

# Advancing Equity within the Emergency Food Provider Network in Maricopa County



ASSOCIATION  
OF ARIZONA  
FOOD BANKS

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# Introduction

The poverty rate for the Latino population in Maricopa County, Arizona was 26.7%, compared to 21.8% for all county residents in 2009.<sup>i</sup> In addition to disproportionately high rates of poverty, Arizona's Latino communities face an increasingly complex landscape of immigration policy and a social and political environment that is becoming increasingly hostile to Latinos. In 2010, staff members of the Association of Arizona Food Banks were told at a number of community meetings that the Latino community in Arizona is underserved by the network of food banks and food pantries. Recognizing the feedback and the need to respond to the increasingly hostile climate toward Latinos in the state, the Association of Arizona Food Banks requested a Bill Emerson National Hunger Fellow to complete a five month research project to identify barriers that Latinos face to accessing emergency food in Maricopa County and deliver recommendations to address those barriers.

The Association of Arizona Food Banks is a statewide organization serving its five regional food bank members and a network of nearly 1,700 pantries and agencies, collectively serving all fifteen counties in Arizona. Three of the food banks are located in Maricopa County. The Association of Arizona Food Banks also works closely with the Arizona Department of Economic Security (DES), which supplies the food banks with food a U.S. Department of Agriculture (USDA) program called The Emergency Food Assistance Program (TEFAP). TEFAP supplies surplus USDA commodities to food banks and pantries, shelters and soup kitchens across the country. DES also administers state funds to support the food bank network.

It is important to note that the Latino population in Maricopa County is not homogeneous; it is diverse in terms of national origin, heritage, language and citizenship. The recommendations delivered in this report are designed to benefit all members of the Latino community in Maricopa County. Some of the information collected during community interviews deals specifically with immigrant and status issues, while other information deals with language issues. While it is important to understand that Latino issues and immigrant issues are intertwined in Arizona, they should not be conflated.

The goal of this report is to deliver recommendations for providing equitable emergency food services for Latinos in Maricopa County. The first section is a summary of 28 in-depth interviews conducted with service providers, advocates, pastors and members of the Latino community. Findings indicate that several real and perceived barriers prevent Latinos from accessing emergency food in Maricopa County.

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The second section is a series of maps that show rates of poverty, language ability and current pantry locations in Latino communities in order to identify geographically under-served areas. The maps were created using American Community Survey (ACS) 2005-2009 five-year estimates. This data set provides average data across five years, and as such, it does not fully represent the demographic impact of the recession and recent immigration policy changes in the state. At the time this report was compiled, ACS estimates were the most reliable way to obtain demographic estimates in geographies smaller than counties. The maps indicate that the Latino community in South Phoenix and West Phoenix are geographically under-served by the network of food banks and pantries.

The third section is a set of recommendations derived from information collected during community interviews. These recommendations address the barriers listed in the first section. Each recommendation delineates the role of the various members of the food banking system in Arizona. Roles for implementation are defined for the Association of Arizona Food Banks, member food banks, food pantries (also referred to as distribution agencies) Arizona Department of Economic Security.

## Acknowledgements

I would especially like to thank the individuals who gave their thoughtful energy and time in the community interview process. Interviewed on the condition of anonymity, their names are not listed in this section. Their opinions, advice and recommendations during this process were integral to the completion of this project. I would also like to thank the staff of the Association of Arizona Food Banks for their guidance and input on this project, particularly Brian Simpson, Ginny Hildebrand and Virginia Skinner. A special thank you to Marie Lawrence, Bill Emerson National Hunger Fellow placed at Arizona Community Action Association. An additional thank you to the staff of the Congressional Hunger Center, in particular Aileen Carr for carefully reviewing this report. A special thank you to all of the organizations and individuals who informed this report:

Arizona Association of Community Health Centers  
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Asian Pacific Community in Action  
California Association of Food Banks  
Center for Community Development and Civil Rights, Arizona State University  
Central Arizonans for a Sustainable Economy  
Chicanos Por La Causa  
City of Mesa Prosecutor's Office  
City of Refuge Ministry  
Congressional Hunger Center  
Desert Mission Food Bank  
East Valley Bible Church  
Feeding America  
First Things First  
Friendly House  
Iglesia de Dios de la Profecía  
Leah Jo Carnine  
Mano Express del Valle  
Maricopa Association of Governments  
Mesa Longfellow Elementary School  
Mexican Consulate  
Mountain Park Health Center  
Mujeres en Acción  
Neighborhood Ministries  
Puente  
Research Advisory Services  
Rio Vista Center  
Roman Catholic Diocese of Phoenix, Office of Ethnic Ministries  
Saint Mary's Food Bank Alliance  
School of Transborder Studies, Arizona State University  
Seventh Day Adventist Spanish Church  
Somos America  
United Food Bank

# Section One: Barriers Faced by Latino Communities to Accessing Emergency Food in Maricopa County

## Introduction

This section is a synthesis of 28 in-depth interviews conducted in Maricopa County with service providers, advocates, pastors and members of the Latino community and one forum held at a local community meeting. The interviews aimed to 1) gauge the level of knowledge in the Latino community of services offered by food banks and pantries; 2) understand barriers that Latinos face to accessing emergency food at food banks and food pantries; and 3) solicit recommendations and advice on removing those barriers. The six most prominent themes that emerged from the process are discussed in this section.

## Prevalence of Discrimination and Racial Bias

Latinos are acutely aware of racial bias in Arizona and interviewees state that the severity of the problem is increasing. Many believe that racism has become much more prevalent since the passage of Arizona Senate Bill 1070 (SB 1070) in 2010 (see Appendix 1). One interviewee said "it feels like the 1950s all over again," that is, before racial segregation was made illegal with the passage of the Civil Rights Act of 1964. He said he did not believe that racism disappeared after the Civil Rights movement, but rather that the debate surrounding immigration issues and SB 1070 created an environment where racist attitudes and actions returned explicitly to public discourse. A different interviewee described the process that many Latino immigrants face as "trying to fit into a society that does not accept [Latinos]." This person went on to explain that many immigrants shy away from assimilation after experiencing feelings of rejection. Interviewees indicated that many Latinos, specifically immigrant Latinos, rely upon Latino community-based organizations and churches for emergency food while avoiding non-Latino organizations due to a fear of discrimination.

Two pantry directors at a Latino church in South Phoenix told stories of clients they recently served coming to them after being turned away at other agencies because they did not speak English or because they were Latino. Other pantry staff at Latino organizations reported that several clients had similar experiences at other food pantries. Regardless of the frequency of explicit racial discrimination in the network of distribution sites in Maricopa County, it is evident that the instances that do occur have a lasting impact on Latino communities' perception.

## Identification Requirements

Interviewees reported confusion surrounding identification requirements at food banks and pantries in Maricopa County. Arizona TEFAP distribution guidelines do require some form of identification, but it does not have to be government-issued. The guidelines state that any of the following are acceptable for identification purposes: driver's license, rent, utility, and phone bills, or a document that shows a client's name and address. The federal TEFAP guidelines prohibit requiring social security numbers.<sup>ii</sup> Although no one interviewed had been turned away, many relayed stories of others being turned away from food pantries for lacking U.S. state-issued identification cards. Others heard stories of agencies collecting social security numbers. Many interviewees that were not familiar with the food bank and pantry network did not know that requiring U.S. identification cards or social security numbers was prohibited. This finding indicates that many Latinos are not likely aware of their rights at food banks and pantries. It also indicates that some food pantries are not following TEFAP identification requirements.

## Misconception of Food Banks and Pantries as Government-Affiliated Programs

A misconception exists in some immigrant communities that food banks and food pantries are a part of the government. A major barrier for undocumented Latino immigrants in accessing emergency food from food banks and pantries is a fear that the mere act of requesting emergency food could lead to deportation. Even though virtually all emergency food distribution sites receive food through TEFAP and state and local government agencies can run food pantries, the emergency food network does not function as a part of the federal, state or local government. Latino immigrants often confuse the services that food banks and pantries provide with state or federal programs such as Supplemental Nutrition Assistance Program (SNAP), Women, Infants and Children (WIC) and AHCCCS (Arizona Health Care Cost Containment System), Arizona's Medicaid program, and perceive all as government run programs. The research indicates that the climate surrounding the passage of Arizona SB 1070 has increased a fear that attempting to access emergency food could lead to deportation. Many of those interviewed also cited Arizona HB 2008 as confounding the misconception that food banks and food pantries are somehow an extension of the government. This law requires Arizona state employees to report individuals to U.S. Immigration and Customs Enforcement (ICE) who come in contact with the state government if they are made aware of a person's undocumented status. Interviewees reported that some Latino immigrants consider private non-profit emergency food pantries as being government operated or affiliated and thus subject to HB 2008 reporting requirements. Because of this, many Latino immigrants avoid going to certain food pantries that are not perceived to be safe, instead choosing food pantries at churches or organizations run by Latinos.

## Language Barriers

One of the most prevalent barriers discussed in interviews was the language barrier faced by clients. Interviewees reported that a lack of Spanish-speaking staff and signs made it difficult for Latinos with limited English ability to access emergency food. One food pantry manager at a Latino church described a situation where a client was told she could not receive food at another local agency because she did not speak English. Language barriers also exist in more subtle ways. During a discussion at a community meeting hosted by a Latino community based organization, one participant said that non-Latino food pantries should make an effort to be “more Mexican-friendly...so we feel more comfortable.” The same participant went on to explain that the easiest way to appear friendlier was to have signage in Spanish. Having bilingual staff or volunteers at the site would be most helpful, but in lieu of a Spanish speaker, bilingual signs would be an important step forward. Many participants in the meeting responded enthusiastically to this suggestion. In a county where 7.3% of the population is estimated to be limited or non English proficient (LEP/NEP) Spanish speakers,<sup>iii</sup> developing capacity to communicate in Spanish is a necessity. If an agency does not have Spanish language capacity, interviewees state that it can send an implicit message that the agency does not operate to serve the Latino community. Even if a distribution site does not do anything actively to discriminate against Latinos, a lack of Spanish language capacity can still be a barrier for Latinos in need of emergency food.

## Excessive Paperwork

As of January 2011, there are no longer any agencies that require a referral to receive an emergency food box. Even though referrals are no longer required, lingering perceptions of this process can still be a barrier. Requiring referrals to get emergency food was presented as an obstacle for members of the Latino community. Sentiments such as, “having to jump through hoops to get food,” were presented as a major barrier to accessing emergency food in the Latino community, specifically for immigrant and LEP/NEP Latinos. The premise for referrals is well-intentioned: when people are in need of emergency food, it might also indicate that they are in need of other types of assistance. Thus some food banks and pantries required a referral from a social service agency to receive emergency food so that clients could be referred not only to food assistance but to other appropriate services. However, this requirement presented a barrier because it complicated the process for obtaining emergency food. Many interviewees reported that it made more difficult a process that was already hard for members of LEP/NEP and immigrant Latino communities to navigate.

## Location of Food Pantries

Several interviewees reported that the location of food pantries was a major barrier for most Latinos living in South Phoenix. West Phoenix was also reported to have an insufficient amount of food pantries, but more interviewees specified South Phoenix as the highest need area. Some interviewees reported that Latino churches have been reducing geographic barriers by opening food pantries in underserved communities, specifically in Mesa and South Phoenix. In section two, the maps of pantry locations, poverty and population in Latino communities corroborate with this finding.

## Section Two: A Geographic Analysis of Access to Emergency Food in Latino Communities

The maps in this section contain demographic data extracted from the U.S. Census Bureau's American Community Survey (ACS) 2005-2009 5-year estimates. Data was extracted for the "Latino or Hispanic" population in Maricopa County, Arizona by census tract. A limitation of the data from this survey is that they reflect the average for the five year period from 2005 to 2009, including roughly three years (2005-2007) of data before the start of the economic recession that began in 2008. Latino poverty rates have increased since this time, thus the five year data do not accurately portray the impact of the recession on Latino individuals in Maricopa County region.

The second layer of data is comprised of food bank and food pantry locations for AAFB's three member food banks in Maricopa County: Saint Mary's Food Bank Alliance, United Food Bank and Desert Mission Food Bank. In the map legend the locations are referred to as "pantry," but include all food banks, food pantries and mobile food distribution sites. Agency relations staff at Saint Mary's Food Bank Alliance and United Food Bank provided addresses and hours of operation for all agencies in Maricopa County. Desert Mission Food Bank does not have affiliated agencies, but dispenses emergency food directly to the community. Agencies' hours of operation are represented by symbols on the maps.

### Map 1: Pantry Location and Latino Population in Maricopa Region

This map shows the number of Latino individuals in Maricopa County region by census tract. Latino communities are concentrated in Mesa, South Phoenix, West Phoenix, Tolleson and South Glendale. This map is the only map representing absolute numbers of individuals, while the three other maps represent the proportions in the same geographies. This map should be used in conjunction with the other maps to identify high-need areas.

### Map 2: Pantry Location and Proportion of Latino Population below 100% FPL in Maricopa Region

This map shows the proportion of Latino individuals below 100% Federal Poverty Level (FPL) by census tract. High rates of poverty in Latino communities are concentrated in Mesa, Tempe, Phoenix, Tolleson and South Glendale. There is a limited amount of food pantries in South Phoenix, West Phoenix and Tolleson relative to poverty rates and population density in Latino communities in these areas.

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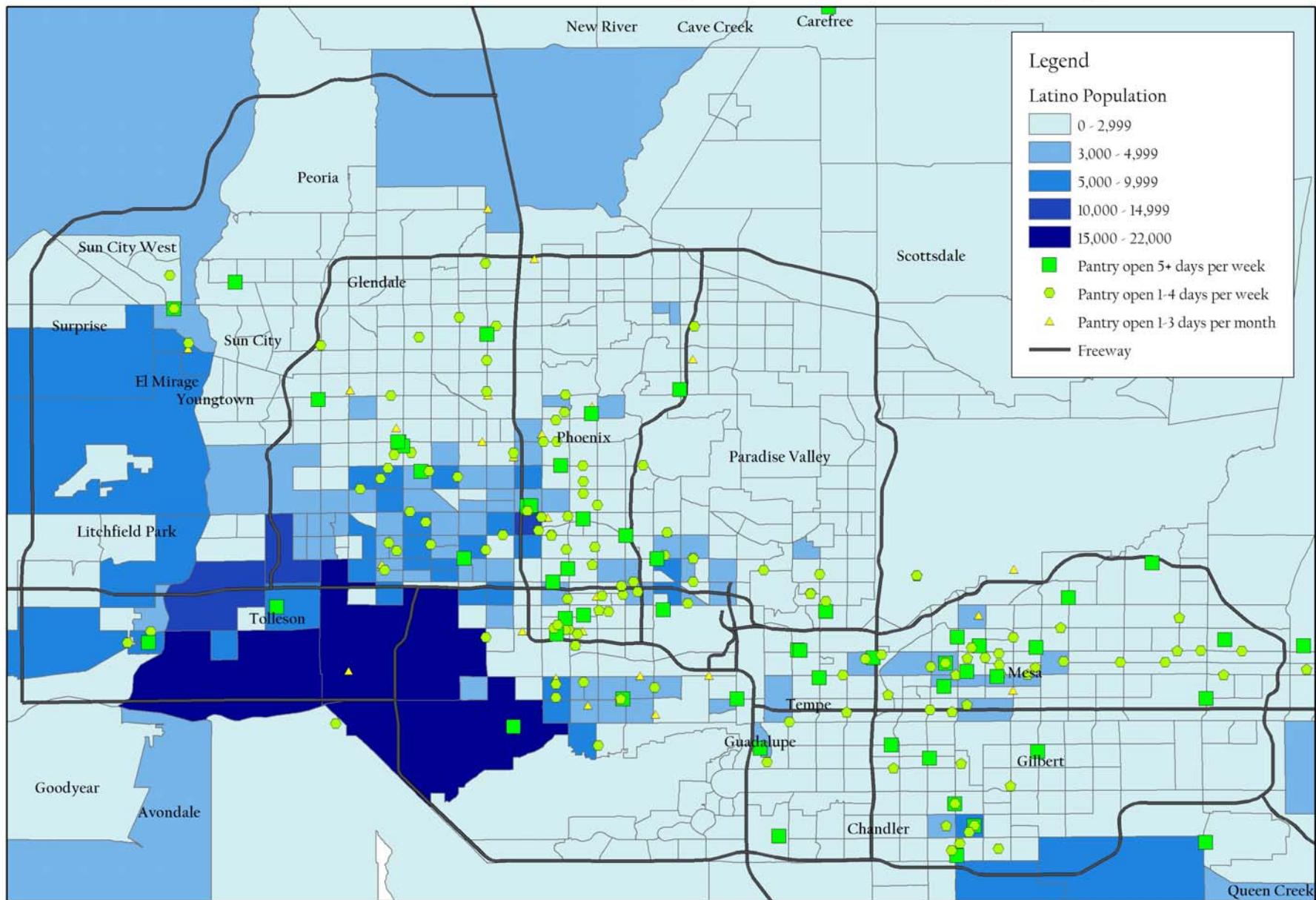
**Map 3: Pantry Location and Proportion of Latino Population below 185% FPL in Maricopa Region**

This map shows the proportion of Latino individuals below 185% Federal Poverty Level (FPL) by census tract. Households/individuals below 185% FPL are eligible to receive TEFAP commodities, thus the proportion of Latino individuals below 185% FPL was used as a proxy to estimate the proportion of the Latino community likely to be eligible for emergency food. High rates of poverty in Latino communities are concentrated in Mesa, Tempe, Phoenix, Tolleson and South Glendale. This map uses a formula to estimate the proportion of the Latino population living under 185% from multiple ACS data elements. Refer to Appendix III for detailed information on quantitative methods. Similar to Map 2, this map illustrates a limited amount of food pantries in South Phoenix, West Phoenix and Tolleson relative to poverty rates and population density in Latino communities in these areas.

**Map 4: Pantry Location and Proportion of Latino Population that is LEP/NEP Spanish Speaking in Maricopa Region**

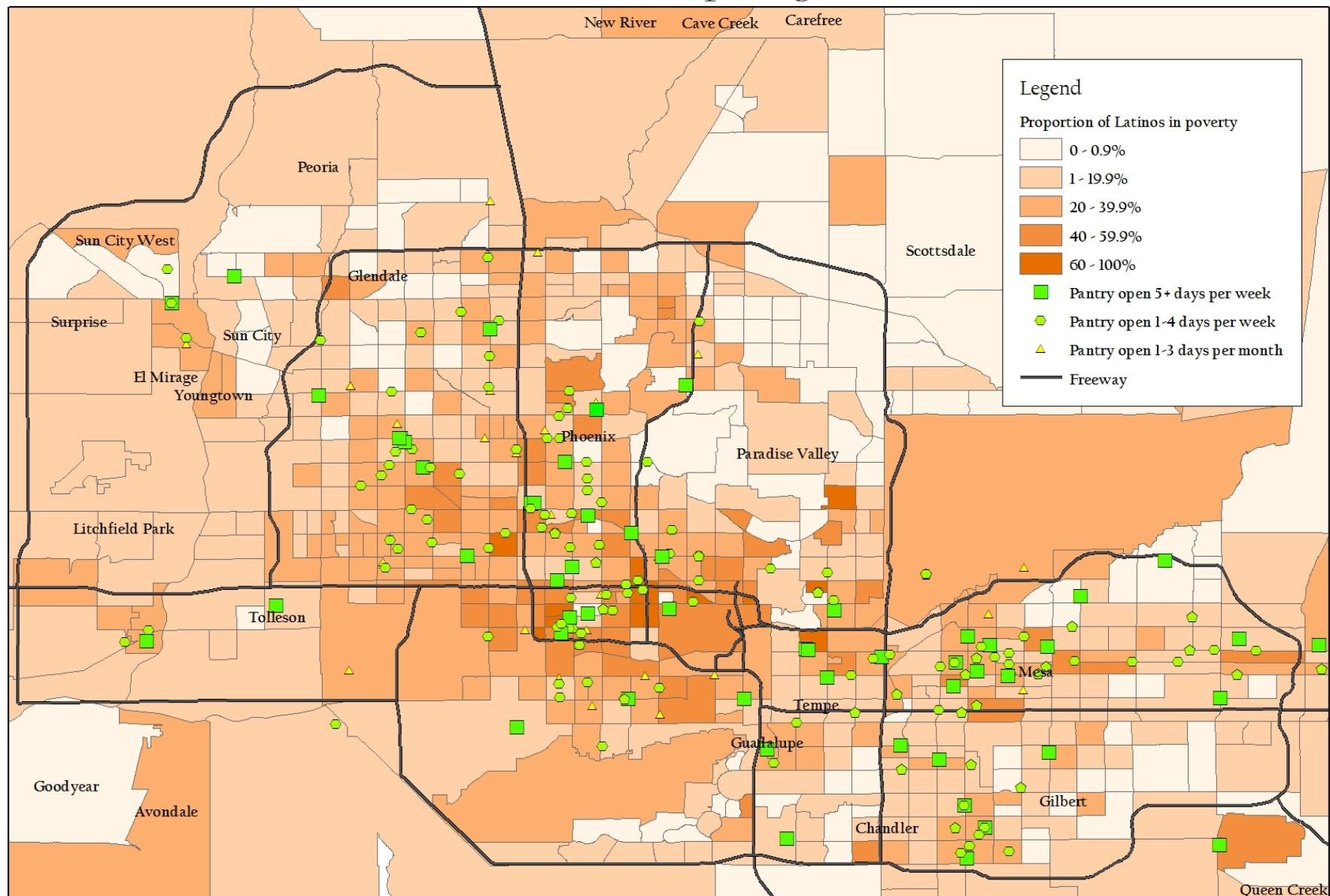
This map shows the proportion of Latino individuals who are LEP/NEP Spanish speakers by census tract. High rates of poverty in Latino communities are concentrated in Mesa, Phoenix, Tolleson and South Glendale. Refer to Appendix IV for information on the formula used to derive estimates for the proportion of Latino individuals who are LEP/NEP Spanish speakers.

# Pantry Locations and Latino Population in Maricopa Region



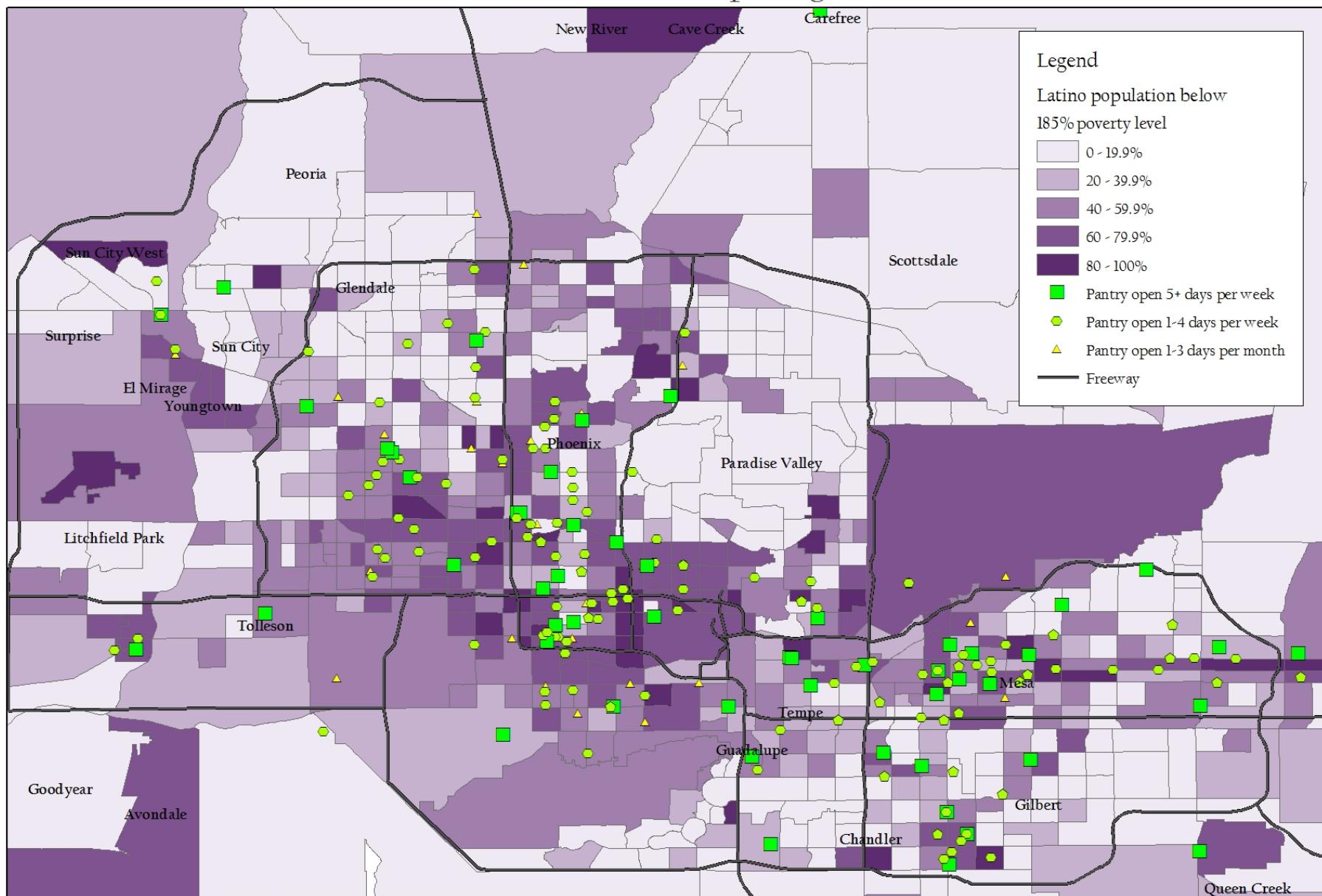
Source: 2005-2009 American Community Survey 5-Year Estimates  
Map prepared by the Association of Arizona Food Banks, February 2011

# Pantry Locations and Proportion of Latino Population below 100% FPL in Maricopa Region



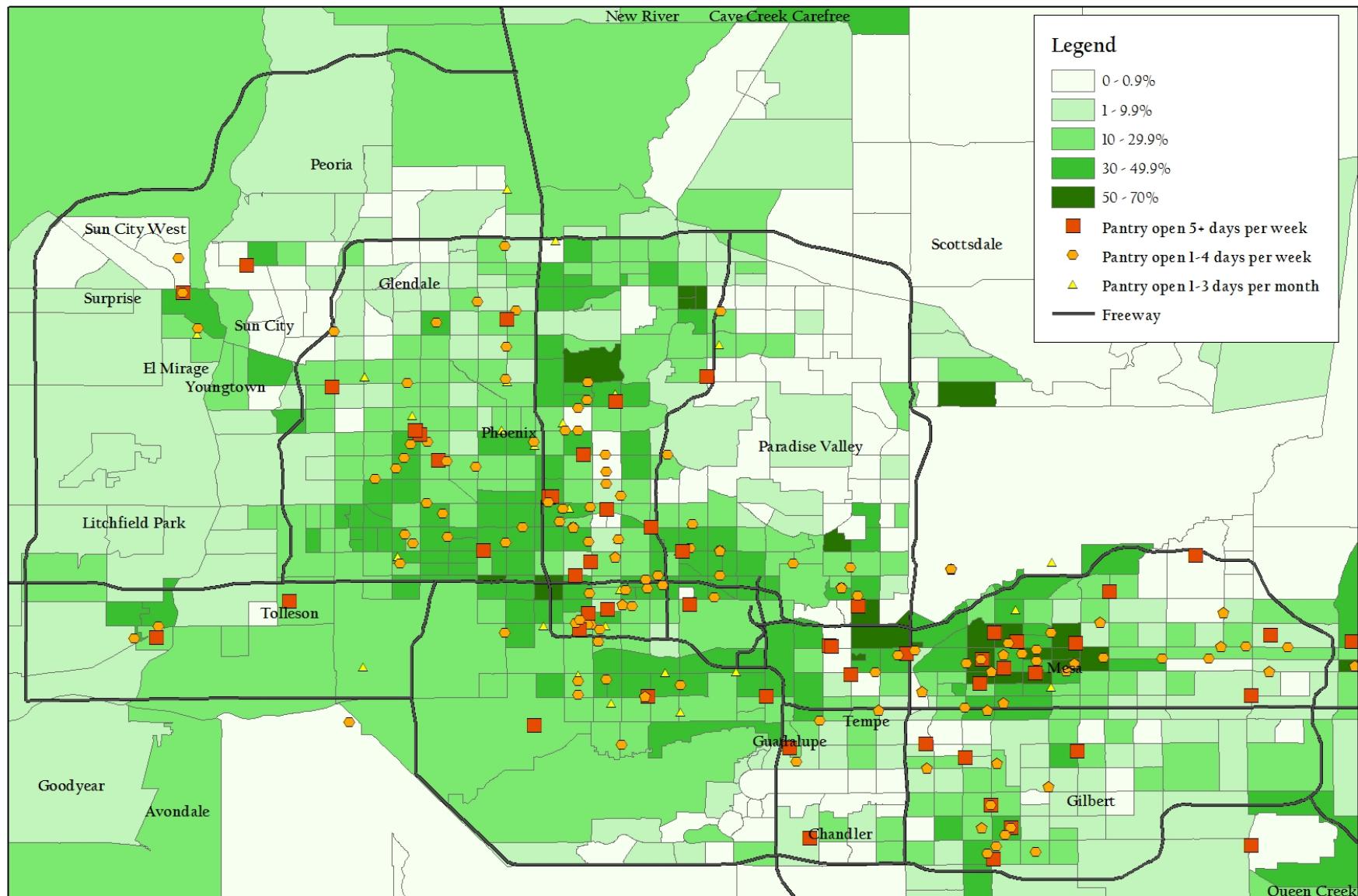
Source: 2005-2009 American Community Survey 5-Year Estimates  
Map prepared by the Association of Arizona Food Banks, February 2011

## Pantry Locations and Proportion of Latino Population below 185% FPL in Maricopa Region



Source: 2005-2009 American Community Survey 5-Year Estimates  
Map prepared by the Association of Arizona Food Banks, February 2011

## Pantry Locations and Proportion of Latino Population that are LEP/NEP Spanish Speakers in Maricopa Region



Source: 2005-2009 American Community Survey 5-Year Estimates  
Map prepared by the Association of Arizona Food Banks, February 2011

# Section Three: Recommendations

## Introduction

The research presented in this report indicates that there are significant barriers preventing Latinos from accessing emergency food from food banks and pantries in Maricopa County. This section seeks to deliver recommendations to address those barriers. Each recommendation is derived from suggestions and advice gleaned during the community interview process. Recommendations are grouped by the barrier they address and suggest the role of the Association of Arizona Food Banks, member food banks, distribution agencies (food pantries) and the Arizona Department of Economic Security.

### Barrier: Prevalence of discrimination and racial bias

#### Recommendation: Training Staff and Volunteers

Several interviewees recommended that food banks and pantries focus on training their staff and volunteers as a way to serve Latino communities better. Training for frontline staff and volunteers should seek to affect change on two levels: 1) individual: improving how frontline staff and volunteers at distribution sites interact with and serve Latinos and 2) institutional: collective change in organizational culture at food banks and food pantries so that equitable services for Latinos become normalized.

Many of the barriers uncovered in community interviews indicated that not all food banks and pantries serve Latinos well. Several of the stories relayed in interviews are connected to poor customer service delivery. Some of the stories also contained violations of The Emergency Food Assistance Program (TEFAP) Civil Rights policy. TEFAP Civil Rights policy prohibits discrimination on the basis of the following protected categories: basis of race, color, national origin, sex, age, religion, or disability. The authority and source of this policy comes from Title VI of the Civil Rights Act of 1964, which prohibits agencies that receive federal funds from discriminating on the basis of the seven aforementioned categories.

The United States Department of Agriculture (USDA) requires all agencies that receive TEFAP commodities or federal assistance to train staff and volunteers on non-discrimination and program responsibilities for volunteers and staff in a Civil Rights training. The USDA Office of Civil Rights is responsible for oversight of TEFAP Civil Rights procedures. USDA requires that TEFAP Civil Rights training curriculum be made available by the Arizona Department of Economic Security (DES) to food banks, and in turn food banks are required to train their agencies annually and make sure that all staff and volunteers who handle or administer TEFAP food

are trained. The Civil Rights training covers customer service and non-discrimination, as well as a host of other program requirements. In June and July of 2010, DES conducted TEFAP Civil Rights trainings at food banks in Maricopa County for the first time. Prior to that, DES had not provided the required trainings. Beginning in December 2010, DES began to administer the Civil Rights trainings in the form of an online webinar that any person administering TEFAP products is required to take by March 30<sup>th</sup>, 2011. The scope of the Civil Rights training is defined in Part XI of “Civil Rights Compliance and Enforcement – Nutrition Programs and Activities” published by the USDA Food & Nutrition Service.<sup>iv</sup>

The goal of this recommendation is to institutionalize the TEFAP Civil Rights trainings in order to improve customer service in the organizational culture of food banks and food pantries. Suggestions for implementation:

#### **Arizona Department of Economic Security**

- Ensure that food banks administer TEFAP Civil Rights training.
- Provide curriculum for TEFAP Civil Rights training to food banks.
- Provide assistance to food banks and agencies on developing TEFAP Civil Rights classes.
- Continue to make TEFAP Civil Rights training available as a webinar.
- Work with food banks to design alternative formats for agencies without computer or internet access needed to complete the webinar training.

#### **Association of Arizona Food Banks**

- Promote the completion of the TEFAP Civil Rights trainings with member agencies by collaborating with DES and seeking input from member food banks on the training process.
- Ensure that all staff complete the TEFAP Civil Rights training annually.

#### **Food Banks**

- Require all in-house staff who administer TEFAP products to take Civil Rights training.
- Require all staff and volunteers at member agencies that administer TEFAP products to take Civil Rights training.
- Offer TEFAP Civil Rights trainings to in-house staff and agency staff monthly or quarterly.
- Make TEFAP Civil Rights training curriculum available to agencies that wish to train their own volunteers.
- Develop a record keeping system that tracks whether agencies have fulfilled their training requirement.

#### **Food Pantries and Distribution Agencies**

- Ensure all staff and volunteers that administer TEFAP products receive the Civil Rights training either in-house, at the food bank or through the online webinar provided by DES.

## Barrier: Identification requirements

### Recommendation: Training Staff and Volunteers

The Emergency Food Assistance Program (TEFAP) Civil Rights training addresses the identification requirement barrier. The training curriculum states:<sup>v</sup>

*Customers must show an acceptable form of ID:*

- TEFAP Card
- Driver's license
- Rent, utility, [or] phone bills
- Document that shows name and address

*You may not ask customers for a Social Security Number.*

The research indicates that some frontline volunteers and staff are not aware of these requirements. Therefore, identification requirements should continue to be addressed in the TEFAP Civil Rights training.

### Arizona Department of Economic Security

- Ensure that food banks are informing agencies of identification requirements and monitoring them for compliance.
- Create signage in English and Spanish that lists acceptable forms of identification (as quoted from the curriculum above) for food banks and pantries to post at distribution sites. Make this signage available at food banks.

### Food Banks

- Ensure that all agencies receiving TEFAP Products have identification requirements that are consistent with TEFAP identification requirements.
- Continue to emphasize TEFAP identification requirements in Civil Rights trainings.
- Distribute signs in English and Spanish that lists acceptable forms of identification (as quoted from the curriculum above) to food pantries.

### Food Pantries and Distribution Agencies

- Ensure that identification requirements are consistent with TEFAP identification requirements.
- Post signs in English and Spanish that lists acceptable forms of identification (as quoted from the curriculum above).

## Barrier: Misconception of Food Banks and Pantries as Government-Affiliated Programs

**Recommendation:** Conduct outreach and develop a bilingual flyer to distribute in Latino community. This flyer should be explicitly targeted at Latino immigrant and mixed-status families, as this barrier most directly applies to Latino immigrants. Virtually all interviewees expressed that word of mouth is the best way to disseminate information in the Spanish speaking immigrant community and that a flyer is the best way to introduce information and get people talking about it. Many suggested that creating a bilingual Spanish and English flyer to distribute at Latino community-based organizations and community meetings would be the best way to market this information because these organizations are perceived as safe spaces for Latino immigrants. Suggestions gleaned from the interviews for a flyer are:

- Include the 1-800 help line (only if bilingual).
- Include the internet address for the bilingual online directory.
- Stress that receiving emergency food is *confidential*.
- Set a one-page limit.

### Association of Arizona Food Banks

- Draft flyer, have it professionally translated, seek input from Spanish speaking community to ensure that it resonates with target audience, incorporate feedback and finalize.
- Distribute flyer to Latino community-based organizations and at community meetings
- Seek new organizations to help distribute flyers to community.

## Barrier: Language

### Recommendation: Build Language Capacity

Virtually all interviewees recommended increasing Spanish language capacity to overcome this barrier. In lieu of Spanish speakers, many recommended having Spanish signs and posters at food pantries. The Emergency Food Assistance Program (TEFAP) requires agencies to post a non-discrimination statement and a poster titled “And Justice for All.” Both required postings are bilingual. The poster also has a non-discrimination statement and instructs customers how to file a complaint if they believe they are discriminated against. The Association

of Arizona Food Banks maintains a 1-800 help line which people can call to obtain addresses to food pantries near their location. Currently, the line is not bilingual in English and Spanish. In order to provide LEP/NEP Latino individuals with equitable services, the line must be bilingual.

#### Association of Arizona Food Banks

- The 1-800 help line and online directory should be bilingual. Once these services are reconfigured to be bilingual, AAFB can advertise them on flyers as an outreach tool in Latino communities.

#### Food Banks

- Distribute “And Justice for All” and non-discrimination statement to agencies and ensure that each agency posts both visibly.

#### Food Pantries and Distribution Agencies

- Recruit Spanish speaking clients to volunteer at pantries
- Ensure that “And Justice for All” and Non-Discrimination Statement are posted visibly in both English and Spanish, as all agencies distributing TEFAP Products are required to do
- Post additional bilingual signs or posters at food distribution space to familiarize clients with services offered by the organization.

#### Arizona Department of Economic Security

- Use LEP/NEP map in this report to target agencies located in high-need areas for additional language capacity outreach. DES could offer translation services or other language assistance to agencies in these areas.

#### Best Practice

Several distribution sites have overcome the language barrier by designing their programs to be accessible to Latinos. Rio Vista, run by two non Spanish speakers in South Phoenix, serves a primarily Spanish speaking Latino clientele. They recognized the need to have Spanish language capacity in order to adequately serve their community. They achieved this by recruiting volunteers from the community and from current and former clients to ensure they had Spanish speakers interacting with clients.

## Barrier: Location of Food Pantries

**Recommendation:** Outreach to increase the number of Latino community based-organizations and churches and faith-based organizations that serve as food pantries, with a special focus on geographically underserved areas.

Several interviewees recommended outreach efforts to let organizations know they can apply to be a food pantry. Outreach could include creating an informational package on how to apply to become a food pantry and sending it out by mail inviting organizations to apply. It could also include setting up meetings with organizations or individuals to inform them of how to apply to become a food pantry. Specifically, many indicated that pastors have incredible reach into the community and would be ideal to run pantries. Indeed, both St. Mary's Food Bank and United Food Bank reported that they have seen a rising number of Latino churches applying to become food banks in the past two years. Yet research indicates that not all pastors are aware that their church can apply to become food pantries. Additionally, some pastors are aware that their church could be a food pantry, but do not know how or where to apply.

### Food Banks

- Use poverty level maps and LEP/NEP maps to target areas for outreach. Meet with leaders such as pastors, community organizers and advocates in target areas to identify agencies or individuals to open pantry locations.
- Agency relations staff conduct outreach in geographically underserved areas to encourage community based organizations and churches to apply to become food pantries.
- Ensure that the application process to become a distribution agency is bilingual so that Spanish speaking organizations without English language capacity face fewer barriers when they apply to become an emergency food distribution sites.
- Provide TEFAP Civil Rights trainings and all other trainings in Spanish for Spanish-speaking member agencies.

### Arizona Department of Economic Security

- Partner with food banks in conducting outreach in geographically underserved areas to encourage community based organizations and churches to apply to become food pantries.
- Provide TEFAP Civil Rights training curriculum in Spanish for monolingual Spanish speaking agencies.

## Looking Forward

The themes and recommendations expressed in this report are intended to serve as a starting point for discussion with the goal of providing equitable emergency food services in the Latino community. An overarching theme that surfaced in virtually all interviews was the lack of relationships the food banking system has with the Latino community. Many interviewees felt that relationships must be built in the Latino community for service gaps to be rectified. While many individual pantries have strong ties with the Latino community, these connections are not present in the food banking system as a whole. The Latino community-based organizations already in the emergency food provider network should be a primary partner in assisting the food banks with implementing changes that seek to improve services in Latino communities as well as identifying additional changes that could improve services. Moving forward, the Association of Arizona Food Banks, Arizona Department of Economic Security and member food banks and pantries should actively seek the input of and partnership with Latino communities in attempts to provide equitable services.

# Appendix I

## Arizona Senate Bill 1070

Senate Bill 1070 (Support Our Law Enforcement and Safe Neighborhoods Act) was signed into law on April 23<sup>rd</sup>, 2010. The law requires non-citizens to carry alien registration documents, which mirrors federal law. Because this law stipulates that being without an alien registration document is a state crime, it allows local law enforcement to arrest someone for being without documents. In effect, the law requires local law enforcement to enforce federal immigration law. The law requires a “reasonable attempt” to be made to determine the immigration status of an individual by an official of the state or any state subdivision during legitimate or lawful contact if “reasonable suspicion” exists that the individual is undocumented. The Governor signed HB 2162 into law on April 29<sup>th</sup>, 2010, which amends SB 1070 to prohibit considering race, color or national origin in the enforcement of its provisions. However, there is much contention over this issue, as critics believe it promotes racial profiling. The law also makes soliciting work from a day laborer while in a motor vehicle illegal. Transportation of an undocumented person is also a state crime under this law. A federal judge issued an injunction halting the most controversial elements of the law on July 28th, 2010.

# Appendix II

## The Emergency Food Assistance Program Civil Rights Training Guidelines

Training is required so that people involved in all levels of administration of programs that receive Federal financial assistance understand civil rights related laws, regulations, procedures, and directives. Persons responsible for reviewing CR compliance must receive training to assist them in performing their review responsibilities. This training may be carried out as part of ongoing technical assistance.

The FNS Regional OCR and State agencies will be responsible for training State agency staffs. State agencies are responsible for training local agencies. Local agencies are responsible for training their subrecipients, including “frontline staff.” “Frontline staff” who interact with program applicants or participants, and those persons who supervise “frontline staff,” must be provided civil rights training on an annual basis. Specific subject matter must include, but not be limited to:

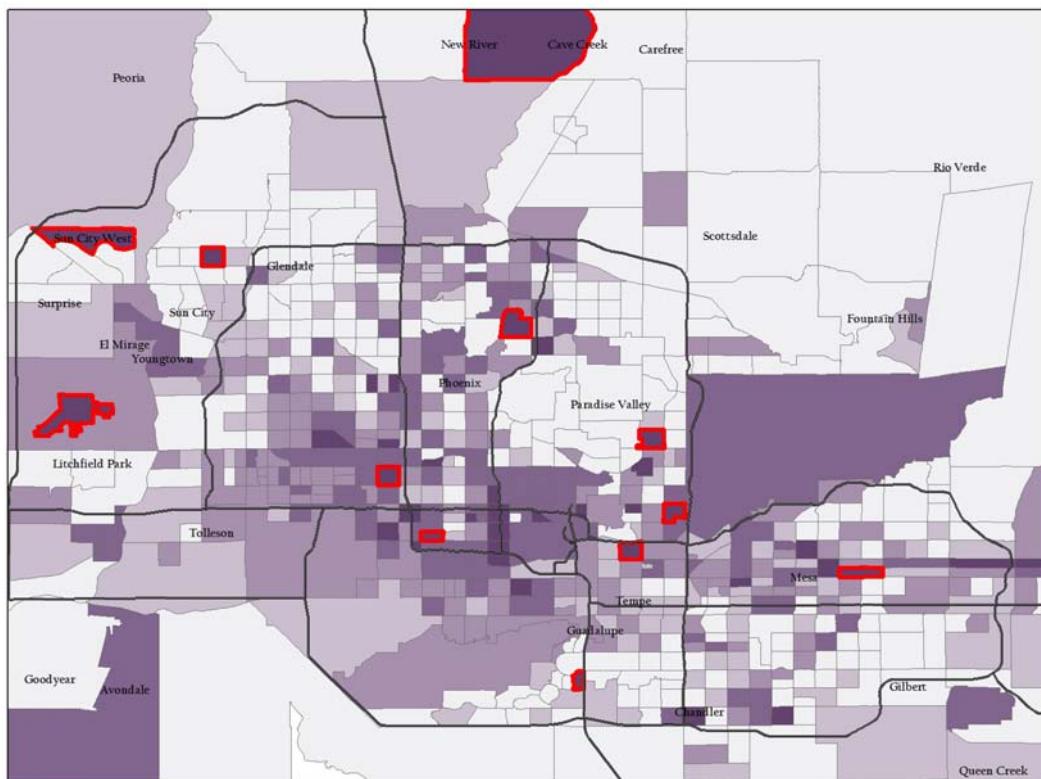
- A Collection and use of data,
- B Effective public notification systems,
- C Complaint procedures,
- D Compliance review techniques,
- E Resolution of noncompliance,
- F Requirements for reasonable accommodation of persons with disabilities,
- G Requirements for language assistance,
- H Conflict resolution, and
- I Customer service.

## Appendix III

### Method for estimating proportion of Latino population below 185% of the Federal Poverty Level in Maricopa County

Because ratio of income to poverty data is not available by race/ethnicity by census tract, the proportion of the Latino population below 185% FPL in Maricopa County had to be estimated. All data was extracted from the 2005-2009 American Community Survey 5-year estimates using the U.S. Census Bureau's American Fact Finder. Because poverty estimates are not available by race/ethnicity for ranges above 100% FPL, a formula had to be derived to obtain this estimate. A major limitation of this estimate is that the formula uses the proportion of people below 100% FPL who are Latino for a proxy to estimate the proportion of people below 185% FPL who are Latino. This formula introduces error, although it is unclear whether it overestimates or underestimates the proportion of people under 185% of poverty who are Latino. The formula also estimates the proportion of people below 185% FPL who are Latino to be over 100% in twelve census tract. The values were manually changed to 100% on the map "Pantry Location and Proportion of Latino Population below 100% FPL in Maricopa Region" in section two and are outlined in Figure 1.

Figure 1.



#### Step 1: Obtain data from American Fact Finder.

##### Universe: Population for whom Poverty Status is Determined

- (A) Ratio of income to poverty level in the past 12 months below 1.85

(B) Income in the past 12 months below poverty level

Universe: Hispanic or Latino Population for whom Poverty Status is Determined

(C) Income in the past 12 months below poverty level

(D) Total

Step 2: Calculate proportion of Latino population below 185% of the Federal Poverty Limit.

Formula

$$= (((C) / (B)) * (A)) / (D)$$

## Appendix IV

Method for estimating the proportion of the Latinos who are LEP/NEP Spanish speakers

All data was extracted from the 2005-2009 American Community Survey 5-year estimates using the U.S. Census Bureau's American Fact Finder.

Step 1: Obtain data from American Fact Finder.

Universe: Hispanic or Latino Population 5 Years and Over

(A) Total

(B) Speak Spanish; Speak English not well

(C) Speak Spanish; Speak English not at all

Step 2: Calculate proportion of Latino population that is LEP/NEP Spanish speaking

Formula

$$= (B + C) / (A)$$

## End Notes

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<sup>i</sup> American Community Survey 2009 1-year estimates, U.S. Census Bureau. Accessed through American Fact Finder: <http://factfinder.census.gov> (October 2010)

<sup>ii</sup> U.S. Department of Agriculture, *Civil Rights Compliance and Enforcement – Nutrition Programs and Activities: The Emergency Food Assistance Program (TEFAP) Policy and Procedure Manual* (Washington, DC: 2005), 16.

<sup>iii</sup> American Community Survey 2005-2009 5-year estimates, U.S. Census Bureau. Accessed through American Fact Finder: <http://factfinder.census.gov> (December 2010)

<sup>iv</sup> "U.S. Department of Agriculture, *Civil Rights Compliance and Enforcement – Nutrition Programs and Activities: The Emergency Food Assistance Program (TEFAP) Policy and Procedure Manual* (Washington, DC: 2005), 16.

<sup>v</sup> "The Emergency Food Assistance Program Civil Rights and Program Responsibility Training Program," Arizona Department of Economic Security (Phoenix, Arizona), December, 2010.



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