



DISH Food Pantry 2023 Annual Report



"DISH has allowed for me and my family not to worry about coming up with the cost of food while I pursue my education."

- DISH user

Our Mission

Deliver Information, Sustenance, and Health (DISH) to the Bunker Hill Community College (BHCC) campus community. The DISH aims to empower those in need to obtain resources so that they may focus on being healthy, happy, and successful at Bunker Hill Community College without the barrier of fighting hunger. The DISH is a student-driven and supported resource that is committed to being a safe, dignified, and stigma-free environment.

The DISH aspires to alleviate the barriers associated with food insecurity to support student success at Bunker Hill Community College and to ensure that no one goes hungry because of a lack of income or access to food.

The DISH Food Pantry serves current students, faculty, and staff at Bunker Hill Community College.

2023 By the Numbers

50,024 Total Pounds Donated

20,748 lbs. The Greater Boston Food Bank

14,969 lbs. Food for Free9,253 lbs. Food Link2,400 lbs. Hope & Comfort

2,000 lbs. Community Donations

454 lbs. Boston Public Health Commission

200 lbs. Seven Hills Pasta

69,647 Total Pounds Distributed

50,024 lbs. Pounds Donated: includes fresh

produce, shelf-stable items, hygiene

items and PPE

10,246 lbs. Frozen Heat-n-Eats Meals (8,910 total

meals!)

9,377 lbs. Pounds Purchased: includes diapers,

baby products, specialty and culturallyrelevant food items, allergen-friendly foods, produce, snacks, drinks, hygiene items, household and cleaning products

PLUS

\$22,990 Stop & Shop gift cards distributed

899 New Intake Forms

851 Students 48 Faculty/Staff

554 households/1,549 individuals served through Grocery Program

2,687 Grocery Orders Filled

Includes in-person, Charlestown Locker, and Chelsea Locker Pick-Ups

19,900 Total Grab & Go Visits

11,060 Visits to Main Office 8,168 Visits to G-Building Lounge 672 Visits to Chelsea Campus Student Lounge

"I'm not hungry or worried about being hungry!" - DISH user



Milestones

Spring 2023

- The DISH expanded its offerings with a second Grab & Go location on the Charlestown Campus in the G-Building, which is open later into the afternoon and evening.
- In May 2023, a third DISH Grab & Go location opened on the Chelsea Campus, including another set of refrigerated lockers for pick-ups of grocery orders.
- Emelia Zukowski joined the DISH team as an intern from Merrimack College where she was pursuing a Masters in Nutrition. She supported the general operations of the DISH and created nutrition-informed social media posts and signage for the DISH Grab & Go locations to better inform users about the food resources available from DISH.

Summer 2023

- We said a bittersweet farewell to our first DISH Coordinator, Molly Hansen, who established the DISH and made it what it is today! Thank you, Molly!
- In the absence of the Coordinator, Assistant Dean of Students, Will Cribby, stepped in to assist with the management and administrative operations of the DISH.
- We hired our first-ever DISH Assistant, Emery Spooner, to assist with DISH operations and help DISH expand to the Chelsea Campus. Emery plays a critical role in keeping the DISH running smoothly!

Fall 2023

- The DISH expanded its longstanding partnership with Food for Free, which now delivers products to the DISH weekly.
- After opening on Fridays for the first time, we now offer food five days a week on the Charlestown Campus.
- The DISH opened for in-person pickups of grocery orders in addition to ongoing pickups in our DISH & Dash Lockers.
- We hosted a Thanksgiving pop-up which provided our DISH community with all the Thanksgiving trimmings (minus the turkey!) including fresh squash, potatoes, and veggies!
- A new DISH Coordinator, Chelsea
 Alexander, came on board to oversee the
 DISH team and help manage operations.

"My financial burden is significantly reduced... this place is warm, supportive, and caring to those who have zero income while studying."

- DISH user

Our Programs

Grocery Orders

DISH users can place orders online via SmartChoice for grocery items including pantry staples, fresh produce, hygiene and household products, culturally-relevant and allergen-friendly options, and baby products and diapers. Shoppers have the option of picking up their order in person at our pantry or in our DISH & Dash refrigerated lockers.

Our DISH & Dash lockers offer DISH users additional flexibility, privacy, and dignity when picking up their orders.

In 2023, we served 554 households through our grocery program, filling 2,687 grocery orders, which includes orders picked up in-person as well as in our refrigerated lockers on the Charlestown and Chelsea Campuses.

Grab & Go Locations

In 2023, the DISH grew from 1 to 3 Grab & Go locations. These locations include the Main Grab & Go office on the Charlestown Campus (which was located in C-104 and is



now in B-101), the G-Building Lounge on the 2nd Floor of the Charlestown Campus, and the Chelsea Campus 4th Floor Student Lounge. Items offered at our Grab & Go locations include snacks, drinks, frozen meals, fresh produce, pads and tampons, travel-sized hygiene items, PPE, and miscellaneous grocery items.

The DISH saw a significant increase in Grab & Go visits – from 2,516 visits in 2022 to almost 20,000 visits in 2023! Our busiest day recorded saw over 275 students visit a single Grab & Go location.

Heat-n-Eats Frozen Meal Program

Thanks to our longstanding partnership with Food for Free, the DISH is able to offer healthy, frozen meals at all of our Grab & Go locations. In 2023, DISH distributed **8,910** frozen meals to our BHCC community! These meals include meat, fish, and vegetarian options.



"The Grab & Go program is very beneficial for me. The staff is very welcoming and ready to help. The food and produce quality are very good."

- DISH user



Fall 2023 Feedback Survey Results

Survey Basics

- Distributed in January 2024 to Fall 2023 DISH grocery program users as well as the entire BHCC community to reach Grab & Go users.
- The survey was addressed to those who had utilized DISH services during the Fall 2023 semester.
- 68 responses were received.

Staff Interactions

 90% of respondents rated their interactions with DISH staff at Grab & Go locations as "Excellent."

Quality of Product

 95% of respondents rated the quality and quantity of food received through the DISH grocery program as "Good" or "Excellent."

Grab & Go Items

 85% of respondents said they selected a snack during a typical visit to a DISH Grab & Go location. 66% selected fresh produce, and 61% selected a frozen meal.

"I can spend less time on grocery shopping and can save more!
That's how I can concentrate more on (my) studies."

- DISH user

Impact

Frozen Meal Program

- 100% of respondents "Agreed" or "Strongly Agreed" that by having access to a frozen meal, they were able to focus on class or work-related activities better.
- 84% of respondents "Agreed" or "Strongly Agreed" that their stress or anxiety was reduced due to having easy access to a nutritious meal.

Grocery Program

- 78% of respondents "Strongly Agreed" or "Agreed" that their ability to attend courses improved as a result of participating in the DISH grocery program.
- 80% of respondents "Strongly Agreed" or "Agreed" that they were able to stay enrolled at BHCC as a result of participating in the DISH grocery program.

Opportunities for Improvement

- Overall, respondents reported satisfaction with the program, but noted that sometimes the frozen meals run out quickly and are not restocked for 3-4 days.
 For context, in 2023, we averaged almost 200 visits per day across all three of our Grab & Go locations (approximately 1,000 visits per week); but were only able to receive 270 frozen meals per week from Food for Free
- Respondents also mentioned that the DISH sometimes runs out of high-quality produce and beverages.



 Overall, respondents agreed that the DISH hours work fairly well with their schedules, but many expressed a need for later hours on the Charlestown Campus and expanded Chelsea Campus Grab & Go hours and grocery pick-up access.

Retention

• 97% of respondents said they plan to continue their enrollment at BHCC.

"It has given me relief since I'm a full-time student and I don't have a job. Being able to get diapers for my toddler was really helpful and has given me the opportunity to concentrate more in college."

- DISH user

Our Partners

We could not do what we do without the support and generosity of our community partners and donors! Thank you so much!

- Food for Free
- Food Link
- The Greater Boston Food Bank
- Stop & Shop
- Liberty Mutual Insurance

- Hope & Comfort
- Boston Public Health Commission
- Seven Hills Pasta
- MA Hunger Free Campus Coalition
- Massachusetts Department of **Higher Education**
- Wegmans
- Bank of America
- Community members

























Our Staff

Chelsea Alexander, Academic Coordinator, DISH Food Pantry

Emery Spooner, DISH Food Pantry Assistant

The DISH is supported by a stellar team of BHCC student staff members, who contribute 130 total hours per week to DISH operations. Their responsibilities include packing orders, greeting DISH users, running our Grab & Go locations, restocking product, and social media assistance - thank you, all!

2023 & Current Student Staff

• Emelia Zukowski, DISH Graduate Student Intern, Merrimack College

- Joelle Gnonlonfoun
- Vibian Jebiichi
- Jay Batsaikhan
- Jessica Saavedra Eleno
- Caleb Sweeny
- Aoussi Nibembe
- Sahil Patel
- Tejasvi Sabhani
- Yash Raol
- Justin Wonou
- Zakaria Kantou
- Diego Garay

Special thanks to Will Cribby, Assistant Dean of Students, for his ongoing support and oversight of the DISH team!

"The DISH Food Pantry at BHCC has been a tremendous support for me. It has provided essential resources like food, diapers, and milk powder, easing my financial burdens. This support means I can concentrate more on my studies without worrying about hunger. Overall, the DISH **Food Pantry has** not only met my basic needs but has also contributed significantly to my overall well-being and success at BHCC."

- DISH user

Support



You can support the DISH by making a monetary donation here or via our Amazon Wishlist!







Amazon Wishlist

"DISH Food Pantry is the most important part of my life at BHCC. I really need the support from DISH!"

- DISH user

The DISH Food Pantry was founded in September 2019 and made possible by the following generous donors: BHCC Student Government Association, Missy & Marsh Carter, Carol & Giulio Caperchi, Diane & Bob Hildreth, Stop & Shop, Cabot Family Charitable Trust, Eos Foundation, and Liberty Mutual Insurance.



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