

# CLIENT management



## Respondents

137 Unique agencies

151 responses from food shelves

7 responses from mobile food shelves

22 responses from programs with both food shelves and mobiles

## Intake Process



90% conduct one-on-one intake

59% only one client intake at a time;  
41% conduct simultaneous intakes



## Current Processes

On average more volunteers are available to do intakes



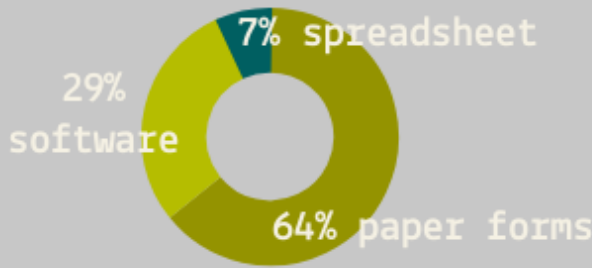
Desktops are the most available equipment

79% of respondents have internet access



# Tools Used

Paper forms are most common to collect client data



## Paper forms (n=114)

38% keep information only in paper



39% transfer data to Excel or Access

24% transfer to other software or database

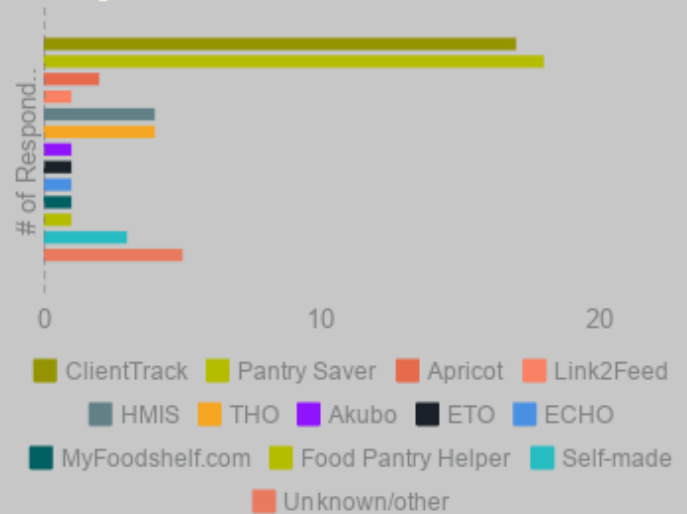


# Software (n=50)

## Intake directly to software



## Any software used in intake



## Spreadsheets (n=14)

Access 7%

Excel 93%

n=XX indicates the number of respondents

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