

Delivering Change

How Food Delivery Programs Can Transform Lives



As demonstrated in the *Delivering Change: How Food Delivery Programs Can Transform Lives* report, food delivery programs play a vital—and growing—role in reducing food insecurity. The report highlights how initiatives such as Amazon Community Delivery expand access to critical food assistance, saving participants time and money, while also contributing to their emotional and physical well-being.

The reasons people seek out home-delivered grocery programs:



Convenience and reduced stigma:

Nearly half of delivery participants cited convenience as a key reason for enrollment, with younger participants (**ages 18-34**) particularly valuing reduced stigma in receiving food assistance through delivery rather than pickup.



Essential for food security:

Delivery programs were critical for many, with **27%** of delivery participants saying they would not be able to access groceries otherwise, a number that jumps to **35%** for families with children.

How the delivery program experience compares to picking up free groceries:



Cost and time savings:

It costs most families sampled **\$105-\$180 per month** to visit food banks. For households that earn less than **\$25,000 per year**, this represents upwards of **9%** of total annual household income.



Barriers to access:

Lack of reliable transportation (**49%**), difficulty attending pickup programs during operating hours (**48%**), and health conditions preventing people from leaving home (**50%**) were major reasons people enrolled in delivery programs.



The impact of the delivery service for program participants

"Without the help of the grocery delivery program, I would have to put myself in physical harm trying to collect groceries from food banks on my own. I am disabled, and walking hurts, especially when I'm carrying things. Not to mention the concern of contracting Covid-19, as most people do not mask anymore, despite the continued risks. If I got sick with it now, there is a good chance I would die."



Emotional and psychological benefits:

Delivery program participants reported significant emotional benefits, including reduced stress (**72% vs. 62% in pickup programs**), increased sense of independence (**68% vs. 56%**), and improved self-confidence (**60% vs. 53%**).

Improved wellbeing:

Delivery participants reported feeling healthier (**66% vs. 60% in pickup programs**), likely due to greater ease in maintaining commitments such as work and healthcare, and saving time from not having to pick up groceries.

The impact of partnering with a third-party delivery partner for food assistance organizations



Read the
full report here

Opening new doors:

Staff at organizations that run food delivery programs told us that the support of third-party delivery partners with robust last-mile delivery capacity has significantly shifted the scale of programming they can provide. In some cases, the partnership makes it possible to offer home delivery services at all.