## Service Insights on MealConnect UPDATE: April 2024



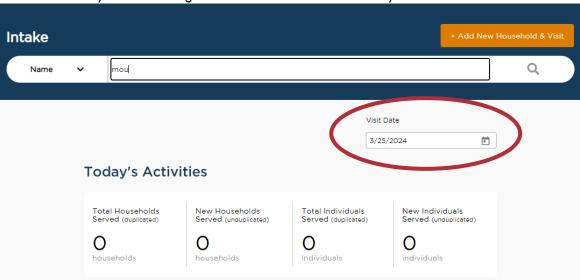
SIMC is live on the Care and Share website! <u>Click here to navigate directly to our page</u>, or click on the Service Insights section in the Agency Portal.

15 Agencies have gone live in the SIMC system so far, and once they have completed a full months' worth of data entry, they will no longer have to submit reports! 12 more are scheduled to launch in the next month.

### REMINDERS & TIPS FOR AGENCIES LIVE IN SIMC:

#### 1. Check the date:

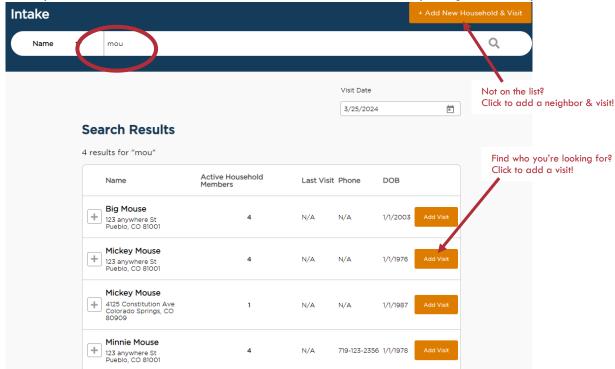
a. Make sure you're entering records on the actual date of your distribution.



b. If you started intake with paper forms, you have about 2 weeks to enter this information, so don't wait!

#### 2. SEARCH FIRST:

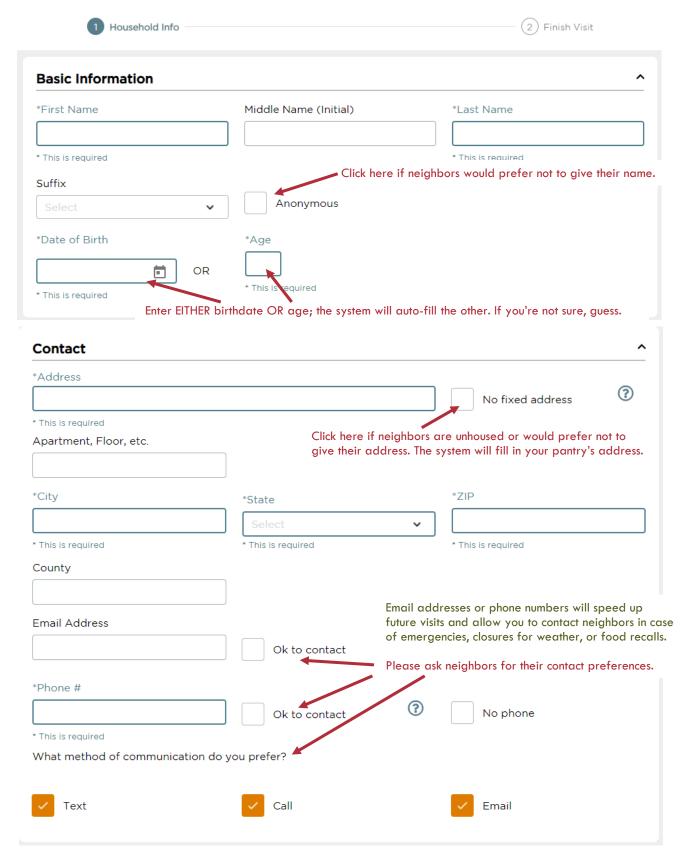
- a. The neighbor you're looking for might already be in the system!
- b. Use only the first few letters of their last name to catch alternate spellings and all options:

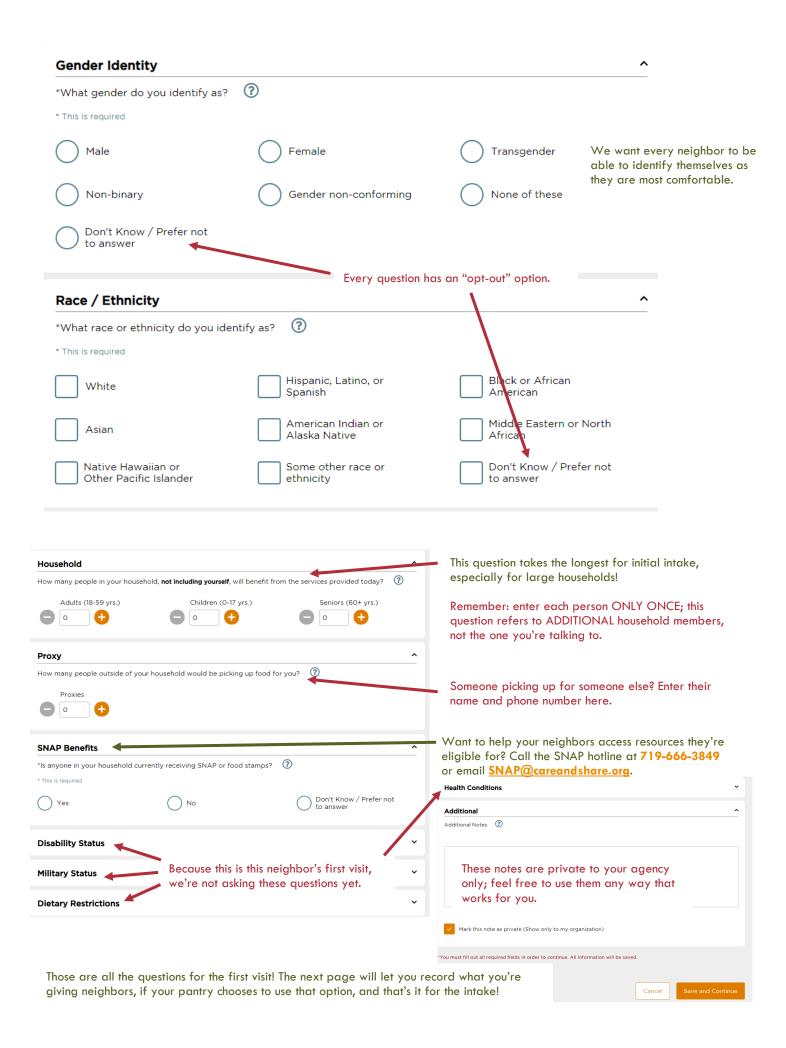


## 3. Fill out all required info, and ignore collapsed questions

- a. Some questions are scheduled to appear on the  $2^{\text{nd}}$  or  $3^{\text{rd}}$  visit.
- b. All questions have an "opt-out" option:

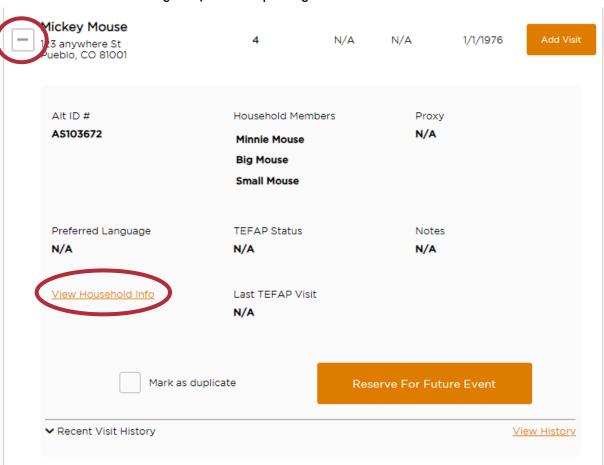
# **Add New Household**





### 4. Need to make a correction?

a. Search for the neighbor, click the plus sign beside their name and click Household Info:



- b. This will allow you to edit or add information as needed. (Please note: this screen includes some information we don't normally ask, so feel free to skip those questions.)
- c. From here, you can also work with possible duplicate entries, make reservations, or view the history of that neighbor's visits to your pantry.

# Ready to get started?

Check out the Service Insights section of the Care and Share website for more information and to get started!

