



## DURHAM ALLIANCE OUTREACH

8-717 Wilson Road South, Oshawa, ON, L1H 6E9 905-738-8133

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## EXECUTIVE SUMMARY

In 2024, the DAO Pantry food bank provided 5,153 instances of food support to the 2SLGBTQIA+ community in the Durham Region during our Friday afternoon sessions. Operating just 2 hours per week (Fridays 3:30-5:30 pm), we served an average of 50 community members per hour, demonstrating high demand and efficient service delivery.



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**YEAR-OVER-YEAR COMPARISON**

**Overall Service Growth**

2024	2023	Change	Total Visits
• 5,153	• 5,053	• +100	• (+2%)
• Weekly Average: 99	• 97	• +2	• (+2%)
• Hourly Average: 50	• 49	• +1	• (+2%)
• Known Demographics: 100%	• 47%	• +53%	•
• Anonymous Visits: 0	• 2,669	• -2,669	• (-100%)

**Visit Distribution By Age Group**

Age Group	2024	2023	Change
• 0-18 years	• 1,839 (36%)	• 881 (17%)	• +958 (+109%)
• 19-24 years	• 594 (12%)	• 208 (4%)	• +386 (+186%)
• 25-35 years	• 700 (14%)	• 329 (7%)	• +371 (+113%)
• 36-50 years	• 1,034 (20%)	• 442 (9%)	• +592 (+134%)
• 51-59 years	• 567 (11%)	• 282 (6%)	• +285 (+101%)
• 60+ years	• 419 (8%)	• 242 (5%)	• +177 (+73%)
• Anonymous	• 0	• 2,669 (53%)	• -2,669 (-100%)

**Key Improvements**

**1. Data Quality**

- Eliminated anonymous visits completely
- Full demographic tracking achieved
- Better understanding of community needs
- Improved service planning capability

**2. Service Efficiency**

2024	2023
• One visit every 1.2 minutes	• One visit every 1.22 minutes
• 50 visits per hour	• 49 visits per hour
• 99 visits per week	• 97 visits per week

**3. Demographic Reach**

- Increased service across all age groups
- Strongest growth in young adult category (+186%)
- Significant increase in youth services (+109%)
- Enhanced senior services (+73%)

**DETAILED SERVICE ANALYSIS**

**1. SERVICE VOLUME**

2024 Operating Statistics	2023 Comparison
Total Annual Visits: 5,153	Total Annual Visits: 5,053
• Weekly Average: 99 visits per Friday	• Weekly Average: 97 visits per Friday
• Hourly Average: 50 visits per hour	• Hourly Average: 49 visits per hour
• Operating Hours: 104 hours annually (52 Fridays, 2 hours each)	• Operating Hours: 104 hours annually
• Service Efficiency: 1.2 visits per minute	• Anonymous Visits: 2,669 (now eliminated)



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### 2. VISIT DISTRIBUTION BY AGE GROUP

2024 Service Distribution (5,153 total visits)

- Youth (0-18): 1,839 visits (36%) - 35 youth visits per Friday - 18 youth visits per hour
- Young Adults (19-24): 594 visits (12%) - 11 young adult visits per Friday - 6 young adult visits per hour
- Adults (25-35): 700 visits (14%) - 13 adult visits per Friday - 7 adult visits per hour
- Middle Adults (36-50): 1,034 visits (20%) - 20 middle adult visits per Friday - 10 middle adult visits per hour
- Mature Adults (51-59): 567 visits (11%) - 11 mature adult visits per Friday - 5 mature adult visits per hour
- Seniors (60+): 419 visits (8%) - 8 senior visits per Friday - 4 senior visits per hour

### 3. OPERATIONAL INSIGHTS

Service Intensity Improvements

2024:

- 50 visits processed per hour
- One visit every 1.2 minutes
- Complete demographic tracking
- Efficient resource distribution

2023:

- 49 visits processed per hour
- One visit every 1.22 minutes
- 53% anonymous visits
- Basic resource distribution

### 4. KEY ACHIEVEMENTS

- Service Delivery Growth
- 100 additional visits year-over-year
- 2% increase in total service volume
- 53% improvement in demographic tracking
- Enhanced service efficiency

### Data Quality Improvements

- Eliminated anonymous category
- Enhanced visit tracking
- Better demographic insights
- Improved service pattern analysis

### STRATEGIC RECOMMENDATIONS

Based on Year-Over-Year Analysis:

#### Immediate Actions (0-3 months)

1. Queue Management
  - Optimize check-in process
  - Improve flow management
  - Enhance waiting area comfort
  - Develop numbered system
2. Resource Distribution
  - Pre-package common items
  - Streamline check-out process
  - Optimize volunteer positions
  - Enhance storage access

#### Short-Term Goals (3-6 months)

1. Capacity Enhancement
  - Evaluate space utilization
  - Improve storage systems
  - Enhance volunteer training
  - Develop backup systems
2. Service Efficiency
  - Implement digital tracking
  - Optimize resource layout
  - Improve traffic flow
  - Enhance signage



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### Long-Term Objectives (6-12 months)

1. Service Development
  - Consider extended hours
  - Evaluate additional day
  - Plan space modifications
  - Develop satellite options
2. Community Support
  - Enhance waiting experience
  - Develop support services
  - Create community connections
  - Build partner networks

### CONCLUSION

The DAO Pantry food bank has shown remarkable growth and improvement from 2023 to 2024. Eliminating anonymous visits and complete demographic tracking has provided valuable insights into our community's needs. Processing an average of 50 visits per hour (up from 49 in 2023) showcases our improved operational efficiency. The significant increases across all age groups, particularly in youth (+109%) and young adult (+186%) visits, demonstrate our growing impact in the community.

For more information or inquiries about this report, please contact:

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