



YOUR DATA YOUR RIGHTS

This pantry is switching to an electronic system to check in clients. This means that all information that was collected on paper before will now be saved in a computer system. This is a big change for this pantry, for the Food Bank, and most importantly for you! We tried to answer your questions below. If you want to know more, please talk with the staff at your local pantry.

WHAT'S THE NEW SYSTEM?

The system is called **Service Insights**. It is a digital system that makes it easier for pantries to understand their community and improve their services.

Some of the food at this pantry comes from the federal government through a program called TEFAP. The government requires people who receive TEFAP foods to complete certain paperwork. With Service Insights, that process is now completed electronically. Information about your eligibility for TEFAP will be stored securely in an electronic system instead of on paper.

Your pantry will give you a barcode card after you provide your information. This pantry (and any pantry using Service Insights) can scan this card to quickly record your visits in the future. You only need one card no matter how many pantries you visit; Service Insights will never be used to limit how many pantries you may visit.

WHAT INFORMATION DO I NEED TO PROVIDE?

To receive TEFAP foods, we'll need some information about you and your household:

- Your name
- The number of people in your household
- Whether you receive certain public benefits, such as SNAP or TANF
- Your address
- Your household income

We'll also ask you for some other information, such as your dietary preferences, but this is optional and will not impact your participation in TEFAP.

WHY THE CHANGE?

This pantry is working with Capital Area Food Bank to simplify the intake process. By answering a few questions about yourself and your household, you will help this pantry spend more time serving you, and less time doing paperwork. This pantry may also be able to use the numbers of people served to help them fundraise and tell the community about their work.

WILL I HAVE TO DO THIS EVERY TIME?

No. Using Service Insights allows us to store your information electronically and make future visits quicker.

We will just ask you to verify and update your information from time to time. You'll be asked to verify your eligibility for TEFAP every year for DC and Maryland residents, and every two years for Virginia residents.



Together we can solve hunger



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THE CAFB DATA PROMISE

We will treat you and your information with dignity and respect.

All your responses are confidential. If you do not want to provide your information or if you feel uncomfortable answering any questions, we'll provide you services no matter what. We will trust your answers, and we won't treat you any differently if you choose not to participate. If you don't wish to participate in Service Insights, you may choose to provide your eligibility information on a paper form.

We will keep your information safe and secure.

Your information will be stored using industry-leading security measures. We will never share your personal, individual information with anyone outside of this partner network, except to comply with requests from the agency in your state that oversees TEFAP. Service Insights has very high security standards, and users can only see the information that they need to see. Recording information in this way is much safer than recording it on paper. We will **never** share your personal information with agencies such as law enforcement or immigration services.

We will only use this information to provide better services for you.

By providing your basic information to us, you help us to better tailor our services to community needs. We will not use this information to monitor your individual activity or limit services to you. The Food Bank will never use your information for marketing or commercial purposes. Anyone accessing your information will only do so to log services provided or update your profile. Your pantry and the Food Bank can use reports to look for trends and learn more about the community. These reports will never display any personally identifiable information.

Questions or concerns?

Visit www.capitalareafoodbank.org/insights or email us at ServiceInsights@capitalareafoodbank.org

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