

Fresh Bucks Vouchers Partner Survey:

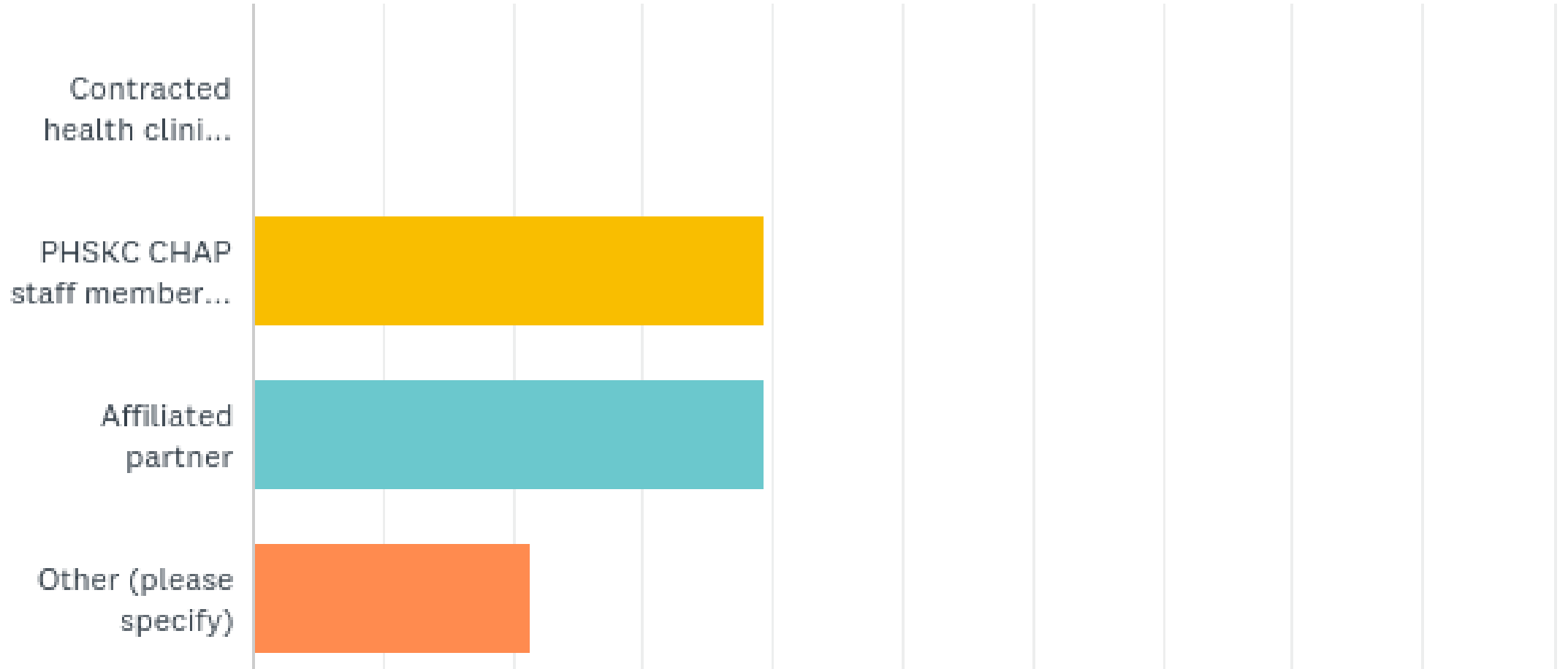
2020 Application Process

Survey Response

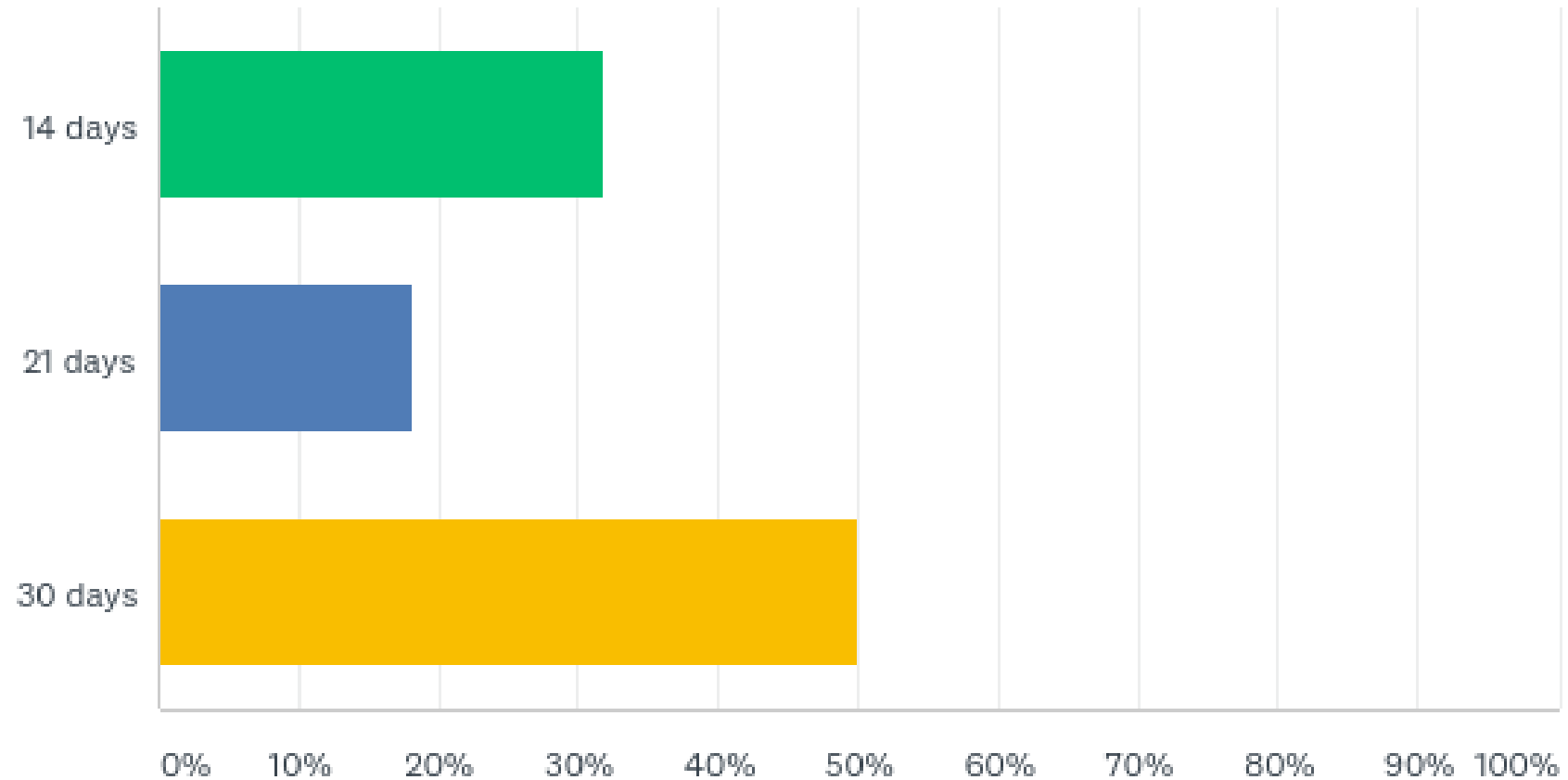
The Fresh Bucks partner survey was administered through Survey Monkey and made available for a two-week period: June 15 – June 30, 2020. The survey was sent to 160 email contacts who help promote Fresh Bucks and helped their communities apply for Fresh Bucks Vouchers.

- 28 respondents completed the survey; all responses were anonymous
- Responses were collected from a variety of sectors:
 - Non-profit organizations
 - Affordable housing coordinators
 - Social service providers
 - Public Health Seattle King County CHAP Line
 - WIC staff

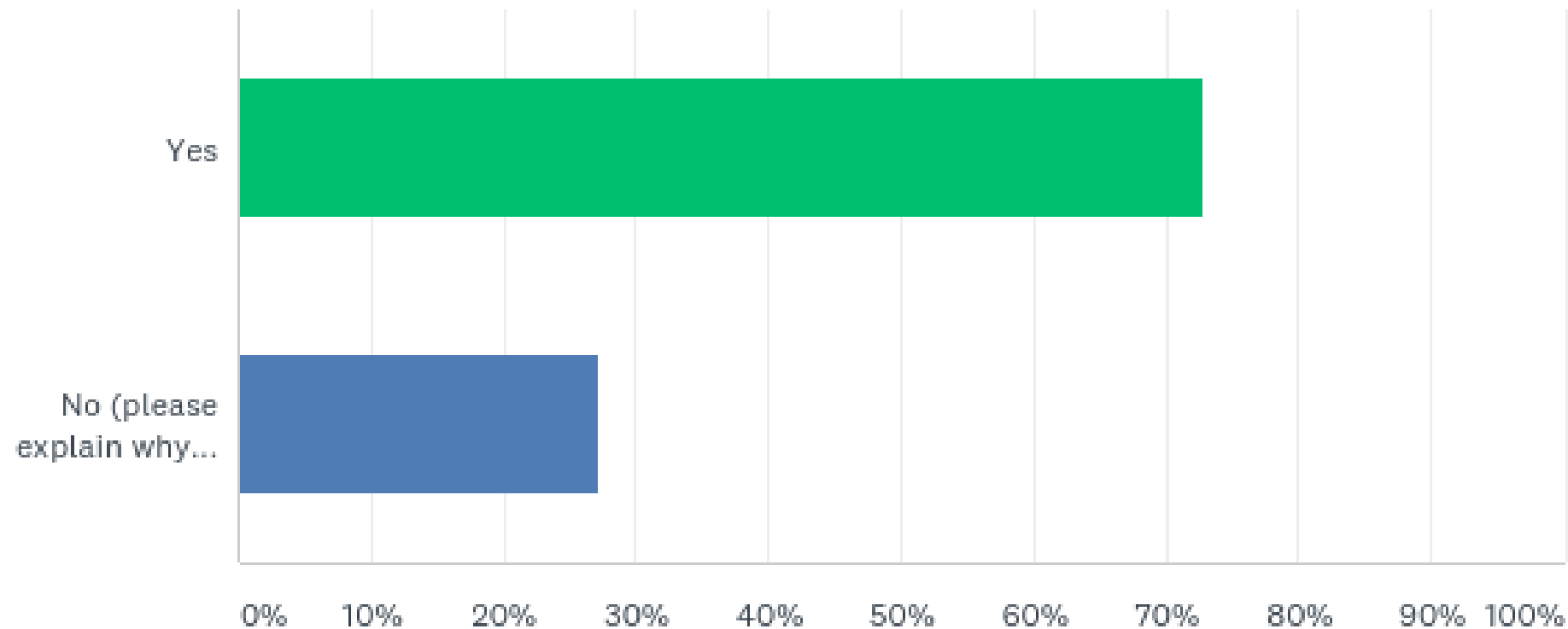
Q1: How are you connected to Fresh Bucks?



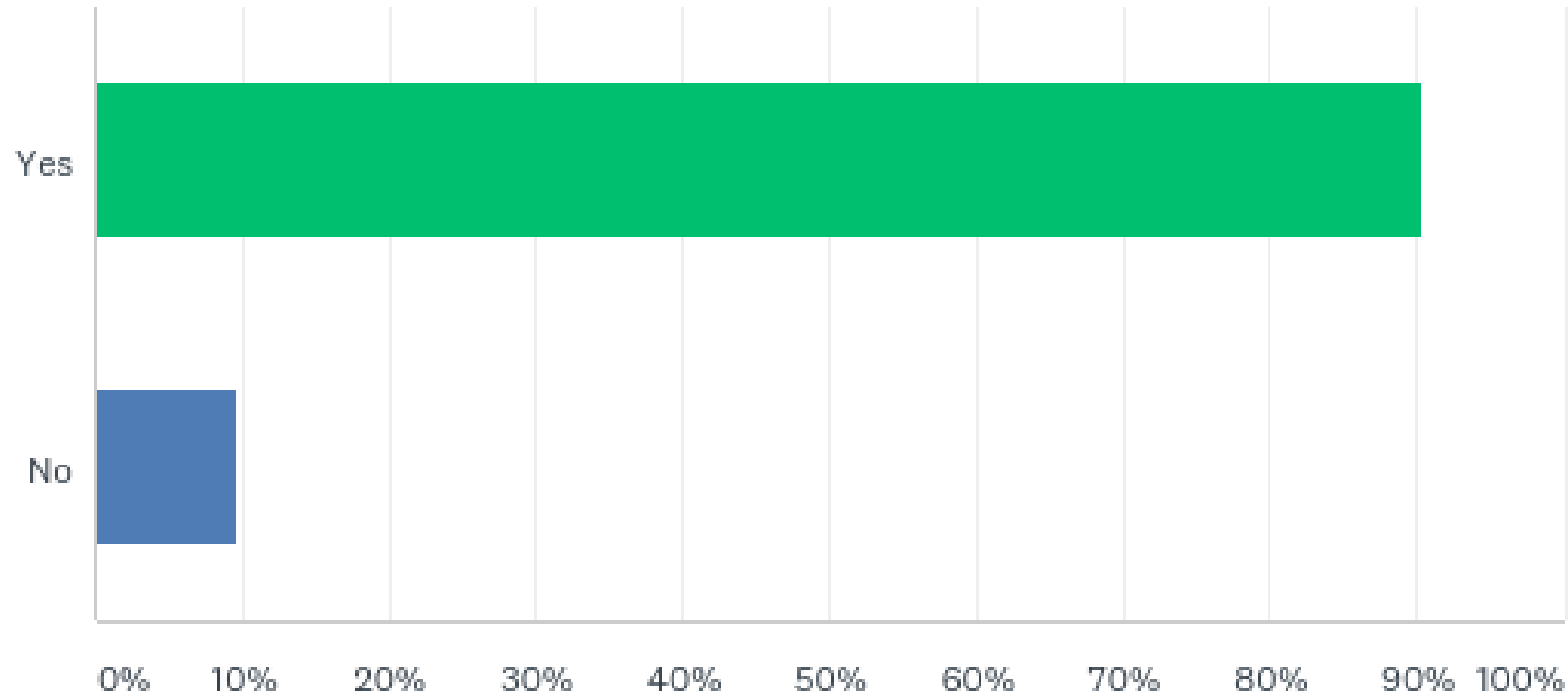
Q2: In your opinion, how long should the public lottery application remain open?



Q3: Communications were shared via email, in print, and downloadable from the Fresh Bucks website. These materials included translated Application Brochures, Application Instructions, and a website detailing the application process. **Do you feel you had enough advance notice to prepare for the Fresh Bucks Vouchers application?** For example, you understood the application timeline, eligibility requirements, and/or knew how to apply.



Q4: Were the translated materials, such as the application brochure and the website, helpful when helping community members with limited English proficiency learn about and apply for Fresh Bucks?



Q5: Is there anything else you'd like to share?

(Summary of open ended responses)	
<i>Community didn't know about the program and didn't have a chance to apply.</i>	<i>We need more community partners issuing and accepting Fresh Bucks.</i>
<i>This program should be available for all King County residents.</i>	<i>Seniors who have cognitive loss - filling out applications is difficult.</i>
<i>We are still getting calls and people were confused with the cities other program because of COVID.</i>	<i>Safeway needs more training people being denied fresh items at checkout and more retailers should honor Fresh Bucks.</i>
<i>Shorten questions related with eating habits at the end of the application.</i>	<i>Public lottery application remain open for at least one month</i>



Key Takeaways:

- ❖ With the exception of the CHAP Line, partners felt prepared to help their community enroll and found translated materials to be helpful.
- ❖ Partners requested additional time to get the word out to community about the application period and had a strong preference to keep the public lottery application open for 30 days.
- ❖ The survey questions at the end of the application were considered to be too long and repetitive.