



DISH Food Pantry
Bunker Hill Community College

DISH Food Pantry Semester Report: January 2021-May 2021

Compiled by Molly Hansen, M.Ed., DISH Food Pantry Coordinator

DISH Food Pantry Donations & Usage:

- **Total Pounds Donated: 21,916 Pounds**
 - Greater Boston Food Bank: 14,952
 - Food Link: 1,130
 - Food for Free Produce: 800
 - I Support the Girls: 90
 - Hope and Comfort: 1,017
 - Wegmans: 96
 - Seven Hills Pasta: 100
 - Stop and Shop: 2,409
 - Community Donations (mail-in/dropped-off donation): 1,011

- **Monetary Donations:**
 - Through the generous support of community donors and the BHCC Foundation, the DISH Food Pantry was able to purchase **\$3,848** worth of needed and highly-requested items, including:
 - Diapers and Pull-Ups
 - Cleaning supplies (paper towels, dish soap, sponges, etc.)
 - Supplies for Meal Kits (spices, broth, etc.)
 - Candy/snacks for seasonal giveaways

- **Total Pounds Distributed: 15,495**
 - Non-Perishable Food Items: 9,218
 - Fresh/Frozen Food Items: 2,286
 - Pet Food/Items: 302
 - Hygiene Products: 1,159
 - Baby Food/Products: 377
 - DISH Food Pantry Meal Kits: 1,793

- **DISH Food Pantry Users:**
 - Total New Intake Forms: 189
 - Student: 187



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- Staff: 2
- Total Orders Filled: 790
- Total Users: 289
- Total Deliveries (from January 2021-May 2021): **770**

DISH Milestones/Exciting Moments from Spring 2021

- **January 2021:**
 - Stop & Shop deliveries (totaling 707 pounds) of pantry staples such as canned beans, oatmeal, jelly, pasta sauce, and ingredients for DISH Food Pantry Meal Kits.
 - Purchase and distribution of 26 boxes of diapers & pull-ups for students with small children in their home
 - DISH Food Pantry 2020 Report Presentation to Leadership Council, Deans Council, Foundation Board, and other important campus stakeholders
- **February 2021:**
 - Distribution of DISH Food Pantry Meal Kits* begins (Asian-inspired, Italian-inspired and Mexican-inspire). Each kit contained
 - DISH Food Pantry Cookbook created by AmeriCorp VISTA Rose Karis
 - Vegetable or chicken broth
 - Proteins (beans and/or frozen turkey)
 - Spices
 - Minced garlic jar
 - Soup/salad toppings (croutons, tortilla strips, etc.)
 - Both vegetarian and meat options provided
 - *Funding for these Meal Kits made possible by the BHCC Foundation Office “Soup’s On” Fundraiser in Fall 2020, Stop & Shop, and generous community donors.
 - Distribution of “I Heart the DISH Food Pantry” candy bags to celebrate Valentine’s Day. Each bag also included a \$25 Stop and Shop Gift Card
- **March 2021:**
 - Distribution of DISH Food Pantry Oatmeal Kits begins. Each kit contained:
 - 2 bags of quick oats
 - Cinnamon and/or cinnamon sugar spices
 - Bag of nuts
 - Small tube of honey
 - Presentation of “Let’s DISH: Revolutionizing the Food Pantry Experience” at the National NASPA Virtual Conference by Molly Hansen and Julie Elkins



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- Presentation of DISH Food Pantry: 2020 Year in Review to BHCC Community during President Eddinger's "President's Chat" by Molly Hansen and Will Cribby
- Distribution of SNAP Awareness materials along with granola bars (in partnership with Single Stop) in each March bag
- **April 2021:**
 - Distribution of "Birthday Kits" begins. Each kit contained:
 - Box of cake mix
 - Frosting
 - Candles and/or cupcake liners
 - List of Boston-area restaurants/stores that provide a free/reduced cost item for birthdays
 - Distribution of "Spring Cleaning Kits" begins. Each kit contained:
 - Sponges
 - Dish soap
 - Disinfecting wipes/spray
 - Paper towels
 - Distribution of "Happy Spring!" bags that included small lotions, snacks, and BHCC-logo face masks
- **May 2021:**
 - Distribution of "Red Sox Kits" begins. Each kit contained:
 - Bag of peanuts
 - Bag of popcorn
 - Can of Coca-Cola
 - Information about to receive reduced-cost tickets at the Red Sox Fenway games
 - "Graduation Kits" creation and distribution begins. Every student who utilized the DISH Food Pantry and graduated in May 2021 received a bag with:
 - Can of sparkling water/seltzer
 - Popcorn/snacks
 - Hershey kisses
 - Hand-written congratulatory note from Food Pantry Coordinator
 - Distribution of "Daily Table" advertisement (local grocery store with reduced cost produce and prepared meals) along with granola bars
 - There were **16 DISH Food Pantry users that graduated** in May 2021 after consistently using the pantry during the Spring 2021 semester



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Meal Kit Plan for Summer 2021

- June: S'mores Kits (graham crackers, marshmallows, chocolate bars)
- July: Make Your Own Popsicles (plastic & freezable popsicle mold with juice bottles)
- August: Back to School Kit (pencils, notebooks, sticky notes)
- September: Make Your Own Trail Mix (nuts, dried fruit, chocolate pieces)

Spring 2021 Survey Results:

- Information about survey:
 - Distributed to Spring 2021 Users (284 total)
 - Response rate: 36% (104 responses)
- Demographic of Student Response:
 - Full time students: 51
 - Part-time: 44
 - Other (workforce development, certificate program, etc.): 7
 - Staff/Faculty Members: 2

User Experience:

- **97%** of DISH Food Pantry users found the sign-up process easy
 - Comment: "I love the staff! So friendly and helpful. They go above and beyond!"
 - Comment: "it was very easy to order and navigate. The delivery person was very friendly, timely, and helpful"
 - Comment: "The staff is wonderful, they reached out to me in the worst moment during a period where I had to quarantine"
- **96%** of DISH Food Pantry users are extremely likely or very likely to recommend the DISH to another student or staff member
- Based upon experiences with the DISH Food Pantry Staff and Delivery Driver, DISH Food Pantry users rated the following:
 - **99%** rated communication of DISH Food Pantry Sign-Up Process and Delivery "excellent" or "good"
 - **98%** rated courtesy and friendliness of the DISH Food Pantry Staff and Delivery Driver as "excellent" or "good"
 - **99%** rated the respectfulness of the DISH Food Pantry Staff and Delivery Driver as "excellent" or "good"
 - Comment: "They are super friendly and very professional."



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- Comment: “I was apprehensive about using it because I never had to before, and I was not sure how I would be treated...almost a little ashamed. But, I am so grateful to Molly and her team! I hope there is enough for everyone who needs it.”

Impact on Experience at BHCC:

- By receiving food/hygiene items at the DISH Food Pantry:
 - **71%** of students strongly agreed or agreed that they were provided with food/hygiene items that they would otherwise not have access to
 - **80%** 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
 - **77%** of students strongly agreed or agreed that they were able to stay enrolled at BHCC
- When asked if they planned to continue their enrollment at BHCC, **88** students said yes, **4** said no, and **6** were unsure.

Quality & Quantity of Food & Hygiene Items Provided:

- **75%** of DISH Food Pantry users agree that the amount of points they receive (students receive 30, faculty/staff receive 25) are enough to suit their needs
- **86%** of DISH Food Pantry users describe the quality of food items at the pantry as “excellent” or “good”
- **91%** of DISH Food Pantry users describe the quality of hygiene items at the pantry as “excellent” or “good”
- When asked what items were **most helpful** in their monthly orders, DISH Food Pantry users responded:
 - Hygiene products (pads/tampons, toothbrushes, shampoo, soap bars)
 - Frozen meat (chicken, pork, turkey, and pollock)
 - Baby food/products (especially diapers)
 - Cleaning supplies & laundry detergent
 - Gluten-free/dairy-free items
- When asked what items they **would like to see more** of in the DISH Food Pantry, users responded:
 - Fresh fruit/vegetables
 - More plant-based, gluten-free, dairy-free options
 - Halal & Kosher products
 - Coffee
 - Toilet paper and paper towels



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DISH Testimonials:

- How has the DISH Food Pantry impacted you during the COVID-19 Pandemic?
 - “There were months when I was struggling to afford food and the pantry helped bridge that gap where I could rely on getting baseline products like beans, rice, pasta, apples, potatoes from them. It is challenging to study when you are hungry so the DISH program definitely helped with that.”
 - “The DISH Food Pantry has helped me immensely. While a full time student at BHCC, I am able to contribute to our household via food from DISH Pantry.”
 - “It makes me know that the college appreciates us more as workers and academically that they are thinking about the complete person and if you are hungry you will not perform at your best.”
 - “Shopping during the pandemic was scary for me, the DISH Pantry delivered food directly to my home lessening my need to rush to the store.”
 - “It has eased the burden of buying food on such a tight budget. The pandemic laid off many people in their jobs so the DISH Food Pantry was an essential resource.”
 - “It has definitely enhanced my experience. It was so much easier to focus on my academics this semester when I did not have to worry about when I was going to be able to eat next.”
 - “The DISH program has helped me in the area of cooking. It is tough at times to have the necessary ingredients. Sometimes resulting in subpar taste or not eating at all. With DISH, I have the necessary items and, as long as I plan the time, I know I will eat a balanced meal.”
 - “It's helped me remember that I am not alone, and I never will be.”

- Other Comments:
 - “I appreciate it always. I love small seasonal gifts, postcards, and helpful information advertising! I ordered cake kits for my coming birthday! Thank you very much.”
 - “We truly appreciate everything, from food, to the friendliness, to the respect and kindness ! So, thank you for the support. Lots of love and prayers to everyone making this possible!”
 - “I love attending Bunker Hill, and the DISH Pantry has really improved my life, especially when funds have been low and I needed help. They never asked



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questions that would be embarrassing to answer. They just gave. Thank you DISH”

- “Molly is great, the pantry is helpful, all the staff is friendly. It's a nice place to look for help.”
- “Overall, I love this service so much!”

Thank you to the generous community partnerships that keep the DISH Food Pantry stocked with high-quality and necessary products. We could not operate without your support!

- Snap Chef (delivery services)
- Stop and Shop Grocery Stores
- Greater Boston Food Bank
- Food for Free
- Food Link
- Hope and Comfort
- I Support the Girls-Northborough Chapter
- Pet Food Task Force
- Wegmans

Special thanks to the BHCC Foundation, BHCC President’s Office, Single Stop Office, Student Government Association, and the Division of Student Affairs for their dedication to supporting the DISH Food Pantry