## Service Insights on MealConnect

The Great Plains Food Bank is excited to offer our partner agencies Service Insights on MealConnect (SIMC), a no-cost platform to use for client intake. This electronic database will streamline the intake process and allow us to better understand those we serve.

Using a shared, electronic database provides many benefits to our partner agencies and network.

- Client information is tracked in real time, eliminating the need for partner agencies to total their stats at the end of each month.
- The intake process is simplified, as clients will not need to provide their full information at each pantry visit.
- Electronic tracking allows for identification of any duplication of services.
- Increased client data allows for more robust grant applications.
- The system features in-depth reporting capabilities.

Reporting Features

SIMC features Tableau visualizations, allowing partners to see their data graphically while offering extensive filtering options to easily compile custom data. For example, the Snapshot Overview Report provides unduplicated and duplicated household counts, age breakdown of individuals served, and a map of where neighbors are visiting from. Information can be filtered by date, neighbor state and county of residence, and more, depending on your pantry's operations.
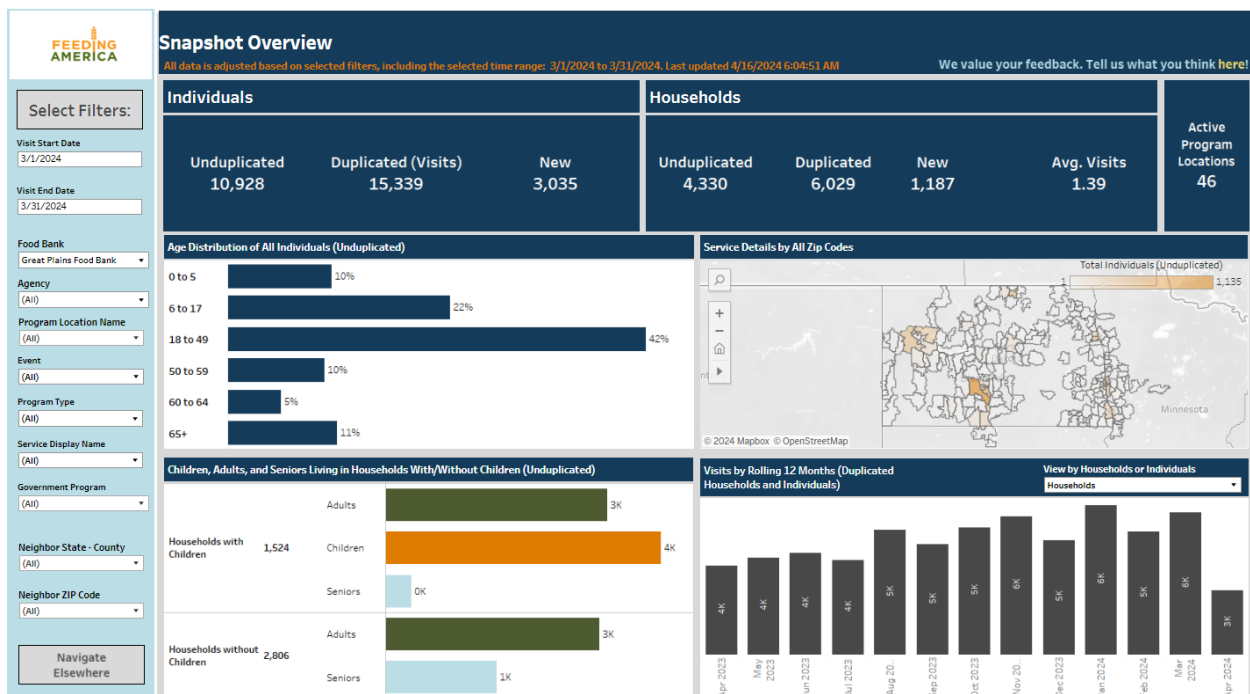
Frequently Asked Questions

Is there a cost to use the system?

- No! The platform is made available for free by Feeding America.

My pantry does not have internet access. How will I utilize the system?

- We are looking at cost-effective options for pantries to gain internet access if deemed necessary. The platform can also be enabled to be utilized offline, if internet is an issue on-site.

My food pantry does not have a computer on-site. How will I enter information?

- We are grateful to have support from Feeding America to offer partners a technology package to support electronic intake.

Will my pantry need to keep a paper of our intake form, too?

- No, all intake can be done electronically. Paper intakes do not need to be maintained for any information that has been entered into the system.

Onboarding Process

Demo
- Walk through platform to understand basic process.
- Discuss how system would integrate into current opertions.
- Talk through intake questions required by system and needed by pantry.
- Share updated intake form to being using with neighbors.

Training
- Explanation of basic platform and features.
- Walk through common intake scenarios.
- Brief preview of reporting functions.
- Practice intake using new intake forms, if available.
- Training lasts 1-1.5 hours, depending on number of attendees.

First Distribution
- Partner agency staff and volunteers enter visits as neighbors come to the pantry.
- GPFB staff is present to provide addtional coaching and troubleshooting.

To Learn More

Reach out to Janice at jtweet@greatplainsfoodbank.org or (701) 476-9137.