



Hillside
FOOD
OUTREACH



2023

Evaluation Report

Prepared by:
**The Bach Center for
Evaluation & Research**
bachcenter.org



Purpose of the Study

HFO is committed to assessing the impact of our work. Since 2012, HFO has contracted with The Bach Center for Evaluation & Research to conduct a bi-annual program evaluation. This report provides feedback so that we can optimize both our delivery process and the quality of our food.

Methodology

The Hillside Food Outreach Client Survey was administered to a sample of client households – people receiving monthly grocery deliveries from HFO (N=197, confidence level=95%, confidence interval=6).

2023 CLIENT DEMOGRAPHICS

Westchester

467 **1,069**
Households People

Putnam

80 **154**
Households People

Connecticut

262 **556**
Households People

Total

809 **1,779**
Households People

BREAKDOWN OF CLIENT AGES

Children

25.8%

Adults

40.1%

Seniors

34.1%

Overview of Findings

98%

of clients feel more food-secure since receiving grocery deliveries from HFO.

97%

of parents reported that their children are eating more fruits and vegetables since receiving grocery deliveries from HFO.

92%

of parents reported that their children are eating less junk food.

24%

of elderly/disabled clients said that they could not continue living independently without HFO food deliveries. (58% said that they could, but it would be much more difficult.)

79%

of clients who suffered from depression said that they were feeling less depressed since receiving grocery deliveries from HFO. (34% of these said they were feeling "a lot" less depressed.)

94%

of clients reported feeling more hopeful since receiving grocery deliveries from HFO. (57% of these said they were feeling "a lot" more hopeful.)

100%

of clients said that HFO has improved the quality of their lives. (75% of these said that HFO had improved the quality of their lives "a lot.")

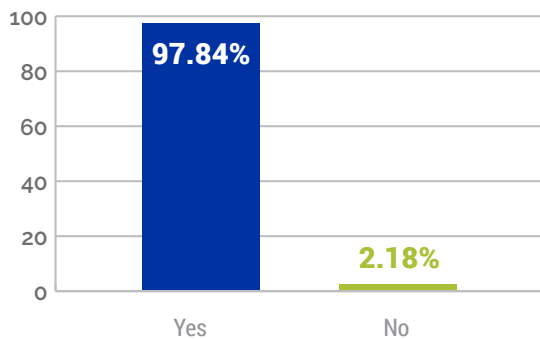
83%

of clients with diabetes reported that their symptoms had stabilized or improved since receiving grocery deliveries from HFO. (22% of these said their condition had improved "a lot.")

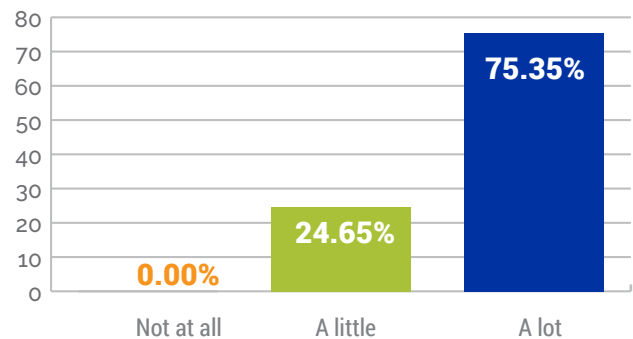
83%

of clients with high blood pressure reported that their symptoms had stabilized or improved. (34% of these said their condition had improved "a lot.")

Impact of HFO Food Deliveries on Overall Quality Of Life

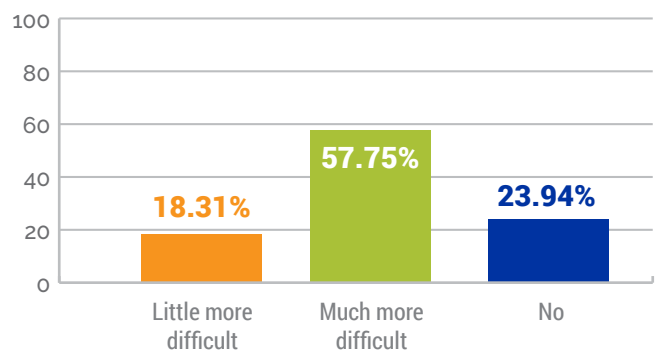


Do you feel more secure, in terms of having enough food each month?



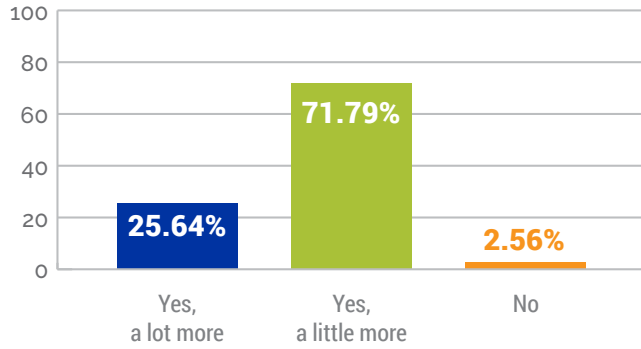
How much have monthly HFO food deliveries improved the quality of your life?

Impact of HFO Food Deliveries on Seniors/ People with Disabilities Living by Themselves

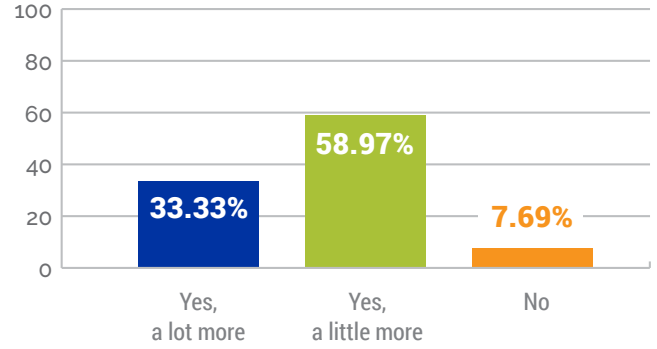


Could you **continue living independently** without HFO food deliveries?

Impact of HFO Food Deliveries on Children



Percent of parents who reported that their children **eat more fruits and vegetables** since receiving grocery deliveries from HFO.

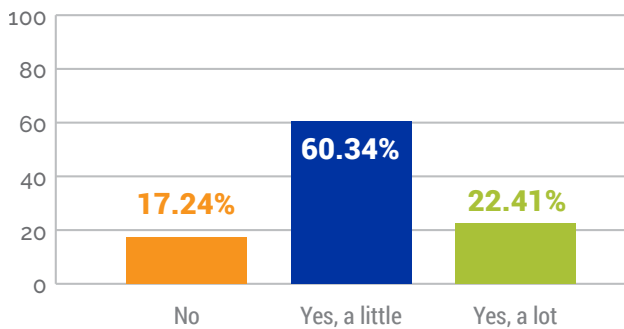


Percent of parents who reported that their children **eat less junk food** since receiving grocery deliveries from HFO.

Impact of HFO Food Deliveries on Client Health

Diabetes

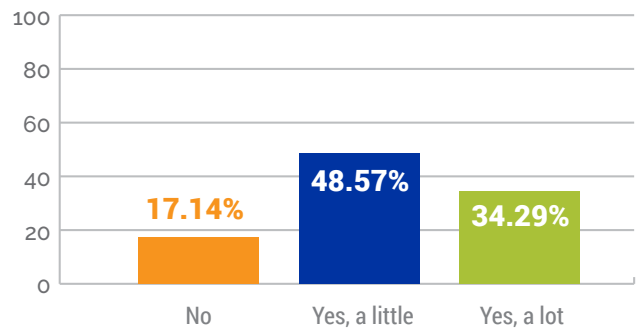
32.8% of respondents reported one or more people with diabetes living in the household.



Degree to which clients with **diabetes** reported that their symptoms have stabilized or improved since receiving grocery deliveries from HFO.

Heart Disease/HBP

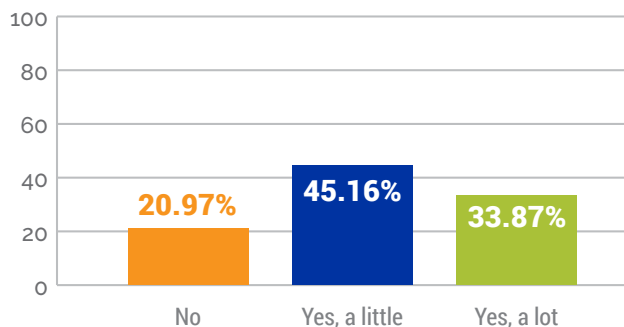
42.8% of respondents reported one or more people with heart disease or high blood pressure living in the household.



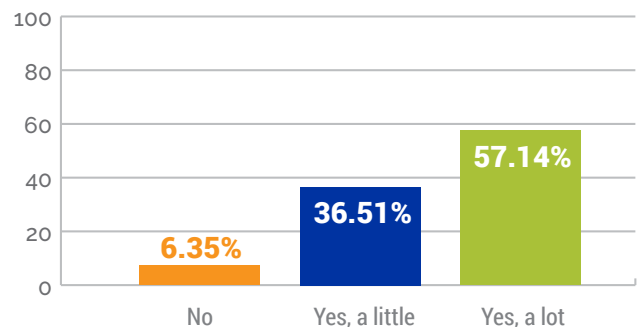
Percent of clients with **heart disease or high blood pressure** who reported that their symptoms have stabilized or improved since receiving grocery deliveries from HFO.

Mental Health

39.0% of respondents reported one or more people with mental health issues living in the household.



Percent of clients who reported **being less depressed** since receiving grocery deliveries from HFO.



Percent of clients who reported **feeling more hopeful** since receiving grocery deliveries from HFO.

WHAT DO YOU LIKE BEST ABOUT HILLSIDE FOOD OUTREACH? HOW HAS IT HELPED YOU?

FEEDBACK

- I don't have much, but my fiancé and I count down the days until our next delivery. My volunteer helps me in other ways and talks to me when I need guidance. I love Hillside so much.
- My father really looks forward to the delivery every month and deciding what to cook with it! Also, really like that the deliveries come regularly every month and come when they say they will come.
- I am legally blind in one eye, and it's difficult for me to get out of my Condo. The Hillside delivery cuts down on the # of trips I need to make to grocery store.
- I love that it comes monthly and to the door. There is a lot of produce variety in comparison to food pantries.
- I have much less anxiety on where food will come from.
- Knowing that someone will be here every month bringing food that I would have otherwise worried about obtaining.
- HFO has improved the quality of my diet. It's a Godsend, because I am not able to get to supermarket, and do not have enough funds for supermarket.
- I appreciate getting household products, in addition to food.
- The security. I know I will have food every month.
- The food is nice and fresh, the people are friendly and accommodating!
- Knowing we can count on food being delivered.
- The great food we get and the wonderful friendship I have with Tricia & Joe.
- The food has less sodium content, so it helps me control my blood pressure.
- Knowing that food will be delivered around the same time each month.
- My delivery person is very caring never miss any month.
- I don't run out of food.
- To have pleasurable people deliver it. Helps so much with monthly expenses.
- Having the caring and hopefulness that it provides for seniors who can't always fully care for themselves. Lovely to have caring people. I feel blessed.
- Wendy is very friendly. I appreciate the contact and the attention she pays to my pets.
- I appreciate the food delivery because I don't drive.
- I enjoy seeing what's new each month.
- I appreciate the consistency.
- I don't have to worry about running out of food.
- I am so thankful for all the deliveries and am trying more healthy recipes!
- Food Delivery to my door. I don't have money and food lasts a long time. She always gives me a bit extra. Grateful.

WHAT DO YOU LIKE BEST ABOUT HILLSIDE FOOD OUTREACH? HOW HAS IT HELPED YOU?

FEEDBACK

- I can't leave house for health issues. On food stamps. Deliveries so appreciated.
- Delivery people are wonderful :) They make us feel so comfortable. We look forward to seeing them each month.
- I love the Fresh Veggies.
- Jennifer Hess!!! She's extremely uplifting ...warm and so very special!!!!
- Seeing the delivery person who checks on me every month and brings me much needed food.
- The Food that is being delivered helps so much our family's mental state, and stability.
- Food is always healthy and since I have difficulty walking, I can be guaranteed of getting good food to eat into my home.
- The meat and sugar free options.
- Knowing you will have enough food.
- Just knowing I can eat and survive with healthy foods.
- This has saved my family.
- Food deliveries help my family a lot.
- Takes a lot of the stress off knowing where food will be coming from every month, and these deliveries have helped so much with mental health and physical health. This program has given me hope and positivity. Thank you.
- I know I'm going to get food when you call me, and I appreciate it.
- I have food stamps but not a lot, so the HFO really helps.
- It's nice to see someone else's face. Talking to someone.
- The people are so extremely kind and go above and beyond anything I could have expected. In better times, long ago, I cooked weekly for a group home for AIDS patients. It's wonderful to see that volunteerism still exists!
- I like the fresh fruit and vegetable. I am eating a lot healthier. Deliveries help a lot since there's no transportation.
- It helps me when I don't have much.
- I am very thankful for your outreach, don't know what I would do without it.
- Thanks a million!
- I feel food secure.
- The consistent monthly food supplement.
- Knowing we will have enough food.
- Being a single low-income mother struggling, Hillside has changed our lives! The meat, the produce, the fresh vegetables and fruits, my son eats healthier, and I am able to afford more towards rent and not worry as often about not having food in the house. This is a life changing program! Thank you!

Our Neighbors. Our Mission.

Hillside Food Outreach is a delivery-only food pantry providing high quality, nutrient-dense foods, staples and essentials to low income individuals and families residing in Westchester and Putnam Counties of New York and Fairfield County, Connecticut. For those individuals, unable to access local food pantries due to chronic illness, disability or other circumstances, Hillside Food Outreach fills the nutrition need while establishing both connection and engagement with those feeling hopeless, alone or forgotten.

Through access, education, caring volunteers and a generous spirit, Hillside continues to impact the overall health and wellness of not only individuals but the entire community.



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hillsidefoodoutreach.org



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