

**COMMUNITY MINISTRY FOOD BANK  
FOCUS GROUP**

**HISPANIC MOTHER'S OF ELEMENTARY AGE CHILDREN**

**JULY 14, 2010**

**FACILITATOR'S GUIDE**

**Objective:** To learn more about the needs of Hispanic families coming to the Food Bank, client food preferences and ideas for needed changes in the Food Bank's services and operations

**Position:** *We view you as the experts. Yes, we know how to get food to people, but we want to learn from you how we can do it even better.*

**WELCOME AND INTRODUCTIONS: 1:00 – 1:10**

Name

Occupation

Ages of children

How long have you lived in Denver?

**FOOD PREFERENCES: 1:10 – 1:25**

1. What foods do you consider unique or familiar to your culture?
  - What influences your food preferences?
  - How often do you get these food items at the Food Bank?
  - Are there any food items you are hoping the Food Bank will offer?
2. What foods would your children prefer?
  - Are these foods available at the Food Bank?

**CLIENT TREATMENT AND CULTURAL COMPETENCY: 1:25 – 1:45**

3. In general, how would you describe the way in which you are treated, most of the time, by Food Bank staff and volunteers (e.g., dignity, respect, patience, helpful, positive, negative, rude, humiliating, friendly, equal)?
  - Do you notice a difference in the way you are treated, depending on the day you come to the Food Bank?
  - Do you feel accepted and valued?
4. How can we better provide our services in a way that feels culturally sensitive and appropriate?

**SERVICES AND OPERATIONS: 1:45 – 2:05**

5. When you first arrive at the Food Bank and come through the door, what is the experience like for you?
  - What do you notice?
  - What is the first thing that happens?
  - What can we do to make this experience better for you?
  - How do you feel about the way food is offered?
  
6. How do you feel about the quantity of food given?

**UNMET NEEDS: 2:05 – 2:25**

7. In addition to food, what other needs do you have?
  - Your children?
  - Other family members?
  - Your neighbors?
  
8. If we were able to add services at the Food Bank, what would make the biggest difference for you? Why?
  - Other suggestions?
  
9. Is there anything else that we haven't asked or we need to know to make the Food Bank the best it can be?

**Closing: 2:25 – 2:30**