



**Connecticut
Foodshare**

We Heard You, Here's what we're doing about it

At Connecticut Foodshare, the lived expertise of neighbors helps guide our work. To better understand the local context of communities across the state, we conducted community feedback forums, in English and Spanish, with nearly 60 neighbors in nine communities between March and April 2026, including: Bridgeport, Bristol, Groton, Hartford, Killingly, New Haven, Norwalk, Waterbury, and Winchester.

Here's a glimpse of what we heard and what we're doing about it:

What we heard:

Welcoming culture at food assistance programs matters. One negative experience at a program can make it difficult to want to return to that program or visit others.



What we're doing about it:

Connecticut Foodshare will continue to provide one-on-one consulting and support to programs, host peer learning sessions for partners to hear from each other (such as webinars, conferences) and use a section of our website to focus on neighbor-centered practices. Some examples of topics: offering choice, welcoming culture, neighbor engagement and feedback, de-escalation, fairness with volunteers, and much more.

What we heard:

People prefer programs where they can shop so that they can choose foods that meet their needs and preferences and so that nothing goes to waste.



What we're doing about it:

Connecticut Foodshare is working with food pantries to build capacity to expand choice and shopping in their operations and will continue to provide this support. Of the 372 food pantries in the Connecticut Foodshare partner network, most offer full choice (66%).

What we heard:

Neighbors offered a variety of ideas on how Connecticut Foodshare could improve awareness of existing food resources to help reach more neighbors.



What we're doing about it:

We are exploring strategies to increase awareness of existing food resources across the state and across populations to ensure that neighbors know where they can look to find the information needed to access food assistance.

What we heard:

Home delivery would be a useful tool for seniors, neighbors with disabilities or other health considerations, and anyone facing mobility or transportation barriers.



What we're doing about it:

Connecticut Foodshare is exploring opportunities to encourage and support food pantries that are interested in piloting and scaling home delivery programs. We have taken steps to better understand the home delivery landscape among food pantries and plan to create tools to support the launch and expansion of such programs.

Thank you to everyone who shared their perspectives and feedback with us during these sessions. The learnings from these sessions will help inform Connecticut Foodshare's programs and operations across Connecticut.