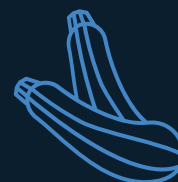# COLLABORATIVE DESIGN TOOLS
FOR
FOOD PANTRIES
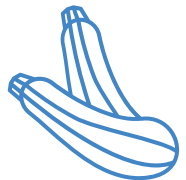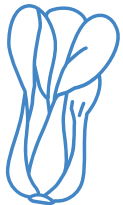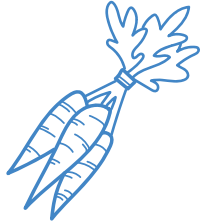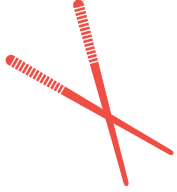
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**The Mayor's Office of
New Urban Mechanics**

Share Our Strength

Mark Araujo

The Mayor's Office of Food Justice

WHO WE ARE

The Mayor's Office of New Urban Mechanics (MONUM) was formed in 2010 as the Mayor's civic research and design team (one of the first in the nation). We explore and tackle experiments and prototypes that cover a range of topics. While we work across a variety of topic areas, all of our projects aim to serve the same goal: to improve the quality of life for Bostonians.

The Mayor's Office of Food Justice (OFJ) works to improve the accessibility and affordability of healthy food in Boston. OFJ's goal is to create food-secure communities with vibrant and inclusive food cultures. That food should be affordable, easy to find, and reflect the many cultures of the City of Boston.

Share Our Strength through its **No Kid Hungry** campaign works to reduce hunger across the country. No Kid Hungry's Program Innovation team designs strategies that meet the needs of families facing economic insecurity and works to improve the user experience of federal nutrition programs.

Mark Araujo is a designer, artist, educator, and systems thinker who is passionate about helping others through the power of intentional and impact oriented human-centered design. He aims to make civic life more resilient by collaborating and co-designing with community members to address key issues and create an atmosphere of openness and co-ownership.

The Harvest on Vine Food Pantry (HOVFP) was founded over 20 years ago...

CASE STUDY: HARVEST ON VINE FOOD PANTRY

ABOUT THE HARVEST ON VINE FOOD PANTRY

The Harvest on Vine Food Pantry (HOVFP) was founded over 20 years ago in the neighborhood of Charlestown in Boston. It serves over 500 clients every month, from various cultures and economic backgrounds. It is a part of Saint Mary – Saint Catherine of Siena, which is an intentionally inclusive Roman Catholic Parish and is a member of the Greater Boston Food Bank emergency food pantry network. The Greater Boston Food Bank reported that during 2022, food insecurity remained high in Massachusetts with approximately 1.8 million adults reporting household food insecurity, or 33% of the state's population. The HOVFP is one of over 70 pantries in Boston helping to feed families who do not have adequate access to food.

Project Background:

In 2022, Boston City Councilor Gabriela Coletta, who represents the Charlestown and East Boston neighborhoods, allocated $100,000 in ARPA funding to the Office of Food Justice for The Harvest on Vine Food Pantry. The Office of Food Justice and MONUM, proposed a co-design process led by fellow Mark Araujo as part of the grant. This combination of resources provided a unique opportunity to center the needs and preferences of communities using the pantry and to inform how the funding would be spent.

The scope included challenges faced by food pantries of all sizes, such as how to source more fresh food, sourcing culturally relevant food, ensuring service delivery with dignity, and improved use of community spaces.

Key Outcomes:
- ◆ Creation of HOVFP co-design committee with an average of 10-15 individuals attending each session
  - ◆ Spanish-speaking co-design committee created
  - ◆ Mandarin-speaking co-design committee created
- ◆ 14 co-design sessions held
- ◆ Redesigned intake process and line set up leading to 50% decrease in wait times and the addition of an accessibility line and welcome station
- ◆ Identified need for additional capacity for fresh produce and shelf stable items, which were made possible through the ARPA grant
- ◆ Increased culturally relevant foods distributed to reflect diverse makeup of Charlestown (Over 12 languages spoken)
- ◆ Connected clients with additional social services
- ◆ Improved survey design to collect feedback from pantry clients
- ◆ Laid the foundation for reimagined community spaces including:
  - ◆ Cookbook library
  - ◆ Healthy recipe wall
  - ◆ Kitchen renovation and healthy cooking demo programming

A Peek Into The Process: Client Intake and Line Redesign

After conducting a food pantry assessment at the HOVFP, the co-design committee concluded that redesigning the client intake process and line setup would be the most impactful and first thing to tackle in order to make the overall client experience better.

The assessment revealed that clients would often show up hours in advance of a food distribution, and chain or leave their pushcarts in order to save their place in line. Additionally, there were many older adults and clients with accessibility needs in the line. The intake process was also causing lengthy wait times because clients were being asked to provide a lot of data, including some that was not essential. When asking clients about these patterns of behavior, they simply concluded that it was caused by a fear that food would run out. With all this information we quickly got to work.

We dedicated 4 co-design sessions to address these areas of improvement and gradually implemented changes at each distribution, making sure to collect and implement feedback from clients as we progressed. The redesigned intake process and line, in this instance, are a few of our prototypes!

Notes from co-design sessions:
- Focus was placed on discussing the merits of line adjustment policy, with two separate queue times divided A-L | M-Z in alternating order depending on distribution day, chunked into moving groups of 10
- Concluded that there is a need for a separate accessibility line, an area dedicated for pushcarts, and a welcoming station offering light refreshments/snacks
- Interest in better connecting with non-English speaking clients — Chinese and Spanish speakers in particular — and the idea of the city providing interpreters and translated materials
- In terms of physical changes, the line pathing was adjusted to center around the main church building and avoid conflicts with cars wherever possible, with both of these new adjustments to be gradually implemented in the next few food distributions

Opportunity areas were categorized into near-term and long-term:
Near-Term:
- Multi-language signs and interpreters
- Multi-language narrative literature to explain the changes
- Area for pushcarts
- Dedicated accessibility line
- Welcoming station offering light refreshments/snacks
- Line roping

Long-Term:
- Outside awning over church parking lot with heating lamps
- Lights to illuminate the food distribution zone
- Local/city service integration and information sharing

HOVFP co-design committee hard at work

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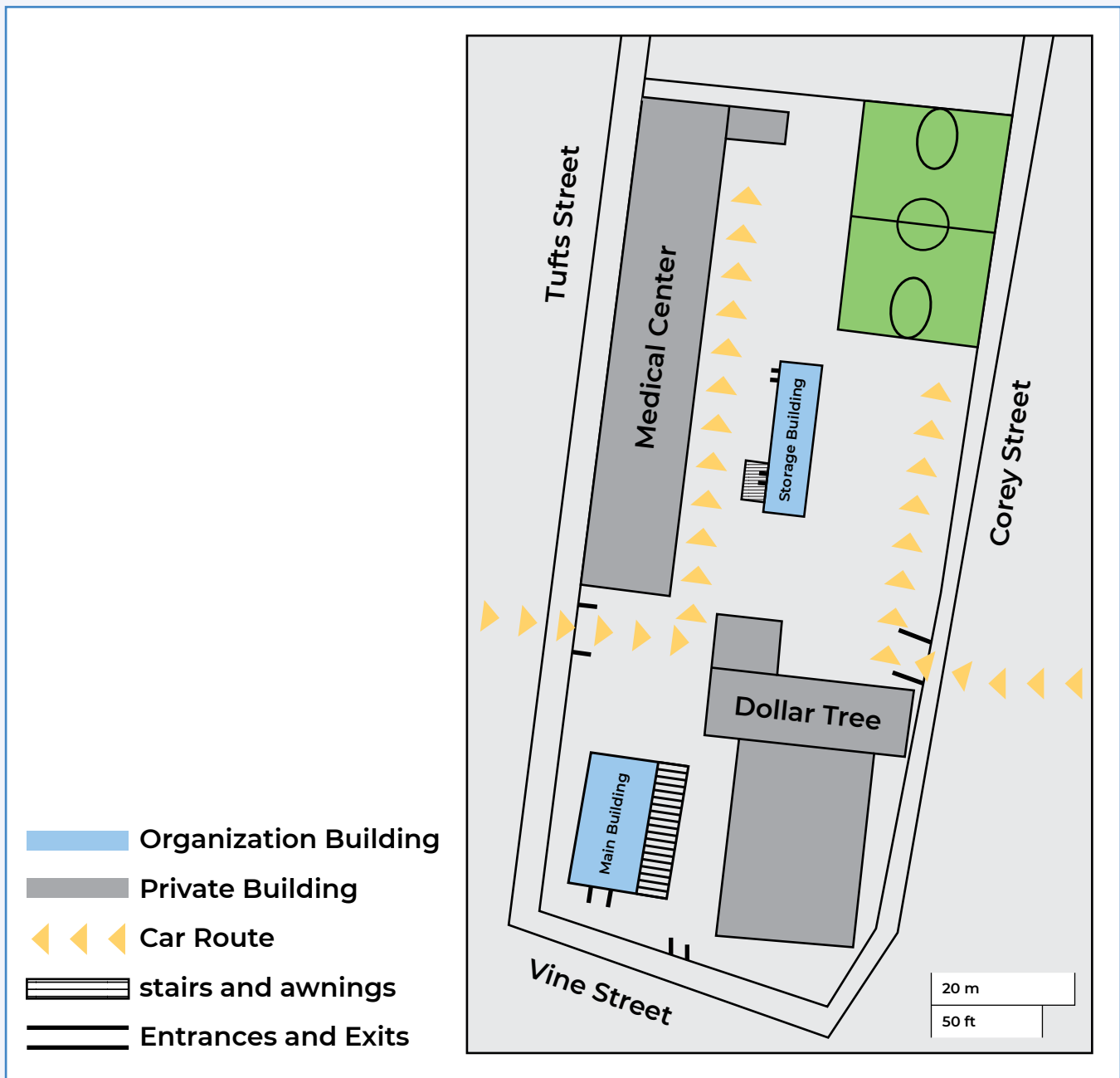
Schematic of the property at the HOVFP

Legend:
- Organization Building
- Private Building
- Car Route
- stairs and awnings
- Entrances and Exits

Map labels:
Tufts Street, Medical Center, Storage Building, Corey Street, Dollar Tree, Main Building, Vine Street

20 m
50 ft
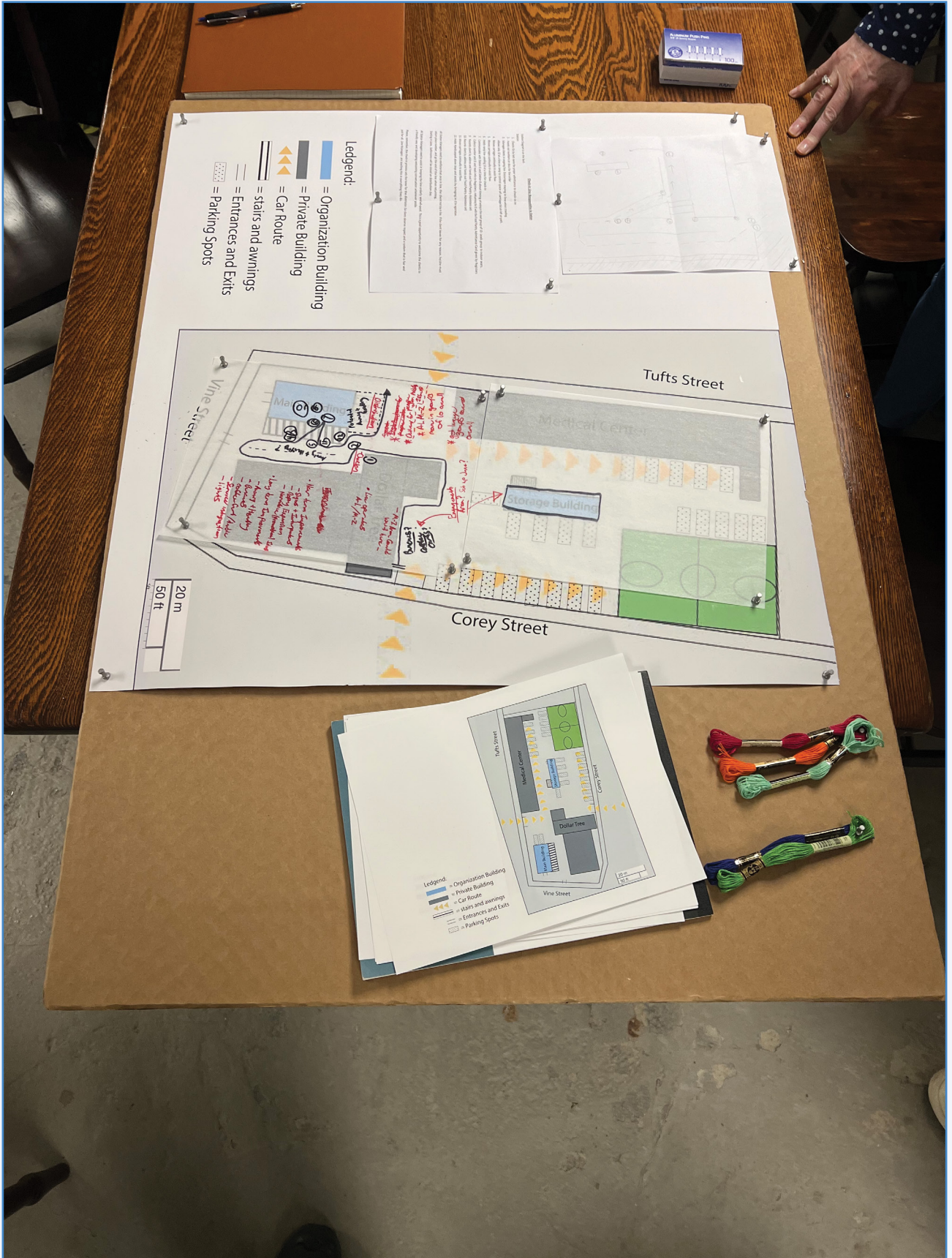
Schematic with overlaid drawings to showcase alternative client intake sites and redesigned line

COLLABORATIVE DESIGN TOOLS FOR FOOD PANTRIES

COLLABORATIVE DESIGN TOOLS FOR FOOD PANTRIES

This toolkit contains guidance on how to work with communities to improve their experience at food pantries. These design tools were adapted through a collaborative design (co-design) process at the Harvest on Vine Food Pantry in Boston.

Co-design is a participatory approach to designing solutions. All stakeholders are treated as equal collaborators: it's about designing **with**, not **for**. The aim of this work is not only to understand preferences, strengths, and needs of pantry visitors and engage them in the design of better experiences. It also creates a community space that supports dignity and connection and reduces the stigma that can be associated with accessing the charitable food system.

These tools can be used for an array of pantry situations, when community feedback would be helpful such as:
- ◆ How to restructure intake lines
- ◆ Setting convenient hours
- ◆ How to utilize space for community services
- ◆ Increasing access to culturally appropriate food
- ◆ Communicating new policies, procedures, or prototypes
- ◆ Exploring different models for food distribution
- ◆ General relationship- and trust-building with community

In short, there's so much to be learned from your staff, clients, volunteers, community members, and other folks who are affiliated with your food pantry.

HOW DO I START?

Co-design involves three phases: understand, co-design & prototype, and evaluate. You don't need a specialized background in design to do this.

UNDERSTAND

In this initial phase, you deepen your understanding of the current workings of your food pantry or bank and community member experience. You can spend time observing pantry operations, conduct an assessment of operations, and host formal and informal interviews with volunteers, staffers, and food pantry clients. Recruit a co-design committee to identify experience improvement options and brainstorm prototypes to test. Your aim is to understand what's currently working well and where there might be opportunities to improve.

CO-DESIGN & PROTOTYPE

Brainstorm different solutions with the co-design committee. Prioritize a prototype (or more) to test during an upcoming distribution. Signal to community members that you will be trying something new to improve their experience and that you want their feedback on how it worked.

EVALUATE

How did the new idea work? Gather feedback from community members and fine-tune the prototype accordingly (or discard it completely if feedback is overwhelmingly negative).

—

Most co-design cycles include a few rounds of "understand," "co-design & prototype," and "evaluate." This is meant to both fine tune your solutions and have continued community input.
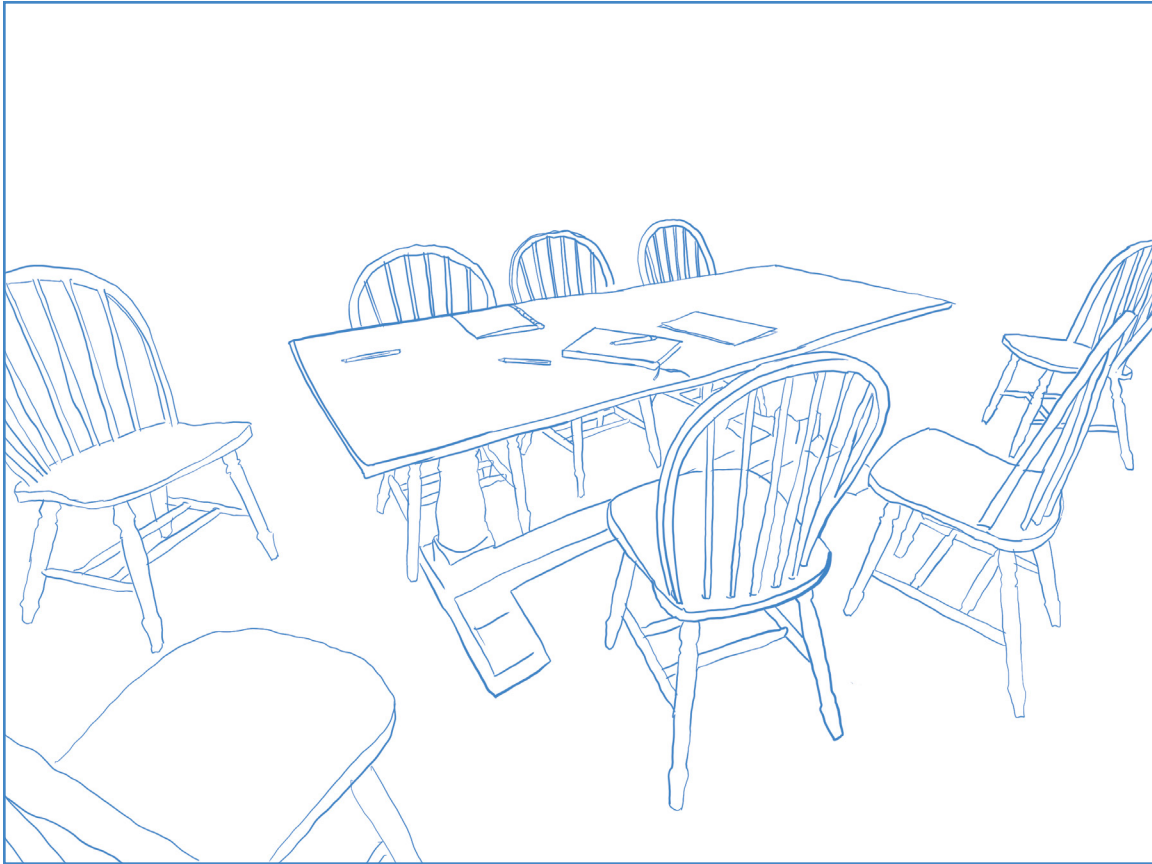
WHO'S AT THE TABLE?

There are a number of ways you can better understand the experience of community members visiting the pantry – from surveys and observations to focus groups. This toolkit focuses on the creation of a committee for collaborative design (co-design committee), a group that will move with you through the understand-prototype-evaluate phases described above. This group will share insights about their experience, highlight issues, and think of new solutions. Your co-design committee should mirror the client base of the pantry and could be anywhere from 5 to 10 individuals. Invite participation from everyone while paying extra attention to pantry clients from relatively smaller demographic groups. Selecting individuals who are active in the community (e.g., community organizers, neighborhood association members, etc.) can also be very helpful in understanding broader community needs and assets.

The co-design committee could include...

The co-design committee could include:

- ◆ Pantry clients
- ◆ Community members/advocates
- ◆ Pantry coordinator + other staff/volunteers
- ◆ Food system experts (could be invited for particular conversations re: food recovery, etc.)

If the group is large, you will want help facilitating and ensuring all ideas are recognized. A pantry coordinator, community liaison, or volunteer could be helpful if available. If you think you will need additional support the staff and volunteers won't be able to provide, check with the local community center, neighborhood health center, library, or independent community leaders. Another option is to visit your local city hall. Many cities now have an Office of Neighborhood Services or Office of Community Engagement who may be able to point you to somebody.

If language is a possible barrier, be sure to bring in translation support, so that members are able to confidently provide feedback. Co-design sessions in Boston, for instance, had translation support for Spanish speakers and Chinese speakers. Ask around to see if any food pantry staffer, volunteer, client, or even other co-design committee members may be able to provide this service, for compensation. Translation services may also be available through other community-based organizations or local government offices. In Boston, the Office of Language and Communications Access facilitated translation services for the co-design outreach and sessions.

Compensate co-design committee members for their time and expertise. If you don't have resources for this readily available, plan to fundraise for this budget prior to the start of the co-design sessions.

In the *Diving Deeper: Tools* section, you can find a list of **_Potential Costs (page 33)_** and a **_Co-design Committee Application Form (page 34)_** you can use to encourage pantry users to apply.

FOOD PANTRY ASSESSMENT

A food pantry assessment will help in determining what is going well and what could be improved. This is an important first step and should inform what the co-design committee chooses to work on. It's important to involve the co-design committee in this process if possible.

Your assessment may include a current asset list of the food pantry, quantitative data (e.g., number of people served), and qualitative data (e.g., feedback from pantry clients).

In the *Diving Deeper: Tools* section, you can find a **_Food Pantry Assessment Checklist (page 36)_** with more details and examples to help you conduct your own assessment

If this list looks daunting, identify if there are any data points on this list you don't collect currently but have seen on grant requests and focus your energy there.

Try to be intentional about the data you ask pantry clients to provide and your data privacy policy. Certain questions — like immigration status — are not usually necessary and can have a chilling effect for communities in need of support. If you're already collecting data, whether for your own purposes or as part of requirements from your partner food bank or city department, you may have everything you need already. You may consider adding in a few more questions that are relevant to the co-design process.

Collecting this information may look very different depending on your particular pantry and its existing operations. Some pantries are still using pen and paper, others Google Forms or Excel, and some have even migrated to newer softwares like Salesforce or Oasis. If you have been thinking about exploring a digital system, this co-design process might provide a good reason to do it. One advantage of the Oasis platform is that a household may only need to do an initial, one-time registration and thereafter they can use an Oasis-generated client number or ID card.
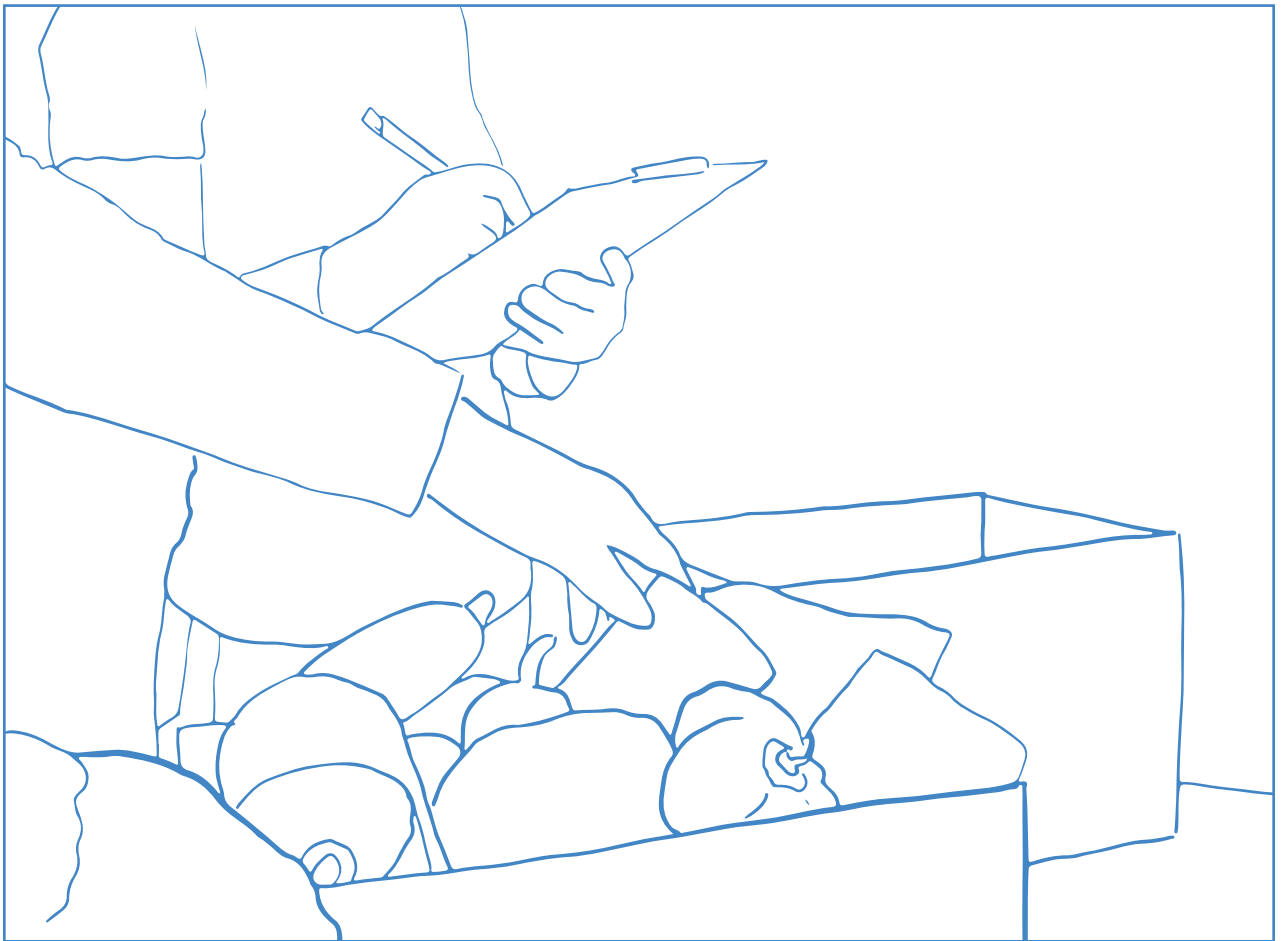
Co-designing: Where do you start?

How do you decide as a group which issues to tackle first? A range of issues - big and small – will start to emerge from questions like "What works well at the pantry?" and "What could be better?" Record these ideas on a flipchart, white board, or in a shared Google Doc. Learnings from your **Food Pantry Assessment** will bring up many opportunity areas.

Categorize all these opportunities into short-term, mid-term, and long-term projects, so you have a clear picture of what's in the pipeline.

Now it's time to decide what is actually feasible. For example, finding a new or permanent home for your pantry might be a long term opportunity versus decreasing the overall wait time of pantry clients or increasing the amount of fresh produce and culturally appropriate foods being offered.

In the *Diving Deeper: Tools* section, you can find a ***Priority Map (page 30)*** design tool, which can help you categorize and prioritize opportunity areas. If you have a whiteboard or flipchart, put this up as a visual reminder of what you're working toward.

Try tackling the easier things first with your co-design committee. Not only will you be able to quickly implement these changes, but this will also build momentum and showcase to pantry clients that positive changes are happening and more will be coming! However, don't lose sight of those big transformational changes that will happen as you continue to work collaboratively with your community.

In the *Diving Deeper: Tools* section, you can find a ***Sample Co-design Timeline (page 28)*** to help you organize your co-design committee.

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SETTING UP WELCOMING SPACES FOR COLLABORATIVE DESIGN

Try to create a welcoming space for co-design committee members to learn from each other, be creative, and feel comfortable bringing up difficult subjects.

During your first few sessions, the committee members could start by sharing their backgrounds and what has brought them to the co-design committee. Organizing a potluck, or serving food suggested by members of the committee, is a great way for members to get to know each other through sharing food, recipes, and cultures.

Set up the room to promote collaboration. Arrange chairs in a circle or around a table, so every member is included and visible. Having a white board or flip-chart handy can be helpful to record all of the ideas shared by committee members.

Incorporate experiential or hands-on approaches to encourage the committee to explore different possibilities. For example, if you're co-designing a revamped welcoming station, ask the committee to draw the layout or ask them to act out a new welcoming process in smaller groups.

Select times for the co-design sessions that will work for the group. Typically after standard work hours are better but might require more support (e.g., childcare).

Please take a look at the *Diving Deeper: Tools* section, for both a **_Sample Meeting Agenda (page 32)_** and a **_Facilitator's Guide (page 26)_**.

GET THE WORD OUT

Announce the changes you will be prototyping in advance and invite feedback from community members, framing it as an effort to provide a better experience. You may even end up recruiting a few more members for your co-design committee who are excited about the change.

For example, create a sign announcing the changes and post it in common areas a week or two before testing the prototype. Translate it through Google Translate, recruit one of your co-design committee members, or consult a constituent services office that offers language support.

Word of mouth is powerful: members of the co-design committee will be able to spread the word.

Please take a look at the *Diving Deeper: Tools* section, for a .

IMPLEMENTATION

## Try It Out - Gather Feedback - Iterate

After a few co-design sessions, the co-design committee should have a prototype that is ready for the real world! See the **_Case Study: Harvest On Vine Food Pantry (page 2)_** at the beginning for a more detailed example of how to prototype. The next step is to implement this solution and make sure to gather feedback from pantry clients, so you can continue to improve on that solution. This feedback can be gathered at multiple points during a distribution, especially if folks are just waiting in line or have already received their food. What's most important is to understand how these changes are actually affecting people. If you have additional volunteers you can put them on feedback duty, asking folks a variety of questions such as: Are they more satisfied? What do they think of the changes? What would they recommend?

The implementation stage is where food pantry employees should take charge, because at the end of the day they are the ones who will ensure the successful implementation of the prototype! However, co-design committee members/volunteers/community members or anybody else who is willing to help should have a part in the implementation stage. It is actually preferred for all stakeholders to help implement these changes, so you are reinforcing collective buy-in.

When you are implementing changes, try one thing at a time. Don't completely change your system overnight since this may cause a lot of confusion. Some things you try might not exactly work how you've planned, so keep in mind this is a generative process, one that requires iteration. You want to build up to bigger changes and make sure the people you are serving understand these changes are ultimately for them to have an overall better experience.

DIVING DEEPER: TOOLS

DIVING DEEPER: TOOLS
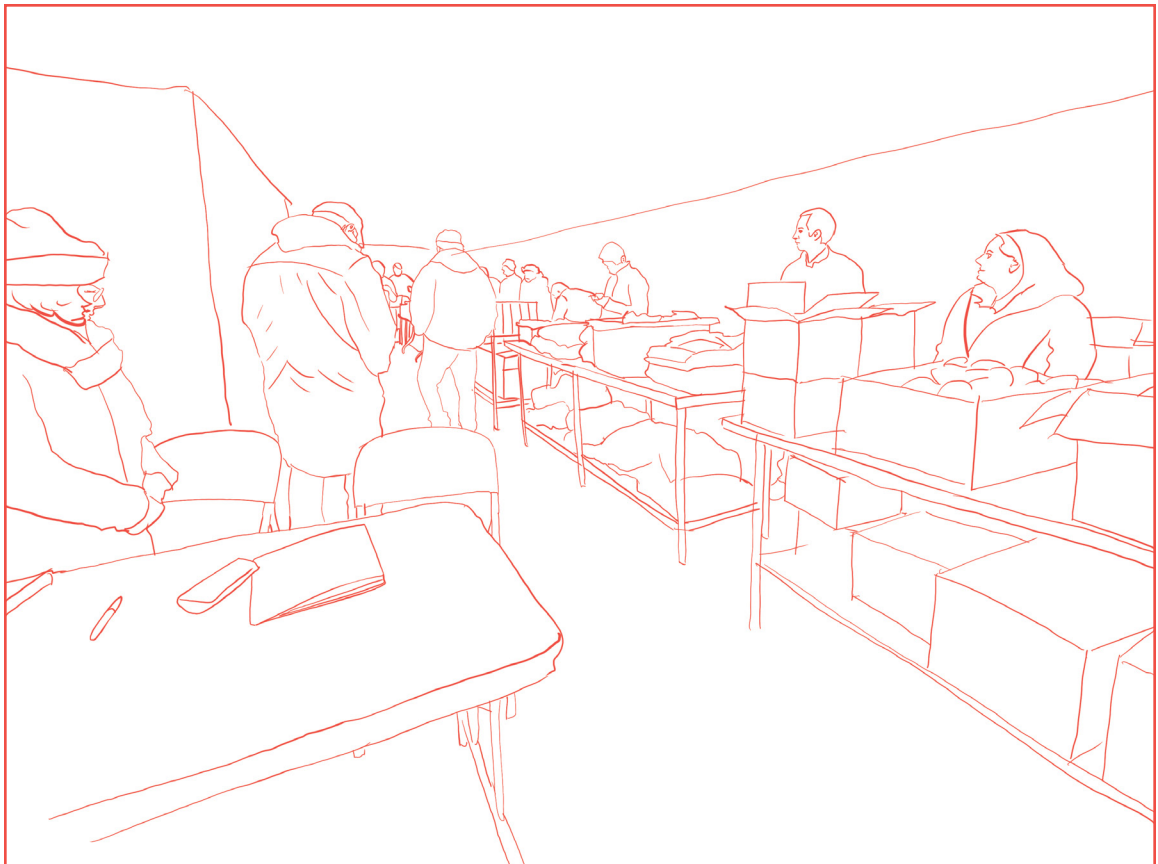
GLOSSARY

Design Terms

Collaborative design (co-design)
Co-design refers to a participatory approach to designing solutions, in which all stakeholders are treated as equal collaborators in the design process. It's about designing with, not for; bottom up not top down.

Design Sprint
A group of facilitated working sessions to develop a prototype (see below). The process is in a particular sequence, composed of 5 stages: empathize, define, ideate, prototype, and test.

Stakeholders
People, groups or individuals who have the power either to affect or be affected by the project/service you're involved in (for example: pantry clients, volunteers, pantry coordinator)

Prototype
A solution built to test ideas and changes until it resembles a more permanent solution

Iteration
The repeatable process of improving a product or service in relatively short but regular bursts

Food System Concepts

Food Justice
Removing disparities in food access and ensuring the well-being and safety of communities producing food. The HEAL Food Alliance and Union of Concerned Scientists have excellent resources for those who want to learn more.

Food Insecurity
According to the United States Department of Agriculture (USDA), food insecurity is the limited or uncertain availability of nutritionally adequate and safe foods.

FACILITATOR'S GUIDE

Here are a few guidelines to get you started if you've never facilitated a conversation or design session before. Please feel free to add to these guidelines and give us feedback on what has worked at your pantry.

◆ You are there to help guide the conversation, not lead it to a specific conclusion.

◆ Make sure to establish community agreements with the whole group (e.g., overall goals for the co-design sessions, meeting times, communication methods, rules for participation, language access, childcare access, etc.).

◆ Ask participants to have their cell phones silenced and out of view, computers closed, unless these are being used during the session.

◆ Ask participants to be fully present when others are speaking, encouraging deep listening. Remind other participants not to interrupt.

◆ Create a safe space for participants. "What is said in the co-design session stays in the co-design session", unless otherwise agreed upon by the whole group.

◆ Be mindful of time. Each co-design session is 60 minutes, however mingling before and after is encouraged!

◆ Encourage participation. If somebody has not spoken, create space for them without putting them on the spot, and gently remind those who have spoken a lot that others might have something to say. Consider gathering feedback in written form or in smaller groups to better engage less vocal participants.

◆ Establish open and collaborative decision making (e.g., the whole group must agree on every decision made).

◆ Clarify next steps and who is responsible for them to promote collective responsibility and accountability.

◆ Show up early to set up the room. If folks are joining virtually, make accommodations by ensuring there is a screen available to include them. Set out refreshments if available. If there are any handouts or activities planned, acquire your materials well in advance.

◆ Ask for a notetaker for each session unless somebody wants to own this role.

◆ If a conflict arises, embrace it. Encourage participants to dig a little deeper and provide their reasoning for their statement or perspective. What is it based on? Emotion? Data? Lived experience?

◆ Encourage the motto, "We're all learners, we're all teachers."

◆ Last of all, have fun!

Starter Questions for Facilitators

Here are a few questions you can discuss with the co-design committee during your first few sessions. These conversations are helpful for getting to know each other while identifying issues for co-design.

- ◆ Why did you want to be a part of the co-design committee?
- ◆ Tell us something about your community.
  - ◆ Are you involved in other community matters? Are you a community organizer or work with the community in some other capacity? What are some of the issues that are important to you and your community?
- ◆ What do you like to eat?
- ◆ Is this available at the pantry now? Where do you usually get this?
- ◆ Have you ever visited a food pantry or know someone who has? What was that experience like?
- ◆ What do you like about visiting the pantry? Are there things you would want to change or want to see as part of the food pantry experience that is not currently in place?
- ◆ Have you visited other food pantries, used SNAP or WIC, or other nutrition support programs? What do you like or dislike about those experiences that could be useful here?
- ◆ If you had a magic wand, what would the ideal experience look like?
- ◆ *For facilitators with experience with these topics:*
  What does food insecurity / food justice / food sovereignty mean to you?

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SAMPLE CO-DESIGN TIMELINE

Prepare

Approximately 1 month

- Start to identify a few areas in your pantry operations that could benefit from community feedback with pantry colleagues and volunteers.
- Adapt the co-design committee recruitment material for your community.

Recruit Co-Design Committee Members

Approximately 1-2 months depending on the existing level of communication with pantry clients

- Recruit pantry clients for the co-design committee - the number you are able to convene will vary depending on the size of your operation and the time and resources you have.
- Announce the opportunity and connect with potential committee members when they visit the pantry, create signage, and send outreach emails.
- Host an initial meet-and-greet with the committee members to start learning about their interests, challenges, and suggestions for the pantry.

Understand

Approximately 1 month

- Food Pantry Assessment
- Food pantry coordinator and other staff and volunteers conduct food pantry assessment with the co-design committee.
- Interviews, focus groups, and reviewing records

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Co-Design and Prototype
Approximately 2-3 months
- ◆ Often called a "co-design sprint", this phase is when you bring findings from the food pantry assessment to the full committee and brainstorm ways to address them.
- ◆ Pick one or two topics like "how might we offer more culturally relevant ingredients at the pantry" or "how might we change the line set up to make the experience better?"
- ◆ Host up to four 1-hour sessions with the co-design committee to surface ideas and develop a prototype to test.
- ◆ Signal to the community that a change is coming based on their feedback and the work of the co-design committee through signs and word of mouth.

Evaluate
1-2 weeks after the distribution when prototype was tested
- ◆ Try the prototype - e.g., new food options, welcoming table, community services – and gather feedback.
- ◆ Regroup as a co-design committee and evaluate the prototype.
- ◆ Make a list of what went right, what went wrong, and things to improve.

This cycle can be repeated multiple times to tackle different issues or to test new opportunities.

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A priority map is a very useful design tool...

PRIORITY MAP

A priority map is a very useful design tool that can help you categorize and prioritize opportunity areas with your co-design committee. The co-design committee can decide where to focus based on criteria important to the group. This tool encourages conversation about what is important in any given context.

Step 1: Draw two axes on a large surface.

Step 2: Pick two criteria the co-design committee finds important. Here are some examples to get you started:
- Cost and Size of Problem
- Potential Impact and Effort Needed
- Urgency and Importance

Step 3: Plot your items (with sticky notes) on the map by ranking them against the criteria.

The real value of this exercise is in the discussion your co-design committee will have around their rankings.

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High Cost

Small Problem

Big Problem

Low Cost
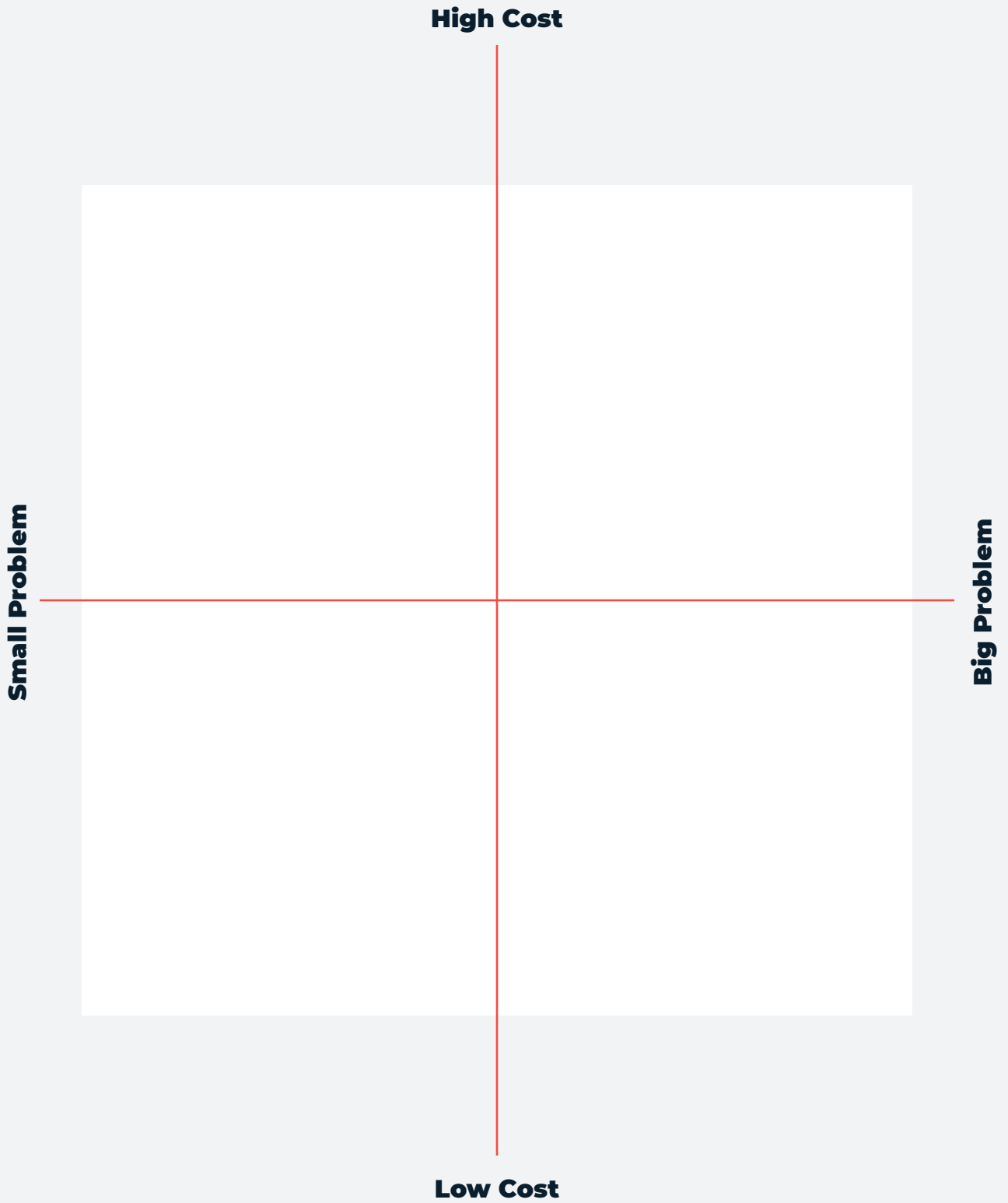
SAMPLE MEETING AGENDA

Here is a sample agenda for a 60-minute co-design session. This is not prescriptive and will change based on your unique situation, so have fun with it!

Welcome (10 minutes)
- Grab food and settle into the meeting

Update and review priorities (15 minutes)
- Discuss highlights from last session *(what worked what didn't)*
- Discuss priority items for this session based on the food pantry assessment or previous sessions.
  - For example, a design question could be "How might we create a new line orientation, which might lead to decreased wait times?"

Time to co-design (30 minutes)
Personal reflection (5 min)
- Everyone reflects on the challenge for 5 minutes and comes up with at least one idea to test.
Speed Share (10 min)
- Everyone has 1 minute to share their idea(s). It's important to keep this tight, so only what matters most surfaces.
- If you have a whiteboard or flipchart available, record these ideas or key themes so it all doesn't disappear!
Prioritize (15 min)
- As a group, discuss which ideas seem most promising.
- Star these and add additional context.
- Also consider using the ***Priority Map (page 30)*** to help with prioritization.

Wrap Up (10 minutes)
- Decide on next steps and who is responsible for each item
- Thank everyone for their participation!

POTENTIAL COSTS

Participant Compensation

The recommended stipend is **$50 per hour** for each community member or volunteer who is part of the co-design committee.

Translation Costs

- Google Translate or other similar apps are free or low-cost, but often low-quality and might be difficult to navigate or use in real time.
- Simultaneous translation services: someone who interprets in real-time, speaking without any pauses, often with the aid of simultaneous translation equipment (Typically **~$150/hour** for professional contracted services).
- Consecutive translation services: is someone who interprets speech after the original speaker has paused or finished speaking (Typically **~$100/hour** for professional contracted services).

Other Costs to Consider

Organizing a fun and welcoming co-design session may require additional expenditures, which could include:

- Refreshments for co-design session
- Signage
- Printing materials
- Transportation
- Child care

PROTOTYPING

Prototyping costs will vary depending on your specific pantry's needs, but they should not be expensive. The point of a prototype is that it is just a test, to determine if the idea works, before investing significant amounts of money in a given solution. If you are estimating that the prototype will be high cost, consider ways to scale it back and try smaller parts of the overall solution and iterate on those ideas on a journey to a bigger solution.

CO-DESIGN COMMITTEE APPLICATION FORM

What is [Your Pantry's Name Here] co-design committee:

The [*Your Pantry's Name Here*] co-design committee is a diverse group of 8-10 individuals who are interested in collaboratively designing new and improved approaches to the already existing operations at [*Your Pantry's Name Here*].

We invite you to apply if...

◆ You are age 17 or older
◆ You live in [town or city where your pantry is located]
◆ You have utilized, volunteered, or have worked with [Your Pantry's Name Here]
◆ You are ready to offer suggestions that may make the pantry experience better
◆ You want to explore ways to become a more effective advocate for your community
◆ You are willing to collaborate with the rest of the co-design committee
◆ You are committed to attending as many co-design sessions as possible, and will give advance notice if you are unable to attend

Time Commitment

Co-design committee members will serve for 6-12 months and will be committing 3 hours of activity per month.

Activities

◆ Participate in one to two 1-hour co-design sessions per month.
◆ Support implementation of co-designed prototypes. This will take on many different forms - from developing materials before distributions or helping test prototypes during distribution days.

Compensation

In recognition of your time and expertise, you will receive $150 per month.

Selection Process Timeline

Application deadline: _____

Selection process that may include an in person or phone conversation

CO-DESIGN COMMITTEE APPLICATION

Date: _____

Full Name: _____

Zip Code: _____

Phone Number: _____

Email: _____

Which days and times of the week are you available to meet?

_____

_____

Are you an English speaker? If not, which language do you feel the most comfortable communicating in?

_____

_____

Do you have any accessibility requirements?

_____

_____

Reason(s) for wanting to join co-design committee:

_____

_____

_____

FOOD PANTRY ASSESSMENT CHECKLIST

**Here's a starter checklist for your food pantry assessment.
Feel free to modify as you see fit. This is not a comprehensive list.**

Qualitative Data

Feedback from pantry clients:

_____

_____

_____

How pantry clients are utilizing food items and what they are supplementing (*or not utilizing*)

_____

_____

_____

How pantry clients are lining up (*Are they showing up early, bringing their own carts or bags?*)

_____

_____

_____

Seasonal changes and their effect on pantry clients, especially if your distribution is primarily outside

_____

_____

_____

Asset List

Refrigeration capacity: _____ Freezer capacity: _____

Dry good storage space: _____

Means of transportation: _____

Shelf space: _____ Tables: _____

Chairs: _____ Pop up tents: _____

Pallet Jack: _____ Cones: _____

Stanchion: _____

Software utilized to capture demographic data: _____

Software utilized to track food input and outputs: _____

Amount of common space available and utilized for pantry services: _____

Quantitative Data*

Number of people served during your last 3 food distributions:

Date: _____ Response: _____

Date: _____ Response: _____

Date: _____ Response: _____

Demographic data for pantry guests during your last 3 food distributions:

Date: _____ Response: _____

Date: _____ Response: _____

Date: _____ Response: _____

Food items distributed during your last 3 food distributions:

Date: _____ Response: _____

Date: _____ Response: _____

Date: _____ Response: _____

Total *duration* of your last 3 food distributions:

Date: _____ Response: _____

Date: _____ Response: _____

Date: _____ Response: _____

*Prior to work with co-design committee

GETTING THE WORD OUT: SAMPLE BLURB

Let people know you are testing an experience improvement and welcome their feedback. We translated this blurb into Spanish, Simplified Chinese, and Haitian Creole, so all clients could understand the changes that were coming.

Sample Blurb

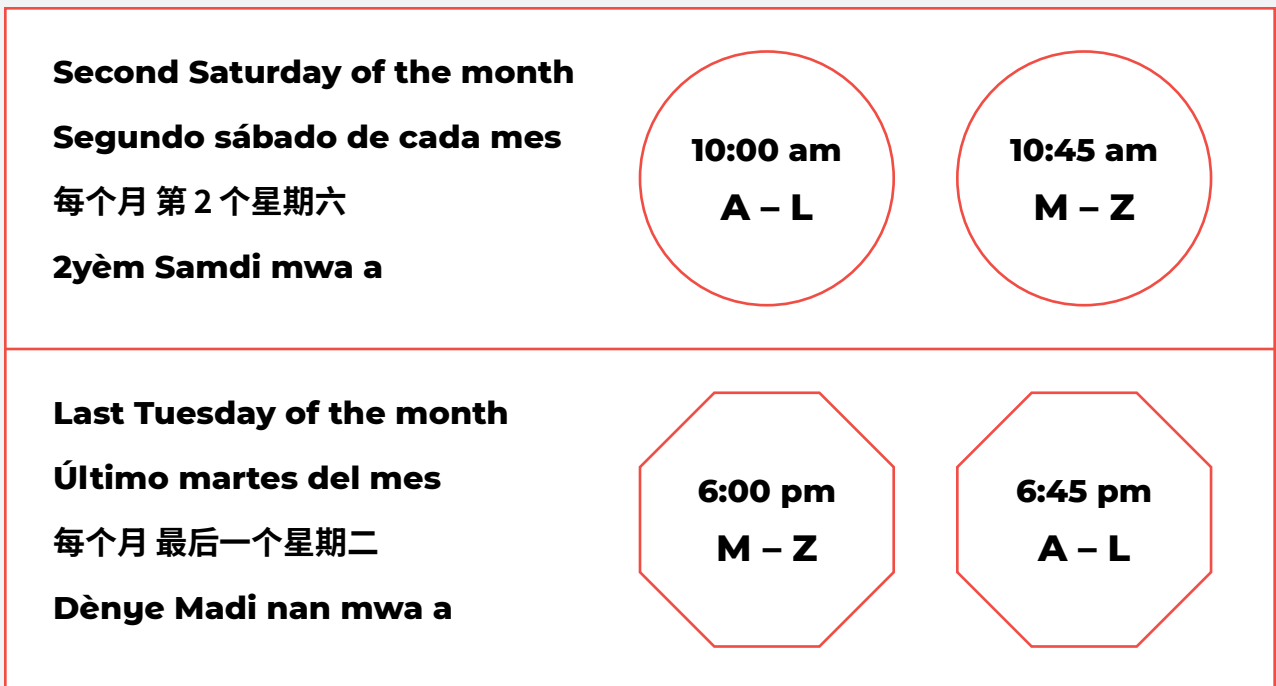
You spoke and we listened!

During our next food distribution, we will be splitting the line alphabetically to make your overall experience better.

This change will decrease the amount of time you spend in the line and will no longer allow for people to show up hours before a food distribution. We will also now have a dedicated accessibility line to make it more comfortable for anybody with a disability and/or in need of additional assistance. We are trying new things out so please bear with us.

These changes are for you!

Here's a simple diagram for your use:

Second Saturday of the month

Segundo sábado de cada mes

每个月 第 2 个星期六

2yèm Samdi mwa a

**10:00 am
A – L**

**10:45 am
M – Z**

Last Tuesday of the month

Último martes del mes

每个月 最后一个星期二

Dènye Madi nan mwa a

**6:00 pm
M – Z**

**6:45 pm
A – L**