

# Lake County Healthy Food Access Community Assessment and Report



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# Lake County Healthy Food Access Community Assessment and Report

Submitted to:

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# Lake County Healthy Food Access Community Assessment and Report: Executive Summary

## Background

In 2018, the Lake County Food Access Coalition contracted with the OMNI Institute to conduct a community assessment of barriers to residents' enrollment in SNAP and accessing healthy, locally grown foods within the county. This report summarizes assessment findings based on background research and data collected from key informant interviews, focus groups, and a community survey. The report concludes with recommendations and next steps for the Coalition to improve food access in the county.



## Methods

OMNI utilized multiple data sources and methods to identify community barriers, resources, and potentially replicable innovative approaches to improving SNAP enrollment and access to healthy foods for Lake County residents, particularly those at or below 200% of poverty. The study was conducted from October 2018 to March 2019.



### Key Informant Interviews

Key informant interviews were conducted with seven organizational representatives who play key roles across the food system in Lake County.



### Focus Groups

Two community focus groups were conducted, one with community members enrolled in SNAP, and another with community members who were likely to be eligible but were not currently enrolled in SNAP.



### Community Survey

A community survey was administered to document community members' perspectives and experiences with Lake County's food system and SNAP program.



### Resource Review

A document review was conducted to identify "bright spots," or communities, programs, or initiatives across the state and country that employ innovative approaches to increase SNAP enrollment and/or access to local produce.

# Key Findings

Data were synthesized across the organizational representative interviews, focus groups, and community survey to address three key areas: Lake County's Food System, SNAP Program, and Access to Healthy Food

## Lake County's Food System

### Key Organizations in Lake County's Food System

- Cloud City Farm
- First Presbyterian Church
- Food Bank of the Rockies
- Full Circle of Lake County
- Holy Family Catholic Parish
- Lake County Build a Generation
- Lake County Department of Human Services
- Lake County Food Access Coalition
- Lake County Public Health Agency
- Lake County School District
- Lake County Senior Center
- St. George Episcopal Church



### Strengths of the Food System

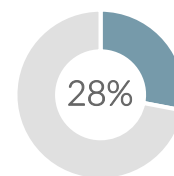
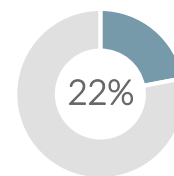
- ✓ Strong relationships have been facilitated by living in a small community.
- ✓ There has been a cultural/community shift towards eating healthy.
- ✓ The Lake County Food Access Coalition is bringing together key stakeholders.
- ✓ Food rescue has grown, improved in quality, and is available to all community members.
- ✓ Food Bank of the Rockies is providing healthier food.
- ✓ The school district has improved access to healthy food for students.
- ✓ Cloud City Farm is improving access to healthy food and increasing awareness of food systems.

**“We’re collaborative and work together, which can happen in a small community pretty easily. We’re able to capitalize on that and develop relationships.”**

-Lake County Organizational Representative

### Weaknesses of the Food System

- ✗ The Food Access Coalition can improve community member representation and capacity to enact changes.
- ✗ Food donation storage, distribution, and preparation facilities can be improved.
- ✗ Despite improvements, issues remain to make school lunches healthier.
- ✗ Cloud City Farm can include an EBT card reader for SNAP-enrolled community members.
- ✗ Cloud City Farm can improve outreach and awareness in the community.

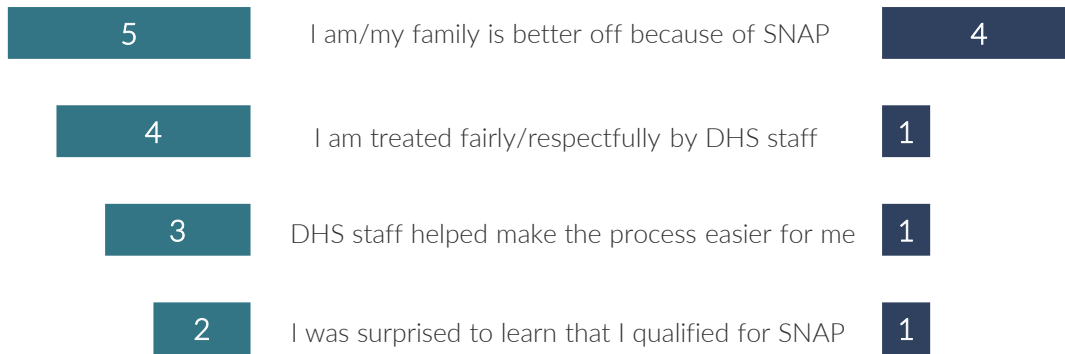


# SNAP Program in Lake County

## Strengths of the SNAP Program

- ✓ DHS' processing of SNAP applications is efficient.
- ✓ Community members can dual enroll in Medicaid and SNAP benefits.
- ✓ Community members can use food vouchers from DHS at Cloud City Farm.
- ✓ Community members report that it is easy to use their SNAP benefits.
- ✓ Community members report positive experiences with the SNAP program.

Some **SNAP-enrolled** and **previously-enrolled** survey participants reported positive experiences with the program



## Weaknesses of the SNAP Program

- ✗ Lack of political support and aspects of the federal and state system may prevent many community members from seeking out SNAP.
- ✗ There is limited DHS staffing and funds.
- ✗ Distrust of government can undermine willingness to seek services.
- ✗ The customer experience for SNAP applicants can be variable and has room for improvement.
- ✗ Social factors, such as pride and stigma, may act as barriers to seeking SNAP benefits or food assistance.
- ✗ Latinx community members are hesitant and/or afraid to apply for SNAP benefits.
- ✗ Lack of awareness of the SNAP program may be a barrier to enrollment.
- ✗ The SNAP application can be confusing and difficult to complete.
- ✗ The amount of SNAP assistance is not enough.
- ✗ Determining and maintaining SNAP eligibility is difficult and time-intensive.
- ✗ Community members may experience barriers to using their SNAP benefits.

“There is a fear of asking for benefits, being deported, or being tracked by the federal government, and not having legal status. This is a big red flag that may keep people away.”

-Lake County Organizational Representative

# Access to Healthy Food in Lake County

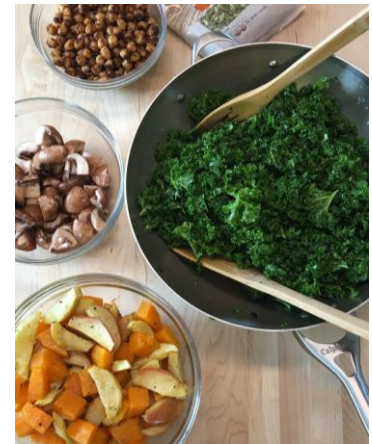
## What is Working about Accessing Healthy Food

- ✓ Food donation and opportunities for community meal access have increased.
- ✓ Community members generate creative ways to eat more healthy food within limited means.
- ✓ Latinx community members are involved in the food system as volunteers helping with food donation.



## Challenges and Barriers to Accessing Healthy Food

- ✗ There is a lack of grocery stores and healthy food options.
- ✗ There is a high cost for healthy food and quality is often poor.
- ✗ Knowing how to prepare and consume healthy foods is challenging for community members.
- ✗ Limited transportation options and a limited busing system may hinder food access.
- ✗ There is a need and desire for a community kitchen.
- ✗ Food Bank of the Rockies can be improved to broaden access.



Survey participants indicated that **price** and **quality** are the main barriers to accessing fresh produce



**“I think our local grocery store is always lacking something, whether that week [it] is very low on produce. Or this week, it’s actually very low on the meat selection. There’s always something.”**

-Lake County Organizational Representative



# Recommendations

Recommendations provided here are grounded in both the results from the community data gathering process and the identification of bright spots and innovative approaches that are applicable to the key assessment findings.

## Broader Food System

- Consider a shared grocery delivery or mobile market program.
- Conduct a cross-branded targeted outreach campaign.
- Increase the value of a SNAP dollar for low-income residents.
- Consider implementing a Healthy Corner Store program.
- Increase access to existing food resources by expanding hours, locations, partnerships and awareness.
- Advocate for improving school meal provider options.
- Consider instituting a summer lunch program.
- Consider a cooperative purchasing agreement for healthy food.
- Grow and leverage connections to Latinx residents to improve community engagement.



## SNAP Program

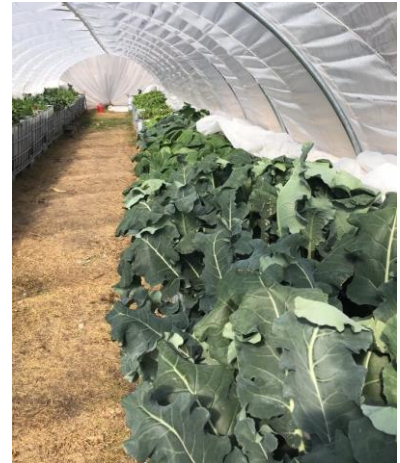
- Consider launching a public relations campaign for DHS.
- Redesign the DHS website to be more client-friendly and welcoming.
- Develop a culture of being welcoming and respectful with clients.
- Increase transparency about the SNAP process in communications with clients.
- Improve follow-up with SNAP applicants.
- Develop a SNAP outreach, education, and assistance process in the community.
- Facilitate collaborations between DHS and the main food system players.
- Expand farm stand vouchers for SNAP participants.

**"They could supplement this program, like with the \$15 they're giving, they could supplement it with say some fruits and vegetables. That would be helpful."**

-Focus group participant

## Cloud City Farm

- Add an EBT reader at Cloud City Farm.
- Apply to participate in Double Up Food Bucks Colorado.
- Increase awareness of the availability of produce from the farm.
- Grow produce that is familiar to the community.
- Provide education on foods that are not familiar.
- Engage community members through a food nutrition program.
- Expand retail outlets for produce grown at Cloud City Farm.
- Include food-insecure community members as volunteers in exchange for healthy food.
- Update Cloud City Farm website to include SNAP information, types of produce grown, and ways to access food from the farm.



## Food Access Coalition

- Work with Safeway to build relationships with store leadership and work to lower prices and offer more local produce.
- Improve transportation to food distribution sites.
- Increase Latinx community member participation in the food access coalition in creative and flexible ways.
- Engage in advocacy work at the state and local level, including work to adjust work requirements for SNAP.
- Consider conducting an economic leakage and/or market analysis.



## Next Steps

The suggested next step for the Lake County community and the Food Access Coalition is to engage in the following process to review, prioritize, and develop a plan for implementation of recommendations.



**Determine feasibility  
of the  
recommendations**



**Analyze community  
capacity and level of  
interest to implement**



**Select priority projects  
and develop a timeline  
for implementation**

# Introduction

The Lake County Food Access Coalition (the Coalition) supported by Lake County Build a Generation, is made up of community members and agency leaders invested in improving access to healthy food in Lake County, Colorado. The Coalition has been active in promoting healthy food access and addressing barriers to access in the county since 2013. Recent priority areas for the coalition include improving access to the Supplemental Nutritional Assistance Program (SNAP)<sup>1</sup> for eligible members of the community and improving access to the Cloud City Farm<sup>2</sup>, with a specific focus on members of the community living below 200% of poverty.

In 2018, the Coalition contracted with the OMNI Institute to conduct a community assessment of barriers to residents' enrollment in SNAP and accessing healthy, locally grown foods. This report summarizes assessment findings based on key informant interviews, focus groups, a survey, and background research. The report concludes with recommendations and next steps for the Coalition to improve food access in the county.

## The Food Environment in Lake County

Residents in Lake County face unique economic and food access challenges. The county is a rural community of about 7,800 people located at an elevation above 10,000 feet in the Rocky Mountains of Colorado. Although the county is home to both the Climax Molybdenum mine and Ski Cooper, which boost the economy, the county is largely considered a "bedroom community" for larger resorts and many residents commute to Summit and Eagle counties for work. The poverty rate in Lake County is 11.5%, and the median income is well below the state average. Local food production is limited because of the county's high elevation, extreme weather conditions, and long winters. There is only one full-service grocery store in the county, two other smaller retail food locations, and many unhealthy food options (e.g., fast food restaurants). Additional context on the challenges and strengths in the Lake County food system is well documented in the 2014 Livewell Leadville Community Food Access Assessment<sup>3</sup>.

### Food Retail

Leadville hosts one full-service grocery store. The cost of food at this grocery store is at least 12% higher than in full-service grocers in neighboring counties. There is also a dollar store that provides some basic grocery items, but lacks fresh produce and offers mostly processed foods. A recent addition to the food scene is a small market that provides healthy food options with a Latinx focus. The most common retail food options in Lake County are convenience stores, which generally lack healthy food options. The Leadville area in Lake County is considered a "food swamp," with a 17:1

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<sup>1</sup> <https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program-snap>

<sup>2</sup> <http://cloudcityconservation.org/cloudcityfarm/>

<sup>3</sup> [http://lcbag.org/wp-content/uploads/2017/05/LiveWell-Leadville-Community-Food-Assessment\\_Online-1.pdf](http://lcbag.org/wp-content/uploads/2017/05/LiveWell-Leadville-Community-Food-Assessment_Online-1.pdf)

ratio of unhealthy to healthy food retail, while the outlying areas of the county are considered to be a "food desert," lacking access to food retailers within 10 miles of home<sup>4</sup>.

Local produce is available from Cloud City Farm during the growing season, both at the farm and at a farmers market. Lake County SNAP participants can receive \$10 vouchers for the Farm from the Lake County Department of Human Services (DHS). Produce selection is limited by the elevation and harsh climate, with a focus on cold-tolerant crops. Cloud City Farm offers memberships, including a membership for SNAP recipients that requires a commitment of three hours of volunteer work and a working membership that requires a ten hour work commitment.

Although groceries in Lake County are more expensive than in neighboring areas and income is lower than the state average, Supplemental Nutrition Assistance Program (SNAP) benefits are underutilized (according to the 2014 Livewell Leadville Community Food Access Assessment, less than half of the residents eligible for SNAP were enrolled).

## Community Meals, Food Pantries and Food Bank

St. George Episcopal Church offers community meals five days a week, as well as a food rescue program through its food pantry. St. George's is also the sanctuary space for the Food Bank of the Rockies, hosting the monthly food bank (weather permitting). The First Presbyterian Church offers nonperishable foods by appointment. Both the Lake County Senior Center and the Holy Family Catholic Parish offer food boxes. The Senior Center also offers community meals three days a week, and the Parish delivers meals to people who are homebound.

## Primary Food-Focused Agencies

Lake County hosts a number of organizations working together to improve the food system in the community. The primary agencies include:

- **The Lake County Public Health Agency (LCPHA)** is a department of Lake County government focused on promoting healthy choices, preventing disease, and protecting the community through assessment, education, and resource sharing. LCPHA also administers the Fruit & Veggie Prescription Program.
- **The Lake County Department of Human Services** is a department of Lake County government that manages and administers the SNAP program.
- **The Lake County Build a Generation (LCBAG)** is a project of the Lake County Public Health Agency which utilizes a collective impact model to promote health and well-being.
- **Cloud City Conservation Center (C4)** is a local nonprofit that manages Cloud City Farm.
- **The Lake County Food Access Coalition (LCFAC)** is a group of stakeholders focused on improving food access for people experiencing poverty and is facilitated by the Healthy Eating Active Living Manager at Lake County Build a Generation.
- **The Lake County School District** increases food access for students through free/reduced meals.

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<sup>4</sup> <http://uconnruddcenter.org/files/Pdfs/ijerph-14-01366.pdf>

- **Full Circle of Lake County** is a non-profit community based organization that offers food health education, among other programs and services, to support youth and families.

These agencies share a goal to increase food access and consumption of healthy food, especially among people experiencing poverty, in Lake County.

## Methods

OMNI utilized multiple data sources and methods to identify community barriers, resources, and potentially replicable innovative approaches for improving SNAP enrollment and access to healthy foods for Lake County residents, particularly those at or below 200% of poverty.

- **Key informant interviews** were conducted with seven organizational representatives who play key roles in Lake County's food access system.
- **Two community focus groups** were conducted, one with community members enrolled in SNAP, and one with community members who were likely to be eligible but were not currently enrolled in SNAP.
- **A community survey** was administered to document community members' perspectives and experiences with Lake County's food access system.
- **A document review** was conducted to identify "bright spots" (i.e., communities, programs, or initiatives) across the state employing innovative approaches to increase SNAP enrollment and/or increase access to local produce.

Further detail on each of these methodologies, including focus group guides, interview guides, and the community survey instrument, is provided in Appendix D.

Data were synthesized across the organizational representative interviews, focus groups, and community survey to address three areas of inquiry:

- **Lake County's Food System**, including the major organizational entities or "players" that make up Lake County's food system, the strengths and weaknesses in Lake County's food system, and populations that are underutilizing resources.
- **SNAP Program in Lake County**, including the strengths of the SNAP program, as well as barriers to program access and challenges in applying for and utilizing SNAP benefits.
- **Access to Healthy Food in Lake County**, including how community members are accessing food in Lake County, what is working well in accessing healthy food, and what challenges and barriers exist that limit community members' ability to access healthy food in Lake County.

# Key Findings

## Lake County's Food System

### Key Organizations in the Food System

Table 1 below lists key organizations identified as integral to Lake County's food system, along with important information about these organizations' roles.

**TABLE 1: KEY ORGANIZATIONS IN LAKE COUNTY'S FOOD SYSTEM**

| Organizational Name                                      | Lake County Food System Involvement  |
|--|--|
| <b>Cloud City Farm</b>                                   | Part of Cloud City Conservation Center; mission includes addressing healthy food access challenges in Lake County; grows food for local sale; receives SNAP vouchers; provides produce to St. George for its food pantry and to the Lake County Public Health Department's Food Health Class.  |
| <b>First Presbyterian Church</b>                         | Provides a food bank of nonperishable foods to local residents, by appointment.  |
| <b>Food Bank of the Rockies</b>                          | Provides monthly food donation in Lake County for up to 150 community members. Distributes food at St. George Episcopal Church.  |
| <b>Full Circle of Lake County</b>                        | Provides youth and family services, including the Women's Empowerment Group which works to increase Latina women's leadership and advocacy skills. Collaborates with Cloud City Farm and the Lake County Public Health Agency with the Food Health Class.  |
| <b>Holy Family Catholic Parish</b>                       | Provides food boxes, no applications required. Meal delivery is provided for any person who is homebound (Meals on Wheels).  |
| <b>Lake County Build a Generation</b>                    | Facilitates the Lake County Food Access Coalition; mission includes building a healthier community through community organizing, prevention, and community-level change.   |
| <b>Lake County Dept. of Human Services</b>               | Provides SNAP benefits to eligible community members, including vouchers in 2018 to Cloud City Farm; facilitates referrals to the local food banks; partners with the local domestic violence shelter program to train staff with the SNAP application process.  |
| <b>Lake County Food Access Coalition</b>                 | Stakeholder group facilitated by the Healthy Eating Active Living Manager at Lake County Build a Generation, that is dedicated to increasing healthy food consumption, particularly for people at or below 200% of poverty.  |
| <b>Lake County Public Health Agency</b>                  | Oversees Lake County Build A Generation and conducts the Food Health class, which has been available to community members since 2016.  |
| <b>Lake County School District</b>                       | Works to reduce the impact of poverty on students, including food access; provides a free breakfast program to all students (Pre-K to 12th grade), free/reduced lunch program to eligible students (Pre-K to 12th grade); an afterschool meal program; and a fresh fruit and vegetable snack program to students kindergarten through sixth grade. |
| <b>Lake County Senior Center</b>                         | Runs a food nutrition program and serves free lunch three days a week; one meal a week is distributed via Lake County funds; provides food boxes, no application required.   |
| <b>St. George Episcopal Church &amp; Community Meals</b> | Delivers a free community meals program to approximately 50 community members a day, five days a week; conducts food rescue with three nearby food outlets for its community food pantry; is a sanctuary space for Food Bank of the Rockies.   |



## Strengths of Lake County's Food System

**Strong relationships have been facilitated by living in a small community.** Many organizational representatives discussed the dedication and passion that the different organizations and players in Lake County bring to the issue of improving food access. Strong relationships and collaboration (informal and formal) emerged as strengths of Lake County's food system, and this was attributed in part to living in a small community. "We know each other, care about each other, and work well together," said one organizational representative.

**There has been a cultural or community shift towards eating healthy.** A couple of organizational representatives also discussed a general cultural shift towards healthy eating in the community. "I think this whole notion of more healthy eating and active living is definitely picking up," one participant explained. At one of the local church's food donation table, salads are often the first foods to go "because they're fresh, easy, and people like them" and because there is "the desire for healthy food."

**The Lake County Food Access Coalition is bringing together key stakeholders.** One important mechanism for collaboration is the Lake County Food Access Coalition, although not all of the key organizations listed in Table 1 participate in regular meetings. Organizational representatives who attend coalition meetings noted that the coalition has been "remarkably successful" in bringing together the different players involved in Lake County's food system around a shared and common goal to increase healthy food consumption, particularly for people at or below 200% of poverty.

**Food rescue has grown, has improved in quality, and is available to all community members.** Food rescue from local and neighboring food vendors has increased in the community according to a couple of organizational representatives. One noted, "The volume of food from those grocery stores is quite remarkable," and attributed the success of food rescue to the development of strong relationships with the three local and neighboring food vendors.

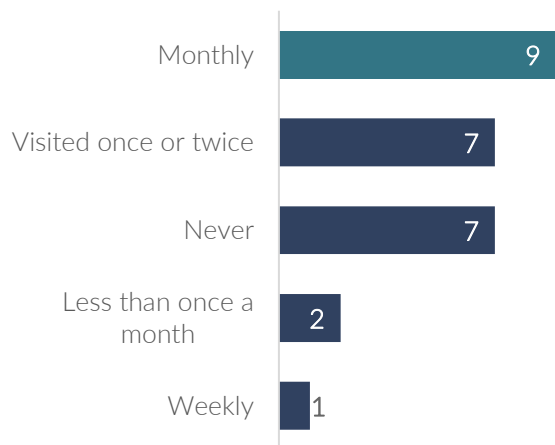
One of the churches that engages in food rescue has also worked with the local vendors to move away from the donation of unhealthy food (e.g., cookies, desserts, soft drinks) toward healthy food (e.g., bagged spinach, salad and other produce). Regarding the quality of food, an organizational representative noted that one vendor from a neighboring county is "a pretty high-quality source for organic foods...[that] if you're at a lower income, you probably are not shopping at."

SNAP-enrolled and eligible but not enrolled (EBNE) community survey participants report having visited a food pantry or food bank at least once and they surfaced that Food Bank of the Rockies is the most commonly used food bank.

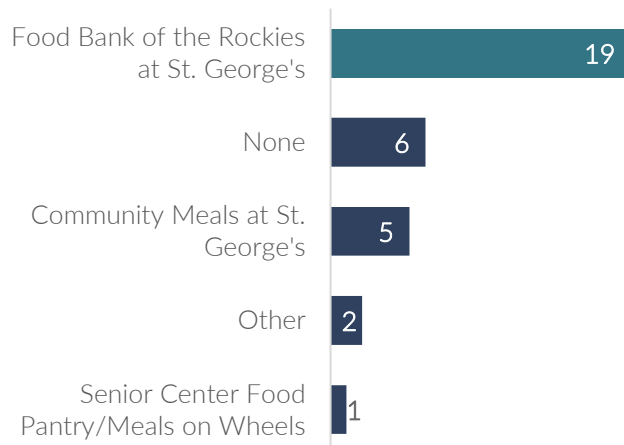
**"We're collaborative and work together, which can happen in a small community pretty easily. We're able to capitalize on that and develop relationships."**

-Lake County Organizational Representative

Survey participants most commonly visit a food pantry **monthly**



Most survey participants visit **Food Bank of the Rockies at St. George's**



**Food Bank of the Rockies is providing healthier food** overall, though there is variability, as there are still times when the foods that are delivered are less healthy. As one organizational representative shared, "Sometimes, it's amazing and really useful, and other times it's like, 'Okay, you just drove from Denver to bring us [soft drinks].'"

**The school district has improved access to healthy food for students.** "The school district cares about kids' access to healthy food," explained one organizational representative. Examples that a few participants noted included the breakfast program for all student's Pre-K to 12th grade, an afterschool meal program, and a fresh fruit and vegetable snack program for student's kindergarten through 6th grade. Additionally, the Food Service Coordinator was described as "passionate about learning how to utilize funds to increase access to healthy food." One community survey respondent noted, "[There are] definitely new improvements. [There is a] salad bar at school where my son has enjoyed broccoli."

**“Cloud City Farm is connecting people to healthy food, and local food is an incredible source of joy for the community.”**

-Lake County Organizational Representative

**Cloud City Farm is an important player in improving access to healthy food in Lake County and increasing awareness of food systems.** Cloud City Farm, whose mission includes a goal to address food access issues in Lake County, has been growing food for the community for two years and "finding a way to distribute food to those who really need it," as one organizational representative described it. The farm was noted as still being new and in beginning phases, with the last two years having focused on infrastructure development.

One organizational representative commented on the farm's inclusive approach, where locally grown food is "not an elite thing, but a community thing. They've just been great about that understanding." Cloud City



Farm and the larger Cloud City Conservation Center were also described as an important partner to the Lake County school district, as "a way for us to get kids understanding food systems." Activities at the schools have included demonstrating to junior and high school students how the farm is using energy; providing service learning opportunities to special education students from the high school; and managing one of the school gardens.

A community survey respondent also noted that Cloud City Farm is a part of what is working well for community members to access healthy food: "Cloud City farm is an amazing asset! I hope they keep expanding."

## **Weaknesses of Lake County's Food System**

### **Food System Challenges and Opportunities for Improvement**

**The food access coalition can be enhanced in a couple of ways.** One way to improve the food access coalition is to increase community member representation, particularly from Latinx community members. A couple organizational representatives discussed a need to include more community members in the coalition but noted that it can be difficult to maintain community engagement when the issues the coalition explores are more institutional or bureaucratic in nature and outside the scope of community members' knowledge (e.g., policy issues).

Additionally, a couple of organizational representatives discussed that the food access coalition had not yet gained much "traction" outside of the monthly coalition meetings to "do things." Limited time and capacity were key reasons cited. The turnover of three facilitators in two years also slowed down the coalition's momentum, as with each transition, introductions, vision, goals, etc. need to be revisited.

**Food donation storage, distribution and preparation facilities can be improved.** Food rescue increases fresh/healthy food donations to the community. However, food rescue also brings with it the challenge that most traditional food pantries that rely on volunteers are not equipped to handle large fluctuation in donations. There are also challenges around storing and distributing fresh food with a short shelf life, and it can be difficult to match volunteer schedules with grocery store schedules.

**Although improvements have been made, issues remain to make school meals healthier.** In particular, the district-wide breakfast for students is pre-packaged and higher in sugar than desired. However, it was noted that reducing sugar in the breakfast is challenging due to poor product opportunities. "If you try to reduce the sugar in a lot of these products, then you get products that just aren't really that palatable for kids," explained one organizational representative. Improving the healthiness of the breakfast is also challenging because of limited staff time and resources to prepare and deliver breakfast, lunch, the fruit and vegetable program, and the afterschool meal program in the work day. Further, there is one food wholesaler that bids on the contract to serve the schools, BOCES and the smaller rural districts in the region, which limits the options for healthy food that the school district can provide to students.

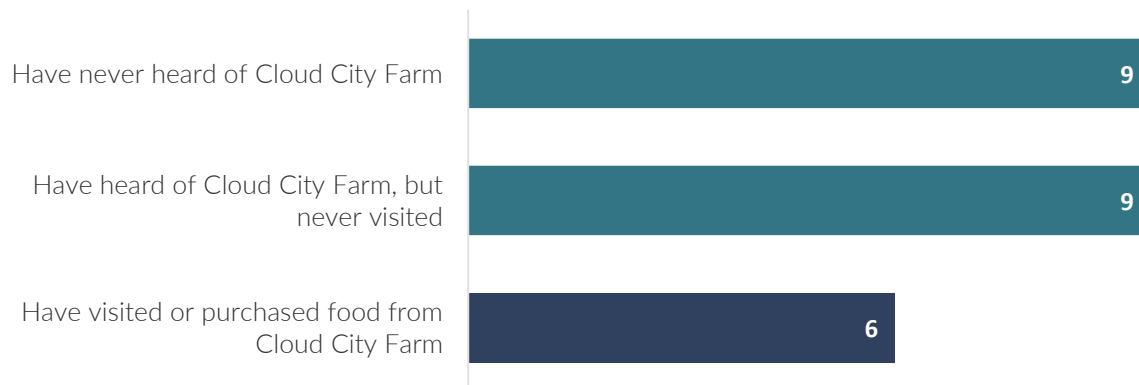
Cloud City Farm can include an EBT (electronic benefits transfer) card reader for SNAP-enrolled community members. This opportunity was surfaced by organizational representatives as a next step of infrastructure development for the farm, with the initial construction phase of the farm having recently been completed (at the time of data collection). Limited staff time was noted as a challenge, particularly with an in-depth federal application process for the EBT card reader. However, the farm hired a part-time staff member who will support this work. Once the EBT reader is installed, SNAP-enrolled community members will be able to utilize their SNAP benefits to purchase fresh produce at the farm.

**"I hope everything works out for the farm to accept SNAP and double up food bucks, I want nothing more than to eat their produce, but cannot afford it without SNAP."**

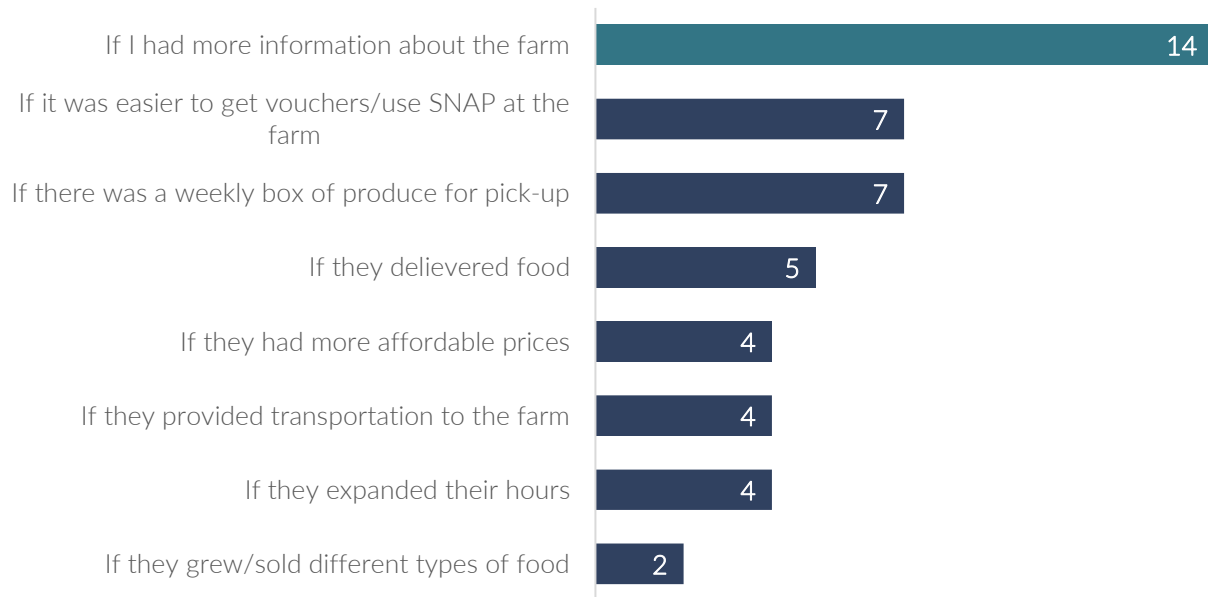
-Community survey participant

**Cloud City Farm can improve outreach and awareness among community members.** A lack of awareness among community members may be a key barrier to accessing food from Cloud City Farm. Nearly one third of community survey respondents had never heard of Cloud City Farm. Similarly, almost one third of respondents indicated that they had heard of the farm, but never visited. When asked what would make it easier to get food from the farm, the most common answer was "If I had more information about the farm."

The majority of survey respondents **had never visited Cloud City Farm.**

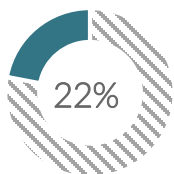


Survey respondents said that **having more information** would make it easier to access food at Cloud City Farm

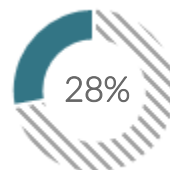


## Populations that are Underutilizing Resources

Although food banks are available to all community members, there may be barriers to accessing these food sources. Results from the community survey below indicated that some members of the community are still experiencing hunger despite these resources. One community survey respondent noted in an open-ended response, "[the] Food bank is great, [I] just wish it was more than one time per month and had more fresh foods and less junk food."



Do not have enough food to feed their family



Have skipped meals in past 6 months due to lack of food

Below are specific segments of the Lake County community that appear to be underutilizing resources according to organizational representatives and focus group participants.

**Working community members:** A few participants (across organizational interviews and one focus group) discussed that the food access points that exist in the community (see Table 1) are typically open only during business hours, which can pose difficulties to working community members, particularly during seasonal work (e.g., ski season). Regarding Food Bank of the Rockies, for example, one organizational representative said, "We have it every third Wednesday early in the morning. So, if you're not a stay-at-home mom, or you're not unemployed, it can be a really tricky time to access food. I don't think it's reaching as many people as it could." During a focus group, a participant shared, "My problem with the Food Bank of the Rockies is that it's at 9am on a Wednesday or Thursday – right when you got to be at work. And, I mean my boss is very accommodating, and a couple of times, I've been like, 'Yeah, I gotta go.'"

**“There is not an easy way for people who work odd hours or who are gone all day to get access to all that the community offers in terms of food.”**

-Lake County Focus Group Participant

**Latinx community members:** The engagement of the Latinx community was described as limited by a couple of key food access players. As to reasons for this lack of engagement, one organizational representative suggested, "I think it's a dominant white culture here, and I don't think there's a lot of mixing."

**College students:** One organizational representative mentioned that college students may be eligible for SNAP benefits but are not enrolled. College students may not be knowledgeable on how to apply for SNAP benefits, and there are eligibility requirements, such as being enrolled in public assistance programming already, working at least 20 hours a week, or being part of a state or federally financed work study program.<sup>5</sup>

**High school students:** Organizational representatives indicated that high school students do not consume free breakfast at schools. Another organizational representative raised that the rates of students consuming free breakfast at school are decreasing and attributed this to students thinking it is not "cool" to consume free meals in a school setting.

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<sup>5</sup> For more information on SNAP eligibility for college students, see: <https://www.fns.usda.gov/snap/students>.

# SNAP Program in Lake County

## Strengths of the SNAP Program in Lake County

**DHS' processing of SNAP applications is efficient.** A couple of organizational representatives discussed that an aspect of the food system that is working well in Lake County is DHS staff's efficient processing of SNAP applications. A walk-in process for SNAP applications is the main way that community members enroll, and staff are typically able to process SNAP applications and connect eligible community members to benefits the same day as their visit.

This strength was echoed by participants in the SNAP-enrolled focus group. Statements included: "Easy. Friendly"; "Very easy"; "I think I had my card the same day"; "There was no wait"; "It's a general rule when you get there, there's four people ready to help you;" and "They are helpful. Mostly, they just go over what you're missing." SNAP-enrolled focus group participants also indicated knowing to do the application process in person instead of online, as DHS staff have encouraged community members to apply in person to facilitate applications.

In part, these positive experiences were attributed to living in a small community. "That's why I love this town. It's just small and quiet, and there's no big giant place where you go from this window to that window. I really love that about here." One community survey participant described their experience with SNAP in an open-ended response: "I found it a smooth process where staff kept me updated along with the ColoradoPEAK website."

Asked how SNAP-enrolled participants first connected to services in Lake County, focus group participants indicated the local food bank, word of mouth, employer resources, and through Medicaid enrollment in another state. Of the thirteen survey participants who had ever applied for SNAP, eleven participants (85%) indicated that they applied for the program in-person at Lake County DHS; two participants (15%) mentioned applying through ColoradoPEAK.

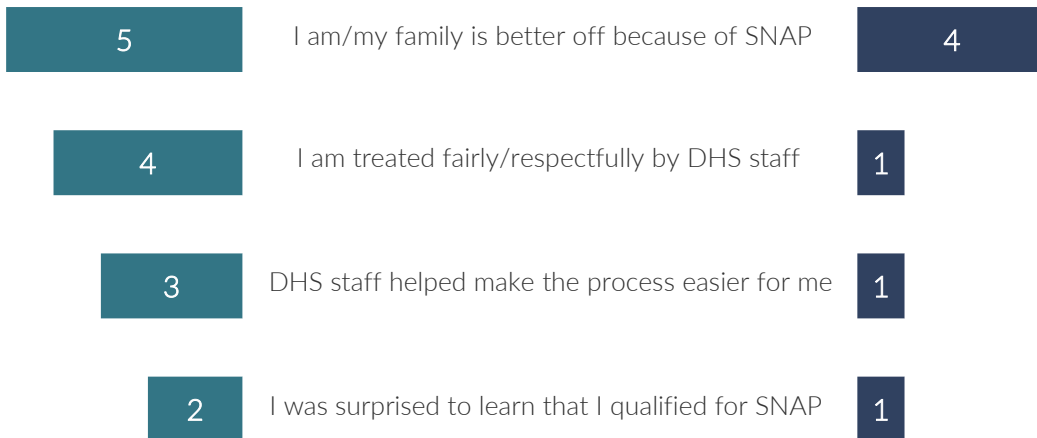
**Community members can dual enroll in Medicaid and SNAP benefits.** One way that SNAP enrollment is facilitated is through dual enrollment with Medicaid. One organizational representative discussed that Lake County is above the state average on Medicaid enrollment, which means that some community members could potentially qualify for dual-enrollment. However, the data showing the "degree to which people want Medicaid but don't want food assistance" is not clear, explained the participant. At a minimum, community members are "aware of the potential" to enroll in SNAP through the county's Medicaid enrollment.

**Community members were able to use food vouchers from DHS at Cloud City Farm.** SNAP-enrolled community members were able to use food vouchers at the Cloud City Farm for the purchase of local produce in the summer of 2018. In 2019, the farm will be working to install an EBT machine to accept SNAP on site.

**Community members find it easy to use their SNAP benefits.** Among survey respondents who were SNAP-enrolled, seven of eight (88%) indicated that it was either 'Easy' or 'Very easy' to use their SNAP benefits to buy food.

Community members report positive experiences with the SNAP program. Survey respondents shared several positive comments about the SNAP program, for example, "The program is helpful for families," "It's great," "[I'm] satisfied," "I think it's easy, my family like[s] it." Survey respondents who had interacted with the SNAP system (either enrolled or EBNE) were asked to think about their positive experiences with SNAP. The most common positive experiences are listed below:

Some **SNAP-enrolled** and **previously-enrolled** participants report positive experiences with the program



# Weaknesses of the SNAP Program in Lake County

## Challenges and Barriers to Accessing the SNAP Program

**Lack of political support and aspects of the (federal and state) system prevent many community members from seeking out SNAP.** Several organizational representatives discussed barriers around SNAP both federally and as a state. "If we wanted people to get food assistance as a state, we could make it a lot easier, and we could get it to more people. But, it's a political thing," explained one organizational representative. Colorado was described as wishing to reduce food insecurity as a state, while also implementing measures like work requirements that "make it hard" on individuals seeking out services. Further, the federal application for SNAP can be difficult to complete.

**There is limited DHS staffing and funds.** One challenge around increasing SNAP enrollment is the limited staff time and funding that are available to do outreach and education to the community. While other counties may have funding for outreach and some non-profit partners in the state may receive funding to collaborate with county agencies to work on outreach, this was not available to Lake County DHS at the time of data collection, according to an organizational representative.

**Distrust of government can undermine willingness to seek services.** Several organizational representatives discussed that there may be distrust or fear of obtaining local government benefits among potential or current SNAP enrollees, due, in part, to a broader community distrust of government. "There's such a mentality here that government is to be feared or it's suspicious, it's not helpful, it's an invasion of privacy," explained one participant. This distrust of government was also surfaced by a participant in the community survey, who indicated that they hadn't applied for food assistance because they "don't want my or my family's information in a government database" (see graph on page 16 for full results from this survey question).

**"I just think that there is fear created around human services...The way they approach people."**

-Lake County Organizational Representative

Organizational representatives also surfaced community fears specific to the processing of welfare fraud cases and monitoring of residents in Lake County. According to some, the county's processing of fraud cases and the media attention it has received has made community members fearful of "retaliation" from human services. One organizational representative described knowing a community member who would be eligible to apply but who was "fearful, as she didn't want any trouble, and she was afraid that she will get in trouble with human services."

These issues also surfaced in one of the community focus groups, with regard to the chilling effect that publicizing instances of fraud may have on community members' trust in social services and willingness to apply for benefits:

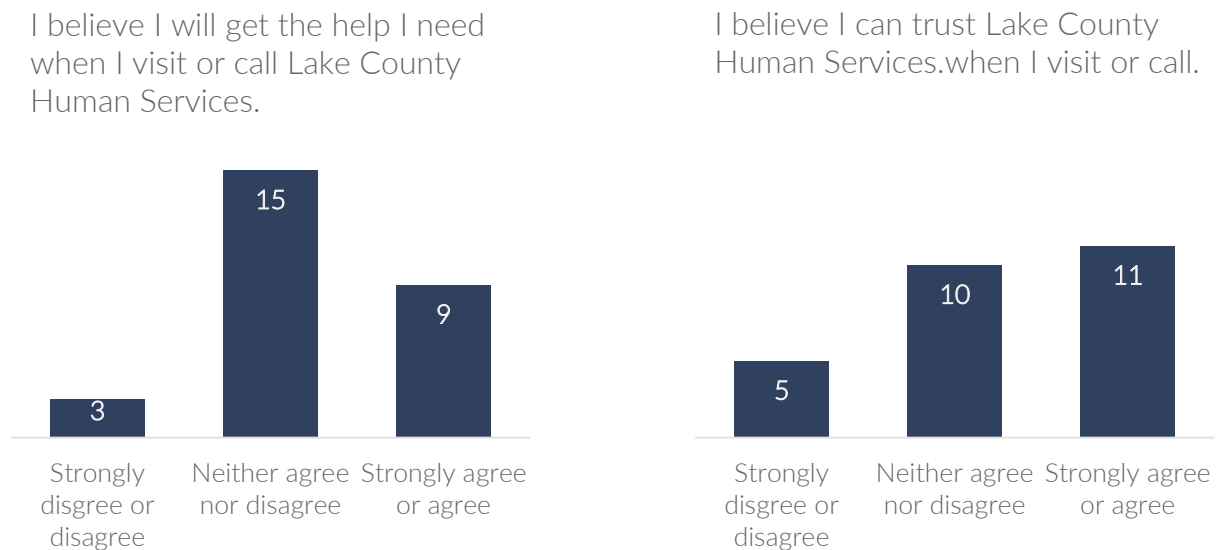
"Not putting too much emphasis on fraud...like it doesn't have to be public. There is a lot of stuff that is public, but I don't feel like it has to go to the newspaper who [is being investigated for fraud] and their names. It's such a small town that you know everybody. It's just embarrassing, I mean it must be embarrassing for those people that their names are in the newspaper that they were being investigated for fraud."

**The customer experience for SNAP applicants can be variable and has room for improvement.** While there are many positive aspects to the SNAP enrollment process in Lake County, there is room to enhance the customer service experience. For example, when asked what would need to change so that community members felt more comfortable applying to SNAP, one participant expressed that there could be a more welcoming environment, both in terms of the physical structure of the office itself (i.e., there is a window partition separating staff from community members) and through how staff engage with community members.

"Our human services department has not been a very customer-oriented, friendly place," suggested one organizational representative. Another shared that some staff may be seen as "rigid and rule-oriented, and even judgmental of community members."

The community survey also surfaced some negative experiences with Lake County DHS among some respondents. It is important to note that survey participants expressed both positive and negative attitudes toward Lake County DHS, suggesting that experiences with the organization may be highly variable from person to person.

Survey participants were asked whether they trust Lake County Human Services and whether they believe they will get help when they visit or call DHS. Responses are shown below.



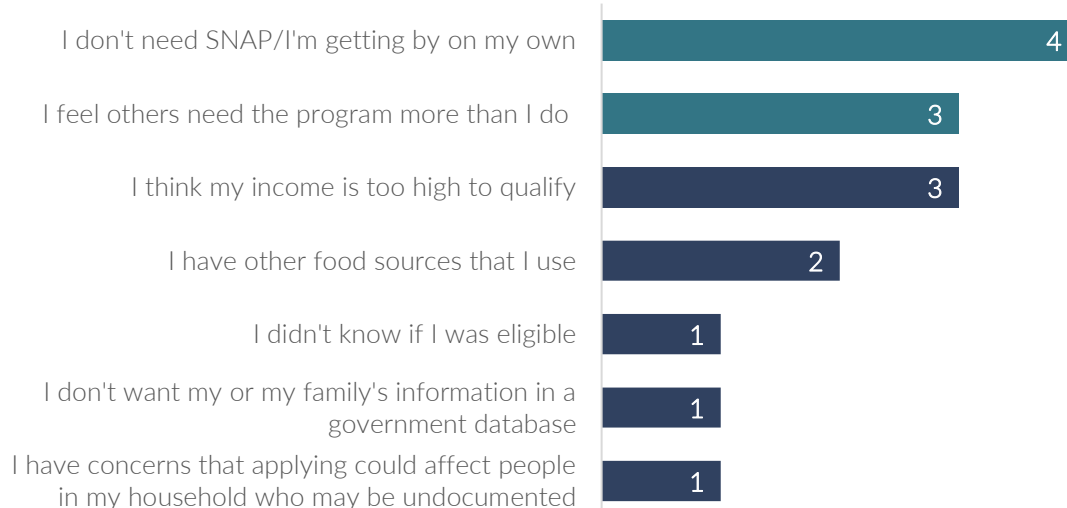
Negative perceptions of DHS were further explained in some open-ended responses with a few respondents sharing instances where they felt shamed for needing support, discouraged from seeking help or asking questions, or treated in manner that was not welcoming or friendly.



**Social factors, such as pride and stigma, may act as barriers to seeking SNAP benefits or food assistance.** A few organizational representatives suggested that community members may feel stigmatized in applying for SNAP benefits or accessing free community meals. One mentioned, "With medical [Medicaid] I see sometimes people feel like it's a little more of a necessity [whereas] there could be a little more stigma around the food." Further, when asked to describe negative experiences with SNAP, three community survey participants indicated that "applying for or receiving public benefits makes me feel uncomfortable" (see graph on page 21 for full results from this survey question).

A focus group participant also described the barrier of some individuals "feeling too proud" to seek government aid or public benefits. Similarly, when asked why they had never applied for SNAP, several EBNE survey participants indicated "I don't need SNAP/I'm getting by on my own," or "I feel others need the program more than I do."

EBNE survey participants surfaced **feelings of pride** as reasons why they have never applied for SNAP



**Latinx community members are hesitant and/or afraid to apply for SNAP benefits.** Several organizational representatives discussed barriers specific to Latinx community members. First, Latinx community members who have a mixed-status family, which includes documented and undocumented family members, do not want to share identifiable information with the federal government – even if children with documentation are eligible for benefits. There is a fear that sharing this information can lead to deportation. Another issue is that Latinx community members who have permanent legal residence may still not wish to apply for SNAP for fears it may tamper with a pathway to citizenship in the future.

Fear that applying for public assistance would impede legal immigration status was also raised by a Latinx participant in one of the focus groups. "I know with us growing up, my mom did qualify for SNAP, but she never applied for it. I think we were just not educated on how it affects you if you want to get your legal status situated because it could affect your green card application." The participant went on to suggest that more education on this is needed to the Latinx community to alleviate concerns and reduce misunderstandings.

A couple organizational representatives mentioned that it is difficult to mitigate fears and encourage Latinx families to apply for SNAP benefits when there is uncertainty of what will occur legally, particularly under the current federal administration. "Not knowing what is really going on with the presidency, we cannot really advocate for people" to apply for SNAP, explained one organizational representative, even if community members' children are eligible for benefits. Instead, one organizational representative advocates for families to apply for their children's Medicaid or CHIP, as there is less scrutiny of (undocumented) parents on those applications.

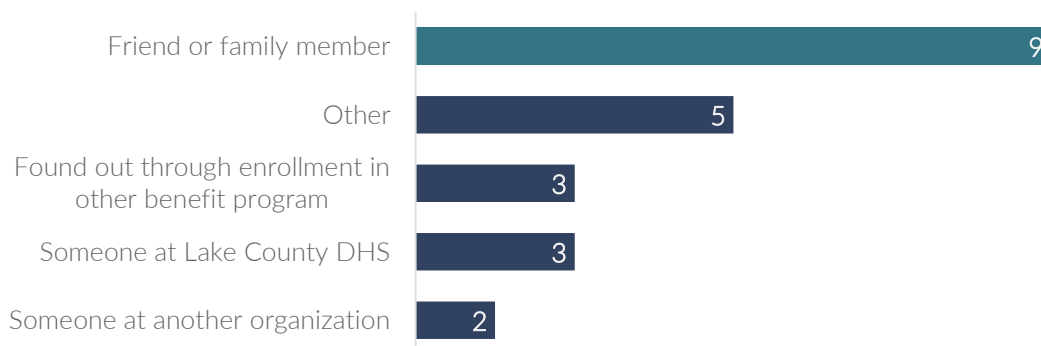
**"There is a fear of asking for benefits, being deported, or being tracked by the federal government, and not having legal status. This is a big red flag that may keep people away."**

-Lake County Organizational Representative

These concerns were also surfaced in the community survey when EBNE participants were asked why they had not applied for SNAP. As show in the graph on page 16, one participant expressed concerns that "applying for SNAP could affect people in my household who may be undocumented."

**Lack of awareness of the SNAP program may be a barrier to enrollment.** In the community survey, participants were asked about their familiarity with the SNAP Program. Of the 30 participants, seven indicated that they had never heard of SNAP. Most survey participants who were aware of SNAP learned about the program from friends or family, suggesting that outreach among food system stakeholders could be improved.

Among survey participants who were familiar with SNAP, most learned about the program from **friends or family**.

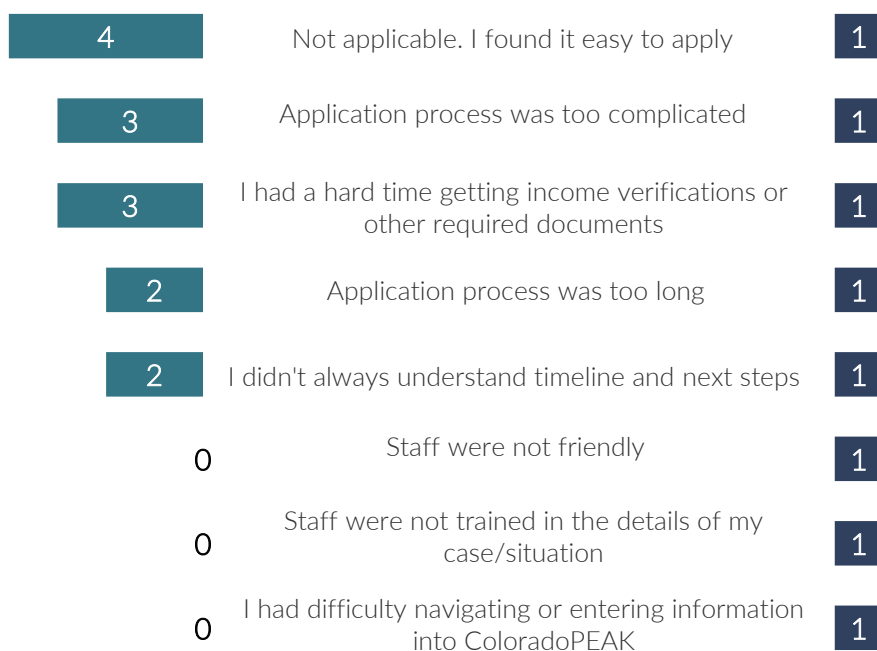


## Challenges with the Process of Applying for or Utilizing SNAP Benefits

**The SNAP application can be confusing and difficult to complete.** A couple of focus group participants discussed that the SNAP application is a barrier to community members applying. "Maybe because of my age, my brain, I don't know, or the way the question is done on there...It was very difficult," explained one participant. The participant also voiced frustration that staff would review applications and help with getting missing information for an application, but that they would not help with filling out forms in a more in-depth way. The participant attributed this to staff being busy and discussed a need for staff to help applicants step-by-step with the questions if possible. "I almost gave up because I didn't understand some of the questions," the participant said.

Community survey participants also surfaced difficulties with the process of applying for SNAP. Results below suggest that while some participants indicated that they found the application process easy, other participants indicated various difficulties navigating the process. In addition to the responses below, one previously-enrolled survey participant noted in an open-ended response that they experienced difficulty understanding the wording of the application.

Some **SNAP-enrolled** and **previously-enrolled** participants reported difficulties with the process of applying for SNAP



**The online application process is challenging.** PEAK, the online application system for SNAP in Colorado, was also briefly discussed as a barrier in one of the focus groups and by an organizational representative, as it can be difficult for community members to navigate. Similarly, a community survey participant indicated that navigating and entering information into the online system was an aspect of the SNAP application process that was difficult (see above).

It is also easy to enter incorrect data and submit incomplete applications in PEAK. For this reason, community members are encouraged to apply in person at DHS in Lake County, as staff can facilitate the application process.

**The amount of SNAP assistance is not enough.** Adding to the challenge of applying for SNAP, according to a couple of organizational representatives, is the low amount of benefits to community members. "It's not a lot of money a lot of [the] time. That's the other reason I think some people don't enroll is that they weigh out the benefits of it. If you're a single person, you're not gonna get that much," one organizational representative commented.

Focus group participants also discussed the low amount of SNAP benefits as a challenge. Several participants indicated receiving an approximate \$15-17 monthly SNAP benefit. This not only challenged participants' ability to eat healthily but also to have enough food to eat. One participant, for example, discussed attending the evening focus group for the \$25 incentive due to not being able to afford to buy food. "Food is tough. I only get \$15 of SNAP assistance a month...it's kind of sad. I worked my whole life, hard. Now, I got a little broken, and this is what's left," shared the participant. Another participant said, "They could supplement this program, like with the \$15 they're giving, they could supplement it with say some fruits and vegetables. That would be helpful."

**"The thing I need to confess most is the main reason I'm here is that \$25 gift card because I can't afford food. I'm out of money, and the cupboards have bits of this, bits of that. It was blizzarding the day of the food bank, so I didn't get there that day. I'm using change to go down and spare money to get a little bit of milk at a time. It's still blizzarding, and I won't drive. But the main reason that got me here in this room is that gift card."**

-Lake County Focus Group Participant

**Determining and maintaining eligibility for SNAP is difficult and time-intensive,** and community members may struggle to calculate and report income. One organizational representative shared that Lake County is a heavy cash economy, and it is common for community members to work in the informal labor market for cash in multiple part-time positions, "two or three part-time jobs or you sell firewood on the side and you do some different things." These part-time jobs fluctuate in a rural community, making it difficult for community members to keep track of their income for enrolling and maintaining benefits. Another challenge to reporting income that surfaced in focus group discussion was around inconsistent child support payments and keeping up with the paperwork.

Additionally, an organizational representative raised that maintaining SNAP eligibility may be too time-intensive for community members who are eligible, especially for community members that lack transportation and have difficulty attending SNAP-related appointments at DHS. Depending on employment status, community members may have to attend an employment and training program, and to maintain SNAP eligibility, applicants need to provide documentation of household income and resources, as well as meet employment requirements.

Among focus group participants, eligibility for SNAP and the amount of available funds were not well understood, especially given criteria for SNAP enrollment vary from county-to-county and state-by-state. The \$15-17 range of benefits that participants indicated receiving was a key topic

of discussion during both focus groups. SNAP-enrolled participants, while voicing appreciation for any support they received, also discussed that the funds were very low and not enough for them to eat healthily, that they were unclear on how the amount was determined (i.e., the formula or calculation to determine the amount), and did not understand why the amount varied so drastically by county and state. Focus group participants also indicated a need for more education and outreach around this so that the criteria and eligibility process can be transparent and clear to the community.

"How do they land on the number they land on? That was never explained to me. I assume it's some sort of percentage of the AMI [Area Median Income] or based on AMI and your income in the county you live. But, like in six months the amount I get changed, but my income didn't change. I assume there's some sort of formula, but it's not real transparent. I'm not saying there's some dark cabal of people that don't want you to know the formula. I don't think that's it at all, but how's the formula different from Indiana to Colorado if it's that much different? If it's all the same nationwide program, why is it different state to state? It almost feels like you've got the benefit, don't ask questions. And not in a really look at down at you way, but it's like, 'if you get it you get it, good. But we're not really here to explain it at length to you.'"

**"I applied for food stamps, and they said I didn't qualify. Then she called me back and said because of my age, I get \$15 a month. So, I don't know. Does it change, or is that amount what I have to be at?"**

-Lake County Focus Group Participant

Similarly, one focus group participant indicated receiving a higher benefit in Denver and did not understand why the amount decreased when moving to Lake County despite income and household composition not changing. Another focus group participant did not understand why the benefit amount was higher when she was homeless, even though she was still food insecure and low-income.

Community survey participants echoed many of these issues when asked to describe negative experiences with SNAP, including concerns about income changes and difficulty with the renewal process (see graph below).

Both **SNAP-enrolled** and **previously-enrolled** participants reported negative experiences with the SNAP program

|   |  |   |
|---|--|---|
| 3 | I worry/worried about income changes that might cause me to lose my benefits   | 2 |
| 3 | None of the above  | 1 |
| 1 | Applying for or receiving public benefits makes me feel uncomfortable          | 2 |
| 1 | The renewal process is difficult and/or time consuming                         | 1 |
| 1 | I did not receive the help I needed  | 1 |
| 1 | I did not receive the benefits I expected                                      | 0 |
| 1 | It took a lot of effort to apply and I don't get much benefit from the program | 0 |
| 0 | I wish it had been easier to find out whether I qualified for SNAP             | 1 |

**Community members may experience barriers to using their SNAP benefits.** Though most SNAP-enrolled survey participants indicated that it was easy to use their benefits, a few survey participants mentioned difficulties they experienced when using their benefits. One survey participant indicated that it was difficult because they are not able to buy foods that they like to eat with their benefits. Another survey participant indicated that they are embarrassed to be seen by other people when using their SNAP EBT card. A third survey participant described that it is difficult to complete transactions which contain both SNAP and non-SNAP items.

# Access to Healthy Food in Lake County

## What is Working about Accessing Healthy Food for Community Members

Food donation and opportunities for community meal access have increased. Community members have access to several food banks (see Table 1) and free community meals throughout the week: “You could pick up the food that happens every day at the church, and you could get healthy food for free every day of the week except Wednesday,” said one participant, for example.

However, as the focus group feedback above highlighted, the issues of food insecurity remain for participants despite gains that have been made around food donation and rescue.

**Community members come up with informed and creative ways to eat more healthy food within limited means.** “I eat a [lot] of broccoli and Brussels sprouts

because they're the two cheapest options,” said one focus group participant. Another focus group participant shared, “I shop on Amazon now too, because - one, they deliver, so I don't have to carry heavy stuff, and two, I find things are cheaper...I get dry goods from there. It would be nice if you could actually use your food stamps there in the Prime Pantry.”

**Latinx community members are involved in the food system as volunteers helping with food donation.** Latinx community members were discussed as participating in food distribution at one of the church's and Food Bank of the Rockies. What one of the churches learned was that the Spanish-speaking community was not as interested in sitting down and eating as they were in cooking, serving, and volunteering. The Latinx community members were also described as having “taken on the Food Bank of the Rockies and making that run. They're most of the volunteers.”

To maintain a connection to the Latinx community, one of the churches makes a point to ensure that supervisory staff are bilingual to some degree.

“We've really made an effort over the years to include the Spanish-speaking community...So, right now, all of our supervisors who have the same role as me are bilingual to some degree...we've now gotten to the point where we really only will hire bilingual staff just to keep building that connection.”

“You could certainly live here and have no income whatsoever and eat for free. You could come to the community meals, you could use the food bank.”

-Lake County Organizational Representative

# What are the Challenges and Barriers to Accessing Healthy Food for Community Members

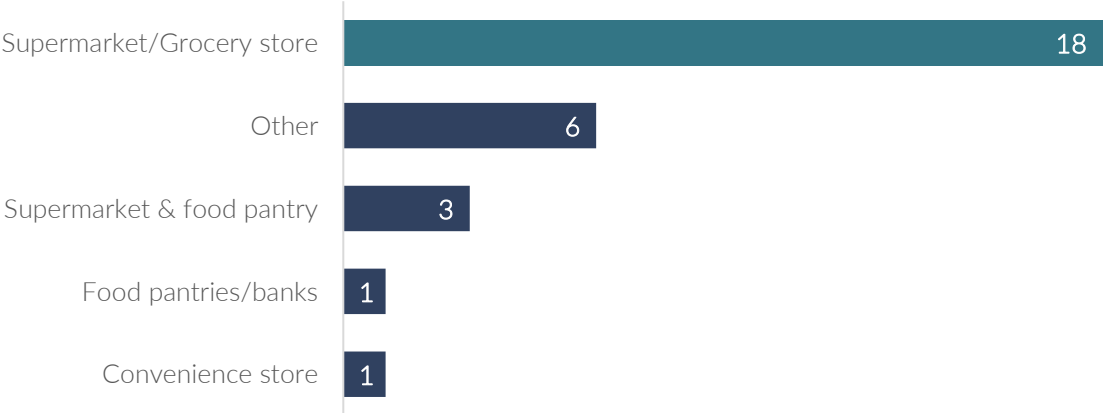
“I think our local grocery store is always lacking something, whether that week [it] is very low on produce. Or this week, it’s actually very low on the meat selection. There’s always something.”

-Lake County Organizational Representative

There is a lack of grocery stores and healthy food options in Lake County. Organizational representatives and focus group participants alike discussed a limitation in healthy food options in Lake County. With one main grocery store, a new Mercado (or Latinx grocery store), and a few stores that include the sale of food (e.g., convenience stores, Family Dollar) in the county, residents are limited in their selection of healthy food. Community members can make the over 30-mile commute to neighboring Summit and Eagle counties and use the local grocery stores there, but reliable transportation is needed. It was also noted that there are limited healthy restaurant options in Lake County.

Community survey participants also surfaced that the grocery store was their main point of access to purchase the food they make and eat at home. Survey respondents also mentioned several other specific locations for accessing food, including securing food through a spouse’s workplace, a Costco more than 40 miles away, or using a combination of grocery store, food pantry and a third source, such as farmer’s markets or hunting. When asked why they shop at the location they indicated, four survey participants noted that they shopped at the grocery store because it is the only option in town.

Majority of survey participants access food through a **supermarket or grocery store**





**There is a high cost for healthy food and quality is often poor.** Regarding the local grocery store, organizational representatives and focus group participants discussed a limited selection and high prices, particularly for organics. Regarding prices, one focus group participant stated, "The [local grocery store] is only one place in town nine months out of the year to get produce. You are at their mercy in terms of what you're going to get. It's capitalism. On top of that, I do believe the [grocery store] here is subject to resort pricing because we are a ski community, so it's even higher."

During the summer growing months, focus group participants discussed a roadside vegetable and fruit stand that is operated, but prices were noted as higher than the local grocery store, and the stand does not take SNAP benefits. Regarding the Cloud City Farm, a couple of focus group participants knew of the farm, but higher prices compared to the local grocery store and the lack of an EBT or debit card reader were noted as barriers to shopping there.

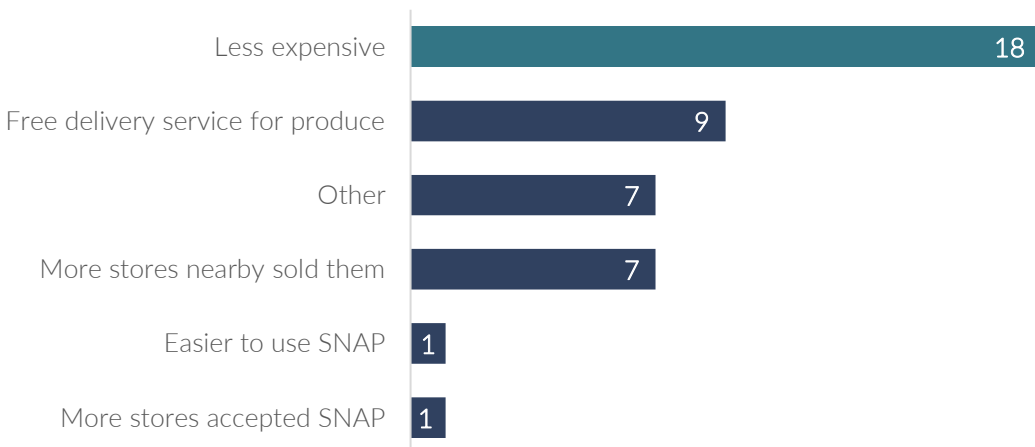
As shown in the graph below, community survey participants reported price and quality of produce as the most common barriers to accessing fruits and vegetables (participants could select more than one response). One "Other" response included a participant's desire for only organic produce.

Survey participants indicate that **price** and **quality** are the main barriers to accessing fresh produce



Similarly, when asked what would make it easier to access fruits and vegetables, lower pricing was the most common suggestion (again, participants could select multiple responses).

### Lower prices would make fresh produce easier to access



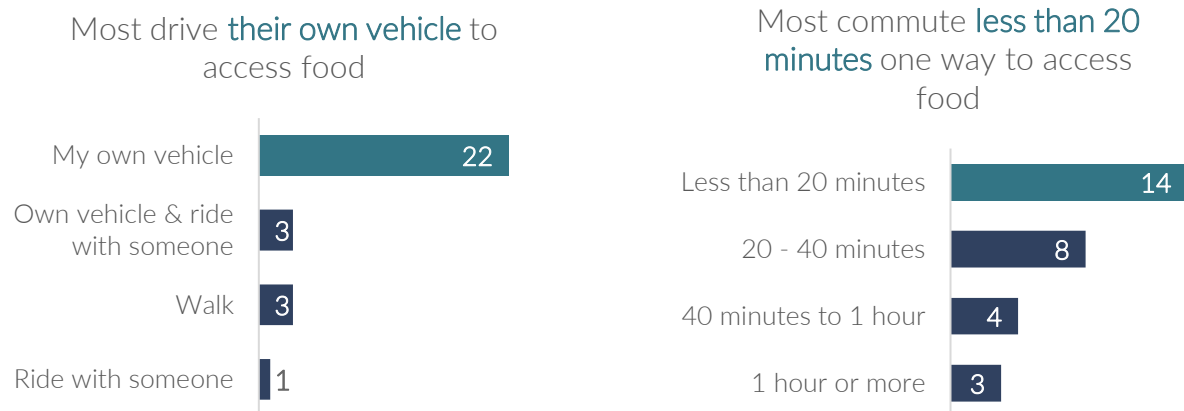
Several survey participants mentioned issues with produce quality at the local grocery store when asked to provide open-ended responses to what could be improved about accessing healthy food in Lake County: "Safeway has a horrible selection of fresh fruits and vegetables." "Local grocery stores have bad quality of healthy food." "Safeway has low quality produce sold for high prices." "Safeway could up its game in the veggie department." "[We need] more fresher produce at Safeway."

**Knowing how to prepare and consume healthy foods is challenging.** Some organizational representatives and focus group participants mentioned that community members may not know how to prepare certain produce from Cloud City Farm, the Senior Center, or elsewhere due to being unfamiliar with it (e.g., kohlrabi, artichoke, cabbage). Regarding the crops that the farm can grow at a challenging 10,000+ elevation, one organizational representative said, "Some of the produce are not commonly used produce at home or something [community members] know how to use." This was echoed in focus groups. "I only do cabbage stew. Are there different ways of using cabbage or other vegetables that they have [at the farm]? There were some vegetables that I don't know what they were," said one focus group participant. The participant went on to suggest a nutrition or cooking program could be implemented to teach community members how to cook healthy foods in a variety of ways.

Another organizational representative shared that like many other Latinx community members, the participant grew up "using tomatoes, jalapeños, and onions" as staples of food preparation and suggested the farm may wish to grow crops that are more familiar and commonly used by Latinx community members, should the farm wish to bolster a connection to the community.

**Limited transportation options and a limited busing system may hinder food access.** It was also noted that Lake County has a limited public transportation system, which affects community member access to healthy food options in Lake County and access to the Department of Human Services. One organizational representative mentioned the farm is far from where the Latinx community resides, which may affect utilization of the farm's produce. Also, community members may have to travel far to get to the DHS to complete the SNAP application process.

During focus groups, participants also discussed lack of transportation as a food insecurity issue, particularly during the winter. Transportation constraints came up during focus groups, and some participants indicated using nearby resources to shop (e.g., eggs from the convenience store that was in walking distance) and relying on transportation assistance from friends, families, and organizational staff. In the community survey, the majority of participants reported using their own vehicle to access food. Though most survey participants indicated the drive to get food was less than 20 minutes, several participants noted that they had to drive 40 minutes or longer to access food.



Snow was also noted as affecting the ability to access food. Additionally, the Food Bank of the Rockies had been delayed by several weeks when the focus groups were conducted, further underscoring how inclement weather has a significant impact on Lake County low-income residents' ability to access food.

**There is a need and desire for a community kitchen.** A few organizational representatives discussed interest and needs around a community kitchen. Either expanding the kitchen at one of the churches or building a new kitchen at a different location for community members to prepare food would be beneficial for preparing community meals, supporting community members who sell food, and providing space for other activities such as preserving and distributing food. A new kitchen could also support the high school culinary arts program based in Colorado Mountain College (CMC), as currently the culinary classes can conflict with food service at the CMC, which has delayed the program. This new program is important as it is a way to involve youth in healthy food production and food access solutions, according to an organizational representative.

**Food Bank of the Rockies can be improved to broaden access.** A couple of focus group participants discussed challenges and differences related to accessing Food Bank of the Rockies in different counties. For example, the Food Bank of the Rockies in Summit County was noted as having more fresh fruit and vegetables and a meat protein (e.g., chicken, hamburger), whereas the food that was distributed in Lake County by Food Bank of the Rockies was noted as having more canned goods and foods that are more geared to the Latinx community (e.g., beans, chilies, rice, etc.). One focus group participant explained, "Please don't misunderstand, but I don't like Hispanic food. It's beans, chilies...I couldn't tell you what it is because I don't like spicy food or Hispanic-type food. Just regular stuff like some produce would be nice. More produce. Maybe some kind of good protein every month."

# Recommendations

Recommendations provided here are grounded in both the results from the community data gathering process and the identification of bright spots and innovative approaches (described in Appendix B) that are applicable to the key findings from the data collection process. They also integrate the additional resources and reports available for Lake County where possible. It should be noted that while resource limits, fit, and feasibility have been taken into consideration, further evaluation of these recommendations is suggested prior to implementation.

## Broader Food System

**Consider a shared grocery delivery or mobile market program**, like Bondadosa or Any Street Grocery. A shared grocery delivery program provides online and phone ordering and delivers groceries directly to customers, without a delivery fee. A mobile market program transforms a vehicle, like the school bus that Any Street Grocery converted, into a small grocery market that can then be driven to areas with low food access. One or both of these options may be utilized for multi-purpose food distribution including a mobile farm stand for Cloud City produce, SNAP grocery delivery to home-bound recipients or low-income neighborhoods (see note below), no-cost grocery distribution, and/or a market-price mobile grocery. A no-cost grocery distribution offers produce and groceries from grocery stores and other food retail outlets that are still edible but can no longer be sold to people at no-cost. This is also called gleaning or food rescue. A market-price mobile grocery offers food at a price comparable to a retail grocery store. These variable programs could be offered at different times or at the same time, complimenting each other. For example, a customer could buy Cloud City Farm produce, potentially with SNAP benefits, or market-price groceries when the mobile grocery comes to their neighborhood and get a no-cost grocery distribution at the same time. Consider utilizing already existing infrastructure or vehicle, if available. Please note that the pilot program through SNAP that allows Bondadosa to deliver groceries to home-bound individuals may not be available at this time for Lake County. However, Lake County could connect with Bondadosa to support the process of becoming an additional pilot program, which would allow testing of the grocery delivery model in a rural context. If the mobile grocery is not able to accept SNAP, it could be possible to provide a discount for SNAP recipients to make groceries more affordable.

### QUICK WIN for the FOOD SYSTEM

- Deploy a cross-branded targeted outreach campaign with culturally relevant messaging

**Conduct a cross-branded targeted outreach campaign**, with culturally competent messaging that is clear about how undocumented people are impacted, about both SNAP and Cloud City Farm to reach SNAP and EBNE community residents. Consider modifying Boulder outreach materials for the local context. Use multiple forms of media for messaging (i.e. postcards, text messages, flyers, in-person visits, communication through landlord) to distribute and reinforce the message to the target audience. Consider utilizing existing data from DHS, the Colorado Benefits Management System (CBMS), and community partner databases to identify people who may be eligible for SNAP benefits but not enrolled, for example, individuals who are enrolled in Medicaid but not SNAP, to target eligible people for the outreach campaign. Also consider utilizing geographically-based low-income housing areas to expand the target audience.

**Increase the value of a SNAP dollar for low-income residents**, and promote its use by:

- Implementing Double Up Food Bucks program,
- Offering either discount or additional food for free when using SNAP benefits, utilizing freebies to encourage people to try new foods,
- Supplementing SNAP food purchases with food rescue items on the spot.

**Consider implementing a Healthy Corner Store program**, which is a program that can be duplicated in Lake County to encourage corner store operators to carry healthy food options, to increase availability of fresh produce throughout the community while limiting the infrastructure and investments required. This can greatly increase access to healthy food while supporting the growth of local businesses.

**Increase access to existing food resources.**

- Expand the hours of food distributions and work to make them more consistent, especially in winter. Align hours with schedules for working people and increase the frequency of big distributions from once a month to once a week.
- Allow people to pick up food for another resident and/or hold food at the distribution location for people who can't attend the distribution during the available times. Both organizational representatives and focus group participants discussed a need to broaden hours or mechanisms to connect working community members who are food insecure to food bank supports. One focus group participant suggested, "If there was a way that we could sign up so that we knew that a collection of stuff would be there for us, make a box or something for those of us that can't get there, because that would be helpful. You could come after work."
- Offer food distribution in locations convenient to low-income housing locations.
- Partner with restaurants to increase food donations to no-cost grocery programs.
- Widely distribute a master list of food distribution resources in the county with times, locations, and distribution requirements.
- Consider developing an emergency food pantry of shelf stable foods which is available when needed (i.e. by appointment or open during business hours) and emphasize this resource when a food distribution is delayed because of the weather.
- Consider partnering with the school district 1) to implement a summer bagged lunch program to reduce school insecurity among youth while school is out during the summer and 2) to advocate for access to more food variety from the local food vendor.

**Advocate for improving school meal provider options.** As surfaced in this report, the school district is limited in its selection of school meal vendors, with only one distributor for the region. The school district may wish to partner with other rural school districts in the region to advocate for increased access to different food vendors.

**Consider instituting a summer lunch program.** Lake County does not currently have a summer lunch program to reduce food insecurity for students while school is out, despite reimbursement being available. This suggestion has surfaced at the food access coalition in the past, the issue has not yet been picked up.

**Consider a cooperative purchasing agreement**, in which multiple retailers place wholesale food orders together to reduce cost, to help increase access to healthy food for businesses and to pass

along savings to customers. Include existing food retail locations, such as Cloud City Farm and the Mercadito, in the cooperative purchasing agreement to offer affordable fresh produce year-round.

**Grow and leverage connections to Latinx residents to improve community engagement.** Including Latinx community members in the food system in ways that are more inclusive and accessible and that leverage community strengths provides the opportunity for community members to be authentically engaged.<sup>6</sup> For example, the Latinx community members who are volunteering in food donation distribution through one of the churches and Food Bank of the Rockies may be supported further to become champions/leaders for the Latinx community in Lake County.

## SNAP Program

**Consider launching a public relations campaign** for the human services department to increase the public awareness and rebuild trust.

**Redesign the DHS website** to be more client-friendly and welcoming by providing information on SNAP, including general eligibility guidelines or a self pre-screening tool, directions for how to apply, how benefits can be used, details about how immigrants or people with variable incomes can still utilize SNAP, and information on how benefits are calculated. It is also recommended that the reiteration of fraud on the current website be consolidated by removing it from public-facing titles and including only one brief note about how to report suspected fraud.

**Develop a culture of being welcoming and respectful with clients** at DHS through specific actions taken by staff that are detailed in internal policies and procedures. Some examples may include saying hello to everyone who walks in the door, coming around the glass to meet people face-to-face, taking the time to answer all questions and explaining programs thoroughly, observing common courtesy, etc. The Department may also wish to invest in sensitivity training for staff members, followed by greater accountability for treating everyone with dignity and respect through internal systems and a client feedback process. An additional consideration for the Department would be to survey staff members for burn-out and/or compassion fatigue, which can be a contributing factor to poor and irregular customer service especially in the social service field, and, if burn out is present, support staff in addressing this underlying issue.

**Increase transparency** by:

- Ensuring DHS staff have a clear understanding of how undocumented people are impacted by SNAP benefits in various circumstances, keeping up with changing policy, and clearly communicate this with all SNAP applicants.
- Clearly explaining to SNAP recipients how the amount of their benefit was/is calculated.

### QUICK WINS for SNAP

- Redesign the LCDHS website to be client-friendly and informative.
- Expand farm stand vouchers to SNAP recipients.

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<sup>6</sup> For a spectrum of community engagement levels as well as questions to inform thoughtful community engagement, see CDPHE's Authentic Community Engagement to Advance Equity: <https://drive.google.com/file/d/1d9gONUzoytiZdtSPDK7Y0DMQUIIHUpFA/view>

- Clearly explaining how private information is used and protected, and when, how, and why it is shared outside of DHS (such as reports to law enforcement or publicity around fraud).

**Improve follow-up with SNAP applicants** by contacting SNAP recipients 3-6 months to check in on if their food needs are being met (e.g., getting enough fruits and vegetables), and offering additional resources or food vouchers if their food needs are not being met. Due to limitations in DHS staff time and resources, this follow-up could be facilitated through applications for additional funding or by working with volunteers or other Lake County stakeholders.

**Develop a SNAP outreach, education, and assistance process in the community**, with trained volunteers and/or staff from partner organizations based on the Feeding America SNAP Outreach process by developing a training for local volunteers and staff members from partner organizations that includes all the steps of the SNAP process: outreach, pre-screen, one-on-one application assistance, and client advocacy.

- Develop a set of clear expectations for responsibilities of trained volunteers and staff to conduct SNAP outreach, education, and assistance, including regularly conducting SNAP outreach during food distributions from the Rocky Mountain Food Bank and other local food distribution activities.
- Consider door-to-door education/information sharing about eligibility criteria to Latinx community members.
- Consider utilizing trained volunteers and staff who can help community members navigate the application process and can act as a pipeline to encourage and facilitate engagement with DHS.
- When recruiting volunteers, consider utilizing the promotora or peer support model for reaching specific communities, offering volunteer outreach positions and training to SNAP recipients in exchange for food vouchers, and/or connecting with local churches for potential volunteers. When looking at cross-training case workers from other local organizations, consider organizations already working with, or connected to, people who are potentially eligible, especially the Senior Center, the Women's Empowerment Group at Full Circle or other similar groups that already exist in the community.

**Facilitate collaborations between DHS and the main food system players**, for example by having the school district include SNAP enrollment information with free/reduced lunch applications, and having the Senior Center provide SNAP program brochures and invite DHS to do lunch presentations. DHS may also consider leveraging these partnerships to apply for additional funding to support DHS staff in community outreach efforts.

**Expand farm stand vouchers for SNAP participants** to continue to encourage participants to try new foods. Consider offering vouchers as incentives for applying to SNAP and having vouchers available for DHS to distribute on a case-by-case basis for clients in need.

# Cloud City Farm

## QUICK WINS for CLOUD CITY FARM

**Add an EBT reader at Cloud City Farm.** As was discussed in this report, with the farm's construction phase coming to an end and with the hiring of additional staff, completing the federal application for an EBT reader is a next step for the farm. This is an important step in improving access to healthy food for low-income community members.

**Apply to participate in Double Up Food Bucks Colorado.**

- Accept SNAP benefits and participate in Double Up Food Bucks Colorado.
- Update website to inform the community about the farm.
- Increase awareness of availability of produce through marketing.

**Increase awareness of the availability of produce from the farm** through a local social marketing campaign, including the shared marketing campaign listed in the Broader Food System Recommendations section. This campaign could include printed fliers widely distributed throughout town, social media marketing, and coverage in the local newspaper. Include targeted outreach to the Latinx community.

**Grow produce that is familiar** to the community, including the Latinx community, whenever possible.

**Provide education on foods that are not familiar** through offering recipes, how-to-cook guidelines, and offering tasting of unfamiliar foods at the market. For example, kohlrabi is not a well-known produce offering yet it grows well in cold climates. To increase interest in kohlrabi, offer samples of the vegetable raw and roasted at the farm stand and provide recipes for both a simple salad and a simple roast that includes other vegetables the customer can get at market.

**Engage community members through a food nutrition program:** One suggestion that emerged from focus group discussion was a food nutrition program to teach community members how to utilize different and not typically cooked vegetables. As Table 1 notes, there was a food health class being implemented by the Lake County Public Health Department, which was recently attended by a group of women from Full Circle of Lake County's Women's Empowerment Group. Should the class continue to be offered in the future, the department may wish to broaden outreach and recruitment so that is accessible to more community members.

**Expand retail outlets for produce grown at Cloud City Farm.** Consider selling farm's produce at a mobile grocery store similar to Any Street Grocery or connecting with existing retailers, such as convenience stores or Safeway, who are already approved to accept SNAP.

**Include food-insecure community members as volunteers in exchange for healthy food:** During one focus group, a participant raised the desire to become involved at the farm as a volunteer. "I really love gardening, and I'd work for food," shared the participant.

**Update website** to include acceptance of SNAP benefits, types of produce grown, and all the ways to access produce both at the farm and the produce stand.



# Food Access Coalition

## QUICK WINS for the COALITION

**Work with Safeway** by building a relationship with store leadership to learn more about their perceptions of the benefits and challenges of operating within Lake County. It may be helpful to share data that indicates the grocery store is losing business due to higher prices than other area stores and local dissatisfaction with offerings. It may be possible to make the Leadville Safeway more profitable by making the store more appealing to locals, thus capturing more of the economic leakage (funds that local residents spend outside of the county), by offering lower prices on staple items, offering more locally grown produce, and/or finding creative ways to provide more food to people for less (such as the \$20 meat package).

- Work with Safeway to improve affordability and availability of local produce.
- Develop partnerships to support advocacy work.

**Improve transportation to food distribution.** Support the local plan to improve walkability of community (as part of the 2017 Senior Master Plan), especially in the winter, to increase access to food for people living within town limits. Consider working with the bus system (run by Summit Stage) to service low-income areas and connect them with local food distribution sites, such as a bus stop at the farm or serving all manufactured home parks. Consider attending Summit County Transit Board meetings, which are open to the public, building relationships with current Board members and sharing concerns about food access as it relates to transit. Advocate for Lake County to have a seat on the Board to increase Lake County's voice in local transit matters.

**Increase Latinx community member participation in the food access coalition in creative and flexible ways** that make the best use of community members' time and knowledge. Ensure meetings are held at time when community members are available, and offer language translation services, childcare, and a meal to support full participation. A paid incentive or another form of compensation may further incentivize community members participation if limited time is a factor.

### Engage in advocacy:

- Advocate at the state level **to change to a voluntary work program or to adjust the work requirements for SNAP** to increase accessibility and ease of retaining benefits.
- Advocate at the state and county level **for fresh food financing and other financial assistance** to support rural communities to attract healthy food retailers and to support existing retailers in expanding their healthy food options at lower prices.
- Advocate at the state level for **all school food vendors to be required to carry healthier options.**
- **Develop partnerships locally to support advocacy work**, such as working with the Women's Empowerment Group at Full Circle.

**Consider conducting an economic leakage and/or market analysis.** This will help determine if there is a market for an additional retailer and help to attract the retailer, or could be used to work with existing retailers to improve their retail locations to capture this economic leakage. Consider alternative grocery models, like a food co-op. See linked resource.<sup>7</sup>

<sup>7</sup> <https://www.policylink.org/sites/default/files/grocery-store-attraction-strategies.pdf>

# Next Steps

The Lake County Healthy Food Access Community Assessment identified existing barriers to residents' enrollment in SNAP and access to healthy food and provided recommendations to address these barriers. Due to the large number of recommendations put forth in this report, it may be the case that not all recommendations can be implemented in the Lake County community. Given this understanding, it is important for the community to go through a process to determine which recommendations are the best fit and develop a timeline for implementation. The Food Access Coalition would be the ideal forum for this process. The process should include the following steps:

1. Determine the feasibility of the recommendations.
2. Analyze the community capacity and level of interest to implement different recommendations.
3. Narrow the list of recommendations to identify the priority projects for the community. Once priority projects are identified, develop a timeline for implementation. Be sure to include both shorter-term goals, such as quick wins, and longer-term goals that will have a bigger impact.

Next, develop a collective action-plan based on the priority projects, including determining and gathering required resources. In the action planning process, be sure to identify accountable organizations or individuals to complete work along with a specific timeline. Engaging in this process will allow the Food Access Coalition and broader Lake County community to enact changes to address the under-utilization of SNAP and healthy food resources in the county.

# Appendix A: Additional Community Resources

A number of relevant plans and assessments have been developed and conducted for Lake County and the town of Leadville, each of which informed the context for the current work. These include.

The **2017 Lake County Public Health Improvement Plan**<sup>8</sup> identified increasing access to healthy food options as a Strategic Priority to decrease chronic disease, including the following activities (for 2018):

- Coordinate a third session of the Fruit & Veggie Prescription Program that provides families with education and skills-building for preparing fresh, healthy meals.
- Continue to support the Cloud City Farm's first season growing and providing food to the community in their new greenhouse structure.
- Create and administer a Community Survey to determine "Barriers to SNAP Enrollment for Lake County residents.

The **2017 Senior Master Plan**<sup>9</sup> identified healthy food as a priority, and included a number of steps to improve the food system for senior citizens such as:

- Introducing a model of partnering case-workers with seniors to support their needs,
- Hold informational sessions to inform seniors and caregivers of available resources,
- Increase home health care services, including meal deliveries,
- Improve wheelchair accessibility and pedestrian safety (create a walkable environment) in Leadville and Lake County, and
- increase seniors' access to healthy, affordable food and/or programming that encourages seniors to eat more healthy food.

The **2017 Healthy Kids Colorado Survey (HKCS)**<sup>10</sup> provides state and regional data on a number of indicators of youth health and well-being. The most recent findings for Region 13, comprising Lake County and 3 other counties, included:

- The percentage of students who ate fruit 2+ times in the past seven days was slightly higher than the state average,
- The percentage of students who ate vegetables 2+ times in the past seven days was slightly higher than the state average,
- 16.1% of students indicated they went hungry in the past 30 days sometimes, most of the time, or always because of lack of food at home, which is higher than the state average of 14.1%, and

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<sup>8</sup> [https://svghd.org/wp-content/uploads/2018/07/2017\\_SVH-LCPHA-PHIP\\_FINAL.pdf](https://svghd.org/wp-content/uploads/2018/07/2017_SVH-LCPHA-PHIP_FINAL.pdf)

<sup>9</sup> [http://lcbag.org/wp-content/uploads/2017/05/2018\\_LCPHA-Senior-Master-Plan\\_FINAL.pdf](http://lcbag.org/wp-content/uploads/2017/05/2018_LCPHA-Senior-Master-Plan_FINAL.pdf)

<sup>10</sup> <https://www.colorado.gov/pacific/cdphe/healthy-kids-colorado-survey-data>

- Data was not available regarding the percentage of students who ate either breakfast or lunch as school in 2017. However, in the 2015 HKCS, 27.5% of students indicated they ate breakfast at school, which was significantly higher than the 11.9% Colorado average, and 40.7% indicated they ate lunch at school, also higher than the 33.5% Colorado average.

The **Hunger Free Colorado 2018 Lake County SNAP Impact Report**<sup>11</sup> documented the following:

- Only 49% of the low-income population in Lake County is enrolled in SNAP, compared to 58% in Colorado.
- There are an estimated 745 low-income individuals in the County that may qualify for SNAP.
- There is a loss of \$598,508 in SNAP benefits and \$1,017,463 in lost economic stimulus from low enrollment in SNAP.
- The county provides timely processing 94.5% of the time.

The report on the **2017 Staff SNAP Assessment survey**, conducted with Lake County Department of Human Services (DHS) staff by Lake County Build a Generation highlighted the following:

- The top 3 barriers clients identified to enrolling in SNAP were lack of knowledge about eligibility, keeping up with changes/updates to SNAP, and seasonal variation in income.
- Just half of DHS clients utilizing non-SNAP benefits (such as Medicaid) had some knowledge of the SNAP program.
- The primary approaches identified by DHS staff for overcoming the stated barriers included
  - education of clients,
  - application assistance,
  - recertification assistance and
  - a prescreening process.
- The senior center and churches are key players to help build collaborative relationships and increase SNAP outreach efforts.

The **2014 Livewell Leadville Community Food Access Assessment**<sup>12</sup> found that:

- Healthy foods in the county are not sufficiently available or affordable
- Lake County does not have enough healthy food outlets, yet is over-saturated with unhealthy food outlets.
- County residents often shop outside of the county for healthy foods.
- 50% of the county's residents were eligible for Supplemental Nutritional Assistance Program (SNAP) benefits, yet only 22% were enrolled.
- 73% of Lake County students were eligible for free and reduced lunch rates.

<sup>11</sup> <https://www.dropbox.com/sh/ozoitnmv76ohn6q/AAC6yr0E3Q8US35LhoW4kvQra/SmallMedium%20Counties?dl=0&preview=Lake+County+-+2018+SNAP+Impact+Report.pdf>

<sup>12</sup> [http://lcbag.org/wp-content/uploads/2017/05/LiveWell-Leadville-Community-Food-Assessment\\_Online-1.pdf](http://lcbag.org/wp-content/uploads/2017/05/LiveWell-Leadville-Community-Food-Assessment_Online-1.pdf)

# Appendix B: Bright Spots

The state and local efforts and innovations highlighted here were selected for their relevancy to recommendations for the Lake County food system, with specific focus on SNAP Outreach and the expansion of Cloud City Farm. A model of outreach for Latinx communities is also included, which is applicable for both SNAP and Cloud City Farm, as well as a successful food coalition model, which may be helpful in increasing the influence of the current food coalition in Lake County.

## SNAP

**Boulder County SNAP Outreach Plan<sup>13</sup>**. This Plan includes common barriers for people to apply for and receive SNAP benefits, including both technical and personal barriers, as well as detailing some steps BCHHS is taking to outreach in their community. Of particular interest are the SNAP outreach materials, which detail the information most pertinent to clients, including a section on "SNAP for immigrants" and information about 'simplified reporting' for applicants with variable incomes.

**Feeding America SNAP Outreach Case Studies Coast to Coast** (Nov. 2014)<sup>14</sup> highlights partnerships with food banks to provide SNAP outreach and application assistance within the Feeding America Network Members, detailing a **SNAP Assistance Process** of a sequence of activities. Food banks These steps include: outreach, pre-screen, one-on-one application assistance, and client advocacy.

- **Outreach** includes visiting community partners, both food and non-food oriented, with a goal of reaching a variety of vulnerable populations, and provide information on basic eligibility requirements via printed materials, meetings, or workshops.
- Next, interested individuals are privately **pre-screened** by staff, as determined by federal and state-level policies. Privacy is important in this step.
- Then, individuals deemed eligible by the pre-screen receive **one-on-one assistance** with their SNAP application, often at a partner location or over the phone. Some food banks have also hired an authorized representative, someone who is not a member of the household applying for SNAP but represents them in the SNAP eligibility process, for particularly vulnerable applicants.
- Finally, **client advocacy**, an intervention with SNAP agencies on behalf of applications, is a critical step in this process. The client advocates ensure the clients receive a timely response, are treated fairly and with respect, and receive benefits when they meet requirements. Client advocacy also benefits clients who were wrongfully denied benefits or did not receive an opportunity to complete the application process because of misinformation.

At some agencies, volunteers and community service volunteers from national programs such as the AmeriCorps VISTA program, provided the majority of the outreach services. The most successful food banks utilized community service volunteers or provided significant training to

<sup>13</sup> <https://assets.bouldercounty.org/wp-content/uploads/2018/05/snap-outreach-plan.pdf>

<sup>14</sup> <https://www.feedingamerica.org/sites/default/files/2018-10/snap-outreach-evaluation.PDF>

partner agency-selected volunteers along with specific expectations for their outreach services. Bilingual staff and volunteers are important in areas with multi-lingual populations.

The Feeding America indicates that libraries were a common partner site, as well as nonprofits providing services to low-income populations. Community health centers as well as work-sites for low-income people were also potential outreach sites. A positive relationship between partner agencies and the local SNAP agency is important.

Furthermore, there is a trend towards promoting online services for SNAP enrollment, including partner agencies utilizing mobile technology to assist applicants when off-site such as a laptop with Wi-Fi, supporting immediate submission of SNAP applications. Some sites indicated that utilizing the online systems made the process easier, while other indicated that technology glitches make the paper application easier.

**Double Up Food Bucks Colorado**<sup>15</sup> is a statewide program, of version of which is also offered in 17 other states nationwide, designed to both help families access more fresh, healthy produce and to support local farmers. SNAP recipients spend their SNAP benefits at participating locations, they receive dollar for dollar match up to \$20 to purchase Colorado-grown fruit and vegetables. How it works at different locations is detailed below. Double Up Food Bucks Colorado also provides promotion materials on their website in English and Spanish. This program will be expanding in 2019, which may offer Lake County an opportunity to join soon.

- At the store, for every SNAP dollar spent on groceries, the SNAP recipient gets \$1 off Colorado-grown fruits or vegetables.
- At a farm stand, the SNAP recipient gets either 50% off their purchase of produce, or they get a \$1 Double Up Food Buck for every \$1 in SNAP benefits they spend that they can use for a subsequent transaction.
- At a farmer's market, the SNAP recipient goes to the information booth where they run the SNAP card for the amount the recipient selected. The recipient then receives twice that amount, up to \$20, in paper SNAP bucks with can be used at all market vendors.
- When SNAP is used for a CSA or food box, the following week the CSA or food box is free.
- At select grocers, Colorado-grown produce is 50% off.

## Fresh Food Access

**Abarrotes Bondadosa**<sup>16</sup> is a grocery delivery program that accepts SNAP, cash, card, or check. While targeted towards people who are homebound, elderly, and/or disabled, anyone can utilize the service. There are no membership fees, no delivery charges. Customers select their grocery items online or from a paper catalog, and can place orders online or over the phone. Groceries are delivered the same or next day. Bondadosa has partners with Save a Lot to provide products, Bandadosa utilized a social enterprise model and works to hire delivery drivers from the local neighborhoods they serve. Bondadosa is a pilot grocery delivery program for SNAP, with the intent of reaching homebound individuals. This program is not yet widely available.

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<sup>15</sup> <https://doubleupcolorado.org/>

<sup>16</sup> <https://bondadosa.org/?lang=en>

**Any Street Grocery**<sup>17</sup> is a mobile grocery store run out of a refurbished school bus that provides access to healthy foods in underserved neighborhoods. It utilizes a market-based pricing structure with built in discounts to ensure affordability.

**The Healthy Corner Store Initiative**<sup>18</sup> supports owners of convenience stores transition from selling unhealthy foods to offering healthier options, and are particularly effective at increasing food access in underserved communities. The Healthy Corner Store Initiative offers a phased approach to support corner store owners in creating a shift, with incentives for each phase. The phases include:

- **Inventory Changes:** introducing 4 new healthy products, with a cash incentive
- **Marketing Materials:** displaying marketing materials from a specific marketing campaign around healthy food
- **Business Training:** participating in at least one training on selling healthy products and business management
- **Health Corner Store Network Conversion:** Install equipment to stock and display healthy products, free equipment is provided along with training, support, and assistance with product selection and sourcing
- **Health Corner Store Certification:** additional healthy foods, new pricing and promotion, and decrease promotion of tobacco products

The results indicate that the corner store experience positive business impacts both in profits and in customer demand for healthy products, and there is an increase in property values in the neighborhoods with these corner stores.

**Denver Botanic Gardens, Chatfield Farms**, is located on a nature preserve and historic farm just south of the Denver metro area. In addition to offering hiking, wildlife observation, educational exhibits and more to guests, it is also a functional farm that offers a number of different programs. The two most relevant are highlighted here.

- **Farm Stands in Food Deserts.** Through multiple partnerships, farm stands are held on a weekly basis during the growing season in underserved areas to increase access to healthy produce. The farm stands accept SNAP at all locations, and offer a 50% discount to SNAP recipients, as well as anyone on a fixed income, Medicare, or disability benefits. The farm stands also partner with local organizations that address hunger and fresh food access to donate left over produce to be distributed for free, and offer employment and volunteer opportunities. The farm stands utilized the Double Up Bucks program.
- **Chatfield CSA (Community Supported Agriculture)** is based on a model used all over the world that links the consumer directly with the farmer, sharing in both the risk and reward of the farm. Shares are offered at varying levels and prices, and provide a weekly share of produce during the growing season which can be picked up at one of two locations. Chatfield has also partnered with other local producers to offer additional shares, such as fruit, mushrooms, eggs, meat, flowers, and self-care products. A payment plan is offered, as well as a number of working shares.

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<sup>17</sup> <http://www.anystreetgrocery.org/about.html>

<sup>18</sup> [http://thefoodtrust.org/uploads/media\\_items/healthy-corner-store-overview.original.pdf](http://thefoodtrust.org/uploads/media_items/healthy-corner-store-overview.original.pdf),  
<https://livewellcolorado.org/wp-content/uploads/2015/09/healthy-corner-store-guide-final.pdf>

## Latinx Outreach

**Re:Vision** is a Denver-based non-profit founded in 2007 that set out to rethink community development, located in a majority-Latinx neighborhood. Re:Vision uses a community-led approach, building on local assets, especially local residents, and believes that the knowledge, wealth, and resources must be developed by, for, and owned by the people. Re:Vision utilizes a Promotora model for engaging Latinx community, training local residents in all aspects of urban agriculture and healthy living, as well as technical skills and knowledge, which they then share with their community. Promotoras are well-paid staff who hold respected positions in the organization and community, and are an integral part of the Re:Vision team. Each promotora is paired with a number of families, and visits these families on a weekly basis building strong relationships which weave together a community of support and security. Through these visits, they also utilize a community organizing approach to establish a common vision that motivates residents to get more engaged, thus creating a more engaged community. The promotoras are empowered to transform their own lives and create transformation in their own communities through this model.

Furthermore, Re:Vision has supported the purchase and development of both La Cocina and The Westwood Food Co-op, both of which are community owned, which are part of a larger vision for a central food hub in the Westwood neighborhood. La Cocina is a Community-led Nutrition and Cooking Education space that can host 12 community members to participating in the health and nutrition courses taught by community leaders.

The Westwood Food Co-op is currently in its pilot stages, with the Mercadito open 3 days a week and featuring a great selection of produce and other products. It is the only retail store for healthy food in the neighborhood, and sells produce from Re:Visions' urban farm as well as produce from backyard gardeners in the neighborhood, and local vendors often sell heritage prepared foods. The Mercadito is a Double Up Food Buck site and accepts SNAP.

## Food Coalition

**Community Food and Ag Coalition**, in Missoula, Montana, utilizes a holistic, systemic, and three-pronged approach to supporting a vibrant agriculture future for Montana. They work to 1) conserve farmland to ensure an abundance of locally grown produce, 2) support farmers to ensure the land is actively used for production, with special support for new and early-stage farmers, and 3) works to increase the overall market for local foods through utilizing the Double Up Bucks program and farmers market development. The Coalition supports multiple programs in each one of these categories. The Coalition also has 6 paid staff positions, and a variety of private and government funding sources.



# Appendix C: Participant Demographics

TABLE 2: FOCUS GROUP PARTICIPANT DEMOGRAPHIC INFORMATION

| Demographic Variable                     | N (%)   |
|--|---------|
| Gender                                   |         |
| <b>Female</b>                            | 4 (67%) |
| <b>Male</b>                              | 2 (33%) |
| Age                                      |         |
| <b>25-34 years old</b>                   | 2 (33%) |
| <b>55-64 years old</b>                   | 1 (17%) |
| <b>65-74 years old</b>                   | 1 (17%) |
| <b>75 years old or older</b>             | 2 (33%) |
| Race                                     |         |
| <b>Asian/Pacific Islander</b>            | 2 (33%) |
| <b>Latinx/Hispanic/Of Spanish Origin</b> | 2 (33%) |
| <b>White/Caucasian</b>                   | 2 (33%) |
| # of people in household                 |         |
| <b>1</b>                                 | 3 (50%) |
| <b>2</b>                                 | 2 (33%) |
| <b>3</b>                                 | 1 (17%) |
| # of dependent children                  |         |
| <b>0</b>                                 | 5 (83%) |
| <b>2</b>                                 | 1 (17%) |
| Gross Family Income                      |         |
| <b>Less than \$1,316</b>                 | 1 (17%) |
| <b>Between \$1,317 and \$1,784</b>       | 3 (50%) |
| <b>Between \$1,785 and \$2,252</b>       | 1 (17%) |
| <b>Between \$2,721 and \$3,188</b>       | 1 (17%) |

Note: Response options with zero responses are omitted from the table for simplicity.

**TABLE 3: SURVEY PARTICIPANT DEMOGRAPHIC INFORMATION**

| Demographic Variable                     | SNAP-Enrolled<br>N (%) | Eligible But Not<br>Enrolled (EBNE)<br>N (%) | Total<br>N (%) |
|--|------------------------|--|----------------|
| <b>Gender</b>                            |                        |  |                |
| <b>Female</b>                            | 4 (57%)                | 15 (79%)                                     | 19 (73%)       |
| <b>Male</b>                              | 3 (43%)                | 2 (11%)                                      | 5 (19%)        |
| <b>Prefer Not to Say</b>                 | 0                      | 2 (11%)                                      | 2 (8%)         |
| <b>Age</b>                               |                        |  |                |
| <b>18-24 years old</b>                   | 0                      | 4 (21%)                                      | 4 (15%)        |
| <b>25-34 years old</b>                   | 2 (29%)                | 3 (16%)                                      | 5 (19%)        |
| <b>35-44 years old</b>                   | 3 (43%)                | 6 (32%)                                      | 9 (35%)        |
| <b>45-54 years old</b>                   | 0                      | 1 (5%)                                       | 1 (4%)         |
| <b>55-64 years old</b>                   | 0                      | 2 (11%)                                      | 2 (8%)         |
| <b>65-74 years old</b>                   | 2 (29%)                | 1 (5%)                                       | 3 (12%)        |
| <b>75 years old or older</b>             | 0                      | 2 (11%)                                      | 2 (8%)         |
| <b>Race</b>                              |                        |  |                |
| <b>Latinx/Hispanic/Of Spanish Origin</b> | 1 (14%)                | 9 (47%)                                      | 10 (39%)       |
| <b>White/Caucasian</b>                   | 5 (71%)                | 9 (47%)                                      | 14 (54%)       |
| <b>Multiple ethnicity/Other</b>          | 1 (14%)                | 1 (5%)                                       | 2 (8%)         |
| <b># of people in household</b>          |                        |  |                |
| <b>1</b>                                 | 5 (71%)                | 2 (11%)                                      | 7 (27%)        |
| <b>2</b>                                 | 1 (14%)                | 5 (26%)                                      | 6 (23%)        |
| <b>3</b>                                 | 0                      | 4 (21%)                                      | 4 (15%)        |
| <b>4</b>                                 | 0                      | 4 (21%)                                      | 4 (15%)        |
| <b>5</b>                                 | 1 (14%)                | 2 (11%)                                      | 3 (12%)        |
| <b>6</b>                                 | 0                      | 2 (11%)                                      | 2 (8%)         |
| <b># of dependent children</b>           |                        |  |                |
| <b>0</b>                                 | 5 (71%)                | 8 (42%)                                      | 13 (50%)       |
| <b>1</b>                                 | 0                      | 7 (37%)                                      | 7 (27%)        |
| <b>2</b>                                 | 1 (14%)                | 3 (16%)                                      | 4 (15%)        |
| <b>3</b>                                 | 1 (14%)                | 0  | 1 (4%)         |
| <b>4</b>                                 | 0                      | 1 (5%)                                       | 1 (4%)         |
| <b>Gross Family Income</b>               |                        |  |                |
| <b>Less than \$1,316</b>                 | 4 (57%)                | 4 (22%)                                      | 8 (32%)        |
| <b>Between \$1,317 and \$1,784</b>       | 0                      | 4 (22%)                                      | 4 (16%)        |
| <b>Between \$1,785 and \$2,252</b>       | 2 (29%)                | 2 (11%)                                      | 4 (16%)        |
| <b>Between \$2,253 and \$2,720</b>       | 0                      | 2 (11%)                                      | 2 (8%)         |
| <b>Between \$2,721 and \$3,188</b>       | 0                      | 5 (28%)                                      | 5 (20%)        |
| <b>Over \$4,592</b>                      | 1 (14%)                | 1 (6%)                                       | 2 (8%)         |

Notes: Response options with zero responses are omitted from the table for simplicity. 4 individuals did not respond to demographic questions resulting in an N=26. Other participants skipped some demographic questions so individual categories may not equal to 26. Due to rounding, some column category percentages may not equal 100%.

# Appendix D: Assessment Methods and Limitations

**Key Informant Interviews:** In November of 2018, seven key informant interviews were conducted with individuals who were positioned organizationally to share key insights about the food system in Lake County. Organizations were identified in consultation with the Lake County Food Access Coalition, the Lake County Public Health Agency and Lake County Build a Generation staff representatives, and organizational representatives were selected who could speak to Lake County's food system, what was working well about the system, and what could be improved so that more eligible community members have access to SNAP and healthy food in Lake County.

Interviews were conducted over the telephone and lasted approximately 30 minutes to one hour and were audio recorded with participant permission. To facilitate analyses, transcribed interviews were coded in NVivo, a qualitative analysis software package, using a standard coding structure for theme analysis.

**Focus Groups:** In January of 2019, two focus groups were conducted - one for SNAP-enrolled community members and one for community members who were eligible but not enrolled (EBNE) in SNAP. Recruitment for the focus groups was carried out by Lake County Build a Generation, with recruitment support from OMNI. A total of six participants attended the two focus groups (four in the SNAP-enrolled group, and two in the EBNE group). As Table 2 in Appendix C shows, participants were predominately female (67%), with a range in ages and racial/ethnic backgrounds. Most participants (83%) did not have dependent children, and half (50%) lived alone and made a gross monthly income between \$1,317 and \$2,252. Information was combined between groups in the table due to small sample sizes and given that - strictly speaking - there were no EBNE community members in attendance, which is discussed further below under data limitations.

For theme analysis, the two focus groups were audio-recorded with participant permission, coded, and analyzed. The decision was made to analyze focus group transcripts together due to small sample sizes and because five of the six focus group participants were SNAP-enrolled.

**Community Survey:** In December of 2018, OMNI launched a survey of community members who were either SNAP-enrolled or EBNE. Recruitment for the community survey was conducted by Lake County Build a Generation with recruitment support from OMNI. A total of 30 community members participated in the survey. Participants were asked to provide demographic information at the end of the community survey. These questions were not required, so not all individuals who participated in the survey provided demographic information. A total of four participants did not provide demographic information. The majority of survey participants were EBNE (18 participants had never been enrolled in SNAP, 4 participants had previously been enrolled). As shown in Table 3 in Appendix C, participants were predominantly female (73%), Caucasian (54%), and under the age of 55 (73%). Half of the participants lived with dependent children at home, and the majority of the participants (62%) made a gross monthly income of \$2,252 or less.

**Data limitations:** The main data limitation for focus groups and survey data was the small samples for each group (SNAP-enrolled and EBNE). Frequently inclement weather throughout the data

collection timeframe posted challenges to recruitment and participation. For example, planned events (that were to be used to support participant recruitment) had to be repeatedly postponed; and the date of the focus groups coincided with a snow storm. For the community survey, the small sample sizes limit the ability to make statistical comparisons between groups. Therefore, the presentation of survey data is descriptive in nature and does not include group comparisons. Additionally, for the EBNE focus group, the two community members who attended did not actually meet the criteria - one community member was unsure if she was eligible due to her income and the other community member was actually SNAP-enrolled and encouraged to stay for the EBNE focus group, as the participant had missed the earlier SNAP-enrolled focus group. For this reason, please note that findings/themes may have been raised by 1-2 participants, which is indicated in the body of the report.

As with other qualitative methods, focus group findings are rich in description and embedded in context but may not be generalizable to all community members in Lake County. This is particularly the case due to small sample sizes in this assessment. However, because the aim of qualitative methods is not to generalize but to provide in-depth, contextualized information, the focus groups still allowed for surfacing of key issues and possibilities from participant perspectives and experiences that can be used to improve access to SNAP and healthy food in Lake County. Further, due to small sample size of the community survey these results may also lack generalizability to the broader community of Lake County. However, most of the survey findings complement or bolster the findings from the qualitative analysis, so this agreement across data sources helps to increase confidence in the validity and reliability of the findings.

# Organizational Representative Key Informant Interview Guide

## Lake County Food Access Assessment Organizational Representative Key Informant Interview Guide

### Overview

Before we begin, let me mention a few things. The Lake County Food Access Coalition, the Lake County Public Health Agency and Lake County Build a Generation have hired OMNI Institute, a social sciences research and evaluation consultancy, to do an assessment around access to SNAP and healthy food in Lake County. The purpose of these interviews is to speak with key individuals in Lake County's food access system who can share their perspectives what is working well about the food access system in Lake County, what can be improved, what drives SNAP enrollment and eating locally grown food, what the barriers are to SNAP enrollment and/or eating more locally grown food, and possible directions that can be taken to improve access to SNAP and to more locally grown food. These interviews, along with two community focus groups, and a survey will be part of a report we will submit to the Lake County Food Access Coalition, the Lake County Public Health Agency, and Lake County Build a Generation to improve access to SNAP and healthy food in Lake County.

- Do you have any questions before we talk about participation?

### Participation and Confidentiality:

The consent form you have explains your rights and the risks and benefits of participating. I am going to review a few things from this document before you sign it.

Participation in today's interview is completely voluntary. This means you do not have to answer any questions you feel uncomfortable answering, and you can end the interview at any time. There will be no penalty or consequence if you choose not to answer a question or take part in this discussion.

Also, what we talk about today is completely confidential. I am going to ask several questions about your experience around food access issues in Lake County and combine what you tell me with information I learn in other interviews. Although we will not attribute any of your responses to you in the report, it may be possible that someone knowledgeable about the food access system and your role in the work could identify you depending on your answers. We may also want to use key quotes from you and will ask your permission for approval to use any quotes that identify you. If you would like to share something that you do not want identified, please let me know. There are little risks to you for participating in the interview.

- Do you understand the purpose of the interview and give your consent to participate?

Finally, I'd like to record our conversation, as it allows me to focus on the conversation while making sure we capture your comments. No one outside of the OMNI evaluation team will hear the recording.

- Do you consent to be audio recorded?

\*\*\*Turn on recorder\*\*\*

### Intro & Organizational Role

Just to confirm, you have given permission to be audio-recorded? [Wait for verbal confirmation]

1. Let's start with you telling me a little bit about yourself - what is your job title and how are you involved in the food access system here in Lake County?
2. Tell me more about [org name]'s role in the food access system here in Lake County. What's your organization's role?

### Food Access System

3. How does your organization interact with the other players in the food access system?
  - a. Who are the main players?
  - b. What partnerships/collaborations exist?
4. What's working well about the food access system?
  - a. What are some areas, collaborations, linkages that are working well?
5. What can be improved about the food access system?
  - a. What are the barriers - at a systems or organizational level - that affects community members' access to SNAP and more locally grown food in Lake County?
  - b. Ideally, how would you like to interact with other players in the food access system?

### How community members access SNAP/Locally grown food

6. What have you found works well around improving access to SNAP/eating more locally grown food?
  - a. How are community members finding out about SNAP/eating more locally grown food?
7. What can be improved around improving food access for community members?
  - a. What are the barriers to enrolling in SNAP - are they technical, personal, both? [if both] What's more of a pressing/larger barrier?
  - b. Are there specific sub-populations that are particularly under-utilizing resources? Who are they? How can they be reached?
  - c. What can be done to overcome these barriers?
8. What are the barriers to eating more locally grown food?
  - a. We know some barriers already like the geographic/climate challenges of growing food in the area, affordability, and selection with one main grocery store in town. Are these the challenges? Are there others - if so, what are they?
  - b. What can be done to overcome these barriers?

### Innovative Approaches & Statewide Initiatives

9. Do you know of any innovative or different approaches that other communities are taking that you think could work in Lake County? What are they?
  - a. Said differently, what is Lake County \*not\* doing that you know of other communities doing?
10. Are you aware of any statewide initiatives - here in Colorado or elsewhere - that may address Lake County challenges? What are they?

#### Data Utilization and Recommendations

11. How will findings from this assessment inform your work?
  - a. What about the barriers don't you know already? What would be new and helpful information to inform the work for Lake County?
12. What recommendations, if any, do we have for next steps?
  - a. Who else should we hear from?

#### Summary question

13. Is there anything else that you would like to share? Something you thought would come up that didn't and that you think is important I know? Or, is there anything you would like to reiterate because you think it's really important that it comes across?

# Focus Group Guides

## Lake County Food Access Assessment Focus Group Guide Community Members Enrolled in SNAP

### Overview

Before we begin, let me mention a few things. My name is Paola Molina and this is Ona Crow. We work for OMNI Institute, which is a nonprofit organization that does community research to promote positive social change. The Lake County Food Access Coalition, the Lake County Public Health Agency and Lake County Build a Generation have hired OMNI Institute to do an assessment around improving access to SNAP and healthy food in Lake County. We are not part of the Public Health Agency or any government agency. We're an independent organization based out of Denver.

The purpose of this focus group or group discussion is to hear from community members about their experiences with SNAP and with buying health food in Lake County. We want to hear from your perspective about what is working well, what the challenges or barriers are, and what can be improved to increase SNAP enrollment and eating more healthy food in Lake County.

This is one of two focus groups that will be done for this assessment – this one with community members who are enrolled in SNAP and there will be another one with community members who are eligible but not enrolled. We also did interviews with organizational representatives, and there is a survey to community members that is also being done. All of this information will be analyzed and part of a report that we will submit to the Lake County Food Access Coalition, the Lake County Public Health Agency, and Lake County Build a Generation with recommendations for how to improve access to SNAP and healthy food in Lake County.

- Do you have any questions before we talk about participation?

### Participation and Confidentiality:

[Pull out handout with participant rights] This handout you have explains your rights as a participant and the risks and benefits of participating. I am going to review a few things from this document, and you can take it with you for your records. It also has my contact information in case you have any questions.

Participation in today's focus group is completely **voluntary**. This means you do not have to answer any questions you feel uncomfortable answering, and you can stop participating in this group discussion at any time. There will be no penalty or consequence if you choose not to answer a question or take part in this discussion.

Also, what we talk about today is completely **confidential**. I am going to ask several questions about your experience around food access issues in Lake County and combine what you tell me with information I learn in the other focus group. We will not attribute any of your responses to you in the report.

- Do you understand the purpose of the focus group and give your consent to participate?



The handout also explains that I would like to record our conversation, as it allows me to focus on the conversation while making sure we capture your comments. No one outside of the OMNI evaluation team will hear the recording or see the transcription file.

- Do you consent to be audio recorded?

[Wait for confirmation]

### Role of Facilitator and Group Norms

Before we get started, I also want to note my role in today's discussion. I will be the facilitator for the group, which means my role is to ask the questions we have for the group and to encourage everyone to participate. I won't be doing much talking, but I may ask you to explain more or to give an example. Also, it's my job to see that everyone has a chance to voice their opinions, as well as to keep us moving along so that we have time to discuss all of the questions. So, at times, it might seem as though I am interrupting you, and this is not meant to be rude, but rather to make sure that we have time to have a complete discussion of each question.

I also want to mention that there are no right or wrong answers. Each person's experiences and opinions are valid, and we want to hear a wide range of opinions on the questions we'll be asking. So, please speak up, whether you agree or disagree with what's being said, and let us know what you think.

Before we get started, let's establish some ground rules or group norms:

- What's discussed in the room, stays in the room.
- Respect others' thoughts, opinions, and ideas
- Express your own thoughts without putting down others.
- Please take turns talking – Some people are more talkative by nature and others more reserved. Because we want to hear from everyone, we ask that if you respond to a question, please wait while others who haven't responded share their thoughts.
- Please make sure your phone is on mute or turned off.

Finally, I want to recognize that this conversation may be a hard one to have at times. Emotions may come up of sadness or anger or something else, and that's okay. This is a safe space for being courageous, opening up and sharing. Let's add that to our list actually.

- Safe space for sharing.

Even if it gets hard, let's remember that we are all here because we want to see some positive changes.

- Any final questions before we get started?

\*\*\*Turn on recorder\*\*\*

Okay, the recorder is now on. Can you just please confirm again that you consent to be recorded?  
[Wait for verbal confirmation] Great!

## SNAP

I'd like to start today's discussion with hearing from you about your experiences with SNAP.

1. How did you first hear about SNAP?
2. What was the enrollment process like?
  - a. How easy or difficult was it to apply for SNAP and why?
3. What do you think is working well about SNAP? This can mean with the application process, or receiving your monthly benefits, or buying food, etc.
4. What can be improved about SNAP? Similarly, this can mean with the application process, or receiving your monthly benefits, or buying food, etc.
  - a. What do you think some of the barriers are to enroll in SNAP – either for you or for anyone that you know?
5. What has been your experience with Lake County Housing & Human Services - the agency that handles your SNAP benefits? [Ask this if not raised in Q3 and 4]
  - a. What do staff do that is helpful?
  - b. What can be improved? How can staff better support you?

## Eating Healthy Food

6. Where are some places that you buy your fruits and vegetables?
  - a. Are you able to use your SNAP benefits at these places? Do you?
7. Are you able to get as much healthy food as you and your family need? Why or why not?
8. How satisfied or dissatisfied are you with your local options for fruits and vegetables?
  - a. What are some challenges with buying more fruits and vegetables?
  - b. What do you need to be able to buy more healthy food?
  - c. What would you like to see improved?
9. Are you familiar with the Cloud City Farm?
  - a. [Wait for confirmation] What has your experience been like buying food from the farm?
    - i. What do you like about it? What can be improved?
10. If there were one thing that would make it easier for you to get healthy food, what would that be?

## Community Strengths

I realize we've been discussing some pretty heavy things, but of course this isn't everything about Lake County and its community. I'd like to spend a few minutes talking about some community strengths that we might leverage for positive social change.

11. What are some strengths of the community that we can build on?
  - a. How do Lake County residents resolve problems?

12. What can Lake County residents do for one another to improve access to SNAP and healthy food in the community?

Summary Question

13. Of all the different things we talked about today, what do you think were the important things that we spoke about today and why?

14. Is there anything you would like to add, something you think is important to note that was not discussed today?

Thanks participants!

Lake County Food Access Assessment  
Focus Group Guide  
Community Members Eligible but not Enrolled in SNAP

### Overview

Before we begin, let me mention a few things. My name is Paola Molina and this is Ona Crow. We work for OMNI Institute, which is a nonprofit organization that does community research to promote positive social change. The Lake County Food Access Coalition, the Lake County Public Health Agency and Lake County Build a Generation have hired OMNI Institute to do an assessment around improving access to SNAP and healthy food in Lake County. We are not part of the Public Health Agency or any government agency. We're an independent organization based out of Denver.

The purpose of this focus group or group discussion is to hear from community members who are eligible but not enrolled in SNAP to learn more about you know about the program, what the challenges or barriers are to enroll, and how SNAP might be improved. We'd also like to know about your experiences with buying health food in Lake County – what's working and what can be improved.

This is one of two focus groups that will be done for this assessment – this one with community members who are eligible but not enrolled in SNAP and there will also be another one with community members who are enrolled in SNAP. We also did interviews with organizational representatives, and there is a survey to community members that is also being done. All of this information will be analyzed and part of a report that we will submit to the Lake County Food Access Coalition, the Lake County Public Health Agency, and Lake County Build a Generation with recommendations for how to improve access to SNAP and healthy food in Lake County.

- Do you have any questions before we talk about participation?

### Participation and Confidentiality:

[Pull out handout with participant rights] This handout you have explains your rights as a participant and the risks and benefits of participating. I am going to review a few things from this document, and you can take it with you for your records. It also has my contact information in case you have any questions.

Participation in today's focus group is completely voluntary. This means you do not have to answer any questions you feel uncomfortable answering, and you can stop participating in this group discussion at any time. There will be no penalty or consequence if you choose not to answer a question or take part in this discussion.

Also, what we talk about today is completely confidential. I am going to ask several questions about your experience around food access issues in Lake County and combine what you tell me with information I learn in the other focus group. We will not attribute any of your responses to you in the report.

- Do you understand the purpose of the focus group and give your consent to participate?

The handout also explains that I would like to record our conversation, as it allows me to focus on the conversation while making sure we capture your comments. No one outside of the OMNI evaluation team will hear the recording or see the transcription file.

- Do you consent to be audio recorded?

[Wait for confirmation]

### **Role of Facilitator and Group Norms**

Before we get started, I also want to note my role in today's discussion. I will be the facilitator for the group, which means my role is to ask the questions we have for the group and to encourage everyone to participate. I won't be doing much talking, but I may ask you to explain more or to give an example. Also, it's my job to see that everyone has a chance to voice their opinions, as well as to keep us moving along so that we have time to discuss all of the questions. So, at times, it might seem as though I am interrupting you, and this is not meant to be rude, but rather to make sure that we have time to have a complete discussion of each question.

I also want to mention that there are no right or wrong answers. Each person's experiences and opinions are valid, and we want to hear a wide range of opinions on the questions we'll be asking. So, please speak up, whether you agree or disagree with what's being said, and let us know what you think.

Before we get started, let's establish some ground rules or group norms:

- What's discussed in the room, stays in the room.
- Respect others' thoughts, opinions, and ideas
- Express your own thoughts without putting down others.
- Please take turns talking – Some people are more talkative by nature and others more reserved. Because we want to hear from everyone, we ask that if you respond to a question, please wait while others who haven't responded share their thoughts.
- Please make sure your phone is on mute or turned off.

Finally, I want to recognize that this conversation may be a hard one to have at times. Emotions may come up of sadness or anger or something else, and that's okay. This is a safe space for being courageous, opening up and sharing. Let's add that to our list actually.

- Safe space for sharing.

Even if it gets hard, let's remember that we are all here because we want to see some positive changes.

- Any final questions before we get started?

\*\*\*Turn on recorder\*\*\*

Okay, the recorder is now on. Can you just please confirm again that you consent to be recorded?  
[Wait for verbal confirmation] Great!

**SNAP**

1. [To get a sense of where participants are] Are you familiar with SNAP - Supplemental Nutritional Assistance Program or food stamps?
  - a. Have any of you been enrolled in SNAP before - either here or somewhere else?
    - i. Who has been enrolled in SNAP elsewhere but not here?
    - ii. Who has been enrolled in SNAP here in Lake County before?
    - iii. Who has never been enrolled in SNAP?

Okay, that's helpful for me to just better understand who is represented in this discussion.

2. [Depending on whether anyone is not familiar with SNAP start with qualifier] For those of you are familiar with SNAP, how did you first hear about SNAP?
3. What is a reason you're not currently enrolled in SNAP?
  - a. For those of you who have been enrolled in SNAP here before, why aren't you anymore?
  - b. What makes it hard/challenging/a barrier?
4. What would need to change so that you applied for SNAP?
  - a. What would make it easier to apply for SNAP?
  - b. What changes would you like to see and why?
  - c. What are some reasons why you or other community members who are eligible for SNAP are not enrolling?
  - d. What are the barriers? And, this can be with any step in the process - from applying, maintaining monthly benefits, using the benefit, etc.

### Eating Healthy Food

5. Where are some places that you buy your fruits and vegetables?
  - a. Are you able to use your SNAP benefits at these places? Do you?
6. Are you able to get as much healthy food as you and your family need? Why or why not?
7. How satisfied or dissatisfied are you with your local options for fruits and vegetables?
  - b. What are some challenges with buying more fruits and vegetables?
  - c. What do you need to be able to buy more healthy food?
  - d. What would you like to see improved?
8. Are you familiar with the Cloud City Farm?
  - e. [Wait for confirmation] What has your experience been like buying food from the farm?
    - i. What do you like about it? What can be improved?
9. If there were one thing that would make it easier for you to get healthy food, what would that be?

### Community Strengths

I realize we've been discussing some pretty heavy things, but of course this isn't everything about Lake County and its community. I'd like to spend a few minutes talking about some community strengths that we might leverage for positive social change.

10. What are some strengths of the community that we can build on?
  - f. How do Lake County residents resolve problems?
11. What can Lake County residents do for one another to improve access to SNAP and healthy food in the community?

**Summary Question**

12. Of all the different things we talked about today, what do you think were the important things that we spoke about today and why?
13. Is there anything you would like to add, something you think is important to note that was not discussed today?

**Thank participants!**

# Community Survey Instrument (English)



**Lake County  
Build a Generation**  
*Organizing Lake County to build a healthier  
community for youth and families.*



**OMNI**

## LAKE COUNTY FOOD ACCESS SURVEY

OMNI Institute is partnering with Lake County Build A Generation to conduct a survey to learn about community perspectives regarding Lake County's food access system. The feedback you provide will help improve service delivery. Lake County Build a Generation will be sharing the results of the survey at the conclusion of the project.

**Please read the following statements below regarding the survey and your rights as a participant:**

- Your participation in this survey is completely voluntary. You can skip any questions you do not want to answer, and you may stop participating at any time. The survey should take approximately 15 minutes to complete, depending on your responses.
- OMNI staff will not share your individual responses with anyone outside of the research team. The information you provide during the survey will be combined with answers from other people and will be compiled in a summary report. Your individual responses will not be linked to you in the report.
- Your responses will not impact the services you may or may not currently receive. Your access to food assistance or other services will remain the same whether or not you choose to participate.
- Upon completion of the survey, your name will be entered into a drawing to win one of two \$25 Safeway gift cards. It is necessary for you to provide contact information to OMNI or LC BAG staff in order to receive the gift card in the event of being selected.

If you have any questions or concerns about the survey, please contact Eden Griffin, PhD at [egriffin@omni.org](mailto:egriffin@omni.org) or (303) 889-9422 ext. 154.



**1. Are you familiar with the SNAP (Supplemental Nutrition Assistance Program) and what it provides?**

- Yes, I am familiar with SNAP and what it provides.
- Sort of. I have heard of SNAP, but I don't know much about it.
- No, I've never heard of SNAP. (If no, please read the description below and then skip to Question #27 on p. 10)

*The SNAP program helps low-income individuals and families purchase the food they need. The program uses a SNAP card (similar to a debit or ATM card) which is accepted at most grocery stores and other food suppliers, and some farmers markets. With the card, you can purchase foods such as vegetables, fruits, bread, cereals, meat, dairy products, and more.*

**2. How did you hear about SNAP?**

- Friend or family member told me about it
- Someone at the Lake County Department of Human Services told me about it
- I found out because I am enrolled in other benefit programs (i.e. Medicaid)
- I saw a flyer about it
- Someone at another organization told me about it
- Other (please specify): \_\_\_\_\_

**3. Are you currently enrolled in Food Assistance (SNAP)?**

- Yes
- No (If no, please skip to Question #14 on p. 6)

Please ONLY answer Questions 4- 13 if you are currently enrolled in SNAP

**4. How long have you been enrolled in Food Assistance (SNAP)?**

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**5. How many separate times have you been enrolled in SNAP (and then stopped receiving benefits)?**

- Once
- Two times
- Three times
- More than three times

**6. How did you apply for Food Assistance (SNAP) the first time?**

- Online at the Colorado PEAK website
- In person at Lake County Department of Human Services
- Other (please specify):

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**7. After finding out about SNAP, what motivated you to apply?**

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**8. How easy or difficult was it to complete your application when you first applied for Food Assistance (SNAP)?**

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

**9. Which of the following, if any, made the process of applying for Food Assistance (SNAP) difficult? Select all that apply.**

- Hours of operation didn't work with my schedule
- Enrollment location was too far from my home
- Application process was too complicated
- Application process was too long
- I had a hard time getting required income verifications or other documents needed to move forward in the process
- I had a hard time scheduling and completing my in-person/phone interview
- I didn't always understand the timeline and next steps
- Staff were not friendly
- Staff were not trained on the details of my case/my situation
- I had difficulty navigating or entering information into the online application system (Colorado PEAK)
- Not applicable. I found it easy to apply.
- Other (please specify):

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**10. How easy or difficult is it to use your Food Assistance (SNAP) benefits to buy food?**

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

**11. What do you find difficult about using your Food Assistance (SNAP) benefits to buy food? Select all that apply.**

- I don't know what food I am able to buy with my SNAP benefits
- I don't know where to buy food with my SNAP benefits
- I don't know how to check how much money I have on my SNAP card
- I can't buy foods that I like to eat with my SNAP benefits
- The place I prefer to buy food does not accept SNAP benefits
- I am embarrassed to be seen by other people when using my SNAP card
- Other (please specify):

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**12. Think about your positive experiences with Food Assistance (SNAP), please select all that apply.**

- I was surprised to learn I qualified for the program
- The workers at the county helped make the process easier for me
- I am treated fairly and with respect by the workers at the county
- I am / my family is better off because of Food Assistance (SNAP)
- None of the above
- Please share any other thoughts about how your experience with Food Assistance (SNAP) has been positive

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**13. Now, think about your negative experiences with Food Assistance (SNAP), please select all that apply.**

- I wish it had been easier to find out whether I qualified for Food Assistance (SNAP)
- Applying for / receiving public benefits makes me feel uncomfortable
- It took a lot of effort to apply and I don't get much benefit from the program
- It was difficult to apply due to my work schedule
- The renewal process is difficult and/or time-consuming
- My income changes often and I worry that might cause me to lose my benefits or get penalized
- I did not receive the answers to the questions I asked
- I did not receive the benefits I expected
- I did not receive help filling out the application
- None of the above
- Please share any other thoughts about how your experience with Food Assistance (SNAP) has been negative

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**Next, please skip to Question 28 on p. 10.**

Please **ONLY** answer the following questions if you are **NOT** currently enrolled in SNAP.

**14. Have you ever been enrolled in Food Assistance (SNAP)?**

- Yes (If yes, please skip to Question #16 below)
- No

**15. Have you ever applied for Food Assistance (SNAP)?**

- Yes (If yes, please skip to Question #20 on p. 7)
- No (If no, please skip to Question #26 on p. 9)

Please **ONLY** answer questions 16-19 if you have been enrolled in SNAP in the past.

**16. How long ago were you enrolled in SNAP?**

- Within the past 6 months
- Between 6 months and 1 year ago
- Between 1 and 2 years ago
- More than 2 years ago

**17. How long did you stay enrolled in SNAP?**

- 6 months or less
- Between 6 months and 1 year
- Between 1 and 2 years
- Longer than 2 years

**18. Why did you stop receiving SNAP benefits? Select all that apply.**

- My income increased
- My income changes so much it was too hard to keep up
- I moved out of state
- I added or removed a member from my household
- Amount of effort required to renew was not worth the benefits
- Renewal process was too complicated
- I didn't have the time to renew or keep up with the program requirements
- Other, please specify \_\_\_\_\_  
\_\_\_\_\_

**19. How many separate times have you been enrolled in SNAP (and then stopped receiving benefits)?**

- Once
- Two times
- Three times
- More than three times

**20. How did you apply for Food Assistance (SNAP) the first time?**

- Online at the Colorado PEAK website
- In-person at Lake County Department of Human Services
- Other (please specify):

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**21. Did you complete the application?**

- Yes
- No (If no, please explain what prevented you from completing the application):

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**22. How easy or difficult was it to complete your application when you first applied for Food Assistance (SNAP)?**

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

**23. Which of the following, if any, made the process of applying for Food Assistance (SNAP) difficult? Select all that apply.**

- Hours of operation didn't work with my schedule
- Enrollment location was too far from my home
- Application process was too complicated
- Application process was too long
- I had a hard time getting required income verifications or other documents needed to move forward in the process
- I had a hard time scheduling and completing my in-person/phone interview
- I didn't always understand the timeline and next steps
- Staff were not friendly
- Staff were not trained on the details of my case/my situation
- I had difficulty navigating or entering information into the online application system (Colorado PEAK)
- Not applicable. I found it easy to apply.
- Other (please specify):

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**24. Think about your positive experiences with Food Assistance (SNAP), please select all that apply.**

- I was surprised to learn I qualified for the program
- The workers at the county helped make the process easier for me
- I am treated fairly and with respect by the workers at the county
- I am / my family is better off because of Food Assistance (SNAP)
- None of the above
- Please share any other thoughts about how your experience with Food Assistance (SNAP) has been positive

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**25. Now, think about your negative experiences with Food Assistance (SNAP), please select all that apply.**

- I wish it had been easier to find out whether I qualified for Food Assistance (SNAP)
- Applying for / receiving public benefits makes me feel uncomfortable
- It took a lot of effort to apply and I don't get much benefit from the program
- It was difficult to apply due to my work schedule
- The renewal process is difficult and/or time-consuming
- I worried a lot about income changes that might cause me to lose my benefits
- I did not receive the help I needed when applying or renewing benefits
- None of the above
- Please share any other thoughts about how your experience with Food Assistance (SNAP) has been negative

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**Please ONLY answer Question #26 if you have never applied for SNAP.**

**26. If you have never applied for Food Assistance (SNAP), please explain why. Select all that apply.**

- I didn't know/hadn't heard about SNAP
- I didn't know if I was eligible
- I think my income is too high to qualify
- I feel others need the program more than I do
- I don't know where/how to apply
- I have other food sources that I use
- I don't have the time to apply/I think it would take too much work
- I feel embarrassed to apply
- I don't need SNAP/I'm getting by on my own
- I am worried that applying for SNAP may affect my immigration/residency status
- I don't want my or my family's information in a government database



- I have concerns that applying for Food Assistance could affect people in my household who may be undocumented
- Other (please specify): \_\_\_\_\_

**27. What would make you want to apply/reapply for Food Assistance (SNAP)?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please answer Questions 28-50, regardless of your SNAP enrollment status.

**28. Where do you get most of the food you make at home?**

- Co-op/Local Farm
- Farmers Market/Produce Stand
- Supermarket/Grocery Store
- Convenience store/Corner store/Gas station
- Food pantries/food banks
- Other (please specify): \_\_\_\_\_

**29. How do you get to the location you indicated above?**

- My own vehicle
- Public transportation
- Ride with someone
- Walk
- Other (please specify): \_\_\_\_\_

**30. How long is your trip to get most of your groceries?**

- Less than 20 minutes one way
- 20-40 minutes one way
- 40 minutes to 1 hour one way
- 1 hour or more one way

**31. Why do you buy most of your food there? Select all that apply.**

- It is close to home
- They have a good selection
- They have low prices
- They treat me well there
- It is near public transportation
- They accept SNAP benefits
- Other (please specify):

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**32. Which of the following factors, if any, stops you from accessing fruit and vegetables? Select all that apply.**

- Stores that sell them are too hard to get to
- Prices are too expensive
- The quality is poor where I shop
- They are not available where I shop
- I don't have enough time to prepare them
- I don't have the kitchen equipment to prepare them
- I don't know how to prepare them
- I don't like to eat them
- None of these factors apply/I am able to access fruits and vegetables.
- Other (please specify):

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**33. Which of the following, if any, would make it easier for you to access fruits and vegetables? Select all that apply.**

- If they were less expensive
- If more stores near me sold them
- If there was a free delivery service for fruits and vegetables
- If more stores accepted SNAP benefits
- If it was easier to use my SNAP benefits at existing stores
- Other (please specify):

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**34. Do you always have enough food to feed you and your family?**

- Yes
- No

**35. Have you skipped any meals in the last 6 months because you did not have enough to eat?**

- Yes
- No

**36. How often do you visit food pantries or food banks to get additional food for you and/or your family?**

- Weekly
- Monthly
- Less than once a month
- I only visited once or twice
- Never

**37. Which food pantries or food banks do you visit/use? Select all that apply.**

- Food Bank of the Rockies at St. George's Episcopal Church
- Community Meals at St. George's Episcopal Church
- Food Bank at First Presbyterian Church
- Food Pantry at Holy Family Parish
- Food Pantry/Meals on Wheels at the Lake County Senior Center
- None, I do not visit food banks or pantries
- Other (please specify):

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**38. What is your experience with Cloud City Farm?**

*The Cloud City Farm includes the growing dome and raised beds across from the Community Field, Intermediate and High Schools. In the summer they have a produce stand in the shed. The goal of the farm is to provide local food for residents of Lake County.*

- I have never heard of Cloud City Farm
- I have heard of Cloud City Farm, but I have never visited
- I have visited Cloud City Farm, but never purchased any food
- I have purchased food from Cloud City Farm (from the produce stand or farmer's market)
- I have used food vouchers to purchase food from Cloud City Farm
- I am a member of Cloud City Farm
- Other (please specify):

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**39. Which of the following options would make it easier for you to get food from Cloud City Farm? Select all that apply.**

- If they delivered food
- If they had more affordable prices
- If they provided transportation to the farm
- If it was easier to get vouchers or use SNAP at the farm
- If they grew/sold different types of food
- If I had more information about the farm
- If they expanded their hours
- If they provided a weekly box of pre-selected food that I could just pick up
- Other (please specify):

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**40. Please tell us how much you agree with the following statement: I believe I will get the help I need when I visit or call Lake County Human Services.**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**41. Please tell us how much you agree with the following statement: I believe I can trust Lake County Human Services when I visit or call.**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**42. If you answered “disagree or strongly disagree” to question #40 or #41, please explain more about why you selected that answer.**

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**43. Please tell us your overall impressions of accessing SNAP in Lake County. What's working? What could be improved?**

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**44. Please tell us your overall impressions of accessing healthy food in Lake County. What's working? What could be improved?**

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The remaining questions are for classification purposes ONLY. We will not share any of your personal information with anyone outside of the research team.

**45. What is your age?**

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 or older

**46. What race/ethnicity best describes you?**

- American Indian or Alaskan Native
- Asian / Pacific Islander
- Black or African American
- Hispanic/Latinx/of Spanish origin
- White / Caucasian
- Multiple ethnicity / Other (please specify)

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**47. What is your gender?**

- Male
- Female
- Non-binary/third gender
- Prefer not to say
- Prefer to self-describe:

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**48. How many people live in your home, including you?**

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**49. How many of those people are children (ages 0-17)? Please include children whose custody you share.**

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**50. What is your gross monthly income (your total monthly income before taxes)?**

- Less than \$1,316
- Between \$1,317 and \$1,784
- Between \$1,785 and \$2,252
- Between \$2,253 and \$2,720
- Between \$2,721 and \$3,188
- Between \$3,189 and \$3,656
- Between \$3,657 and \$4,124
- Between \$4,125 and \$4,592
- Over \$4,592

**This completes the Lake County Food Access Survey. Thank you for sharing your thoughts and opinions with us! The following page includes a list of food access resources for you to take with you. Again, if you have any questions about the survey, please contact Eden Griffin, PhD at [egriffin@omni.org](mailto:egriffin@omni.org) or (303) 889-9422 ext. 154.**

## Food Resources ~ Recursos alimentarios

|   |   |  |
|---|---|--|
| <p><b>Food Bank of the Rockies</b><br/>719-486-2749 or 303-375-5853</p>   | <p>Free distribution at St. George's Church (200 West 4<sup>th</sup> Street, Leadville) at 8 am every 3<sup>rd</sup> <b>Wednesday</b> of the month.</p>   | <p>Banco de alimentos gratuito en la Iglesia de San Jorge a las 8 de mañana cada tercer miercoles del mes.</p>   |
| <p><b>St. George's Church</b><br/>200 West 4<sup>th</sup> Street, Leadville, CO 80461 ~ 719-486-2749<br/><a href="http://www.stgeorgeleadville.com">www.stgeorgeleadville.com</a></p> | <p>Community meals served <b>FREE</b> of charge:<br/>Mondays at 11:30am<br/>Tuesdays at 11:30am<br/>Thursdays at 11:30am<br/>Fridays at 11:30am<br/>Saturdays at 5pm</p>  | <p>Comidas comunitarias servidas <b>GRATUITAMENTE</b>: Lunes, Martes, Jueves y Viernes a las 11:30 am<br/>Sabado a las 5 pm.</p>   |
| <p><b>W.I.C</b><br/>711 Harrison Ave, # D-2<br/>719-486-2749<br/><a href="http://www.wicprograms.org/ci/co-leadville">http://www.wicprograms.org/ci/co-leadville</a></p>              | <p>Women, infant and children nutrition assistance and education. Food assistance for children under the age of 5, and pregnant or nursing women. Application Required<br/>Call 1-800-688-7777 or 719-486-2749 for eligibility.</p> | <p>Asistencia y educacion en nutricion de mujeres, infantes y niños. Asistencia alimentaria para niños menores de 5 años y mujeres embarazadas o lactantes. Aplicacion requerida. Llame al 1-800-688-7777 o al 719-486-2749 para eligibilidad.</p> |
| <p><b>Meals on Wheels</b><br/>419 West 6<sup>th</sup> Street, Leadville, CO 80461 ~ Loretta 719-486-1774<br/><a href="http://www.mealcall.org">www.mealcall.org</a></p>               | <p>Meal delivery for Senior Citizens, 60 years old and over whom are homebound. Lunch delivered on Tuesday, Wednesday, and Friday.</p>  | <p>Entrega de comida para personas de la tercera edad, personas que tienen 60 años o mas y se encuentran sin hogar. Hay entrega de almuerzo los martes, miercoles y viernes.</p>   |
| <p><b>Senior Center</b><br/>419 West 6<sup>th</sup> Street, Leadville, CO 80461 ~ Loretta 719-486-1774</p>  | <p>Food boxes available. No application required. Please call ahead.</p>  | <p>Cajas de alimentos disponibles. No se require aplicacion. Por favor llame con anticipacion.</p>   |
| <p><b>Holy Family Parish</b><br/>609 Poplar, Leadville, CO 80461<br/>719-486-1382 (ask for Kathy)</p>   | <p>Food boxes available. No application required. Please call ahead. Meal delivery for any person who is homebound.</p>   | <p>Cajas de alimentos disponibles. No se require aplicacion. Por favor llame con anticipacion. Entrega de comida para cualquier persona que se encuentre sin hogar.<br/>(pregunte por Kathy).</p>  |
| <p><b>First Presbyterian Church</b><br/>299 West 3<sup>rd</sup> Street, Leadville, CO 80461 ~ 719-486-0673</p>  | <p>Call for appointment</p>   | <p>Llamar para hacer una cita.</p>   |
| <p><b>Lake County Intermediate School</b><br/>1000 W 6<sup>th</sup> Street, Leadville, CO 80461<br/>719-486-6844</p>  | <p>Back Pack Program for Families with Children. Only available on Fridays. Students can access food to take home for the weekend. Call for appointment.</p>  | <p>Programa de Back Pack para Familias con niños. Solo disponible los viernes. Los estudiantes tienen acceso a comida para llevar a casa para el fin de semana. Llamar para la cita.</p>   |



# Community Survey Instrument (Spanish)



## Encuesta sobre el Acceso a Alimentos en Lake County

OMNI Institute está colaborando con Lake County Build a Generation en una encuesta para aprender acerca de las perspectivas comunitarias sobre el sistema de acceso a los alimentos del Condado de Lake. La información que usted proporcione ayudará a mejorar servicios. Lake County Build A Generation compartirá los resultados al final del proyecto.

**Por favor lea las siguientes declaraciones sobre la encuesta y sus derechos como participante:**

- Participar en la encuesta es totalmente voluntario. Puede omitir cualquier pregunta que no desee contestar y puede parar de participar en cualquier momento. La encuesta tardará aproximadamente 15 minutos en completarse, dependiendo de sus respuestas.
- El personal de OMNI no compartirá sus respuestas individuales con nadie fuera del equipo de investigación. La información que proporcione durante la encuesta se combinará con las respuestas de otras personas para un reporte. Sus respuestas individuales no estarán conectadas en el reporte.
- Sus respuestas no impactarán los servicios que puede o no recibir. Su acceso a la asistencia alimentaria u otros servicios seguirá siendo lo mismo si decide o no participar.
- Al terminar la encuesta, su nombre será incluido en una rifa para ganar una de dos \$25 tarjetas de regalo de Safeway. Es necesario que usted proporcione su información de contacto a OMNI o LCBAG para recibir la tarjeta de regalo en el evento de ser seleccionado/a.

Si tiene alguna pregunta o inquietud sobre la encuesta, por favor comuníquese Paola Molina, PhD, en [pmolina@omni.org](mailto:pmolina@omni.org) o (303) 889-9422 ext. 113.

1. **¿Conoce usted el Programa SNAP (Supplemental Nutrition Assistance Program) y lo que ofrece?**

- Sí, conozco el programa SNAP y lo que ofrece.
- Más o menos. He escuchado sobre el programa SNAP, pero no lo conozco bien.
- No, nunca he oído hablar de SNAP. **(Si no, lea la descripción a continuación y luego SALTE a la pregunta #27 en la página 10)**

*El Programa SNAP ayuda a individuos y familias de bajos ingresos a comprar los alimentos que necesitan. El programa utiliza una tarjeta SNAP (similar a una tarjeta de débito o ATM) que se acepta en la mayoría de las tiendas de comestibles y otros proveedores de alimentos, y algunos mercados de agricultores. Con la tarjeta, usted puede comprar alimentos tales como verduras, frutas, pan, cereales, carne, productos lácteos, y más.*

2. **¿Cómo se enteró del programa SNAP?**

- Un amigo o familiar me habló de este programa.
- Alguien del Departamento de Servicios Humanos de Lake County me habló del programa.
- Me enteré porque estoy inscrito(a) en otros programas de beneficios (ej., Medicaid).
- Vi un folleto sobre el programa.
- Alguien de otra organización me habló del programa.
- Otro (por favor especifique): \_\_\_\_\_

3. **¿Se encuentra usted inscrito(a) actualmente en Asistencia Nutricional (SNAP)?**

- Sí
- No **(Si no, por favor SALTE a la pregunta #14 en la página 6)**

**Por favor, SÓLO responda las Preguntas 4-13 si está actualmente inscrito en SNAP.**

4. **¿Hace cuánto está usted inscrito(a) en Asistencia Nutricional (SNAP)?**

-----

5. **¿Cuántas veces ha estado inscrito en SNAP en épocas diferentes (y luego no recibió los beneficios)?**

- Una vez
- Dos veces
- Tres veces
- Más de tres veces

6. **¿Cómo aplicó usted para obtener Asistencia Nutricional (SNAP) la primera vez?**

- En línea en el sitio web Colorado PEAK
- Personalmente en el Departamento de Servicios Humanos de Lake County.
- Otro (por favor especifique):

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7. **Después de haberse informado sobre SNAP, ¿qué lo motivó a aplicar?**

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8. **¿Qué tan fácil o difícil fue el completar su aplicación la primera vez que aplicó para Asistencia Nutricional (SNAP)?**

- Muy fácil
- Fácil
- Ni fácil ni difícil
- Difícil
- Muy difícil

9. **¿Cuáles de los siguientes, si alguno, dificultó el proceso de aplicación al programa de Asistencia Nutricional (SNAP)? Seleccione todos los que correspondan**

- El horario de atención no coincidía con mi tiempo disponible
- El lugar para hacer la inscripción estaba muy lejos de mi casa
- La aplicación proceso era demasiado complicada
- La aplicación proceso era demasiado larga
- Tuve dificultad para conseguir las constancias de ingresos u otros documentos requeridos para que el proceso avanzara.

- Tuve dificultad para programar y cumplir mi entrevista en persona o telefónica
- No siempre entendía los plazos y los pasos a seguir
- El personal no era muy amigable
- El personal no estaba entrenado con relación a los detalles de mi caso/situación
- Tuve dificultad para navegar o ingresar información al sistema de aplicación en línea (Colorado PEAK)
- No aplica. Para mí fue fácil aplicar
- Otro (por favor especifique):

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**10. ¿Qué tan fácil o difícil es utilizar sus beneficios del programa de Asistencia Nutricional (SNAP) para comprar alimentos?**

- Muy fácil
- Fácil
- Ni fácil ni difícil
- Difícil
- Muy difícil

**11. ¿Qué le parece difícil acerca de utilizar sus beneficios del programa de Asistencia Nutricional (SNAP) para comprar alimentos? Seleccione todos los que correspondan**

- Yo no sé cuáles alimentos puedo comprar con mis beneficios de SNAP
- Yo no sé dónde comprar alimentos con mis beneficios de SNAP
- Yo no sé cómo revisar cuánto dinero tengo en mi tarjeta de SNAP
- Yo no puedo comprar alimentos que me gusta comer con mis beneficios de SNAP
- El lugar donde prefiero comprar alimentos no recibe los beneficios de SNAP
- Me da pena que otros me vean utilizando mi tarjeta SNAP
- Otro (por favor especifique):

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**12. Piense acerca de sus experiencias positivas con Asistencia Nutricional (SNAP), por favor seleccione todo lo que corresponda.**

- Me sorprendí al saber que yo calificaba para el programa
- Los empleados del condado ayudaron a hacer el proceso más fácil para mí
- Recibo un trato justo y respetuoso por parte de los empleados del condado
- Yo estoy / mi familia está mejor debido a la Asistencia Nutricional (SNAP)
- Ninguna de las anteriores
- Por favor comparta cualquier otra idea sobre cómo su experiencia con Asistencia Nutricional (SNAP) ha sido positiva

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**13. Ahora, piense acerca de sus experiencias negativas con Asistencia Nutricional (SNAP), por favor seleccione todo lo que corresponda.**

- Quisiera que hubiera sido más fácil saber si calificaba o no para Asistencia Nutricional (SNAP)
- Aplicar / recibir beneficios públicos me hace sentir incómodo(a)
- Fue mucho el esfuerzo para aplicar y no recibo muchos beneficios del programa
- Fue difícil para aplicar debido de mi horario de trabajo
- El proceso de renovación es difícil y/o toma mucho tiempo
- Mis ingresos cambian con frecuencia y me preocupa que llegue a perder mis beneficios o que me sancionen
- No me respondieron las preguntas que hice
- No recibí los beneficios que esperaba
- No me ayudaron a llenar la aplicación
- Ninguna de las anteriores
- Por favor comparta cualquier otra idea sobre cómo su experiencia con Asistencia Nutricional (SNAP) ha sido negativa

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**Por favor pase a la Pregunta 28 en la Pagina 10.**

Por favor, **SÓLO** responda las siguientes preguntas si **NO** está actualmente inscrito en SNAP.

14. ¿Alguna vez ha estado inscrito(a) en Asistencia Nutricional (SNAP)?

- Sí (Si eligió si, **SALTE** a la pregunta #16)
- No

15. ¿Alguna vez ha aplicado a Asistencia Nutricional (SNAP)?

- Sí (Si eligió si, **SALTE** a la pregunta #20 en la Página 7)
- No (Si no, por favor **SALTE** a la pregunta #26 en la Página 9)

Por favor, **SÓLO** responda las preguntas 16-19 si ha estado inscrito en SNAP en el pasado.

16. ¿Hace cuánto tiempo estuvo inscrito(a) en SNAP?

- Dentro de los últimos 6 meses
- Entre 6 meses a un año
- Hace 1 a 2 años
- Hace más de 2 años

17. ¿Cuánto tiempo estuvo inscrito(a) en SNAP?

- 6 meses o menos
- Entre 6 meses a un año
- Hace 1 a 2 años
- Más de 2 años

18. ¿Por qué dejó de recibir beneficios de SNAP? Seleccione todos los que correspondan

- Mis ingresos aumentaron
- Mis ingresos varían tanto que era muy difícil perseverar
- Me fui del estado
- Agregué o saqué un miembro de mi hogar
- Los beneficios no valían la pena con todo el esfuerzo requerido para renovar
- El proceso de renovación era demasiado complicado
- No tenía el tiempo para hacer la renovación o para mantener al día los requisitos del programa
- Otro (por favor especifique): \_\_\_\_\_

**19. ¿Cuántas veces ha estado inscrito en SNAP en épocas diferentes (y luego no recibió los beneficios)?**

- Una vez
- Dos veces
- Tres veces
- Más de tres veces

**20. ¿Cómo aplicó usted para obtener Asistencia Nutricional (SNAP) la primera vez?**

- En línea en el sitio web Colorado PEAK
- Personalmente en el Departamento de Servicios Humanos de Lake County.
- Otro (por favor especifique):

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**21. ¿Completó usted la aplicación?**

- Sí
- No (Si no, por favor explique qué le impidió completar la aplicación):

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**22. ¿Qué tan fácil o difícil fue el completar su aplicación la primera vez que aplicó para Asistencia Nutricional (SNAP)?**

- Muy fácil
- Fácil
- Ni fácil ni difícil
- Difícil
- Muy difícil

**23. ¿Cuáles de los siguientes, si alguno, dificultó el proceso de aplicación al programa de Asistencia Nutricional (SNAP)? Seleccione todos los que correspondan**

- El horario de atención no coincidía con mi tiempo disponible
- El lugar para hacer la inscripción estaba muy lejos de mi casa
- La aplicación proceso era demasiado complicada
- La aplicación proceso era demasiado larga
- Tuve dificultad para conseguir las constancias de ingresos u otros documentos requeridos para que el proceso avanzara.
- Tuve dificultad para programar y cumplir mi entrevista en persona o telefónica
- No siempre entendía los plazos y los pasos a seguir
- El personal no era muy amigable
- El personal no estaba entrenado con relación a los detalles de mi caso/situación
- Tuve dificultad para navegar o ingresar información al sistema de aplicación en línea (Colorado PEAK)
- Ninguna de las anteriores
- Otro (por favor especifique):

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**24. Piense acerca de sus experiencias positivas con Asistencia Nutricional (SNAP), por favor seleccione todo lo que corresponda.**

- Me sorprendí al saber que yo calificaba para el programa
- Los empleados del condado ayudaron a hacer el proceso más fácil para mí
- Recibo un trato justo y respetuoso por parte de los empleados del condado
- Yo estoy / mi familia está mejor debido a la Asistencia Nutricional (SNAP)
- Ninguna de las anteriores
- Por favor comparta cualquier otra idea sobre cómo su experiencia con Asistencia Nutricional (SNAP) ha sido positiva

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**25. Ahora, piense acerca de sus experiencias negativas con Asistencia Nutricional (SNAP), por favor seleccione todo lo que corresponda.**

- Quisiera que hubiera sido más fácil saber si calificaba o no para Asistencia Nutricional (SNAP)
- Aplicar / recibir beneficios públicos me hace sentir incómodo(a)
- Fue mucho el esfuerzo para aplicar y no recibo muchos beneficios del programa
- Fue difícil para aplicar debido de mi horario de trabajo
- El proceso de renovación es difícil y/o toma mucho tiempo
- Me preocupaba mucho que los cambios en mis ingresos me hicieran perder los beneficios
- Yo no recibí la ayuda que necesitaba cuando estaba aplicando o renovando los beneficios
- Ninguna de las anteriores
- Por favor comparta cualquier otra idea sobre cómo su experiencia con Asistencia Nutricional (SNAP) ha sido negativa

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**Por favor, SÓLO responda la Pregunta 26 si nunca ha solicitado SNAP.**

**26. Si usted nunca antes ha aplicado para Asistencia Nutricional (SNAP), por favor explique por qué. Seleccione todos los que correspondan**

- No conocía / no había escuchado sobre SNAP
- No sabía si yo era elegible
- Creo que mis ingresos son muy altos para calificar
- Creo que otros necesitan el programa más que yo
- Yo no sé dónde o cómo aplicar
- Tengo otros recursos de alimentos que utilizo
- No tengo tiempo para aplicar/Creo que requiere mucho trabajo
- Me da vergüenza aplicar
- No necesito SNAP/Estoy saliendo adelante
- Me preocupa que si aplico para SNAP esto pueda afectar mi estatus de inmigración/residencia
- No quiero que mis datos o los de mi familia estén en una base de datos del gobierno

- Me preocupa que el aplicar para Asistencia Nutricional pueda afectar a personas de mi hogar que puedan estar indocumentados
- Otro (por favor especifique):  
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**27. ¿Qué haría que usted quisiera aplicar/reaplicar para Asistencia Nutricional (SNAP)?**

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**Por favor, responda las preguntas 28-50, independientemente de su estado de inscripción en SNAP.**

**28. ¿De dónde sacas la mayor parte de la comida que preparas en la casa?**

- Cooperativa/Granja local
- Mercado de granjeros/Puesto de frutas y verduras
- Supermercado/Tienda de víveres
- Autoservicio/la tienda de la esquina/estación de gasolina
- Banco de alimentos/dispensas
- Otro (por favor especifique):  
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**29. ¿Cómo llega al lugar indicado anteriormente?**

- Mi propio vehículo
- Transporte público
- Alguien me lleva
- Camino
- Otro (por favor especifique):  
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**30. ¿Cuánto tiempo le toma llegar al sitio donde compra la mayoría de su mercado?**

- Menos de 20 minutos de ida
- 20-40 minutos de ida
- 40 minutos a 1 hora de ida
- 1 hora o más de ida

**31. ¿Por qué compra la mayoría de su mercado ahí? Seleccione todos los que correspondan**

- Me queda cerca a la casa
- Tienen una buena selección
- Tienen precios bajos
- Me tratan bien allí
- Queda cerca del transporte público
- Aceptan beneficios SNAP
- Otro (por favor especifique):

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**32. ¿Cuáles de los siguientes factores, si alguno, le impiden conseguir frutas y verduras? Seleccione todos los que correspondan**

- No es fácil llegar a las tiendas que los venden
- Son muy costosos
- Donde yo compro no son de buena calidad
- Cuando compro no hay disponibilidad
- No tengo tiempo para prepararlos
- No tengo el equipo de cocina para prepararlos
- No sé cómo prepararlos
- No me gusta comerlos
- Ninguno de los anteriores/Yo tengo acceso a frutas y verduras
- Otro (por favor especifique):

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**33. De los siguientes, ¿cuáles, si alguno, harían más fácil su acceso a frutas y verduras? Seleccione todos los que correspondan**

- Si fueran menos costosos
- Si más tiendas cercanas a mí los vendieran
- Si hubiera un servicio de entrega a domicilio gratis de frutas y verduras
- Si más tiendas aceptaran beneficios SNAP
- Si fuera más fácil utilizar mis beneficios SNAP en las tiendas existentes
- Otro (por favor especifique):

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**34. ¿Tiene usted siempre suficiente comida para alimentarse y alimentar a su familia?**

- Sí
- No

**35. ¿Ha dejado de comer alguna comida en los últimos 6 meses debido a no tener suficiente para comer?**

- Sí
- No

**36. ¿Qué tan frecuente visita usted dispensarios o bancos de comida para conseguir alimentos adicionales para usted y/o su familia?**

- Semanal
- Mensual
- Menos de una vez al mes
- Solamente he ido una o dos veces
- Nunca

**37. ¿Cuáles dispensarios o bancos de alimentos visita usted? Seleccione todos los que correspondan**

- Food Bank of the Rockies en la Iglesia Episcopal St. George
- Comedores comunitarios en la Iglesia Episcopal St. George
- Banco de Alimentos de la Iglesia First Presbyterian
- Dispensario en la parroquia Holy Family
- Dispensario/Meals on Wheels en el Senior Center de Lake County
- Ninguno, no visito bancos de alimentos o despensas.
- Otro (por favor especifique):  
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**38. ¿Cuál es su experiencia con Cloud City Farm?**

*Cloud City Farm incluye la creciente cúpula y las camas elevadas frente a las escuelas comunitarias, intermedias y secundarias. En el verano tienen un puesto de productos en el cobertizo. El objetivo de la granja es proporcionar comida local para los residentes del Condado de Lake.*

- Nunca he sabido de Cloud City Farm
- He escuchado sobre Cloud City Farm pero nunca he ido
- He ido a Cloud City Farm pero nunca he comprado algún alimento
- He comprado alimentos de Cloud City Farm (desde el puesto de productos o desde el mercado del agricultor)
- He utilizado bonos de alimentos para comprar alimentos de Cloud City Farm
- Soy miembro de Cloud City Farm
- Otro (por favor especifique):

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**39. ¿Cuáles de las siguientes opciones facilitaría el que usted pudiera conseguir alimentos de Cloud City Farm? Seleccione todos los que correspondan**

- Si repartieran los alimentos a domicilio
- Si sus precios fueran más favorables
- Si proveyeran transporte a la granja
- Si fuera más fácil conseguir bonos o utilizar SNAP en la granja
- Si cultivaran/vendieran diferentes tipos de alimentos
- Si me dieran más información sobre la granja
- Si expandieran sus horas
- Si cada semana entregaran una caja de alimentos preseleccionados que yo solo tuviera que recoger
- Otro (por favor especifique):

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**40. Por favor díganos qué tanto está usted de acuerdo con la siguiente declaración:  
Yo creo que conseguiré la ayuda que necesito cuando voy o llamo a Servicios Humanos del Condado de Lake.**

- Muy de acuerdo
- De acuerdo
- No estoy de acuerdo o en desacuerdo
- En desacuerdo
- Muy en desacuerdo

**41. Por favor díganos qué tanto está usted de acuerdo con la siguiente declaración: Yo creo que puedo confiar en los Servicios Humanos de Lake County cuando voy o llamo.**

- Muy de acuerdo
- De acuerdo
- No estoy de acuerdo o en desacuerdo
- En desacuerdo
- Muy en desacuerdo

**42. Si contestó "en desacuerdo o muy en desacuerdo" a la pregunta #40 o #41, explique por qué seleccionó esa respuesta.**

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**43. Por favor díganos su opinión general sobre el acceso a SNAP en Lake County. ¿Qué sirve? ¿Qué podría ser mejor?**

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**44. Por favor díganos su opinión general sobre el acceso a alimentos saludables en Lake County. ¿Qué sirve? ¿Qué podría ser mejor?**

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Las preguntas restantes son para propósitos de clasificación SOLAMENTE. No compartiremos su información personal con nadie fuera del equipo de investigación.

45. ¿Cuál es su edad?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 o mayor

46. ¿Cuál raza/etnicidad le describe mejor a usted?

- Indio Americano o Nativo de Alaska
- Asiático / Isleño del Pacífico
- Negro o Afroamericano
- Hispano/Latino/de origen español
- Blanco / Caucásico
- Etnicidad múltiple / Otro (por favor especifique)

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47. ¿Cuál es su género?

- Masculino
- Femenino
- No binario/Tercer género
- Prefiero no decirlo
- Prefiero describirlo:

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48. ¿Cuánta gente vive en su hogar, incluyéndose usted?

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49. ¿Cuántos de éstos son niños (entre los 0-17 años)? Por favor incluya los niños de quienes comparte la custodia.

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**50. ¿Cuál es su ingreso bruto mensual (su ingreso mensual total antes de impuestos)?**

- Menos de \$1,316
- Entre \$1,317 y \$1,784
- Entre \$1,785 y \$2,252
- Entre \$2,253 y \$2,720
- Entre \$2,721 y \$3,188
- Entre \$3,189 y \$3,656
- Entre \$3,657 y \$4,124
- Entre \$4,125 y \$4,592
- Más de \$4,592

**Esto completa la Encuesta de Acceso a Alimentos del Condado de Lake. ¡Gracias por compartir sus pensamientos y opiniones con nosotros! La siguiente página incluye una lista de recursos de acceso a alimentos que puede llevar con usted. Si tiene alguna pregunta sobre la encuesta, comuníquese con Paola Molina, PhD en [pmomlina@omni.org](mailto:pmomlina@omni.org) o al (303) 889-9422 ext. 113.**



## Food Resources ~ Recursos alimentarios

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|---|---|--|
| <p><b>Food Bank of the Rockies</b><br/>719-486-2749 or 303-375-5853</p>   | <p>Free distribution at St. George's Church (200 West 4<sup>th</sup> Street, Leadville) at 8 am every <b>3<sup>rd</sup> Wednesday</b> of the month.</p>   | <p>Banco de alimentos gratuito en la Iglesia de San Jorge a las 8 de mañana cada tercer miercoles del mes.</p>   |
| <p><b>St. George's Church</b><br/>200 West 4<sup>th</sup> Street, Leadville, CO 80461 ~ 719-486-2749<br/><a href="http://www.stgeorgeleadville.com">www.stgeorgeleadville.com</a></p> | <p>Community meals served <b>FREE</b> of charge:<br/>Mondays at 11:30am<br/>Tuesdays at 11:30am<br/>Thursdays at 11:30am<br/>Fridays at 11:30am<br/>Saturdays at 5pm</p>  | <p>Comidas comunitarias servidas <b>GRATUITAMENTE</b>: Lunes, Martes, Jueves y Viernes a las 11:30 am<br/>Sabado a las 5 pm.</p>   |
| <p><b>W.I.C</b><br/>711 Harrison Ave, # D-2<br/>719-486-2749<br/><a href="http://www.wicprograms.org/ci/co-leadville">http://www.wicprograms.org/ci/co-leadville</a></p>              | <p>Women, infant and children nutrition assistance and education. Food assistance for children under the age of 5, and pregnant or nursing women. Application Required<br/>Call 1-800-688-7777 or 719-486-2749 for eligibility.</p> | <p>Asistencia y educacion en nutricion de mujeres, infantes y niños. Asistencia alimentaria para niños menores de 5 años y mujeres embarazadas o lactantes. Aplicacion requerida. Llame al 1-800-688-7777 o al 719-486-2749 para eligibilidad.</p> |
| <p><b>Meals on Wheels</b><br/>419 West 6<sup>th</sup> Street, Leadville, CO 80461 ~ Loretta 719-486-1774<br/><a href="http://www.mealcall.org">www.mealcall.org</a></p>               | <p>Meal delivery for Senior Citizens, 60 years old and over whom are homebound. Lunch delivered on Tuesday, Wednesday, and Friday.</p>  | <p>Entrega de comida para personas de la tercera edad, personas que tienen 60 años o mas y se encuentran sin hogar. Hay entrega de almuerzo los martes, miercoles y viernes.</p>   |
| <p><b>Senior Center</b><br/>419 West 6<sup>th</sup> Street, Leadville, CO 80461 ~ Loretta 719-486-1774</p>  | <p>Food boxes available. No application required. Please call ahead.</p>  | <p>Cajas de alimentos disponibles. No se require aplicacion. Por favor llame con anticipacion.</p>   |
| <p><b>Holy Family Parish</b><br/>609 Poplar, Leadville, CO 80461<br/>719-486-1382 (ask for Kathy)</p>   | <p>Food boxes available. No application required. Please call ahead. Meal delivery for any person who is homebound.</p>   | <p>Cajas de alimentos disponibles. No se require aplicacion. Por favor llame con anticipacion. Entrega de comida para cualquier persona que se encuentre sin hogar.<br/>(pregunte por Kathy).</p>  |
| <p><b>First Presbyterian Church</b><br/>299 West 3<sup>rd</sup> Street, Leadville, CO 80461 ~ 719-486-0673</p>  | <p>Call for appointment</p>   | <p>Llamar para hacer una cita.</p>   |
| <p><b>Lake County Intermediate School</b><br/>1000 W 6<sup>th</sup> Street, Leadville, CO 80461<br/>719-486-6844</p>  | <p>Back Pack Program for Families with Children. Only available on Fridays. Students can access food to take home for the weekend. Call for appointment.</p>  | <p>Programa de Back Pack para Familias con niños. Solo disponible los viernes. Los estudiantes tienen acceso a comida para llevar a casa para el fin de semana. Llamar para la cita.</p>   |