

# Self-Assessment for Tool for FBNYC Soup Kitchens

**Directions:** For each category, please fill in the circle that corresponds to the text that describes your soup kitchen best. You MUST fill in one circle, and only one circle, per row. Note that everything in the description you choose does not have to be true of your soup kitchen. In each row, please choose the description that matches your soup kitchen better than others, even if it is not 100% correct. THANK YOU!

**Soup Kitchen Name** \_\_\_\_\_

**EFRO #** \_\_\_\_\_

Space				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My soup kitchen does not have any indoor waiting space for clients. We have nowhere to hold outreach events or trainings.	My soup kitchen has indoor waiting space for less than 10 clients, and we can seat fewer than 10 participants at outreach events or trainings.	My soup kitchen has indoor waiting space for about 10-19 clients, and we can seat approximately 10-19 people at outreach events or trainings.	My soup kitchen has indoor waiting space for approximately 20-29 clients, and we can seat about 20-29 people at outreach events or trainings.	My soup kitchen has indoor waiting space for 30 or more clients, and we can seat 30 or more people at outreach events or trainings.
Storage				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My soup kitchen's physical space is limited. We do not have enough storage space to store all the dry food we need for our clients. We do not have both a refrigerator and a freezer.	My soup kitchen has a storage area that is usually large enough to hold our dry food, although sometimes we must look for other storage. Our program has a working freezer and a refrigerator, but we do not always have enough room to store the refrigerated items we receive.	My soup kitchen currently has enough storage for dry food and enough refrigerator and freezer space. But if we needed it, we would not be able to find extra space for more dry food or refrigerated items.	My soup kitchen has enough dry and refrigerated items and never has a problem storing items of either kind. My soup kitchen also has space into which it can expand if necessary.	My soup kitchen has more storage space than it currently needs. Some of our storage space for dry food is empty, and we do not always have to use all of our refrigerators and freezers. Right now, we have extra space ready and waiting in case we have to increase the number of meals we prepare.

**Cooking Appliances**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My soup kitchen does not have a stovetop or oven.	My soup kitchen has a stovetop or oven, but they often need repair.	My soup kitchen has both a stovetop and an oven, and they work OK.	My soup kitchen has a relatively new stovetop and oven that meets our needs.	My soup kitchen's stovetop and oven work great, and more than meet our needs.

**Furniture**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My soup kitchen does not have enough tables and chairs for clients.	Some of my soup kitchen's tables and chairs are broken.	My soup kitchen has enough tables and chairs in good condition for clients.	My soup kitchen has more than enough tables and chairs for clients.	My soup kitchen has more than enough tables and chairs for clients and a budget to purchase more tables and chairs if necessary.

**Office Space**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My soup kitchen does not have a lockable storage space for client information or a work space for clerical tasks.	My soup kitchen has a desk in an open area, but nowhere to lock up client information.	My soup kitchen has a desk and some office furniture in a private area, but nowhere to lock up client information.	My soup kitchen has a desk and some furniture in a private area, and a locked drawer or other place to secure client information.	My soup kitchen has a full private office which contains a locked drawer or other place to secure client information.

**Staff/Volunteers**

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My soup kitchen may have to close due to lack of staff and/or volunteers.

○

My soup kitchen struggles due to a lack of staff and/or volunteers. However, finding staff and/or volunteers for the program is always a problem, and we have not developed written policies and procedures for them.

○

My soup kitchen has enough staff and/or volunteers to maintain its feeding schedule. However, we do not have enough staff and/or volunteers to handle an increased number of clients, and we would have trouble finding more staff and/or volunteers. We have some, but not enough, written policies and procedures for staff and volunteers.

○

My soup kitchen has enough staff and/or volunteers to expand its operation. We have clear and complete written policies and procedures for both staff and volunteers. My soup kitchen also has a plan in place for finding more volunteers. One person in the soup kitchen is paid to work for us on a regular basis.

○

My soup kitchen has strong, well-organized leadership and more volunteers than we need. We often have to say "no" to people who want to volunteer. We have plans in place for both recruiting and training volunteers, and we have written policies and procedures for everyone who works in the soup kitchen. More than one person is paid to work in the soup kitchen on a regular basis.

**Computers**

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My soup kitchen does not own or have access to a computer, *with or without* an Internet hookup. We do not have access to a copier or fax machine either.

○

A volunteer with my soup kitchen has access to a P.C. *with* an Internet hookup, but it is located off-site and is not owned or leased by our program. A volunteer with my soup kitchen has access to a copier and fax machine, but these are also located off-site and are not owned or leased by our program.

○

My soup kitchen has a computer on-site *without* an Internet hook-up, and we use it for word-processing, budgeting, and other tasks, but not all the time. We have a copier and fax machine located on-site that is owned or leased by our program.

○

My soup kitchen has a computer on-site *with* an Internet hook-up, and we use it regularly for word processing, budgeting, and on-line ordering. We also have an on-site copier and fax machine in perfect working order.

○

My soup kitchen has more than one computer *with* an Internet hook-up, and we rely on them for all aspects of our work. We have an on-site copier and fax machine and could afford to upgrade these and purchase additional office technology if necessary.

**Food Delivery**

Food deliveries from the Food Bank For New York City are always difficult to manage. We always have trouble scheduling volunteers. The Food Bank truck never arrives when it is supposed to.

Food deliveries from the Food Bank For New York City are often difficult to manage. We often have trouble scheduling volunteers. Often, the Food Bank truck does not arrive when it is supposed to.

Food deliveries from the Food Bank For New York City are sometimes difficult to manage. We sometimes have trouble scheduling volunteers. Sometimes, the Food Bank truck does not arrive when it is supposed to.

Food deliveries from the Food Bank For New York City are rarely difficult to manage. We rarely have trouble scheduling volunteers. The Food Bank truck usually arrives on time.

Food deliveries from the Food Bank For New York City are never difficult to manage. We never have trouble scheduling volunteers. The Food Bank truck always arrives on time.

**Delivery Options**

My soup kitchen would prefer to receive its delivery from the Food Bank For New York City at the same day and time every week.

YES

NO

**Scheduling**

My soup kitchen is open once a week.

My soup kitchen is open two to three times a week.

My soup kitchen is open four to five times a week.

My soup kitchen is open five to six times a week.

My soup kitchen is open seven or more times a week.

**Client Access**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My soup kitchen cannot accommodate everyone who wants a meal. At any given mealtime, 1-9 potential clients have to be turned away.	My soup kitchen cannot accommodate everyone who wants a meal. At any given mealtime, 10-19 potential clients have to be turned away.	My soup kitchen cannot accommodate everyone who wants a meal. At any given mealtime, 20-29 potential clients (or even more) have to be turned away.	My soup kitchen has just enough resources to feed everyone who wants a meal.	My soup kitchen has more than enough resources to feed everyone who wants a meal. We could easily increase the number of people we feed.

**Diversity**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My soup kitchen does not offer any types of special food (for example, diabetic, kosher, or vegetarian options). Staff and volunteers often cannot communicate with clients in a shared language. The racial and ethnic composition of staff and volunteers does not resemble that of clients.	My soup kitchen rarely offers special food (for example, diabetic, kosher, or vegetarian options). Staff and volunteers often cannot communicate with clients in a shared language. Some staff and volunteers share the racial or ethnic background of clients.	My soup kitchen sometimes offers special food (for example, diabetic, kosher, or vegetarian options). Staff and volunteers regularly communicate with clients in a shared language. Some staff and volunteers share the racial or ethnic background of clients.	My soup kitchen often offers special food (for example, diabetic, kosher, or vegetarian options). Staff and volunteers regularly communicate with clients in a shared language. Most staff and volunteers share the racial or ethnic background of clients.	My soup kitchen always offers special food (for example, diabetic, kosher, or vegetarian options). Staff and volunteers almost always communicate with clients in a shared language. Almost all staff and volunteers share the racial or ethnic background of clients.

**Governing**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My soup kitchen does not have a Board of Directors or an Executive Director.	My soup kitchen has a Board of Directors, but it does not have an Executive Director.	My soup kitchen has both an Executive Director and a Board of Directors. The Board meets once a year, and contact between the Executive Director and Board of Directors is infrequent.	My soup kitchen has both an Executive Director and a Board of Directors. The Board meets four times a year (quarterly) and is in regular contact with the Executive Director.	My soup kitchen has both an Executive Director and a Board of Directors. The Board meets once a month and enjoys a close working relationship with the Executive Director.

## Finances/ Fundraising

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My soup kitchen is considering closing due to lack of funds. We do not do any fundraising, and we do not have a budget for food (i.e. we rely solely on government food and/or private donations).

○

My soup kitchen is barely making it with current funds. We do not have a budget for food (i.e. we rely solely on government food and/or private donations), and volunteers regularly have to donate money to keep our program open.

○

My soup kitchen has enough money to maintain its posted operating schedule and serve its current clients, but we do not have enough money to expand our program. Our budget includes a line for food purchases. Still, we rely heavily on cash donations from individuals to make ends meet.

○

My soup kitchen has stable funding. Our budget, which includes a line for food purchases, consists of funds that come from a variety of sources (including grants), and we maintain a list of individual and corporate donors. If we wanted to expand, we could find the funds to do so.

○

My soup kitchen has had no difficulty finding necessary funds. We maintain a list of individual and corporate donors, utilize a formal fundraising plan, and plan fundraising events. Our budget, which includes a line for food purchases, increases every year to accommodate new and expanded programs.

## Planning

○

My soup kitchen doesn't do any formal planning. Decisions are made informally by one or two staff or volunteers.

○

My soup kitchen doesn't do any formal planning, but we have informal goals and follow unwritten rules. Decisions are made by one or two staff or volunteers, with some discussion.

○

My soup kitchen has done a very small amount of formal planning. We know what our goals are and how we are going to achieve them. We also know what our budget is. But only some of these things have been put on paper. Staff and volunteers are familiar with how we make decisions.

○

My soup kitchen has taken part in formal planning, but it hasn't done so on a regular basis. My soup kitchen has documents in place regarding goals, objectives, policy, procedures, and budget. Monthly financial statements are prepared. We have rules about how we make decisions, and these have been written down.

○

A formal planning process occurs at least once a year and involves participation by staff and volunteers. A written plan includes goals, objectives, policy, procedures, and budget. Finances are audited annually by a certified public accountant. Rules governing decision making processes have been written down and are clear to all staff.

**Making Improvements**

○	○	○	○	○
My soup kitchen is not concerned with suggestions for improvement.	Suggestions for improvement from staff, volunteers, and participants are sometimes acted upon, but there is no formal process in place for recognizing and figuring out whether or not they will work.	A formal process is in place for recognizing suggestions for improvement from staff, volunteers, and participants and figuring out whether or not they will work.	Not only is a formal process in place for recognizing and evaluating suggestions for improvement, but my soup kitchen stays informed about improvements and innovations at other pantries of similar size and mission.	My soup kitchen knows how to recognize and evaluate good suggestions and stays informed about what other pantries are doing. We also measure performance on key quality indicators and share measured performance with Board members and other key stakeholders.

**Referrals**

○	○	○	○	○
My soup kitchen does not refer clients to non-emergency food programs.	My soup kitchen keeps flyers and brochures for non-emergency food programs (like Food Stamps) on hand for clients.	My soup kitchen personally refers clients to other nonprofit and government offices so they can access non-emergency food programs like Food Stamps.	My soup kitchen offers on-site screening and application services for Food Stamps. Our partners in these efforts are as follows:  _____  _____  _____  _____  _____  _____  _____	My soup kitchen offers on-site screening and application services for Food Stamps. It also offers other types of benefit assistance (like tax preparation or screening and application for non-Food Stamps benefits) on-site. Our partners in these efforts are as follows:  _____  _____  _____  _____  _____  _____

**Advocacy**

○	○	○	○	○
My soup kitchen does not have any relationships with elected officials.	My soup kitchen sends letters to its elected officials or calls their offices for assistance when needed.	My soup kitchen has established relationships with elected officials and communicates with them on a regular basis.	My soup kitchen's relationships with elected officials are particularly strong. My soup kitchen uses these relationships to advocate for emergency and non-emergency food programs, including Food Stamps.	My soup kitchen advocates for emergency and non-emergency food programs with elected officials. Staff and volunteers have received training in doing advocacy and the soup kitchen has a written advocacy plan in place.

**Outreach**

○	○	○	○	○
My soup kitchen does not do any outreach.	My soup kitchen prints up brochures or other written material about soup kitchen programs and services and puts them out at meal times.	My soup kitchen prints up brochures or other written materials about soup kitchen programs and services and distributes them in important community locations.	My soup kitchen uses its established relationships with other organizations in the community to advertise its programs and services, in addition to distributing brochures and other written materials throughout the community.	My soup kitchen creates a written outreach plan every year. The plan includes a variety of methods for increasing community awareness of soup kitchen programs and services. Staff and volunteers have received training in outreach techniques.

**Community Relationships**

○	○	○	○	○
My soup kitchen does not have any relationships with other community, food, or social service organizations.	My soup kitchen has very few relationships with other community, food, and social service organizations. Developing these relationships is not important to us.	My soup kitchen maintains some relationships with other community, food, and social service organizations, and we are working to develop more.	My soup kitchen maintains several relationships with other community, food, and social service organizations. Developing these relationships and using them to market our programs and services is important to our soup kitchen.	My soup kitchen maintains many close relationships with other community, food, and social service organizations. We use these relationships both to market our programs and services and work with other organizations for the general well-being of our community.



## Relations with Clients

O

Soup kitchen staff and volunteers do not have any conversations with clients.

O

Soup kitchen staff and volunteers recognize clients, but know very little about them and engage in very little conversation with them.

O

Soup kitchen staff and volunteers greet clients by name and feel comfortable making small talk with them.

O

Soup kitchen staff and volunteers greet clients by name and feel comfortable talking to them about a variety of subjects, including soup kitchen programs and services they may not know about.

O

Soup kitchen staff and volunteers greet clients by name and feel comfortable talking to them about a variety of subjects, including non-food programs and services the soup kitchen offers. Volunteers and staff are also trained to be knowledgeable about programs and services offered elsewhere in the community.