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## Capital Area Food Bank Partner Survey: FAQs

This document includes answers to the following questions. Click the question to be taken directly to the answer within the document.

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### What is the difference between the “Optional CAFB Partner Survey” on Partner Link and the Biannual Partner Survey?

The Optional CAFB Partner Survey on Partner Link is **optional**. Though the partner survey will only be required two times a year, we still encourage all our partners to continue (or begin) collecting distribution data on a monthly basis. To recognize those partners who continue to do this, we are giving you the option to submit the data on a monthly basis. All partners who submit their data will be entered to win one of two \$500 grants for Partner Link each month.



The Biannual Partner Survey is a survey that will go out to all partners in the fall and the spring. The first survey (sent in Fall 2022) will only ask agency-level questions and will not ask for distribution data. The second survey (sent in Spring 2023) will ask you to report on your distribution data for a one-month period. Data collection tools will be sent out with the survey to assist your organization in collecting the required information from your clients.

### Can our organization submit data more frequently if we want to?

The Optional CAFB Partner Survey that is available on Partner Link will allow you to submit data every month if you choose to do so. We use monthly snapshots of data, so there would be no need to submit data on a more frequent basis than that. All partners who complete the optional partner survey on Partner Link will be entered to win one of two \$500 grants for Partner Link each month.



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### **Why does CAFB want this data from partners?**

Distribution data on the people you serve helps CAFB better understand the number of clients served across our service area, something we are currently unable to quantify with great certainty. This information helps us make sure our network is meeting the needs of our community in locations where food insecurity is high and helps us intentionally purchase and distribute food. Knowing with greater certainty the number of households, people, children, and seniors served across our region also helps us make sure we are procuring the appropriate quantity and types of food, and can help inform if other distribution locations are needed based on the ages of people served (i.e. schools or communities with high concentrations of older adults). Our mission is to be client-centered, and we cannot do that without a comprehensive understanding of the people being served in our region and greater knowledge of the ways our partners are serving their communities.

### **How does collecting this information benefit our organization?**

Collecting data on the people you serve helps ensure your organization is client-centered and procuring the appropriate types and amount of food. This data will also help your organization see how the number of people you serve changes from month to month and can help future planning for food procurement. This type of information is also typically asked in grant funding applications and having this data on hand could increase funding opportunities for your organization.

### **Who does the Biannual Partner Survey go out to?**

The biannual partner survey goes out to all CAFB's shopping partners who have received food from us in the previous six months. Your organization will receive the survey if you have placed an order with CAFB within six months of survey distribution. This helps us get to a more comprehensive understanding of the number of clients served across our region. If your organization is not currently distributing food and you are not sure what data to report on, please reach out to [data@capitalareafoodbank.org](mailto:data@capitalareafoodbank.org).

### **What if our organization does not collect this data?**

We understand that many of our partners may not already collect this information, and that starting to do so will require a shift in current workflows. To support you in this process, we have created data collection tools that will support your organization in collecting this information from your clients, along with directions and tips for how to use them. Language translations for these tools and questions are also available to help reduce barriers to collecting this information from clients whose first language is not English. The CAFB's Analytics team at the food bank is here to support you in collecting this information! We understand that this is a new process and want to help you incorporate data collection into your existing processes. Please reach out to [data@capitalareafoodbank.org](mailto:data@capitalareafoodbank.org) for any questions regarding data collection or requests for support from CAFB.



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### **Will our organization need to submit additional data in each survey?**

Your organization will need to submit data on both biannual surveys CAFB sends out. Both surveys will include space for you to report on data from one month's worth of distribution activities. You will need to continue collecting and submitting data this way until your organization transitions onto the Service Insights platform.

### **How long will this survey effort continue?**

You will need to collect distribution data two months out of the year and report it on the biannual partner survey until your organization transitions to CAFB's Service Insights client intake platform. The CAFB will be recruiting partners to transition to the platform on an ongoing basis. Once your organization begins using that platform, you will no longer need to collect and report on data via the partner survey. If you are interested in Service Insights or have questions, please reach out to [sperez@capitalareafoodbank.org](mailto:sperez@capitalareafoodbank.org).