

Introduction

The Jewish Relief Agency of Philadelphia (JRA) is a not-for-profit organization that provides a monthly food box to those in need, serving over 6,800 diverse, low-income individuals across Greater Philadelphia. Every 2 years, the JRA conducts a client satisfaction survey, collecting data on demographics, food insecurity, and satisfaction of each household that they serve. The JRA sent 1800 surveys in January 2022 and received over 800 responses. Question 16 asks, "Do you currently receive any of the following benefits or services?" Respondents were able to check all that apply from a list of 18 choices. Choices included food benefits (SNAP, Meals on Wheels, free lunch), income benefits (welfare, supplemental security income) and disability benefits (PCA services, SSD). The same question was asked on the 2020 survey. I am comparing the top five benefits received in 2020 and 2022.

Method

The survey data was collected using Qualtrics. The count for each service was determined and then ordered from most common to least common. The top five for each year were used in a bar chart of the top five services received.

In addition to finding the top five services, I used R to isolate the services that related to food insecurity. These included SNAP and WIC. I wanted to know the proportion of people who receive those services and have their food needs being met, per a survey question. The JRA aims for their clients to have their food needs met and if they are not, they would like to know how many of their clients need additional services.

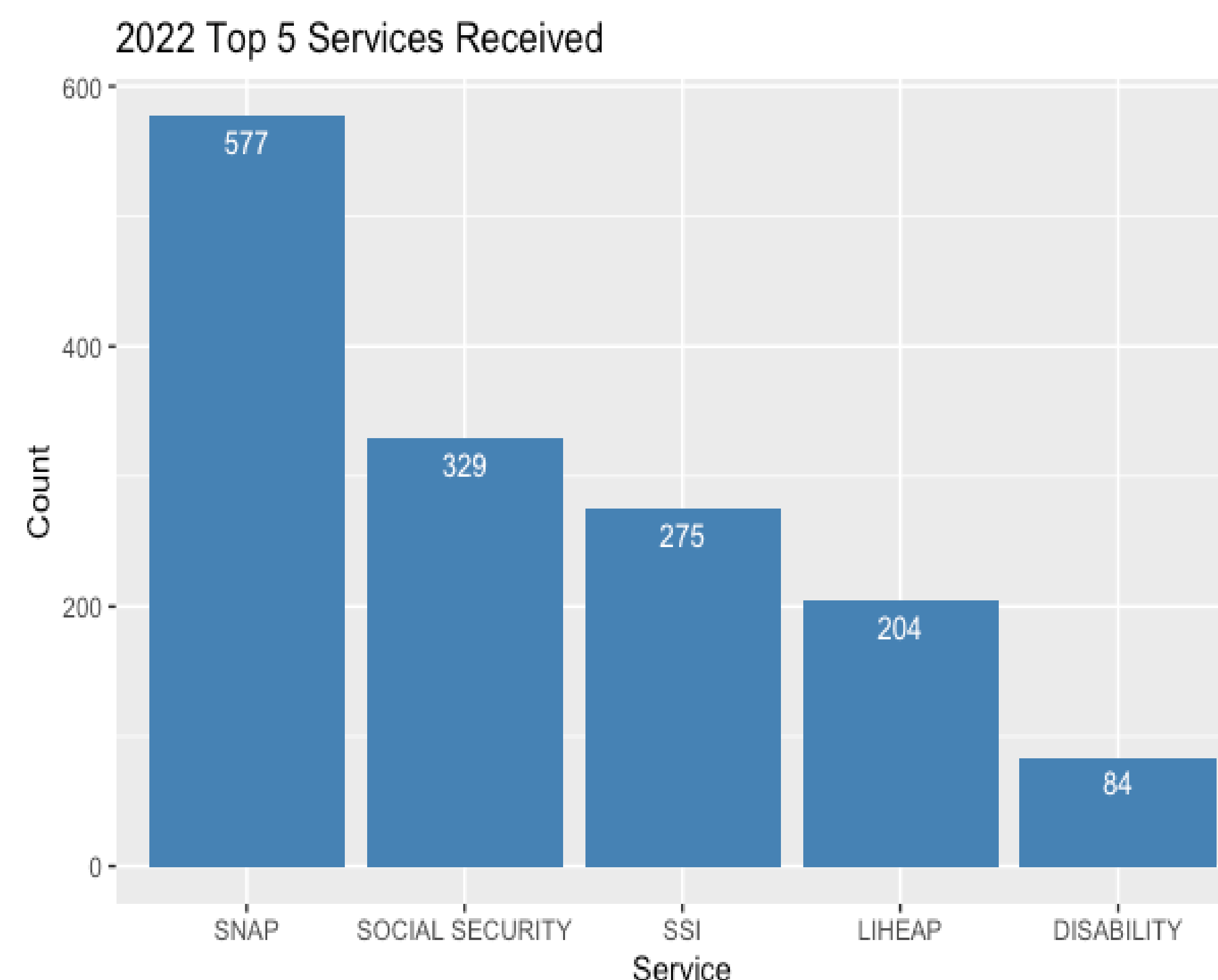
Services

- SNAP- Supplemental nutrition assistance program that provides money to purchase qualified foods and goods
- Social Security- Replacement income for qualified retirees
- SSI- Monthly payments for disabled children, disabled adults, and individuals over the age of 65
- LIHEAP- The Low-Income Home Energy Assistance Program assists low-income households with heating and cooling costs
- Disability- Social Insurance program that provides benefits to disabled individuals and their dependents
- PCA-Personal Care Assistants that provide resources to older adults

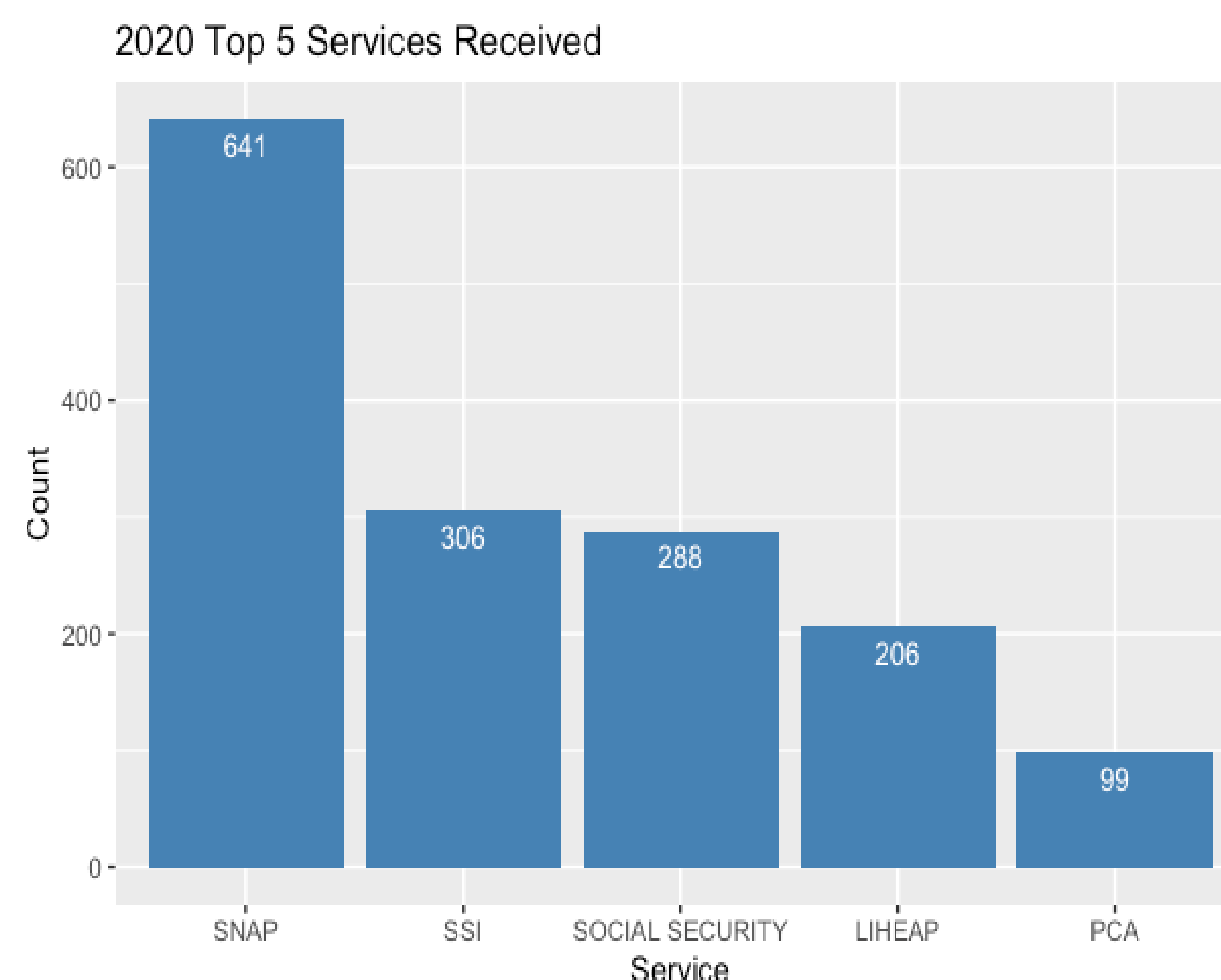
References

<https://Jewishreliefagency.org>

Results



2022 Top 5 Services: *SNAP, Social security, SSI, LIHEAP, Disability*

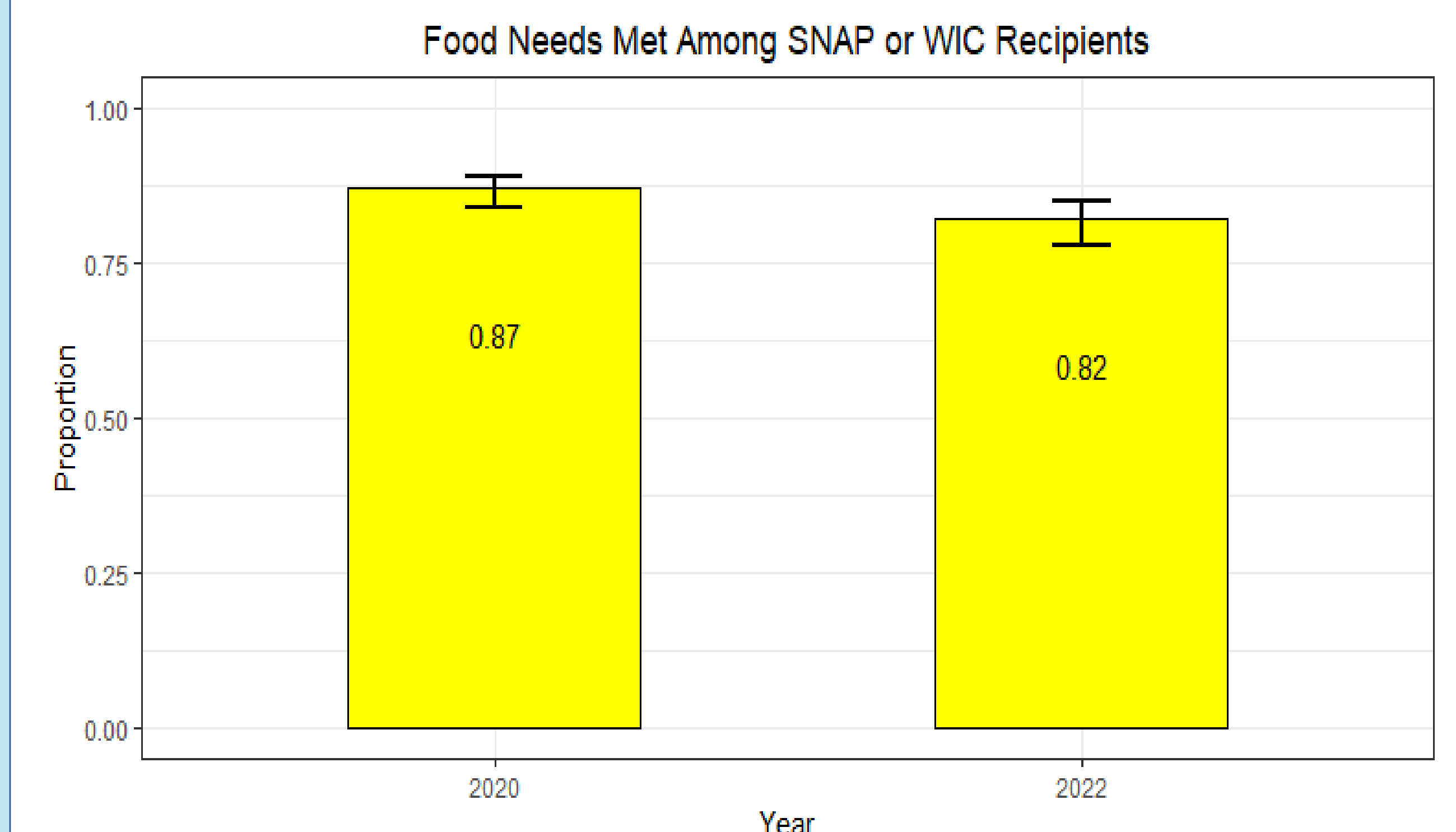


2020 Top 5 Services: *SNAP, SSI, Social security, LIHEAP, PCA*

Food Insecurity

SNAP and WIC are both services that relate to food insecurity. In 2020, 87% of the JRA's clients' that also receive SNAP or WIC said that their food needs were being met via a survey question. In 2022, the percentage dropped to 82%, a statistically significant change ($\chi^2=6.43, p=0.0112$).

The JRA works to better meet their clients' needs. We expected that needs were not being met at the same level in 2022 vs. in 2020 due to covid-19. Not surprisingly, their clients' needs have increased since the pandemic.



Conclusion

In 2022, The top five services received by JRA clients were SNAP, Social Security, SSI, LIHEAP, and Disability. In 2020, they were SNAP, SSI, Social Security, LIHEAP, and PCA. I expected that from 2020 to 2022 the services would remain similar, and they did. Since the JRA is providing a service that relates to food insecurity, it was not surprising that SNAP was the most common service received by their clients. In addition, a larger proportion of households stated that their food needs were not being met from 2020 to 2022.

This information is important to the JRA because they work with EBT services in the Philly area to identify clients that are not receiving benefits but qualify for them. The JRA wants to broaden their understanding of client needs and provide emergency services if needed.