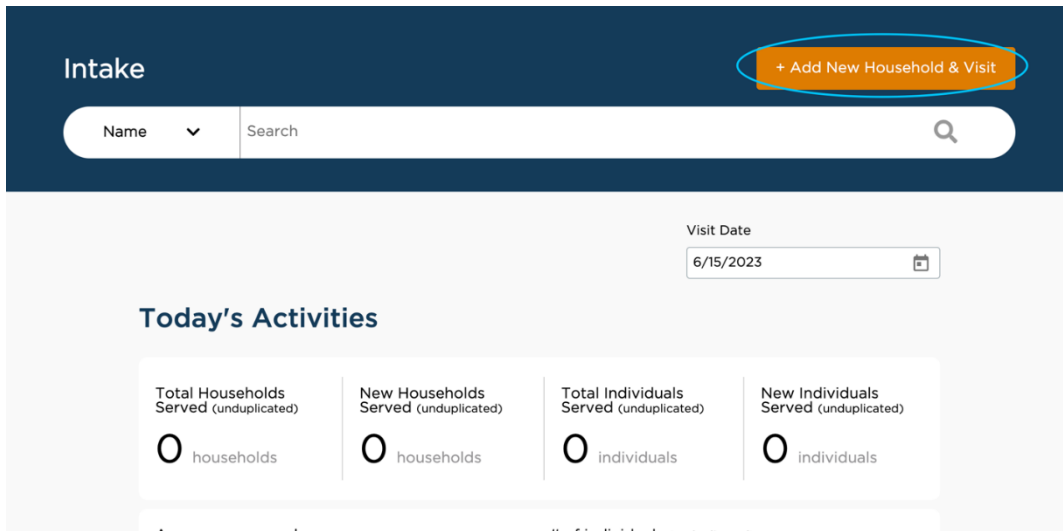


Service Insights on MealConnect (Neighbor Intake Program)
Quick Guide: Anonymous intake and search

This is a quick guide to complete an intake for a Neighbor who must remain anonymous. Although it is for an anonymous intake, it will be important to have a good way to connect the Neighbor with the Alternate ID that is generated using an internal record, card, or barcode/QR. Ensure that you have a way to connect anonymous households to their records before you start this process. We will go over adding a new anonymous household and then how to search for them during a return visit.

Adding a new Anonymous household

Step #1: Add a new anonymous household



To begin, click the orange button labeled “Add New Household & Visit,” located on the home screen.

Step #2: Declare primary service provided. A pop-up window will ask what primary service will be added to this visit. Choose the event that is specific for the anonymous event if available; otherwise, choose the event that fits best.

Which primary service do you want to add this visit?
Please select all that apply for the event.

Food Pantry

TEST

Food Pantry

Testing anonymous intake

Food Pantry

Next

Step #3: Add anonymous basic household information

Basic Information

*First Name: Anonymous
Middle Name (Initial):
*Last Name: NB842865

Suffix: Anonymous

*Date of Birth: OR *Age:

Contact

*Address: 70 Corporate Woods Dr No fixed address

Apartment, Floor, etc.:

*City: Bridgeton *State: MO *ZIP: 63044

County: St. Louis

Email Address: Ok to contact

*Phone #: No phone

Check the Anonymous box next to the name fields. Checking this box will automatically set the “First Name” field to Anonymous and set the “Last Name” field to a unique Alternate ID (Alt ID). This Alt ID can be used to find this Neighbor and their household in a future visit. Please keep this in records to ensure that you can search for this neighbor record in the future.

Ask for the Neighbor's date of birth, and if unable to get the information, enter the age. The date of birth will default to January 1st of the birth year that results in the age entered.

Then, based on the amount of information that should be anonymous, click the check boxes.

No fixed address box: Checking this box will automatically set the address to your event address.

No phone box: Checking this box will gray out the "Phone #" field and will not require it. If Neighbor chooses to provide it, they can receive a QR code via text to keep track of their alternate ID.

Provide the Alternate ID to the Neighbor, or keep track in a method you have decided to use. Alt ID is at the top of the screen in the "Last Name" field. If the Neighbor provided a phone number or email, they will receive a QR code to their phone via text message or email.

Step #4: Add individual demographic information

Reassure the Neighbor that we are not capturing any information that will be identifiable and ask for demographic information using the questions shown rather than assuming. Otherwise, click on the "Don't Know/Prefer not to answer" for both.

Gender Identity ^

*What gender do you identify as? ?

* This is required

Male Female Transgender

Non-binary Gender non-conforming None of these

Don't Know / Prefer not to answer

Race / Ethnicity ^

*What race or ethnicity do you identify as? ?

* This is required

White Hispanic, Latino, or Spanish Black or African American

Asian American Indian or Alaska Native Middle Eastern or North African

Native Hawaiian or Other Pacific Islander Some other race or ethnicity Don't Know / Prefer not to answer

Step #5: Collect Household information

Reassure Neighbor that we will collect the household member count without any of their identifiable information. Ask for the number of Adults, Children, and Seniors in their household, and add their age, and it will default to January 1st of the appropriate year.

If possible, click "Additional Info" and gather individual demographics information.

The screenshot shows a web form titled "Household" with a question: "How many active people in your household, not including yourself, will benefit from the services provided today?". Below the question are three count controls: "Adults (18-59 yrs.)" with a value of 1, "Children (0-17 yrs.)" with a value of 1, and "Seniors (60+ yrs.)" with a value of 0. Each control has minus and plus buttons. A red circle highlights these three controls. Below the counts are two sections: "Adults" and "Children". Each section has a "Remove #1" link. The "Adults" section contains fields for *Status (Active), *First Name (Adult 1), Middle Name (Initial), *Last Name (NB842865), Suffix (Select), *Date of Birth, and *Age. The *Age field is circled in red. Below the fields is an "Additional Info" dropdown menu, also circled in red, and an "Add Adult" button. The "Children" section has identical fields, with the *Age field also circled in red. Below the fields is an "Additional Info" dropdown menu and an "Add Child" button.

Step #6: Add Snap benefit information and click “Save and Continue”

SNAP Benefits ^

*Is anyone in your household currently receiving SNAP or food stamps? ?

Yes No Don't Know / Prefer not to answer

Cancel Save and Continue

Step #7: Add any additional information for the service provided, if desired, and click “Finish.”

Primary Service Provided ^

Food Pantry

Pounds Pieces Dollars Meals

Description

Add Additional Services to Visit v

Cancel Finish

Adding a visit for a returning anonymous household

Step #0: If the intake is for a past date, set the Visit Date to the correct day.

Step #1: Search for the Neighbor using Alt ID or by scanning the QR code.

- Set the dropdown to "Alt. Id"
- Search for the Alternate ID
- If a camera or barcode scanner is available and the Neighbor has a QR code from a previous visit, click the barcode button to scan.

The screenshot shows the 'Intake' form. At the top right, there is a button '+ Add New Household & Visit'. Below it, there is a search bar with a dropdown menu set to 'Alt. Id' (labeled 'a'). The search bar contains the text 'NB842865' (labeled 'b'). To the right of the search bar is a QR code scanner button (labeled 'c') and a magnifying glass icon. Below the search bar, there is a 'Visit Date' field set to '3/3/2025'. At the bottom of the form, there are four tabs: 'Total Households', 'New Households', 'Total Individuals', and 'New Individuals'.

Step #2: Click on the correct household member record to add a visit

In the below example, the member with "Anonymous" as the first name is the Neighbor who was the one who visited when the information was entered, and the member with "Adult 1" is the household member that was added. The third household member is a Child and will not come up in search results.

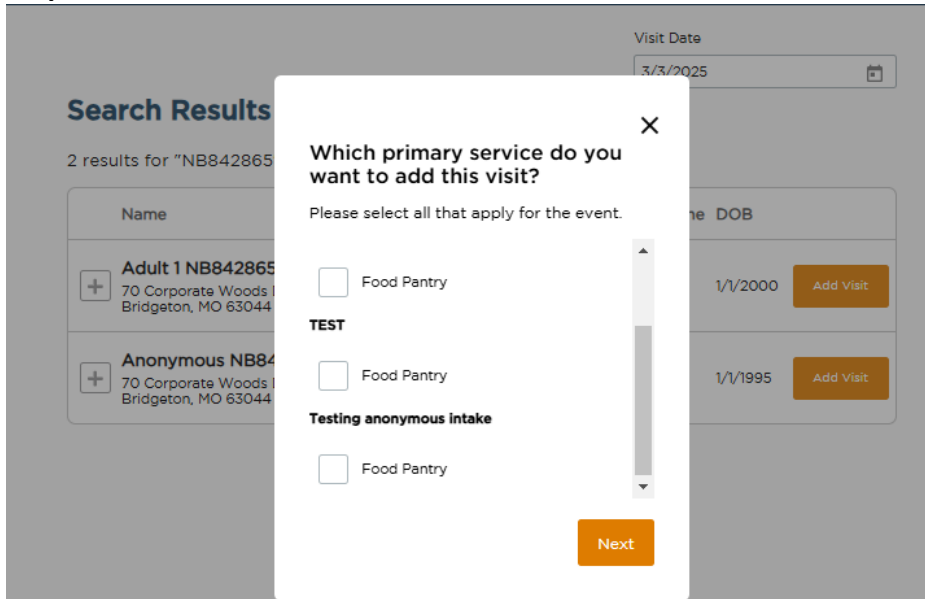
Choose the correct household member based on the Date of Birth (DOB) and click on "Add Visit."

Search Results

2 results for "NB842865"

Name	Active Household Members	Last Visit	Phone	DOB	
Adult 1 NB842865 70 Corporate Woods Dr Bridgeton, MO 63044	3	3/3/2025	N/A	1/1/2000	
Anonymous NB842865 70 Corporate Woods Dr Bridgeton, MO 63044	3	3/3/2025	N/A	1/1/1995	

Step #3: Click on the correct Event/Service and click next.



Step #4: Confirm with the Neighbor if any of their information has changed since the last visit, and click “Save and Continue” at the bottom of the page.

Step #5: Add any additional information for the service provided, if desired, and click “Finish”

A screenshot of a form titled 'Primary Service Provided' with an expand/collapse arrow. Under the title, there is a checked checkbox for 'Food Pantry'. Below this are four input fields labeled 'Pounds', 'Pieces', 'Dollars', and 'Meals'. A larger text area labeled 'Description' is positioned below the input fields. At the bottom of the form, there is a section titled 'Add Additional Services to Visit' with a collapse arrow. At the very bottom of the form are two buttons: 'Cancel' and 'Finish'.