

## Client Database Survey

### For Food Shelves and Mobile Food Shelves

Second Harvest Heartland is in the early stages of exploring ways to save agency staff time and add capacity for partners by automating monthly reporting and supporting data use. Using software systems to collect standard information about the people using services is one area of interest. Software can produce efficiencies in your client intake process and improve your ability to use the information you gather to meet clients' needs, inform your community and encourage donor contributions.

To understand what type of solutions may best meet the needs of agency partners we would like to learn about your current practices for collecting information on clients using food shelf and mobile programs.

#### **Action Item:**

Please take a little time to complete a short [web survey](#) about your current client management tools. Your experience is valuable to help us understand what tools are effective and feasible for agency partners to simplify reporting and leverage data. This survey is best completed by the person who manages the food shelf intake process or works with the client database and should take about 5-8 minutes to complete.

#### **NOTE for Food Shelves with Mobile Programs:**

If you are a food shelf that also operates a mobile AND your intake process is significantly different for the mobile, we would like to request that you do a separate survey for each.

**We will enter all respondents into a drawing for several gift cards.**

You can fill out the survey [here](https://www.surveymonkey.com/r/FoodshelfIntake): <https://www.surveymonkey.com/r/FoodshelfIntake>

**Questions? Contact Rebecca Mino at [rmino@2harvest.org](mailto:rmino@2harvest.org)**

**Thank you!**