



SERVICE INSIGHTS

VOLUME 1, ISSUE 1 JULY/AUGUST/SEPTEMBER 2024

FINALLY!

We have our first newsletter!. Right now it is quarterly by I'm hoping to decrease that timeframe as time allows.

Soon to come will be training and demo video's on our website that you can access at your convenience.

Our goal is to give you as much support as we can and make it easy for you to access.

I'm looking forward to helping you make your transition to Service Insights a great success!

Danny Myers
Your Service
Insights Coordinator

Appalachian Ministries of the Smokies

One of the most eager agencies I have worked with is Appalachian Ministries of the Smokies (AMOS). As soon as I started walking them through Service Insights they were full of enthusiasm and ready to

start. After a short training session on neighbor entry we jumped right into administrative tasks and reporting. Usu-



Piper, Cheri, Kimberly, and Karrie with their new tablet

ally those pieces can take a bit to get a handle on, before I could finish explaining those features, Kimberly had kept

hitting buttons until she had a new event set up and was ready to go.

AMOS took the path of entering their known repeat neighbors into Service Insights before having their first live event. When these people

come to the agency now, their information is already in Service Insights.

Continued on Page 3

A Big Thank You to our first Agencies

I want to take this opportunity to say Thank You to Amanda Roberts at Hands of Mercy, Jim and Janelee Mongin at First Baptist Sevierville, and Ross Jones at Knoxville Dream Center. These agencies were the first Second Harvest East Tennessee agencies to start using Service

Insights. They were the brave souls who embraced the idea of collecting consistent data that will allow us to better serve and meet the needs of our neighbors. They also generously served on our Service Insights Q&A at our AR Conference.

We now have several agen-

cies on the platform in a wide range of configurations. Large and small, open one day a month or six days a week. USDA or Non-USDA, walk in or drive through. If you want to visit an agency, I'm sure I can line you up with someone that closely matches your operation.

Meet Cynthia Thompson



Cynthia Thompson

Many of you have had the pleasure of meeting Cynthia. She is one of our Agency Relations Coordinators along with Sophie and Kendra. Here is a little more information on Cynthia so that you can get to know her better...

various population types, i.e., homeless, mentally ill, substance abusers, formerly incarcerated, youth, etc. It comes natural to me to serve others. It's something I'm passionate about. As I began my job search, my desire was to return to human service work hence, the motivation for applying for the Agency Relations Coordinator position.

staff is awesome. Also, the ability to get out into 12 counties to meet and work with so many loving compassionate pantry leaders and volunteers. Then, there's the way we go out of our way to support our pantry partners. I am truly honored to be a part of this team and completely committed to the mission, vision, and purpose of Second Harvest Food Bank of East Tennessee. I see the value in what we do. I also recognize that at any moment I could be the one needing assistance.

I applied to my position after seeing it advertised on Indeed. Much of my career [20+ years] has been in human services in a non-profit setting. I've worked with

There's so much to like about working at Second Harvest. One, the team spirit that exists among the

Second Harvest has 3 Agency Relations Coordinators who manage 630+ Food Pantries, Community Centers, Churches, Schools and more in an 18 county range that covers 8,000 square miles!

Duplicated / Unduplicated

Total Households Served (duplicated)	New Households Served (unduplicated)	Total Individuals Served (duplicated)	New Individuals Served (unduplicated)
76 households	8 households	168 individuals	15 individuals

Service Insights is a pretty straight forward application to use. However... One thing that can be confusing is the use of the terms 'Duplicated' and 'Unduplicated'. The problem is that the term 'Duplicated' is used to represent actual duplicated records that need to be removed from the system in one area. While in an-

other the term is used to represent the number of times a person has visited a pantry. As you can see in the graphic just above, if you left out the terms 'Duplicated' and 'Unduplicated' then it would make perfect sense. However, when you run the Agency Attributes report, things get tricky.

At the end of the day, think of it this way. 'Duplicated' represents the number of visits a person has made to your pantry for a given time period. 'Unduplicated' represents the number of people who have made a visit to your pantry for a given time period. Tom could have visited your pantry 5 times in January.
Continued on Page 4

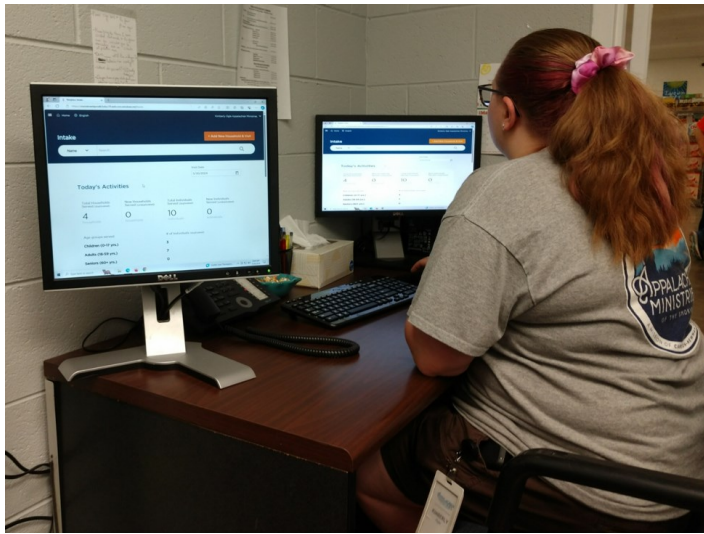
Appalachian Ministries *Continued from page 1*

All AMOS has to do is ask if anything has changed. If it has, they will update the data and save the visit. If nothing has changed, then all they have to do is save the record as a new visit.

private room for new neighbors. AMOS is following this practice now. At AMOS, neighbors line up outside the building in a covered area. They come into the building as space allows. AMOS will now be taking a tablet outside to update

great idea if your agency is able to do this. It helps with language or hearing barriers plus the person does not have to feel uncomfortable giving personal information with others standing around.

AMOS is a neighbor choice pantry. Their neighbors come into the building and use a shopping cart to pick out the items they want. The neighbors line up outside and then come in as space allows. With Service Insights, their



Since going live with Service Insights, AMOS has started using the application to capture how much clothing they are providing to neighbors. We have also activated a military section in Service Insights so that they can capture how many veterans they are serving.

workflow has changed slightly. Instead of using forms to capture neighbor information, they are now using a tablet and a laptop.

information for neighbors whose information is already in Service Insights. For first time neighbors, they will be entered into Service Insights inside the building in a private area. And, just like First Baptist Sevierville, they have a monitor facing the neighbor so that it is easy for them to verify that the information is correct. This is a

This information can then be retrieved by running the Data Export from the Service Insights Reports section.

Karrie says that overall Service Insights has given them a speedier registration and check in process. And, reporting is also more accurate than the old system they were using.

When I go to new agencies I always mention good practices I have seen at other places. First Baptist Sevierville with Janelee and Jim Mongin use a quite/

“We now have a speedier check-in and registration process. Plus reporting is more accurate”

Appalachian Ministries of the Smokies started in 1984 serving 50 families a month. They now serve 500 families a month. Initially they bagged food for the families. They would receive one bag of canned foods, one bag of dry goods, and larger families would receive an extra box. They are now a client choice pantry where families can shop for themselves.

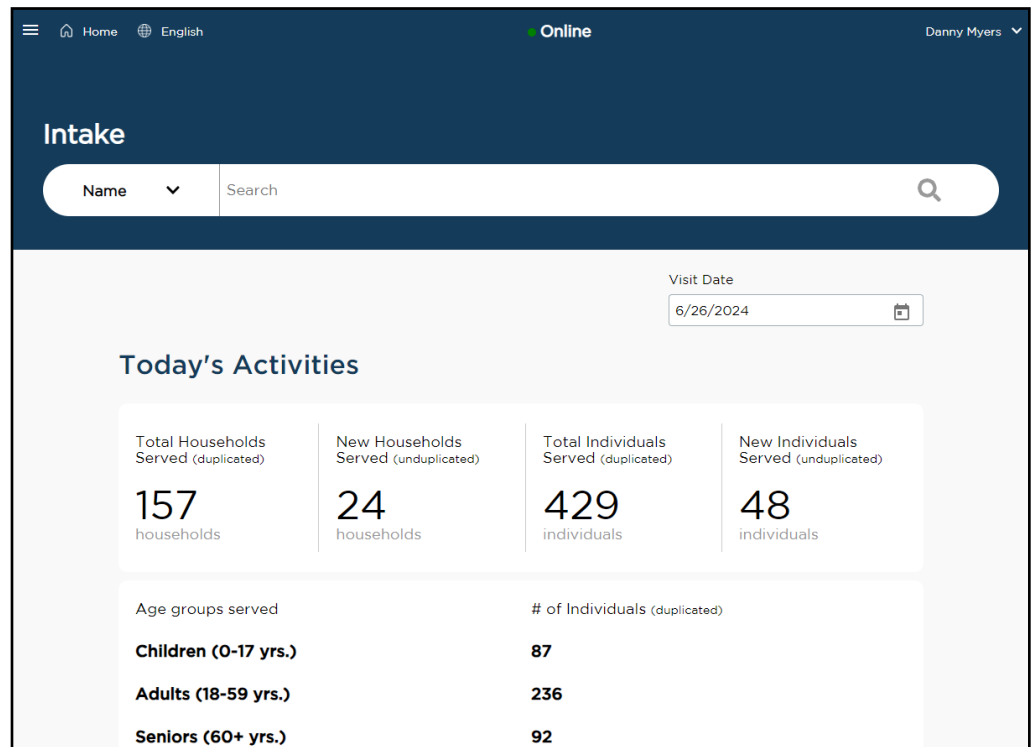
Just What is Service Insights?

Service Insights is a networked client intake system that allows Partner Agencies to improve their neighbor experience and food access with compassion, supported by solid data.

Second Harvest is using Service Insights for several reasons...

Increased efficiency:

Clients only need to go through the intake process one time at any agency. This avoids having to fill out applications and paperwork at every visit.



Help the community: The more information we have, the better the services we can recommend, and the more support Second Harvest can provide to your community.

Advocacy: The up-to-the-minute reporting allows us to advocate (for the needs of our communities) directly to those who can

help Second Harvest and Partner Agencies with funding and resources.

Getting connected: Connecting through a single system enables the sharing of resources, better referrals, reduced food waste, and more efficient resource allocation for those in need.

With Service Insights you will no longer have to store forms. The neighbors entered by other agencies will be accessible by you as well (you will not have to re-enter the information). And you will have access to various statistics and reporting.

I hope this encourages you to come on board!

Duplicated / Unduplicated *Continued from page 2*

He stopped by every Monday. For the selected time period of the month of January, Tom would count as 5 'Duplicated' visits. But he would only count as 1 'Unduplicated' person.

Currently, Second Harvest is interested in tracking how many people (Unduplicated) we are reaching. Not how many visits they are making to the agencies.

Fortunately, Service Insights stores all of this information. Both you and Second Harvest can retrieve this data whenever it is needed.



Service Insights on **MealConnect**® FEEDING AMERICA

Danny Myers
Service Insights Coordinator
danny@secondharvestetn.org

Feel free to contact me if you would like to find out more about Service Insights.

“A dream becomes a goal when action is taken towards its achievement” **Bo Bennett**

How do I get started?

This is easy... Just send me an email and let me know you are interested in learning more. My email address is:

danny@secondharvestetn.org

The majority of people who have contacted me are already interested and have a date in mind for a go-live. Some just want to know more about the application.

If you fall into the “I just want to know more about it” group then we’ll schedule a date for me to come to your agency and I’ll give you a demo. It helps that I can see how your operation works so that I can point out how Service Insights will fit in with your agency specifically.

If you are like most, you may only have an idea of what Service Insights is but you do know that you are ready to move away from

your forms and start storing your data electronically. For those, I’ll go ahead and define your agency in Service Insights and setup a couple of users. I’ll want to know how many people you will have that will actually be doing neighbor intake.

It will be good to have most of them there for the training if possible. It’s best to only have people who are going to be using Service Insights. It doesn’t help if there are 20 people in the room and only 3 are going to be using the application.

There are a lot of things I take into consideration but at the training we may use information of some of your regular neighbors and start entering them into the system. This will give your team a chance to be hands on and usual-

ly prompts the best questions.

Again, considering your comfort level as well as other variables, you could start pre-entering existing neighbor information and preparing for your first real event. Keep in mind, pre-entering data is not a requirement, that is completely up to you. It may be as well that the majority of your neighbors are already in Service Insights.

After your training, just let me know when you would like to use Service Insights for real. It can be the week of your training or a month out. Again, that is up to you. I’ll be happy to make additional trips back to your agency if more training is needed.

I hope to hear from you soon!

Thanks! Danny