DISH Food Pantry
January–May 2022 Report

bhcc.edu/dishfoodpantry

Bunker Hill Community College

The DISH Food Pantry was founded in September 2019 and made possible by the following generous donors: BHCC Student Government Association, Missy & Marsh Carter, Carol & Giulio Caperchi, Diane & Bob Hildreth, Stop & Shop, Cabot Family Charitable Trust, Eos Foundation, and Liberty Mutual Insurance.

15,277
TOTAL POUNDS DONATED

The Greater Boston FOOD BANK — Feeding Eastern Massachusetts

EST. 1981 FOOD FOR FREE

10,167	Greater Boston Food Bank
2,000	Food for Free Produce
800	Food Link
600	Hope and Comfort
270	Community Donations
150	Seven Hills Pasta
54	Stop & Shop

$1,500
CASH DONATED

(used to purchase food, hygiene, and baby food/diapers)

23,605
TOTAL POUNDS DISTRIBUTED

14,349	Non-Perishable Food
4,491	Fresh/Frozen Food
2,606	Baby Food/Products
2,159	Hygiene & Household Cleaning Products

- Shaws/Star Market Cards Distributed (donated by GBFB): 400 total cards, $16,000 in total value

- Stop & Shop Cards Distributed (donated by Stop & Shop and anonymous donor): 320 cards, $6,750 in total value
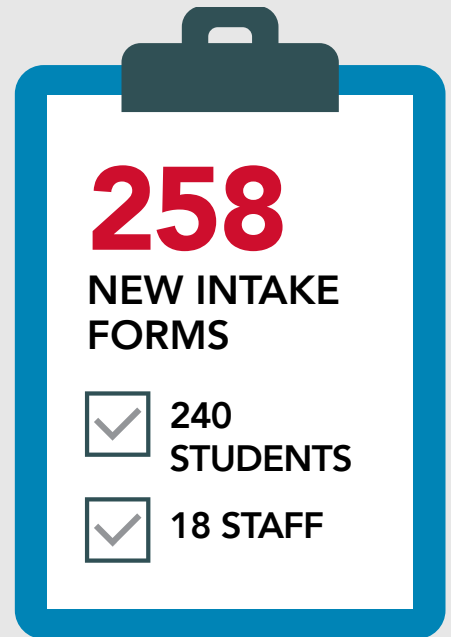
258
NEW INTAKE FORMS

- ☑ **240 STUDENTS**
- ☑ **18 STAFF**

846
TOTAL ORDERS FILLED

299
TOTAL USERS

480
TOTAL DELIVERIES

338
TOTAL ON-CAMPUS PICK-UPS

177
TOTAL LOCKER PICK-UPS

(from April–May 2022)

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DISH Milestones/Exciting Moments

JANUARY & FEBRUARY

- Donation of $20,000 from BHCC COVID Vaccine Incentive Fund allowed purchases of a new freezer, two new carts, and household supplies for distribution.

- Launched Small Business Partnership with purchase of frozen pasta packages from Dave's Fresh Pasta.

MARCH

- DISH Food Pantry opened for walk-in office hours for the first time since March 2020. Our partnership with Food for Free and the Heat N' Eat program was revived and we received our first delivery of frozen meals for distribution to students.

APRIL

- Launched DISH & Dash Lockers, the first initiative of its kind at a college/university. Those in attendance included representatives from Quadient/Parcel Pending and Food for Free as well as several BHCC offices and departments.

- DISH Coordinator Molly Hansen featured on College Food Insecurity Panel, hosted by Lasell University.

MAY

- Celebrated two years of pantry deliveries with Snapchef! Starting in May 2020, the delivery system has completed thousands of deliveries to our pantry users' homes, free of charge. Our Snapchef driver, James Dickhaut, has become an indispensable member of the DISH Food Pantry team.

DISH & Dash Lockers

In April 2022, the DISH Food Pantry became the first food pantry in the country to implement refrigerated smart lockers for client pick-up. The impetus for these lockers came from conversations with our students and how to best support them and their busy schedules. Many of our students work full or part-time jobs, have small children at home, and/or have limited transportation. Since introducing the lockers, on-campus pick-ups have become incredibly flexible, efficient, and dignified.

The funding for the locker project was procured through the Higher Education Emergency Relief Fund (HEERF). Our vendor, Quadient/Parcel Pending, provided the background, training, and support for implementation. As of May 2022, there have been 177 pick-ups from the DISH & Dash lockers. Our pantry is looking forward to utilizing the lockers to expand access to our frozen meal program (currently only available during office hours) for students who are enrolled in evening courses.

Small Business Partnerships

Thanks to the generous funding from the BHCC COVID Vaccine Incentive Fund and Halting Oppressive Pathways through Education (HOPE) Initiative*, the DISH Food Pantry was able to purchase products from several small, Boston-local businesses. By shopping small with an emphasis on supporting Black-owned businesses, we are supporting our community while allowing our pantry users to try out a new and exciting product!

- **Dave's Fresh Pasta, Somerville, MA:** packages of linguine, spaghetti, pappardelle

- **Hab House, Boston, MA:** locally made, Caribbean-inspired hot sauce

- **Lyndigo Spices, Boston, MA:** seasonal jams, chutneys, spices, and sauces

- **Remix Waffles, Boston, MA:** waffle mix made with natural ingredients

*The HOPE initiative is designed to examine and eliminate the social, institutional, and academic barriers that often prevent males of color from achieving their full potential at BHCC and beyond. This asset-based, student-centered initiative is run by a group of faculty, staff, and students focused on three main areas: qualitative and quantitative data collection, analysis and dissemination; assessing and addressing gaps in College programs and services; and affinity-based mentoring. You can learn more about the HOPE initiative by visiting bhcc.edu/hope.

"I love it so much! It has helped me and my daughter tremendously! Thank you."

"The DISH has allowed me to focus more of my time studying and doing classwork instead of working to get extra money to pay for groceries."

"I really like how they used the locker for pick-ups. It makes it quick and easy to get my food after I receive an email notifying me when it is ready for pick-up."

DISH Spring 2021 Survey Results

Information about survey

- Distributed to Spring 2022 Users (299 users)
- Response rate: 30% (92 responses)

Demographic of Student Response

- Full-time students: 59
- Part-time students: 25
- Other (workforce development, certificate program, etc.): 2
- Staff/Faculty: 6

100% of DISH Food Pantry users found the sign-up process easy:

- "The process is very simple and convenient."
- "Super easy, efficient, and flexible!"
- "It is such an easy process—everyone should sign up!"

100% of DISH Food Pantry users are extremely likely or very likely to recommend the DISH to another student or faculty/staff member.

Based upon experiences with the DISH Food Pantry Staff and Delivery Driver, DISH Food Pantry users rated the following:

- 100% rated communication of DISH Food Pantry Sign-Up Process and Delivery "Excellent" or "Good."
- 100% rated courtesy and friendliness of the DISH Food Pantry Staff and Delivery Driver as "Excellent" or "Good."
- 100% rated the helpfulness of the DISH Food Pantry Staff and Delivery Driver as "Excellent" or "Good."
- "Everyone is so nice and respectful!"
- "The customer service that I have received at the DISH has been exceptional. I am so thankful for their support and kindness."
- "Molly goes above and beyond to help students get what they need. Thank you!"

While utilizing the DISH Food Pantry this semester:

- 99% of users strongly agreed or agreed that they were treated with dignity and respect by DISH Food Pantry staff.
- 99% of users strongly agreed or agreed that they felt supported by DISH Food Pantry staff.
- 90% of users strongly agreed or agreed that any concerns about their order were addressed in a timely manner.

By receiving food/hygiene items at the DISH Food Pantry:

- 75% of students strongly agreed or agreed that they were provided with food/hygiene items that they would otherwise not have access to.
- 83% of students strongly agreed or agreed that they were able to focus better on class and class-related activities.
- 77% of students strongly agreed or agreed that their ability to attend virtual courses was improved.
- 85% of students strongly agreed or agreed that they were able to stay enrolled.

When asked if they planned to continue their enrollment at BHCC:

- 81 said yes.
- 1 said no.
- 6 were unsure.

DISH Users were also asked which of the following features of the DISH Food Pantry made them feel respected and comfortable while using the service:

- Using an online platform to select food and hygiene items: 84 respondents
- Communicating via text instead of phone or email: 71 respondents
- Receiving holidays snack bags with positive messaging: 68 respondents
- Seeing needs represented in the inventory: 46 respondents
- Availability of specialty meal kits: 45 respondents
- Picking up an order in the DISH & Dash Lockers: 38 respondents