



MONTGOMERY COUNTY COVID-19 COMMUNITY FOOD ACCESS SURVEY

INTRODUCTION

How can the County best help you and your community access food during the COVID-19 pandemic? Your feedback is essential! The [Montgomery County Food Council](#), a local nonprofit that connects food assistance providers and coordinates services, is seeking input from residents to guide the County's plans for food distribution in 2021.

Please answer the following survey questions. After you have answered this short 9-question survey, you will be entered into a drawing for a \$25 gift card to a local grocery store. A total of 73 \$25 gift cards will be awarded. You will also have the option of answering a few more questions to then be entered into *another* drawing for a \$50 gift card. A total of 27 \$50 gift cards will be awarded.

Please share your honest and true opinions. The information you provide will remain confidential and will only be used to improve food access in the county. Community Science, a local evaluation firm, will help the Food Council with this survey, including analyzing the data and creating a summary of the findings. Any information shared will remain anonymous. If you have any questions regarding this survey, please contact Avelyn Heltzel at aheltzel@communityscience.com. Thank you for participating!

SCREENING PAGE

Have you completed this survey before?

- Yes [Show Last Page]
- No [Show Question 1]

PART I: HOW RESIDENTS ACCESS FOOD AND COMMON BARRIERS TO ACCESSING FOOD

1. How are you and your family accessing food during this time? (Select all that apply)
 - a. Shopping inside a grocery store
 - b. Grocery store pickup or delivery
 - c. Food banks or pantries
 - d. Dining at restaurants
 - e. Take-out or delivery from restaurants
 - f. Montgomery County Public Schools meals sites
 - g. Meal plan included in my rental/housing agreement
 - h. Food from family, friends, or neighbors
 - i. Community food distribution events

- j. Farmers markets or on-farm markets
 - k. Food trucks
 - l. Other (please specify)_____
2. How do you usually get to the store, market, meal site, and/or other location(s) where you most often get food?
- a. Walk
 - b. Drive
 - c. Bike
 - d. Taxi/Ride Share (Uber, Lyft, etc.)
 - e. Get a ride from someone outside my household
 - f. Public Transportation (bus, Metro, etc.)
 - g. Other:
3. Before the COVID-19 pandemic began (around mid-March), how often did you worry that you would run out of food before you were able to get more?
- a. Never
 - b. Sometimes
 - c. Often
 - d. All the time
4. Right now, how often do you worry that you will run out of food before you are able to get more?
- a. Never
 - b. Sometimes
 - c. Often
 - d. All the time
5. Is there anything that has kept you from getting food during the COVID-19 pandemic? (Select all that apply)
- a. Prices are too high
 - b. I don't have enough money for food
 - c. I cannot find the types of food I need or I want
 - d. I don't know where to go to get help
 - e. I cannot find food from my culture
 - f. Food quality is low
 - g. It's difficult to find fresh foods
 - h. I'm worried about getting COVID-19
 - i. I'm worried about having to provide my personal information
 - j. I don't have a car
 - k. There is no public transportation close to me
 - l. I don't feel safe using public transportation
 - m. I have difficulty moving around
 - n. I don't understand English
 - o. Grocery delivery or pick-up is not available or easy to access
 - p. I'm embarrassed to ask for support
 - q. Nothing has kept me from getting food during the COVID-19 pandemic
 - r. Other. Please specify_____

6. How many people of the following ages live in your household (including you)? If there are none, please type "0".
- 0-5 years old
 - 6-18 years old
 - 19 to 64 years old
 - 65 years or older
7. What zip code do you live in?
8. What is your race or ethnicity?
- a. American Indian or Alaska Native
 - b. Asian
 - c. African American
 - d. African
 - e. Hispanic or Latino
 - f. Native Hawaiian and other Pacific Islander
 - g. White
 - h. Two or more races
 - i. Prefer not to answer
9. If you would like to be entered in the raffle, please provide contact information so we can reach you if you win the raffle. Providing this information is optional and only the Food Council will have access to this information. (Make optional)
- a. First name
 - b. Phone number
 - c. Email address (optional)
10. Would you be willing to be contacted again in the future regarding other opportunities to provide feedback on community services and needs?
- Yes
 - No

Do you have time to answer a few more questions to help us better understand your food access concerns and needs? You will be entered into a drawing for another \$50 gift card to a local grocery store if you answer Part II of this survey.

- Yes [Show Part II]
- No [Show last page]

PART II: RESIDENTS' AWARENESS AND USE OF FOOD ASSISTANCE RESOURCES

1. Which of the following food assistance resources have you heard of or used during the past six months? (If you have not heard of or used any of these resources please select "None of the above") [grid with "heard of" and "used" columns]
 - a. Pandemic EBT or P-EBT (additional benefit amount for children receiving free and reduced-price meals available during the pandemic)
 - b. SNAP benefit
 - c. WIC benefit
 - d. Senior meals
 - e. Food assistance sites (such as food banks and pantries)
 - f. Pop-up food distributions at community locations
 - g. MCPS/School Meal Sites
 - h. Farmers Market benefit dollars
 - i. Other
 - j. None of the above
 - k. If you selected other, please specify. _____

2. Where have you heard about food assistance resources? (Select all that apply)
 - a. Email
 - b. TV
 - c. Radio
 - d. Newspaper or Magazine
 - e. Social Media (Facebook, Twitter, Instagram)
 - f. Online, Website
 - g. NextDoor
 - h. WhatsApp
 - i. 311 or other Call Centers or Hotlines
 - j. Caseworker referral
 - k. Healthcare provider
 - l. Telephone or text announcement
 - m. Paper flyer
 - n. Friends, family, and/or neighbors
 - o. Community organization or neighborhood group
 - p. Bus ad
 - q. None of the above
 - r. Other (Please explain)_____

[If a-f are selected] 2a. Which specific radio or TV stations, newspapers, social media pages, email groups, or websites do you use to find information about available resources and services? [Open ended, optional]

3. Are you currently receiving assistance from food banks, pantries, and/or other food meal programs or grab & go events?
 Yes [Show 3a]
 No [Show 3b and 3c]

3a. How satisfied or unsatisfied are you with the food you get at food assistance sites?

- Very Satisfied
- Satisfied
- Neither satisfied or unsatisfied
- Unsatisfied
- Very unsatisfied

3b. Is there anything that has kept you from asking for help from these programs?

(Select all that apply)

- I don't need it
- I don't know how to request help
- There is too much paperwork
- I feel embarrassed
- I don't want to provide my personal information
- I can't get help in my language
- They don't have the food that I want
- Other (Please explain) _____

3c. Would you like to receive assistance from food banks, pantries, or other food distribution programs? (If yes, please provide your name and contact information at the end of this survey.)

- Yes
- No

4. Are you currently enrolled in nutritional assistance programs such as SNAP or WIC?

- Yes [Go to 5]
- No [Show 4a and 4b]

4a. Is there anything that has kept you from enrolling in nutritional assistance programs such as SNAP or WIC? (Select all that apply)

- I don't need it
- I don't know how to apply
- There is too much paperwork
- I feel embarrassed
- I don't want to provide my personal information
- I can't get help in my language
- I'm worried someone needs the help more than I do
- I'm not sure if I'm eligible
- I have applied in the past and been declined
- I know I'm not eligible
- Other (Please explain) _____

4b. Would you like someone to contact you about benefits programs such as SNAP or WIC? (If yes, please provide your name and contact information at the end of this survey.)

- Yes
- No

5. How many places [store, market, meal site, and/or other location(s) where you most often get food] do you have to go each week to get enough food for your household?
 - 1 to 2
 - 3 to 4
 - 5 to 7
 - More than 8

6. How long does it take you to get to the store, market, meal site, and/or other location(s) where you most often get food?
 - a. Less than 15 minutes
 - b. 16-30 minutes
 - c. 31-45 minutes
 - d. over 45 minutes

7. What kind of food do you usually eat but find it difficult to get right now? (Select all that apply)
 - a. Meat (beef, pork)
 - b. Dairy (milk, yogurt, cheese)
 - c. Chicken
 - d. Eggs
 - e. Fish and shellfish, fresh
 - f. Non-meat protein
 - g. Shelf-stable pantry items such as pasta, peanut butter, cans, jars
 - h. Fresh vegetables
 - i. Fresh fruit
 - j. Flour and baking supplies
 - k. Food specific to a culture or country of origin
 - l. Food tailored to medical needs or a special diet
 - m. Prepared meals
 - n. Other (Please explain)_____
 - o. I haven't had difficulty finding the kind of food I usually eat

8. What are the top two things the County can do to make sure people have enough food to eat? [Only allow selection of two options]
 - a. Increase the number of places to buy food
 - b. Improve transportation to make it easier to get to where food is available
 - c. Offer more variety of food assistance programs (ex: more locations, more variety of food, different types of meals, etc.)
 - d. Provide more information about resources and services available
 - e. Provide cash assistance for residents to purchase food directly
 - f. Work with residents and community leaders to better understand what residents need
 - g. Other (Please explain)_____

9. What is your primary language(s) spoken at home? (drop-down and add "Other" option with text entry)

10. If you would like to be contacted about food assistance or benefits programs, please provide your contact information so we can reach you. Only the Food Council will have access to this information. [Make optional]
- a. First name
 - b. Phone number
 - c. Email address

Thank you for your participation!

This is the END of the survey.

You can still go back to review or change your answers by using the “Previous Page” button.

However, please be aware that **once you click the “Submit” button below**, you will have submitted your survey and **you will not be able to go back to change any of your answers.**

If you have any questions regarding this survey, please contact Avelyn Heltzel at aheltzel@communityscience.com.

For more information about Montgomery County’s Food Resources, please click [here](#).

You can learn more about the work of the Montgomery County Food Council by clicking [here](#) and of Community Science [here](#).