Searching for a Neighbor – No Reservations

Service Insights on Meal Connect stores information about neighbors so they can easily be served on returning visits. Each time a neighbor visits, begin by searching the system for a neighbor's profile. The search bar is located at the top of the screen.

Neighbor profiles can be found through a number of search options including: neighbor name, neighbor address, neighbor phone number, neighbor birthdate or neighbor Alternative Id (Alt. Id).

Search by Neighbor Name

You can search by:
last name only (e.g., Doe)
first SPACE last name (e.g., John Doe)
last COMMA first name (e.g., Doe, John)
You can use a partial name search. It is recommended to use the first 3-4 letters of the last name and the first 3-4 letters of the first name to account for spelling errors. If only one name is used the system will only search on last name. Searching with only first name, wildcards or the end of last names only will not return results.

Search by Neighbor Address

Search for a neighbor's street address (e.g., 5 Test Dr.). However, you cannot search by only city, state, or ZIP code.

Search by Neighbor Phone Number

Search by phone number in multiple formats:
123-123-4444
1231234444
the last 4 digits (e.g., 4444)

Search by Neighbor Birthdate

Search by birthdate in in multiple formats:
MM-DD-YYYY
MM/DD/YYYY
MM.DD.YYYY
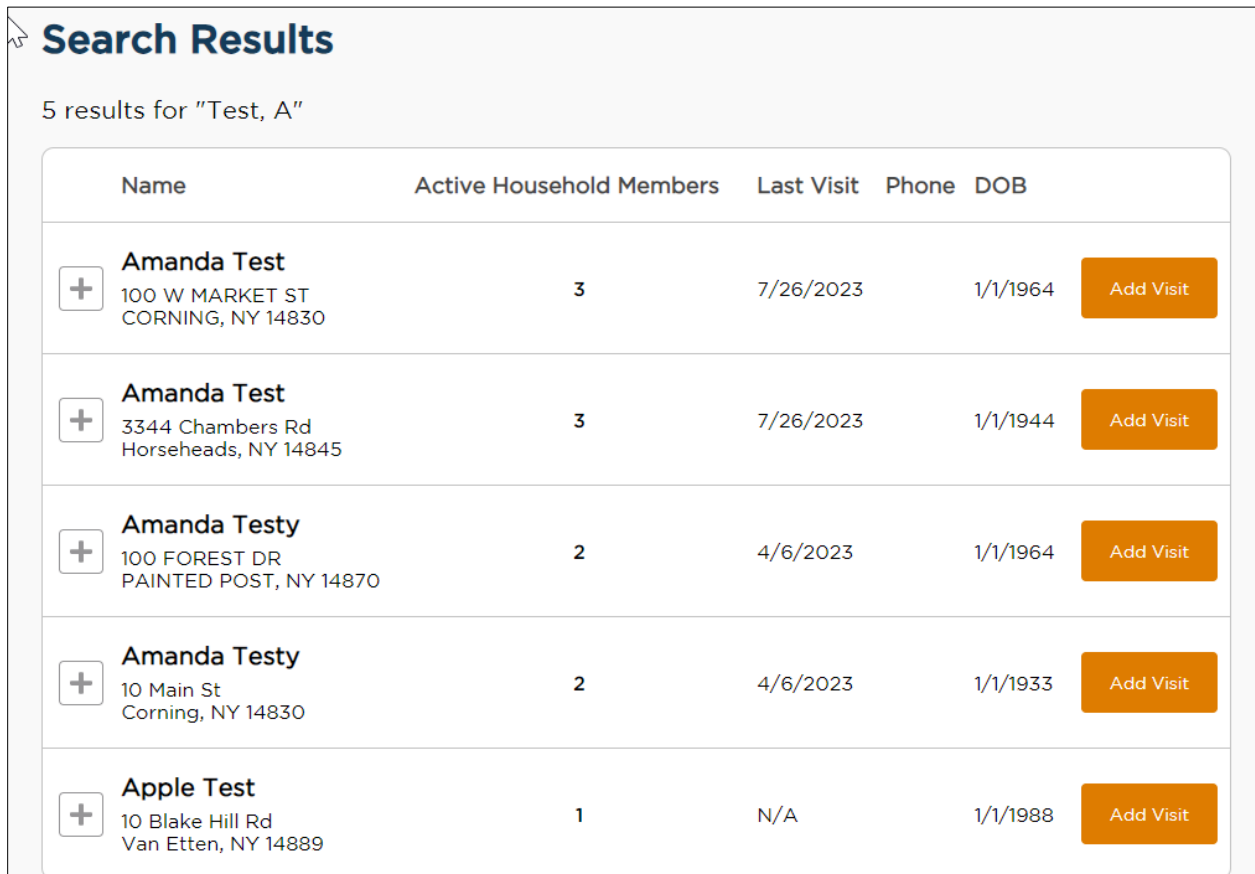MMDDYYYY

Search by Neighbor Alt. Id

Use this for quick check-in if the returning neighbor has a barcode card or Alt. Id number. When the Alt. Id search type is selected, the barcode icon will appear on the right-hand side of the search bar. Click on the barcode icon to activate your device's camera or external barcode scanner. Scanning a barcode card will pull up the neighbor's household profile. You can also type an Alt. Id number directly into the search bar if the neighbor knows their Alt. Id number but does not have their card.

Understanding Search Results

EXAMPLE: A Name search for **Test, A** yielded several results.

Search Results

5 results for "Test, A"

Name	Active Household Members	Last Visit	Phone	DOB	
Amanda Test 100 W MARKET ST CORNING, NY 14830	3	7/26/2023		1/1/1964	Add Visit
Amanda Test 3344 Chambers Rd Horseheads, NY 14845	3	7/26/2023		1/1/1944	Add Visit
Amanda Testy 100 FOREST DR PAINTED POST, NY 14870	2	4/6/2023		1/1/1964	Add Visit
Amanda Testy 10 Main St Corning, NY 14830	2	4/6/2023		1/1/1933	Add Visit
Apple Test 10 Blake Hill Rd Van Etten, NY 14889	1	N/A		1/1/1988	Add Visit

For each person listed, you will see the number of Active Household Members, the date of the Last Visit *at your pantry only*, phone number, date of birth, and address.

You may confirm the person's street address and click on Add Visit. Or, you may click on the (+) sign to see more information to help determine that this is the person you want to add to the visit.

Apple Test
10 Blake Hill Rd
Van Etten, NY 14889

1

N/A

1/1/1988

Add Visit

Alt ID #
AQ108311

Household Members
N/A

Proxy
Orange Test

Preferred Language

TEFAP Status
ELIGIBLE
[07/01/2024 Recertification date]

Notes

More Notes

Edit/View Household Info

☐ Mark as duplicate

Reserve For Future Event

❯ Recent Visit History

View Full History

Which primary service do you want to add this visit?

Please select all that apply for the event.

Pantry

[✓] Choice Pantry - 3 Day Supply

Delivery

[ ] Home Delivery (Grocery)

Non-TEFAP Eligible

[ ] Non-TEFAP

Next

Once you click on Add Visit, a screen will pop up asking which *primary* service a person is receiving. Only one primary service may be chosen at this time. These options will differ from one pantry to another based upon which services the pantry offers. All pantries will have a Choice Pantry – 3 Day Supply option for people who meet the TEFAP eligibility guidelines and a Non-TEFAP Eligible option for those who do not qualify. This particular pantry also offers home delivery.

Note: *Secondary* or additional services may be selected at the end of the intake process and more than one secondary service may be selected.

For this example, Choice Pantry – 3 Day Supply was selected as the Primary Service.

Click next, then the system will ask if any information has changed. Updates to the Basic Information/Name, Contact, Household, SNAP Benefits, Other Government Benefits, Income, and Proxy may be made at this time. Make the appropriate updates, or if no updates need to be made, click Save and Continue.

Apple Test

TEFAP date last served: 4/26/23

1 Eligibility   2 Signature   3 Household Info   4 Finish Visit

Has any of your information changed?

Since Apple Test was already in the system, TEFAP Eligibility was determined at a previous visit:

NEW YORK STATE | Office of General Services

The Emergency Food Assistance Program (TEFAP)
Attestation of Eligibility

Recipient Name:	Apple Test
Address: *	10 Blake Hill Rd, Van Etten, New York 14889

Total Household Members
1

No signature required today because Neighbor was previously determined to be eligible.

Eligible: Categorical Government Programs

07/01/2024 Recertification Date

Click Save and Continue.

The next screen will allow you to update any *optional* questions. These will be unique to each pantry depending upon the information they wish to collect.

The following questions are optional and will not impact your TEFAP service.

Has any of your information changed?

Make the appropriate updates, or if no updates need to be made, click Save and Continue.

The last screen will confirm the visit, in this case a Choice Pantry – 3 Day Supply

Primary Service Provided   ∧

✓ Choice Pantry - 3 Day Supply

This pantry also provides an additional service at the pantry, Baby Diapers. In this example, Baby Diapers were included in the pantry visit.

Add Additional Services to Visit   ∧

✓ Baby Diapers

Click Finish

✓

Visit has been added!

If this is the household's first visit to your agency and they agreed to be contacted, a confirmation will be sent via text and/or email, along with a unique QR code they can use for future visits.

Make future reservation

Done

Note: Not all pantries use QR codes and not all pantries use reservations for future visits.