

## What is Service Insights?

Service Insights is a client intake tool and database designed by Feeding America and its network and provided at no cost to food banks and their agency partners

Over time, the information collected will inform Hawaii Foodbank's strategies to fight food insecurity and address the root causes of hunger – and we can't do it without you!

## What will stay the same?

- You will still be able to feed neighbors (clients) - no one will be turned away regardless of whether or not they choose to provide their data
- You will still pick up/receive food from Hawaii Foodbank as you typically do
- You will not have to pay for the tools, hardware (tablets, etc.) or food

## What will you have to do differently?

- When it's your turn to be onboarded to the system, you will be asked to use Service Insights for client intake
- Once you begin using Service Insights for client intake, you will no longer need to submit monthly reports on your agency's monthly statistics

## What is the Service Insights tool?

- Service Insights is an electronic intake tool that you will access by logging into a website using a web browser (i.e., Google Chrome or Safari) - no software or application download is required
- It is compatible with all device types - it can be used on desktop computer, laptop, tablet, and mobile smartphone

- It is safe and secure - private information collected and stored in Service Insights tool is protected according to industry standards of data security

## Answers to Key Questions

How will the QR code check-in process work and what if neighbors don't have their code with them?

- A quick response (QR) code is a type of barcode that can be scanned by your smartphone to get information quickly. It is just one of many ways you can search for neighbors in Service Insights
- Neighbor profiles can be found through a number of different search options including:
  - Name
  - Address
  - Phone Number
  - Date of Birth
  - Other scanned IDs/Barcodes
- Neighbors can choose their check in method depending on what's most convenient for them

When can I expect to be impacted by this change?

- We will implement Service Insights with an initial small select pilot group starting in July 2023 - the pilot group will be voluntary and include a variety of sites and distributions that represent the diversity of our agency partner network
- We will continue to onboard new sites on a rolling basis and in partnership with each site - it will likely take over a year for all sites to be onboarded.
- We will be in touch with your site directly prior to onboarding to provide all necessary training, materials, and other onboarding support.

What technology will we need to use the tool?

- The tool can be accessed through any device that can access an internet browser (desktop computer, laptop, tablet, smartphone)

- Currently, internet connection is required to use the tool, but an offline mode will be available soon. We will work with you directly during the onboarding process to ensure you can access and use the tool.

### How will we train our staff to use the tool?

- Hawaii Foodbank will provide training materials, resources on how to use the tool, and hands-on training and support throughout the onboarding process

### What data will we be collecting from neighbors?

- To start, all Partner Agencies will be required to request the following set of basic information from neighbors at intake:
  - First and last name
  - Date of birth
  - Gender identity
  - Race or ethnicity
  - Zip code
  - Household member count
  - Household members' names
  - Household members' dates of birth
  - Household members' race(s) or ethnicity/ies
  - Household receipt of SNAP
- Each household only needs to complete intake once, unless their information has changed or a new data point is requested

### What if neighbors refuse to provide their data?

- If a neighbor does not wish to register in our system, you will still be able to provide assistance
- Neighbors' right to privacy or choice for anonymity is respected at every interaction
- We ask that partners always make an attempt to collect data from neighbors but in the case they refuse to provide it, there will be an option to still provide services anonymously

### How do we explain this change to neighbors?

- When your site begins onboarding process, we will provide posters, flyers, FAQ's and other materials for you to use to prepare your neighbors for this change

## Core Features of Service Insights tool:

- **Easy to Use**
  - The tool is accessed by simply logging into a website - no software or application download required
  - Compatible with all device types - can be used on desktop computer, laptop, tablet, mobile smartphone
  - Use live during distributions or enter data after service events
- **Private and Secure**
  - The system, its database, and its users follow industry standard practices to ensure personal information is private and secure
  - Access to the system is regulated and controlled with the ability to limit who has access to sensitive information
  - Reports generated by the system are anonymous and show only aggregate statistical data about our communities, not individuals
- **Compliant with USDA regulations**
  - Updated automatically by Feeding America
- **Prebuilt Dashboards**
  - Access to various pre-built interactive dashboards that visualize the aggregated data collected by your agency
- **Regular Feature Enhancements**
  - Developed by Feeding America and updated based on feedback from food banks and partner agency users like you

## How will you benefit from participating?

- Reduce or eliminate paper intake forms
- Easily generate reports for grants, audits, or info requests
- The insights gained from the data can help agencies and the food bank access funding, advocate for the needs of our communities, and acquire and allocate resources more efficiently
- Provides a more complete, accurate, and up-to-date understanding of who you are serving
- Real-time hyperlocal data and insights

- Provides a more complete, accurate, and up-to-date understanding of who you are serving
- Allows you to have a strong understanding about the impact you are having in your local community instead of having to infer from county-level or state-level data