

THE TABLE COMMUNITY FOOD CENTRE 2014 ANNUAL PROGRAM SURVEY

In October 2014, Community Food Centres Canada (CFCC) and The Table Community Food Centre (CFC) conducted an Annual Program Survey with 72 adult participants from across The Table’s three program areas: Healthy Food Access (Good Food Bank, Community Meals), Healthy Food Skills (Test Kitchen, Young at Heart Community Kitchen, Dads and Kids in the Kitchen, Community Gardening, Food Fit), and Education and Engagement (Social Justice Club). The survey is important to help us better understand CFC program outcomes in areas such as healthy food access, knowledge, skills and behaviours, social inclusion and civic engagement. It also enables participants to make suggestions for improvement to The Table’s programs, in order to maximize the social impact the organization creates.

PROGRAM AREA	# OF SURVEYS
HEALTHY FOOD ACCESS	
Good Food Bank	22
Community Meals	24
HEALTHY FOOD SKILLS	
Test Kitchen	6
Young at Heart Community Kitchen	4
Dads and Kids in the Kitchen	3
Community Gardening	5
Food Fit	4
EDUCATION & ENGAGEMENT	
Social Justice Club	4
TOTAL	72

Increasing Access to Healthy Food in a Respectful and Dignified Manner

The Table CFC aims to increase access to healthy food for low-income community members. In the Good Food Bank, this means that high-quality, nutritious foods are prioritized, and sourced from local-sustainable farms when possible. In the Community Meals program, a delicious, healthy, and balanced meal is served in a welcoming and social atmosphere.

Hunger and food insecurity are issues faced by many participants in The Table's programs. 45% of all survey respondents reported that they worry about having enough food to eat. Many people who responded that they do not worry about having enough food to eat added that they would worry more if The Table was not there for them.

93% of respondents identified The Table as an important source of healthy food, explaining:

- "I'm not hungry all the time anymore."
- "I save money on food and have it for other needs."

Improving Healthy Food Behaviours & Physical Health

The Table CFC works to improve knowledge, skills and behaviours around healthy food.

72% of participants surveyed reported making healthy changes to their diets as a result of having participated in The Table's programs. This included 42 participants who have begun eating more fruits and vegetables, 26 who are eating more healthy foods overall, 12 who are consuming less salt, seven who are consuming less sugar, five who are eating more regularly, and two who are eating less overall.

Through exposure to a variety of healthy foods in The Table's programs, participants have diversified their diets and made healthier meal choices. 14 participants talked about trying new foods, such as sweet potato, lentils, fish, squash, sushi, and kale, as well as having a greater willingness and even excitement to expand their food tastes. Other changes included choosing less processed foods, substituting healthy fats for unhealthy ones, exercising greater portion control, eating fewer carbohydrates and more home-grown food. A few participants had not shifted to healthier eating habits despite a strong desire to do so, and attributed this to financial constraints.

56% of all survey respondents reported that The Table had contributed to improvements in their physical health over the past year. When asked to describe these improvements, participants explained:

- "I'm not sick and skinny. [It's] keeping me fed."
- "[I'm] more energized. I was really thin before I came."
- "I've lost 76 pounds from eating healthier and coming here."
- "[My] high blood pressure is down. I do a lot of walking every day, and eat the right foods."
- "I get exercise doing the garden."
- "I was 297 lbs, and now I'm 198 lbs. Walking. Getting more exercise at the local gym for disability. Better diet because of the meal."
- "I have high cholesterol, so I already watch what I eat. When I go to the meals, they are healthy. They have healthy meals."

70% of participants in healthy food skills programs reported gaining new knowledge about nutrition and healthy eating in their cooking, gardening, or Food Fit program. Participants told us the most important thing they had learned, including:

- "Canned pop has lots of sugar. Sugar in moderation. Drink more milk for bone health. Smaller portions."
- "How to get the right foods. Substituting sugars in recipes."

- “They had a dietician that talked about salt — even in foods you wouldn't think, like certain cereals.”
- “The importance of fresh veggies in your life. More aware of salt and sugar. Reading labels.”
- “Not going without breakfast. I’m now a firm believer in breakfast. I include cereal, milk and fruit.”
- “The fish, substituting fish for omega 3s. Some of the spices I’ve never used can make unglamorous food appealing.”

61% of food skills respondents had increased their confidence to choose healthy foods in grocery stores because of their participation in the program.

61% of food skills respondents reported cooking more healthy meals at home since they started participating in their program. Many respondents who did not report cooking more healthy meals at home either were already practicing healthy cooking at home, could not cook by themselves due to illness or disability, or did not cook at home because they lived alone.

Increasing Social Inclusion, Increasing Connections to Supports & Improving Mental Health

The Table aims to reduce social isolation and increase participants’ connection to a variety of supports.

79% of respondents had made new friends at The Table and 97% felt that they belonged to a community at The Table. 65% of respondents had met at least one person who they could turn to for advice or count on in a time of crisis. On average, these participants met 3.7 people who they would describe in this way.

80% of participants surveyed reported that The Table’s programs had contributed positively to their mental health in the past year. Participants told us:

- “A lot of times, I sink into a depression and if I'm alone I forget to cook. Coming here, I have more family style dinners and I have comfort because of it.”
- “I used to be very shy and now I'm more outspoken and I can communicate with people better. I have a happier outlook.”
- “When you have connection and something to look forward to, it is great. “
- “My whole family is happier because of getting out, and connected.”
- “Definitely positive. I have more relationships. I feel a part of things. It comes with its challenges, but it's been nothing but positive. Mentally I feel more confident.”
- “After losing my full-time job ... I was feeling useless to make change and depressed. Joining this social justice group gave me a place to have my views appreciated, useful and heard.”

The Overall Value of The Table

Participants were asked to describe the most valuable aspect for them of being involved in programs at The Table overall. The most popular themes that came up were those relating to social inclusion and community involvement:

- “Responsibility and inclusion. [It] makes you feel purposeful.”
- “I really like being part of an initiative that involves food — not just in a charitable model. Everyone is treated like a part of the community. It's more than charity.”

- “Interacting, good support, encouragement. They don't realize how much a ‘hello’ or just a smile means.”
- “I was surprised at the quality of what goes on here. The people, the food. It gets me out of the house.”
- “I like the people here. They joke around and that makes the day [go] faster. Having fun with the others.”
- “Doing things here with the rest of the people here. We all get along with each other.”
- “You get to know other people in a similar situation. You don't get invited to places when you are my age and single. It's just a fact. You want to help out when you can, and being helped. I think it's great for your well-being. Being involved. You feel free to relax when you're here. You get to know people's personalities.”

Access to healthy food was the next most common theme among respondents:

- “Helps me meet my food needs.”
- “I'd say the meals every week, three times a week. That's awesome.”
- “Getting food when you need it. For me, it's a supper or two to tide you over.”
- “Just being able to get food when you're starving or need food.”
- “The food is excellent. I mean when I heard about this, I heard they don't use salt and that stuff. The food is really excellent. The portions are the perfect size.”
- “All the good nutritious food.”
- “The meals and the food bank itself I think [are] pretty special.”
- “Just having dinner — the free meals. I'm a student and I'm here on a student budget. [My wife] stays at home, so it's good to have this.”
- “Just the fact that it's here and we're able to eat in the month.”

Access to new knowledge about nutrition, preparing food, growing food, and community engagement were the next most popular themes among respondents:

- “Helping people, connecting with others. Learning about foods that are good for us. The recipes are excellent. The recipes, the cooking, the different flavours, spices, and how to make food more appealing.”
- “Having someone other than my wife teach my kids, and make it a part of life. On a basic level, learning from someone who has so much knowledge. Things you don't even think you can approach differently.”
- “I would just say the amount that I've learned. Learned more about my own personality. [I'm] more tolerant, compassionate, more aware of my own prejudices.”
- “It's socialization. A learning experience with the gardening and the second Wednesday of every month, there's a documentary here. And other things that are available like the Advocacy Office and the Food Bank supports.”
- “Learning how to cook and use the equipment.”

Other aspects of The Table that participants found valuable included having access to a reliable and safe space free of judgment, helping others and giving back to the community:

- “The fact that it is non-judgmental. You don't feel like a bad person for coming here, I guess. You don't feel ashamed, I guess.”
- “I couldn't be an activist in this rural community without this group's support.”
- “Reliable when I need it – a lot of things in life aren't.”
- “Being a volunteer will allow me to become more involved in the community.”

The Difference The Table Makes

Community members were also asked how their situation might look different if they had not gotten involved in The Table's programs. 90% of respondents expressed that their quality of life would be poorer if they had never gotten involved with The Table.

Across all programs, the most common theme we heard was that participants would have experienced a reduced access to healthy foods and greater difficulty making the food budget stretch:

- “Some months, we may not even eat at all.”
- “We would be down and out some months.”
- “[We would] have barely any food sometimes. For example, milk for the baby — I wouldn't have it.”
- “[It would be] a lot harder to put healthy food on the table.”
- “Well, I guess I would be in trouble. Some people have money for food, and some people ... on a budget don't. If this wasn't here, I would be in real trouble. And it helps me get out of the house more.”
- “If I didn't have the food bank, I don't know what I would do.”
- “We would be paying a lot of money for groceries or we might not be eating at all.”
- “I would — wow — I come here because I make my grocery bills stretch for the month. If not, I'd probably be starving.”
- “Food expenses [would go] up, money might be a lot tighter. I might not have enough time to cook every night with homework and whatnot.”
- “I'd spend more on take-out, for sure.”

Respondents also commented that they would be more socially isolated and less engaged:

- “I would be lonelier because I'm new to town.”
- “It would be less of a unifying experience. After just moving here, it gives it some kind of concreteness. It helps to know people who [have] lived here their whole lives.”
- “I think I would be worse off. I see myself being more of a shut-in. I wouldn't go anywhere and my house would be deteriorating.”
- “I would have less friends. I would feel less empowered, less benefits, less involved. I would feel less appreciated. There are people here who enjoy my activism, where as in other places, being an activist mean being caught in an adversarial position.”

Other ways respondents suggested their lives would be different included not having a safe place to turn to for resources and support, having less information and fewer opportunities to learn about healthy food and nutrition, not having enough time to pursue other life goals and poorer physical and mental health:

- “[It’s] depressing to think about that. If I hadn’t come, I wouldn’t be as able to deal with my life. The crappy three months would’ve turned into twelve months.”
- “I was morbidly obese, and now I’m categorized as borderline obese. ... I’m more mobile. My joints appreciate it much more, they don’t hurt as much. On a continuum, there’s a light at the tunnel, that if I keep eating this way, I would be much healthier.”
- “I would be most likely having a breakdown due to no job, no money, no support. Here, at least I have support.”

Socio-Demographic Information

Out of the survey respondents who provided their geographic location, 50% lived a short walk away, 34.2% lived 5 to 10 minutes away by car and 15.7% lived 10 to 30 minutes away by car. 41% of participants traveled to the CFC on foot, 38.5% traveled by car, and the remainder did a combination of driving, walking, and biking.

61% of respondents reported currently having or having had in the past one or more food-related physical or mental health conditions. The most prevalent conditions reported were depression (28), high cholesterol (18), high blood pressure (13), a mental health condition other than depression (13), diabetes (7), heart disease (5), heart attack (3), stroke (2), and cancer (1). 84% of respondents with one of the above conditions reported that participation in The Table’s programs had helped them better manage their condition.

Only 29% of respondents reported they were employed. The remainder were unemployed or retired.

74% of participants surveyed received income from government assistance programs: 30 received Ontario Disability Support Program, eight received Ontario Works, four received child benefit taxes, and two received Employment Insurance. There were also six government pension recipients, four CPP recipients, two WSIB, two family benefit, one long-term disability, and one federal disability recipients.

Program Specific Results

The survey also involved questions that relate specifically to the different programs at The Table. The following sections detail those program-specific results.

Good Food Bank:

11/22 Good Food Bank respondents have used another food bank. When asked what makes The Table’s Good Food Bank different from other food banks, respondents commented on their ability to choose their own food, the range of nutritious foods provided, as well as more positive interactions with its volunteers:

- “More food, healthier food. The people you deal with are friendly. You don’t just go through the list and get a box. They actually talk to you.”
- “You do focus on the vegetables and keep it stocked, and keep the stuff for the children. And you let us pick things that we want.”
- “Here, they walk you through it and stuff. There, they just give you a checklist. Here it’s more involved. Like hands-on.”

- “More choice, better quality”

16/22 respondents said that the Good Food Bank helped them get more fruits and vegetables into their diets.

8/22 respondents had been referred to other programs at The Table from the Good Food Bank and 5/22 respondents had received a referral or connection to other community services from the Good Food Bank.

When asked what they liked best about The Table’s Good Food Bank, respondents said:

- “Fresh produce for cooking.”
- “It’s clean. It’s professional. It’s organized. I see a lot of women here. That’s good because they don’t feel threatened.”
- “They give you the options, for sure. That’s nice. Not just a pre-arranged box.”
- “Variety of food. The amount of food is pretty good. Everything is fairly well-organized and quick.”

When asked to describe the biggest difference that the Table’s Good Food Bank made in their lives, respondents told us:

- “Made it easier to keep my daughter at the beginning — less stress.”
- “Having supper tonight. Having a place to go when you do need supper. “
- “Access to healthy food choices.”
- “Less stress about putting food on the table.”
- “They let you know when something is going on — other programs.”

Participant suggestions for the Good Food Bank included: having delivery for clients in addition to older people, having more carts, offering the ability to substitute an item for another from a different section and providing service twice per month.

Community Meals:

13/24 of all community meal respondents had attended other community meal programs. Six of these 13 individuals reported that the food in The Table’s Community Meals was higher quality than other programs.

When asked if the atmosphere, space, and set-up were different at The Table from other community meal programs, respondents often commented that the Table provided a more relaxed, friendly, and family-oriented atmosphere. When asked if the staff and volunteers were different at The Table’s Community Meals, most respondents expressed that they felt like they knew The Table’s staff and volunteers on a more personal level. They also remarked on the restaurant-style service of food being served and cleared at the tables rather than having line ups and the restaurant-quality of food as being positive differences from other community meals.

9/24 respondents had been referred to other programs at The Table from the Community Meals and 3/24 respondents had received a referral or connection to other community services.

16/24 meal respondents expressed that the Community Meals at The Table helped them to get more fruits and vegetables into their diet.

When asked what they liked best about the Community Meals and what the biggest difference that the Community Meals had made for them, respondents overwhelmingly commented on the ability to access healthy food, including the reliability, nutrition, convenience and exposure to different foods:

- “That [the meals are] good. That they're delicious and filling.”
- “Good food, good atmosphere, good cook. I don't have to wash the dishes or cook it. You name it, and they serve it. I don't have to go up to get it. They bring it to the table.”
- “The meals are unique. They're healthy and you never know what you're going to expect.”
- “The meals are nutritious and they're colourful and they're good for you and fresh. Lots of variety and we have a community chef who knows what she's doing. [She] delegates well and the food comes out perfectly.”
- “It gets me a variety of things to eat. Things that I would never try that I haven't had before. Like I never knew that mint would go well with rice until I had it here.”

Another common theme was social interaction, and community involvement:

- “I get to leave the house! And I get to interact with other people my age.”
- “It's given me more life and love.”
- “The community and involvement.”

Participant suggestions for the Community Meals program included: serving fewer soups, more local food, more food in general or seconds and fruit for dessert; having food ready right at 4:30 when the meal begins; expanding to a larger venue (although not if it would mean a more remote location outside of the centre); and providing salt at the tables.

Community Cooking Programs:

10/13 community cooking participants learned something new about cooking healthy meals in their program, such as:

- “I learned to cook better. Patience. Cooking temperature. Knife skills. Portioning and freezing.”
- “I learned how to cook squash. Not as nervous to be in the kitchen.”
- “Trying new things. Kale! That was a breakthrough for me.”
- “Tool management — which tools to use, and how to organize them. Knife handling. The flow of food, how so many multiple components converges on a plate.”
- “Steps of how to follow a recipe. Recipes were a little daunting and I used to throw in just whatever.”

11/13 cooking participants reported increased confidence in the kitchen.

The benefit of social interaction was a common theme when participants were asked what they liked best about the Community Cooking program:

- “Enjoying being out and about.”

- “The camaraderie. They all help out, they all get along with everybody.”
- “There's meeting different people. We learn interesting things - like how we learned canning.”

Learning about food and having the opportunity to try new foods was also a common favourite program aspect:

- “I like collecting recipes and how to do the food. All the stuff they teach me.”
- “I love cooking and here I try new things — and it's not overwhelming financially. What we do in a morning, I would need a whole day. And you get to have lunch with people.”
- “Learning new meals, it's always changing. One minute it's Chinese, next it's Indian. I always try it, and tell my kids that too. And they like preparing it too.”

When asked to describe the biggest difference that participating in the cooking groups had made, participants felt self-improvement was the greatest benefit. These changes included increased cooking skills and healthier food choices:

- “I used to cook food for five minutes. The flavours never came out. When I cook food here, I learned to be more patient. Sometimes it takes 30 to 60 minutes, but I'm not eating half-cooked, or burnt or shrunk food.”
- “Probably to be more comfortable in the kitchen. Before, I was taking life skills classes, but this is more interesting. Like today, we made sushi for the first time.”

Finding a community, a sense of belonging, working with other people toward a goal and social inclusion were also commonly expressed themes:

- “Spending time with my daughter and learning from a professional.”
- “Feeling useful in the kitchen. I like helping out with the dinner. It makes me feel happier.”
- “It's interacting with people my own age. This is a unique program. Everything else on this calibre, you would have to pay for.”
- “I think it's bringing other people together. Working together to prepare a meal. I am diabetic. I have to force myself to get out of the house, but you have to do it even if it's hard so you get used to it.”

Participant suggestions for the Community Cooking programs included: better accommodating people with disabilities, providing co-op placements for high school students and more vegetarian options (Test Kitchen); and placing a greater emphasis on meal planning and integrating seasonal fruits and vegetables into meals (Young at Heart).

Community Garden Program:

6/6 of the respondents in the Community Garden program learned something new over the past year about growing healthy food in their programs:

- “Thinning carrots — they need it.”
- “Caring for certain plants. Like peppers don't like water and tomatoes need more water.”
- “Yes, we did a food forest. We planted fruit trees. It's just a different set-up from traditional gardens.”

- “Different varieties of vegetables. How to deal with pests and disease.”

5/6 garden respondents had increased their confidence to grow plants on their own because of participating in the gardening program.

4/6 garden respondents reported a positive change in their physical health because of their participation in the gardening program:

- “I feel more energy. I feel more alive”
- “It's a walk across town, and physical labour. More energized, healthier and happier. Sticking [your] hands in dirt is good for stress.”

5/6 respondents expressed that it was important for them to be able to take produce home from the garden.

2/6 respondents had started growing food at home since participating in the Community Garden program. Three of the other four respondents said that they had gardens at home prior to their participation and the other respondent expressed that personal health issues were barriers to growing food at home.

When asked about what they liked best about the Community Garden program, participants overwhelmingly expressed their passion for growing food and working with people from all walks of life:

- “We have an integrated group where users, professionals [and] community members work together and share produce. It's a truly a community integrated model.”
- “I like planting and taking care of the garden with a group of like-minded people.”
- “Everything! I love digging in the dirt. I love the vegetables. I love the people. When I first got here, I was in a dark place. When I put my hands in the dirt, I felt better.”
- “Everything ... community, learning about gardening, getting my fingernails dirty.”

When asked about the biggest difference that the Community Garden program had made in their lives, respondents commented on learning about growing practices and alleviating stress and social isolation:

- “The stress relief. And I love sharing with my neighbours. The tomatoes, cucumbers, peppers. Me and my grand-daughter would go through the garden and check what's ripe. My grand-daughter is high functioning autistic, and this is the one place where she can come and focus. She loves the gardening.”
- “It made me realize I want to grow my own food, not just depend on the grocery store. And that I could if I wanted to.”
- “I learned things about the garden as well, and how to deal with different kinds of people.”
- “It brings joy to my life.”

Participant suggestions for the Community Garden program included: going to visit a farm, providing more in-depth teaching on storing and saving seeds, getting row cover for plants to avoid frost and discussing different types of vegetables.

Food Fit:

3/4 Food Fit participants surveyed have learned something new about cooking healthy meals:

- “[My] confidence increased. Putting meals together as opposed to snacks. How to use a knife, how to cook things, cooking skills.”
- “Looking at the recipe without fear. Not afraid to follow recipes.”
- “Replacing meats with fish. Reducing sodium by using spices instead of salt.”

2/4 Food Fit participants had increased their confidence in the kitchen.

2/4 Food Fit participants reported a positive change in their physical health since participation in the program. It is important to note that at the time of the survey, three participants interviewed had only participated in the program for four weeks. Therefore, the remaining two respondents expressed that it was too soon to tell if the program had had a positive impact on their physical health.

When asked what they liked best about the Food Fit program, respondents commented on learning, trying new food and exercises, and building social connection:

- “I find it interesting, [I’m] enjoying it. My first time, I didn't know how it was going to be. It's more organized, more to it than I thought. I had never done pole walking or yoga. You try new experiences you never knew you would.”
- “I think the social – being able to get to know the other gals. Having fun in the kitchen. Normally, I have a hard time focusing, and it’s daunting. Normally I’m on a budget, and here you’ve got all of the ingredients to cook. The yoga, I wouldn’t want to change that.”

When asked to describe the biggest difference that Food Fit had made in their lives, respondents commented on increased knowledge and trying new things:

- “It's the fact you're opening your mind to new things.”
- “It’s making learning fun.”
- “Trying new things. Varying our diet. I have high blood pressure. Which means it’s difficult to lose weight. It's really cheaper to go to the grocery store and cook for yourself. Putting something together like a salad is better than getting takeout.”

Participant suggestions for the Food Fit program included: getting the word out more because a lot of people don't know about it; placing more emphasis on exercise; and developing a seniors’ fitness program.

Social Justice Club:

2/4 participants said that their participation in the Social Justice Club had increased their interest in politics, current events, and/or community issues. One participant communicated that while they were always interested in these issues, participation in the Social Justice Club has made them more active.

4/4 participants expressed that participation has made them think differently about the challenges they face in their own life:

- “I have more courage and support to comment on and confront oppressive behaviour and acts in my community.”
- “With perspective. My problems are minor compared to a lot of others.”
- “Privilege that I carry. How much work I have to do on my communication skills. A lot of learning around articulating and power structure. Being challenged by other group members feels refreshing.”

4/4 participants had taken action on an issue that mattered to them since joining the Social Justice Club:

- “[We] worked as a group to submit a grant application ... to fund skills building programs.”
- “There are workshops and movies we've shown. My favourite workshop is coming up — white privilege, or I would just call it privilege.”
- “Campaign to put Kathleen Wynne on hearing — was part of the court of public opinion. I was a judge! Christmas parade floats addressing poverty.”
- “I loved doing free hugs! That was awesome. Just being out there and doing that kind of stuff.”

4/4 participants expressed that their knowledge of poverty, social justice, and/or food systems issues had increased since participating in the Social Justice Club and shared some things that they had learned:

- “There are local people willing to push for change.”
- “I was already steeped in these issues before, but it has provided me with more clarity. Most important: inequality.”
- “Amount of community participation needed for change in food systems - sometimes overwhelming.”
- “Food systems — reading *Omnivore's Dilemma*. Big agro-business.”

When asked what they liked best about the Social Justice Club, respondents told us:

- “Being able to be myself and working together for change in our community.”
- “Learning about privilege, the injustices ... Sometimes it feels like ‘Oh my god, this is a lot.’ But [we are] empowered to do things locally. We had a game with 120 public school kids to show the wealth gap.”
- “I like activism, like social movements. That's where everything comes from. It's important to practice decision making and everyone has a say. So if the group is doing just that, it is social justice.”

When asked to identify the biggest difference that the Social Justice Club had made in their lives, respondents told us:

- “Feeling like I belong here. Not feeling like I'm too much for this space.”
- “I'm empowered, engagement, a place to practice political activism. I'm learning to work with all sorts of people in non-hierarchical decision making. We are so conditioned to hierarchy, that it is something I still need to learn.”
- “It makes me think more deeply about social justice issues. Some of the people at the club are more articulate and knowledgeable, and I'm learning to articulate as well. I usually don't speak a lot and I'm shy, but being more conscious allows me to be more articulate.”

Participant suggestions for the Social Justice Club included: doing more educational outreach with the community; having a higher budget for actions; demonstrating greater solidarity with other movements and learning from them; and offering more skills workshops including organizing skills to implement projects.

Community Advocacy and Referrals:

Of all people interviewed in The Table's Annual Program Survey, 64% of respondents knew about the Advocacy Office and 20% had used the Advocacy Office services in the past year.

Out of those who had used the services, 10/15 found the services helpful in resolving their issues and 2/15 found the services somewhat helpful but their issues were self-resolved. 7/15 had received a referral to other CFC programs (e.g. Community Advocacy Training) or external community supports (e.g. shingles vaccine, legal aid and housing rental) and 5/7 of those who received a referral found it helpful.