

Neighborhood Grocery Initiative (NGI) Survey



Project Overview

Food Gatherers surveyed 134 neighbors (program guests) at 7 NGI sites from January to March 2022, collaborating with Listen4Good (L4G), a program emphasizing client-focused feedback. The NGI provides produce and other staples to families, individuals, and seniors who may not be able to travel to other local food distribution sites.

*We heard your suggestions.
Here's what Food Gatherers is doing:*

- 1 Work on increasing budget for purchasing more meat, fish, dairy, fresh produce, and non-food items
- 2 Provide training and support for food distribution ordering to increase variety of foods offered
- 3 Increase outreach about additional food programs and services in the community
- 4 Provide training and support for volunteers and staff on how to sort food for quality and better display food
- 5 Develop ways to get ongoing feedback from residents, staff and volunteers about the program

*Neighbors feel treated respectfully
and thought the NGI helps meet needs*

Neighbors said that the NGI was good at providing/helping (e.g., "providing needed food").



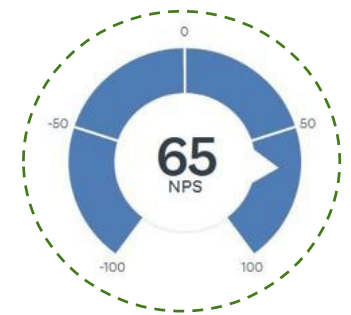
61%
Helps Meet Needs



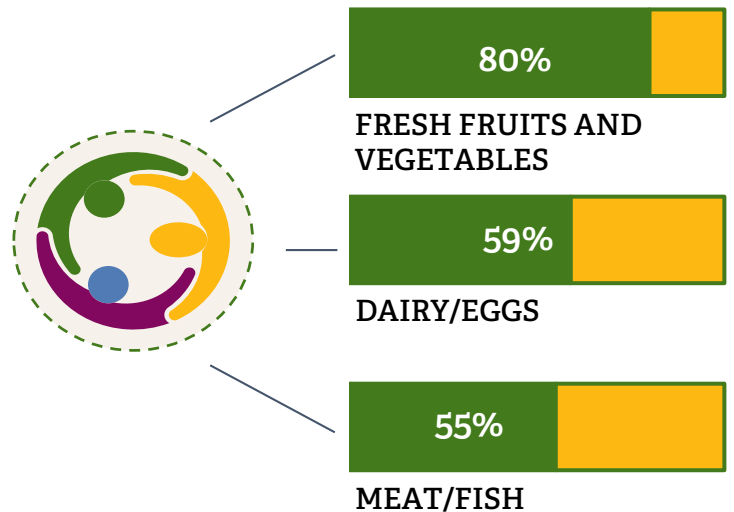
95%
Treated Respectfully

Additional Findings

Likelihood to recommend the NGI, using Net Promoter Score (NPS) was in the **excellent** category.



Food groups commonly desired (could select multiple):



LEARN MORE

Learn more about Food Gatherers' NGI survey online at FoodGatherers.org/NGI2022

Food Gatherers

1 Carrot Way, Ann Arbor, MI, 48105 | Tel: 734-761-2796 | Email: info@foodgatherers.org

Additional Resources Available!

Food Gatherers supports a network of pantries throughout the community. Free groceries, meals, and other items such as toiletries or personal care products are available! Find a list of pantry locations on our website, FoodGatherers.org/FindFood, or call 734-761-2796.

You may be eligible for the Supplemental Nutrition Assistance Program (SNAP) to help you purchase groceries. Call the Food and Other Resources (F.O.R.) Helpline, managed by the Food Bank Council of Michigan, for help with applying for benefits: 1-888-544-8773.

This institution in an equal opportunity provider.



Food Gatherers

1 Carrot Way, Ann Arbor, MI, 48105 | Tel: 734-761-2796 | Email: info@foodgatherers.org