

Commodity Supplemental Food Program 2017 Client Satisfaction Survey

Arizona Department of Health Services
Bureau of Nutrition and Physical Activity
Public Health Prevention
Research and Development

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Introduction

The Commodity Supplemental Food Program (CSFP) is a federally funded program that initially was established to improve the health of low-income pregnant and breastfeeding women, new mothers up to one year postpartum, infants, children up to age six, and elderly people at least 60 years of age by supplementing their diets with nutritious United States Department of Agriculture (USDA) commodity foods.¹

CSFP is a discretionary program. The federal government assigns each state or territory a specific caseload each year. To determine this caseload, the USDA Food and Nutrition Service considers the amount of resources available, including funding from Congress, and projected food and administrative costs for the year. A state may qualify to receive additional caseload if it achieved a participation level equal to or greater than 95 percent of the assigned caseload. New caseload requests are only considered if there are additional resources remaining after all participating states have received their base caseload.² As of October 1, 2008, the Food Conservation and Energy Act of 2008 eliminated the previous preference for women, infants, and children in the Commodity Supplemental Food Program. All state and local agencies must serve all CSFP applicants on a first-come, first-served basis. If the eligible population within a state exceeds the caseload, the state has the ability to place eligible people on a wait list. In Arizona, the wait list is treated on a first-come, first-served basis.

In February 2014, Congress passed the Agricultural Act of 2014 P.L. 113-79 (also known as the "Farm Bill") which changed the CSFP to a program for seniors only. By February 2015, the maternal and child population was phased out of CSFP in Arizona, and the program currently only serves adults ages 60 and over. For this reason, direct comparisons cannot be made between the satisfaction survey performed in 2014 and the satisfaction surveys performed in subsequent years.

Methods

A client satisfaction survey was conducted during the month of April 2017 to evaluate CSFP services and identify potential barriers to access and areas for improvement. The surveys were available on scannable forms in both English and Spanish so that the CSFP recipient could respond to the survey questions in the language most comfortable for them to use. The survey consisted of 21 multiple choice questions for quantitative analysis, and one open-ended comment question at the end of the survey for qualitative analysis.

The satisfaction survey performed in 2017 was slightly modified from those performed in 2015 and 2016 to: a) remove four questions that no longer applied to the communication tools that CSFP distributes to recipients, and b) to add four questions pertaining to new materials that CSFP began distributing. See Appendices A and B for the English and Spanish versions, respectively, of the survey tool used in 2017; the newly added questions are highlighted in yellow. Results are provided for survey years 2015 through 2017 for questions that have remained unchanged since the 2015 satisfaction survey.

¹ *USDA Food and Nutrition Service*. Commodity Supplemental Food Program. 2012. Available at <http://www.fns.usda.gov/fdd/programs/csfp/>.

² Rasmussen, D. (2010). CSFP: Caseload Allocation Process [PPT]. Retrieved from http://www.fns.usda.gov/fdd/programs/csfp/training_new_states/Caseload_Alloc_Process.pdf

The Arizona Department of Health Services (ADHS) Bureau of Nutrition and Physical Activity (BNPA) requested the help of CSFP contractors in distributing and collecting surveys when clients picked up their food boxes during the month of April, with the understanding that results would be analyzed by ADHS and shared with contractors. A supply of forms was sent to contractors in amounts roughly equivalent to their January 2017 participation volume. In addition, contractors were supplied with pencils and envelopes addressed to ADHS – BNPA, and were asked to follow this protocol during the month of April:

1. Hand a survey and pencil to each client when they pick up a food box starting April 1 and continue through April 30.
2. Ask each client to please fill the survey out using a #2 pencil, and assure them that the survey is voluntary and anonymous and that their responses will not affect their benefits. Tell them we just want to know what they think so that we can make the program better.
3. Collect the surveys in a box before the clients leave, and also collect the pencils to use again.
4. Mail the surveys back to ADHS each week in the envelopes provided, which are pre-addressed to ADHS. Please do NOT fold the completed surveys.

One of the CSFP pick-up sites mistakenly used the scannable survey form from 2016. A total of 15 surveys were received using the incorrect 2016 survey. The 2016 and 2017 versions of the survey are identical with the exception of the four questions that were changed, as previously mentioned. The data from these 15 surveys were hand entered into the survey database to ensure quality and are missing data from the four questions that are new in 2017.

A total of 12,419 people were served in April 2017, and 3,737 valid CSFP surveys were returned to ADHS-BNPA. Of the surveys taken, 67.9 percent were completed in English and 32.1 percent were completed in Spanish. Differences between English and Spanish-speaking respondents were evaluated for each question by calculating z-scores for differences in proportions. Differences are measured by z-scores exceeding 1.96, meaning that the likelihood that the differences are due to chance is less than 5 in 100 ($p < .05$). A single open-ended question at the end of the survey asked if there was anything else that they would like to tell us. There were 633 open-ended comments total, representing 16.9 percent of all surveys. Responses to that question were categorized into themes, and representative verbatim quotes are presented by topic area. If a comment was written in Spanish, it was translated into English for analysis and reporting.

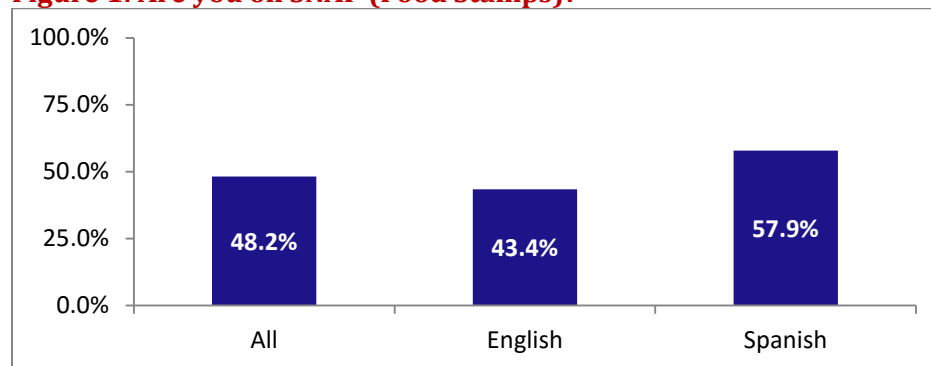
In previous years, zip code data were intended to be used to analyze the distribution of respondents across the state. However, a majority of respondents often failed to fill out their zip code information or provided a zip code that was not valid, meaning it had fewer than five digits. Consequently, the number of surveys collected from each site was used to assess the geographic distribution of respondents. Table 1 shows the frequency and percent of valid surveys collected from each site. All collection sites are represented.

Table 1: Geographic Distribution of 2017 Surveys Collected from Different Sites

	Frequency	Percent
Coconino County Public Health Services	179	4.8
Community Food Bank, Inc.	772	20.7
Douglas Area Food Bank	258	6.9
Gila County Health Department	135	3.6
Mariposa Community Health Center	536	14.3
Mohave County Department of Public Health Services	189	5.1
Pima County Health Department	216	5.8
Pinal County Public Health Services	434	11.6
St. Mary's Food Bank Alliance	294	7.9
Yavapai County Health Department	442	11.8
Yuma Community Food Bank	282	7.5
Total	3,737	100.0

CSFP Recipients Also Receiving SNAP (Food Stamp) Benefits

Of all CSFP recipients who completed the survey, 1,570 (48.2 percent) indicated that they were receiving SNAP (Food Stamp) benefits. Those who responded to the Spanish version of the CSFP survey were more likely to report that they were receiving SNAP (Food Stamp) benefits than those who responded to the English version (57.9 percent compared to 43.4 percent). See Figure 1.

Figure 1: Are you on SNAP (Food Stamps)?

Several open-ended comments mentioned Food Stamps (n = 9); see Table 2 for a sampling of these.

Table 2: Sampling of Open-Ended Responses that Referred to SNAP (Food Stamp) Benefits (verbatim)

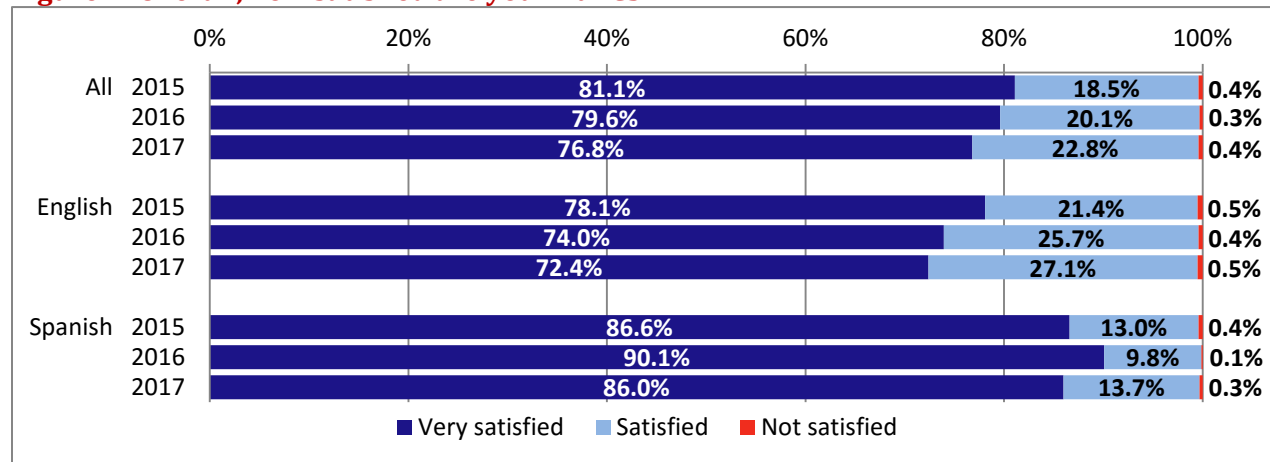
- doesn't know why they took away his food stamps
- How to get food stamps without 2 hrs at the Des
- I get 74 a month in F.S. not much. This helps Thanks. Income is 750 a month not much
- I qualify for food stamps @ 9.00 a month. Not worth the paperwork.
- Make it easier to get food stamps.
- SNAP should give more than \$16.00 for elderly!
- The SNAP law regarding felonies from the past in another state is not acceptable to me.
- This box help us to supplement food with food stamps. Thanks

Results Pertaining to the CSFP Experience Overall

Overall Satisfaction with CSFP

A total of 3,258 participants responded in 2017 to a question regarding their overall satisfaction with CSFP, most of whom (99.6 percent) indicated that they were either 'Very satisfied' (76.8 percent) or 'Satisfied' (22.8 percent) with CSFP. Less than one percent of respondents indicated that they were 'Not satisfied' with CSFP overall. Those who responded to the Spanish version were more likely to report that they were 'Very satisfied' than those who responded to the English version (86.0 percent compared to 72.4 percent). See Figure 2 below.

Figure 2: Overall, how satisfied are you with CSFP?



There were many comments (n = 436) expressing gratitude, satisfaction, usefulness, and/or appreciation for the program, including requests to not cancel it. Many of the comments commended the program for doing a good job. Table 3 shows a sampling of verbatim comments that fell into this category that were representative of the comments overall.

Table 3: Sampling of Open-Ended Responses that Referred to Overall Satisfaction with CSFP (verbatim)

- Awesome program. Very helpful on saving money!
- Big help for us
- All very well!
- Don't cancel this program. We all need it.
- Eternally grateful for the services provided
- Everything I get is useful. Thank you very much
- Doing a good job
- God Bless you all
- Happy to receive this food box
- I am grateful for the program, it helps me w/my budget.
- I think this a good program. It is well needed
- It really helps on my grocery. It last longer.
- It seems that you cover everything.

There were 13 comments that expressed overall complaints with CSFP. Table 4 shows all of these comments.

Table 4: All Open-Ended Responses that Referred to Overall Complaints with CSFP (verbatim)

- Getting the voucher took too long wait, hope someone can help her. Need more people to shorten waiting time.
 - \$16 a month for legals. Illegals get \$600 or more not fair.
 - Answer your phones Abrams office refuses to answer phones or make appointment, I had to go a different office 3 buses. which was difficult.
 - Deliver the boxes on time
 - Difficult waiting outside until doors open
 - I'm not very satisfied
 - Improve it
 - Not well
 - The food boxes - did not help me as a single male who does not cook - or use a refrigerator.
 - The food in the box is not healthy food products, not good food mostly carbs. Are you trying to shorten my life?
 - Too many moldy produce. Hot waiting outside.
 - Very heavy boxes, too many juices (need meat (proteins)) less sugars
 - If it hadn't been for this program, I don't know what I would have done. Sitting in the heat for an hour or so.
-

There were 20 comments that expressed complaints about the quality of food in CSFP boxes. See Table 5 for a sampling of these comments. Complaints specifically mentioned expired or rotten foods. Some comments were general expressions of dissatisfaction with the taste or usefulness of the foods.

Table 5: Sampling of Open-Ended Responses that Related to Quality of Foods (verbatim)

- 1. Would do better with fresh or frozen meats instead of canned ground beef. That is awful. 2. Canned chicken & tuna are best & very versatile. 3. It would help to make it easier for others to pick up.
 - Not always fresh meat and veg.
 - Please check expiration dates on food (especially bread)
 - The canned cooked hamburger is gross. It made me & my dog both sick.
 - Need to help people who have health problems when bring your cart back, 1 male worker was very rude when I told him I had health issues and told to take what was given, special food for special food diet. I don't care for meat in a can cause I'm on a kidney heart diet.
 - Please improve on can items like juice or veggies. The after taste of can is very bad. Foods on diabetic will be great veggies & fruits are very helpful.
 - Need some real food - like peanut butter, jelly, crackers, ketchup, mustard, mayo, tuna - can only eat so much rice, beans & pasta
 - Too many moldy produce. Hot waiting outside.
 - Be cautious with the expiration date in the product. Thanks for letting us comment have a blessed day!
 - Better food [note: there were five of this exact comment]
 - Better food, I can cook!
 - Make sure some of your vegetables are good before handing out
 - There are some items ready to throw them away!
 - There is merchandise that is ready to be thrown away.
 - The food in the box is not healthy food products, not good food mostly carbs. Are you trying to shorten my life?
 - Put better choices in the boxes
-

Some complaints, as shown in Table 6, referred to the quantity of specific foods or general comments about wanting more food overall in the food boxes (n = 26).

Table 6: All Open-Ended Responses that Referred to Quantity of Food Overall or of Specific Foods (verbatim)

- More canned veggies
 - More canned veggies and more soups
 - More cereals like oatmeal, cream of wheat
 - More drinks
 - More drinks and pastries
 - Very heavy boxes, too many juices (need meat (proteins)) less sugars
 - More cereals like granola! Diabetic fruit juices needed. Too much sugar
 - Wish we had more fresh foods & breads
 - I wish we can get more food like eggs, cooking oil
 - I would like to see more fruit in the basket
 - Could use more variety of bread & more vegetables
 - Less bean's + same things every time
 - I feel that this is a great program for us seniors. Give more peanut butter.
 - Add more fruits
 - Give more fruit
 - More froot
 - More fruit & veg
 - More oatmeal & peanut butter
 - More peanut butter would be greatly appreciated. (I know that these are donated) Thanks!!
 - Need more protein & milk.
 - Need more protein items. Could use cooking oil
 - More things for diabetics - sugar free
 - More meat, more variety
 - Not so much rice & green beans!!!
 - More meats. Different kinds of vegi, more fruits, more food for diabetic
 - More food
-

Table 7 shows a sampling of open-ended comments about the lack of overall variety in the food boxes (n = 13).

Table 7: Sampling of Open-Ended Responses that Referred to Variety of Foods (verbatim)

- Variety - Bread
 - More variety of foods
 - More variety of foods & produce
 - More variety, same stuff
 - Variety is wanted
-

Finally, Table 8 shows a sampling of comments about foods with respect to dietary or health issues (n = 13) and Table 9 shows a sampling of comments related to specific food items that are not related to quantity, quality, or variety (n = 52).

Table 8: Sampling of Open-Ended Responses that Referred to a Health or Nutrient Issue (verbatim)

- More diabetic options & more food variety
 - More meats. Different kinds of vegi, more fruits, more food for diabetic
 - Diabetic foods/less sugar & carbs
 - I am allergic to grapefruit because of medicine I take
 - I have ADD
 - Low carbs
 - Possibly getting low sugar or sugar free in our box.
-

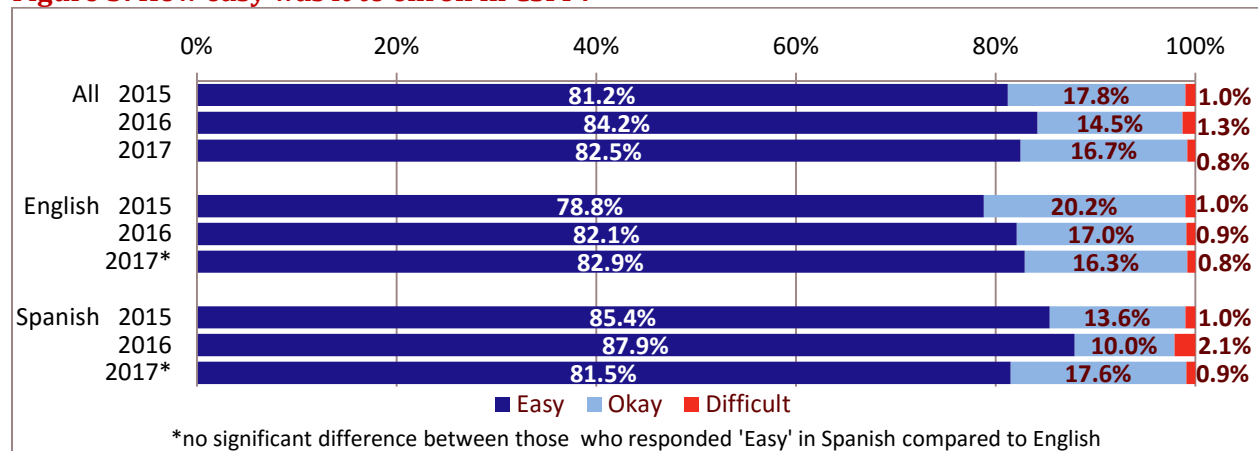
Table 9: Sampling of Comments about Specific Foods Not Related to Quantity, Quality, or Variety (verbatim)

- Organic food
 - No cans chicken
 - I do not think we have a CSFP cookbook - fruits & veges or health food brochure or recipe cards. My food stamp card is Qwest \$30. our maintenance man so nicely brings us the boxes. Many people do not eat the beans & rice (dry in bags) or like the vegetarian beans. Thank you very much for this service.
 - Please help me get flour for baking breads. Thank you, God Bless
 - Thank you for milk
 - Very grateful! Any tuna in water? Prefer over other protein but thank you for food +!
 - With your veggies I make a big pot of soup with a chicken or can in it and I can have veg soup every day.
 - Avena - Oatmeal?
 - Canned beans/veggies
 - Canned meat
 - Don't like canned beef. Like canned potatoes, juices, cereals, canned chicken
 - Fresh veggies or fruit?
 - How to get Ensure for her nutrition package
 - I like the fruits and juice and veggies
 - Pastries
 - Perhaps adding tuna or jello at times
 - Please bring back the peanut butter. My great grand children love it.
 - Produce
 - Thank you for the checks for \$5.00 because organic food is very healthy!
 - Thank you for the cheese!
 - Thanks for cheese
 - The cereal and oats are appreciated
 - Very happy to get the boxes of milk!
 - When's the butter come out?
 - Where is the peanut butter?
 - Would like canned meat.
 - Would like peanut butter
 - Would like some meat! Fresh not canned
 - Would like to get some peanut butter
 - Juices are good. I prefer cranberry
-

Perceived Ease of Enrollment in CSFP

A total of 3,395 participants responded to a question regarding the ease of enrollment in CSFP. Most indicated that it was either 'Easy' (82.5 percent) or 'Okay' (16.7 percent) to enroll in CSFP. Less than one percent of respondents indicated that it was 'Difficult.' Those who responded to the Spanish version of the CSFP survey were not more likely than those who responded to the English version to report that it was 'Easy' to enroll in CSFP. See Figure 3.

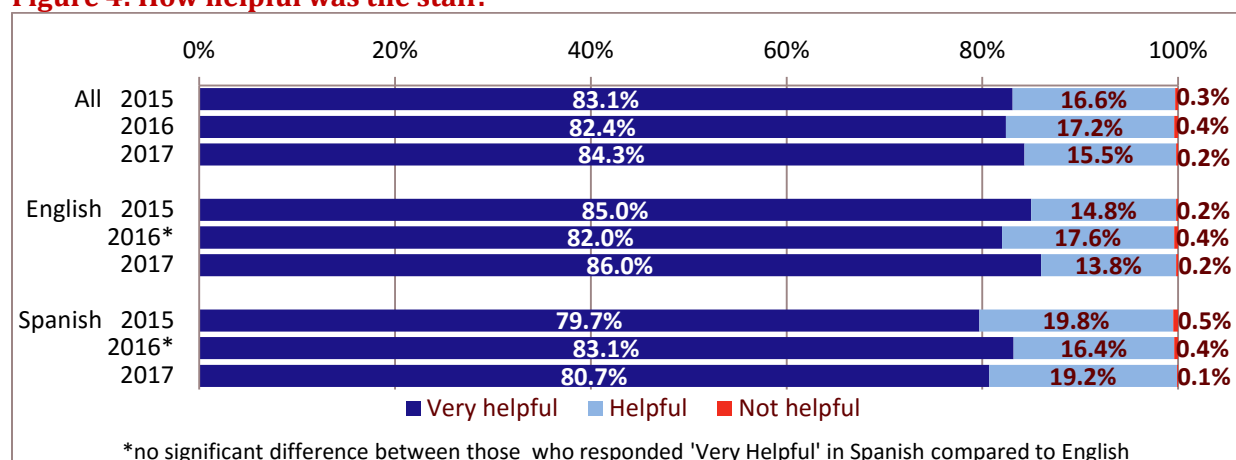
Figure 3: How easy was it to enroll in CSFP?



Perceived Helpfulness of CSFP Staff

A total of 3,340 participants responded to a question regarding the helpfulness of CSFP staff in 2017. Nearly all indicated that CSFP staff was either 'Very helpful' (84.3 percent) or 'Helpful' (17.2 percent). Less than one half of one percent of respondents said that staff was 'Not helpful.' Those who responded to the English version of the CSFP survey were more likely to report that CSFP staff were 'Very helpful' compared to those who responded to the Spanish version (80.8 percent compared to 68.4 percent). Differences between those who responded 'Very helpful' in Spanish and English were not statistically significant in 2016. See Figure 4.

Figure 4: How helpful was the staff?



There were many comments (n = 57) praising the staff at CSFP distribution sites, often commending individual staff by name. A sample of positive verbatim responses is shown in Table 10.

Table 10: Sampling of Open-Ended Responses that Referred Positively to CSFP Staff (verbatim)

- "Kim" was excellent. Put me at ease (nervous) and so helpful. Efficiency at its peak!!
 - A magnificent and efficient personnel. Many thanks to all.
 - All are very friendly and very helpful. Thank you
 - All is well with workers
 - Appreciate the kind help from everyone!
 - Enjoy the friendly staff. Thanks for a great way to maintain my independence!
 - Everyone is friendly & helpful it is always a pleasure to come here.
 - Everyone was great. Thank you
 - Fantastic staff - Thank you
 - Good employees, good job.
 - Great program and staff
 - Great Staff. I think it a wonderful program
 - Great volunteers! Thanks
 - I am very grateful for the help and service of your staff
 - I appreciate the food. Your worker Brad [last name redacted] is very helpful.
 - I like all the good help and staff
 - I love this program and the staff!
 - I was helped right away, very knowledgeable and helpful
 - I've been doing this for a long time and I'm very happy with the way we're treated.
 - Intake personnel always smiling, helpful and friendly. Thank you
 - Keep up your excellent work, friendliness good customer skills
 - Loves All the help & girls
 - Thank you beautiful staff sure appreciate what we get. God bless
 - The ladies who are charge know how to handle everything from when they 1st arrive to closing. Very very good & very nice
 - The people are always very nice. Very helpful. Thank you!
 - The people are very nice and helpful. Thanks
 - The staff is always nice/helpful. Thank you for all the work you do.
 - Your service is very welcome, 2nd the ladies do a wonder job and are very friendly. Thank you
 - Barbara is amazing!
-

There were only two comments that related to problems with staff; see Table 11.

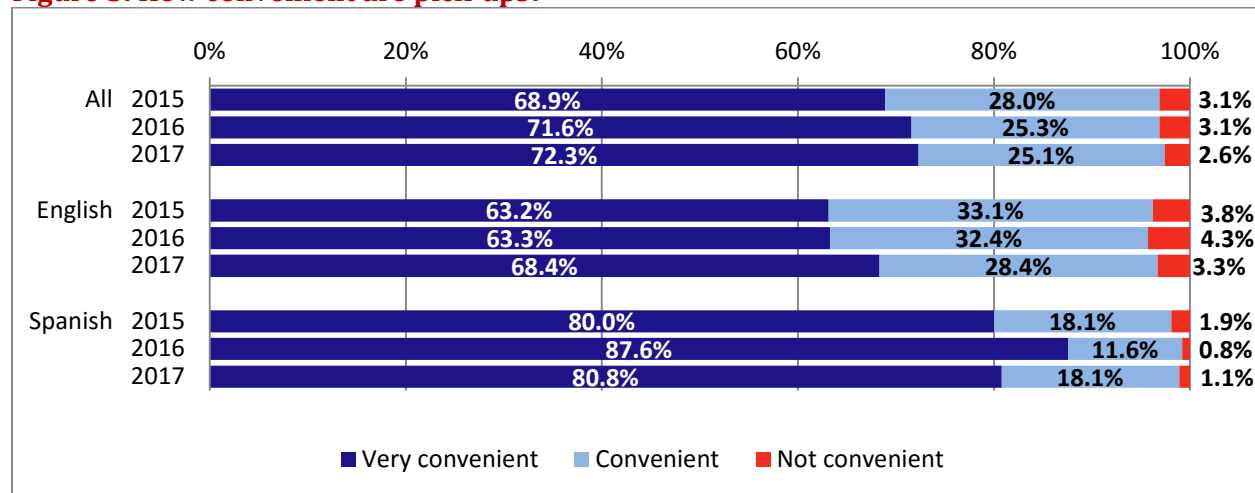
Table 11: All Open-Ended Responses that Referred Negatively to CSFP Staff (verbatim)

- Need to help people who have health problems when bring your cart back, 1 male worker was very rude when I told him I had health issues and told to take what was given, special food for special food diet. I don't care for meat in a can cause I'm on a kidney heart diet.
 - One of the ladies was very rud (brunette) it is not fair she shouldn't be like that
-

Perceived Convenience of CSFP Pick-ups

A total of 3,233 participants responded to a question regarding the convenience of CSFP pick-ups. Most indicated that it was either 'Very convenient' (72.3 percent) or 'Convenient' (25.1 percent) to pick up CSFP food boxes. About three percent of respondents indicated that pick-ups were 'Not convenient.' Those who responded to the Spanish version of the CSFP survey were more likely to report that picking up CSFP boxes was 'Very convenient' compared to those who responded to the English version (80.8 percent compared to 68.4 percent). See Figure 5.

Figure 5: How convenient are pick-ups?



Several themes were identified in the open-ended comments that related to improving the convenience of CSFP pick-ups: transportation difficulties, parking difficulties, issues with hours of operation, issues with distance to pick-up sites, requests for mobile delivery, and disability-related issues. See Table 12 for a sampling of these comments.

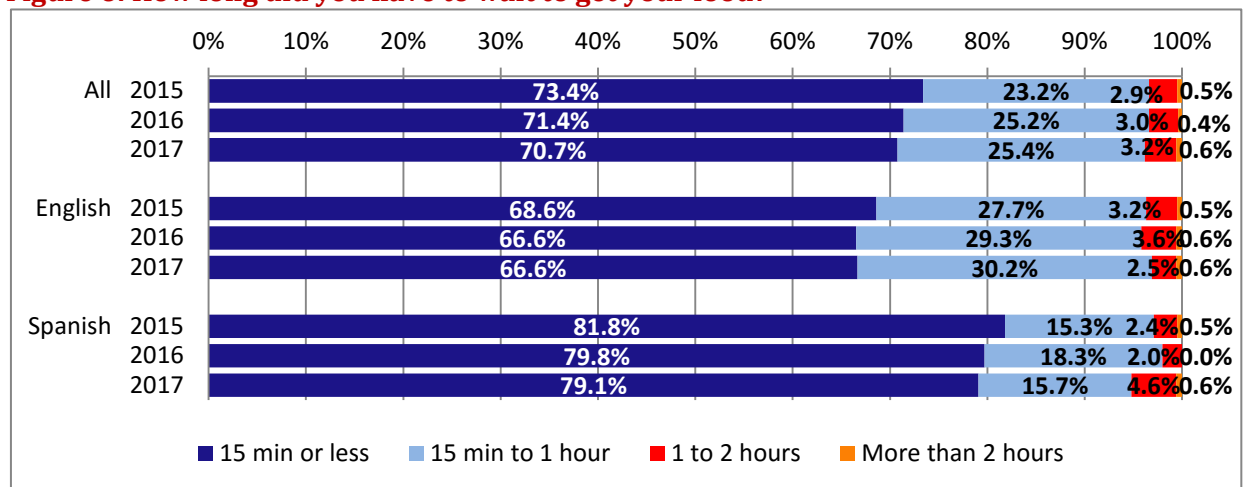
Table 12: Sampling of Open-Ended Responses that Referred to Improving the Convenience of CSFP (verbatim)

- Have to p/u on Tuesdays as 77 is closed all M-Thur.
- Having a place closer to my home. 85705
- I have no transportation other than scooter. Delivery would be helpful, especially on hot, rainy or extremely cold (rainy days, when I can't travel many miles by disability scooter).
- I live in South Mohave Valley that's a half hour trip one way! Any chance of getting a closer pick up spot.
- I must drive 25 miles one way to get here.
- I need transportation I have no car, I have to take 2 buses.
- Improve parking
- It would be more convenient to have CSFR and food bank same day. Would save a trip and gasoline.
- More locations to enroll at least once a month, much easier for people. Locations such as small towns.
- On foot - have to ask someone to deliver.
- The VA is providing transportation. Else I could not pick up the food!
- Advertise closed days evening hours for working people mobile delivery
- WIC and the food bank should make a program for the handicap.

Length of Wait at CSFP Food Pick-up Sites

A total of 3,316 participants responded to a question regarding the amount of time they had to wait to receive food from CSFP. Of them, 70.7 percent indicated that it took '15 minutes or less,' 25.4 percent indicated that it took '15 minutes to 1 hour,' 3.2 percent indicated that it took '1 to 2 hours,' and 0.6 percent indicated that it took 'More than 2 hours.' Those who responded to the Spanish version of the CSFP survey were more likely to report that it took '15 minutes or less' to receive their food from CSFP compared to those who responded to the English version (79.1 percent compared to 66.6 percent). See Figure 6.

Figure 6: How long did you have to wait to get your food?



There were four comments that related specifically to wait times in a negative sense, as shown in Table 13.

Table 13: All Open-Ended Responses about Wait at CSFP Food Pick-up Sites (verbatim)

- Getting the voucher took too long wait, hope someone can help her. Need more people to shorten waiting time.
- If it han't been for this program, I don't know what I would have done. Sitting in the heat for an hour or so.
- I wish we don't have to wait too long to get our boxes
- The lines are still long the wait time, maybe more volunteers to move lines quicker.

Results Pertaining to CSFP Communication Tools

CSFP distributes newsletters, bulletins, brochures, cookbooks, and recipe cards to recipients. The CSFP survey asked respondents to indicate how useful the information was in using the food they receive from CSFP and how much they liked the recipes. There were several open-ended responses indicating that some people did not get these communication tools, as well as comments about recipes. A sampling of these comments (n = 17) are presented in Table 14 before the quantitative sections on perceived usefulness of information and liking recipes.

Table 14: Sampling of Open-Ended Responses that Referred to CSFP Communication Tools (verbatim)

- Haven't received newsletter & bulletins. It's a wonderful program
- Find bulletin board informative.
- How do I get signed up to receive newsletters?
- Need better recipes w/out processed food.
- Need cook book
- Never received cookbook
- No Newsletters
- No newsletters or bulletin or cook book
- Not received anything in mail
- Thank you for giving me cook book.
- Wish I had cookbook!
- Would like to see the newsletter & bulletin

Perceived Usefulness of Information about Fruits and Vegetables

A total of 3,174 participants responded to a question regarding the usefulness of information pertaining to fruits and vegetables from the newsletters and bulletins that CSFP distributes to them. Of them, 3.6 percent indicated that they 'Do not read' the newsletters and bulletins, and 6.5 percent indicated that they 'Did not see' them. Table 15 shows a breakdown of all responses to this question, showing both the percent of all respondents within each response category as well as only the percent who received and read the information.

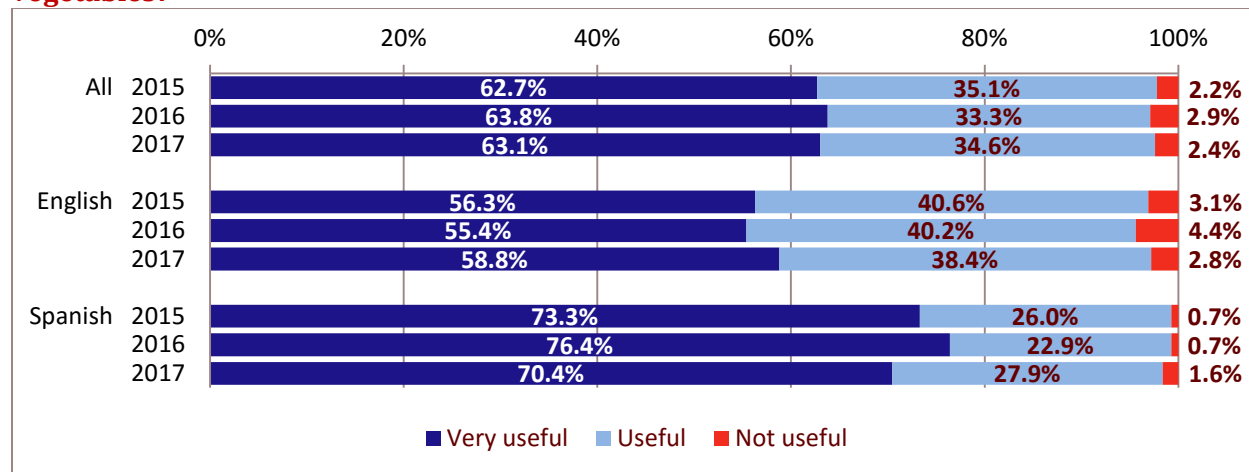
Table 15: Usefulness of Information about Fruits and Vegetables

Response	# of Question Responses	% of All Question Respondents	% who Received & Read Information
Very useful	1,799	56.7%	63.1%
Useful	986	31.1%	34.6%
Not useful	68	2.1%	2.4%
Subtotal (n or %)	2,853	89.9%	100%
Do not read	114	3.6%	---
Did not see	207	6.5%	---
TOTAL (N or %)	3,174	100%	2,853

Excluding the respondents that either 'Do not read' or 'Did not see' the newsletters and bulletins from analysis (n =2,853), 63.1 percent indicated that the information was 'Very useful,' 34.6 percent indicated that the information was 'Useful,' and 2.4 percent indicated that the information was 'Not useful.'

Of these respondents, those who responded to the Spanish version of the CSFP survey were more likely to report that the information was 'Very useful' compared to those who responded to the English version (70.4 percent compared to 58.8 percent). See Figure 7.

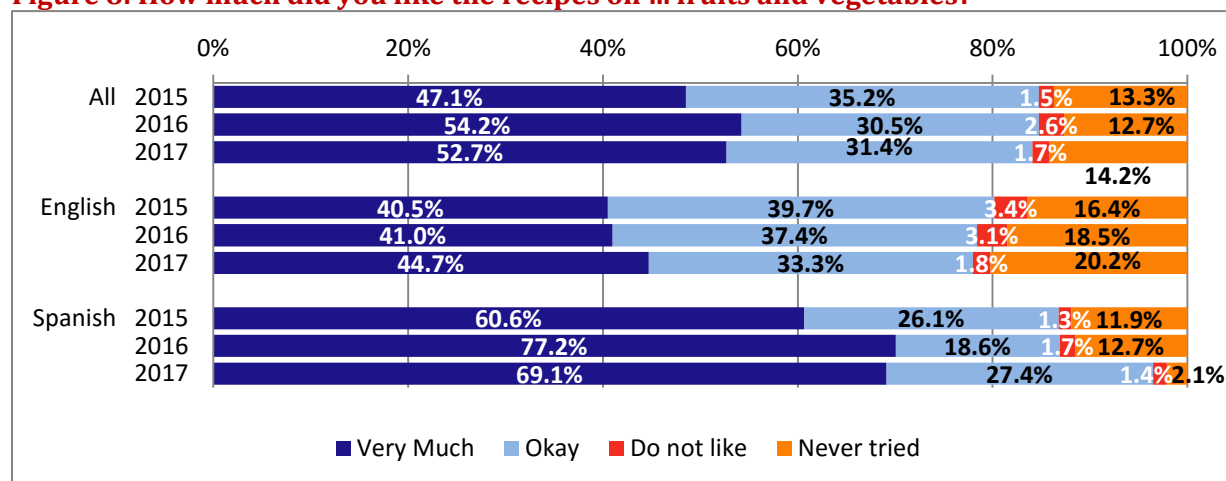
Figure 7: How useful do you find information on using your CSFP foods on ...fruits and vegetables?



Like the Fruits and Vegetables Recipes

A total of 3,011 responded to a question regarding their interest in recipes pertaining to fruits and vegetables from the newsletters and bulletins that CSFP distributes to them. Most of these respondents indicated that they liked the recipes 'Very much' (52.7 percent) or 'Okay' (31.4 percent). Less than two percent of respondents indicated that they 'Do not like' the recipes while 14.2 percent 'Never tried' them. Including those who 'Never tried' the recipes, those who responded to the Spanish version of the survey were more likely than those who responded to the English version to report that they liked the recipes 'Very much' (69.1 percent compared to 44.7 percent). See Figure 8.

Figure 8: How much did you like the recipes on ... fruits and vegetables?



Perceived Usefulness of the Arizona CSFP MyPlate Cookbook

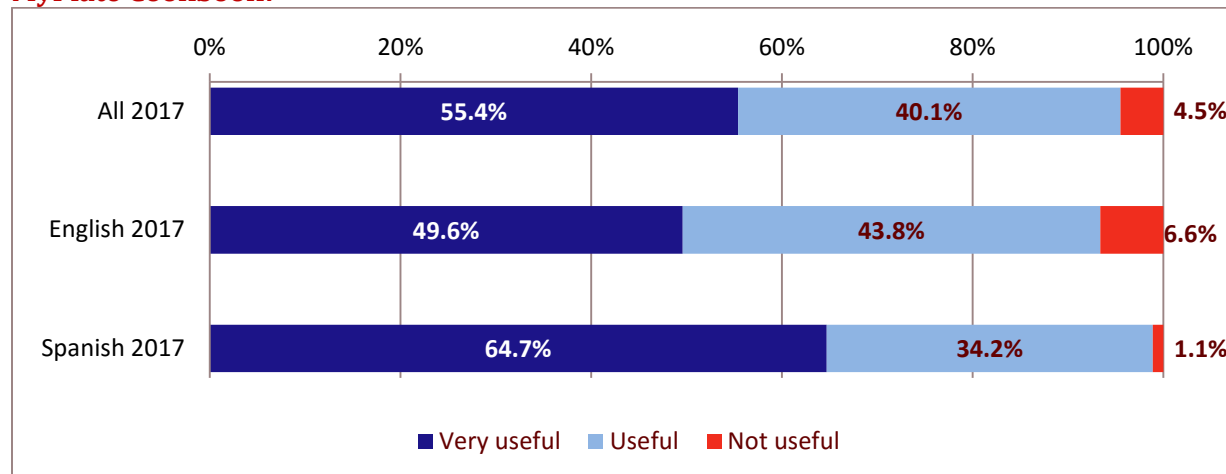
A total of 2,619 responded to a question regarding the usefulness of the Arizona CSFP MyPlate Cookbook that CSFP distributes to them. Of them, 6.2 percent indicated that they 'Do not read' it, and 13.8 percent indicated that they 'Did not see' it. Table 16 shows a breakdown of all responses to this question, showing both the percent of all respondents with each response as well as the percent who received and read the information.

Table 16: Usefulness of the Arizona CSFP MyPlate Cookbook

Response	# of Question Responses	% of All Question Respondents	% who Received & Read Information
Very useful	1161	44.3%	55.4%
Useful	839	32.0%	40.1%
Not useful	94	3.6%	4.5%
Subtotal (n or %)	2,094	80.0%	100%
Do not read	163	6.2%	---
Did not see	362	13.8%	---
TOTAL (N or %)	2,619	100%	2,094

Excluding the respondents that either 'Do not read' or 'Did not see' the cookbook from analysis (n = 2,094), 55.4 percent indicated that it was 'Very useful,' 40.1 percent indicated that it was 'Useful,' and 4.5 percent indicated that it was 'Not useful.' Of these respondents, those who responded to the Spanish version of the CSFP survey were more likely than those who responded to the English version to report that the cookbook was 'Very useful' (64.7 percent compared to 49.6 percent). See Figure 9.

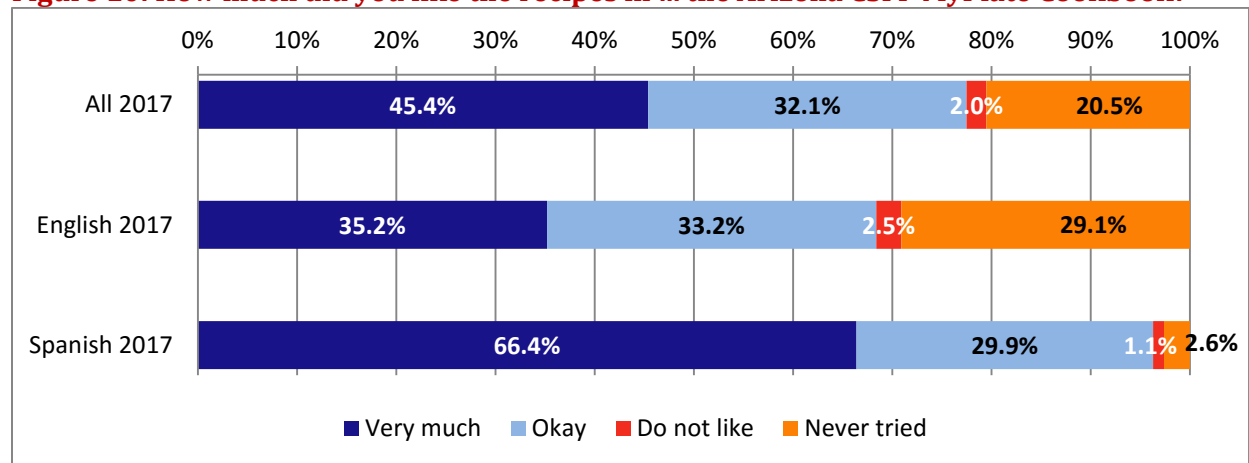
Figure 9: How useful do you find information on using your CSFP foods in ...the Arizona CSFP MyPlate Cookbook?



Like the Arizona CSFP MyPlate Cookbook Recipes

A total of 2,504 participants responded to a question regarding their interest in recipes from the Arizona CSFP MyPlate Cookbook that CSFP distributes to them. Most of these respondents indicated that they liked the recipes 'Very much' (45.4 percent) or 'Okay' (32.1 percent). Less than two percent of respondents indicated that they 'Do not like' the recipes, while 20.5 percent 'Never tried' them. Including those who 'Never tried' them, those who responded to the Spanish version of the CSFP survey were more likely to report that they liked the recipes 'Very much' than those who responded to the English version (66.4 percent compared to 35.2 percent). See Figure 10.

Figure 10: How much did you like the recipes in ... the Arizona CSFP MyPlate Cookbook?



Perceived Usefulness of the Healthy Foods for Active Living Brochure

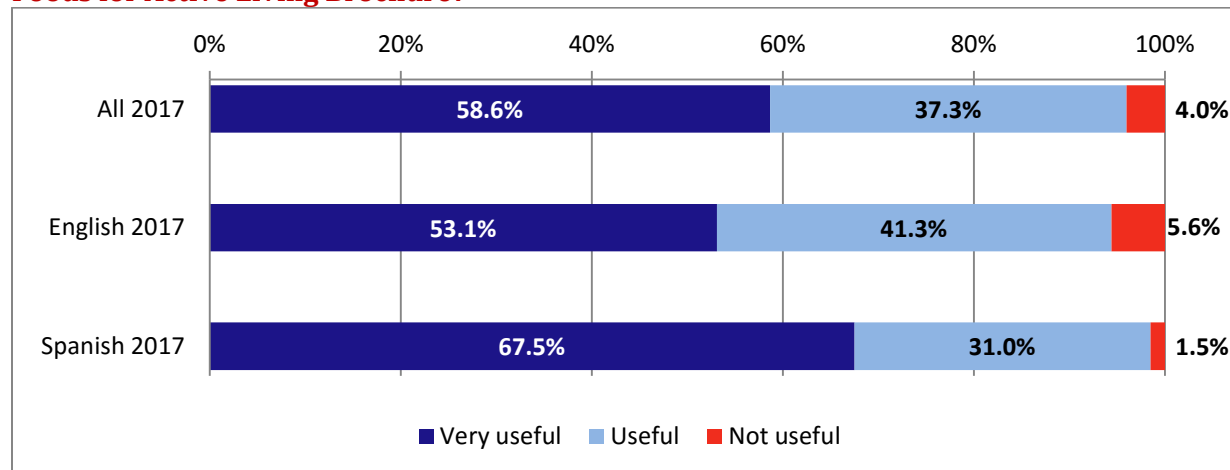
A total of 2,753 participants responded to a question regarding the usefulness of the Healthy Foods for Active Living Brochure that CSFP distributes to them. Of them, 6.2 percent indicated that they 'Do not read' it, and 11.3 percent indicated that they 'Did not see' it. Table 17 shows a breakdown of all responses to this question, showing both the percent of all respondents with each response as well as the percentages recalculated for only those who saw the information and read it.

Table 17: Usefulness of the Healthy Foods for Active Living Brochure

Response	# of Question Responses	% of All Question Respondents	% who Received & Read Information
Very useful	1332	48.4%	58.6%
Useful	848	30.8%	37.3%
Not useful	92	3.3%	4.0%
Subtotal (n or %)	2,272	82.5%	100%
Do not read	170	6.2%	---
Did not see	311	11.3%	---
TOTAL (N or %)	2,753	100%	2,272

Excluding the respondents that either 'Do not read' or 'Did not see' the brochure from analysis (n = 2,272), 58.6 percent indicated that it was 'Very useful,' 37.3 percent indicated that it was 'Useful,' and 4.0 percent indicated that it was 'Not Useful.' Of these respondents, those who responded to the Spanish version of the CSFP survey were more likely to report that the brochure was 'Very useful' than those who responded to the English version (67.5 percent compared to 53.1 percent). See Figure 11.

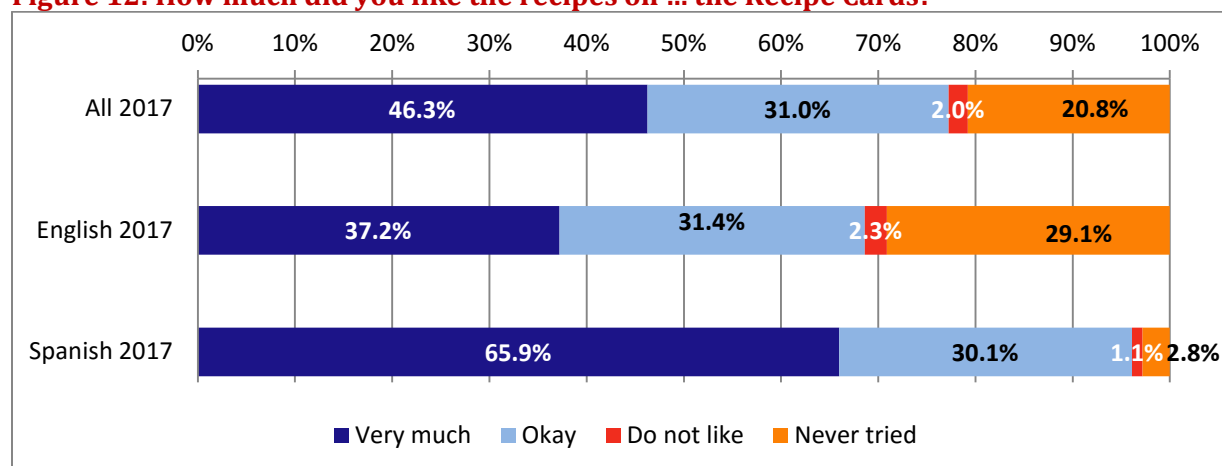
Figure 11: How useful do you find information on using your CSFP foods in ...the Healthy Foods for Active Living Brochure?



Like the Recipe Cards

A total of 2,502 participants responded to a question regarding their interest in recipes on the Recipe Cards that CSFP distributes to them. Most of these respondents indicated that they liked the recipes either 'Very much' (46.3 percent) or 'Okay' (31.0 percent), and two percent said they 'Do not like' the recipes, while 20.8 percent 'Never tried' them. Including those who 'Never tried' them, those who responded to the Spanish version of the CSFP survey were more likely to report that they liked the recipes 'Very much' than those who responded to the English version (65.9 percent compared to 37.2 percent). See Figure 12.

Figure 12: How much did you like the recipes on ... the Recipe Cards?

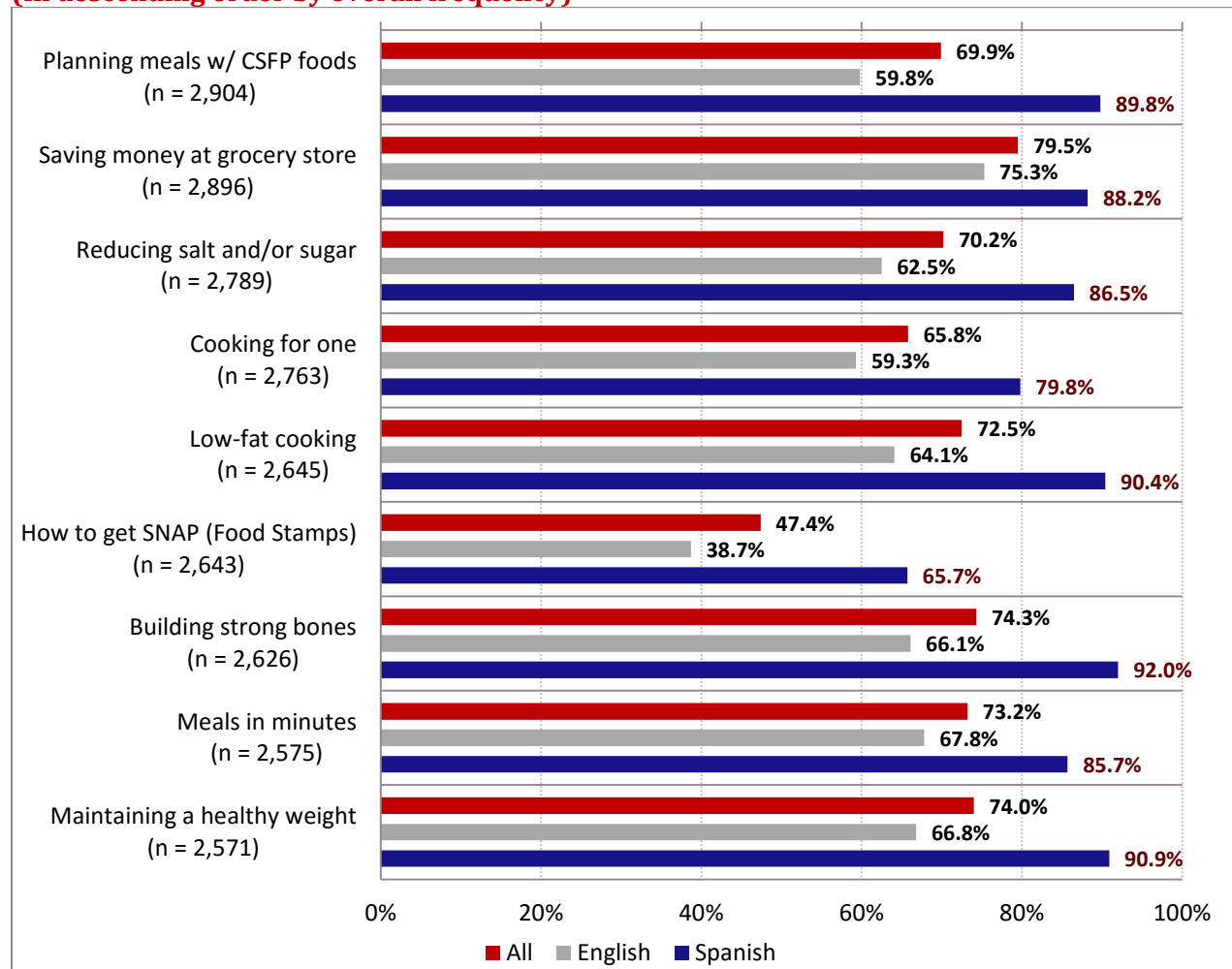


Additional Information CSFP Recipients are Interested in Receiving

Respondents were asked if they would like CSFP to provide them with additional information on nine different topics. They are listed in Figure 13 in descending order by the frequency of the response overall. In addition, Figure 13 shows the percent of people who responded that they would like information on the topic in English and Spanish.

Overall, respondents indicated most often that they would like information on 'Planning meals with CSFP foods' (69.9 percent). However, among just those that completed the survey in Spanish, 92.0 percent said that they would like more information on 'Building strong bones.'

**Figure 13: Would you like CSFP to give more information on any of the following?
(In descending order by overall frequency)**



Four respondents commented that they appreciated the microwavable vegetable steaming dish that was given to them; see Table 18.

Table 18: All Open-Ended Responses that Referred to the Microwavable Vegetable Steaming Dish (verbatim)

- I love the steamer. Thank you very much to all the staff, this agency, farmers that are part of this program and make possible that we put food on our tables. God bless
 - I like the dish to cook vegetables in the microwave
 - I really liked the dish to cook vegetables
 - Thank you for the steamer
-

Six respondents left comments related to using coupons at the farmers' market; see Table 19.

Table 19: All Open-Ended Responses that Referred to the Farmers' Market (verbatim)

- Can't get to farmers market locations
 - Thank you for the checks for \$5.00 because organic food is very healthy!
 - I love the Farmer's Mkt coupons and wish there were more available to use
 - Like the farmers market coupons
 - Prefer more farmers market coupons
 - She had trouble cashing Farmer Market checks
-

Thirteen respondents made comments in which they requested information, help, or resources; see Table 20 for a sampling of these comments.

Table 20: Sampling of Open-Ended Responses that Referred to Questions for CSFP or Request for Additional Help, Information, or Resources (verbatim)

- Need chinese forms.
 - Provide nutritious information
 - Need to help people who have health problems when bring your cart back, 1 male worker was very rude when I told him I had health issues and told to take what was given, special food for special food diet. I don't care for meat in a can cause I'm on a kidney heart diet.
 - How to get Ensure for her nutrition package
 - How to lower my blood pressure
 - More information about diabetes
 - When can we sign up new members?
 - How to get food stamps without 2 hrd at the Des
 - More information to stay healthy
 - Need more help
-

There were several general comments and suggestions (n = 12) that may be worth noting; see Table 21 for these comments.

Table 21: Sampling of General Open-Ended Responses (verbatim)

- You need a better organization of the lines
 - Already made "positive" changes & can see this will be continual process
 - (Bigger Sign) Put no smoking sign near the line (x2)
 - Ck. With WIC
 - I am 80 now
 - Incentives'
 - Just sign up.
 - More programs for children over 5 yrs old.
 - New location should be by swimming pool!!
 - Only been in Tucson 3 weeks. From Cali.
 - Seeds to plant trees, etc.
-


Lastly, there was only one comment specifically referencing the survey; see Table 22.

Table 22: All Open-Ended Responses that Referred Specifically to the Survey (verbatim)

- The survey is nice.
-

Appendix A: CSFP Survey - English

New questions on the 2017 satisfaction survey are highlighted in yellow.



CSFP Survey

Please help us learn what you think about CSFP so we can make it better.

How easy was it to enroll for CSFP?

Easy	Okay	Difficult
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How helpful was the staff?

Very helpful	Helpful	Not helpful
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How convenient are pick-ups?

Very convenient	Convenient	Not convenient
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How long did you have to wait to get your food?

15 minutes or less	15 minutes to an hour	1 to 2 hours	More than 2 hours
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CSFP gives out information in newsletters and bulletins.
How useful do you find the information in using your CSFP foods on . . .

	Very useful	Useful	Not useful	Do not read them	Did not see it
Fruits and Vegetables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arizona CSFP MyPlate Cookbook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Healthy Foods for Active Living Brochure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How much did you like the recipes found in newsletters and bulletins on . . .

	Very much	Okay	Do not like them	Never tried them
Fruits and Vegetables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arizona CSFP MyPlate Cookbook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recipe Cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall, how satisfied are you with CSFP?

Very satisfied	Satisfied	Not satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you like CSFP to give more information on any of the following?

	Yes	No		Yes	No
Planning meals with CSFP Foods	<input type="radio"/>	<input type="radio"/>	Building strong bones	<input type="radio"/>	<input type="radio"/>
Saving money at grocery store	<input type="radio"/>	<input type="radio"/>	Low-fat cooking	<input type="radio"/>	<input type="radio"/>
Cooking for one	<input type="radio"/>	<input type="radio"/>	Meals in minutes	<input type="radio"/>	<input type="radio"/>
Reducing salt and/or sugar	<input type="radio"/>	<input type="radio"/>	Maintaining a healthy weight	<input type="radio"/>	<input type="radio"/>
How to get SNAP (food stamps)	<input type="radio"/>	<input type="radio"/>			

Are you on SNAP (Food Stamps)?


Yes	No
<input type="radio"/>	<input type="radio"/>

Anything else you would like to tell us? Please do so here:

Thank you for helping us to learn how to make CSFP better!

Appendix B: CSFP Survey - Spanish

New questions on the 2017 satisfaction survey are highlighted in yellow.



Encuesta de CSFP

Por favor díganos lo que piensa sobre CSFP para poder mejorarlo

¿Qué tan fácil es registrarse en CSFP?

Fácil	Regular	Difícil
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

¿Qué tan servicial es el personal?

Muy servicial	Servicial	No es servicial
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

¿Qué tan conveniente es recoger los alimentos?

Muy conveniente	Conveniente	No muy conveniente
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

¿Cuánto tuvo que esperar para recibir sus alimentos?

15 minutos o menos	de 15 minutos a una hora	de 1 a 2 horas	Más de 2 horas
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CSFP ofrece información en boletines y folletos

¿Qué tan útil es la información sobre cómo usar los alimentos de CSFP?

	Muy útil	Útil	No es útil	No los leo	No la vi
Frutas y Verduras	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libro de Recetas de MiPlato de CSFP Arizona	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Folleto Alimentos Sanos para una Vida Activa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

¿Le gustaron las recetas de los boletines y folletos?

	Mucho	Regular	No me gustaron	Nunca las he probado
Frutas y Verduras	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libro de Recetas de MiPlato de CSFP Arizona	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tarjetas de Recetas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

En general, ¿Qué tan satisfecho(a) está con CSFP?

Muy Satisfecho(a)	Satisfecho(a)	No estoy satisfecho(a)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

¿Le gustaría que CSFP diera más información en alguno de los siguientes?

Sí	No		Sí	No
<input type="radio"/>	<input type="radio"/>	Planear comidas con alimentos de CSFP	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Ahorrar dinero en el supermercado	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Cocinar para una persona	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Reducir sal y/o azúcar	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Cómo obtener SNAP (estampillas de comida)	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Desarrollar huesos fuertes	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Cocinar con poca grasa	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Comidas en minutos	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Mantener un peso saludable	<input type="radio"/>	<input type="radio"/>

¿Usted recibe SNAP (estampillas de comida)?

Sí	No
<input type="radio"/>	<input type="radio"/>

¿Hay algo más que le gustaría comentarnos? Por favor, hágalo aquí:

¡Gracias por ayudarnos a mejorar CSFP!