



# SERVICE INSIGHTS

VOLUME 1, ISSUE 2

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## TRAINING

Hey everybody. Just a reminder on Service Insights training. My standard procedure is to come to your site to do the training. It allows me to see your agency and how you operate. But, if you are looking for a day out, feel free to schedule time with me here at Second Harvest. Also, see the article just to the right about on-line videos you can access. They do not answer all questions or cover all configurations but they do give you a good starting point.

**Danny Myers**

Your Service Insights  
Coordinator

## Church and Society Powell UMC

Like other agencies, Church and Society Powell UMC had been looking for a way to make their intake process easier. They had been considering creating their own system when they heard about a new application Second Harvest had to offer. After a quick overview and training session, they didn't hesitate to start using Service Insights for their intake that day!

Prior to Service Insights, Powell UMC used paper forms. Cars would line up at the building and a procedure would start where neighbors would fill out new forms, someone would then



Dale and Debbie Sherman with Chic and Pat Jennings

search their file cabinets to see if forms were already on

file for this person.  
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## Training Videos and Intake Forms

Be sure to go out to the Second Harvest East Tennessee website to see our new Service Insights section. This can be found on the "Learn" section of the website. Here is link to jump there:

[Partner Agencies – Second Harvest Food Bank \(secondharvestetn.org\)](https://secondharvestetn.org)

Go down to 'Agency Forms and Information' and look for 'Service Insights'. There you will find demo and training videos. You will also see USDA and Non-USDA intake forms in both English and Spanish.

The existing videos will be updated frequently to include new features and we will be adding more videos

in the near future.

The videos are not intended to replace our personalized training. They may go into detail on some subjects but be vague on others. With the personalized training, we spend all the time needed to go over any questions you may have and show you how Service Insights will work best with your Agency.

# Meet Sophie Spangler



Meet Sophie Spangler, our newest Agency Relations Coordinator. She came to us in March of this year with a background perfect for Second Harvest. Here is a little information about Sophie.

*I was born and raised in Knoxville, but I've spent the last few years in Birmingham, AL, and abroad in*

*Cape Town, South Africa. During this time, I have worked with various non-profit organizations addressing issues such as community health, human trafficking, gender-based violence, and child abuse. Every day I saw how hunger impacted the people I was working with and interacts with human services in general - healing is slower when you're hungry. When I moved back to Knoxville last fall, this intersection between hunger and the issues I'm passionate about motivat-*

*ed me to apply for the position at Second Harvest.*

*In the short time that I've been here, I have really enjoyed working at Second Harvest. The staff is encouraging and supportive, and it is obvious that everyone here really believes in the work that we're doing. We all have a role to play in fighting hunger and I love that mine includes getting to work with some incredible people and organizations making an impact in our community every day!*

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Number of foodbanks including Second Harvest East Tennessee who are using Service Insights

1,350 +

Number of agencies just like yours who are using Service Insights

2,500,000 +

Number of neighbors currently registered in Service Insights

## Distributions for the Day

### Events Today

Event	Time	Distributions
Hope for our Neighbors distribution - USDA	9:00 AM - 7:00 PM	8 served

[Don't see the event you need? + Add New](#)

The good thing about Service Insights being a browser application is that enhancements are made available to you automatically. You do not have to go thru an upload process, reboot your machine, or perform any gymnastics that you sometimes have to do with applications installed on your device. We have seen in the last couple of

months enhancements to clean up the Navigation Menu as well as the addition of the Essential Statistics report among others.

Recently a feature was added to allow you to see who has visited your agency for the day. From your Home screen simply scroll down past the section that shows the break-

down by age group and you will see a section similar to the screen shot above. In my example it shows 8 served. That number represents totals in the households.

If you click on that number, then you will see the names of the people who picked up the food.

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# Church and Society Powell UMC Continued from page 1

Following this, the new forms would be added or existing forms replaced. Meanwhile food would be taken to the cars and a written tally would be updated for statistics.

When they first migrated to Service Insights, they briefly continued to use the forms. A volunteer would have the neighbor fill out the form at the car and then the form would be brought into the church. Once there though, the information would be entered into Service Insights using a laptop and there would be no need to save the form. After a few weeks, they moved outside with a tablet to do the intake at the cars. Because Service Insights works on any device with an internet connection, volunteers today are using a mix of tablets and phones for intake.

It wasn't all smooth sailing migrating to the new system. Powell UMC has at least ten different volunteers who can do intake so this required additional training. They also ran into an issue when the church updated their WIFI

information without the pantries knowledge.

Probably the weirdest issue was when Chic reported to me that his numbers for the day were showing up with tomorrow's date. It took a bit but we finally discovered that the time zone setting on a tablet was set to the China configuration. When Powell UMC entered records on what we thought was 1:00PM today it was recorded as 1:00AM tomorrow. It was a quick fix once we figured it out. Today before I give a tablet to someone I verify the time configuration. No more problems since.

When asked about the benefits since moving to Service Insights, Chic had several...

- Much more efficient and faster check in process
- Less volunteers needed for intake
- No more paper forms. Looking up forms in file cabinets and folders has been eliminated
- You do not have to reenter neighbors when

they show up. Once in the system, they are always there.

- Less intrusive because you do not have to ask the same questions each time.
- Can easily tell when a person has been here more than once in a month.
- More benefits down the road

When I asked if they had any enhancements they would like to see, Debbie produced a long list. All of which were very good and well thought out. Fortunately, Feeding America is constantly adding new features and improvements to the application and a few Debbie mentioned had already recently been added. The others are in the queue for Feeding America to consider.

*I appreciate Chic and Pat as well as Dale and Debbie. Their positive attitude made the transition to Service Insights a breeze and today they are reaping the benefits of coming on board.*

*"It is less intrusive.*

*We do not have to ask the same questions each time.*

*Also, we can easily tell when a person has been here more than once in a month."*

Powell UMC started in the mid 80's after a Sunday school class felt there was a need in the community. Canned goods were stored on shelves in a closet with 15 families being the limit that could be served. In the 90's the agency began its affiliation with Second Harvest and it started growing from there. Today they serve an average of 265 households (844 people) a month. They are open five days a week and the third Saturday of each month.

In 2019 Chic and Pat Jennings were looking to volunteer for one day a week but three months later found themselves in charge of the whole operation. Dale and Debbie Sherman joined in when while visiting the church, Dale noticed a bulletin asking for volunteers. They now help Chic and Pat manage the agency.

# Distributions for the Day *Continued from page 2*

The order of the names is the order in which they were served. In our example, 'Thisisa Test' was the first person served and 'Turkey Trott' was the last.

Recently Served

[Export to excel](#)

Filter results by keyword...

Date	Name	Active Household Members	Phone	Services	Status	
9/10/2024	<a href="#">Thisisa Test</a>	2	865-617-0094	Non-USDA	Served	<a href="#">View</a> <a href="#">Cancel</a>
9/10/2024	<a href="#">Frank Key</a>	2	555-555-8723	Non-USDA	Served	<a href="#">View</a> <a href="#">Cancel</a>
9/10/2024	<a href="#">Goof Ball</a>	1	555-555-5656	Non-USDA	Served	<a href="#">View</a> <a href="#">Cancel</a>
9/10/2024	<a href="#">Turkey Trott</a>	3	N/A	Non-USDA	Served	<a href="#">View</a> <a href="#">Cancel</a>

You can filter the list by typing in the Filter bar. For instance, if you start typing the word 'key' in the filter bar then the list will narrow

down to 'Frank Key' and 'Turkey Trott'. You can also type numbers. Typing '555' will narrow down the list to only those records with phone numbers containing '555'.

You have three options on this screen... Click on the neighbors name and you can see their House-

hold information as well as Visit History. Click on 'View' and you can see the services provided for the day. Click on 'Cancel' and you can Cancel the visit for the day.

I've already seen the Cancel feature be used a couple of times. Once when it was realized the visit was recorded for

the incorrect neighbor and another time when a visit for a neighbor was entered by two different people on the same day.

As an added bonus, above the Filter bar you have the option to export the list to Excel.

## Tips for your Intake Event

I have been really impressed by most of the pantry events I've attended. Great organization and pleasant volunteers make for a good day. There have been a couple of events where a little tweaking needed to be done. Also, after your first event, if there were any issues then they start to iron themselves out. Here I want to give you some tips on how to make the best of using Service Insights at your events.

1. Choose the right people to use Service Insights. If you have anyone that has done data entry in the past then that is the very best person. Anyone that is comfortable using a phone, tablet, or laptop should work out well. If you do not have anyone with basic computer skills then I would suggest pre-entering your regular neighbors. That will make you familiar with the application before you have a neighbor standing in front of you. It is not a

difficult application to use but you do need basic computer knowledge. If you use Facebook or have ever ordered anything on-line then you should be good to go.

2. Limit the distractions. Having people around who are trying to have a conversation with the neighbor at the same time you are trying to enter their information results in a lot of confusion.

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## Service Insights on **MealConnect**® FEEDING AMERICA

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**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

## Tips for your Intake Event *Continued from page 4*

3. If cars are lined up, try to start your check-in process before the event starts. Then, when the food starts being given out and the cars start moving, move with the cars.

4. Multiple people can do intake on Service Insights at the same time. If you have multiple people that are capable of doing the entry then by all means use them. This not only keeps your line moving but you now have cross training in case a volunteer can't make it one day.

5. If things start to get backed up while you are entering data, use the paper forms for people still in line and enter that data after the fact. You do not have to enter all information the day of the event, you can catch up on another day if you need to.

6. If you want, do a quick search for the person you are serving and if they are already in Service Insights, continue the check in process. If they are new, have them fill out the paper form so that you are not rushed trying to enter their data. You may want to do the same if someone is new and has a large number of people in the household. Two volunteers working the line together works best here.

7. Let me help. If my schedule permits I'll be happy to be one of your intake people for the day.



Happy Intake = Happy Neighbors

Bottom line... Keep a positive attitude and keep your line moving. If you break your tablet, your laptop goes up in smoke, or a thousand people show up, start handing out paper forms and live to fight another day. You can always update Service Insights after the fact if needed.

Thanks! Danny