

SOUP KITCHEN ASSESSMENT SURVEY OF STATE AGENCY SERVICES

The Commodity Distribution Reform Act of 1987 requires the Food Distribution Division to assess the adequacy of its service to recipient agencies. By completing this survey, you will assist our office in this assessment. Please return the survey by **January 31, 2014**.

INSTRUCTIONS: **Please check one for each question.**

COMMUNICATION AND ADMINISTRATION:

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

AC: Courteous

- 1 85 Always
- 2 1 Most of the time
- 3 0 Seldom
- 4 0 Never

AI: Informative

- 1 83 Always
- 2 3 Most of the time
- 3 0 Seldom
- 4 0 Never

AH: Helps resolve problems

- 1 81 Always
- 2 5 Most of the time
- 3 0 Seldom
- 4 0 Never

B. Do you understand the 209 Report (Monthly Allocation Report)?

- 1 79 Yes
- 2 6 No

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

- CD. 58 Procedures for ordering commodities
- CG. 59 Guidelines for receiving, handling, storage & inventory
- CH. 58 Handling out-of-condition commodities
- CU. 60 utilizing commodity foods in menus (i.e. recipes)
- CF. 60 fact sheets/nutritive values of commodity foods
- CC. 57 complaints on commodities
- CT. 56 transfer of commodities
- CM. 57 mechanisms of program (at the state level)
- CF. 56 Federal regulations

ORDERING

D. Do you understand how to order USDA commodities?

- 1 83 Yes
- 2 1 No

E. Does requesting your commodities once per quarter work for your agency?

- 1 82 Yes
- 2 1 No

DISTRIBUTION AND DELIVERY

F. Does the warehouse delivery vehicle arrive within normal working hours (7:00-4:30)?

- 1 82 Yes
- 2 0 No

G. Commodities received (dry, cool/frozen) are delivered at the proper temperatures:

- 1 85 always
- 2 0 seldom
- 3 0 never

H. In shipments received:

I. Do shortages occur?

- 1 5 always
- 2 37 seldom
- 3 43 never

J. Is there overage (s)?

- 1 2 always
- 2 19 seldom
- 3 64 never

K. Is there damage (s)?

- 1 3 always
- 2 30 seldom
- 3 52 never

L. Drivers are courteous and helpful:

- 1 72 Always
- 2 12 Most of the time
- 3 0 Seldom
- 4 0 Never

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

- 1 71 Always
- 2 12 Most of the time
- 3 0 Seldom
- 4 2 Never

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

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

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

FIELD SERVICES

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

- 1 excellent
- 2 satisfactory
- 3 poor

PC: Courteous:

- 1 excellent
- 2 satisfactory
- 3 poor

PR: Professional:

- 1 excellent
- 2 satisfactory
- 3 poor

PH: Helpful:

- 1 excellent
- 2 satisfactory
- 3 poor

PI: Informative:

- 1 excellent
- 2 satisfactory
- 3 poor

Q. Do Field Representatives notify you of appointment changes?

- 1 Yes
- 2 No
- 3 Not Applicable

QY: Your Field Representative is:

- 1 on time for appointments
- 2 always late, never on time for appointments
- 3 changes scheduled appointment times often

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

- 1 Yes
- 2 No

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

- 1 Yes
- 2 No

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

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

U: Comments:
