

2023 January - June CAP Impact Survey Report

In March 2023, the CAP (Community Agency Partner) Team sent the second CAP Impact Survey to all our partners. Each year, this survey helps the Greater Vancouver Food Bank (GVFB) obtain important updated Agency information to understand community programming, assist with strategic and operational planning, and help us report to stakeholders.

This year, our survey was sent to 141 Community Agency Partners*:

<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
40 Fresh Market	62 Fresh Market	73 Fresh Market	96 Fresh Market
30 Basic Pantry	27 Basic Pantry	25 Basic Pantry	26 Basic Pantry
14 Community Capacity	20 Community Capacity	20 Community Capacity	19 Community Capacity
84 Total	109 Total	118 Total	141 Total

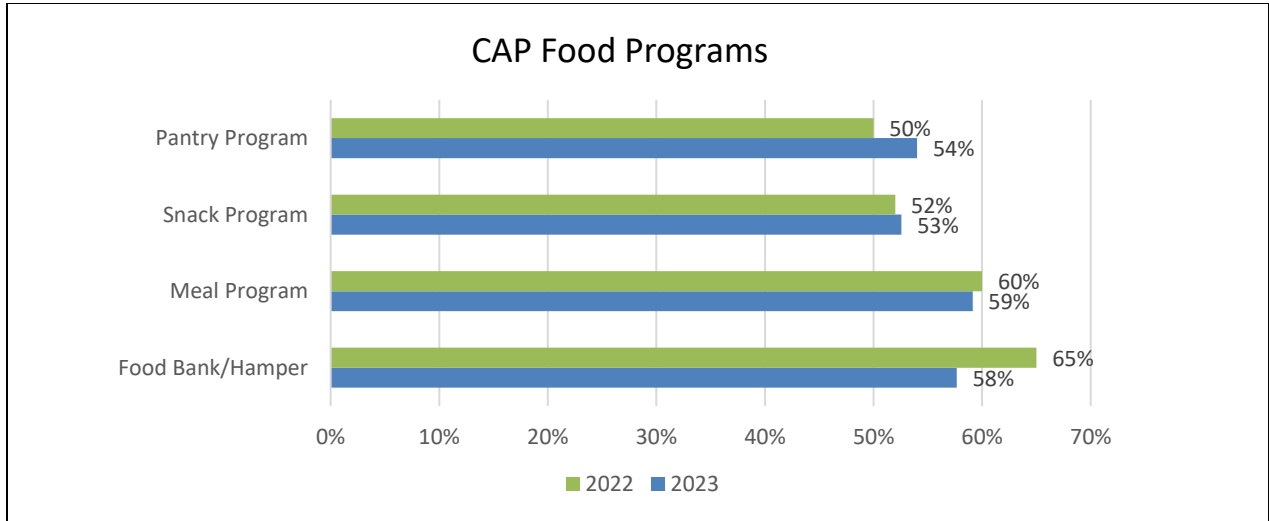
**Four CAPs (Empress Rooms, Princess Rooms, PACE Society and Larwill Place) were unable to complete the survey in time for this report due to staffing and building issues at their site.*



The Connective Support Society team with a kitchen full of fresh produce after another successful pick-up.

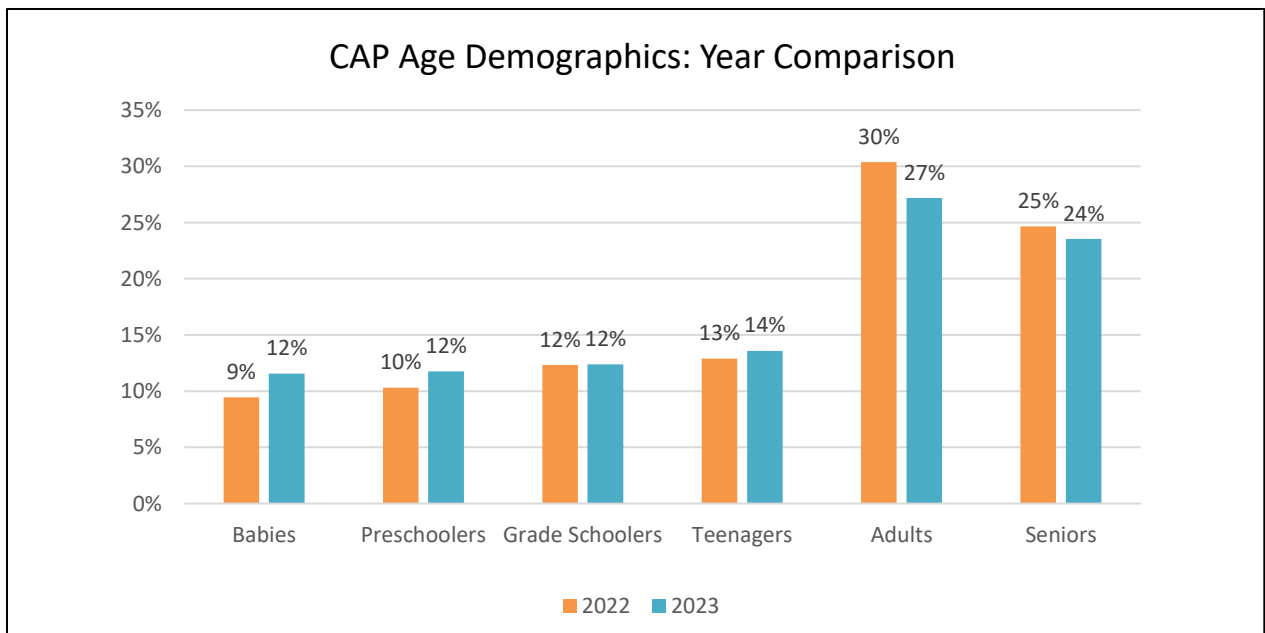
Food Programming

The results for the type of food program offered by our CAPs changed slightly from the previous year, with **meal programs** being more common than food banks or hampers, which were previously our highest category. 54% of all our CAPs have a pantry program to cater to their clients, possibly due to the number of new CAPs we have onboarded being supportive housing, in which case is a common model to include.



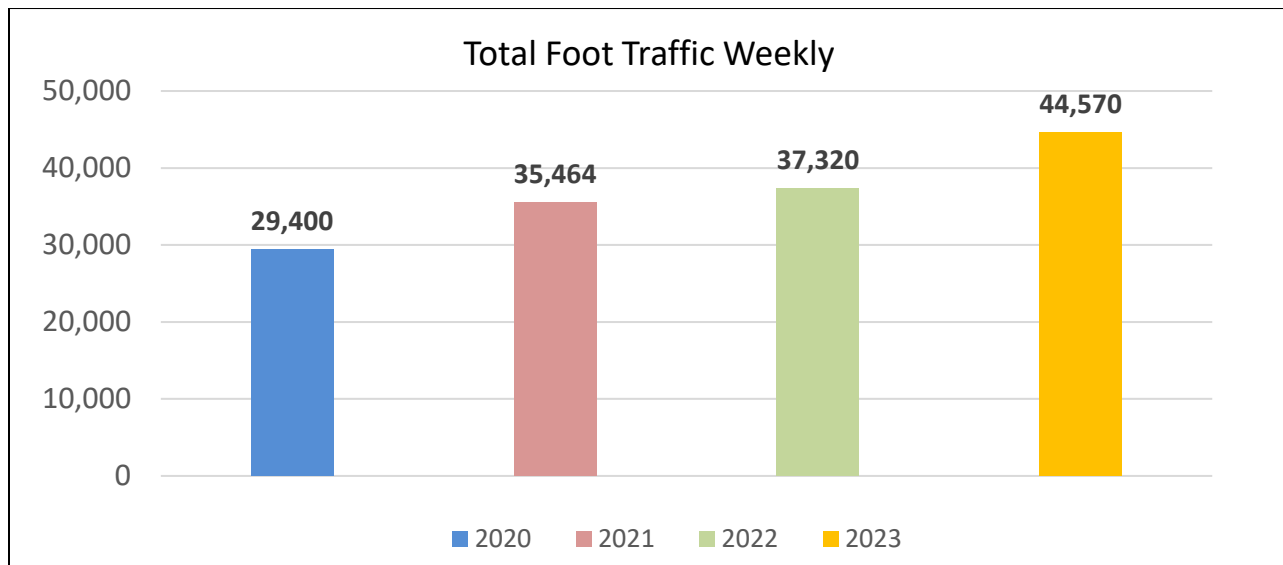
Client Demographics

To align with GVFB reporting, we asked our CAPs for the percentage of their clients in each of our age categories. These results align closely with last year’s survey, with a small increase in babies, preschoolers and teenagers and subsequent decreases in adults and seniors.



Lives Impacted in the Community

In previous surveys, we have consistently asked CAPs to provide an average count of the unique individuals they support on a weekly basis. This count includes individuals who access support services twice or more times within a week but are only counted once. Over the years, we have observed a noticeable upward trend in these numbers, which can be attributed to various factors such as the ongoing pandemic, the rising cost of living, and the expansion of our partnerships with new agencies.



Feedback

Our CAPs produced some heartwarming feedback on this round’s survey:

- “The Greater Vancouver Food Bank has had a great impact on our agency. We have observed that the food program has supported a lot of our clients by **providing healthy, nutritious meals** and has been a great addition to our free snack program. Our clients have enjoyed the variety of snacks supplied to us and look forward to attending our free snack service. Thank you, GVFB, for providing us with the service, it keeps our clients smiling and conversing. We hope to continue to provide our clients with our free snack service with your support.” – **Coast Mental Health**
- “Our residents are grateful for the **variety and reliability** of the food we receive every Friday from Foodbank. Not only do clients pick up a selection of food, but also, we provide families, seniors, and individuals with nutritious, hot meals every Friday and coffee for breakfast every Monday. Our clients rely on the variety of food we receive from the food bank. The demand is growing, and families who are working full-time struggle to put food on the table. We are very fortunate to be part of the program. Together we can help families and seniors. Thank you!” – **The Belcourt**
- “GVFB is organized and consistent, which helps a lot in planning our weekly offers. We know what is coming and what items we can obtain. The support we get for our Holiday Grocery event is

*immense. Really amazing. GVFB donates items in large quantities that support our program for more than two months sometimes. **The grant which is allocated every year has been great in enabling us to replace aging equipment and expand our programs so that we provide culturally appropriate food items.** Food security is becoming a big challenge, and clients who do not regularly use our service are doing so on a regular basis, but donations from other places are drying up or reducing. It's always comforting to know that GVFB support is solid.” – AIDS Vancouver*

- *“GVFB has brought a lot of joy to the kids we serve! Since using GVFB services, the kids have been a lot more excited about their food choices/variety in the snacks provided. The first thing they ask whenever they see their leaders is, “What’s for a snack?”. One little girl exclaimed how she loves healthy food and prefers it even over sugar! There is definitely **a change in a lot of the kids’ perspectives on food** which is beautiful to witness. They love the food and get a lot of joy out of it! There is always an ask for seconds. Always.” – Promise Vancouver*

Highlight: Onboarded New Partners

In January 2023, we onboarded 24 new partners, and this is the highest number of agencies we have accepted in an application cycle.

50% of the new partners were accessing temporary support through our Special Request program prior to this partnership. We have had some wonderful responses to this transition, like Burnaby Family Life, who said: **“We are glad to have the ability to access the food support prior to being an official partner, as it has really helped to free up some budget for us to reallocate it into different programs.”**



Thank you to the whole GVFB team who contributes to the ongoing success of our Community Agency Partners. We couldn't provide this amazing support without you!



Burnaby Family Life doing their weekly pick-up at our Winston location.