



1. As a food shelf site manager, you're invited to participate in the **2025 MN Food Shelf Manager Survey**. This is different from the shopper survey happening this spring. The purpose of this survey is to understand food shelf capacity, challenges, and opportunities. Your privacy will be protected and the records of this survey will be stored securely.

No identifying information will be used in any reports created or published. Responses to open-ended questions will be kept anonymous if quoted.

This survey is voluntary. Your decision whether or not to participate will not affect any current or future relationship with the project partners like University of Minnesota Extension, Foundation for Essential Needs, or food banks. If you decide to participate, you are free to not answer any question in the survey.

This survey is being coordinated by Karah Mechlowitz from the University of Minnesota. For questions, contact her at: [mechl012@umn.edu](mailto:mechl012@umn.edu), 612-624-3335, or 495 Coffey Hall 1420 Eckles Ave, St. Paul, MN 55108.

**USDA NON-DISCRIMINATION STATEMENT** All institutions are equal opportunity providers and employers. For more information about USDA non-discrimination policy or to inquire about filing a complaint, go <http://z.umn.edu/u76>. This resource was funded in part by USDA's Supplemental Nutrition Assistance Program - SNAP- Ed - with funds received from and through the Minnesota Department of Children, Youth, and Families.

2. Just a reminder, you are answering these questions about this food program:

3. How many years has this program been providing food resources to the community?  
**Select one response.**

- Less than 1 year
- 1-3 years

- 4-5 years
- 6-15 years
- More than 15 years
- I prefer not to answer

4. How many years have you been with this food program (regardless of role)? **Select one response.**

- Less than 1 year
- 1-3 years
- 4-5 years
- 6-15 years
- More than 15 years
- I prefer not to answer

5. How many paid staff does this food program have? Include both full time and part time staff. **Select one response.**

- 0
- 1
- 2-3
- 4-6
- 7+
- I prefer not to answer

6. How many volunteers and interns per month does this food program have on average? **Select one response.**

- 0
- 1-10
- 11-25
- 26-49
- 50+
- I prefer not to answer

7. Please respond to the following statements. **Check one for each row.**

	Yes	No	I prefer not to answer
This food program has an annual budget to purchase food.			
This food program has a stable location to provide food resources to the community.			
This food program has signage posted at the location stating services and hours of operation.			

8. Please respond to the following statements. **Check one for each row.**

	Yes	No	I prefer not to answer
This food program has a website to communicate food resources to the community.			
This food program has a Facebook page to communicate food resources to the community.			
This food program uses verbal communications (e.g., "word of mouth") to communicate food resources to the community.			
This food program uses other methods to communicate food resources to the community (please describe):			

9. The next four questions are to better understand what resources this food program might need to support service to your community, beyond food resources.

Resource areas are focused on:

- Infrastructure
- Time and funding
- Expertise and training
- Collaboration and partnerships

10. Infrastructure Needs: What do you need most to support this food program? **Select all that apply.**

- More cooler and/or freezer storage
- Expanded space within current location for this food program
- New location for this food program
- Vehicles for this food program to move/distribute food
- Other (please describe):
- I prefer not to answer

11. Time and Funding Needs: What do you need most to support this food program? **Select all that apply.**

- Increased paid staff
- Increased volunteers
- Increased board engagement
- Increased community engagement
- Increased donors and/or donations
- Other (please describe):
- I prefer not to answer

12. Expertise Needs: What do you need most to support this food program? **Select all that apply.**

- Organizational strategic planning (e.g., succession planning, board development, change management)
- Fundraising support and strategies, (e.g., grant writing)
- Food sourcing strategies
- Staff management (e.g., position descriptions, HR support)
- Volunteer management (e.g., recruitment and training)
- Food inventory management (e.g., merchandising, distribution, flow, food safety)
- Marketing your program and impact
- Other (please describe):
- I prefer not to answer

13. Collaboration and Partnership Needs: What do you need most to support this food program? **Select all that apply.**

- Connect with food shelf managers in my geographic region
- Connect with food shelf managers in other geographic regions of the state
- Connect with regional and statewide hunger relief organizations
- Other (please describe):
- I already have connections/collaborations that I feel satisfied with
- I prefer not to connect/collaborate
- I prefer not to answer

14. What best describes the way the majority of shoppers select their food at this food program? **Select one response.**

- Full shopper choice: shoppers can actively select their own foods, volunteers do not handle food unless shopper requests assistance
- Partial shopper choice: shoppers select all or some of their food, volunteers handle food without shopper request, such as boxing or bagging items
- Mixed choice: shopper receives pre-packed boxes/bags along with some choice for items, such as bakery, produce or cold items
- Pre-packed only: shopper receives pre-packed boxes/bags with no choice

- Other (please describe):
- I prefer not to answer

15. How often are shoppers allowed to visit this food program? **Select one response.**

- Monthly
- 2-3 times per month
- Weekly
- More often than weekly
- Other (please describe):
- I prefer not to answer

16. What changes or challenges has this food program experienced in the last year?

**Select all that apply.**

- Decreased volunteers
- Decreased paid staff
- Food sourcing challenges
- Decreased donations
- Increased demand for food
- Other (please describe):
- We have not experienced any changes or challenges in the last year
- I prefer not to answer

17. Which food bank(s) does this food program access food from? Select all that apply.

- Channel One Regional Food Bank (Rochester, MN)
- Great Plains Food Bank (Fargo, ND)
- North Country Food Bank (East Grand Forks, MN)
- Second Harvest Heartland (Twin Cities, MN)
- Second Harvest Northland (Duluth and Grand Rapids, MN)
- The Food Group (Twin Cities, MN)

18. When ordering food from {FOOD BANK NAME}, how often are the following foods available at this food bank? **Check one for each row.**

	Never	Someti mes	About half the time	Most of the time	Always	I prefer not to answer	Not applica ble
Meat, poultry, and fish							
Fresh fruit and vegetables							
Dairy							
Eggs							
Cooking and baking items							

19. When considering this food program’s experience interacting with {FOOD BANK NAME}, what three things are most important to that partnership? **Select your top 3.**

- Accurate inventory list
- Robust food offerings
- Sufficient free or low-cost food items
- Ordering process is easy
- Deliveries are on time
- Accuracy of food bank orders
- Sufficient delivery frequency options
- Clear and timely communications
- Sufficient ways to provide feedback
- Staff listen to feedback
- Information provided is useful to my food program
- Other (please describe):
- I prefer not to answer

20. When considering this food program’s experience interacting with {FOOD BANK NAME}, what are the biggest areas for improvement? **Select your top 3.**

- Accurate inventory list

- Robust food offerings
- Sufficient free or low-cost food items
- Ordering process is easy
- Deliveries are on time
- Accuracy of food bank orders
- Sufficient delivery frequency options
- Clear and timely communications
- Sufficient ways to provide feedback
- Staff listen to feedback
- Information provided is useful to my food program
- Other (please describe):
- We have had no challenges
- I prefer not to answer

21. How frequently does this food program purchase the following items outside of your regional food bank(s)? Select the response that fits the best.

	Weekly	Monthly	Quarterly	1-3 times a year	Never	I prefer not to answer	Not applicable
Meat, poultry, and fish							
Fresh fruits and vegetables							
Dairy							
Eggs							
Cooking and baking items							

22. The 2022 Food Shelf Shopper survey identified that fresh fruits and vegetables; meat, poultry, and fish; dairy; and eggs were the most important foods to shoppers.

What are the barriers for this food program to consistently source these most important foods from any food source? **Select your top 3.**

- Availability of product



- Cost of product
- Delivery frequency
- Geography or proximity to food sources
- Ordering and delivery timing
- Storage capacity at my food shelf
- Other (please describe):
- We have no barriers
- I prefer not to answer

23. Please respond to the following statements about community outreach. **Check one for each row.**

	Not true of this food program	Somewhat or sometimes true of this food program	Very true or often true of this food program	Not applicable	I prefer not to answer
This food program has plans in place on how to meet the needs of various cultural communities					
This food program takes or has taken steps to reach various cultural groups who are eligible					

but may not show up to this food program.					
This food program has representation of racially/ethnically diverse leaders (managers, board members, etc.)					
This food program has representation of racially/ethnically diverse staff and volunteers.					
This food program actively sources the foods that the various cultural groups in this community need.					

24. What additional services does this food program provide beyond food, either on-site or by referrals to outside organizations? **Check all that apply.**

- Food resources support, such as SNAP/WIC/CSFP resources, screening, or referrals

- Transportation, such as bus cards, gas vouchers
- Housing, such as rental or mortgage assistance
- Energy support, such as energy assistance, energy audits
- Medical care, such as health insurance navigation, mental health support
- Childcare
- Legal, such as immigration
- Tax services, such as tax preparation services
- Education, such as community classes, cooking classes, GED courses
- Other (please describe):
- None of the above

25. If you would like to provide these types of opportunities, what support would you need?

26. Please respond to the following statements. **Check one for each row.**

	Yes	No	Not sure	I prefer not to answer
I am aware of the 2022 Food Shelf Shopper Survey results				
I have shared the 2022 Food Shelf Shopper Survey results with others (e.g., board, staff, volunteers, community, and/or shoppers)				
Our organization has used the 2022 Food Shelf Shopper Survey results to inform food				

program changes and decisions				
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27. How can food banks and/or hunger relief partners better support your organization and your food program?

28. Is there anything else you would like to share?

**BROUGHT TO YOU IN COLLABORATION BY:**

