



Bunker Hill Community College

DISH Food Pantry

2024 Annual Report



"You all have given me food when I otherwise wouldn't have been able to eat. I have to choose most times between getting gas and paying bills or getting groceries. So, thank you for all that you do and provide to all of us who use this program." - DISH user



BUNKER HILL
COMMUNITY COLLEGE

BHCC Before DISH

Kathleen O'Neill, Director of Sing



11:00 AM | Visit <http://210.101.34.100>

"I would like to thank you for providing food to BHCC students. This service has been a great help to me during times when I couldn't afford to purchase food." - DISH user

"I'm grateful the resource is there and because of it I feel like BHCC cares about my holistic wellbeing." - 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.

2024 By the Numbers

60,772 Total Pounds Donated

- 43,908 lbs. Food For Free
- 11,705 lbs. Food Link
- 2,889 lbs. Hope & Comfort
- 1,186 lbs. Boston Public Health Commission
- 784 lbs. Community Donations
- 300 lbs. Seven Hills Pasta

95,659 Total Pounds Distributed

- 60,772 lbs. Pounds Donated: includes fresh produce, frozen proteins, eggs, dairy items, shelf-stable items, hygiene items, menstrual products, and PPE (Personal Protective Equipment)
- 14,559 lbs. Frozen Heat-n-Eats Meals (12,660 total meals!)
- 20,328 lbs. Pounds Purchased: includes diapers, baby food, baby products, specialty and culturally-relevant food items, allergen-friendly foods, produce, snacks, drinks, hygiene items, household and cleaning products, and additional frozen meals

PLUS
\$6,900 Stop & Shop gift cards distributed

1,212 New Intake Forms

- 1,179 Students
- 33 Faculty/Staff
- Intake forms are how BHCC community members register to use the DISH grocery program.*

715 households / 1,931 individuals served through Grocery Program

3,586 Grocery Orders Filled

- 2,162 In-person pickups (B-101)
- 1,296 Charlestown Locker pickups
- 128 Chelsea Locker pickups

35,809 Total Grab & Go Visits

- 21,803 Visits to Main Office
- 11,755 Visits to G-Building Lounge
- 2,251 Visits to Chelsea Campus Student Lounge



"I just want to thank DISH Food Pantry and all the staff that makes this program possible. Thank you for all your hard work and effort to help us get what we need without making us feel judged or ashamed about economic inequality." - DISH user

"I enjoyed the Grab & Go on campus during the whole semester because my schedule is very tight for studying. It really helped me to save time and money for my lunch on campus." - DISH user



"I really enjoyed the ease of access. It was also helpful for me being a single parent. I do not qualify for any government assistance but make a really low income and this has eased the burden in tough times. I know I can always reach out if I am struggling."

- DISH user

"Grab & Go helped make sure I have breakfast whenever I was at campus, kept me fed and clean, and helped me stay energized. It was a lifesaver, and something I'll forever be grateful for." - DISH user

Milestones

Spring 2024

- Due to construction on the new Student Success Center (N-building) at BHCC, DISH had moved into a temporary space in 2023. In January, we were able to **move back into our renovated space** in room B-101.
- With funding from the Department of Higher Education through a Hunger Free Campus Grant, DISH was able to **purchase our own cargo van!** This van has been a game-changer for our operations. The van allows our team to do large order and donation pickups around the Greater Boston area as well as deliver grocery orders and Grab & Go inventory to our Chelsea Campus.
- Also through the Hunger Free Campus Grant, we were able to purchase **new equipment** to outfit our DISH locations, including new reach-in refrigerators for two of our Grab & Go locations, allowing us to expand our breakfast offerings.

Summer 2024

- DISH continued our partnership with the Liberty Mutual Foundation, as they renewed their support with a **\$150K grant over 3 years!** This funding supports our Diaper Lottery program, and allows us to purchase diapers, baby food, baby products, and culturally-relevant food items.

Fall 2024

- We celebrated the **5-Year Anniversary of the DISH Food Pantry** at BHCC with a special on-campus event, bringing together community partners, donors, and supporters for a time of reflection and recognition.
- The **DISH Diaper Lottery** was established as a more equitable way to distribute diapers to our grocery program participants on a monthly basis.



- We added **Sysco** as a new supplier, making weekly deliveries of product to stock the pantry and increasing operational efficiency.
- A team of dedicated DISH staff, BHCC students, and supporters joined forces to participate in Three Squares New England's **Ride for Food** fundraising event based in Dedham. Team members walked and biked in support of DISH, and raised a total of \$3,810!
- BHCC's Student Government Association (SGA) established a **DISH Food Pantry Committee**, which will work on special projects to support DISH's work and mission.



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. 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 2024, we **served 715 households (up 29% from 2023)** through our grocery program, filling **3,586 grocery orders (up 33% from 2023)**, which includes orders picked up in-person as well as in our refrigerated lockers on the Charlestown and Chelsea Campuses. We processed **1,212 new intake forms** in 2024, a **35% increase** from the previous year.

Diaper Lottery

In Fall 2024, DISH changed the way we distribute diapers. Previously, DISH users could order diapers via SmartChoice along with all other grocery items. However, we were seeing an uptick in demand for diapers and felt there could be a more equitable way to reach those in need. **We moved to a Diaper Lottery system**, which allows DISH users to enter the lottery on a monthly basis. Based on our supply, we randomly select approximately 50 people to receive a box of diapers of their preferred size for that month. We prioritize those who did not receive diapers via the lottery during the prior month.



Grab & Go Locations

DISH operates **3 Grab & Go locations**. These locations include the Main Grab & Go office (B-101) on the Charlestown Campus, the G-Building Lounge on the 2nd Floor of the Charlestown Campus, and the Chelsea Campus Student Lounge (4th Floor). Items offered at our Grab & Go locations include snacks, drinks, frozen meals, fresh produce, bread products, pads and tampons, travel-size hygiene items, PPE, and miscellaneous grocery items.

DISH once again saw a significant increase in Grab & Go visits – from **2,516 visits in 2022**, to **19,900 in 2023**, to **35,809 visits in 2024!** In just two years, DISH expanded from 1 to 3 Grab & Go locations, and our visits **increased by 1,323%**. Our busiest day recorded saw **448 students, faculty and staff members** visit our Grab & Go locations, an **increase of 63%** from the previous year.

"A tremendous relief and a no-judgement place to come to when feeling hungry which gives me energy throughout the day before, during, or after classes." - DISH user

Heat-n-Eats Frozen Meal Program

Thanks to our longstanding partnership with Food For Free, DISH is able to offer healthy, frozen meals at all of our Grab & Go locations. In 2024, DISH distributed **12,660 frozen Heat-n-Eats meals** to our BHCC community, an increase of **42%** from 2023! These meals include meat, fish, and vegetarian options.

Overall Distribution

In 2024, we distributed a total of **95,659 pounds** of food, hygiene and household items through our Grocery and Grab & Go programs. This is an increase of **37%** over 2023. We **purchased 20,328 pounds** of product (up **117%** from last year), equating to **\$88,000 spent**. This accounted for 21% of the total product we distributed in 2024.



"It not only provided me with needed resources, it also empowered me." - DISH user

"DISH Food Pantry is not only for helping hungry students but also for inspiring them to focus more on their studies." - DISH user



Fall 2024 Feedback Survey Results

Survey Basics

- Distributed in January 2024 to 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 2024 semester.
- 178 responses were received.

Visiting DISH

- 94% of respondents felt they were **treated with dignity and respect** and felt **supported** by DISH Food Pantry staff.
- 97% of respondents are "Extremely Likely" or "Very Likely" to **recommend DISH** to other students, faculty, and/or staff.

Quality of Product

- 86% of respondents rated the **quality of food items** received in their locker pick-up orders as "Excellent" or "Good."
- 88% of respondents rated the quality of food items received at Grab & Go as "Excellent" or "Good."

Impact

Frozen Meal Program

- 85% 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**.
- 90% of respondents "Agreed" or "Strongly Agreed" that their **stress/anxiety was lessened** by having easy access to a nutritious meal.

Grocery Program

- 89% of respondents were able to **focus better on class or work-related activities** by receiving items from the DISH grocery program.

- 85% of respondents were able to **stay enrolled** at BHCC by receiving items from the DISH grocery program.

Retention

- 91% of respondents plan to **sign up for more classes** at BHCC.

Opportunities for Improvement

- Some respondents expressed a desire for **expanded hours** at our Main Grab & Go location.
- Respondents noted how **crowded and busy** the Main Grab & Go location can get, making it difficult to access food. Suggestions were made to limit the number of people in the Grab & Go space at one time.
- There was a desire for **more diverse food choices** and **more fresh produce** over canned.
- Some respondents mentioned that **having to wait 2 to 3 weeks** from when they place their order to the next available pickup time is inconvenient.
- A common sentiment shared was that Grab & Go locations sometimes **ran out of items** like frozen meals and drinks and that inventory was often insufficient to meet the high demand.

"The fact that BHCC makes this service available increases my attachment to the school, and makes me appreciate and want to support it more." - DISH user

"Generally I want to say a big THANK YOU to everyone in DISH Pantry, hope this place gets better and better every day! It is a place that makes us feel safe and secure and gives us a sense of belongingness, inclusiveness. Appreciate the time and effort to everyone here! You guys make a difference to our lives." - DISH user

Our Partners

We could not do what we do without the support and generosity of our community partners and individual donors. A special shout-out to members of the BHCC Family – both on campus and beyond – who contribute monetary gifts, in-kind donations and help us to fulfill our Amazon Wishlist. 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
- The TJX Companies, Inc.
- Boston Cares
- Three Squares New England
- Community members



Support



"I don't have to worry about how to afford my meals. It lessens my financial burden and also time, which are both very essential in my studies." - DISH user



Our Staff

Chelsea Alexander, Academic Coordinator, DISH Food Pantry

Emery Spooner, DISH Food Pantry Assistant

Andrea Catania, DISH Food Pantry Operations Assistant

Camryn Fedeli, Graduate Intern from Merrimack College

The DISH is supported by a stellar team of BHCC student staff members, who contribute **120 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!
- 2024 & Current Student Staff**
- Joelle Gnonlonfoun
 - Vibian Jebichii
 - Jay Batsaikhan
 - Jessica Saavedra Eleno
 - Sahil Patel
 - Tejasvi Sabhani
 - Yash Raol
 - Justin Wonou
 - Zakaria Kantou

- Diego Garay
 - Larissa Amediame
 - Susmita Thapa Magar
 - Josian Monge
 - Ester Pina
 - Sudin Koirala
 - Nay Myo Naing
 - Ashmita Singh
 - Pralad Budhathoki
- Special thanks to Will Cribby, Assistant Dean of Students, for his ongoing support and oversight of the DISH team!

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



Donate



Amazon Wishlist

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.

"It is a great project that helps a lot of people who need support. I was able to cook healthier food at home and this is amazing."

- *DISH user*

"DISH made my life easier. Every dollar BHCC saves me is a dollar I can invest in my future."

- *DISH user*

"I am really grateful that this department exists on our campus. It has helped me in very difficult times." - *DISH user*



Bunker Hill Community College

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imagine the possibilities

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Chelsea Campus | 70 Everett Avenue, Chelsea, MA 02150 | 617-228-2101 | TTY: 617-242-2365
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