Neighbor Intake in Food Pantries

Quick guide to using the Service Insights on MealConnect platform to record intake during a food pantry distribution.

Search	
Each interaction will begin by searching for the neighbor to see if their information is in the system.	
Name	• Ask the neighbor for their name. • Search using only their last name. • If the name is not found, search using the following format, with the name Teddy Roosevelt as the example: roo, ted
Matching	• If you believe you found a match, ask for the address to verify. • If the address matches, click **Add Visit** and proceed to ***Adding a Visit*** below.
No Match	• If the neighbor is not found, move on to the ***Adding a Household*** section.

Adding a Visit		
The system will walk you through four tabs. All of the information should be filled in but the required information is below. If the neighbor offers any new information, you may edit the record by deleting the existing information and typing in the new information. Click **Save and Continue** at the bottom of each tab.		
1. Eligibility	1. Name 2. Date of birth 3. Address 4. Phone	5. *Other household members:* Names and Dates of Birth 6. SNAP Benefits 7. Income must be YES 8. Program eligibility – select YES if prompted
2. Signature	Signature is only required once per year. If the neighbor needs to sign, select their name from the drop down and enter their initials into the box.	
3. Household Info	If prompted, ask the gender identity and race of the neighbor, using the question wording within the system.	
4. Finish Visit	No information is needed on this tab. After you tap "Save and Continue," write the number of households on the windshield and move to the next car.	

Adding a Household

Begin by clicking	**+ Add New Household & Visit**

Next, you will move through 4 tabs to enter the information the information corresponding to the intake form. All fields required by the system are marked with an (*).
Click **Save and Continue** at the bottom of each tab.

1. *Eligibility*	Enter the information as provided by the neighbor. Tips for individual sections include: *Basic Information* - If neither date of birth or age is unknown, use the following age: *10 for children, 40 for adults, 65 for seniors.* Repeat this for any unknown ages under Household as well. *Contact* - When entering address, the system will match to Google Maps. When the correct address appears, click on it to autofill the city, state, zip code and county. - If the neighbor does not have a current address, select the "No fixed address" box. - If the neighbor does not have a phone number, select the "No phone" box. *Income* - Must select YES. *Program Eligibility* - If prompted, select YES.
2. *Signature*	Signature is only required once per year. If the neighbor needs to sign, select their name from the drop down and enter their initials into the box.
3. *Household Info*	Only record the gender and race identity provided by the neighbor. If no information is given, select "Don't Know/Prefer Not to Answer." Do not assume the responses of the neighbor.
4. *Finish Visit*	No information is needed on this tab. After you tap "Save and Continue," mark the intake form as complete and move on to the next neighbor form.