

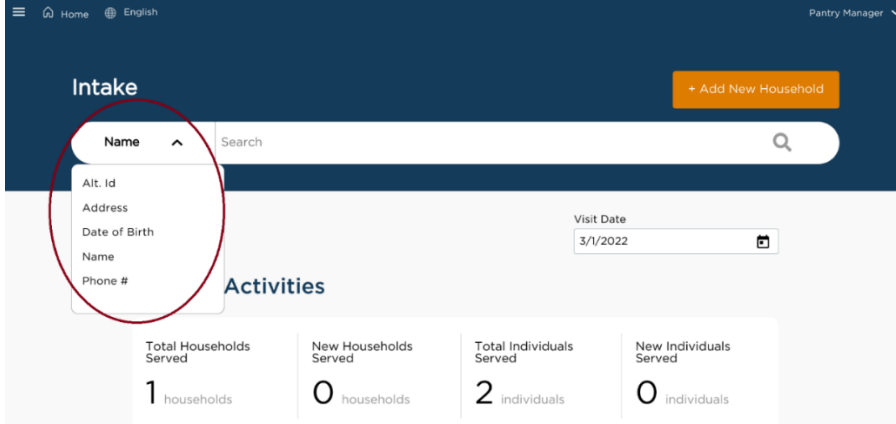
Mobile Neighbor Intake

At mobile distributions, client, or neighbor, intake is completed through conversation with neighbors while they remain in their car. The Mobile Intake Volunteer will search for each neighbor in the Service Insights on MealConnect system, add the visit for those who are in the system, and mark the car with the number of food sets that need to be loaded into the car.

If a neighbor's information is not in the system, the Mobile Neighbor Intake Volunteer will provide the neighbor with a white intake sheet and ask them to fill it out as completely and legibly as they can. Another volunteer will pick up the form after it has been completed.

Searching for an Individual

To determine if an individual is already in the system, search by the neighbor's name. The search bar is located in the middle of the Home Screen.





The screenshot shows the 'Intake' mobile application interface. At the top, there is a navigation bar with 'Home', 'English', and 'Pantry Manager'. Below this is a search bar with a magnifying glass icon. A dropdown menu is open, showing search criteria: Name, Alt. Id, Address, Date of Birth, Name, and Phone #. The 'Name' option is highlighted with a red circle. Below the search bar, there is a 'Visit Date' field with a calendar icon and the date '3/1/2022'. The main content area is titled 'Activities' and contains four summary cards: 'Total Households Served' (1 households), 'New Households Served' (0 households), 'Total Individuals Served' (2 individuals), and 'New Individuals Served' (0 individuals).

Start by typing in the neighbor's last name, then tap enter. A list of all potential matches will appear. Ask the neighbor for their first name and address to verify if one of the records is theirs. If the list of potential matches is long, you can perform a narrower search by typing in the first three letters of their last name followed by a comma, then a space, then the first three letters of their last name (ie roo, ted). Again, a list of potential matches will appear. Once you have determined that you found the right person, click the orange "Add Visit" button.

Search Results

1 results for "Roo, ted"

Name	Last Visit	Phone	DOB	
 Teddy Roosevelt 275 Broadway	2/16/2022	7011234567	10/27/1958	
Alt ID # AQ101852	Address 275 Broadway Medora, ND 58645	Household members Alice Roosevelt		

If the Great Plains Food Bank is hosting multiple distributions in one day, you will be asked to select which location you are entering information for. This will likely be the city/town you are in. Click the box next to the corresponding location.

✕

Which primary service do you want to add this visit?

Please select all that apply for the event.

West Mobile

Mobile Pantry

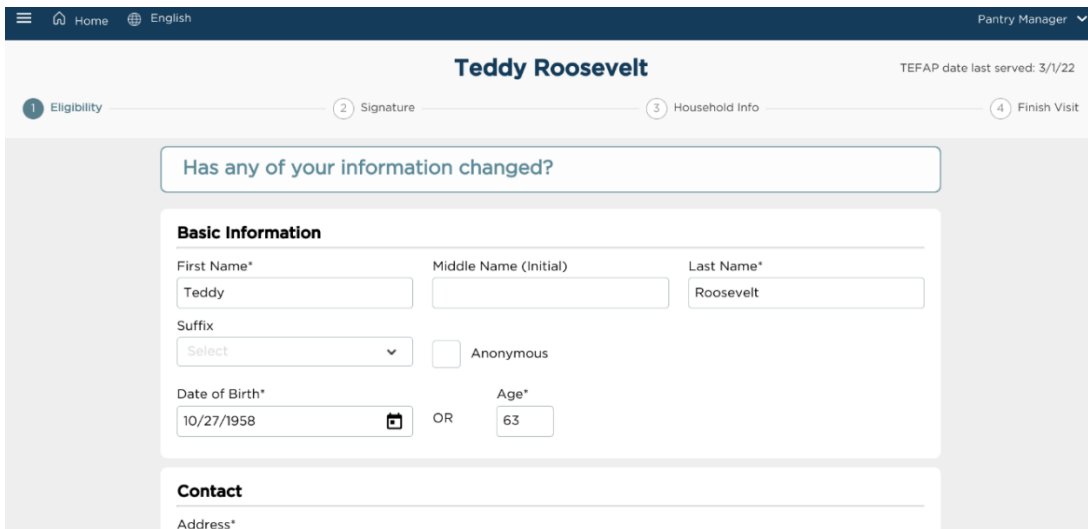
East Mobile

Mobile Pantry

[Next](#)

Next you will be taken through four different tabs – 1. Eligibility; 2. Signature; 3. Household Info; and 4. Finish Visit.

1. Eligibility. This tab reviews the household information that is required by the USDA The Emergency Food Assistance Program (TEFAP). Since the neighbor has already been entered into the system, their information will be populated in each field. If there are any changes to this information, simply type over the existing information or select the updated response (for questions that use radio buttons or check boxes). If prompted, click “No Changes” for any field asked by the system. Once you proceed through this screen, click the orange “**Save and Continue**” button.



The screenshot shows a web form titled "Teddy Roosevelt" with a progress indicator at the top showing four steps: 1. Eligibility (active), 2. Signature, 3. Household Info, and 4. Finish Visit. The form includes a question "Has any of your information changed?" and sections for "Basic Information" and "Contact".

Basic Information

First Name* Middle Name (Initial) Last Name*

Suffix Anonymous

Date of Birth* OR Age*

Contact

Address*



2. Signature. This tab allows the neighbor to provide their signature, attesting they are in need of food assistance. This section only needs to be filled out once per year, so the form may indicate that no signature is needed. If a signature or attestation is requested, select the household member who will sign from the “Signee” drop down. Then type the neighbor’s initials into the “Typed Initials” box. Then click the orange **“Save and Continue”** button.

I certify that I have willingly shared the information above, meet the monthly income guidelines, and/or am in need of food assistance.

Signee* Date

Signature Type* Typed Initials*

3. Household Info. This tab contains additional household information. Although it is unlikely that this information will change, you may again make any needed changes by selecting the updated radio button or check box. Once you proceed through this screen, click the orange **“Save and Continue”** button.

A screenshot of a mobile application interface for the "Household Info" tab. The header shows the name "Teddy Roosevelt" and the TEFAP date "3/1/22". A progress bar at the top indicates the current step is "Household Info". The main content area has a question "Has any of your information changed?" followed by two sections: "Gender Identity" and "Race / Ethnicity". The "Gender Identity" section lists options: Male (selected), Female, Transgender, Trans Female/Trans Woman, Trans Male/Trans Man, Non-binary, Gender non-conforming, None of these, and Don't Know / Prefer not to answer. The "Race / Ethnicity" section has a question "What race or ethnicity do you identify as?" with a help icon.

4. Finish Visit. At a mobile distribution, no information is needed on this tab. Click the orange **“Finish”** button. A pop-up will generate indicating the visit has been added. Click **“Done”** to return to the Home Page to search for the next neighbor.



Marking the Vehicle

The Great Plains Food Bank provides food to households based on their family size. For families with 1-4 people, one set of food will be provided. For households with 5 or more people, two sets of food are provided. Write the number of food sets to be loaded into a car on the windshield using the provided paint marker.

Neighbors may pick up food for others, if they are able to provide the needed information about the household, or if the neighbor is already in the system.

Once you have completed intake for all of the households in the car, move to the next car.