AQ2

CASE STUDY • FOOD BANKS

Food Share Ventura Doubles Donation Volume to 28,000 a Year Using AQ2.

Food Share of Ventura County feeds 80,000 people a month across Ventura County, California. AQ2 doubled their donation processing capacity from 14,000 to 28,000 gifts a year with the same team, recovering 15–20 hours a week and cutting keying errors by ~80%.



28,000	$19.5–26K	15–20	~80%
annual donations processed	estimated annual labor savings	hrs/week recovered	fewer keying errors

$19,500–$26,000 range based on a $25/hr labor rate including overheads × 15–20 hrs/week.

OVERVIEW

Donations grow every year, and so does the back-office work. By 2017 the team was typing 14,000+ donations a year by hand into Raiser's Edge, the majority arriving as checks. Today, that number has doubled to 28,000 with the same two-person donor-services team.

THE CHALLENGE

Before AQ2, every gift was entered by hand into Raiser's Edge. With 60% of donations arriving as checks, staff spent significant time handling, sorting, keying and reconciling each gift. Volume was doubling. There were three options: hire more people, accept slower receipts, or rethink the workflow.

- High staff hours on manual data entry from checks and remittance slips
- Seasonal spikes raised error risk and slowed donor acknowledgments
- No reliable campaign-source tracking across thousands of gifts

THE SOLUTION

Food Share deployed AQ2, which works directly with Raiser's Edge. Checks, donation cards and remittance slips are now scanned in batches. AQURIT reads each item, including handwriting, and posts it straight into Raiser's Edge, with no re-entry. One staff member now manages tasks that previously required multiple people.

- Moved to check scanning within weeks
- Hands-on AQ2 support through implementation, training and launch
- Campaign source tracked correctly across thousands of checks
- Raiser's Edge to Virtuous migration, with AQ2 in place throughout

> Since implementation, Food Share has moved from Raiser's Edge to Virtuous, and AQ2 moved with them. We work with any CRM and support customers through the migration, so the way gifts get captured never becomes the reason you can't change the system that holds them.

THE IMPACT

VOLUME
Annual donations grew from 14,000 to 28,000 without adding gift-entry staff.

TIME
15–20 hours/week recovered. Donor acknowledgments sent faster and more accurately.

COST
$19,500–$26,000 annual labor savings ($25/hr × 15–20 hrs/wk).

QUALITY
~80% reduction in manual keying errors. Campaign and source tracking now precise.



"Our donation volume doubled, but our processing workload did not."

Jennifer Caldwell
Chief Development Officer, Food Share of Ventura County

WHAT'S NEXT

Food Share targets tripling donation volume in the next decade. With AQ2 handling gift processing, more donations mean more food for families, not more back-office cost. That's how a small team keeps up with growth.

Book a demo right now!

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