



## Client interviews

If you need to, explain that we are working on materials that people who support ending hunger in our community will read. People who donate money to the Food Bank and its partners care about the people they are helping and want to hear about how the food they receive is making a difference in their lives.

Assure them that by sharing their story, they will be helping other people and encouraging those that support food pantries to continue giving.

NAME of participant:

1. Can you tell us a little about your background/family and current situation? (Story, employment history, how many people in family/household etc.)
  - a. How many people are in your household (and who are they - including first names and ages of kids, if that's OK)?
2. How did you find out about the pantry/distribution/service you use?
3. How long have you been using the service/food pantry?
4. What does it mean for you to be able to get food here/how does it help you and your family?
5. What is your favorite thing you receive? What does/do your kid(s) like best?
6. If you could say one thing/send a message to those that support the program, what would it be?
7. Anything else you'd like to add?

### Additional information you might want to capture if useful:

- What sort of income (job paychecks, disability, food stamps, child support, Social Security) they rely on?
- What sort of expenses do they have (especially any medical bills)?
- Any special circumstances?

Basically, you want to have them tell you about how the food they are receiving is making a difference in their life. If you listen and ask good and relevant follow-up questions, you should hear some really great stories!

### Photos:

We know that many clients are hesitant for us to take or use their photo but try to emphasize that this strengthens the impact of their story.

- Close-Up
- “Happy People with Food”
- Good lighting (be mindful of shadows)
- Be sure the background is acceptable.
- Take horizontally
- Take with window down in car. Ask to have doors open or take diagonally from driver’s side.
- Shots with or without masks on – ok!

