PANTRYTRAK 101

Today's Agenda

- Welcome, introductions & agenda
- Why do we use PantryTrak?
- The basics
- Adding new clients
- Ground rules
- Practice!
- Common scenarios
- Acting out scenarios (Practice! 2.0)
- Talking through PantryTrak and intake at YOUR site
- QUESTIONS?

Intros

Kathryn Miller

Service Insights Coordinator

Jackie Bogart

Americorps VISTA

Pantry Trak Assistant
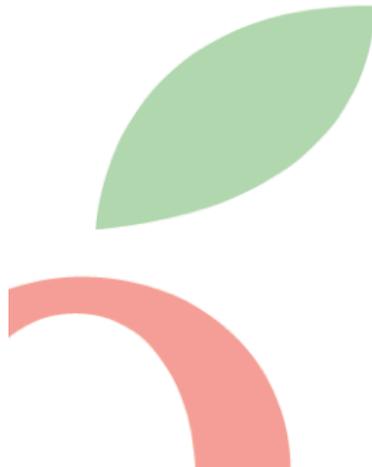
Why Do We Use PantryTrak?

Food Pantry - Summary of Families Served

Report created for Dates: 2017-04-01 through 2017-04-30   for Location - MOF Kroger Pantry

LOCAL AGENCY STATISTICAL REPORT	A With minor children	B Without minor children	C TOTALS (Column A+B)
1. Number of Households	1282	953	2235
2. Number of Seniors Served (age 60+)	223	682	905
3. Number of Adults Served (18 - 59)	2724	1160	3884
4. Number of Children Served (birth - 17)	3274	0	3274
5. TOTAL Number of People Served (2+3+4)	6221	1842	8063

Senior Citizen details	A With senior citizens	B Without senior citizens	C TOTALS (Column A+B)
1. Number of Households	700	1535	2235
2. Seniors & Children (Grandparent Households)	20		
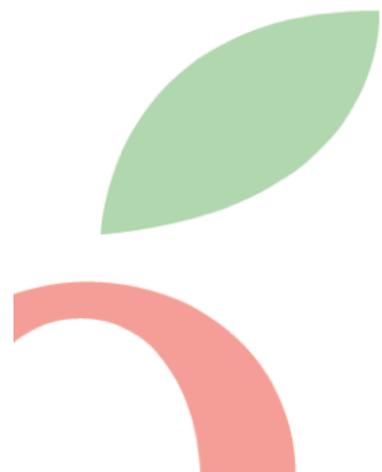
Why Do We Use PantryTrak?

Family Statistics	Un-Duplicated	All Service Events
Households Served	1781	2235
People Served	6370	8063
Average Visits per Family		1.25
Average Family Size	3.58	3.61
1 - 3 Individuals in Family	942 (53%)	1179 (53%)
4 - 6 Individuals in Family	682 (38%)	851 (38%)
7+ Individuals in Family	157 (9%)	205 (9%)
Age Category Totals		
Kids (0 - 17 years old)	2582 (41%)	3274 (41%)
Adults (18 - 59 years old)	3108 (49%)	3884 (48%)
Seniors (60+ years old)	680 (10%)	905 (11%)
Age Group Totals		
0 - 4 years old	646	805
5 - 17 years old	1936	2469
18 - 24 years old	616	773
25 - 34 years old	761	956
35 - 59 years old	1731	2155
60 - 64 years old	240	321
65 - 84 years old	422	563
85+ years old	18	21

Why Do We Use PantryTrak?

Pantry Visits per Family

(based on 23152 service episodes from 01-01-2016 through 12-31-2016)
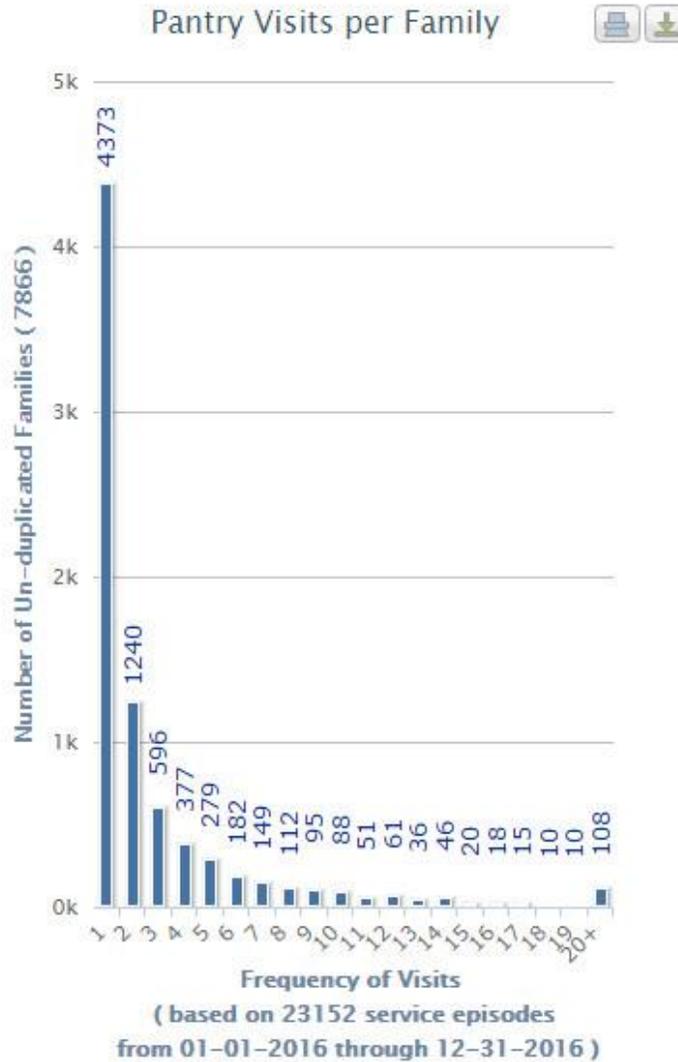
Why Do We Use PantryTrak?
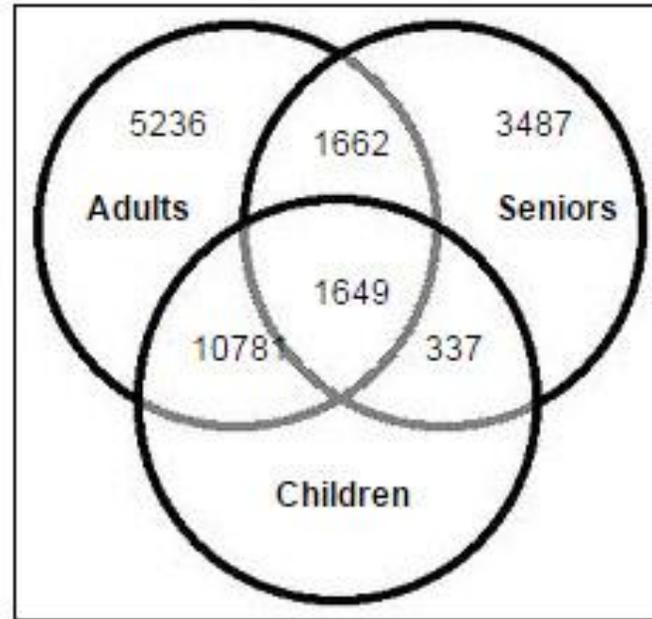
Total Pantry Visits - 23152

Chart shows the makeup of the Families served.
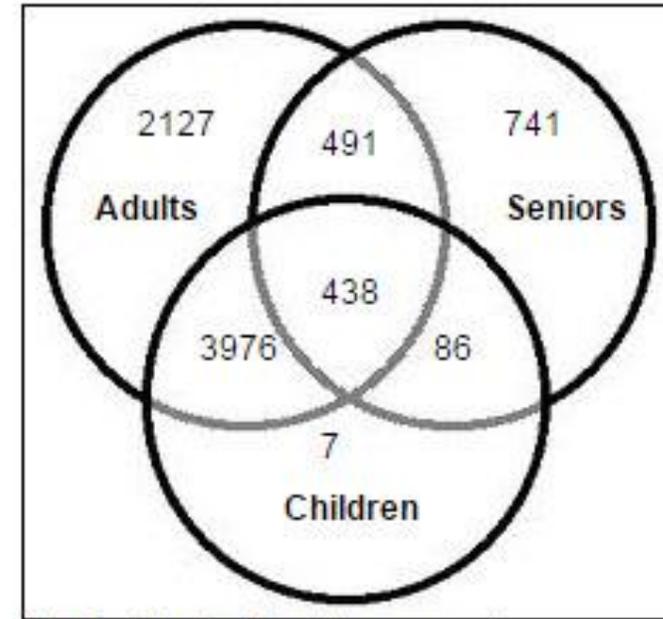
Un-Duplicated Families served.
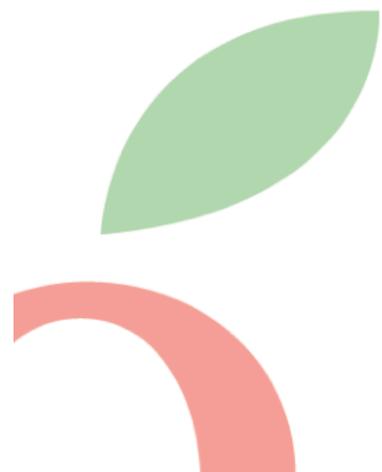
Why Do We Use PantryTrak?

Gender Breakdown (Un-duplicated count)

Description	Headcount	Percentages
Female	14849	54.7 %
Male	11993	44.2 %
Not Specified	293	1.1 %
Total Count	27135	

Why Do We Use PantryTrak?

ZIP CODES SERVED

Zip Code	Households	Headcount	City
08031	1	1	BELLMAWR
24401	1	7	STAUNTON
43004	20	70	BLACKLICK
43008	1	1	BUCKEYE LAKE
43011	1	3	CENTERBURG
43015	10	39	DELAWARE
43016	12	39	DUBLIN
43017	21	82	DUBLIN
43023	1	5	GRANVILLE
43025	2	9	HEBRON
43026	87	338	HILLIARD
43028	1	6	HOWARD
43035	2	3	LEWIS CENTER
43040	2	6	MARYSVILLE
43054	2	3	NEW ALBANY
43055	2	6	NEWARK
43056	1	2	HEATH
43062	9	29	PATASKALA
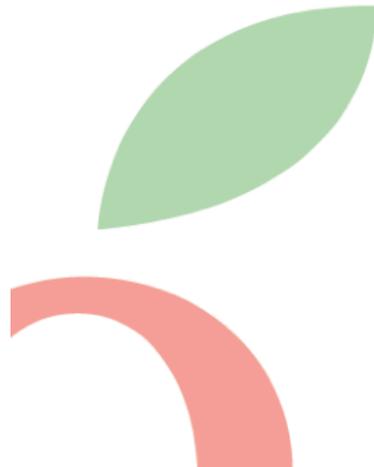
What Can We Do with the Data?

- Determine where MFPs are needed
- Figure out how Brick and Mortar pantries can better serve clients
- Receive grants and funding
- And more!
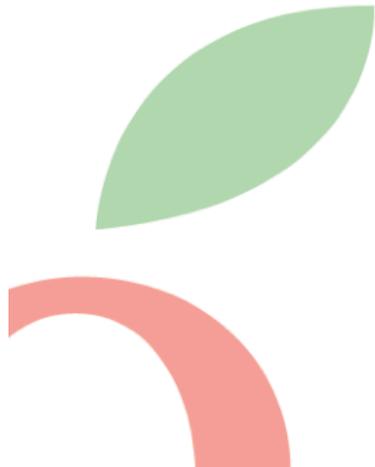
Demonstration Time!

- Checking clients in
- Adding new clients

Mobile Food Pantry Registration Worksheet

☐ This information is about my household – I am picking up food for myself and/or my family.

OR

☐ I pick up food for another family/household that cannot visit the Mobile Food Pantry.
My name is_____. Here's their information:

Your information – *Tell us about* (**yourself**). *Please print clearly*.

Full Name: _____

Street Address: _____

Apt #, Lot # _____

City:_____ State: _____ Zip:_____

County:_____ Phone Number: _____

Birthday (mm/dd/yyyy):____/____/_____ Gender (circle one): Female Male Not Specified

![food bank of the Southern Tier logo]
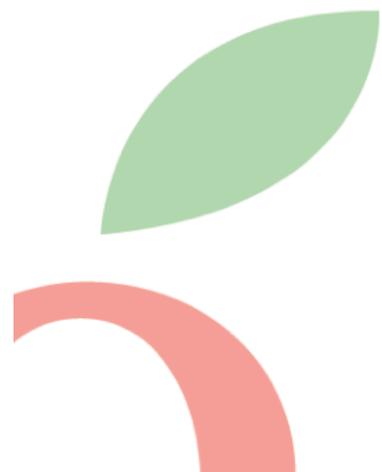
Who Else Lives With You? – *Tell us about* (**other members**) *in your family.* <u>*Please print clearly*</u>.

Full Name	Birthday (mm/dd/yyyy)	Gender (circle one)
		F M Not Specified
		F M Not Specified
		F M Not Specified
		F M Not Specified
		F M Not Specified
		F M Not Specified
		F M Not Specified

Is there anyone not in your household who might pick up food for you?

❑ Yes. Their name is _____ and their phone number is _____

    OR

❑ No.

Thank you!

Ground Rules for Intake

GOALS:

1) Maintain **privacy** of client and their information

2) Make clients feel welcome

3) Obtain accurate information about who we are serving

4) Be efficient

PRACTICE 1.0

Everyone practice entering two new clients and checking in two existing ones.
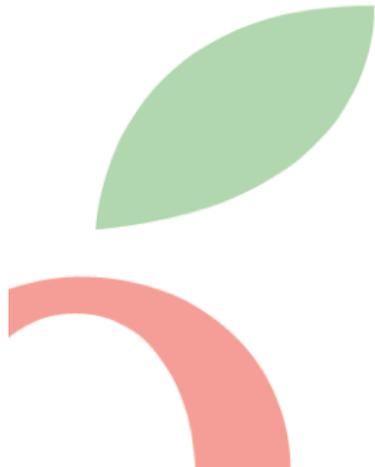
Scenario #1

A client says they have been to the Pineapple Mobile Food Pantry distribution before, but this is their first time at your site. They have never been given a key tag.

Look them up in PantryTrak. If they are not in the system, have them fill out a new client sheet. If they are, double check that they don't have a keytag in the system, and assign them one.

Scenario #2

A client says they have lost their key tag.

1) Reassure them.
2) Search for them by name.
3) Mark them as served.
4) Inactivate their first key tag.
5) Assign them a new one.

Scenario #3

A client hands you their key tag, you scan it, and no record comes up.

FIRST, check that the Alt-ID box is orange AND that your cursor is blinking in the box above it.

THEN, look them up by their name. Mark them as served. Add the keytag as if you are adding it for the first time. This means someone forgot this step, but now they're all set for next time.

Scenario #4

The Internet isn't working / PantryTrak isn't working / I think we might be entering something wrong.

1) Remain calm ☺

2) Call Kathryn or Jackie.

3) If necessary, make a list of key tags and names for those with both. For everyone else, collect registration forms and give them key tags.

Scenario #5

A client does not want to give me their address / name / birthdate, etc.

1) Explain what we use the data for. It is NOT used in association with their name, but just to give aggregate data about how many people are being served, how big their households are, etc. so that we can better serve them.

2) If they are still unwilling to share information, do not push them. If we can't get a birthdate, try for an age, and if we can't get that, use a placeholder age. If they don't want to give their address, ask for zip code and county and put a placeholder address, or select "homeless." If they don't want to give their name, put "John/Jane Doe."

*why might they not want to give this information?

(Scenario #6)

A client is having difficulty filling out the form or I cannot read their handwriting.

Offer to assist them, or ask them to tell you the information so you can write it down.

A client is in the system, but a lot of their information is missing.

Either ask them the missing information and input it directly into the computer, or ask them to fill in the missing information on a new registration sheet with their name on it.

(Scenario #8)

I closed out of a client's record too early and realized I made a mistake in it.

Select the orange number next to their name, and it brings you right back to their record. Voila! You can fix it now.
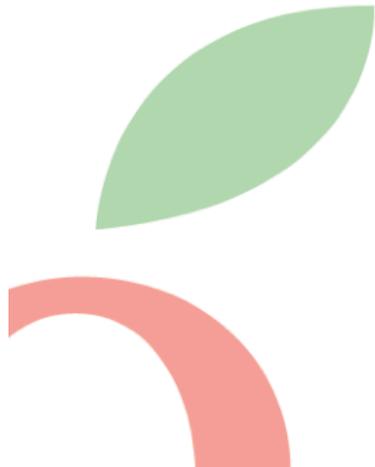
(Scenario #9)

I searched for a client by name, and 2 records came up.

If all the information is the same, mark them to be merged, and then select one of them (ideally the one with the most recent service date) to enter for the day. Mid-Ohio Foodbank will merge them at some point.
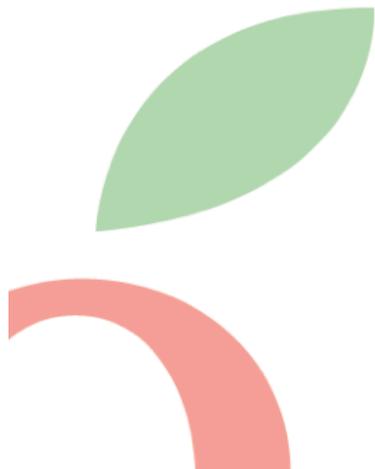
PantryTrak Tips

- Always make sure your cursor is **flashing** in the correct box.

- When in doubt, hit the button

- Don't panic if you make a mistake! Most things in PantryTrak are correctable ☺
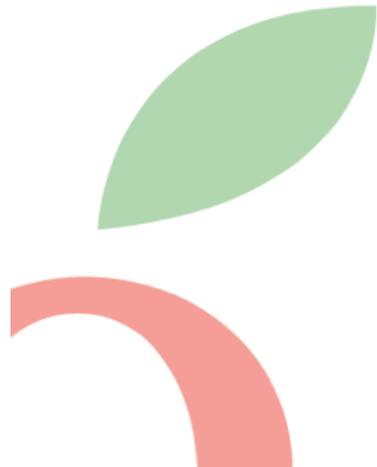
The Day of Your MFP

- The driver will bring you a Chromebook, Mifi, scanner (and adaptor), key tags, and blank registration sheets

- Follow the instructions on the "Setting Up" page in your folder ☺
  - Be sure to make the privacy policy visible to your clients (it is included in the Chromebook case)

Best Practices

- Use numbers to assign places in line.
  - People don't have to worry about losing their spot while signing in.
  - Easy to keep track of clients going through a second time to pick up for another family.

- Use a separate room to sign people in, if possible, OR maintain a 10-foot space between client going through intake and the rest of the line.
  - Maintains client privacy.
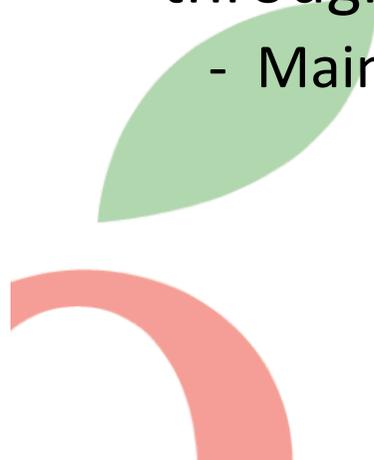
Best Practices

- Have a volunteer ask clients in line if they are new and hand out registration forms so they can have them filled out and ready to bring to the intake table.
  - What if a client says they've been here but don't have a key tag?
    - 1) Look them up in the system. If they are entered already, merely assign them a key tag. If they are not, proceed to Step 2.
    - 2) Have them fill out a sheet like the new clients. Now they will definitely be in the system for next time!

- Check your entries when there are lulls in the line and at the end of distribution.
  - Look for green boxes (good!). White boxes mean the entry is incomplete. Yellow bubbles mean you forgot something.

Things to Avoid

DO NOT…

- Take client sheets home with you to finish entering later.
  - This compromises client confidentiality.
  - Instead, send them with the driver for Kathryn to enter at FBST if you are unable to complete them all.

- Contact clients for any reason besides alerting them of a food recall, which the Food Bank will initiate with you.
  - If you would like to contact clients for some other reason, please speak to us at the Food Bank first. Because we promise not to use their information, we cannot simply access it for other purposes any time we want.

Things to Avoid

DO NOT…

- Set food aside for your volunteers or allow your volunteers to receive food first.
  - At mobile distributions, volunteers can go through as one person for every five clients.
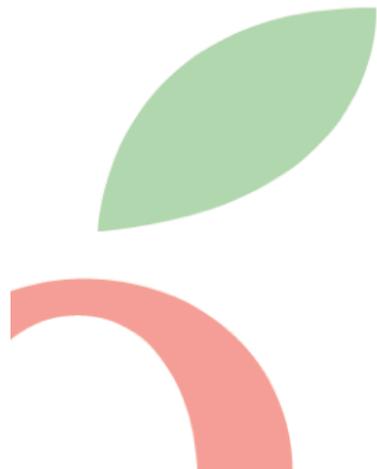
Practice Logging In

- Go to pantrytrak.com and click "Member Login."

- Use the username and password on the sticker inside your folder.

- Sign the privacy agreement.

- Select the yellow button for today's event.

Questions?

Thank you for dedicating the time for this training, and for all you do for your community!

Let me help you help others, so please reach out to me with questions/concerns/feedback at any point ☺