

Drafted External Summary

Participating agencies are required to post a summary of the survey findings on their websites within 30 days after the pilot concludes and collaborate with the Office of Food Policy to evaluate the program's effectiveness, making recommendations for future feedback initiatives.

DHS participated in the client food satisfaction pilot from Jan 2026-July 2026 and received only 4 survey responses from the 12 locations receiving meals through the DHS Food Contract. The 4 responses from clients represent approximately 0.2% of 1714 shelter clients receiving meals from the DHS food contracts. DHS and the contracted food service vendors reviewed the data and found the four respondents were dissatisfied with the meals overall. DHS and the food vendors used the limited data to inform meal service, training, and made meal adjustments, when applicable.

In addition to the extremely small response rate, it is important to note that the survey is not randomized and subject to responder bias. While the few responses received were negative, note that the meals are compliant with the NYC Food Standards and as of July 1, 2026, the standards were revised to remove the calorie limit for adult DHS clients and set a new calorie minimum at 2,200 calories.

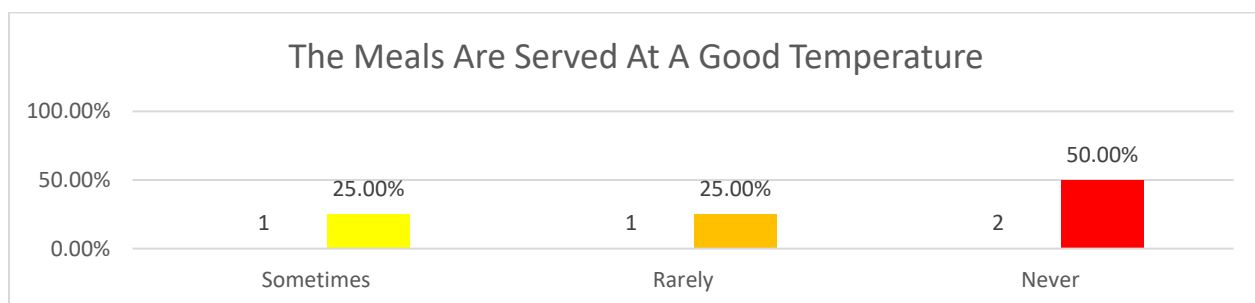
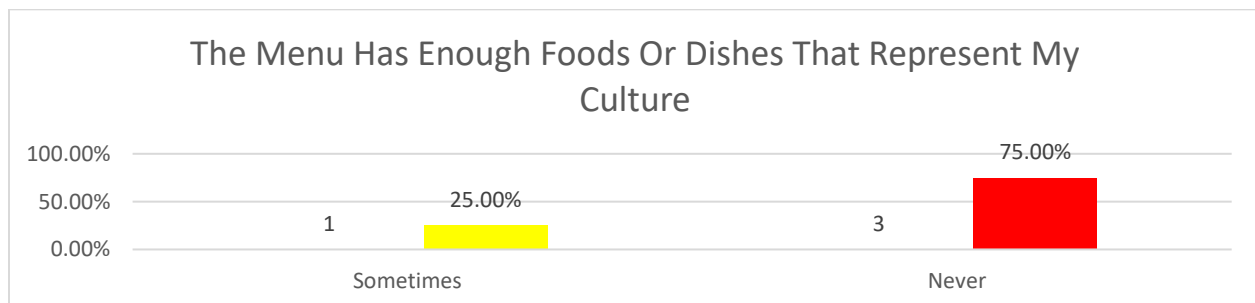
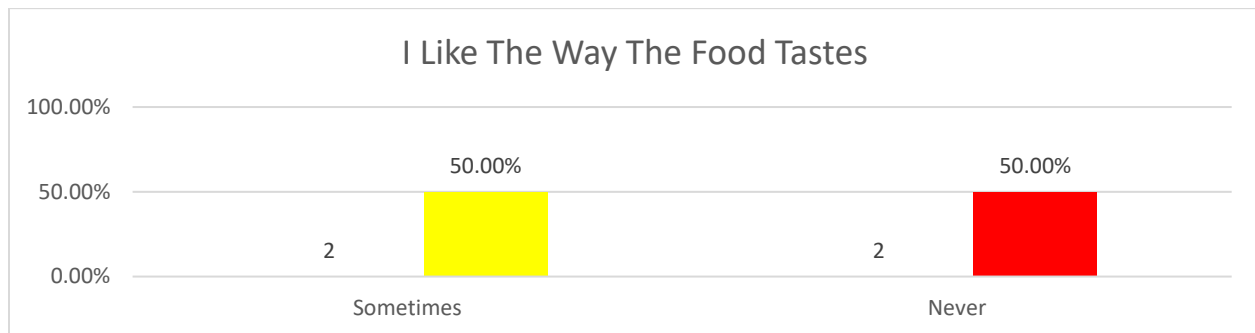
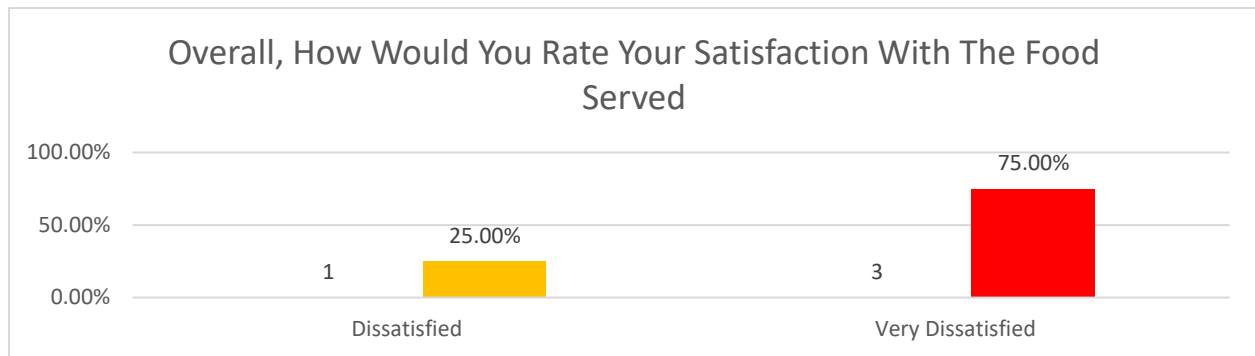
Internal Summary

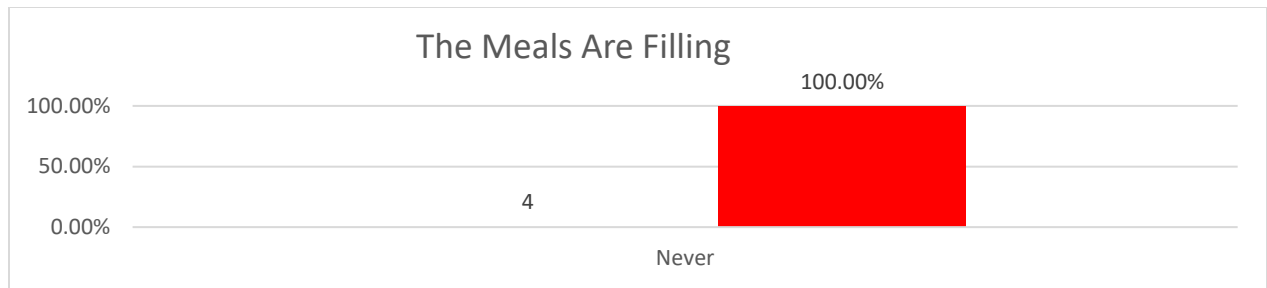
Food Satisfaction Pilot Int 0905A (LL 85 of 2025)

DHS contracted food vendors participated in Food Satisfaction Survey Pilot from Jan 2026 to June 2026. When the pilot was initiated, DHS had three contracted vendors providing meals to 14 locations. Over the 6 months, two sites transitioned to provider food service contracts and were removed from the pilot. One of the sites that transitioned to a provider contract was a DHS contracted food vendors only site; therefore, the vendor was also removed from the pilot.

The contracted food vendors created QR codes to allow clients to access the survey electronically. From Jan 2026 until June 2026, 2 vendors collected 4 surveys.

Results DHS Food Vendor Client Satisfaction Survey Pilot





DHS Food Satisfaction Survey Results for Comparison:

Overall, in 2025 and 2026 DHS collected more food satisfaction surveys from clients at the sites receiving meals from the DHS contracted vendors, 108 and 12 respectively. In 2026, the DHS contracted sites were asked to remove the DHS issued QR code and only post the vendors survey. DHS received 12 responses in 2026 indicating the sites. The larger sample size included more positive results.

DHS Food Satisfaction Survey – DHS Contracted Sites (Old Survey Questions)

January 1st, 2026, to April 30th, 2026, Q:10 Overall Satisfaction

- Whitson: 7 responses from 3 sites
 - 4 positive, 3 negative
 - Responses in January (3), February (1), March (2), April (1)
- Riviera: 3 responses from 1 site
 - 1 positive, 1 neutral, 1 negative
 - Responses in January (3)

DHS Food Satisfaction Survey – DHS Contracted Sites (New Survey Questions)

May 1st, 2026, to July (Current Day) 2026, Q1: Overall Satisfaction

- Whitson: 2 responses from 2 sites
 - 1 neutral, 1 negative
 - Responses in June (1), July (1)
- Riviera: 0 responses

DHS Food Satisfaction Survey – DHS Contracted Sites (Old Survey Questions)

All of 2025, Q10: Overall Satisfaction

- Whitson 70 responses from 6 sites
 - 15 positive (21%), 15 neutral (21%), 40 negative (57%)

¹ Percentages may add up to 101% or 99% because we round to the nearest whole number

- Riviera: 38 responses from 1 site
 - 8 positive (21%), 7 neutral (18%), 23 negative (61%)

The responding clients were dissatisfied with the meals and **75% (3)** did not feel the menu offered enough food or dishes that represented their culture. All the responses indicate the meals are not filling and **75% (3)** of respondents felt the meals were never or rarely at the right temperature. All locations in this pilot receive cold meals from vendors that are to be consumed cold or to be reheated by shelter staff or clients. The qualitative data indicated the appropriate meals or food items for some medical conditions were not available.

Currently, DHS operates at **356 sites** that serve meals this pilot was conducted in the 12 that receive meals from the DHS contracted food vendors The four responses represent 0.23% of the **1,714 clients served at the 12 sites receiving meals from the DHS contracted food vendors.**

Since 2025, DHS has implemented many initiatives to improve clients' dining experience that will address some of the concerns raised by the four respondents in this pilot.

1. Released the Food Vendor Quality policy to give the teams serving food tools to assess quality
2. Expanded the DHS Client Food Satisfaction Survey to all locations serving meals
3. Requiring diverse menus with 50% of dinner meals being diverse and reminding staff to request condiments to enhance the flavor profile.
4. Released the Food Vendor Contract desk guide for providers to reference when contracting with food providers.
5. The revised NYC food Standards, effective July 1, 2026, require adult clients to receive at least 2200 calories per day.
6. Initiating a food champion to help ensure each site monitors: quality of meals, staff are following food safety guidelines when storing and reheating meals, clients' satisfaction and that clients' dietary needs are addressed.