
For each additional person, add	3,140	4,082	4,356

Source: *Federal Register*, Vol. 68, No. 26, February 7, 2003, pp. 6456-6458 <http://aspe.os.dhhs.gov/poverty/03poverty.htm>

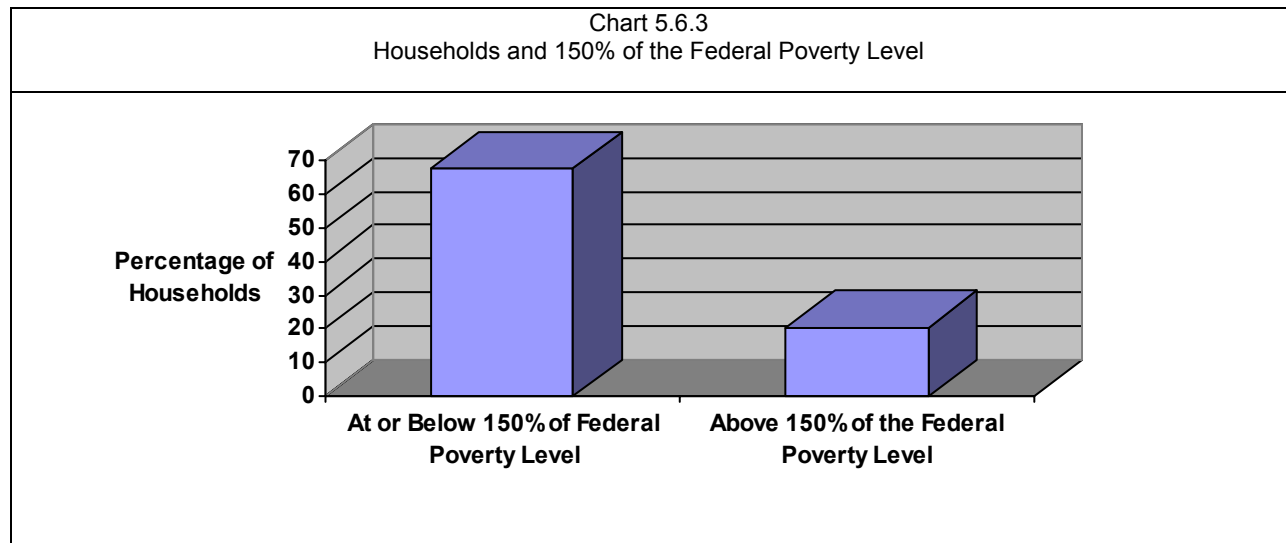
Table 5.6.2 Households and 150% of the Federal Poverty Level

Household Size	Households at or below 150% Poverty Level		Households above 150% Poverty Level		Total Number of Households
	Number	Percentage	Number	Percentage	
1	85	82.5%	18	17.5%	103
2	36	62.1%	22	37.9%	58
3	11	91.7%	1	8.3%	12
4	10	83.3%	2	16.7%	12
5	3	75.0%	1	25.0%	4
6	2	66.7%	1	33.3%	3
8	1	100.0%	0	0.0%	1
Unknown					26
Total	148	67.6%	45	20.5%	219

Source: Table 5.6.2 was constructed using responses to Questions 1, 11, and 78 of the Client Survey.

Note: Sample Sizes for households with more than 3 members is too small to be statistically significant.

- 67.6% of all households are at or below 150% of the federal poverty level.
- Only 20.5% are above the 150% of the federal poverty level.



## Household Income for 2002

Clients were asked to provide information on their household's income for the previous year (2002). Due to the sensitivity of the question clients were not asked to give exact income for the previous year, they were asked to identify which income bracket they fell under. Table 5.6.2 summarizes household income for the previous year.

Table 5.6.4 Household Income for 2002

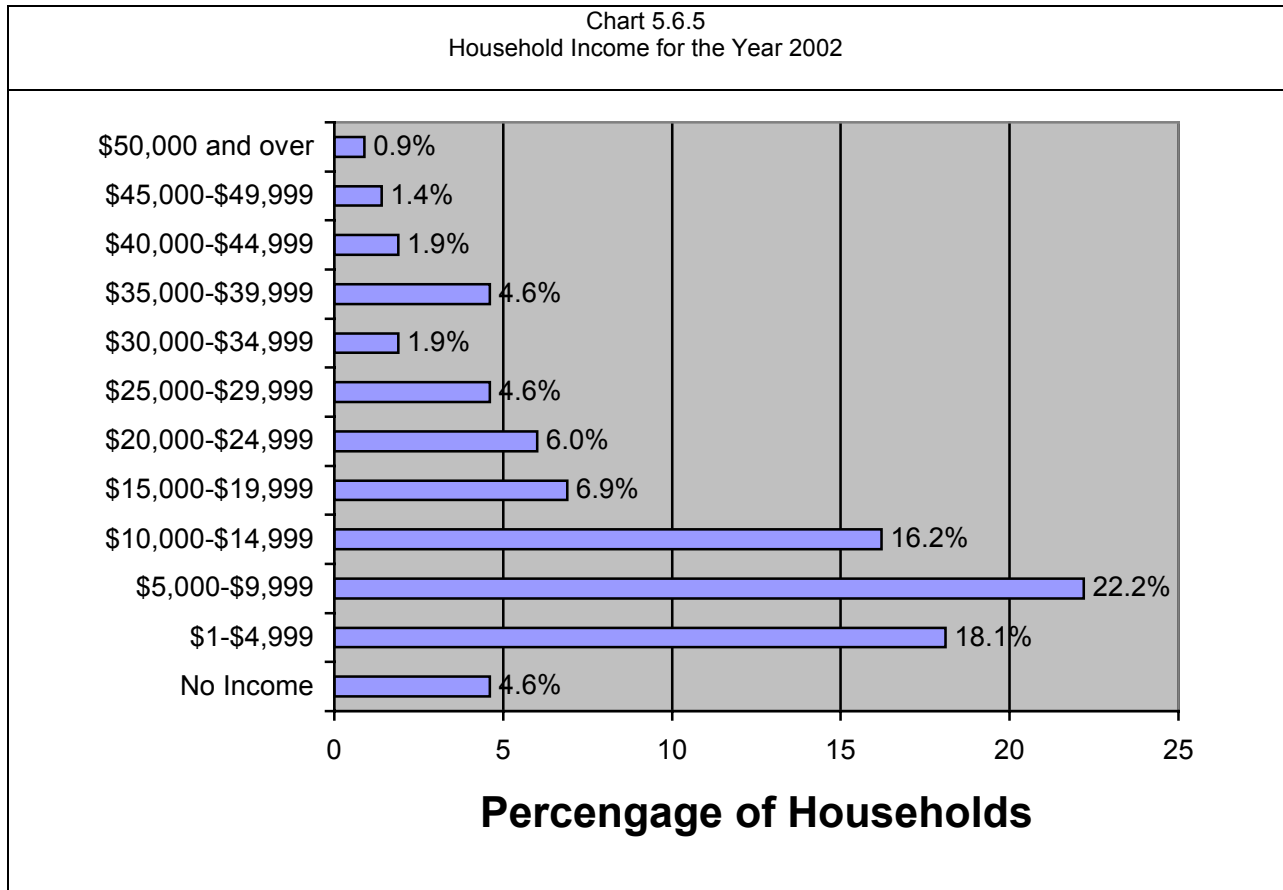
	Kitchen	Pantry	Shelter	Total Number	Total Percent
<b>Total Annual Income</b>					
No Income	6.1%	2.9%	7.7%	10	4.6%
\$1- \$4,999	19.4%	12.4%	53.8%	39	18.1%
\$5,000 - \$9,999	11.2%	32.4%	23.1%	48	22.2%
\$10,000 - \$14,999	13.3%	19.0%	15.4%	35	16.2%
\$15,000 - \$19,999	6.1%	8.6%	.0%	15	6.9%
\$20,000 - \$24,999	8.2%	4.8%	.0%	13	6.0%
\$25,000 - \$29,999	5.1%	4.8%	.0%	10	4.6%
\$30,000 - \$34,999	2.0%	1.9%	.0%	4	1.9%
\$35,000 - \$39,999	9.2%	1.0%	.0%	10	4.6%
\$40,000 - \$44,999	4.1%	.0%	.0%	4	1.9%
\$45,000 - \$49,999	2.0%	1.0%	.0%	3	1.4%
\$50,000 and over	.0%	1.9%	.0%	2	.9%
Unknown	13.3%	9.5%	.0%	23	10.6%
Average Annual Income	\$20,000 - \$24,999	\$15,000 - \$19,999	\$1- \$4,999		\$15,000-\$19,999
Median Annual Income	\$15,000 - \$19,999	\$10,000 - \$14,999	\$1- \$4,999		\$10,000 - \$14,999
<b>Total Number</b>	<b>98</b>	<b>105</b>	<b>13</b>	<b>216</b>	

Source: Table 5.6.4 was constructed using responses to Questions 11 and 78 of the Client Survey.

The majority (68.1%) of food assistance clients' income falls under \$20,000 for the year. Kitchen Clients have an income which is higher than the average, this is probably due to the influence Senior Nutrition Centers have on the kitchen category. Although, most seniors who attend Senior Nutrition Centers make slightly above the average, they probably attend Senior Nutrition centers because they enjoy the social aspect since (as indicated in Table 5.2.1 and 5.4.2) they live alone, or because they cannot cook food on their own.

Other key findings:

- 66.7% of Pantry Clients' Income fell below \$15,000 for the year 2002.
- Median income for all Clients was between \$10,000 and \$14,999.



## Household Income for the Previous Month

Clients were asked to identify their household income during the previous month. Here again they were asked to identify which income bracket they fell under, and not for a specific dollar amount. The findings are summarized below in Table 5.6. 4.

Table 5.6.6 Household Income for the Previous Month

	Kitchen	Pantry	Shelter	Total Number	Total Percent
Household income for the previous Month					
none	13.3%	2.8%	13.3%	18	8.2%
Less than \$500	11.2%	13.2%	40.0%	31	14.2%
\$500- \$999	16.3%	44.3%	13.3%	65	29.7%
\$1,000 - \$1,499	18.4%	16.0%	13.3%	37	16.9%
\$1,500 - \$1,999	12.2%	8.5%	.0%	21	9.6%
\$2,000 - \$2,499	9.2%	1.9%	.0%	11	5.0%
\$2,500 - \$2,999	5.1%	1.9%	.0%	7	3.2%
\$3,000 or more	4.1%	3.8%	.0%	8	3.7%
Unknown	10.2%	7.5%	20.0%	21	9.6%
Average Monthly Income (in dollars)	\$1,000 - \$1,499	\$1,000 - \$1,499	\$1,000 - \$1,499		\$1,000 - \$1,499
Median Monthly Income (in dollars)	\$1,000 - \$1,499	\$500- \$999	less than \$500		\$500- \$999
Total Number	98	106	15	219	

Source: Table 5.6.6 was constructed using responses to Questions 11 and 77 of the Client Survey.

52.1% of all respondents had a household income under \$1,000 for the previous month and 68.9% made less than \$1,500 for the previous month. The median income for all respondents was between \$500 and \$999 for the previous month. And, 29.7% of households had a monthly income which fell between \$500 and \$999 for the previous month. 13.3% of kitchen clients had no monthly income for the previous month.

## Sources of Household Income for the Previous Month

Clients were asked to report their household's main source of income for the previous month. Only one response was accepted. Findings are summarized below.

Table 5.6.7 Main Source of Household Income for the Previous Month

Main Source of Household Income for the Previous Month	Kitchen	Pantry	Shelter	Total Number	Total percent
Job	15.3%	18.9%	53.3%	43	19.6%
Child Support	.0%	.9%	6.7%	2	.9%
TANF	1.0%	.9%	.0%	2	.9%
Pension	20.4%	5.7%	.0%	26	11.9%
Social Security	33.7%	34.0%	.0%	69	31.5%
Unemployment Compensation	2.0%	.0%	.0%	2	.9%
Disability (SSDI)	2.0%	8.5%	6.7%	12	5.5%
SSI	6.1%	13.2%	.0%	20	9.1%
General Assistance	1.0%	1.9%	.0%	3	1.4%
Relatives	1.0%	1.9%	.0%	3	1.4%
Investments	1.0%	.0%	.0%	1	.5%
Unknown	16.3%	14.2%	33.3%	36	16.4%
<b>Total Number</b>	<b>98</b>	<b>106</b>	<b>15</b>	<b>219</b>	

Source: Table 5.6.7 was constructed using responses from Questions 11 and 77a from the Client Survey.

As Table 5.6.7 shows 19.6% of clients' main source of income came from a job. 31.5% of all clients' income came from Social Security and 33.7% of kitchen clients' income came from Social Security. 20.4% of kitchen clients' Income came from a Pension during the previous month. Both the high percentage of incomes coming from Social Security and pensions could be due to the high number of senior oriented sites. Less than 2% of all clients' income for the previous month came from either TANF or General Assistance combined.

## All Sources of Household Income for the Previous Month

Table 5.6.8 All Sources of Household Income for Previous Month

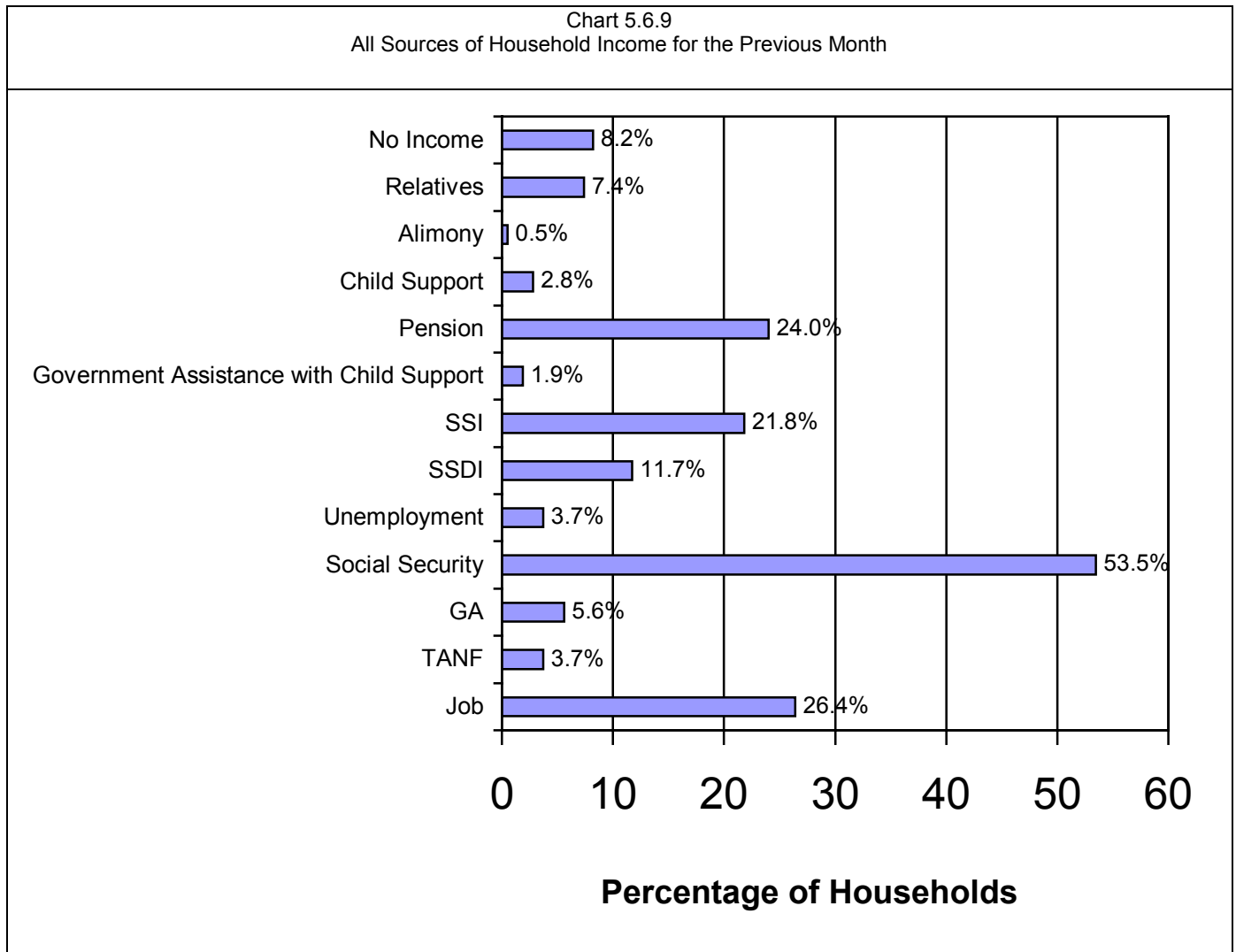
Did you (or Anyone in Your Household Get Money in the Last Month from Any of the Following? <sup>9</sup>	Kitchen	Pantry	Shelter	Total Number	Total Percent
Job	16.3%	35.8	26.6%	58	26.4%
Government Welfare Assistance					
Temporary Assistance for Needy Families (TANF)	2.0%	4.8%	7.1%	8	3.7%
General Assistance (GA)	7.1%	3.8%	7.1%	12	5.6%
Other Government Sources					
Social Security	59.2%	55.2%	.0%	116	53.5%
Unemployment Compensation	5.1%	2.9%	.0%	8	3.7%
Disability (SSDI)/ Worker's Compensation	6.1%	17.8%	7.1%	25	11.7%
Supplemental Security Income (SSI)	12.2%	33.7%	.0%	47	21.8%
Government assistance with Child Care Costs	1.0%	1.9%	7.1%	4	1.9%
Non-government, Non-job Sources					
Pension	37.8%	14.3%	.0%	52	24.0%
Child support	.0%	3.9%	14.3%	6	2.8%
Alimony	.0%	1.0%	.0%	1	.5%
Relatives	3.1%	9.6%	21.4%	16	7.4%
No Income	13.3%	2.8%	13.3%	18	8.2%

Source: Table 5.6.8 was constructed using responses to Questions 5, 11, 73, and 77 of the Client Survey.

Note: Sample size for each source varied, as there were different numbers of missing responses. The sample size for SSDI was 213 for all agencies. Sample size for money from Child Support was 215. Sample size for money from Pension or Social Security was 217. All other sources had a sample size of 216.

<sup>9</sup> Clients were allowed to give more than one response.

- 53.5% of all clients received Social Security, and 59.2% of kitchen clients received Social Security during the previous month.
- 33.7% of pantry clients received SSI income during the previous month.
- 26.4% of all households receive some income from a job during the previous month.
- 35.8% of pantry clients receive some income from a job during the previous month.



## 5.7 Housing

Client respondents were asked to report the type of place where they lived and whether they rented or owned that place. Findings are summarized below.

Table 5.7.1 Housing Status

	Kitchen	Pantry	Shelter	Total Number	Total Percent
<b>Clients with a Place to live</b>					
House or Condo	42.9%	41.5%	6.7%	87	39.7%
Mobile home/trailer	12.2%	13.2%	.0%	26	11.9%
Apartment	14.3%	25.5%	13.3%	43	19.6%
Room	1.0%	4.7%	.0%	6	2.7%
Live with family, friends	.0%	.9%	.0%	1	.5%
Subtotal	70.4%	85.8%	20.0%	163	74.4%
<b>Clients Without a Place to live</b>					
Homeless, living in a shelter or mission	11.2%	1.9%	73.3%	24	11.0%
Homeless, living on the street	4.1%	1.9%	6.7%	7	3.2%
Car, van or RV	11.2%	5.7%	.0%	17	7.8%
Motel	1.0%	.9%	.0%	2	.9%
Tent	2.0%	1.9%	.0%	4	1.8%
Subtotal	29.6%	14.2%	80.0%	54	24.7%
Unknown	.0%	1.9%	.0%	2	.9%
<b>Total Number</b>	<b>98</b>	<b>106</b>	<b>15</b>	<b>219</b>	<b>100.0%</b>
<b>Among Clients who have a place to live</b>					
Own the place you live	62.9%	29.3%	.0%	71	43.0%
Rent your place	35.7%	58.7%	100.0%	82	49.7%
Live free with someone else	1.4%	12.0%	.0%	12	7.3%
Clients late paying the last month's rent or mortgage	2.9%	7.1%	33.3%	9	5.7%
<b>Total Number</b>	<b>70</b>	<b>92</b>	<b>3</b>	<b>165</b>	

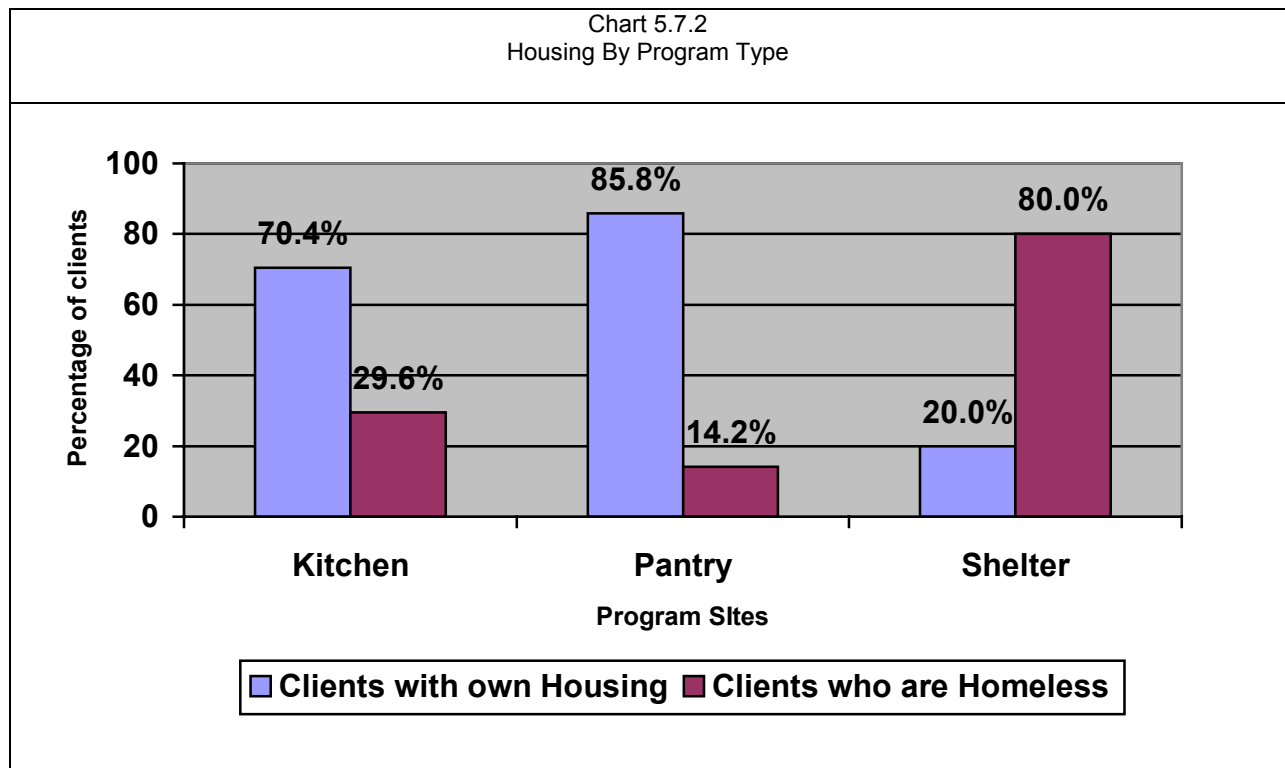
Source: Chart 5.7.1 was constructed using responses to Questions 11, 64, 65, and 66 of the Client Survey.

Note: Sample Size for all who responded to the last question (Late paying last month's rent or mortgage) was 157. 70 were kitchen clients, 84 were pantry clients, and 3 were shelter clients.

74.4% of all clients have a place to live, 24.7 % of all clients do not have a place to live, that is almost 1 out of every 4 clients interviewed. 14.2% of pantry clients and 29.6% of kitchen clients do not have a place to live. Most (18.8%) homeless clients live in a shelter or a vehicle.

Other findings:

- 5.7% of all clients who have a place to live were late paying their rent or mortgage.
- 43.0% of all clients who have a place to live own their home.
- 49.7% of all clients who have a place to live rent their homes.
- 58.7% of pantry clients who have a place to live rent their homes.
- 85.8% of pantry clients have a place to live.



## Housing Resources

Clients were asked whether or not they had access to different household resources. Findings are summarized below.

Table 5.7.3 Household Resources

	Kitchen	Pantry	Shelter	Total Number	Total Percent
Clients with access to a place where they can prepare a meal					
Yes	80.6%	93.3%	33.3%	182	83.5%
No	19.4%	6.7%	66.7%	36	16.5%
Total	98	105	15	218	100.0%
Clients with a working telephone					
Yes	82.7%	83.8%	53.3%	177	81.2%
No	17.3%	16.2%	46.7%	41	18.8%
Total	98	105	15	218	100.0%
Clients with a working car					
Yes	73.5%	76.2%	20.0%	155	71.1%
No	26.5%	22.9%	80.0%	62	28.4%
Unknown	.0%	1.0%	.0%	1	.5%
Total	98	105	15	218	100.0%
Sample Size	98	105	15	218	

Source: Table 5.7.3 was constructed using responses to Questions 11 and 67 of the Client Survey.

- 83.5% of all clients have access to a place where they can prepare a meal.
- 80.6% of kitchen clients have access to a place where they can prepare a meal.
- 81.2% of all clients have access to a working telephone.
- 71.1% of all clients have a car that runs, 28.4% of all clients do not.

## 6. Clients: Food Insecurity

Persons who are food secure have assured constant access to enough food to lead an active healthy life. Those who lack this assurance are described as food insecure. There are also persons who are food insecure with and without hunger. Food insecurity without hunger means that food insecurity is evident in the household, but there has only been a little or no reduction in the food intake. Food insecurity with hunger is more severe than food insecurity without hunger, because at this stage the food intake has been reduced. These are definitions which are used by the USDA.<sup>h</sup>

The USDA has composed a module with which food insecurity/security can be measured. The original module is made up of 18 questions, but due to the lengthiness of the Client Survey a 6 question module was used. The 6 question module was also composed by the USDA. Using this module, a table was constructed to assess food security with and without hunger. The differences between the 6 question module and the 18 question module are that the 6 question module loses a little of the sensitivity when asking the question, and the severity of food insecurity is not as clear. However it is still a good measure of these concepts. The module ascertains food security/insecurity by asking questions about the household food conditions, events, and behaviors. The measure also assures that reduction in food intake is due to financial limitations.

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<sup>h</sup> Hamilton, William L., John T. Cook, William Thompson, Lawrence F. Buron, Edward A. Frongillo, Jr. Christine M. Olsen, Cheryl A. Wehler. "Household Food Security in the US in 1995." U.S. Department of Agriculture, Food and Nutrition Service, September 1997.

### 6.1 Household Food Insecurity

The “Guide to Measuring Household Food Security, Revised 2000”<sup>i</sup> was used to assess the Food Security of food assistance clients in San Luis Obispo. Findings are summarized below.

Table 6.1.1 Household Food Insecurity

	Kitchen	Pantry	Shelter	Total Number	Total Percent
<b>Food Security Among all Households</b>					
Food secure	60.2%	41.5%	26.7%	107	48.9%
Food insecure					
Food insecure without hunger	15.3%	24.5%	20.0%	44	20.1%
Food insecure with hunger	24.5%	34.0%	53.3%	68	31.1%
Subtotal	39.8%	58.5%	73.3%	112	51.1%
<b>Total Number</b>	<b>98</b>	<b>106</b>	<b>15</b>	<b>219</b>	<b>100.0%</b>
<b>Food Security Among Households with Children Younger than 18</b>					
Food secure	37.5%	24.0%	50.0%	10	28.6%
Food insecure					
Food insecure without hunger	25.0%	24.0%	.0%	8	22.9%
Food insecure with hunger	37.5%	52.0%	50.0%	17	48.6%
Subtotal	62.5%	76.0%	50.0%	25	71.4%
<b>Total Number</b>	<b>8</b>	<b>25</b>	<b>2</b>	<b>35</b>	<b>100.0%</b>
<b>Food Security when Senior Sites are Removed</b>					
Food secure	22.0%	32.9%	26.7%	41	29.1%
Food insecure					
Food insecure without hunger	29.3%	28.2%	20.0%	39	27.7%
Food insecure with hunger	48.8%	38.8%	53.3%	61	43.3%
Subtotal	78.1%	67.0%	73.3%	100	70.9%
<b>Total Number</b>	<b>41</b>	<b>85</b>	<b>15</b>	<b>141</b>	<b>100.0%</b>

Source: Table 6.1.1 was constructed using responses to Questions 11, 45, 46, 47, 47a, 48, and 49.

<sup>i</sup> Bickel, Gary, Mark Nord, Cristofer Price, William Hamilton, and John Cook. “Guide to Measuring Household Food Security, Revised 2000.” U.S. Department of Agriculture, Food and Nutrition Service, March 2000.

Note: The Sample Size for Households with children picking food up at Kitchens and Shelters is too small to be statistically reliable

Out of all clients interviewed 48.9% are food secure, when senior oriented sites are removed that number is reduced to 29.1% of clients. When senior oriented sites are removed, 78.1% of kitchen clients are food insecure compared to 39.8% with senior oriented sites present.

Other highlighted key findings:

- Among households with children 71.4% are food insecure.
- 76.0% of households with children present who picked food up at pantries are food insecure.

Table 6.1.2 Food Stamp Program Participation and Food Security

	Kitchen	Pantry	Shelter	Total Number	Total Percent
<b>Food Stamp Participants</b>					
Food secure	9.1%	13.3%	20.0%	4	12.9%
Food insecure					
Food insecure without hunger	27.3%	20.0%	.0%	6	19.4%
Food insecure with hunger	63.6%	66.7%	80.0%	21	67.7%
Subtotal	90.9%	86.7%	80.0%	27	87.1%
Total Number	11	15	5	31	100.0%
<b>Food Stamp Non-Participants</b>					
Food Secure	66.7%	46.2%	30.0%	103	54.8%
Food Insecure					
Food Insecure without Hunger	13.8%	25.3%	30.0%	38	20.2%
Food Insecure with Hunger	19.5%	28.6%	40.0%	47	25.0%
Subtotal	33.3%	53.9%	70.0%	85	45.2%
Total Number	87	91	10	188	100.0%

Source: Table 6.1.2 was constructed using responses to Questions 35, 46, 47, 47a, 48, and 49 of the Client Survey.

Note: The Sample Size for Food stamp non-participants who picked food up at a kitchen or shelter is too small to be statistically reliable.

Among Food Stamp Program participants 87.1% are food insecure. Among Food Stamp Program non-participants, 45.2% are food insecure and 54.8% are food secure. 53.9% of pantry clients who are not Food Stamp Program participants are food insecure, and 28.6 % are food insecure with hunger. 66.7% of kitchen clients who do not participate in the Food Stamp Program are food secure, this percentage is probably higher than others because of the influence of Senior Nutrition Centers. Seniors generally did not apply nor receive Food Stamps.

## **6.2 Indicators of Food Insecurity and Hunger Among Children**

Clients were also asked three questions to indicate food insecurity and hunger amongst their children under the age of 18. Findings are summarized below.

Table 6.2.1 Indicators of Food Insecurity and Hunger Among Children

	Kitchen	Pantry	Shelter	Total Number	Total Percent
How often during the previous 12 months clients' child/children was/were not eating enough because they just couldn't afford enough food					
Often	.0%	4.2%	.0%	1	3.0%
Sometimes	14.3%	25.0%	.0%	7	21.2%
Never	85.7%	70.8%	100.0%	25	75.8%
Total	7	24	2	33	100.0%
Clients whose child/children ever skipped meals because there wasn't enough money for food during the previous 12 months					
Yes	14.3%	16.7%	50.0%	6	18.2%
No	85.7%	83.3%	50.0%	27	81.8%
Total	7	24	2	33	100.0%

Indicators of Food Insecurity and Hunger among Children (continued)	Kitchen	Pantry	Shelter	Total Number	Total Percent
Clients whose child/children was/were hungry at least once during the previous 12 months, but couldn't afford more food					
Yes	14.3%	16.7%	.0%	5	15.2%
No	85.7%	79.2%	100.0%	27	81.8%
Unknown	.0%	4.2%	.0%	1	3.0%
Total	7	24	2	33	100.0%

Source: Table 6.2.1 was constructed using responses to Questions 11, 52, 53, and 54 of Client Survey.

Note: The Sample Size for households with children who picked up food at kitchens or shelters is too small to be statistically reliable.

Only 15.2% of clients reported that their child or children were hungry at least once during the previous 12 months. However using the food insecurity index, 71.4% of households with children are food insecure, out of which 48.6% are food insecure with hunger. This could indicate that there was some negligence on the clients' part in reporting hunger among their children. Or it could also indicate that although households are food insecure they assure that their children do not go hungry.

## 7. Clients: Use of Food Assistance Programs

It is evident from the previous chapters that food assistance clients are in serious need; we will now look at what programs clients are participating in to ameliorate their need. This section deals with the second purpose of this study: identifying how the services can be improved. Presented are the programs being used and can conclude which programs to advocate to lessen food insecurity.

### 7.1 Usage of the Food Stamp Program

Food Stamp usage rates are extremely low in the San Luis Obispo County. Out of those that are in poverty in the entire country only 59% use the Food Stamp Program. The rates for California are even lower, only 53% of those in poverty use the program.<sup>j</sup> And in San Luis Obispo County's only 20.2% out of those in poverty use the services.<sup>k</sup> The clients were asked if they had ever applied for food stamps and if they were receiving them now, findings are summarized below.

Table 7.1.1 Use of Food Stamp Program

	Kitchen	Pantry	Shelter	Total Number	Total Percent
Client or anyone in the household had applied for food stamps	31.6%	50.5%	86.7%	97	44.5%
Client or anyone in the household currently receiving food stamps	11.2%	14.2%	33.3%	31	14.2%
<b>Total Number</b>	<b>98</b>	<b>106</b>	<b>15</b>	<b>219</b>	
Clients or anyone in the household had applied for food stamps not counting senior oriented sites	65.9%	55.3%	86.7%	87	61.7%
Client or anyone in the household currently receiving food stamps not counting senior oriented sites	26.8%	16.5%	33.3%	30	21.3%
<b>Total Number</b>	<b>41</b>	<b>85</b>	<b>15</b>	<b>141</b>	

Source: Table 7.1.1 was constructed using responses to Questions 11, 34 and 35 of the Client Survey.

<sup>j</sup> Schirm, Allen L., Castner, Laura A. "Reaching Those in Need: State Food Stamp Participation Rates in 2000." Food and Nutrition Service, USDA, December 2002.

<sup>k</sup> [http://www.cfpa.net/countyprofile/CountyProfileJune2003/SanLuisObispo\\_June2003.PDF](http://www.cfpa.net/countyprofile/CountyProfileJune2003/SanLuisObispo_June2003.PDF)

44.5% of all client households have applied for food stamps, and only 14.2% of all clients are currently receiving food stamps. When senior oriented sites are removed 61.7% of clients have applied for food stamps, and 21.3% of clients are currently receiving food stamps.

### Duration of Food Stamps

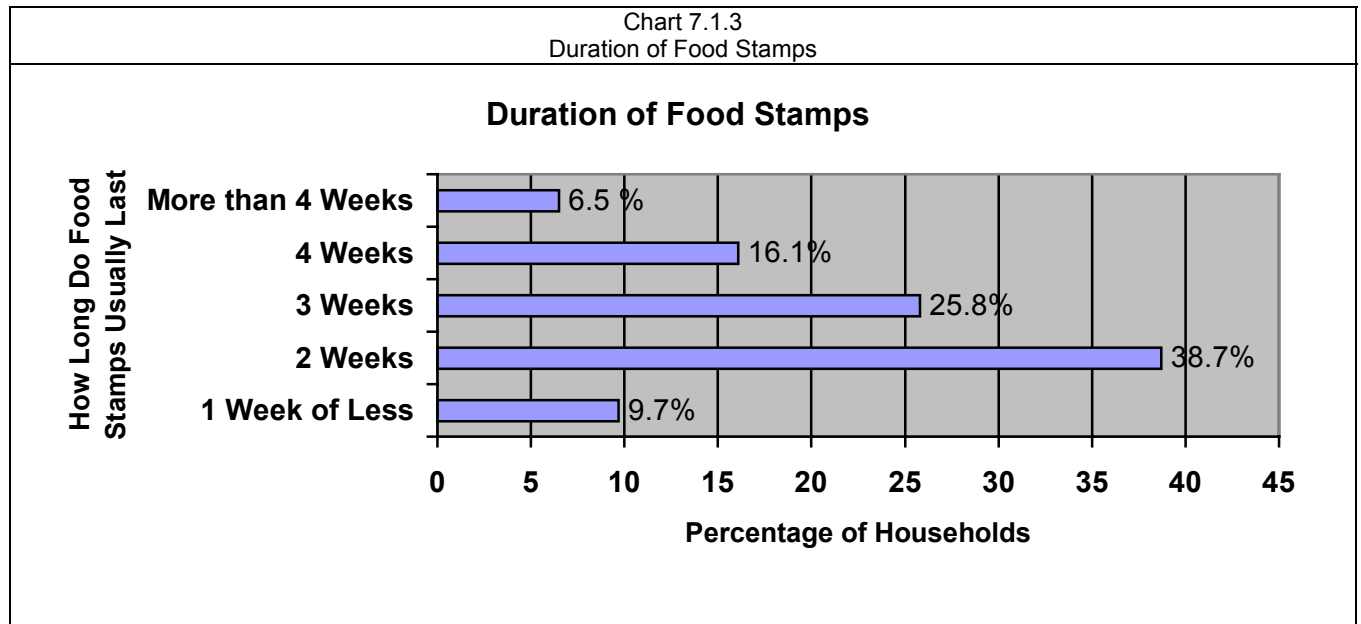
Table 7.1.2 Duration of Food Stamps Among Food Stamp Participants

	Kitchen	Pantry	Shelter	Total Number	Total Percent
Number of weeks clients or their households have currently been receiving food stamps (for those who are receiving food stamps)					
Less than 2 weeks	9.1%	.0%	20.0%	2	6.5%
2-4 weeks	9.1%	.0%	40.0%	3	9.7%
5-12 weeks	27.3%	20.0%	20.0%	7	22.6%
13-51 weeks	27.3%	33.3%	.0%	8	25.8%
1-2 years	.0%	13.3%	.0%	2	6.5%
2-4 years	9.1%	26.7%	.0%	5	16.1%
4 years of more	18.2%	6.7%	20.0%	4	12.9%
Average number of weeks clients or their households have currently been receiving food stamps	n.p.	n.p.	n.p.	73.3	
Median number of weeks clients or their households have currently been receiving food stamps	n.p.	n.p.	n.p.	24	
Total	11	15	5	31	100.0%
Clients who experienced an increase or a decrease of food stamp benefits during the previous 12 months					
Increased	9.1%	14.3%	.0%	3	10.3%
Decreased	18.2%	42.9%	.0%	8	27.6%
Remained the same	72.7%	42.9%	100.0%	18	62.1%
Total	11	14	4	29	100.0%

	Kitchen	Pantry	Shelter	Total Number	Total Percent
Number of weeks during the month over which food stamps usually last					
1 week or less	18.2%	6.7%	.0%	3	9.7%
2 weeks	18.2%	60.0%	20.0%	12	38.7%
3 weeks	27.3%	26.7%	20.0%	8	25.8%
4 weeks	27.3%	6.7%	20.0%	5	16.1%
More than 4 weeks	9.1%	.0%	20.0%	2	6.5%
Don't Know	.0%	.0%	20.0%	1	3.2%
Total	11	15	5	31	100.0%
Average number of weeks during the month over which food stamps usually last					
	n.p.	n.p.	n.p.	2.6	
Median number of weeks during the month over which food stamps usually last					
	n.p.	n.p.	n.p.	3	
Total Number—Of clients who are currently receiving food stamps					
	11	15	5	31	

Source: Table 7.1.2 was constructed using responses to Questions 11, 37, 38, and 39 of the Client Survey.

51.8% of all clients who are food stamp participants have been receiving food stamps for less than one year. 62.1% of clients who are food stamp participants have had their food stamp benefits remain the same.



## 7.2 Reasons Why Clients Have Not Applied for Food Stamps

Clients who had not applied for food stamps were asked to give the reason or reasons why they had not applied for food stamps. Findings are summarized below.

Table 7.2.1 Reasons Why Clients or their Households Have Not Applied for Food Stamps

	Kitchen	Pantry	Shelter	Total Number	Total Percent
<b>Ineligibility</b>					
Don't think eligible because of income or assets					
All Clients	31.3%	41.2%	50.0%	43	35.8%
Clients with income 130% of the federal poverty level or lower <sup>l</sup>	17.6%	19.2%	7.7%	24	17.5%
Clients with income higher than 130% of the federal poverty level <sup>m</sup>	26.5%	31.8%	.0%	16	37.1%
Don't think eligible because of citizenship status	1.5%	.0%	.0%	1	.8%
Eligible for only a low benefit amount	1.5%	2.0%	.0%	2	1.7%
Subtotal (only amongst all clients)	34.3%	43.2%	50.0%	46	38.3%
<b>Inconvenience</b>					
Don't know where to go or who to contact to apply	.0%	3.9%	.0%	2	1.7%
Hard to get to the food stamp office	.0%	2.0%	.0%	1	.8%
Application process is too long and complicated	.0%	2.0%	50.0%	2	1.7%
Questions are too personal	.0%	.0%	.0%	0	.0%
Food stamp office staff are disrespectful	.0%	.0%	.0%	0	.0%
Food stamp office is unpleasant or in unsafe area	.0%	.0%	50.0%	1	.8%
Subtotal	.0%	7.9%	100.0%	6	5.0%
<b>No need</b>					
No need for benefit	59.7%	19.6%	.0%	50	41.7%
Others need benefit more	6.0%	7.8%	.0%	8	6.7%
Need is only temporary	1.5%	2.0%	.0%	2	1.7%
Subtotal	67.2%	29.4%	.0%	60	50.1%

<sup>l</sup> Sample Size is 137 households for all program sites: 51 for kitchen sites, 71 for pantry sites, and 13 for shelters.

<sup>m</sup> Sample Size is 56 households for all program sites: 34 for kitchens, 22 for pantry sites and 0 for shelter sites.

	Kitchen	Pantry	Shelter	Total Number	Total Percent
<b>Social Stigma</b>					
Feel embarrassed applying for benefits	1.5%	.0%	.0%	1	.8%
Family or friends do not approve of my receiving benefits	.0%	.0%	.0%	0	.0%
Dislike relying on the government for assistance	1.5%	2.0%	.0%	2	1.7%
Feel embarrassed using benefits	4.5%	2.0%	.0%	4	3.3%
Subtotal	7.5%	4.0%	.0%	7	5.8%
<b>Other</b>					
Planning to apply, but not yet	.0%	2.0%	.0%	1	.8%
Cannot Receive Benefits because already receiving SSI	3.0%	3.9%	.0%	4	3.3%
Don't Know	1.5%	7.8%	.0%	5	4.2%
Other	.0%	7.8%	.0%	4	3.3%
Subtotal	4.5%	21.5%	.0%	14	11.6%
<b>Total Number</b>	<b>67</b>	<b>51</b>	<b>2</b>	<b>120</b>	

Source: Table 7.2.1 was constructed using responses to Questions 1, 11, 42, and 78 of the Client Survey.

Note: "Other" reasons given for not applying for food stamps were: One client responded they had just arrived from Mexico. One client responded that they had a felony. One client reported just "not liking it" and another client responded that they were too old to apply.

35.8% of all clients who have not applied for food stamps reported that they felt they were not eligible for benefits because of income or assets. 41.7% of all clients who have not applied for food stamps stated that they felt they could get by on their own without food stamp benefits because there was no need for the benefits in their household. Only 5% of clients who have not applied for food stamps cited any inconvenience as a reason for not applying for food stamps. 39.7% of clients who have not applied for food stamps and are at 100% of the federal poverty level or below, have not applied for food stamps because they felt that they were not eligible for benefits because of income or assets.

### 7.3 Use of Other Programs

In addition to the Food Stamp Program, clients were asked whether they participated in any other governmental nutrition programs. Findings are summarized below.

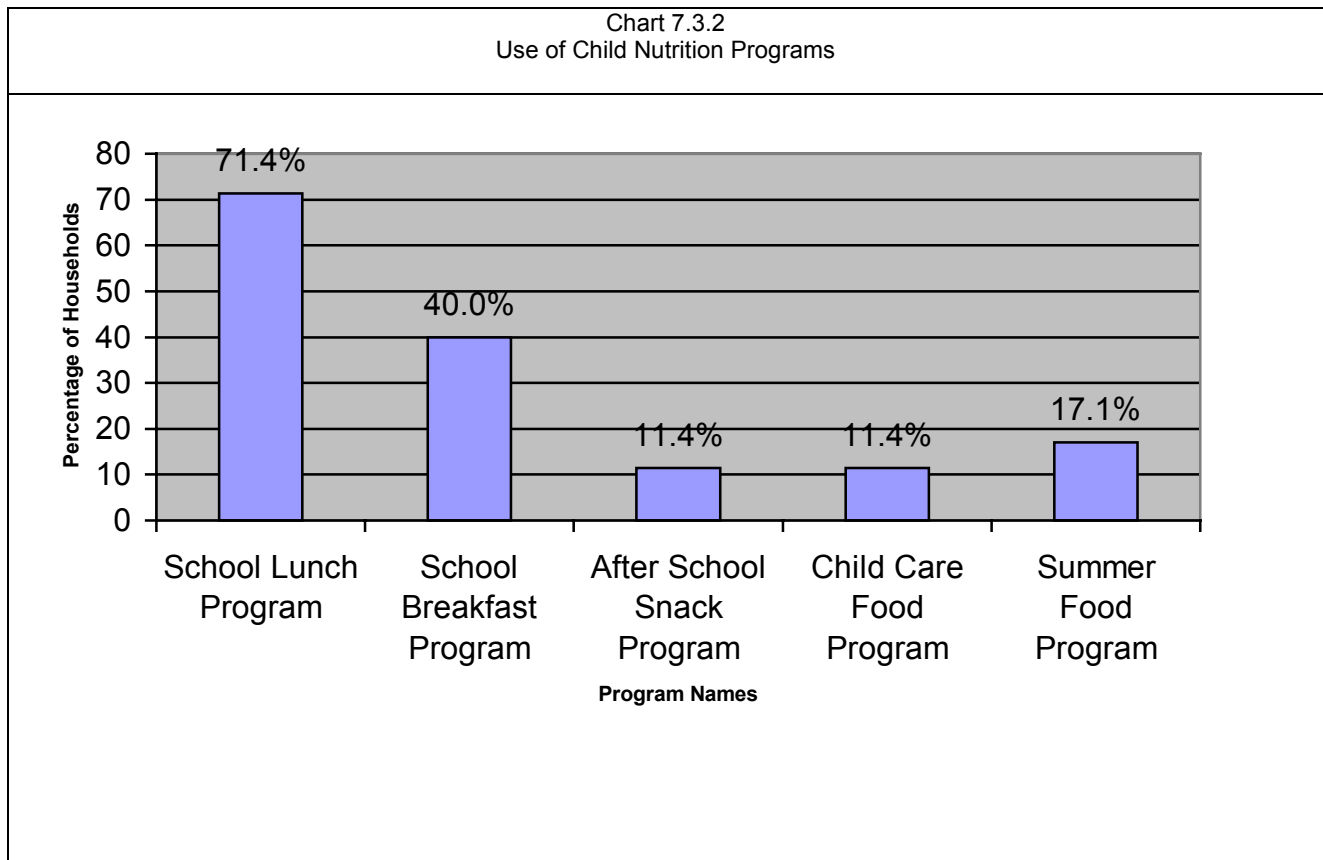
Table 7.3.1 Use of Other Programs

	Kitchen	Pantry	Shelter	Total Number	Total Percent
Government Mass Distribution Program or USDA Commodities	7.1%	28.6%	13.3%	39	17.9%
Senior Nutrition sites, such as senior centers that serve lunch	52.0%	9.5%	.0%	61	28.0%
Home-delivered meals or meals-on-wheels (Usually for seniors or people with disabilities)	4.1%	3.8%	.0%	8	3.7%
Senior brown bag programs that give out groceries and produce	8.2%	41.3%	.0%	51	23.5%
Reduced Cost programs Such as Harvest Bag or Healthy Share	4.1%	24.8%	20.0%	33	15.1%
Sample Size (N)	98	105	15	218	
Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)	33.3%	30.0%	33.3%	8	30.8%
Child Day Care	75.0%	10.0%	66.7%	7	25.9%
Government Assistance for child day care among those using child day care <sup>n</sup>	33.3%	100.0%	100.0%	6	75.0%
Sample Size (N)—Households with at least one child age 0-5 Years	4	20	3	27	
School Lunch Program	100.0%	64.0%	50.0%	25	71.4%
School Breakfast Program	62.5%	36.0%	.0%	14	40.0%
After School Snack Program	25.0%	8.0%	.0%	4	11.4%
Child care food program, such as meals at subsidized child care centers	37.5%	4.0%	.0%	4	11.4%
Summer food program providing free lunches for children	25.0%	16.0%	.0%	6	17.1%
Sample Size (N)—Households with at least one child younger than 18	8	25	2	35	

Source: Table 7.3.1 was constructed using responses to Questions 3, 11, 44, 56a, and 57 of the Client Survey.

<sup>n</sup> Sample Size was 8 households with one child under 5 years old who go to day care: 3 at kitchens, 2 at pantries, and 3 at shelters. These observations are too small to be statistically reliable.

17.9% of all clients participate in the USDA commodities program. 28.6% of pantry clients participate in the USDA commodities program. 71.4% of clients' households with children under the age of 18 participate in the school lunch program, and 40% of households with children under the age of 18 participate in the school breakfast program. 100% of kitchen clients' households with children under the age of 18 participate in the school lunch program.



### 7.4 Grocery Shopping Patterns

Clients were asked where they did the majority of their grocery shopping.

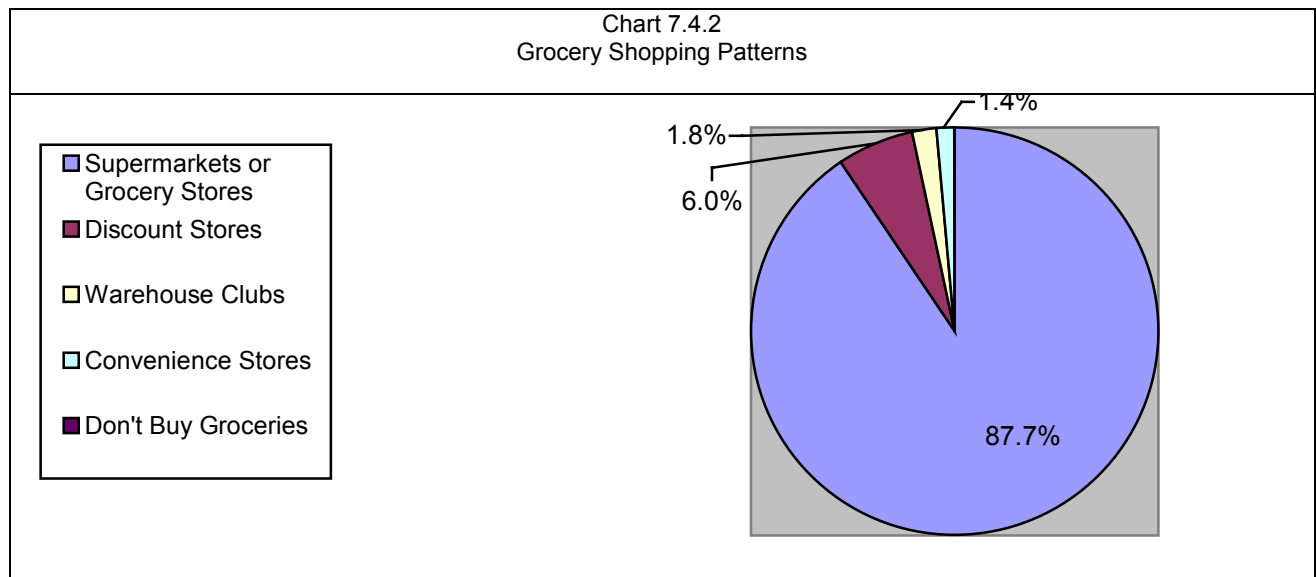
Findings are summarized below.

Table 7.4.1 Grocery Shopping Patterns

	Kitchen	Pantry	Shelter	Total Number	Total Percent
Supermarkets or grocery stores	86.7%	88.6%	86.7%	191	87.7%
Discount Stores, Such as Wal-Mart	5.1%	7.6%	.0%	13	6.0%
Warehouse Clubs, Such as Costco	2.0%	1.9%	.0%	4	1.8%
Convenience Stores, Such as 7-11	1.0%	1.9%	.0%	3	1.4%
Don't Know	.0%	.0%	6.7%	1	.5%
Don't Buy Groceries, free food only	5.1%	.0%	6.7%	6	2.8%
Total (Sample Size)	98	105	15	218	

Source: Table 7.4.1 was constructed using responses to Questions 11 and 43 of the Client Survey.

87.7% of all clients do most of their grocery shopping at a supermarket or grocery store. 5.1% of kitchen clients buy groceries at discount stores, the same number of kitchen clients (5.1%) do not buy groceries at all. Only 2.8% of all clients do not buy groceries at all.



## 8. Clients: Health Status

Health can play a major role in whether or not a household can find the means to provide food for themselves, as health can effect the income of a household. The Client Survey asked several question about the health of the client and their household, as well as questions about access to health care.

### 8.1 Health Status

Clients were asked to indicate how their own health was and whether there was someone in their household in poor health. Findings are summarized below.

Table 8.1.1 Health Status

	Kitchen	Pantry	Shelter	Total Number	Total Percent
Clients who indicated that their health was...					
Excellent	16.3%	4.8%	6.7%	22	10.1%
Very good	27.6%	11.4%	20.0%	42	19.3%
Good	30.6%	26.7%	20.0%	61	28.0%
Fair	17.3%	38.1%	53.3%	65	29.8%
Poor	8.2%	19.0%	.0%	28	12.8%
Total Number	98	105	15	218	
Clients who indicated that someone else in the household was in poor health					
Yes	14.6%	21.9%	.0%	37	17.1%
No	49.0%	49.5%	33.3%	104	48.1%
Live alone	34.4%	26.7%	66.7%	71	32.9%
Don't Know	2.1%	1.9%	.0%	4	1.9%
Total Number	96	105	15	216	
Households with at least one member reported to be in poor health	10.1%	19.7%	.0%	65	29.8%

Source: Table 8.1.1 was constructed using responses to Question 11, 68, and 69 of the Client Survey.

- 29.8% of client households have at least one person in poor health.
- 19.7% of pantry households have at least one person in poor health.

- 21.9% of pantry clients indicated that there was someone else in the household with poor health.
- 57.4% of clients indicated that their own health was good or better.
- 74.5% of kitchen clients indicated that they had good health or better.

## 8.2 Health Insurance and Access to Medical Care

Clients were asked what type of health insurance they (or their household) had, and whether or not they (or anyone in their household) had been denied medical care.

Table 8.2.1 Health Insurance and Access to Medical Care

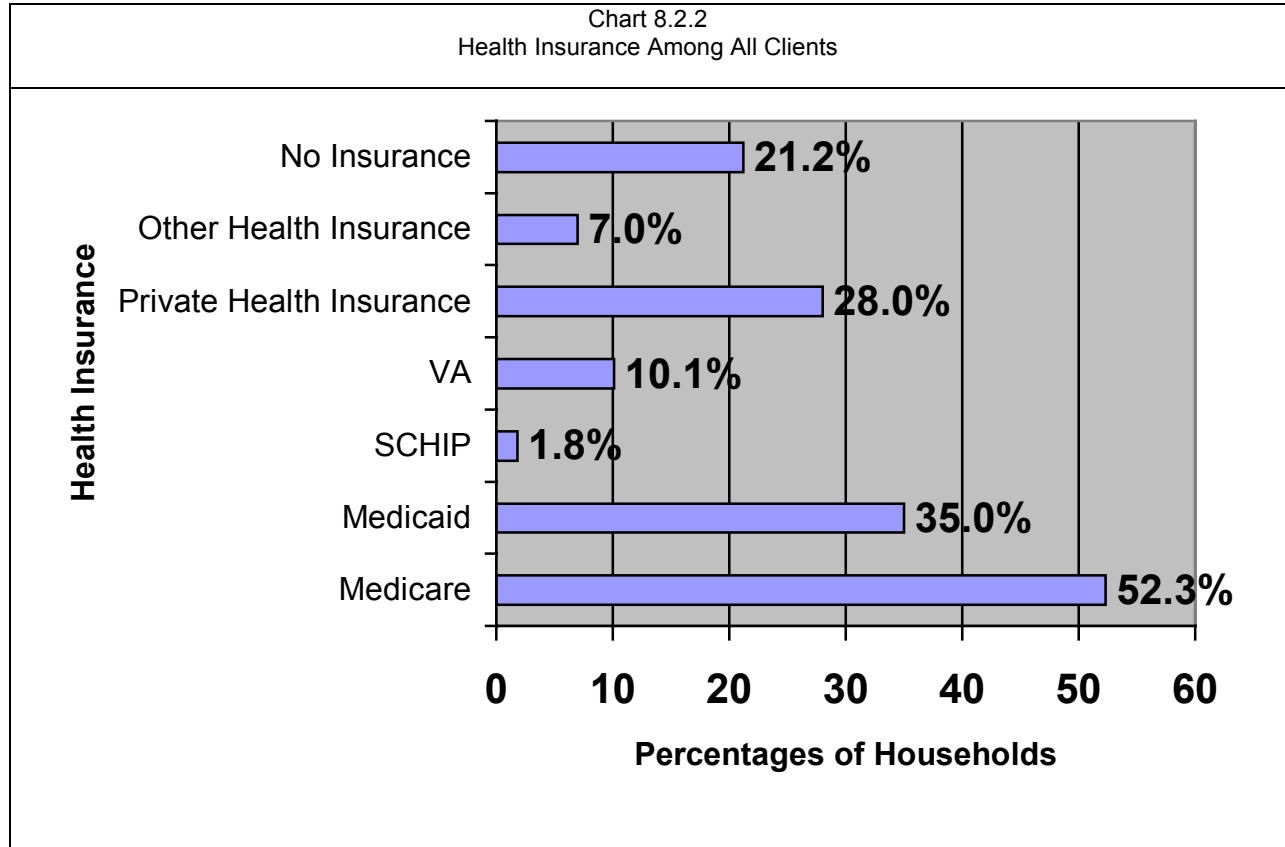
	Kitchen	Pantry	Shelter	Total Number	Total Percent
Client or his or her family with following types of health insurance					
Medicare	59.2%	52.4%	6.7%	114	52.3%
State Medical Assistance Program or Medicaid	21.4%	51.0%	13.3%	76	35.0%
State Children's Health Insurance Program (SCHIP)	2.0%	1.9%	.0%	4	1.8%
Veterans Administration or VA Benefits	11.2%	8.6%	13.3%	22	10.1%
Private health insurance	40.8%	20.0%	.0%	61	28.0%
Other Health Insurance	10.4%	4.9%	.0%	15	7.0%
No Insurance <sup>o</sup>	20.8%	14.9%	66.7%	45	21.2%
Clients Who had unpaid medical or hospital bills					
Yes	16.3%	39.0%	60.0%	66	30.3%
No	82.7%	59.0%	40.0%	149	68.3%
Don't Know	1.0%	1.9%	.0%	3	1.4%
Total	98	105	15	218	100.0%
Clients who had been refused medical care because they could not pay or because they had a Medicaid or Medical Assistance card during the previous 12 months					
Yes	6.2%	16.2%	14.3%	25	11.6%
No	89.7%	80.0%	78.6%	182	84.3%

<sup>o</sup> Sample Size for this variable was 212 clients: 20 kitchen clients, 15 pantry clients, 10 shelter clients.

Health Insurance and Access to Medical Care continued	Kitchen	Pantry	Shelter	Total Number	Total Percent
Not Refused care, but avoid providers who don't accept medical assistance	2.1%	1.0%	.0%	3	1.4%
Not Refused care, but finding providers that accept medical assistance is a problem	2.1%	1.9%	.0%	4	1.9%
Don't Know	.0%	1.0%	7.1%	2	.9%
<b>Total</b>	<b>97</b>	<b>105</b>	<b>14</b>	<b>216</b>	<b>100.0%</b>

Source: Table 8.2.1 was constructed using responses to Questions 11, 70, 71, and 72 of the Client Survey.

52.3% of all clients (or someone in their household) have Medicare and 59.2% of kitchen clients (or someone in their household) have Medicare. 35.1% of all clients (or someone in their household) have State Medical Assistance, and 51.0% of pantry clients (or someone in their household) have State Medical Assistance. 21.2% of all clients have no health insurance.



## 9. Clients: Services Received At Food Programs

Clients were asked to answer several questions about which type of food assistance sites they attended, what the level of satisfaction was with the sites that distributed food to them, as well as what they would do if that site were not there to help them. This gives us a better understanding of the overall satisfaction of the services provided in the county, and can perhaps hint at any improvements which could be made.

### 9.1 Number of Pantries or Kitchens Used

Clients were asked how many different sites gave them food during the previous month. Findings are summarized below.

Table 9.1.1 Number of different pantries or Kitchens Used

	Kitchens	Pantry	Shelter	Total Number	Total Percent
Number of different food pantries clients or their families used during the previous month					
None	66.0%	19.0%	60.0%	93	42.9%
One or more pantries					
1 Pantry	26.8%	47.6%	20.0%	79	36.4%
2 Pantries	5.2%	21.9%	13.3%	30	13.8%
3 Pantries	1.0%	7.6%	6.7%	10	4.6%
4 Pantries	.0%	2.9%	.0%	3	1.4%
Subtotal	33.0%	80.0%	40%	122	56.2%
Don't Know	1.0%	1.0%	.0%	2	.9%
<b>Total</b>	<b>97</b>	<b>105</b>	<b>15</b>	<b>217</b>	

	Kitchen	Pantry	Shelter	Total Number	Total Percent
Number of different Kitchens clients or their families used during the previous month					
None	6.1%	80.8%	53.3%	98	45.2%
1 Kitchen or more					
1 Kitchen	78.6%	15.4%	20.0%	96	44.2%
2 Kitchens	13.3%	1.9%	20.0%	18	8.3%
3 Kitchens	.0%	.0%	6.7%	1	.5%
4 Kitchens	1.0%	.0%	.0%	1	.5%
Subtotal	92.9	17.3	46.7%	116	53.5%
Don't Know	1.0%	1.9%	.0%	3	1.4%
<b>Total</b>	<b>98</b>	<b>104</b>	<b>15</b>	<b>217</b>	

Source: Table 9.1.1 was constructed using responses to Questions 9, 10, and 11 of the Client Survey.

45.2% of all clients have not been to any kitchens in the past month. 80.8% of pantry clients have not been to any kitchens during the past month. 42.9% of all clients have not used any pantries. 66.0% of kitchen clients have not picked food up at any pantries during the previous month.

Other Key Findings:

- 78.6% of kitchen clients have only visited 1 kitchen during the previous month.
- 47.6% of pantry clients have only used one pantry during the previous month.
- 33.0% of kitchen clients have also visited at least one pantry during the previous month.

## 9.2 Satisfaction with Services at Food Programs

Clients were asked to rate their level of satisfaction with the amount of food, the variety of food provided and the overall quality of the food at the interview site. They were also asked how often they were treated with respect by the staff who distributes the food. Findings are summarized below.

Table 9.2.1 Satisfaction with Services at Food Programs

	Kitchen	Pantry	Shelter	Total Number	Total Percent
<b>Amount of Food Provided</b>					
Very Satisfied	77.6%	58.1%	46.7%	144	66.1%
Somewhat Satisfied	21.4%	30.5%	53.3%	61	28.0%
Somewhat Dissatisfied	.0%	8.6%	.0%	9	4.1%
Very Dissatisfied	.0%	.0%	.0%	0	.0%
Don't Know	1.0%	2.9%	.0%	4	1.8%
Total	98	105	15	218	100.0%
<b>Variety of Food Provided</b>					
Very Satisfied	68.4%	46.7%	46.7%	123	56.4%
Somewhat Satisfied	23.5%	41.0%	20.0%	69	31.7%
Somewhat Dissatisfied	7.1%	8.6%	26.7%	20	9.2%
Very Dissatisfied	1.0%	1.0%	6.7%	3	1.4%
Total	98	105	15	218	100.0%
<b>Overall Quality of Food Provided</b>					
Very Satisfied	68.4%	55.2%	40.0%	131	60.1%
Somewhat Satisfied	27.6%	31.4%	60.0%	69	31.7%
Somewhat dissatisfied	3.1%	7.6%	.0%	11	5.0%
Very Dissatisfied	1.0%	2.9%	.0%	4	1.8%
Don't Know	.0%	2.9%	.0%	3	1.4%
Total	98	105	15	218	100.0%

Satisfaction with Services at Food Programs continued.	Kitchen	Pantry	Shelter	Total Number	Total Percent
How often clients are treated with respect by the staff who distribute food					
All of the time	84.7%	84.6%	66.7%	181	83.4%
Most of the time	12.2%	8.7%	13.3%	23	10.6%
Some of the time	3.1%	2.9%	13.3%	8	3.7%
Never	.0%	.0%	.0%	0	.0%
Never came before	.0%	2.9%	.0%	3	1.4%
Don't Know	.0%	.0%	6.7%	1	.5%
Total Number	98	104	15	217	100.0%

Source: Table 9.2.1 was constructed using responses to Questions 6, 7, and 11 of the Client Survey.

For the most part food assistance clients are satisfied with the food and services provided by the San Luis Obispo Food Bank Network. 94.1% of all clients are either very satisfied or somewhat satisfied with the amount of food provided. 88.1% of all clients are either very or somewhat satisfied with the variety of food provided. And, 91.8% of all clients are either very or somewhat satisfied with the overall quality of the food provided. 83.4% of all clients also reported being treated with respect by the staff who distribute the food all of the time.

Other Key findings:

- 77.6% of kitchen clients are very satisfied with the amount of food provided.
- 68.4% of kitchen clients are very satisfied both with the variety and the overall quality of food provided.
- 84.7% of kitchen clients and 84.6% of pantry clients indicated that they were always treated with respect by the staff who distributes the food.

Chart 9.2.2  
Satisfaction with Food Provided

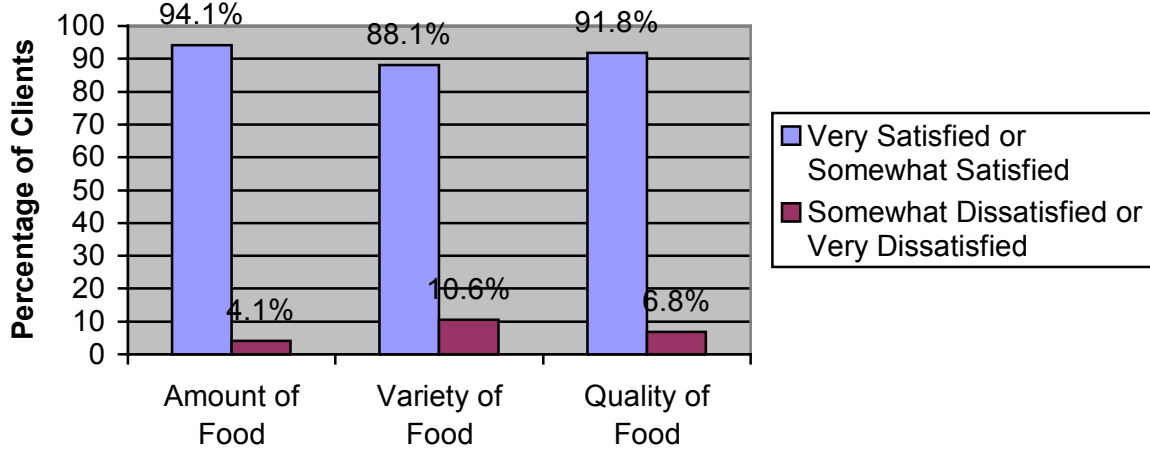
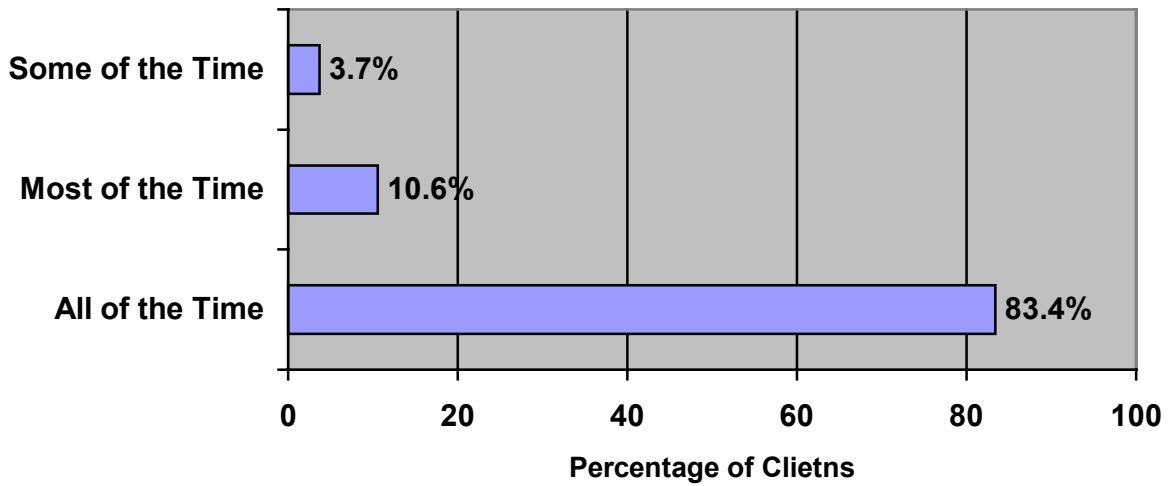


Chart 9.2.3  
How Often Clients are Treated With Respect



### 9.3 What Clients Would Do Without Food Assistance from the Agency

Clients were asked what they would do if the agency they were interviewed at were not there to help them. Multiple answers were accepted. Findings are summarized below.

Table 9.3.1 What Clients Would Do Without Food Assistance from the Agency

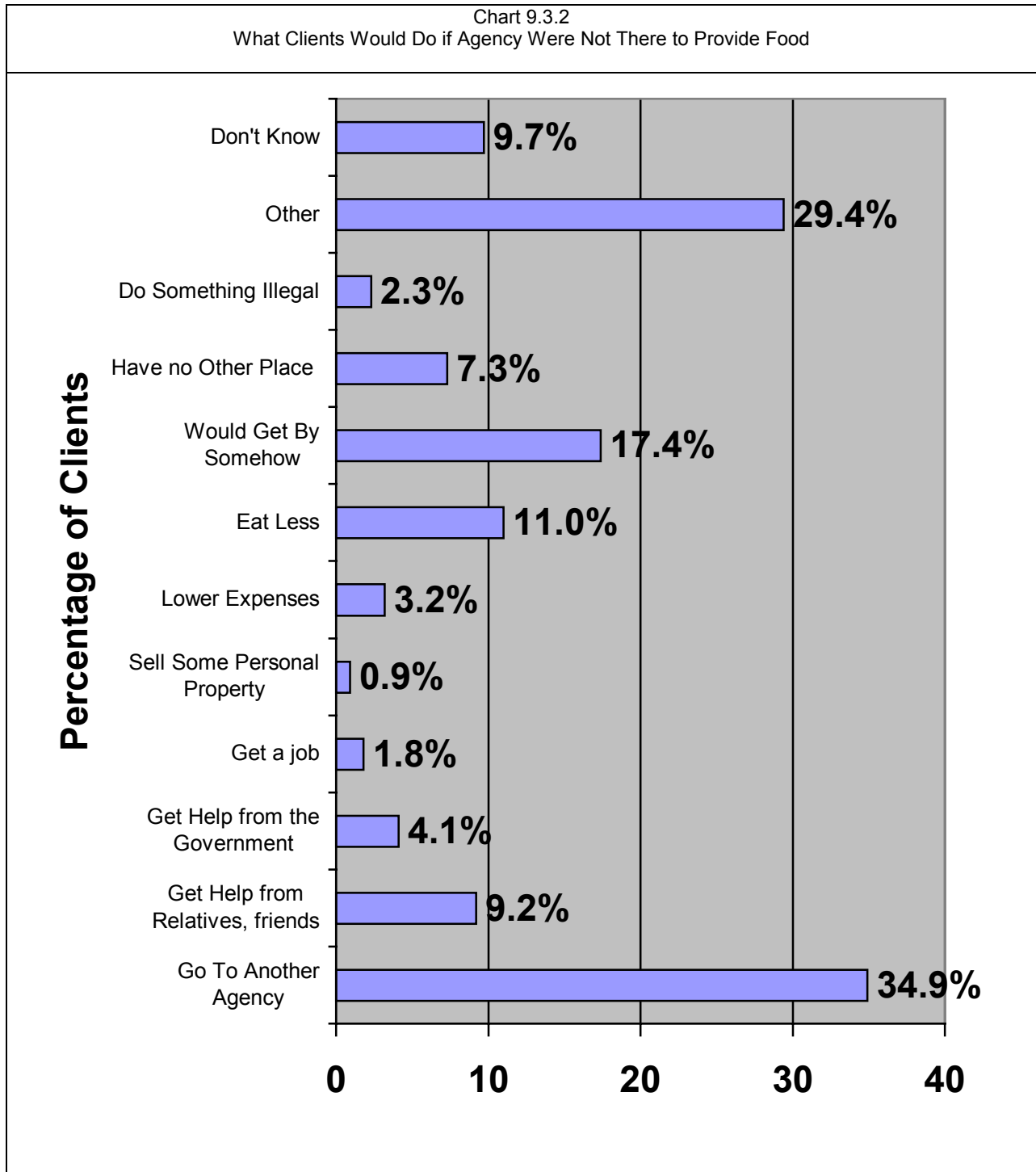
	Kitchen	Pantry	Shelter	Total Number	Total Percent
Go to another agency	24.5%	41.9%	53.3%	76	34.9%
Get help from relatives, friends	6.1%	9.5%	26.7%	20	9.2%
Get help from the government	4.1%	3.8%	6.7%	9	4.1%
Get a job, more hours, an additional job	.0%	2.9%	6.7%	4	1.8%
Sell some personal property	.0%	1.0%	6.7%	2	.9%
Lower expenses	1.0%	4.8%	6.7%	7	3.2%
Eat less, skip meals, reduce size of meals	4.1%	18.1%	6.7%	24	11.0%
Would get by somehow	13.3%	21.9%	13.3%	38	17.4%
I have no other place to get help	5.1%	9.5%	6.7%	16	7.3%
Do something illegal	2.0%	2.9%	.0%	5	2.3%
Other	49.0%	13.3%	13.3%	64	29.4%
Don't Know	11.2%	7.7%	13.3%	21	9.7%
Sample Size	98	105	15	218	

Source: Table 9.3.1 was constructed using responses to Questions 8 and 11 of Client Survey.

Note: "Other" reasons given by clients were "panhandle" and "cook at home."

34.9% of all clients would go to another agency if that agency were not there to help them and their households with food. 17.4% of all clients indicated they would get by somehow if that agency were not there to help them and their household with food. 49.0% of kitchen clients indicated "other" as their response to the question, the reason is probably because of the influence of Senior Nutrition Centers. Clients at Senior

Nutrition Centers indicated that they would cook at home if that agency were not there to help them.



## 10. Agencies and Food Programs: Profiles

Now we begin the section on agencies and their programs taken from the agency survey. In presenting this data, what must be remembered is that due to understaffed agencies, the return rate for the agency survey was not as high. However, most of the returned the surveys were from the agencies which do a significant amount of the work as they have a higher volume of clients. The following sections will summarize our findings.

### 10.1 Participating Programs

The agency surveys were sent to all of the agencies which are affiliated with the Food Bank Coalition of San Luis Obispo County. 40 surveys were returned, but only 27 of them ran kitchens, pantries, or shelter programs, which were our main focus in this study. The 40 surveys returned included information for 58 programs run by the 40 agencies. Table 10.1.1 summarizes these findings.

Table 10.1.1 Participating Programs by Program Type

Program Type	Number	Percentage	Percentage excluding "other" agency types
Pantry	30	51.7%	71.4%
Kitchen	5	8.6%	11.9%
Shelter	7	12.1%	16.6%
Other	16	27.6%	n.a.
Total	58	100.0%	100.0%

Source: Table 10.1.1 was constructed using question 1 of the Agency Survey.

Note: "Other" agencies are agencies whose primary purpose was not emergency food distribution.

51.7% of the programs are pantry programs, 8.6% are kitchen programs, and 12.1% are shelter programs. The "other" agencies included day care centers, summer camps, youth oriented centers, and other housing facilities (not shelters). When the "other" programs are removed pantry programs make up 71.4% of the programs.

## 10.2 Number of Programs Operated By Agencies

The numbers of programs operated by the agencies are shown below in Table

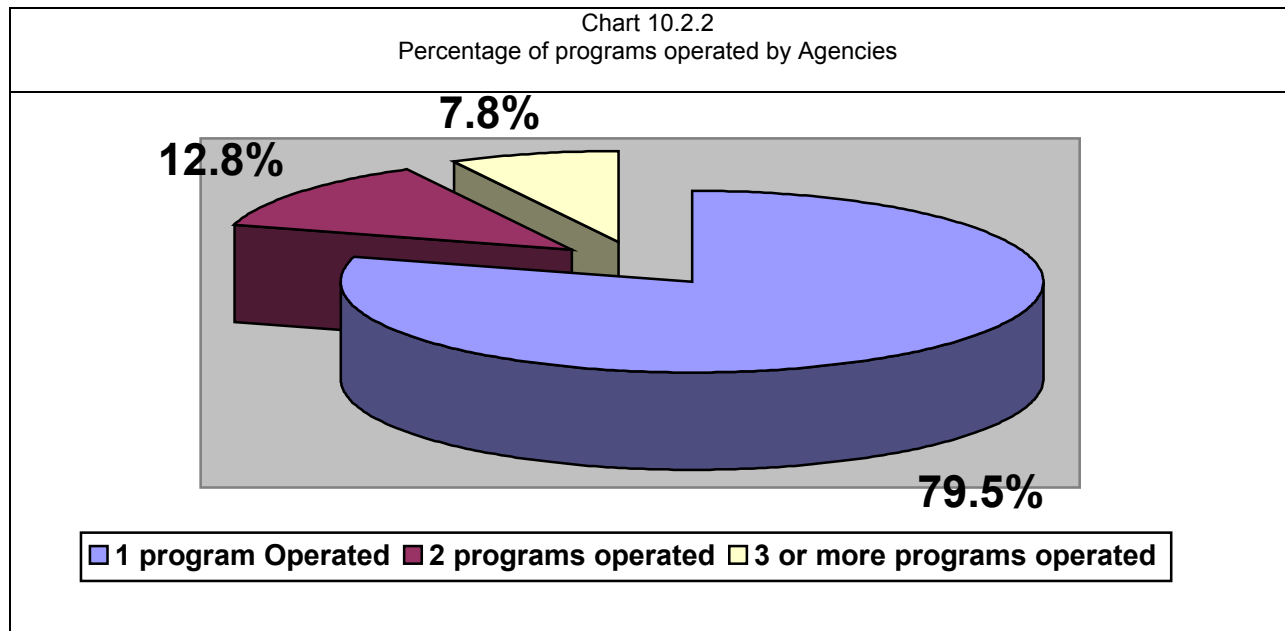
### 10.2.1.

Table 10.2.1 Number of Programs Operated by Agencies

Percentage of All Agencies That Operate the Specified Number of Each Type of Programs					
	Agencies with Kitchens	Agencies with Pantries	Agencies with Shelters	Agencies with Others	Total For All Agencies
Number of programs operated by agencies					
1	100.0%	88.2%	.0%	84.6%	79.5%
2	.0%	.0%	100.0%	7.7%	12.8%
3 or more	.0%	11.8%	.0%	7.7%	7.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Sample Size – Agencies with at least one program for each program type	5	17	4	13	39

Source: Table 10.2.1 was constructed using responses to Question 1 of the Agency Survey.

17 agencies operate at least one pantry program, 5 at least one kitchen, and 4 at least one shelter program. 100% of kitchens operate exclusively one kitchen program. 79.5% of all agencies run one program exclusively.



### 10.3 Length of Programs' Operation

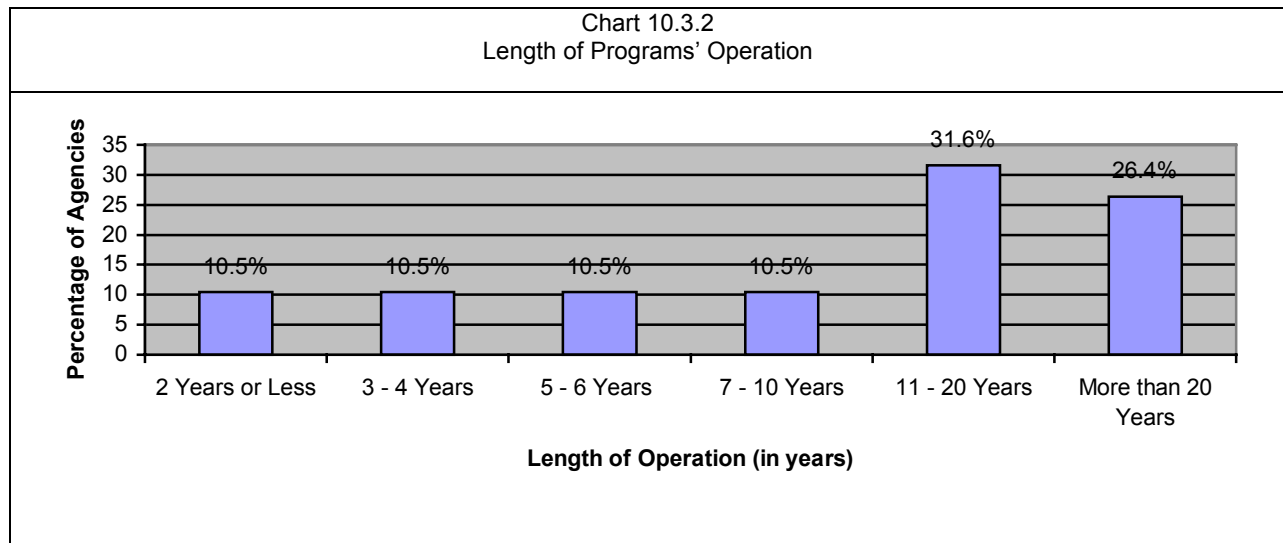
Agencies were asked to report the year they began operating, from which the length of programs' operation was calculated. Findings are summarized below.

Table 10.3.1 Length of Programs' Operation

How Long the Program has Been Operating	Percentage of Programs That Have Operated for a Specified Period			
	Kitchen Programs	Pantry Programs	Shelter Programs	All Programs
2 Years or less	.0%	14.3%	.0%	10.5%
3-4 Years	.0%	14.3%	.0%	10.5%
5-6 Years	33.3%	7.1%	.0%	10.5%
7-10 Years	.0%	14.3%	.0%	10.5%
11-20 Years	33.3%	28.6%	50.0%	31.6%
More than 20 Years	33.3%	21.4%	50.0%	26.3%
Total	100.0%	100.0%	100.0%	100.0%
Average length of operating (in years)	17.0	12.4	22.5	14.0
Median length of operating (in years)	16.0	12.0	22.5	13.0
Sample Size	3	14	2	19

Source: Table 10.3.1 was constructed using responses to Question 3b of the Agency Survey.

57.9% of all programs have been operating for at least 11 years. 26.3% have been open for more than 20 years. On average (mean) all programs have been open for 14 years.



## 10.4 Other Services or Facilities Provided in Addition to Food Distribution

Agencies were asked what other services or facilities they provide to their clients.

Findings are summarized below.

Table 10.4.1 Other Services or Facilities Agencies or Programs Provide in Addition to Food Distribution, By Program Type

	Kitchen Programs	Pantry Programs	Shelter Programs
<b>Food Related Support</b>			
Nutrition Counseling	25.0%	23.5%	25.0%
Eligibility Counseling for WIC	.0%	5.9%	75.0%
Eligibility Counseling for Food Stamps	.0%	5.9%	75.0%
Kitchen Meals	100.0%	5.9%	50.0%
Food Pantry Bags	.0%	100.0%	25.0%
<b>Client Training</b>			
Employment training	25.0%	.0%	.0%
Supported employment (Welfare to Work)	.0%	.0%	25.0%
Retraining physically disabled	.0%	.0%	.0%
Retraining mentally ill/challenged	.0%	.0%	.0%
<b>Other Assistance</b>			
Eligibility counseling for other governmental programs	.0%	5.9%	25.0%
Legal Services	25.0%	.0%	50.0%
Tax preparation help (Earned Income Tax Credit)	25.0%	.0%	25.0%
Utility bill assistance (Low-income Heating and Energy Assistance Programs)	.0%	5.9%	25.0%
Short-term financial assistance	.0%	.0%	25.0%
Budget and credit counseling	.0%	5.9%	50.0%
Consumer protection	25.0%	11.8%	.0%
Information and referral	25.0%	17.6%	100.0%
Language Translation	.0%	17.6%	50.0%
<b>Housing Services</b>			
Short-term shelter	.0%	5.9%	100.0%
Subsidized housing assistance	.0%	5.9%	50.0%
Housing rehabilitation or repair	.0%	.0%	.0%

	Kitchen Programs	Pantry Programs	Shelter Programs
<b>Health and Other Services</b>			
Health services or health clinics	50.0%	11.8%	.0%
Transportation	.0%	29.4%	100.0%
Clothing	25.0%	35.3%	75.0%
Furniture	.0%	17.6%	75.0%
Senior Programs	25.0%	11.8%	.0%
No additional services	25.0%	35.3%	.0%
Sample Size	4	17	4

Source: Table 10.4.1 was constructed using responses to Question 4 of the Agency Survey.

Note: The sample size for kitchens and shelter programs is too small to be statistically reliable.

Only 5.9% of pantry sites reported offering eligibility counseling for WIC (Women, Infants, and Children) or Food Stamps. No agency reported retraining mentally ill/challenged or physically disabled. Most agencies offer additional services, but 35.3% of pantry programs reported not offering additional services. Table 10.5.2 summarizes the total number of additional services agencies offer to their clients.

Table 10.4.2 Number of Additional Services, By Program Type

	Kitchen Programs	Pantry Programs	Shelter Programs
<b>Number of additional services or facilities provided by programs</b>			
No other services	25.0%	35.3%	.0%
1 other service	50.0%	17.6%	.0%
2-5 other services	.0%	29.5%	25.0%
6-10 other services	25.0%	11.8	25.0%
More than 10 other services	.0%	5.9%	50.0%
Total	100.0%	100.0%	100.0%
Sample Size	4	17	4
Average number of additional services	3.50	3.42	10.25
Median number of additional services	2.00	2.00	10.50
Sample Size	4	19	4

Source: Table 10.4.2 was constructed using responses to Question 4 of the Agency Survey.

On average (mean) for all agencies, program sites offer 5 additional services. The median for all agencies is 3 additional services. Agencies were also asked to report if they provided other facilities in addition to food distribution. Findings are summarized in Table 10.4.3.

Table 10.4.3 Other Facilities Agencies Provide in Addition to Food Distributions

	All Agencies
Health Clinic	2.6%
Group home for physically/mentally disadvantaged	5.1%
Other residential facility	10.3%
Child day care program	10.3%
Youth after school program	10.3%
Summer camp serving low-income clients	5.1%
Senior congregate feeding program	5.1%
Other	25.6%
Sample Size	40

Source: Table 10.4.3 was constructed using responses to Question 29 of the Agency Survey.

Note: "Other" facilities offered included churches, low income housing, and year round camp.

10.3% of agencies run some type of residential facility, the same amount also run child day care programs and youth after school programs. 5.1% of all programs run a group home for physically/mentally disadvantaged people, the same percentage of agencies run a summer camp for low income clients and senior a congregate feeding program.

### 10.5 Type of Agency That Operates the Program

Agencies were asked to report what type of agency they were. Table 10.5.1

summarizes the findings.

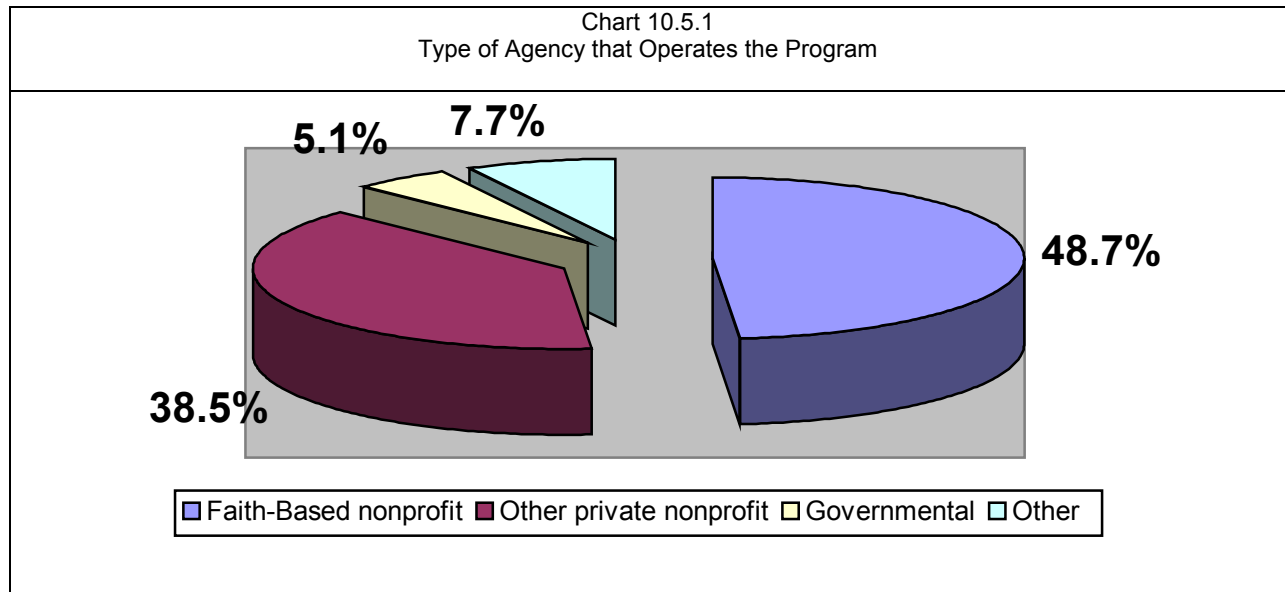
Table 10.5.1 Type of Agency That Operates the Program By Program Type

	Kitchen Programs	Pantry Programs	Shelter Programs	Other Programs	All Programs
Faith-based or religion-affiliated nonprofit	60.0%	70.6%	.0%	30.8%	48.7
Other private nonprofit	20.0%	29.4%	100.0%	38.5%	38.5%
Governmental	.0%	.0%	.0%	15.4%	5.1%
Other	20.0%	.0%	.0%	15.4%	7.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Sample Size	5	17	4	13	40

Source: Table 10.5.1 was constructed using responses to Question 30 of the Agency Survey.

Note: Other answers include non-private nonprofits.

Almost half of the agencies which responded indicated that they were faith-based or religion-affiliated nonprofits. 38.5% of agencies reported being other types of private nonprofits.



### 10.6 Programs Serving Selected Types of Clients

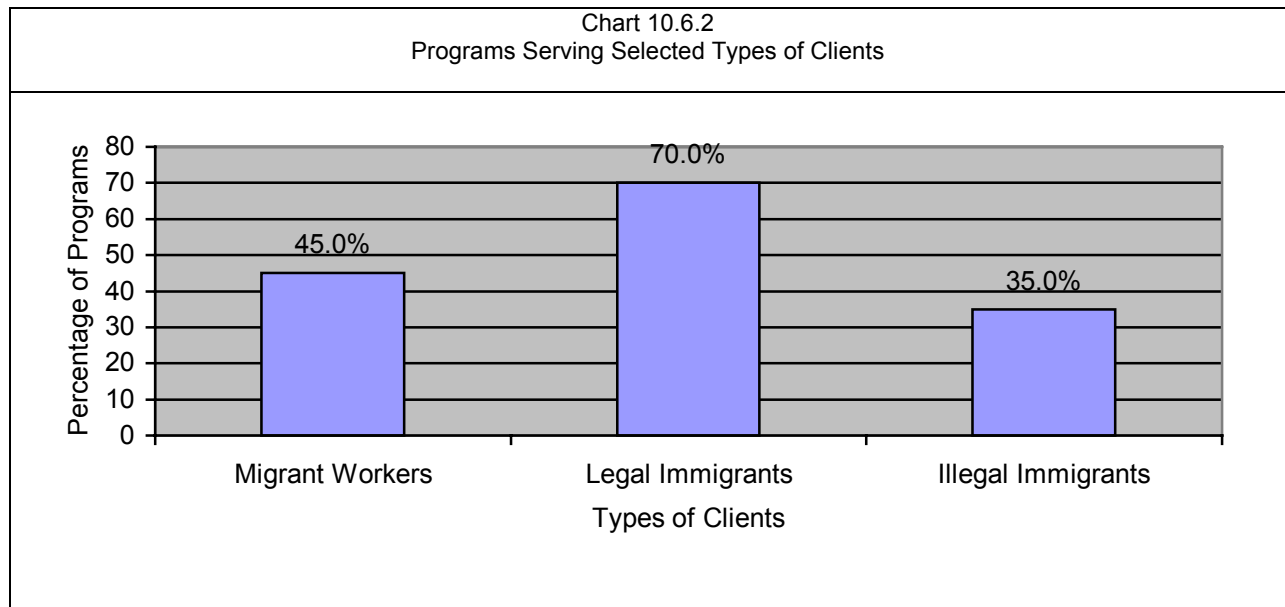
Agencies indicated whether they served migrant workers, legal immigrants, or illegal immigrants. Findings are summarized below.

Table 10.6.1 Programs Serving Selected Types of Clients

	Kitchen Programs	Pantry Programs	Shelter Programs	Total for All Programs
Migrant Workers	50.0%	35.7%	75.0%	45.0%
Legal Immigrants	.0%	71.4%	100.0%	70.0%
Illegal Immigrants	.0%	35.7%	50.0%	35.0%
Sample Size	2	14	4	20

Source: Table 10.6.1 was constructed using responses to Question 19 of the Agency Survey.

70.0% of the agencies who responded to this question reported they served legal immigrants. 45.0% reported serving migrant workers. This question was left unanswered by 7 agencies who responded to all other questions of the survey, that is 29.7% of the respondents. Compared to the national study conducted in 2001 this is common for this question. <sup>p</sup>



<sup>p</sup> P.130 in a footnote in "Hunger in America 2001" study.

### 10.7 Agency Estimates of Change in Number of Clients from 2000 to 2003

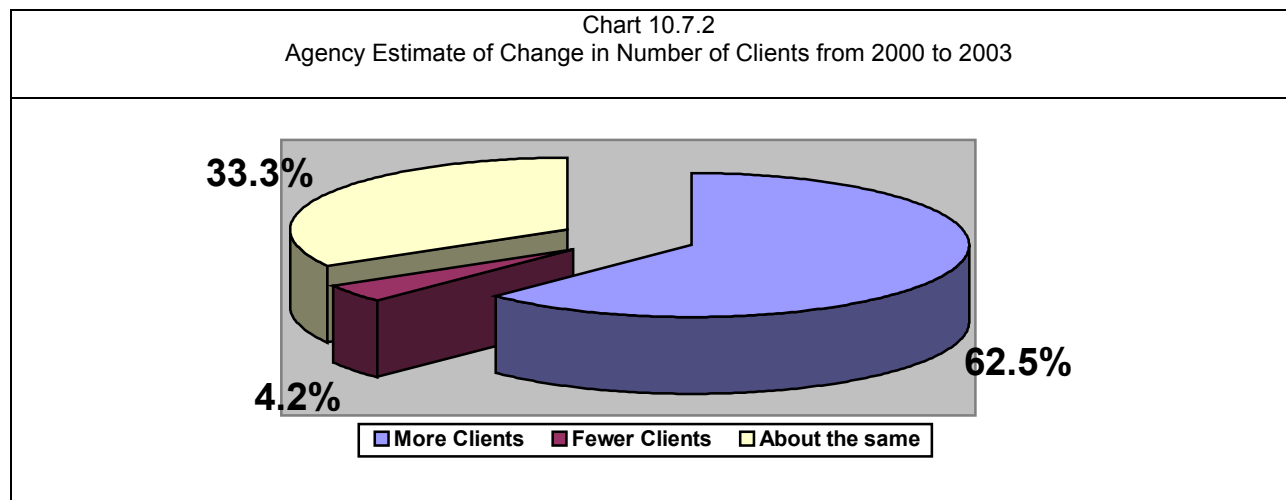
Agencies were asked to estimate whether during the past three years they had experienced an increase, decrease, or no change in the number of clients. Findings are summarized below.

Table 10.7.1 Agency Estimates of Change in Number of Clients from 2000 to 2003

	Kitchen Programs	Pantry Programs	Shelter Programs	Total Percent
Agency estimate of change in the number of clients compared to year 2000				
More Clients	.0%	75.0	75.0	62.5%
Fewer clients	.0%	.0%	25.0	4.2%
About the same number of clients	100.0	25.0	.0%	33.3%
Program did not exist in 2000	.0%	.0%	.0%	.0%
Sample Size	4	16	4	24

Source: Table 10.7.1 was constructed using responses to Question 7 of the Agency Survey.

62.5% of the agencies who responded to this question estimated that they were serving more clients in 2003 compared to the year 2000. 33.3% reported serving about the same amount of clients than in the year 2000. And only 4.2% estimated a decline in the amount of clients they were serving this year compared to three years ago.



## 10.8 Seasonality of Client Mix

Agencies were asked whether the client mix changed significantly by season.

Findings are summarized below.

Table 10.8.1 Seasonality of Client Mix

	Kitchen Programs	Pantry Programs	Shelter Programs
Programs experiencing changes in client mix by season	.0%	30.0%	.0%
Sample Size	4	20	4
Nature of Changes in Client mix during the year			
Ratio of men to women changes	n.a.	40.0%	n.a.
Mix of ethnic groups changes	n.a.	40.0%	n.a.
Many more children in the summer	n.a.	20.0%	n.a.
Many more migrant workers in summer	n.a.	40.0%	n.a.
Many more migrant workers in winter	n.a.	40.0%	n.a.
Different group of people at the holidays	n.a.	40.0%	n.a.
Other	n.a.	20.0%	n.a.
Sample Size – Programs experiencing changes in client mix by season	n.a.	5	n.a.

Source: Table 10.8.1 was constructed using responses to Question 19 of the Agency Survey.

Note: The sample size for pantry programs who experienced change in the types of clients they served during the seasons of the year is too small to be statistically reliable, therefore no serious conclusions can be drawn from these statistics.

Only 5 programs reported experiencing change in the types of clients by season of the year. The programs who reported experiencing the seasonality of client mix were all pantry programs. There was an almost equal type of change between the nature of changes in client mix during the year.

## 11. Agencies and Food Programs: Food Services

The following chapter focuses on the number and size of services being provided. Agencies were asked to report on the amount of distribution for a typical week or the last day the program was open.

### 11.1 Number of Boxes or Bags Distributed In a Typical Week

Agencies were asked to report the number of boxes or bags distributed during a typical week. Findings are summarized below.

Table 11.1.1 Number of Boxes or Bags Distributed In a Typical Week

	Pantry Programs
Programs distributing the following number of boxes or bags of food in a typical week	
1-9	7.7%
10-29	.0%
30-49	7.7%
50-99	7.7%
100-299	23.1%
300-499	30.8%
500 or more	23.1%
Total	100.0%
Average number of boxes or bags of food distributed in a typical week among valid responses	365
Median number of boxes or bags of food distributed in a typical week among valid responses	360
Average weight of a typical bag/box among valid responses	19
Median weight of a typical bag/box among valid responses (in pounds)	20
Sample Size	13

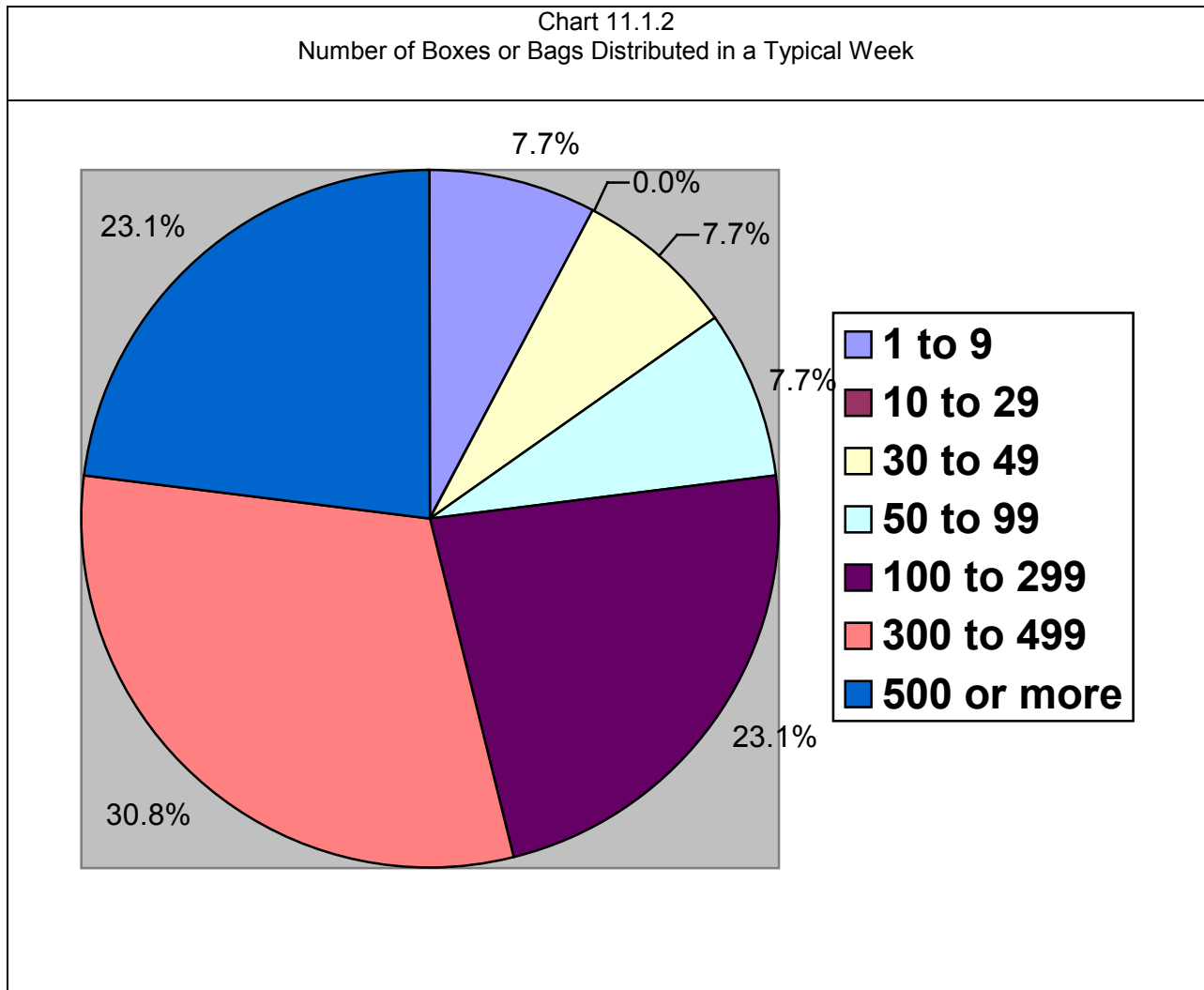
Source: Table 11.1.1 was constructed using responses to Question 6 and 6a of the Agency Survey.

Note: The sample size for the average and the mean for the weights of typical bags is 14.

The average number of bags or boxes distributed in a typical week is 365. The average weight of a typical bag or box distributed in typical week is 19 lbs. 53.9% of the

agencies which responded distribute at least 300 bags or boxes during a typical week.

23.1% of pantry programs reported distributing more than 500 bags or boxes of food during a typical week.



**11.2 Amount of Food Served on the Day the Program Was Last Open**

Agencies were asked to report how much food was distributed on the last day the program was open. Findings are summarized below.

Table 11.2.1 Amount of Food Served on the Day the Program was Last Open

	Kitchen Programs (in Meals)	Pantry Programs (in Bags or Boxes)	Shelter Programs (in Meals)	All Programs
Programs that distributed the following number of boxes/bags or meals of food				
1-9	.0%	.0%	.0%	.0%
10-29	50.0	16.7%	25.0	25.0%
30-49	25.0	25.0%	25.0	25.0%
50-99	25.0	16.7%	25.0	20.0%
100-149	.0%	8.3%	.0%	5.0%
150-199	.0%	8.3%	25.0	10.0%
200-249	.0%	.0%	.0%	.0%
250 or more	.0%	25.0%	.0%	15.0%
Total	100.0%	100.0%	100.0%	100.0%
Average number of bags or boxes of food distributed among valid responses	n.a.	163	n.a.	n.a.
Median number of bags or boxes of food distributed among valid responses	n.a.	70	n.a.	n.a.
Average number of meals served among valid responses	45	n.a.	68	n.a.
Median number of meals served among valid responses	34	n.a.	45	n.a.
Sample Size	4	12	4	20

Source: Table 11.2.1 was constructed using responses to Question 6c of the Agency Survey.

70.0% of all programs distributed between 10 and 99 meals or bags/boxes the last day they were open. 15.0% of all programs distributed more than 250 bags or boxes of food the last day they were open. There was no agency who reported distributing less than 10 meals or bags/boxes on the last day they were open. The average number of bags or boxes distributed on the last day they pantries were open was 163, the average for kitchens was 45 meals. Shelters had an average of 68 meals.

## 12. Agencies and Food Programs: Ability to Meet Client Needs

This chapter will look at different indicators of the agencies’ ability to meet client needs. We will look at the stability of food programs, how often do agencies have to stretch their resources, if agencies have turned clients away, and what other resources are needed by the agency.

### 12.1 Stability of Existing Food Programs

Agencies were asked if the continued operation of their programs were threatened by any serious problems. Those agencies who indicated that they were threatened were asked to identify the reasons for the threat. Findings are summarized in Table 12.1.1.

Table 12.1.1 Stability of Existing Programs

	Kitchen Programs	Pantry Programs	Shelter Programs	All Programs
Programs facing one or more problems that threaten their continued operation	40.0%	26.3%	50.0%	32.1%
Sample Size	5	19	4	28
Nature of the Problem				
Problems related to funding	50.0%	80.0%	100.0%	77.8%
Problems related to food supplies	.0%	60.0%	.0%	33.3%
Problems related to paid staff or personnel	50.0%	.0%	.0%	11.1%
Problems related to volunteers	50.0%	40.0%	.0%	33.3%
Community Resistance	50.0%	.0%	.0%	11.1%
Other Problems	50.0%	.0%	.0%	11.1%
Sample Size	2	5	2	9

Source: Table 12.1.1 was constructed using responses to Questions 17 and 18 of the Agency Survey.

## 12.2 Frequency of Stretching Food Resources

Agencies were asked if they had to reduce meal portions or reduce the quantity of food in food packages because of a lack of food during the year 2002. Findings are summarized below.

Table 12.2.1 Frequency of Stretching Resources

	Kitchen Programs	Pantry Programs	Shelter Programs	All Programs
During 2002, How often the program had to reduce meal portions or reduce the quantity of food in food packages because of a lack of food				
Never	40.0%	52.6%	100.0%	57.1%
Rarely	20.0%	31.6%	.0%	25.0%
Subtotal	60.0%	84.2%	100.0%	82.1%
Sometimes	40.0%	15.8%	0%	17.9%
Always	0%	0%	0%	0%
Subtotal	40.0%	15.8%	.0%	17.9%
Total	100.0%	100.0%	100.0%	100.0%
Sample Size	5	19	4	28

Source: Table 12.2.1 was constructed using Question 13 of the Agency Survey.

Note: Sometimes was quantified as one to ten times or more a month.

57.1% of all programs reported never having to reduce the amount of food they distribute. 25.0% of agencies reported that they rarely reduced food portions. Only 17.9% of all programs indicated that they sometimes had to reduce the meal portions or the quantity of food in food packages, no agency reported always having to do this.

- All of the shelter programs reported never reducing meal portions.
- 84.2% of pantry programs indicated that they never or rarely reduced the quantity of food in food packages.

### 12.3 Programs That Turned Away Clients

Agencies were asked if they turned clients away for any reason during the year 2002. Those who indicated they had turned clients away were asked what the reasons were for turning clients away. Findings are summarized below.

Table 12.3.1 Programs That Turned Clients Away

	Kitchen Programs	Pantry Programs	Shelter Programs	All Programs
Did the program turn clients away during the year 2002?				
No	60.0%	89.5%	.0%	71.4%
Yes	40.0%	10.5%	100.0%	28.6%
Total	100.0%	100.0%	100.0%	100.0%
Sample Size	5	19	4	28
Reasons for turning away clients				
Lack of food or resources	100.0%	.0%	75.0%	62.5%
Services needed not provided by the program	.0%	50.0%	50.0%	37.5%
Clients were ineligible or could not prove eligibility	.0%	.0%	25.0%	12.5%
Clients abused program/came too often	.0%	50.0%	.0%	12.5%
Clients exhibited drug, alcohol, or behavior problem	50.0%	.0%	75.0%	37.5%
Clients lived outside service area	.0%	50.0%	.0%	12.5%
Clients had no proper identification	.0%	.0%	.0%	.0%
Client's income exceeded the guidelines	.0%	.0%	.0%	.0%
Other	.0%	.0%	.0%	.0%
Sample Size	2	2	4	8

Source: Table 12.3.1 was constructed using responses to Questions 9 and 10 of the Agency Survey.

71.4% of all agencies reported not turning clients away during the year 2002. 62.5% of those programs that did turn clients away indicated that they turned clients away because there was a lack of food or resources. 100.0% of shelter programs indicated that they turned clients away; the most common reason for shelters turning clients away was not having the bed capacity to accommodate all of their clients. Agencies were also asked what the first and second most frequent reason was for turning clients away. Findings are summarized in Table 12.3.2.

Table 12.3.2 Most Frequent Reasons the Program Turned Away Clients

	Kitchen Programs	Pantry Programs	Shelter Programs	All Programs
<b>Most Frequent Reason</b>				
Lack of food or resources	100.0	.0%	75.0%	66.7%
Services needed not provided by the program	.0%	.0%	25.0%	16.7%
Clients were ineligible or could not prove eligibility	.0%	.0%	.0%	.0%
Clients abused program/came too often	.0%	100.0%	.0%	16.7%
Clients exhibited drug, alcohol, or behavior problem	.0%	.0%	.0%	.0%
Clients lived outside service area	.0%	.0%	.0%	.0%
Clients had no proper identification	.0%	.0%	.0%	.0%
Client's income exceeded the guidelines	.0%	.0%	.0%	.0%
Other	.0%	.0%	.0%	.0%
Total	100.0%	100.0%	100.0%	100.0%
<b>Second most frequent reason</b>				
Lack of food or resources	.0%	.0%	25.0%	16.7%
Services needed not provided by the program	.0%	.0%	25.0%	16.7%
Clients were ineligible or could not prove eligibility	.0%	.0%	25.0%	16.7%
Clients abused program/came too often	.0%	.0%	.0%	.0%
Clients exhibited drug, alcohol, or behavior problem	100.0	.0%	25.0%	33.3%
Clients lived outside service area	.0%	100.0%	.0%	16.7%
Clients had no proper identification	.0%	.0%	.0%	.0%
Client's income exceeded the guidelines	.0%	.0%	.0%	.0%
Other	.0%	.0%	.0%	.0%
Total	100.0%	100.0%	100.0%	100.0%
Sample Size	1	1	4	6

Source: Table 12.3.2 was constructed using responses to Question 10a of the Agency Survey.

The most frequent reason among all programs for turning clients away was a lack of food or resources (in the case of shelters, resources include beds). Other reasons which were reported as most common were: the services needed were not provided by the program, and that clients abused the program or came too often.

**12.4 Additional Food Resources Needed Per Week**

Agencies were asked how much more food, if any, did each of the selected programs need to adequately meet their demand for food during a typical week.

Findings are summarized below.

Table 12.4.1 Additional Food Resources Needed Per Week

	Kitchen Programs	Pantry Programs	Shelter Programs	All Programs
No additional meals or meal equivalents needed	100.0%	73.3%	100.0%	78.9%
1 to 10 additional meals or meal equivalents needed	.0%	.0%	.0%	.0%
11 to 49 additional meals or meal equivalents needed	.0%	6.7%	.0%	5.2%
50 to 149 additional meals or meal equivalents needed	.0%	20.0%	.0%	15.8%
150 or more additional meals or meal equivalents needed	.0%	.0%	.0%	.0%
Total	100.0%	100.0%	100.0%	100.0%
Sample Size	2	15	2	19
Average number of additional meal equivalents needed among valid answers	N.A.	43	N.A.	N.A.
Median number of additional meal equivalents needed among valid answers	N.A.	38	N.A.	N.A.
Average amount of additional food needed (pounds)	N.A.	56	N.A.	N.A.
Median amount of additional food needed (pounds)	N.A.	50	N.A.	N.A.
Sample Size- programs that need more food resources	0	15	0	

Source: Table 12.4.1 was constructed using responses to Question 14 of the Agency Survey.

Note: A meal equivalent was calculated by dividing the pounds per week by 1.3. This figure comes from the U.S. Department of Agriculture: "Food Consumption and Dietary Levels of Households in the United States, 1987-88." Washington, DC: U.S. Government Printing Office, 1994.

78.9% of all programs indicated that they did not need any additional meals or their equivalents during a typical week. Only pantry programs indicated that they needed more meals. The average number of meal equivalents needed was 43 (median 38) during a typical week.

## 13. Agencies and Food Programs: Resources

Running an effective food assistance program requires a good amount of resources and staff. This chapter will look at the different resources used by agencies. Resources include the sources of food for distribution, staff, and volunteers.

### 13.1 Sources of Food Distributed By Programs

Agencies were asked to approximate the percent of the distributed food that comes from the Food Bank Coalition of San Luis Obispo County versus other sources of food. Findings are summarized below.

Table 13.1.1 Sources of Food Distributed by Programs

	Kitchen Programs	Pantry Programs	Shelter Programs
Average Percentage of Food Received from the Following Sources			
Food Bank	40.0%	47.6%	7.5%
Church or religions congregation	29.8%	12.2%	2.5%
Local merchant or farmer donations	11.3%	8.1%	.0%
Local food drives (e.g., Boy Scouts)	0.3%	12.7%	5.0%
Food purchased by agency	10.0%	19.4%	67.5%
Federal food or commodity programs (TEFAP)	6.3%	.0%	17.5%
State food or community programs	.0%	.0%	.0%
Other	2.5%	.0%	.0%
All Sources	100.0%	100.0%	100.0%
Sample Size	4	19	4

Source: Table 13.1.1 was constructed using responses to Question 8 of the Agency Survey.

The Food Bank is the most important source of food for pantry and kitchen programs. The other second most important source of food for distribution is food purchased by the agency. Pantry programs purchase 19.4% of their food for distribution, and shelter programs purchase 67.5% of their food for distribution. Pantry programs also receive food from local food drives (12.7%) and church or religious congregations (12.2%). Church or religious congregations also provide 29.8% of kitchen programs food for distribution.

### 13.2 Staff and Volunteer Resources during Previous Week

Agencies were asked how many paid staff are employed by the program, and to report the number of volunteers and volunteer hours during the previous week.

Findings are summarized below.

Table 13.2 Staff and Volunteer Resources during Previous Week

	Kitchen Programs	Pantry Programs	Shelter Programs
<b>Number of Paid Staff</b>			
None	60.0%	77.8%	.0%
1	.0%	11.1%	25.0%
2	20.0%	5.6%	.0%
3	.0%	.0%	.0%
4	.0%	5.6%	.0%
5	20.0%	.0%	50.0%
6-10	.0%	.0%	.0%
More than 10	.0%	.0%	25.0%
Total	100.0%	100.0%	100.0%
Average number of paid staff	1.4	0.5	6
Median number of paid staff	0	0	5
<b>Number of Volunteers</b>			
None	.0%	.0%	.0%
1	20.0%	11.1%	.0%
2-3	20.0%	16.7%	50.0%
4-6	20.0%	16.7%	25.0%
7-10	20.0%	5.6%	.0%
11-20	.0%	16.7%	25.0%
21-50	.0%	27.8%	.0%
More than 50	20.0%	5.6%	.0%
Total	100.0%	100.0%	100.0%
Average number of volunteers	19	17	6
Median number of volunteers	5	10	4
Sample Size	5	18	4

Staff and Volunteer Resources during the Previous Week Continued	Kitchen Programs	Pantry Programs	Shelter Programs
Number of Volunteer Hours			
None	.0%	.0%	.0%
1-5	20.0%	20.0%	.0%
6-10	20.0%	26.7%	.0%
11-25	40.0%	6.7%	25.0%
26-50	.0%	20.0%	25.0%
51-100	20.0%	13.3%	25.0%
More than 100	.0%	13.3%	25.0%
Total	100.0%	100.0%	100.0%
Average number of volunteer hours	30	41	60
Median number of volunteer hours	13	13	49
Sample Size	5	15	4

Source: Table 13.2.1 was constructed using responses to Questions 15 and 16 of the Agency Survey.

60.0% of kitchen programs and 77.8% of pantry programs have no paid staff.

The average number of paid staff for kitchens is 1.4 persons and the average number of paid staff for pantry programs is 0.5 persons.

Other key findings:

- The average number of volunteers for pantries programs is 17 (median 10).
- The average number of volunteers for kitchen programs is 19 (median 5).
- The average number of volunteer hours for pantry programs is 41 (median 13).
- The average number of volunteer hours for kitchen program is 30 (median 13).
- On average shelter programs receive 60 hours of volunteer hours (median 49).

The turnout rate for the agency survey was extremely low, and looking at the programs' staff indicates that these agencies are probably understaffed, and it becomes more difficult to run efficient programs solely on volunteer time.

### 13.3 Products Purchased From Sources Other Than Food Banks

Agencies were asked to indicate from a list of categories which products they purchased with cash from sources other than the food bank. Findings are summarized below.

Table 13.3.1 Products Purchased From Sources Other Than Food Bank

	Kitchen Programs	Pantry Programs	Shelter Programs
Bread, cereal, rice, and pasta	40.0%	52.9%	100.0%
Fresh fruits and vegetables	20.0%	17.6%	100.0%
Canned or frozen fruits and vegetables	60.0%	58.8%	100.0%
Meat, poultry, fish, beans, eggs, and nuts	60.0%	47.1%	100.0%
Milk, yogurt, and cheese	40.0%	29.4%	100.0%
Fats, oils, condiments, and sweets	20.0%	17.6%	100.0%
Cleaning or personal hygiene products, diapers, and toilet paper	80.0%	35.3%	100.0%
Other	.0%	29.4%	25.0%
No outside purchases	.0%	17.6%	.0%
Sample Size	5	17	4

Source: Table 13.3.1 was constructed using responses to Question 25 of the Agency Survey.

Most programs are purchasing products from sources other than The Food Bank. Only 17.6% of pantries made no outside purchases. 100.0% of the shelter programs indicate that they purchased products from sources other than The Food Bank. 52.9% of the pantry programs report buying bread, cereal, rice and pasta from sources other than The Food Bank. 58.8% of the pantry programs also indicated that they purchase canned or frozen fruits from sources other than The Food Bank. 80.0% of kitchen programs reported buying cleaning or personal hygiene products from a source other than The Food Bank. 40.0% of the pantry programs also indicated buying their bread, cereal, rice, and pasta from sources other than The Food Bank.

## 14. Agencies and Food Programs: Importance of Food Banks

To assess how important The Food Bank is to the food assistance programs run by the agencies surveyed, we look at what products the programs need that they are not now receiving from their food banks. We will also look at what impact the elimination of food supply from the food bank would have on agency programs. Findings are summarized in the following sections.

### 14.1 Products Needed From Food Banks

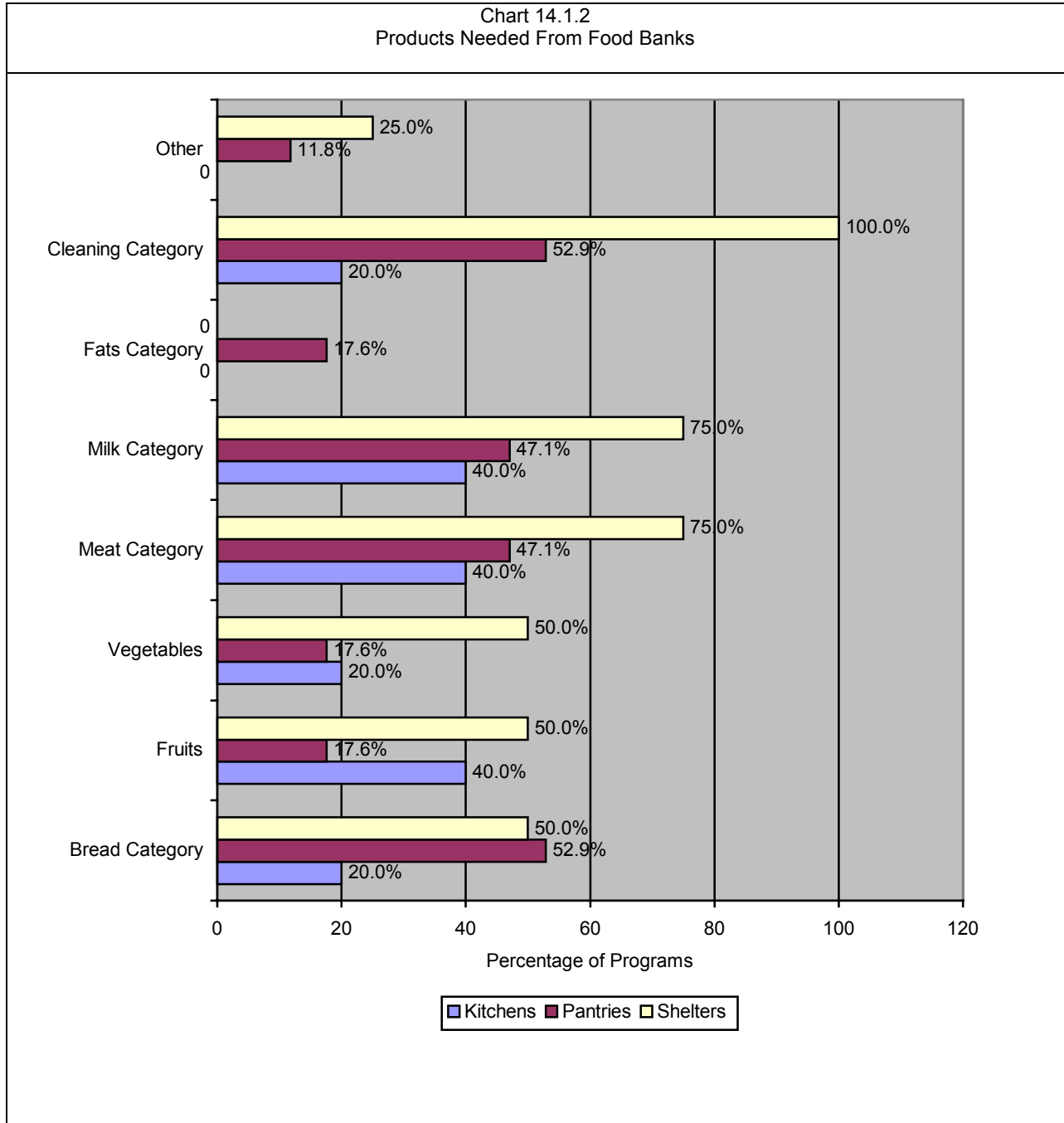
Agencies were asked to indicate from a list of categories which products they needed that they were not receiving from their food bank to meet the clients' needs. Findings are summarized below.

Table 14.1.1 Products Needed From Food Banks

	Kitchen Programs	Pantry Programs	Shelter Programs
Bread, cereal, rice, and pasta	20.0%	52.9%	50.0%
Fruits	40.0%	17.6%	50.0%
Vegetables	20.0%	17.6%	50.0%
Meat, poultry, fish, beans, eggs, and nuts	40.0%	47.1%	75.0%
Milk, yogurt, and cheese	40.0%	47.1%	75.0%
Fats, oils, and sweets	.0%	17.6%	.0%
Cleaning or personal hygiene products, diapers, and toilet paper	20.0%	52.9%	100.0%
Other	.0%	11.8%	25.0%
Sample Size	5	17	4

Source: Table 14.1.1 was constructed using responses to Question 26 of the Agency Survey.

52.9% of pantry programs reported that they needed more bread, cereal, rice and pasta from The Food Bank. 47.1% of pantry programs also indicated that they needed more meat, poultry, fish, beans, eggs and nuts as well as milk yogurt, and cheese. 50.0% of shelter programs indicated that they needed more bread, cereals, rice, and pasta, as well as fruits and vegetables.



**14.2 Impact of Elimination of Food Bank**

Agencies were asked to estimate how much impact the elimination of the food supply received from The Food Bank would have on their programs. Findings are summarized below.

Table 14.2.1 Impact of Elimination of Food Bank

	Kitchen Programs	Pantry Programs	Shelter Programs
No impact at all	25.0	15.0%	25.0%
Minimal impact	.0%	20.0%	.0%
Significant impact	25.0	20.0%	75.0%
Devastating impact	50.0%	40.0%	.0%
Unsure	.0%	5.0%	.0%
Total	100.0%	100.0%	100.0%
Sample Size	4	20	4

Source: Table 14.2.1 was constructed using responses to Question 27 of the Agency Survey.

The elimination of food supply to these programs would have a great impact, showing that The Food Bank is an extremely important supply for the food assistance programs in the county. 40.0% of pantry programs indicated that the elimination would have a devastating impact, and 50.0% of kitchen programs reported the same thing. Only 15.0% of pantry programs said that the elimination of The Food Bank would have no impact at all on their programs.

Other key findings:

- 75.0% of shelter programs indicated that the elimination of food supply from the food bank would have a significant impact on their programs.
- 25.0% of pantry programs and kitchen programs indicated that the elimination of food supply from the food bank would have no impact at all.

**14.3 Areas of Additional Assistance Needed**

Agencies were asked to indicate what if any additional assistance their programs needed. Findings are summarized below.

Table 14.3.1 Areas of Additional Assistance Needed

	Kitchen Programs	Pantry Programs	Shelter Programs
Nutrition Education	.0%	10.5%	25.0%
Training in food handling	.0%	.0%	25.0%
Accessing local resources	.0%	33.3%	25.0%
Advocacy training	.0%	10.5	.0%
Other	.0%	.0%	.0%
Sample Size	5	19	4

Source: Table 14.3.1 was constructed using responses to Question 28 of the Agency Survey.

33.3% of pantry programs indicated that they needed additional assistance in accessing local resources. 10.5% of pantry programs also said that they needed additional assistance in nutrition education and advocacy training. 25.0% of shelter programs reported needing additional assistance in the areas or nutrition education, training in food handling, and accessing local resources. Kitchen programs which responded to this survey reported needing no additional assistance in these areas.