



**Military Family
Advisory Network**

2025

Pantry Restock Box

Program Impact Report



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Meeting Military Families at a Critical Moment

Permanent Change of Station (PCS) moves are among the most disruptive periods for military families. Many arrive at a new duty station without household goods, groceries, or established routines. Families often face immediate out-of-pocket costs and added stress, in addition to being isolated in a new place.

To meet families at this critical moment, the Military Family Advisory Network (MFAN) launched the Pantry Restock Box Program in 2023. The program provides essential household and pantry items to ease the first days in a new home while fostering a sense of welcome and connection to the local community.

"It was a huge help while we waited for our household goods."

"We had breakfast, lunch, and dinner for the first few days... plus the ability to wash dishes and even do laundry."

Beyond immediate relief, the program is designed to support longer-term stability by connecting families to additional resources, including the Instacart Fresh Funds program to families who qualify and community-based supports.

"It helped significantly since we were a one-income household... it gave me reassurance that my children would have enough to eat."

A Program Growing to Meet the Need

In 2025, MFAN expanded the program across Fort Hood (TX), Fort Bliss (TX), and Camp Lejeune (NC).

Distributing:

3,021

RESTOCK BOXES

Reaching an estimated:

9,450

INDIVIDUALS

Including nearly:

5,000

CHILDREN

MFAN Program Evaluation Approach

Findings in this report are based on participant feedback collected shortly after families received the Pantry Restock Box.

950 respondents | **31%** response rate on the feedback survey

Who We Reached:

44% **E4-E6**

Primarily early- to mid-career enlisted families

Young children are central to households served

48.8%

of children are ages 0-5



Support is delivered early in the transition

70% of families received the Pantry Restock Box within **30 DAYS** of arrival at their **new installation**

These findings show the program is reaching families when needs are greatest – early in the PCS transition before routines and resources are fully established.

Strong Positive Participant Reactions

Families who responded to the feedback survey consistently described the Pantry Restock Box as arriving at exactly the right time, providing both practical support and emotional comfort during a period of uncertainty.

The **Pantry Restock Box Program** continues to demonstrate **high satisfaction** and **strong performance**.

90% of survey respondents rated the items in the box as **good, very good, or excellent**

2025 Net Promoter Score was 84 (high likelihood to recommend to program to others)

"I cried when I opened it... all the little things I didn't even think about needing."

"We were relieved to receive so many items we were unable to bring with us... something as simple as this box helped us so much."

"Extremely impressed... a wide variety that anyone could find useful."

"The box was beautifully and thoughtfully packed."

"Everything inside was useful and relevant to what we actually needed."

A Stabilizing Force in the First Days of a Move

For many families, the Pantry Restock Box provides immediate stability during one of the most uncertain phases of relocation.

"It helped us out in the essentials because we're tight on money right now."

"We were relieved to receive so many items we were unable to bring with us."

These experiences highlight how timely support helps families bridge the gap between arrival and stability.



Reducing Financial Stress

The Pantry Restock Box delivers both practical relief and meaningful financial impact.

87% reported that the **Pantry Restock Box** helped reduce financial stress

Families described the program as **helping offset immediate costs** and easing financial pressure:

"We had to save at least almost \$200 because of this program."

"It gave me reassurance that my children would have enough to eat."

Beyond financial relief, families noted **reduced stress and greater ability to focus** on settling into their new homes:

"It certainly saved us one more thing to do while trying to settle in."

"It was extremely helpful... the snacks, cereal, milk helped immensely. And the laundry detergent made doing laundry just a little less stressful."

Creating a Sense of Welcome and Belonging

One of the most consistent findings is the program's impact on emotional well-being and feeling of emotional connection.

of those who responded to the survey

90% Reported feeling more welcome in their new community

Families described the Pantry Restock Box as more than a resource, it was an important sign that someone understood their unique lived experiences and cared:

*"It made me **feel supported and seen** as a military family going through transition."*

*"The snacks, cereal, and milk helped immensely... it made things **a little less stressful**."*



"It felt like a welcome hug in a box."

Moving Forward – Together

The Pantry Restock Box Program is achieving its core mission: reducing financial strain and helping military families feel welcomed during PCS transitions.

This effort reinforces an important reality: even routine transitions like PCS moves can create immediate financial pressure and timely support like that offered by MFAN can make a meaningful difference in helping families.

Strengthening and Expanding Impact

Building on this success, MFAN is focused on:

- ✓ **Expanding awareness earlier in the PCS process**
Ensuring families receive support as close to arrival as possible
- ✓ **Strengthening connections to ongoing resources**
Including WIC, installation-based supports, and Instacart Fresh Funds
- ✓ **Refining the program based on family feedback**
In 2025, MFAN expanded home delivery options in response to participant preferences
- ✓ **Maintaining high-quality, trusted items**
Ensuring boxes include fresh, in-date, and relevant household essentials
- ✓ **Leveraging multiple outreach channels**
Reaching families through community partners, social media, and peer networks



Conclusion

The 2025 evaluation findings show that the MFAN Pantry Restock Box Program is being implemented as intended and is consistently achieving its core goals of reducing financial strain and helping military families feel welcomed during PCS transitions. High satisfaction ratings, strong Net Promoter Scores, and compelling participant feedback demonstrate that the program provides both practical relief and meaningful emotional support at a critical time.

MFAN's commitment to learning and continuous improvement is guided by a clear theory of change and a rigorous evaluation approach. Moving forward, opportunities to streamline data collection, strengthen connections to community resources, and simplify surveys will help sustain and enhance the program's impact.

MFAN will continue to build on this model by integrating direct support, data, and partnerships to ensure military families are not only supported during transitions, but positioned for long-term well-being.