



SERVICE INSIGHTS

VOLUME 2, ISSUE 1

JAN/FEB/MARCH 2025

GREAT PROGRESS

We had a fantastic first year with Service Insights! We started with 3 agencies in January and grew to 25 over the year. Some agencies have multiple locations so that took us to over 40 different installed locations total. That's great! We already have people lined up for January so the new year is getting started off right. I hope to hear from more of you soon!

Danny Myers

Your Service Insights
Coordinator

Hope For The Hungry



Teresa Baer (second from left, green jacket) and her Service Insights Intake Team

Coming up on Service Insights in June 2024, Hope for the Hungry has been one of our most determined sites. When I showed up for training, pantry leader Teresa Baer kept saying "I think we can do this", "I believe

we can do this", "We can do this!"

They began by pre-entering repeat neighbors. On their first day of using Service Insights live, they had printed one of the Service In-

sights spreadsheets and as one of the team members approached a car, they would check to see if that household was already in the system by looking at the spreadsheet.

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Capturing Additional Data

Service Insights by default allows you to capture basic information about your neighbors. Things such as name, address, phone, and family members. But there are many other pieces of data that you can save. Some of these include Em-

ployment Status, Disability Status, Preferred Language, Living Situation, Military Status, Dietary Restrictions, Health Conditions, and Food Insecurity.

All of this allows you to get a better picture of who you are serving and what their

needs are. It can also help you to better prepare for your events. For instance, if any of your neighbors have special dietary needs then you can have food they are more likely to use ready for them at the next event.

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Capturing Additional Data



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Service Insights reporting can put this information into a visual

image. This is a great tool if you need to report to a Board of Directors or your church about the people you are serving and whether or not you are making a difference.

I would like to encourage you to begin capturing more information at your events when you are

ready. Aside from the benefits already mentioned, the information will help in securing additional grants which in turn results in more food becoming available for distribution. Below are just some examples of additional information you can request.



43

Number of Second Harvest East Tennessee agency locations using Service Insights in December 2024

1,597

Number of Second Harvest East Tennessee agency events using Service Insights in 2024

If you would like me to stop by your location sometime and show you Service Insights then let me know. We can even setup a site visit if that is something you are interested in.

Contact me at danny@secondharvestetn.org

Living Situation

What's your living situation today?

- I have a steady place to live
- I have a place to live today, but I am worried about losing it in the future
- I do not have a steady place to live
- Don't Know / Prefer not to answer

Health Conditions

Has anyone in your household been told by a doctor or other health professional that they have any of the following conditions? (Select all that apply)

- None
- Diabetes / sugar diabetes / prediabetes
- High blood pressure / hypertension
- Heart disease / stroke
- Don't know / Prefer not to answer

Military Status

Has anyone in your household, including yourself, served on active duty in the U.S. Armed Forces? Active duty includes serving in the U.S. Armed Forces as well as activation from the Reserves or National Guard.

- Yes, on active duty in the past, but not now
- Yes, now on active duty
- No, never on active duty except for initial/basic training
- No, never served in the U.S. Armed Forces
- Don't know / Prefer not to answer

Hope For The Hungry

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Teresa was the only one using an electronic device at the cars that day so if the person was on the spreadsheet (meaning they had been pre-entered), she would record the visit using a tablet. Otherwise, someone in the car would fill out a paper form. Once the form was filled out, another person on the team would enter the information into Service Insights at a separate area without holding up the line.

Today, there are up to five volunteers who go to the cars with their cell phones to register people into Service Insights. The number of neighbors who are not in Service Insights is much smaller now. They now use the search feature in Service Insights to see if someone is in the system rather than a printed spreadsheet. When they do have a household who is not in the system, that car is pulled off to the side so that the line can keep moving. A very good process when you are working with up to 250 families in a single day. To handle the volume, Hope for the Hungry tries to have the load broken out between 10:00 AM and 2:00 PM. Because of their location, it doesn't take long before cars are backed up our to primary roads so they ask households to show up at specific times

based on their last names.

As for moving to Service Insights, Teresa explains it this way... "Initially the application and distribution process was a paper and spreadsheet system. Plus the applications had to be redone annually! The processes worked but required a lot of volunteer time and resulted in some errors in reporting. Our sign-in team often talked about how great it would be to have



an automated system but we didn't have the capability or the budget to make it happen. We were very excited when Second Harvest make the intake tool available!"

When asked about the benefits, Teresa says "New volunteers have joined the intake team and they, along with the existing team members, are embracing the Service Insights application. Also, once distribution is complete so is the record keeping. They do not have to maintain paper records and there is no longer a

need to transfer information from paper to spreadsheets."

For the migration to Service Insights, Teresa says "Some of their volunteers had limited experience with computers and were a little reluctant to jump in. But, to their credit, they didn't give up and they are making it work. They are continuing to adapt and are becoming more proficient. The team has really embraced using the application on their phones. They are less intimidated by their phones as compared to laptops or tablets."

When I was there for their first day on Service Insights I knew things were going to work just by Teresa's sheer determination. The difference between that first day and my most recent visit was like night and day. Their first day had Teresa with a tablet and a printed spreadsheet. At my last visit I saw multiple volunteers with cell phones walking from car to car registering people into Service Insights like they had done this all of their life. It was a real transformation. I can't tell you how happy I am to see an agency realize the benefits of the application, make slight changes to their intake process if they need to, and then put it all into action. I give a big thumbs up to Teresa and her team at Hope for the Hungry!



"Once distribution is complete, so is the record keeping."

Both new and existing volunteers have embraced the application



Service Insights on
MealConnect® **FEEDING AMERICA**

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Hunger by the Numbers

202,500+
 East Tennesseans
 experiencing hunger

18
 Counties served in
 East Tennessee

8,000+
 Square miles served
 in East Tennessee

670+
 Partners including food pantries,
 community centers, churches, schools,
 and more

Hope For The Hungry Background

Hope for the Hungry was started in 2019 in Oliver Springs. Teresa Baer says "We were looking for a way to make a positive impact in our community. Knowing that food insecurity was prominent and recognizing the significant impact of that problem on families, particularly children, touched the hearts of our team. There were food pantries nearby but none that particularly served the tri-county area (Morgan County, Roane County, and the Oliver Springs area in Anderson County)."

At Hope For The Hungry's very first distribution they had three volunteers and only served five families. Each family received a single box of food.



An average distribution today will have 30 volunteers helping to serve 250 families. Each family will typically receive

a full grocery cart of healthy food. Clothing is also available for those in need.

