



# SERVICE INSIGHTS

VOLUME 2, ISSUE 2

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## A/R CONFERENCE

Hey! I hope you dropped by to see me at the Agency Relations Conference. I was able to meet several new people and touch base with current users as well. I had questions ranging from "What is it?" to "How can I see how many of our neighbors have heart disease?" If you missed me, give me a call or shoot me an email and we'll schedule a time for a demo. Hope to hear from you soon!

**Danny Myers**

Your Service Insights  
Coordinator

## Compassion Ministries

In April of last year I helped Teresa Smith at Compassion Ministries Dottie's Pantry with our first event where people would remain in their cars as we registered them into Service Insights. Things went pretty well but we did run across a couple of issues. One was spotty internet as you got further from the building. Another was that it was a very sunny day and the glare off of the devices being used made it difficult to see the screen. We made it work though and today Teresa has the Service Insights registration process down pat.



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*Teresa Smith with Compassion Ministries*

## Changing a Neighbors Status

You will sometimes find yourself needing to change the status for a household member in Service Insights. The reasons vary, it could be a couple has separated or divorced. Children may come and go. Or someone may pass away. In the end, Service Insights does not

care why a person may no longer be a member of the household. But it does matter because the status of the people in the household affects the counts for your month-end statistics.

Lets look at the different Statures we have for mem-

bers of the household.

**Active:** When you first add people to Service Insights, this is going to be the default status. This indicates that the person is currently living in the household.

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## Tracking Neighbor Ages

Once you enter a persons age or birthdate into Service Insights, the new age will be calculated automatically each year.

Not all agencies are capturing the age for each household member. If you look at your Essential Statistics report at the end of the month you will see a Total Individuals With Unknown Age category. This will show you how many people where served that had no age entered for them. If this is a problem where your volunteers are simply not entering this information into Service Insights then I can make the age a required field. They would not be able to advance to the next fields until an age is entered. Let me know if you would like me to do this and I'll make the change for your agency.

Contact me at [danny@secondharvestetn.org](mailto:danny@secondharvestetn.org)

# Changing A Neighbors Status

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All Neighbors who have a status of Active will count on your statistics for the event.

Inactive: I would suggest setting someone to this status if you think they may be coming back into the household at some point.

Permanently Inactive: This is a status you can use for someone who the Neighbor indicates with

certainty that the person will no longer be a part of the household.

Deceased: This person has passed.

Lets consider for a moment that the head of the household dies (for example we will use Herman Munster). Herman will no longer be picking up food but his wife Lily may now arrive. When you register Lily's visit, you can flag Herman as Deceased at that time.

If there is only one person in the household and that person dies, there is no need to change the status for that person. You will no longer be registering that person for visits so it will not affect your statistics. And, as far as them affecting your Neighbor searches, this person is going to fall farther and farther down in the results list as time goes on. They will remain in the system so that you can still see them in historical reports.



### Household

How many active 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.)

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### Seniors

\*Status ?

Active

Search...

Active

Inactive

Permanently Inactive

Deceased

Middle Name (Initial)

\*Last Name

\*Date of Birth  OR

[Additional Info](#) v

Add Senior

# Compassion Ministries

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Today before the pantry starts and while cars have started lining up, Teresa will first make a pass through the cars. If she sees someone she doesn't recognize she will ask if they have been there before. If this is their first time she will hand them a paper form to fill out. Teresa likes to use the QR codes to record the visits so for people she knows, she tells them to get their phones ready with the QR codes.

When the pantry people are ready, she will signal for the cars to come to her. Teresa has a large umbrella she stands under and a table on wheels. She is positioned at a spot where she gets good internet connectivity from the church. As a car approaches, the regulars know now to have their phones ready with the QR codes. Teresa will scan the QR code with a handheld scanner gun attached to her Chromebook. When a new person shows up who has not already filled out a paper form, she will hand a form to them and have them pull off to the side. After the form is filled out, that car can drop back into the line.

Robin Rolland is the Director of Compassion Ministries. Robin and Teresa met at a church over 20 years ago. They became friends as they served on the ladies' board of the congregation and attended a small group Robin held in her home. After Robin moved her membership to Cornerstone, they remained friends, and Teresa occasionally volunteered. They reconnected in March 2020 as they

Through Robin's mutual connections, Teresa was introduced to people at Cedar Brook Outreach. Cedar Brook grew into four different sites and now has other churches involved. Robin also made connections to Lonsdale which started their outreach during COVID. Today, each of these locations are using Service Insights with Teresa leading the way with advocacy, training, and support.



As for the positives of using Service Insights, Teresa says that they can see when someone has already been served. They do not call them out but would gently say sorry

went to serve the community of Baxter Tennessee located in the Putnam County area after the devastating tornados. From that point Teresa has served Compassion Ministry on a regular basis.

The pantry at Cornerstone itself was started in 2009. There was a need in the church and the idea was that the pantry could serve the congregation. While meeting that need they also saw there could be an outreach to for the community.

but this household has already been served. They also can accurately track their numbers and provide counts for Primarius. And when necessary, the data helps them to do well checks for the people they serve.

Teresa has been a tremendous help to me since first meeting her. Her willingness to try new procedures and provide feedback has helped us fine tune Service Insights as more and more agencies come on board.

*We can see phone numbers and addresses for those we've already served.*

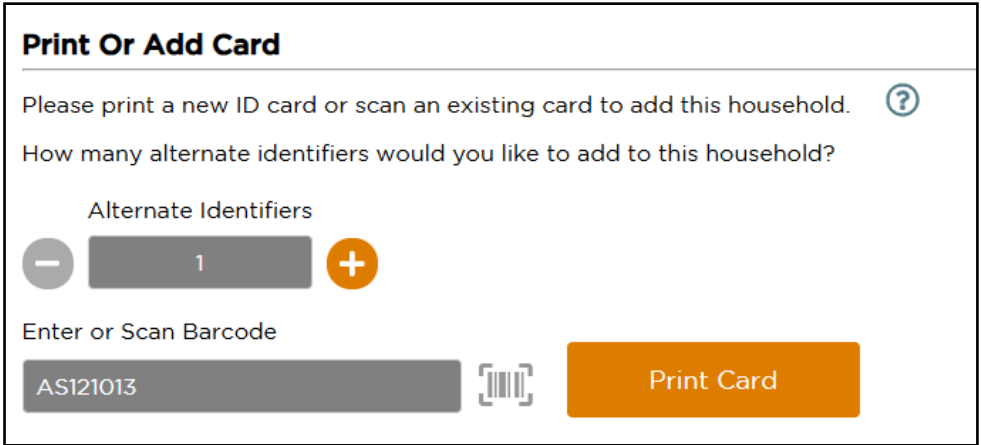
*The data also helps us to do well checks with those we serve*



# QR Codes

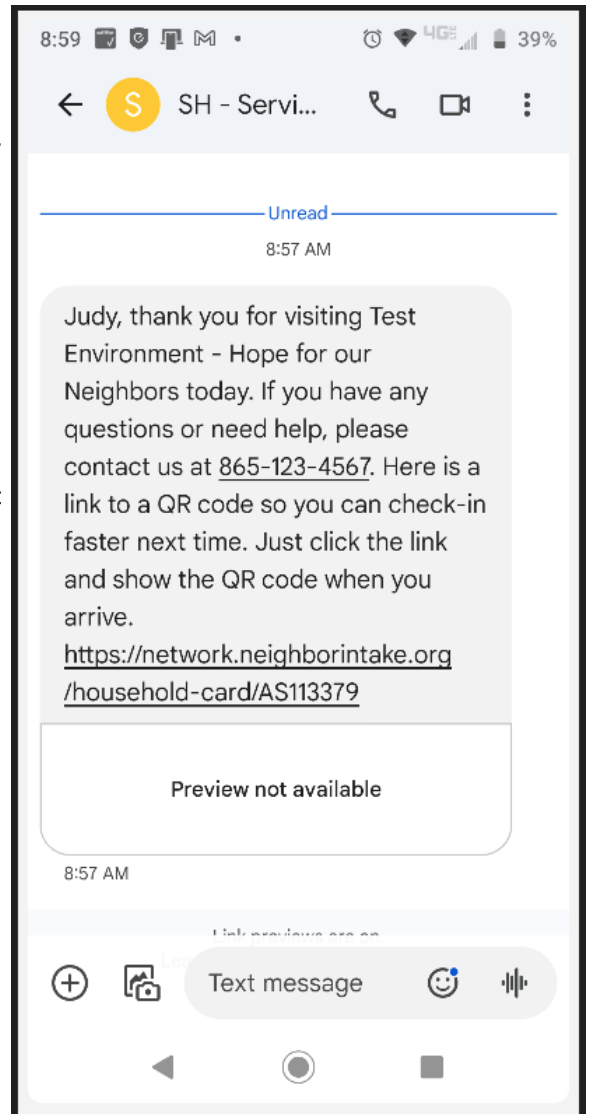
When you register a visit for a neighbor, you will see the block asking about printing a Card. Taking this option will allow you to print a card containing a QR Code and Bar Code. This is a unique identifier for the neighbor and can be used for subsequent visits to your agency or other Service Insights agencies. The intake volunteer simply scans the card and the neighbor will appear in the Search screen. If the neighbor can be contacted by text, they will receive a text message containing a link to their QR code. Pressing the link will display the QR code and the intake person can scan the image on the phone.

There are a couple of drawbacks. One, if the person changes phone numbers often then the text is not going to be that useful. Two, if you print just the card from Service Insights then it appears in the center of a normal size sheet of paper. Some agencies work with this by just giving the piece of paper to the neighbor and letting them use it as they choose to. Other agencies are going thru the steps to print multiple cards on card stock by using a mail merge, Canva, or



other software. If you do one of those and you are only including the barcode and not the QR code, make sure the bar code can be read by whatever scanner you are using. Some scanners can only read certain barcode types.

Using the QR codes is completely optional. You can always search for neighbors by Name, Address, or Phone. When I start explaining to a neighbor that they will soon be receiving a text with a link to a QR code and I see their eyes glaze over, I pivot and tell them to forget everything I just said, next time you come just give me your name and we will find you. ★





# Service Insights on MealConnect® FEEDING AMERICA

**Danny Myers**  
**Service Insights Coordinator**  
**danny@secondharvestetn.org**

## 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

## Save the Babies



*Helping mamas make choices with compassion and grace.*

In addition to helping with Compassion Ministries, Teresa Smith and her husband Bobby and granddaughter Malia have their own ministry called Save the Babies.

Teresa says the following.. "Save the Babies was born out of a dream the Lord gave me. We were pursuing an ultrasound medical trailer to be able to show women and young girls their babies as an answer to the abortion crises. We started putting things together in March and April of 2022. By June

24,2022 Roe vs Wade was overturned by the Supreme Court. We officially established Save the Babies in August 2022, to give tangible products to young and new moms, as well as grandparents raising babies. (The cost of diapers and formula is quite expensive and so many we serve on our outreaches are not able to purchase the needed supplies or run short during the month.) Although we continue to work toward partnering with an organization or ob-



taining ultrasound equipment and the required staff to manage this aspect of the ministry."

If you would like to learn more about this ministry, follow this link: <https://savethebabies.us/>

