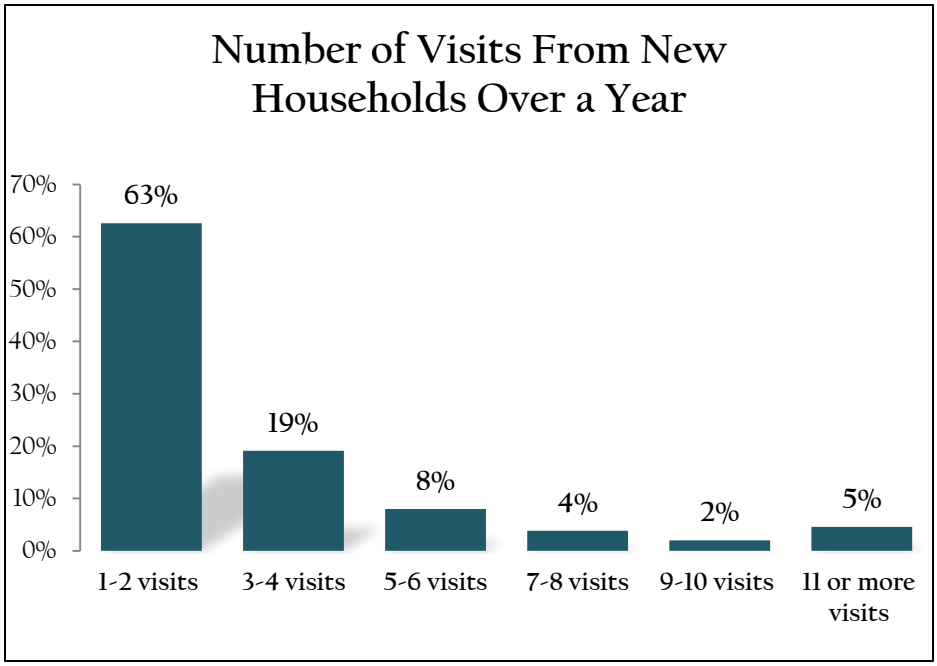
New Client Study Summary:

Last spring, GVFB began a new customer study to learn more about the reasons that cause families to need food assistance. There were 131 new households seeking food assistance for the first time in May 2014, we followed them for a year and here's what we found:

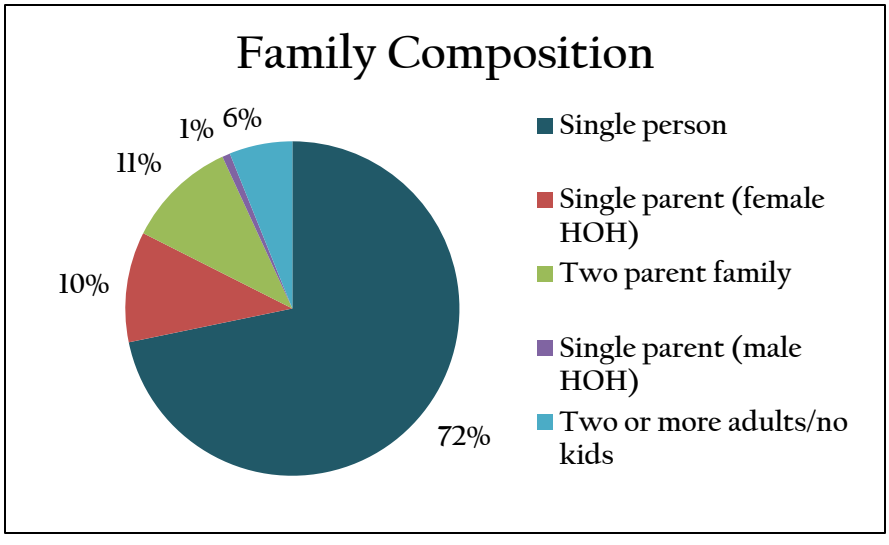
The majority of new customers only needed a little bit of assistance over the course of a year.



So what do these new families look like?

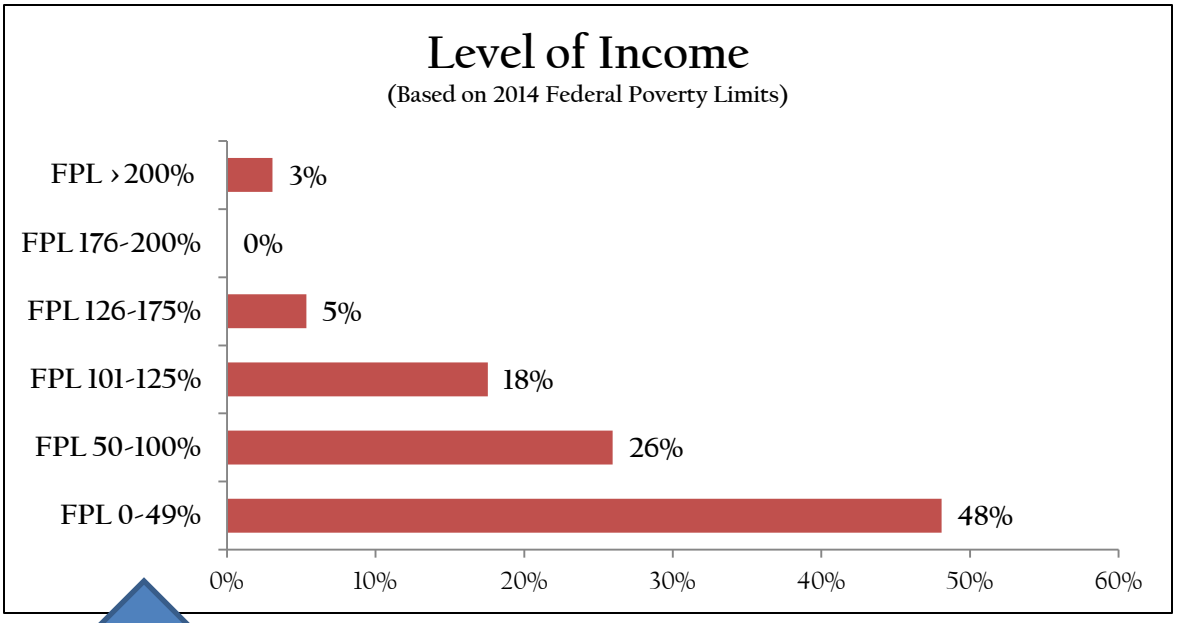
Age of HOH	Count	Percent
1-17	0	0%
18-23	45	34%
24-44	**62**	**46%**
45-59	16	12%
60-69	5	4%
70+	3	2%
Totals	131	100.0%

HOH= Head of Household



There were only 3 areas (dimensions) that this group was below the prevention line. They were **income, employment,** and **housing** (based on self-sufficiency matrix averages- see attachment).

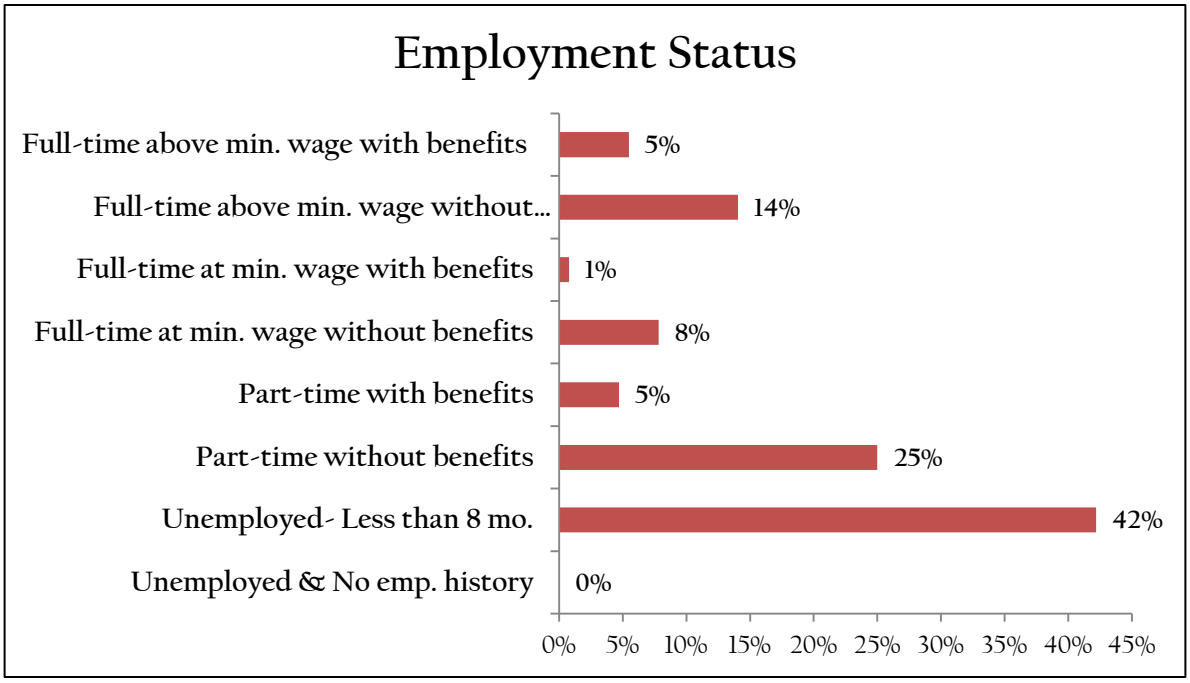
	Income	Employment	Housing	Education	Transportation	Childcare	Food Security
New Customer Avg. Matrix Scores	1.8	3.8	3.9	7.4	6.1	8.6	6.1



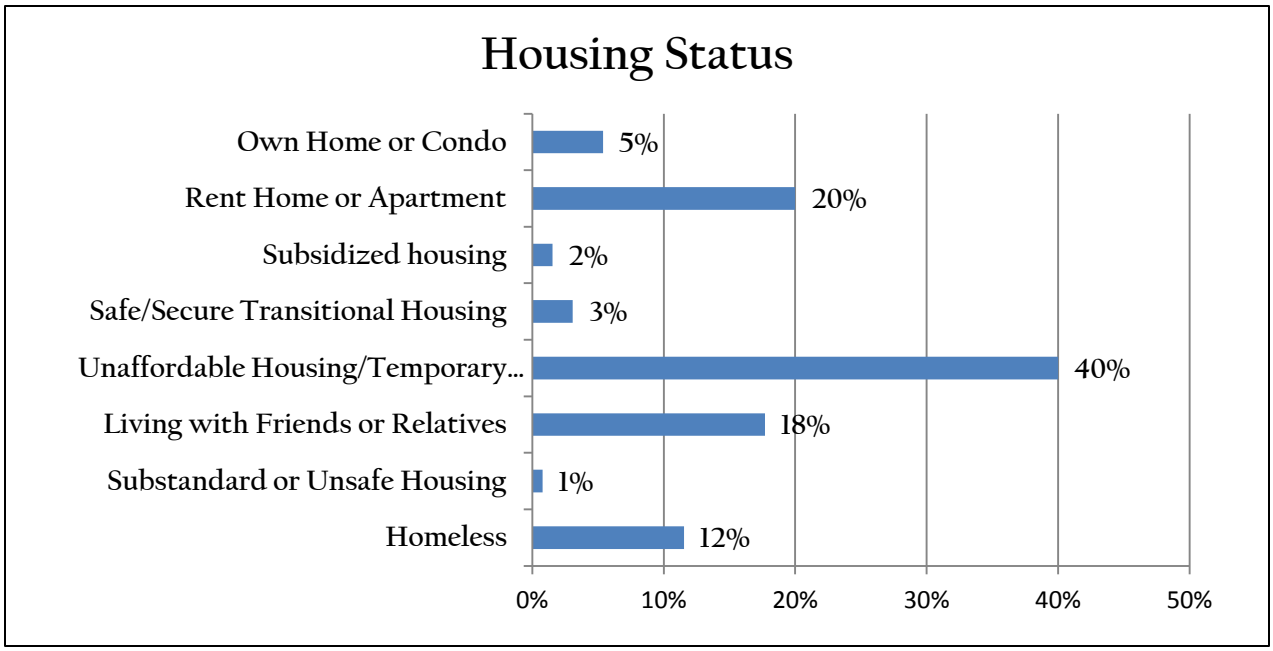
2014 Federal Poverty Limits*						
Income	1 person	2 persons	3 persons	4 persons	5 persons	6 persons
[0] 0-49%	$5,834	$7,864	$9,894	$11,924	$13,954	$15,984
[2] 50-100%	$11,670	$15,730	$19,790	$23,850	$27,910	$31,970
[4] 101-125%	$14,587	$19,662	$24,737	$29,812	$34,887	$39,962
[6] 126-175%	$20,422	$27,527	$34,632	$41,737	$48,842	$55,947
[8] 176-200%	$23,340	$31,460	$39,580	$47,700	$55,820	$63,940
[10] ›200%	›$23,340	›$ 31,460	›$39,580	›$47,700	›$55,820	›$63,940
*Annual Income						

Many of our new households have limited budgets- for many of our single person households this means living on less than $6000 a year.

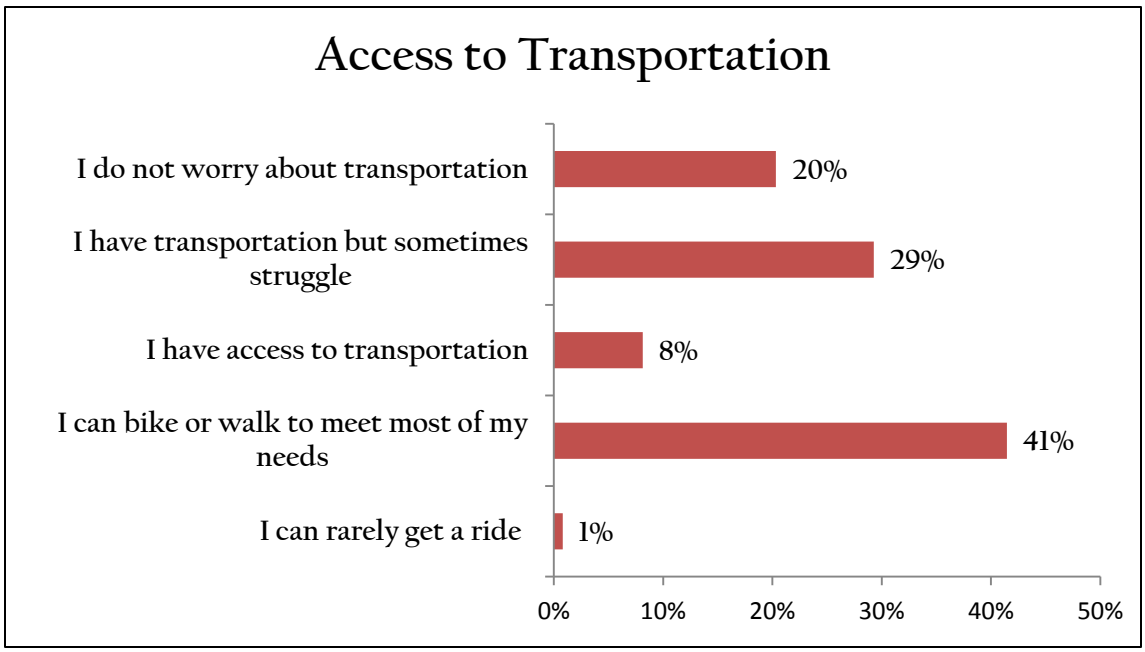
Areas below the prevention line continued:

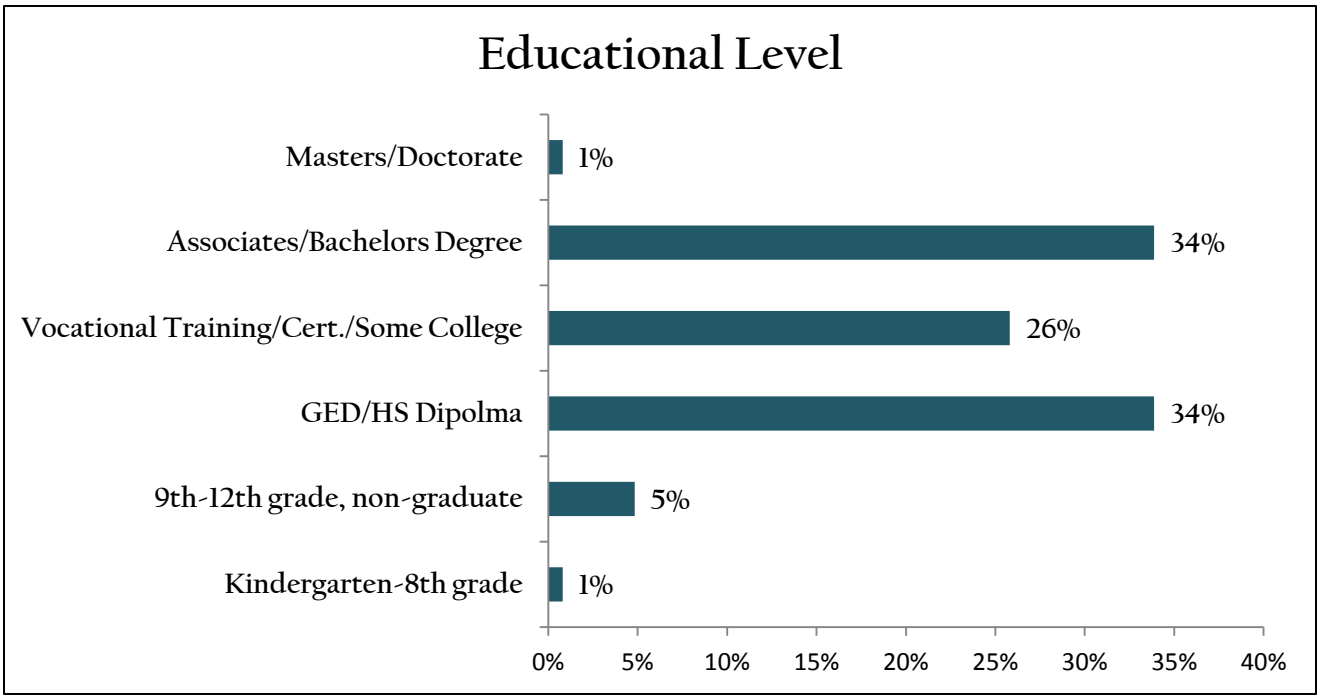


Even with the low unemployment rate, many our customers face temporary unemployment. Affordable housing is also a particular challenge in our area and for these customers it is no different.



Customer Profiles Continued:





Childcare:

- 82% of new households do not need help with childcare (72% of new households were single person families)
- 6% of new households have children enrolled in subsidized childcare
- 4% of new households have children enrolled in *unlicensed* care
- 8% of new households are not enrolled in any childcare

Food Security:

- 49% of new households are able to meet their food needs with just a little bit of help
- 31% of new households are able to purchase some food but rely on outside support like SNAP, WIC, Free School Lunch
- 9% of new households rely completely on outside support (community and public assistance)
- 12% of new households struggle daily to find food and often have no way to store and/or prepare food

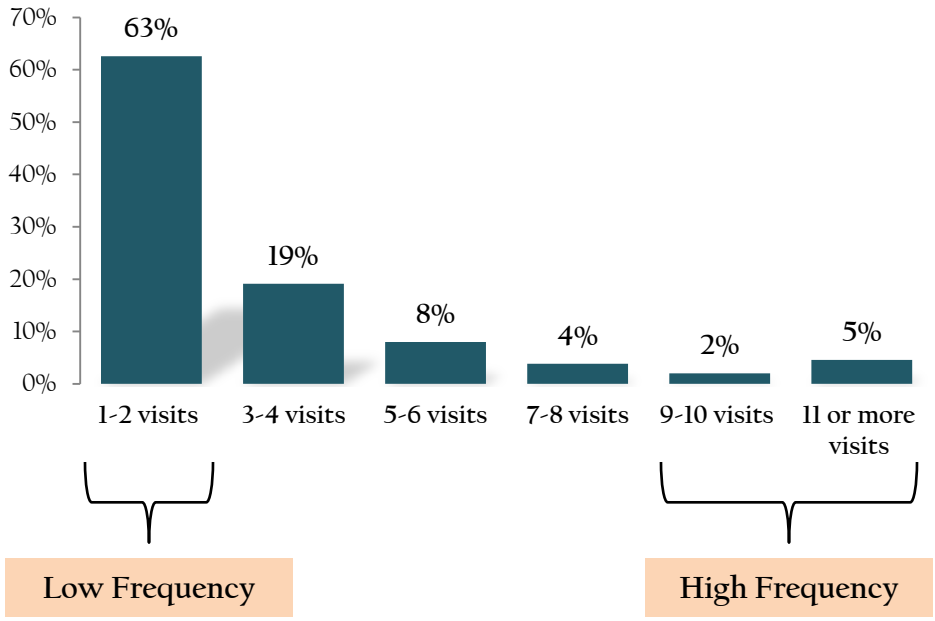
New Client Study Summary Continued, Comparing Low Frequency Usage to High Frequency Usage: Are there significant differences between the two groups?

Definitions:

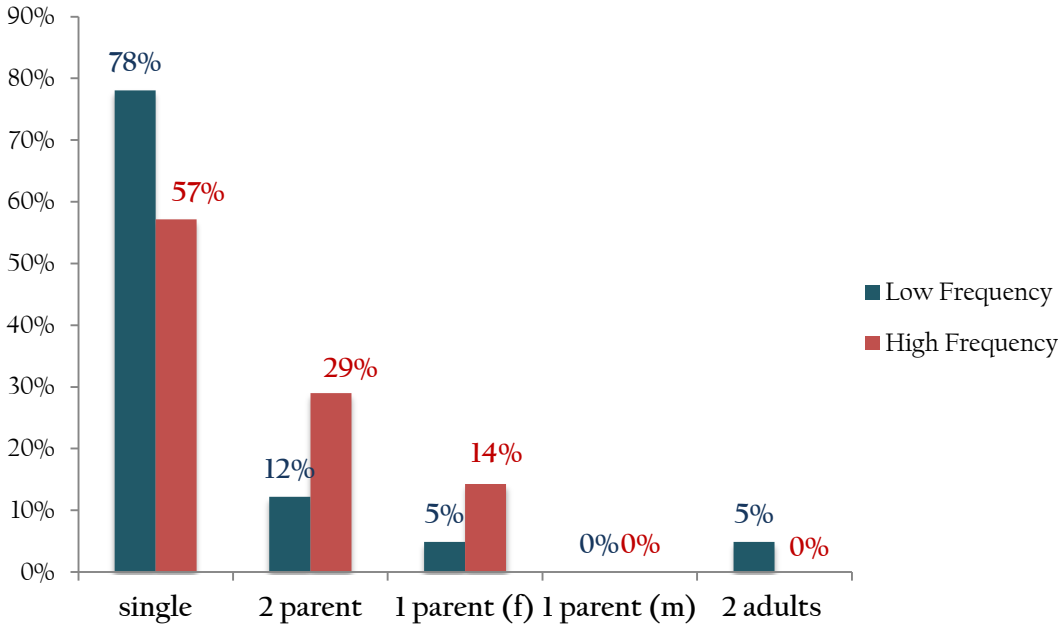
Low Frequency Usage: Clients who used food bank services only 1 or 2 times during the course of this study. (May 2014-April 2015)

High Frequency Usage: Clients who used food bank services 9 or more times during the course of this study. (May 2014-April 2015)

Number of Visits From New Households Over a Year



Family Composition



Outcome Matrix Averages

(Scores under 4 are below the prevention line)

	Income	Employment	Housing	Education	Transportation	Childcare	Food Security
Low Frequency	1.49	3.46	3.72	7.29	5.73	8.83	6.01
High Frequency	2.57	5.14	4.57	6.86	6.17	6.00	6.67

The **Low Frequency** group had **3 areas** that were under the prevention line as compared to the **High Frequency** group, which only had **1 area** below the prevention line (on average), which was **income.**

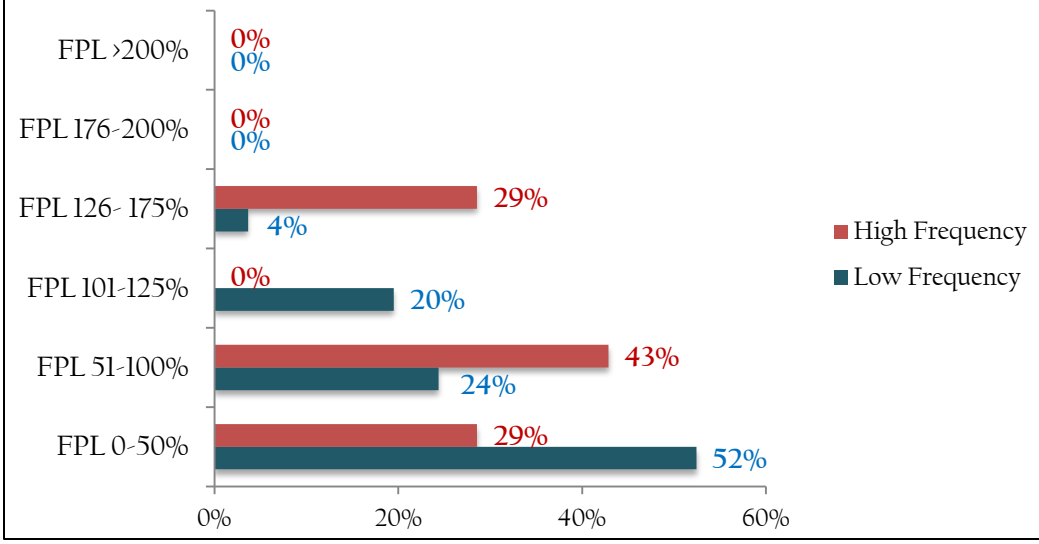
Both groups had very low levels of income, but on average the low frequency group had lower levels of income, most likely due to temporary unemployment.

All of the households in the study are living below **175%** of the Federal Poverty Level.

The USDA benchmark for household food security if **185%** of the Federal Poverty Level.

Level of Income

(Based on 2014 Federal Poverty Levels)



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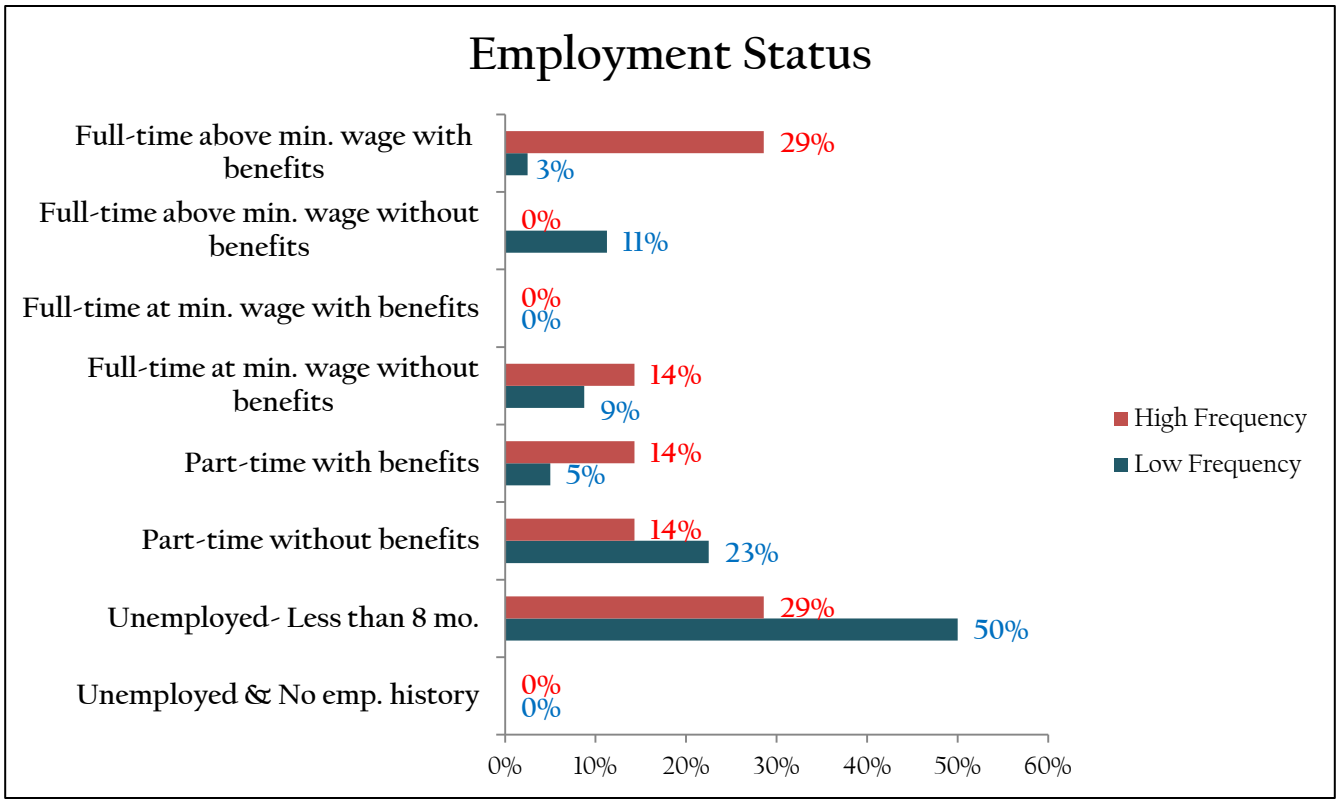
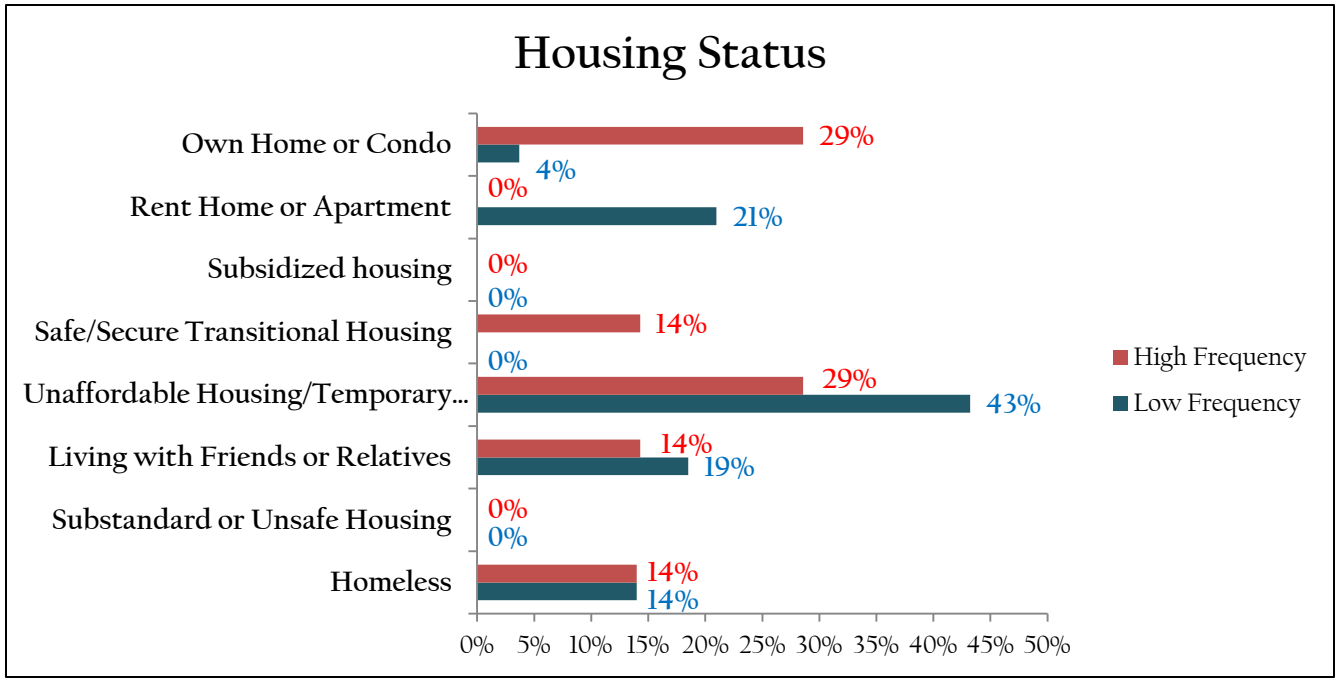
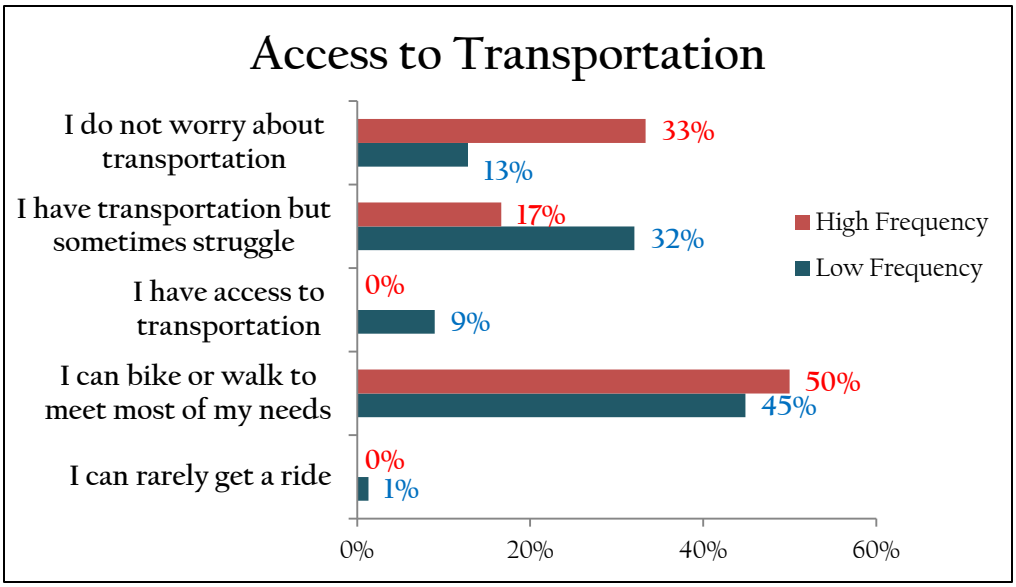
Areas below the prevention line continued..

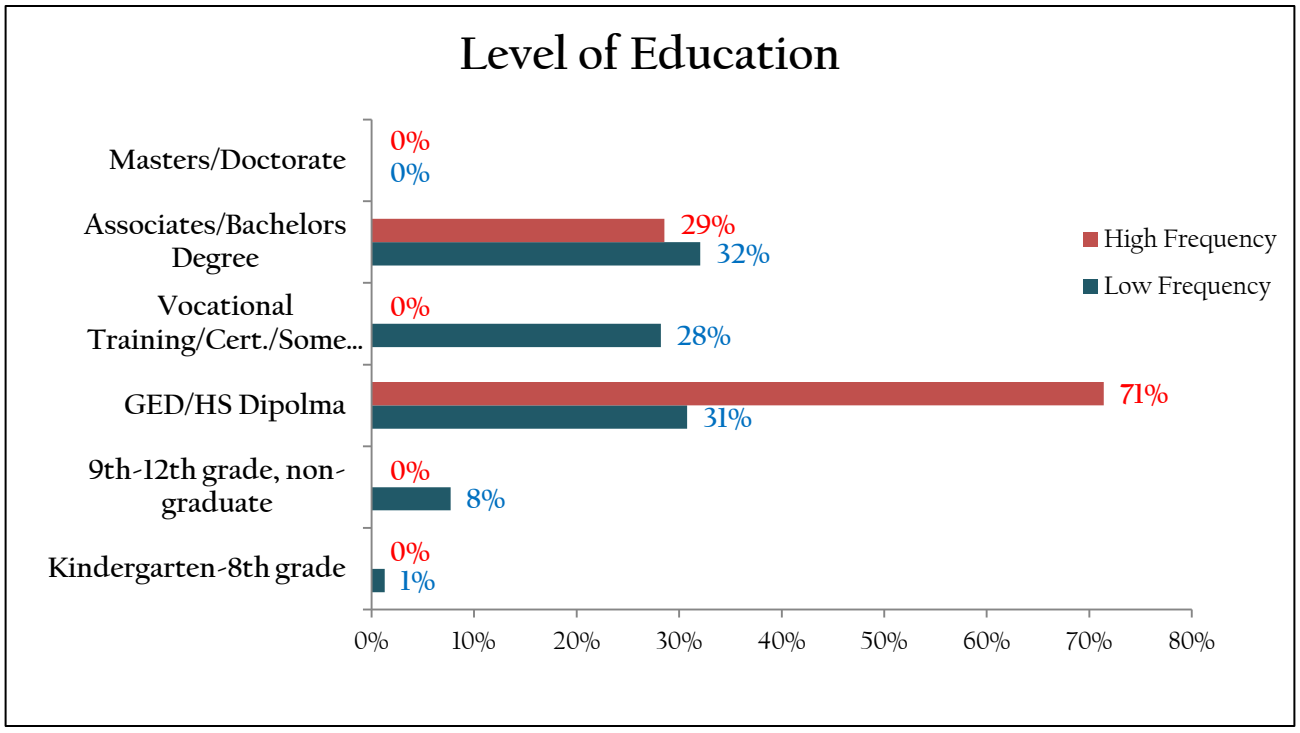
Matrix Averages	Employment	Housing
Low Frequency	3.46	3.72
High Frequency	5.14	4.57





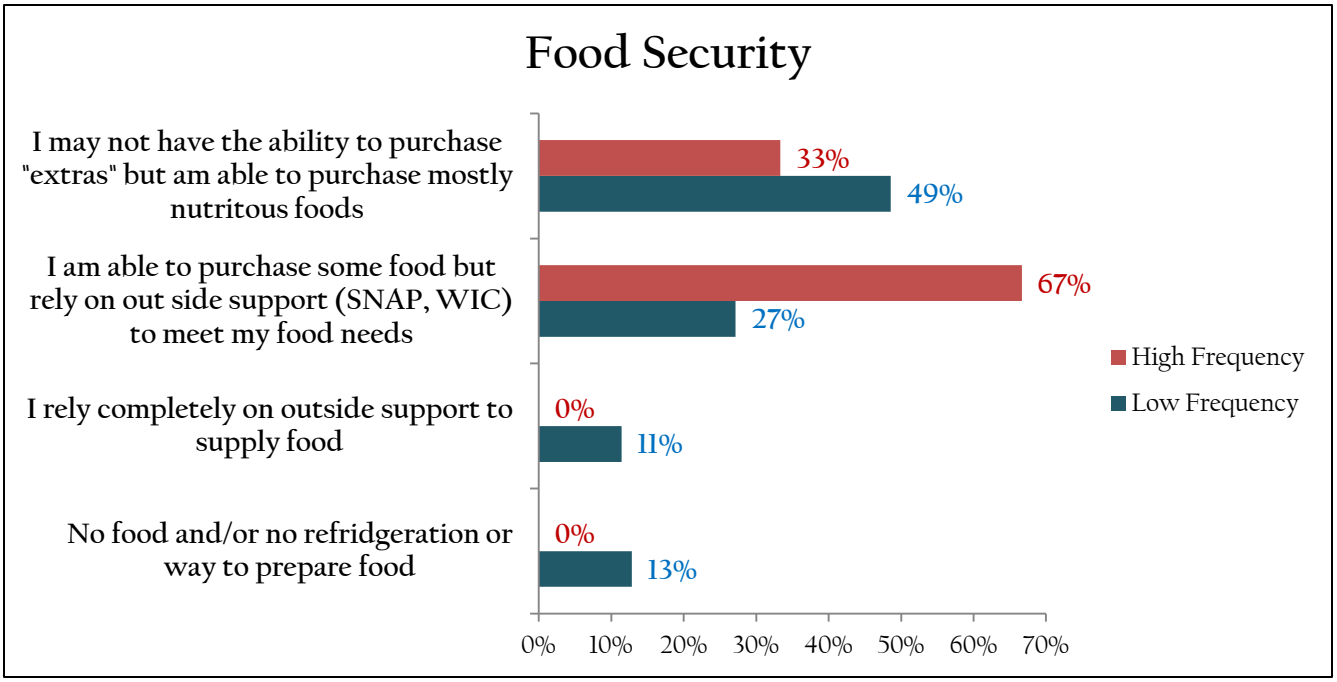
Customer Profiles Continued:





Childcare	Low Frequency	High Frequency
Enrolled in full price, licensed childcare also not applicable)	83%	50%
Enrolled in subsidized childcare	8%	0%
Childcare provided by family or friend	0%	0%
On waitlist	0%	0%
Not enrolled in any childcare	4%	50%
Enrolled in unlicensed care	5%	0%

Customer Profiles Continued:



Recommendations for Further Data Collection:

•Follow-up with customers that only needed our services a few times to see what allowed them to be more self-sufficient, (if they are) and request feedback (program evaluation).
•Follow-up with greatest need customers, evaluate matrices to see what (if anything) we could help them with.

Possible Actions:

•For dimensions under the prevention line, collaborate with agencies like the Job Service/Career Transitions/Gallatin College/Adult Ed. to do outreach, create a jobs binder, offer budgeting tools/classes.
•For the housing issue- collect & provide more data to support the affordable housing need/conversation. (HRDC, City Commission, GGHAC)
•Create outreach material based off this study to better inform public/donors etc. about our client base and their situations.