

2009 LAKEVIEW PANTRY CLIENT SATISFACTION SURVEY

Final Analytic Report

Prepared for the
Lakeview Pantry, Chicago, Illinois

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EXECUTIVE SUMMARY

This report summarizes the results of a survey conducted by the Lakeview Pantry in Chicago, Illinois, for which the University of Illinois at Chicago (UIC) Survey Research Laboratory (SRL) advised on questionnaire development, entered the survey data, and conducted the data analysis. This is the second survey that SRL has assisted Lakeview Pantry with; the first was conducted in the fall of 2005 with 292 client respondents.

The purpose of the 2009 study was to measure the satisfaction of Lakeview Pantry clients and their perceptions of the pantry's operations. The survey questionnaire was distributed in the fall of 2009, to 1,000 Lakeview Pantry clients served during that time. The questionnaire was translated into Spanish and Russian. A total of 324 clients participated in the survey: 287 in English, 30 in Russian, and 7 in Spanish.

Almost all respondents (91.4%) received food distribution services from Lakeview Pantry, and 29% had utilized the clothing room. Over half of respondents (53.4%) received services at the 3831 N. Broadway location. Over 40% received services at St. Al's basement (1414 W. Oakdale), and 3.9% received home delivery. The average length of time that clients have been using Lakeview Pantry services is 2.9 years. Over 70% receive food on a monthly basis, and over 88% do not utilize any other food pantries.

Approximately 4% of client respondents were homeless at the time of the survey, and over one-quarter of all respondents (28.5%) felt that it is somewhat or very likely that they would be homeless in the next six months. Over 80% of survey respondents were not currently working, and the average income for all respondents was \$754 per month. Respondents cited health, lack of jobs, and age as major barriers to preventing them from increasing their income.

When asked about their health, the highest percentage of respondents (38.0%) classified it as fair, followed by good (31.0%), poor (16.2%), excellent (10.2%), and very poor (4.6%). Over 90% reported physical or mental health concerns at the time of the survey. Conditions selected most frequently were hypertension/high blood pressure (43.8%), high cholesterol (32.7%), mental illness (28.3%), diabetes (23.9%), and drug or alcohol dependency (12.1%). Over half (57.5%) of respondents reported that these conditions keep them from working.

The vast majority (97.4%) were either very or somewhat satisfied with the food that they receive from the pantry. Satisfaction with food received did differ significantly by client respondent language, with Russian-speaking respondents less satisfied than English-speaking respondents. Satisfaction with the services received from Lakeview Pantry staff and volunteers was extremely high among client respondents. Over 98% were very or somewhat satisfied. Again, satisfaction varied by respondent language, with English speakers more satisfied than Russian-speaking clients.

When respondents were asked how the waiting process and Lakeview Pantry in general could be improved, they cited needing more space to wait, more seating, and better crowd control. Other areas for improvement mentioned were decreasing the wait time, changing the numbering system, and providing different and more food products.

1. INTRODUCTION, SAMPLE PLAN, & DEMOGRAPHICS

This report summarizes the results of a survey conducted by the Lakeview Pantry in Chicago, Illinois, for which the University of Illinois at Chicago (UIC) Survey Research Laboratory (SRL) advised on questionnaire development, entered the survey data, and conducted the data analysis. This is the second survey with which SRL has assisted Lakeview Pantry (LP); the first was conducted in the fall of 2005 with 292 client respondents. The purpose of the study was to measure the satisfaction of LP clients and their perceptions of the pantry's operations. The survey was administered in the fall of 2009, and data collection was cut off in January 2010. LP staff distributed approximately 1,000 paper questionnaires to their clients at intake and also distributed questionnaires to homebound clients. All questionnaires were distributed with a postage-paid return envelope addressed to SRL. The questionnaire included the SRL project coordinator's telephone number for participants to call with any questions. Questionnaires were translated into Spanish and Russian.

A total of 324 clients participated in the survey: 287 in English, 30 in Russian, and 7 in Spanish. If we assume the nonresponders are similar to the responders, the results can be generalized to the entire client population. The questionnaire consisted of a demographic section, a series of questions about use and frequency of services, and questions on client satisfaction. A copy of the final questionnaire is included as **Appendix A**.

As seen in **Table 1**, a higher number of respondents were male (54.3%). Just over half (50.3%) reported their race as White (including European), followed by 27.2% African American. Smaller percentages were other Hispanic or Latin American (4.5%), Puerto Rican (4.1%), Mexican American/Latino (2.4%), Native American/Alaskan Native (2.1%), and Asian/Pacific Islander (1.4%). Over 7% reported their race to be one other than listed (most were multiracial). Respondent age ranged from 19 to 91 years old, with an average age of 51. Over 4% were age 75 or older. With regard to the highest year or grade of school completed, over 20% have a high school diploma or GED, while 11.7% graduated from college with a bachelor's degree and 12.3% have some graduate work or a graduate degree. Fourteen percent of clients reported being a U.S. military veteran.

Table 1. Respondent Demographics*

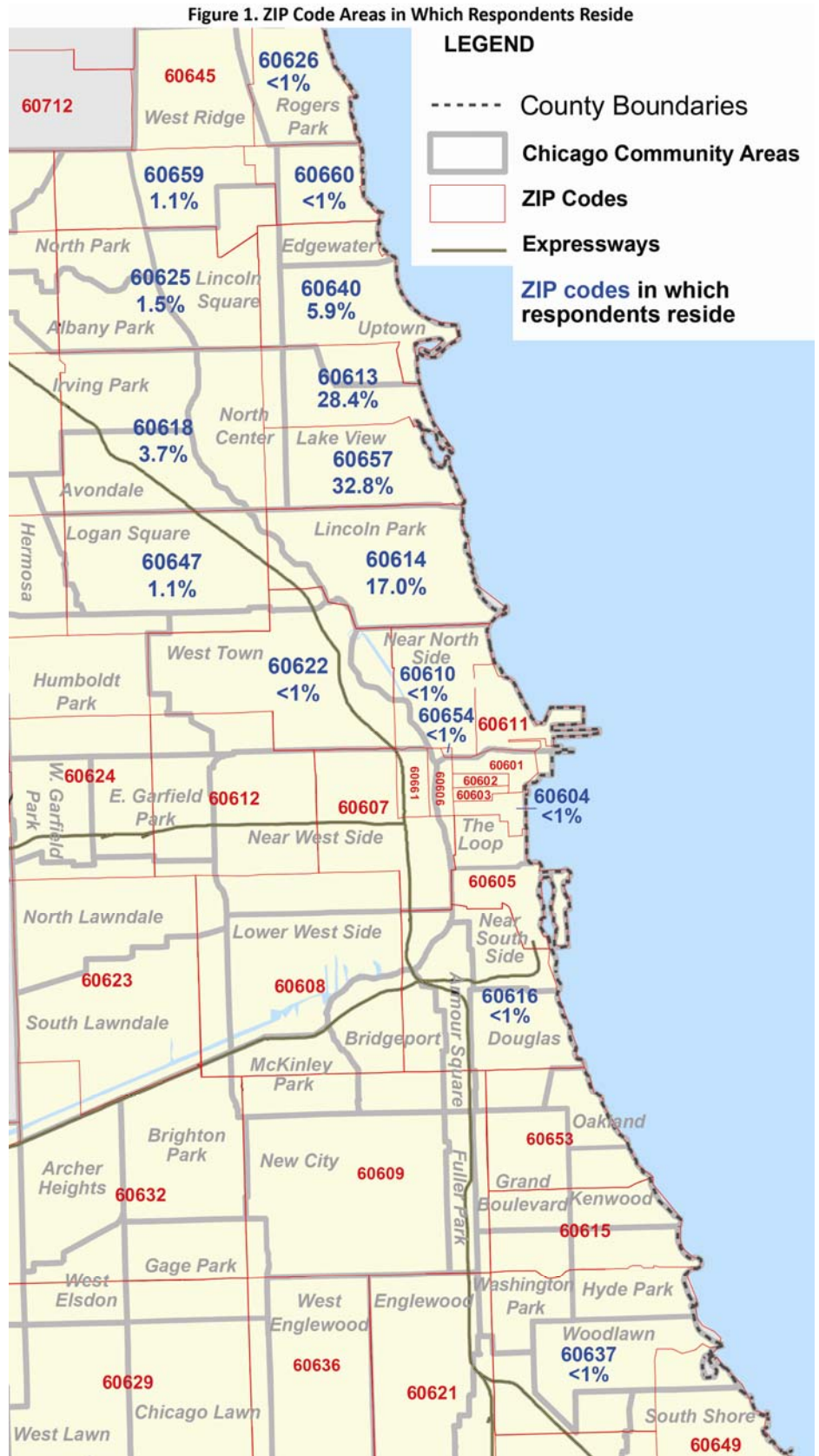
VARIABLE	%	n
Gender		
Male	54.3	158
Female	45.7	133
Race/Ethnicity		
White, Caucasian	50.3	146
African American	27.2	79
Other/Multiracial	7.9	23
Other Hispanic or Latin American	4.5	13
Puerto Rican	4.1	12
Mexican American or Latino	2.4	7
American Indian/Alaskan Native	2.1	6
Asian/Pacific Islander	1.4	4
Age (in years)		
24 or under	3.6	8
25–34	8.4	19
35–44	15.1	34
45–54	37.3	84
55–64	19.1	43
65–74	12.0	27
75 or over	4.4	10
Educational Status		
8 th grade or less	9.0	27
Some high school	11.3	34
High school graduate or GED	21.3	64
Some college	25.7	77
Associate's degree/2-year program	7.0	21
Bachelor's degree	11.7	35
Some graduate work	4.7	14
Master's degree	5.3	16
Doctoral degree	2.3	7
Other	1.7	5
U.S. Veteran		
Yes	14.0	41
No	86.0	251

*Totals may not sum to 100% due to missing responses.

Compared to the 2005 survey client demographics (see **Appendix C**), this year’s survey shows more male respondents, slightly more African-American and Hispanic respondents, and a younger population.

Figure 1 shows the distribution of ZIP codes among client respondents. The highest number of respondents (32.8%) lived in the 60657 ZIP code, followed by 60613 (28.4%) and 60614 (17.0%).

The survey included a household roster of respondents, as presented in **Figure 2** (see following page). The number of people in the household (including the respondent completing the questionnaire) ranged from one to nine, with the average number being 2.1. Close to half (45.0%) live alone, while one-quarter (25.4%) reside in a two-person household, and 8.6% live in a three-person household. Over 26% of respondents currently have children living with them: 9.9% had at least one child age five or younger, and 16.5% had at least one child between six and seventeen years old. Compared to the 2005 survey, this year’s client respondents were more likely to have children living in the household (see **Appendix C**). Over 44% of households included adults over 55 years of age. Besides the respondent, 53.1% of households included at least one male, and 43.1% included at least one female.



Almost 81% of respondents reported not currently working for pay. Among those were working, the number of hours worked per week ranged from one to 40, with a mean (average) of 24 hours. Total monthly household income ranged from \$0 to \$2,400 (an obvious outlier of \$7,518 was deleted from analysis). The average income was \$754 per month. The time since unemployed respondents had worked ranged from several weeks to 42 years, with an average time of 7.2 years.

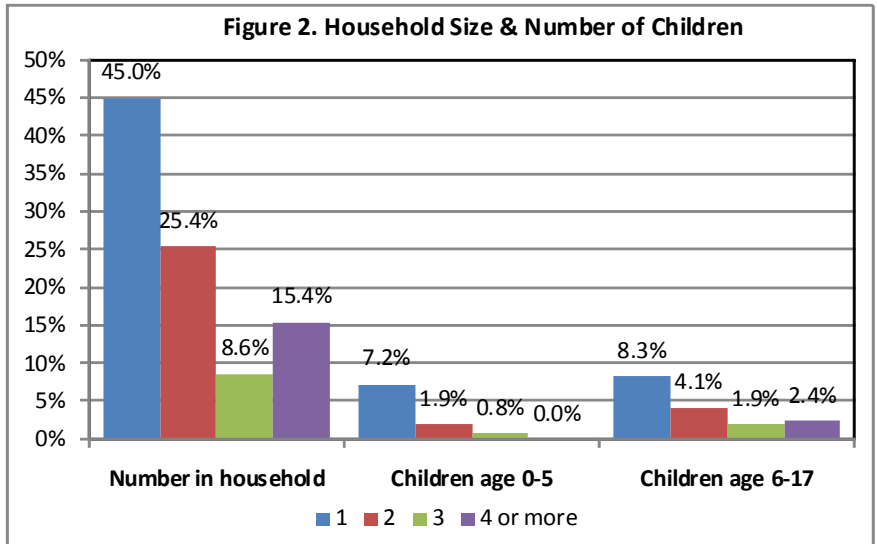
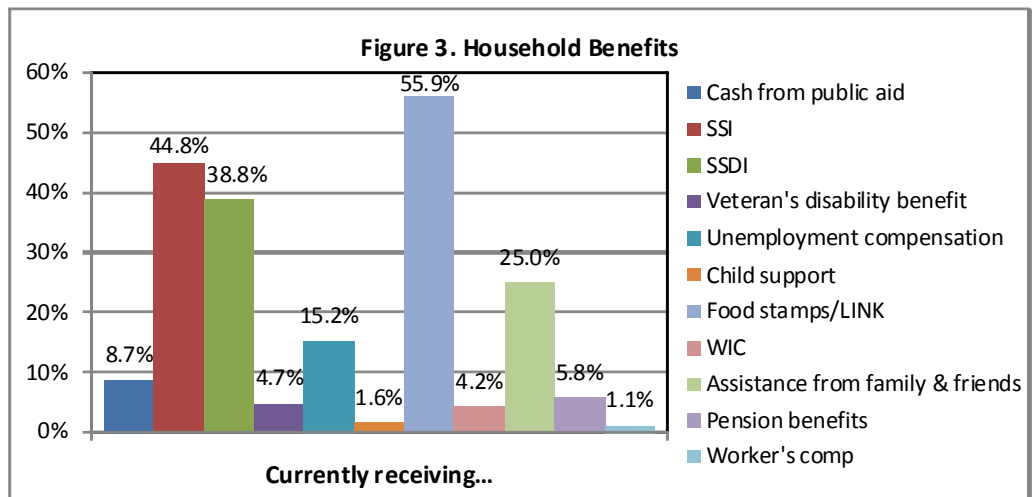


Figure 3 presents a list of types of aid received by anyone in respondents' households. Food stamps/LINK was selected most by respondents (55.9%). Social Security Income (SSI) and Supplemental Security Disability Income (SSDI) also were frequently selected (44.8% and 38.8%, respectively), followed by assistance from family and friends (25.0%) and unemployment compensation (15.2%). This year's respondents reported more use of these types of aid than did the 2005 survey clients (see Appendix C).

Respondents also were asked to list other household members who currently work for pay and the number of hours those household members work in a typical week. Only 24 respondents listed one other working household member, and only four listed two working household members. The average number of hours worked for other household members was 29.7 for household member #1 and 23.8 for household member #2. For household members not currently working for pay, the last time worked ranged from 1978 through 2009. Just over 40% had stopped working in the last two years (2008 or 2009).

Respondents were asked an open-ended question on barriers preventing them from increasing their income at the present time. Physical illness, disability, and injuries were by far the most common barrier cited, by 69 respondents. The weak economy and lack of jobs was also a big barrier (42 mentions) as well as respondent age (32). Mental health was mentioned 15 times, followed by transportation (8), SSI (6), and having a criminal history and not having a phone, Internet access, or mailing address (3 mentions each) as barriers to increasing income.



2. USE OF LAKEVIEW PANTRY SERVICES

The results of the questions addressing respondents' use of Lakeview Pantry services are summarized in **Table 2**.

The questionnaire first asked respondents how they originally heard about LP. Most (55.6%) first heard of it through a friend, relative, or neighbor, followed by 20.4% who were referred to the pantry by another agency or program and 15.3% who saw the pantry from walking by. Over 8% specified a reason other than those listed for how they first heard of the pantry; six of these responses cited the Internet. A full listing of the other—specify and open-ended responses is presented in **Appendix B**.

Almost all (91.4%) respondents had received food distribution services from LP, and 29.0% had used the clothing room. Close to 10% had received home delivery, 8.3% reported receiving case management services from the pantry's Bootstraps program, and 4.8% received a service other than those listed. From the "other" services, three respondents specified receiving a CTA pass from the pantry and three cited medical assistance. Compared to the 2005 survey, the 2009 respondents had higher utilization of all services except home delivery (see **Appendix C**).

Lakeview Pantry distributes food at two sites—3831 N. Broadway and 1414 W. Oakdale—and provides home delivery and case management services. Over half of respondents (53.4%) received services at the 3831 N. Broadway location. Over 42% received services at 1414 W. Oakdale (St. Al's basement), and 3.9% received home delivery.

The most common way for clients to get to LP is to walk (43.9%), followed by taking a CTA bus or train (23.6%). Over 14% use a car to get to the pantry, and 1.3% bike. Over 16% gave an answer other than the modes of transportation listed. Of those, respondents mentioned getting a ride from friends, home delivery or having someone bring them food, or both walking and taking the CTA.

When asked how long they have been receiving services from Lakeview Pantry, the responses ranged from one week to 30 years. The average length of time was 2.9 years. That number excluded the 14.2% who reported that they received their questionnaire on their first visit or delivery. A majority (70.6%) of respondents receive food from the pantry every month, with 14.5% having received the questionnaire on their first visit and smaller numbers receiving food less frequently than once per month.

Respondents reported that their food typically lasts between 0 and 60 days, with an average response of 13 days. When asked how much money respondents thought a visit to Lakeview Pantry saves them on food costs each month,

Table 2. Use of the Lakeview Pantry*

VARIABLE	%	n
How First Heard about LP		
Friend/Relative/Neighbor	55.6	174
Referral	20.4	64
Walk-by	15.3	48
Other	8.6	27
LP Services Used		
Food pantry distribution	91.4	287
Home delivery	9.6	30
Clothing room	29.0	91
Bootstraps (case management)	53.4	164
LP Location		
3831 N. Broadway	53.4	164
1414 W. Oakdale	42.7	131
Home delivery	3.9	12
How R Usually Gets to LP		
Walk	43.9	132
CTA (bus or train)	23.6	71
Bike	1.3	4
Car	14.3	43
Other	16.9	51
How Often R Uses Services		
This is R's first time	14.5	45
Every month	70.6	219
Every 2 months	7.4	23
Every 3–6 months	4.2	13
Every 7–12 months	1.3	4
Less than once per year	1.9	6
R Receives Services from Other Pantry/Pantries		
Yes	11.7	36
No	88.3	271

*Totals may not sum to 100% due to missing responses.

responses ranged from \$0 to \$450 (obvious outliers of \$1,800 and \$2,500 were deleted from analysis; it is possible these respondents interpreted the question as yearly amounts). The average estimate was a savings of \$102 per month. Most respondents (88.3%) do not receive services from any other pantry during a typical month, but of those 31 who do, they receive services from St. Vincent's (6 mentions), and Common Pantry (4), among other service providers.

3. RESPONDENT LIVING SITUATION

A number of questionnaire items addressed characteristics of the respondent's living situation; answers to these questions are summarized in **Table 3**.

Respondents were asked to what type of cooking and food storage appliances they currently have access. Most had access to a refrigerator (89.0%), a microwave (76.8%), and a stove (69.0%). Smaller percentages reported access to an electric skillet or hot plate (19.7%) or access to none of the listed appliances (4.5%).

Respondents reported paying rent late between zero to 24 times (bi-monthly) in the past twelve months. The average number of times rent was paid late was 2.5. Over half (56.2%) reported that they had had to choose between buying food, paying rent, or paying for medications in the past twelve months. Close to half (46.3%) had been without telephone service for more than 24 hours in the last twelve months because they could not afford to pay the bill. Approximately 4% were homeless at the time of the survey; of the others, approximately one-third (34.2%) thought it was not at all likely that they would become homeless in the next six months, and another third (32.9%) felt it was not too likely. Over 17% felt it is somewhat likely, and 11.5% felt it to be very likely that they would be homeless in the next six months. Although the number of current homeless respondents in this survey did not increase from the 2005 survey, the *expectation* that they would become homeless in the near future increased notably (see **Appendix C**). The questionnaire also included an item on how connected respondents feel to the community in which they live. Over 57% felt somewhat connected, followed by 23.5% who did not feel connected at all and 19.2% who felt very connected.

When asked about their health, the highest percentage of respondents (30.8%) classified it as fair, followed by good (31.0%), poor (15.1%), excellent (10.2%), and very poor (4.6%). The vast majority, over 90%, reported physical or mental health concerns at the time of the survey. Conditions cited most frequently were hypertension or high blood pressure (43.8%) and high cholesterol (32.7%), followed by

Table 3. Respondent Living Situation*

VARIABLE	%	n
Cooking/Food Storage Appliances to Which R Has Access		
Refrigerator	89.0	276
Microwave	76.8	238
Stove	69.0	214
Electric skillet/hot plate	19.7	61
None of the above	4.5	14
Had to Choose between Food, Rent, or Medication in Past 12 Months		
Yes	56.2	167
No	43.8	130
Without Phone Service in Past 12 Months		
Yes	46.3	136
No	53.7	158
Likelihood Will Become Homeless in Next 6 Months		
Very likely	11.5	34
Somewhat likely	17.3	51
Not too likely	32.9	97
Not at all likely	34.2	101
Currently homeless	4.1	12
How Connected R Feels to Community		
Very connected	19.2	54
Somewhat connected	57.3	161
Not connected at all	23.5	66
Self-Described Health		
Excellent	10.2	31
Good	31.0	94
Fair	38.0	115
Poor	16.2	49
Very poor	4.6	14
R Currently Has Following Physical/Mental Health Concerns		
Hypertension/high blood pressure	43.8	130
High cholesterol	32.7	97
Diabetes	23.9	71
Mental illness	28.3	84
Drug or alcohol dependency	12.1	36
Other	49.3	146
Physical/Mental Health Concerns Keep R from Working		
Yes	57.5	158
No	42.5	117
R Has Internet Access		
Yes	40.8	119
No	59.2	173

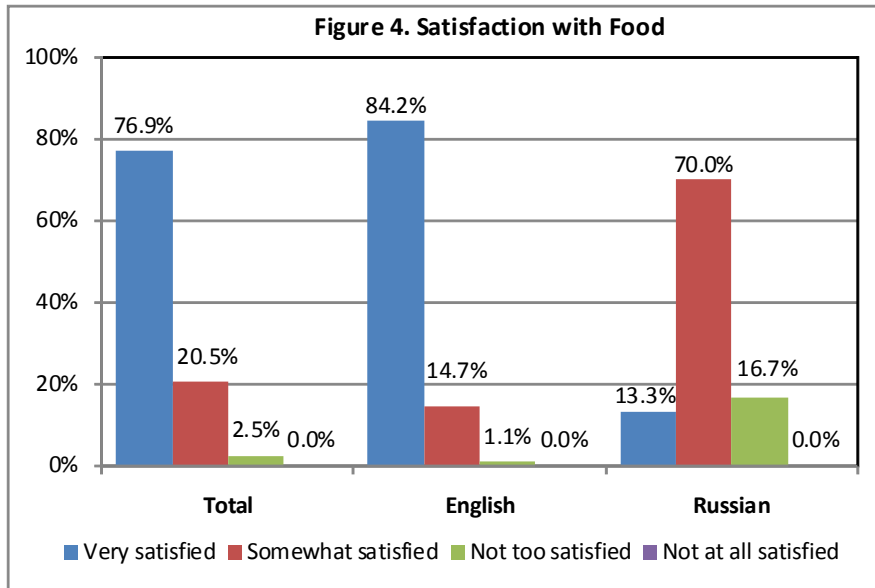
*Totals may not sum to 100% due to missing responses.

mental illness (28.3%), diabetes (23.9%), and drug or alcohol dependency (12.1%). Over half (57.5%) reported that these physical or mental health concerns keep them from working. In addition, over three-fourths (76.9%) of respondents had someone living with them with physical or mental health concerns. Again, hypertension or high blood pressure (26.7%) and high cholesterol (24.6%) were most prevalent, followed by mental illness (19.0%) and diabetes and drug or alcohol dependency (both 14.9%). Forty-two percent of respondents said these conditions kept their household members from working.

The survey instrument asked respondents about Internet access, and 40.8% reported that they did have access. (This included several respondents who noted that they obtain access at a library.) Of those, approximately one-third (32.5%) use the Internet daily, and another 26.0% several times per week. Over 18% use the Internet less than once per month.

4. RESPONDENT SATISFACTION

Respondents were asked about their satisfaction with Lakeview Pantry food and services, as presented in **Figure 4**. Satisfaction was very high, and in fact had increased since the 2005 survey (see **Appendix C**). The vast majority (97.4%) were either very or somewhat satisfied with the food that they receive from the pantry. Over three-fourths of respondents (76.9%) were very satisfied, and 20.5% were somewhat satisfied. Only 2.5% were not too satisfied, and no respondents reported being not at all satisfied. From those who had visited other pantries, 86.9% felt that LP’s food is better than other pantries, 13.1% felt that the food is about the same. No respondents rated LP’s food as worse than other pantries.



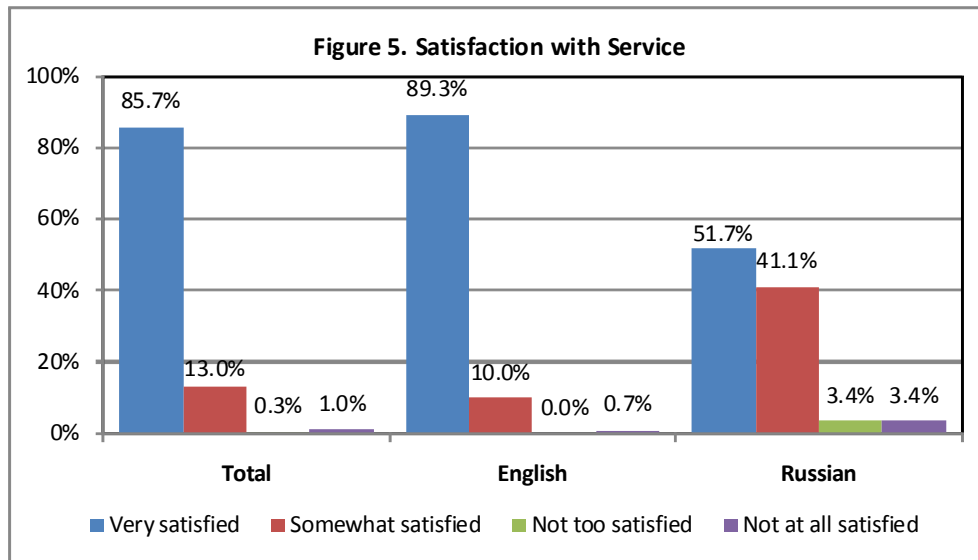
Satisfaction with food received differed significantly by client respondent language ($p = 0.000$), with Russian-speaking respondents less satisfied than English-speaking respondents.¹ Among Russian speakers, 13.3% were very satisfied, 70.0% were somewhat satisfied, and 16.7% were not too satisfied. Of English-speaking respondents, 84.2% were very satisfied, 14.7% somewhat satisfied, and 1.1% not too satisfied.

Satisfaction with food items also was analyzed by pantry location (3831 N. Broadway, 1414 W. Oakdale, and home delivery clients),² by gender, by homeless status, and by ethnicity, but none was found to be statistically significant.

¹ There were not enough Spanish-speaking respondents to analyze for significance, but satisfaction was extremely high among the few that completed the survey.

² Home delivery respondents did appear less satisfied with the food products than those who are served at one of the locations; however, there were not enough home delivery responses to consider this statistically significant.

Satisfaction with the service received from LP staff and volunteers was also extremely high among client respondents, as shown in **Figure 5**. Over 98% were very or somewhat satisfied: 85.7% being very satisfied and 13.0% somewhat satisfied. Less than 1% were not too satisfied, and 1.0% were not at all satisfied. This was also an increase in satisfaction from the 2005 survey (see **Appendix C**). Of those who had visited other pantries, 91.0% felt that Lakeview Pantry’s services are better than other pantries, and 9.0% felt that the services are about the same. No respondents rated LP’s services as worse than other pantries.



Again, satisfaction varied by respondent language, with English speakers more satisfied than Russian-speaking clients ($p = 0.000$). Among Russian-speakers, 51.7% were very satisfied, 41.4% somewhat satisfied, 3.4% not too satisfied, and 3.4% not at all satisfied. Among English-speaking respondents, 89.3% were very satisfied, 10.0% somewhat satisfied, and less than 1% not at all satisfied.

Table 4. Means for Improving Client Experience while Waiting for Service

FREQUENTLY CITED RESPONSES	# of mentions
The waiting experience is good/fine already	74
More space/seating/better crowd control	19
Long wait/too slow	16
Different numbering system	12
More entertainment in lobby (TV, music, books, magazines)	11
Volunteers/staff need to be friendlier; better customer service	6

Satisfaction with service also was analyzed by pantry location (3831 N. Broadway, 1414 W. Oakdale, and home delivery clients), homeless status, gender, and ethnicity, but none was found to be statistically significant.

Respondents were asked an open-ended question on what would improve their experience while waiting for service at the pantry (see **Table 4**). Most frequently cited by far (by 74 respondents) was that the service while waiting was already good, and many used this question as an opportunity to remark positively on the pantry and staff. Having more space, seating, and crowd control was mentioned as an area of improvement by 19 respondents, as well as decreasing the time that clients wait to receive the food and services (16 mentions), changing the numbering system (12), having more entertainment—e.g., TV, books, music, magazines in the lobby—(11) (though several respondents did mention they like the music currently available), and improving the friendliness and customer service from volunteers and staff (6). Several respondents mentioned that they appreciate the drinks and snacks being offered while they wait for service.

It’s all quite good. Carrie does an amazing job and sets a very pleasant tone for everyone.

The pantry tells us that if you leave the building after taking a number you will have to forfeit that number and take another, but they never enforce this policy and people are constantly going in and out.

Often times we have to wait for quite a while in line. It would be nice to shorten the waiting period.

I'm grateful for what I receive, the volunteers are helpful and kind and the other services if needed are helpful.

Respondents were given a list of various types of assistance and asked which ones they might desire. As **Figure 6** shows, most selected was rent/utility assistance (57.4% would want this), followed by employment search assistance (33.4%) and healthcare services (32.4%). Mental health services were desired by 14.2%, community voicemail by 10.1%, and alcohol/drug abuse services by 8.1%. Desire for each of these services was higher among this year's client respondents than in 2005 (see **Appendix C**). Thirty-two respondents specified another type of assistance they would want, such as more or different types of food (5 mentions), dental care (5), transportation needs (4), and help finding housing (4). Over 17% felt they did not need or want services other than the existing ones.

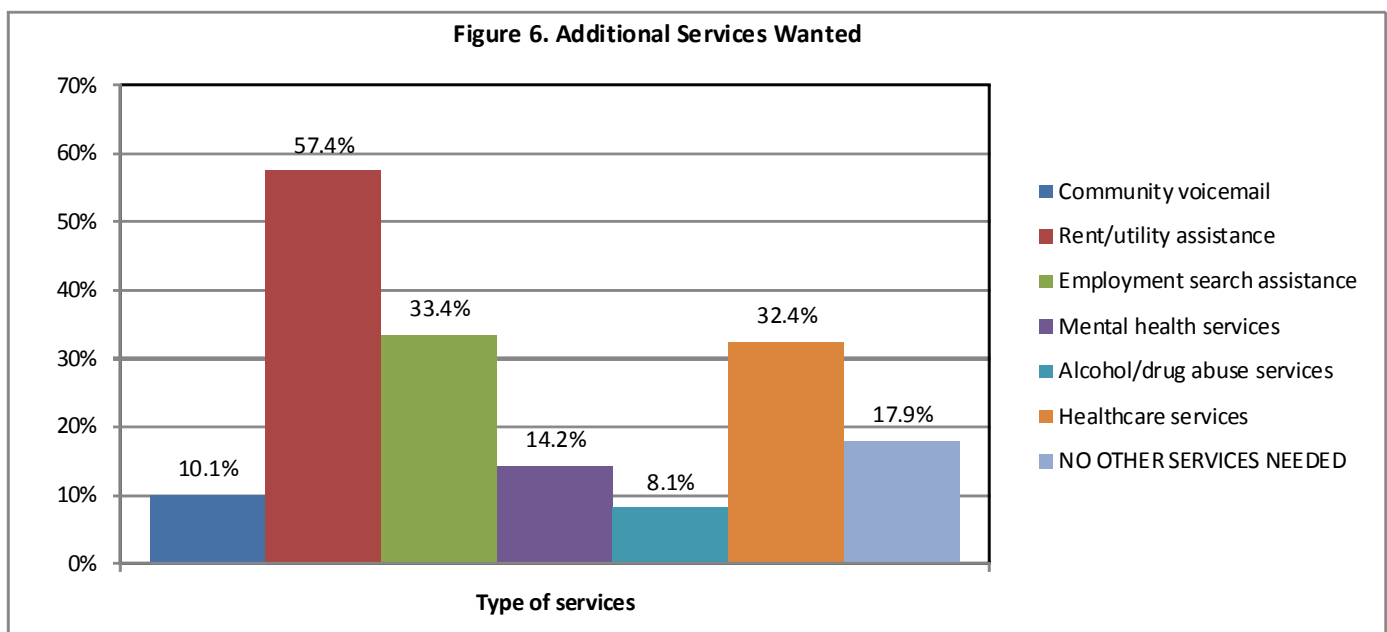
When asked if they believe they will be using LP services in a year, over 78% of client respondents think they will. They then were asked an open-ended question on why they felt this way. From the majority who thought they still will be using the pantry in a year, reasons given were mostly in two categories: (1) respondents' satisfaction with LP and its services and (2) their need for the assistance and belief that their situation will not change. From the 21.9% who do *not* expect to be using the pantry in a year, respondents expressed hope they would be employed by then (25 mentions) or indicated they might move from the area (10).

Lakeview Pantry provides invaluable aid to all poor people in our neighborhood. It helps us save money on food.

Because I have no way to get income because of my health.

It is an essential part of my existence.

I currently live in my Dad's home. I am currently earning minimum wage (part-time) and due to my age it is difficult to acquire a job that pays more with any skills for any prospective employer. It would benefit them to hire a much younger person to train and grow with the company.



Lakeview Pantry has given me opportunity to proceed to support and feed my family with food and etc. with our little income.

When asked how much of a hardship it would be for respondents if they could not receive food from Lakeview Pantry, half (50.5%) felt it would cause a great deal of hardship, and 27.8% felt it would cause a lot. Only 4.5% thought it would cause little to no hardship.

Respondents were asked an open-ended question on how they would make LP better if they could (see **Table 5**). Again, many respondents used the question

as an opportunity to praise the pantry, saying it is already good (53 mentions). Thirty respondents would change the amount, variety, or types of food offered (several respondents mentioned special diets, such as being lactose intolerant or diabetic). Sixteen respondents would make the pantry space bigger, provide more seating, and better control the crowds. Also cited by eleven respondents was decreasing the wait time. Seven respondents said they would volunteer themselves to make the pantry better, seven would improve the numbering system, six would provide more services than currently offered, six mentioned the need for fresher food, and six would allow clients to come more than once per month (weekly or bi-weekly). Allowing residents of other neighborhoods to receive food was mentioned by three respondents, and three mentioned improving the friendliness and customer service on the part of the volunteers and staff.

I think it could have more seating. The staff do a great job with eliminating carts and clearing the area. But the seats fill up quickly and sometimes have to stand along the wall or windows.

More juice/beverages in monthly allocation, please. But I am so grateful, the pantry keeps me on the "thin line" from becoming on the street homeless.

Well, first I would help the pantry by volunteering where they need me. Also just make sure that volunteers know to give all the food that the client is supposed to get. I would play classical music when the pantry is serving clients to make it enjoyable and relaxing.

Table 5. Means to Make Lakeview Pantry Better

FREQUENTLY CITED RESPONSES	# of mentions
LP is good/fine already	53
Offer different/more food	30
Bigger space/more seating/crowd control	16
Decrease the wait time	11
Volunteer themselves	7
Change the numbering system	7
Offer fresher food	6
Offer more services	6
Allow clients to receive food more than once a month	6
Allow residents from other neighborhoods	3
Improve customer service/friendliness	3

6. CONCLUSIONS

In summary, satisfaction among Lakeview Pantry client respondents was very high. The data show areas where LP could increase client satisfaction even more, such as providing more seating for those waiting for services, trying to increase satisfaction among Russian-speaking clients, and decreasing the wait time. The data highlight the barriers of age and physical and mental health for these clients in trying to increase their income and illustrate what a huge factor unemployment is in their situation, with over 80% currently not working at all.

Over 78% of these respondents think they will still need LP services a year from now, and their need is great. Of particular concern are the currently homeless and the approximately 29% of respondents who feel it is very or somewhat likely they will become homeless in the next six months.

The questionnaire asked respondents about their hopes and wishes for themselves in the coming years. The most common response was related to having good or better health (83 mentions), followed by getting a job or a better job (74 mentions). Twenty-seven respondents hope for better housing, while 25 hope to have more money and less trouble paying bills. Wishing for a better life for their family members was mentioned by 20 respondents, and going back to school or completing school was cited by 16. Of concern were the 13 respondents who stated that they had no hopes or wishes for the upcoming years.

To obtain permanent housing that my daughter and grandson can come visit me.

I would like to work on mental health issues and work on employment possibilities.

1. To continue a college Bachelor's degree program. 2. To work continuously. 3. Volunteer at Lakeview Pantry. 4. To move into an apartment—downtown Chicago. 5. To become more involved in community.

For the pain physically that I am suffering to recede. A job with health insurance.

I don't have any wishes, my situation will only get worse as time passes. I will become homeless if I do not receive my social security benefits. Medical and mental health therapy are the needs I have that are not currently being met!

The survey concluded with an open-ended question on additional comments about Lakeview Pantry. Respondents used this question primarily to express their appreciation of the pantry staff.

It is the best pantry I have ever received services from, ever. The people are positive, they give you good, fresh food. You get a lot of food items, and most importantly it's free.

The pantry is like my family, it's always there for me when I reach out.

The pantry is a tremendous asset to the community in specifically philanthropy in general. The staff and volunteers are truly dedicated to providing the patrons with a dignified experience...

It's absolutely lovely, and what an idea. It's been very helpful to me. My diet has changed and I feel more comfortable cooking. I get to know new products. I wasn't used to eating meat or poultry until it was distributed. A change for the better.