



Hope House of Milwaukee, Inc.

209 West Orchard - P.O. Box 04095
Milwaukee, WI 53204

Ending homelessness and creating healthy communities

UNITED SOUTHSIDE FOOD PANTRY

Annual Report: January 1 – December 31, 2011

Current, local research shows that for too many low-income families, persistent hunger and poor nutrition are a sad, but preventable fact of life. In response, the *United Southside Food Pantry* - the Fourth largest emergency food distribution site on Milwaukee's south side – has developed a multifaceted continuum of services designed to reduce hunger, improve nutrition, and enhance quality of life for households in the 53204 zip code. The three tiers – healthful food distribution, applicable education on good nutrition and general wellness, and relevant service referral and linkage - create a positive, proactive, and integrative method for recipients to learn, develop, and apply new behaviors and strategies that improve and maintain their quality of life. The United Southside Food Pantry seeks to reduce hunger today and lead to good health tomorrow.

PARTICIPANT DEMOGRAPHICS

The geographic community served by the United Southside Food Pantry extends throughout the 53204 zip code, comprised of a mix of long-time homeowners and a number of new immigrants who occupy a variety of rental units in the area.

In 2011, a total of 3,824 households received emergency food distributions. This amounts to more than 10,700 people – 6,411 adults and 4,297 children.

Monthly averages for the year are 319 households - average of 534 adults and 358 children.

PROGRAM GOALS, OUTCOMES, & INDICATORS

The United Southside Food Pantry offers immediate and interim services and programming with the intention of promoting long-term change in participants.

GOAL 1: TO REDUCE HUNGER FOR PARTICIPANTS

Outcome: *Participants will receive healthful food distributions.*

Result: **On average, 319 households per month have received emergency food baskets during the year.**

GOAL 2: TO EXPAND USE OF COMMUNITY-BASED RESOURCES FOR PARTICIPANTS.

Outcome: *Participants will increase use of community-based resources.*

Result: 68% of participants surveyed this year reported receiving information about other community-based services offered through or linked from Hope House.

SATISFACTION SURVEY RESULTS

Survey results collected from United Southside Food Pantry customers are very positive (5 = "Excellent").

<i>The services I received.</i>	Average score of 4.8
<i>The services have met my needs.</i>	Average score of 4.7
<i>The quality of food.</i>	Average score of 4.6
<i>Staff treats me with respect.</i>	Average score of 4.8
<i>Courteous and helpful staff.</i>	Average score of 4.8
<i>The impact on my life.</i>	Average score of 4.5

PROGRAM HIGHLIGHTS

1. Healthful Food Distribution - Hunger Relief Efforts. Since 1990, the United Southside Food Pantry Program has played a crucial role in bringing stability to low-income households through the provision of emergency food bags. The Food Pantry distributes bags based upon the size of the household, offering residents supplies of canned fruits and vegetables, pastas and breads, canned meats and fish, as well as staples such as flour and dairy products. The United Southside Food Pantry Program purchase fresh fruit and vegetables from Growing Power for distribution for low-income households. Households may only receive emergency food bags once during any calendar month. In addition, residents can receive supplemental distributions during the month of bread and fresh produce, as it becomes available.

2. Health and Nutrition Education – Applicable Knowledge and Awareness. The United Southside Food Pantry is the only pantry in the city of Milwaukee that seeks to address the long-term health and wellness needs of low-income residents through nutritional education and applied preparation information to recipients.

3. Community-Based Resources – Service Referral and Linkage. Another unique feature of the United Southside Food Pantry is the established connections with several community-based agencies and groups. Having multiple resources available on-site, within one setting, allows for many needs to be addressed in the most effective and efficient manner.

Prepared by: