

Opinions and Utilization of Burlington Mobile Food Pantry by English and Non-English-Speaking Individuals

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Background

- Feeding Champlain Valley (FCV) operates a multilingual mobile food pantry program consisting of an online ordering platform and food delivery service
- FCV serves individuals and households speaking a wide variety of languages, including those with low English proficiency
- Food delivery has been shown to particularly benefit foreign-born households
- Evidence that unique barriers affect foreign-born residents in their utilization of food pantries, including
 - how to prepare food
 - reduced satisfaction with cultural appropriateness of food
 - difficulty reading nutrition labels

Objective
to compare the experience of English vs. non-English speaking clients of FCV's mobile food pantry

Methods

- 12-question survey (available in 33 languages) integrated into PantrySoft online ordering platform
- Data collected over a 2-week ordering window
- English vs. non-English comparisons with Chi-square statistics

Results

Table 1. Experience with PantrySoft, by level of **English Proficiency**

Question	Proportion Neutral or Positive response			P-value *
	Overall N=125	Low English Proficiency N=9	High English Proficiency N=116	
Navigating website	92.7%	83.3%	90.3%	0.43
Language Barriers	11.6%	50%	8.7%	<0.001
Understanding Labels	94.6%	37.5%	99.0%	<0.001
Preparing Foods	94.5%	100%	94.2%	0.26
Privacy & Anonymity	81.8%	100%	80.6%	0.77
Cultural Preferences	97.2%	83.3%	98.0%	0.02

Table 2. Experience with PantrySoft, by completion of survey in **non-English language or English**

Question	Proportion Neutral or Positive response			P-value *
	Overall N=125	Completion of survey in non-English language N=7	Completion of survey in English N=98	
Navigating website	91.3%	83.3%	91.8%	0.428
Language Barriers	8.8%	42.9%	6.3%	<0.001
Understanding Labels	96.2%	57.1%	99.0%	<0.001
Preparing Foods	94.4%	100%	93.9%	0.435
Privacy & Anonymity	80.0%	71.4%	80.6%	0.470
Cultural Preferences	99.1%	85.7%	100%	0.002

* Chi-square statistic

Limitations

- AI (Google Translate)-generated translation of survey on PantrySoft was not back-translated
- Possibly not available in all languages spoken by clients
- 42% response rate may introduce bias, including social desirability bias
- Out of 125 respondents, only 9 indicated either unconfident or no English proficiency

Discussion

- **User friendly**
 - High level of satisfaction with Navigation
 - Moderate level of satisfaction with Privacy/anonymity
 - PantrySoft ordering system is working effectively for both populations
- **Most challenging areas and population differences**
 - Nutrition labels
 - Cultural preferences for food
- Surveying users with the PantrySoft online ordering platform is **feasible**
- **Future directions**
 - Opportunity to develop new resources for multilingual nutrition label comprehension
 - Longitudinal follow-up

Special thanks to Ana Amo, Julia MacGibeny, and staff of Feeding Champlain Valley as well as Charles MacLean



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Recreation of survey