

SOUP KITCHEN ASSESSMENT SURVEY
OF STATE AGENCY SERVICES

The Commodity Distribution Reform Act of 1987 requires the Food Distribution Division to assess the adequacy of its service to recipient agencies. By completing this survey, you will assist our office in this assessment. Please return the survey by February 4, 2011.

INSTRUCTIONS: Please check one for each question.

COMMUNICATION AND ADMINISTRATION

A. When contacting the Food Distribution Administrative Office or Warehouse, either in writing or by telephone, either to request information or register complaints, the response is:

- AC. Courteous:
1. _____ always
 2. _____ most of the time
 3. _____ seldom
 4. _____ never

- AI. Informative:
1. _____ always
 2. _____ most of the time
 3. _____ seldom
 4. _____ never

- AH. Helps resolve problems:
1. _____ always
 2. _____ most of the time
 3. _____ seldom
 4. _____ never

- B. Do you understand the 209 report? (monthly allocation report)
1. _____ Yes
 2. _____ No

C. Would you like additional assistance in the form of:
(1) Information, (2) Workshops, (3) or nothing? Please use numbers.

- CD. _____ procedures for ordering commodities
CG. _____ guidelines for receiving, handling, storage & inventory
CH. _____ handling out-of-condition commodities
CU. _____ utilizing commodity foods in menus (i.e. recipes)
CF. _____ fact sheets/nutritive values of commodity foods
CC. _____ complaints on commodities
CT. _____ transfer of commodities
CM. _____ mechanisms of program (at the State level)
CF. _____ Federal regulations

ORDERING

- D. Do you understand how to order USDA commodities?
1. _____ Yes
 2. _____ No

- E. Does requesting your commodities once per quarter work for your agency?
1. _____ Yes
 2. _____ No

DISTRIBUTION AND DELIVERY

- F. Does the warehouse delivery vehicle arrive within normal working hours (7:00-4:30)?
1. _____ Yes
 2. _____ No

- G. Commodities received (dry, cool/frozen) are delivered at the proper temperatures:
1. _____ always
 2. _____ seldom
 3. _____ never

H. In shipments received:

I. Do shortages occur?

1. _____ always
2. _____ seldom
3. _____ never

J. Is there overage(s)?

1. _____ always
2. _____ seldom
3. _____ never

K. Is there damage(s)?

1. _____ always
2. _____ seldom
3. _____ never

L. Drivers are courteous and helpful:

1. _____ always
2. _____ most of the time
3. _____ seldom
4. _____ never

M. If delivery cannot be made on time; does the warehouse notify you in advance?

1. _____ always
2. _____ most of the time
3. _____ seldom
4. _____ never

N. The delivery schedules established by the Food Distribution Division are:

1. _____ excellent
2. _____ good
3. _____ satisfactory
4. _____ poor

O. If you have other concerns or recommendations in regard to the delivery of the USDA donated foods, please list:

INTRODUCTION

P. When contacting your Field Representative (USDA Commodity Food Inspector) either in person or by phone, the response is:

PP. Prompt:

1. _____ excellent
2. _____ good
3. _____ satisfactory
4. _____ poor

PC. Courteous:

1. _____ excellent
2. _____ good
3. _____ satisfactory
4. _____ poor

PR. Professional:

1. _____ excellent
2. _____ good
3. _____ satisfactory
4. _____ poor

PH. Helpful:

1. _____ excellent
2. _____ good
3. _____ satisfactory
4. _____ poor

PI. Informative:

- 1. _____ excellent
- 2. _____ good
- 3. _____ satisfactory
- 4. _____ poor

Q. Do Field Representatives notify you of appointment changes?

- 1. _____ Yes
- 2. _____ No

R. Do Field Representatives provide the necessary workshops on commodities?

- 1. _____ Yes
- 2. _____ No

S. Do you have any problems contacting your Field Representative?

- 1. _____ Yes
- 2. _____ No

T. Are you satisfied with Food Distribution's services? Rate our level of service to you:

- 1. _____ excellent
- 2. _____ good
- 3. _____ satisfactory
- 4. _____ poor

U. Comments:

V. Is there a need for NCDA staff to conduct a regional workshop on issues concerning the program?

- 1. _____ Yes
- 2. _____ No

Please return this completed form to:

Food Distribution Division
 N.C. Department of Agriculture and Consumer Services
 P. O. Box 659
 Butner, NC 27509-0659

Results of the Assessment Survey of the Food Distribution Division will be made available to interested parties upon written request.

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ASSESSMENT SURVEY RESULTS 2010-2011 SOUP KITCHEN

1. A detailed description of the packaging and weight would greatly help us determine how much to order and what type of vehicle to use for pick ups.
2. We do not have deliveries. We pick up at the warehouse. Everybody there is great!
3. The USDA is a very good organization. They are of the (?????) to make sure that the food is fresh, not damaged, and correct..
4. Thank you..
5. Wonderful program!
6. Great staff!
7. I would like to know more about the size or quantity of items ordered. Once I thought I ordered a certain amount, but there were 4 to a case.
8. Everyone I have spoken with was courteous and professional.
9. We appreciate all the good food and service we get from NCDA.
10. the drivers are great. It would save time & fuel for NCDA and us if our delivery could come directly to our building when we are the only agency in the county getting a delivery.
11. The only problem is that "only sometimes" deliveries are not within our normal operating hours (9-5) & for some reason we fail to communicate that info to each other.
12. We are very pleased with these commodities. They make a tremendous difference in the quality of the meals served by both our soup kitchens.
13. the periodic workshops have been good for us updating on any changes & reinforces procedures.
14. Could this survey be emailed or faxed to save money on postage?
15. Great!
16. ?
17. None required by Field Rep.
18. Very appreciative of the service. Susan Wilder very helpful to locate needed food items when available.
19. Would be better if there were more selections / wider range of foods and if given a choice of foods to select for orders.
20. Judi Hoggard, our Field Rep, is the epitome of the quality we've come to expect from your distinguished organization. Thank you all for sharing the copious benevolence that has become the trademark of the NCDA. – W. Bitar, RD, LDN
21. We do not have delivery. We pick up food at warehouse.
22. Please list all food items in standard weight (i.e. pounds)
23. Keep doing a wonderful and much needed service.
24. I liked the workshop in Hickory. All the employees, no matter what their job task, were all very helpful and very courteous. They go out of their way to make sure you are informed and equipped to do the job you need to do.
25. We pick up at distributor.

26. Thank you for all you do. It certainly has helped us “weather” the economic downturn!
27. No concerns or recommendations at this time.
28. no problems
29. Everyone I have ever talked with from USDA has been helpful and courteous. Thanks so much for everyone’s hard work!!!
30. Yearly would be nice.
31. N/A – we pick up.
32. None, service to Washington (Zion Shelter) very satisfactory.
33. Friday is our delivery date but we generally only have one employee on Friday. This does cause us a problem but apparently works for the other agencies. Would like change if possible.
34. If every government agency worked as well as this one there would not be all the outrage about the government. Excellent group of people. A delight to have to call upon rarely.
35. It helps to eliminate the hungry in Wayne County – Adeen L. George
36. ?
37. Great job!
38. just as a refresher
39. The Field Rep is very professional & informative without being intimidating. She represents both the government & the consumer. She is a great liaison for both parties.
40. I enjoyed working with Josie! :>)
41. We pick up.
42. Thank you all for making our jobs easier because of all you do!
43. Over all very satisfied.
44. None at this time.
45. Thanks for including more meats (beef, chicken, tuna and pork), fruits and vegetables during the last year. The catfish, potato rounds, cheeses are great. All these foods helps the programs budget (food) Thanks.