

Service Insights on MealConnect UPDATE: April 2024



SIMC is live on the Care and Share website! [Click here to navigate directly to our page](#), 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.

The screenshot shows the 'Intake' page with a search bar containing 'mou'. The 'Visit Date' field is highlighted with a red circle and contains '3/25/2024'. Below the search bar are four cards for 'Today's Activities':

Total Households Served (duplicated)	New Households Served (unduplicated)	Total Individuals Served (duplicated)	New Individuals Served (unduplicated)
0 households	0 households	0 individuals	0 individuals

- 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:

The screenshot shows the 'Intake' page with a search bar containing 'mou'. Below the search bar is a 'Search Results' section with 4 results for "mou":

Name	Active Household Members	Last Visit	Phone	DOB	Action
Big Mouse 123 anywhere St Pueblo, CO 81001	4	N/A	N/A	1/1/2003	Add Visit
Mickey Mouse 123 anywhere St Pueblo, CO 81001	4	N/A	N/A	1/1/1976	Add Visit
Mickey Mouse 4125 Constitution Ave Colorado Springs, CO 80909	1	N/A	N/A	1/1/1987	Add Visit
Minnie Mouse 123 anywhere St Pueblo, CO 81001	4	N/A	719-123-2356	1/1/1978	Add Visit

Annotations: A red circle highlights the search bar. A red arrow points from the search bar to the 'Add Visit' button for Mickey Mouse. A text box says 'Not on the list? Click to add a neighbor & visit!'. Another text box says 'Find who you're looking for? Click to add a visit!'.

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

- a. Some questions are scheduled to appear on the 2nd or 3rd visit.
- b. All questions have an “opt-out” option:

Add New Household

1 Household Info

2 Finish Visit

Basic Information

*First Name

* This is required

Middle Name (Initial)

*Last Name

* This is required

Suffix

Anonymous

Click here if neighbors would prefer not to give their name.

*Date of Birth



OR

*Age

* This is required

* This is required

Enter EITHER birthdate OR age; the system will auto-fill the other. If you're not sure, guess.

Contact

*Address

* This is required

No fixed address



Click here if neighbors are unhoused or would prefer not to give their address. The system will fill in your pantry's address.

Apartment, Floor, etc.

*City

* This is required

*State

* This is required

*ZIP

* This is required

County

Email Address

Ok to contact

Please ask neighbors for their contact preferences.

*Phone #

* This is required

Ok to contact



No phone


What method of communication do you prefer?

Text

Call

Email

Gender Identity

*What gender do you identify as? 


* This is required

- Male Female Transgender
- Non-binary Gender non-conforming None of these
- Don't Know / Prefer not to answer

We want every neighbor to be able to identify themselves as they are most comfortable.

Every question has an "opt-out" option.


Race / Ethnicity

*What race or ethnicity do you identify as? 

* This is required

- White Hispanic, Latino, or Spanish Black or African American
- Asian American Indian or Alaska Native Middle Eastern or North African
- Native Hawaiian or Other Pacific Islander Some other race or ethnicity Don't Know / Prefer not to answer

Household


How many people in your household, **not including yourself**, will benefit from the services provided today? 

Adults (18-59 yrs.) Children (0-17 yrs.) Seniors (60+ yrs.)

This question takes the longest for initial intake, especially for large households!

Remember: enter each person **ONLY ONCE**; this question refers to **ADDITIONAL** household members, not the one you're talking to.


Proxy

How many people outside of your household would be picking up food for you? 

Proxies

Someone picking up for someone else? Enter their name and phone number here.

SNAP Benefits

*Is anyone in your household currently receiving SNAP or food stamps? 

* This is required

- Yes No Don't Know / Prefer not to answer

Want to help your neighbors access resources they're eligible for? Call the SNAP hotline at **719-666-3849** or email SNAP@careandshare.org.

Disability Status


Military Status

Dietary Restrictions

Because this is this neighbor's first visit, we're not asking these questions yet.

Health Conditions

Additional

Additional Notes 

These notes are private to your agency only; feel free to use them any way that works for you.

Mark this note as private (Show only to my organization)

*You must fill out all required fields in order to continue. All information will be saved.

Those are all the questions for the first visit! The next page will let you record what you're giving neighbors, if your pantry chooses to use that option, and that's it for the intake!

Cancel

Save and Continue

4. Need to make a correction?

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

Mickey Mouse
113 anywhere St
Pueblo, CO 81001

4 N/A N/A 1/1/1976 [Add Visit](#)

Alt ID # AS103672	Household Members Minnie Mouse Big Mouse Small Mouse	Proxy N/A
Preferred Language N/A	TEFAP Status N/A	Notes N/A
View Household Info	Last TEFAP Visit N/A	

Mark as duplicate [Reserve For Future Event](#)

Recent Visit History [View History](#)

- 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!

