

Service Insights on MealConnect

As a proud partner of the Second Harvest Food Bank of Central Florida, we're excited to be using Service Insights on MealConnect (SIMC), a digital intake system that will help us to serve you faster!

What is Service Insights on MealConnect?

SIMC is a digital tool that allows us to safely and privately manage the intake/check-in process.

Why are we using Service Insights?

In addition to reducing wait times for return visits, Service Insights will also provide us with a better understanding of the needs of our communities, helping us to provide you with the best service possible.

How will Service Insights change the way you receive assistance?

The first time you visit us, we will go through a series of questions to set up your profile. After the initial intake, future visits will go much quicker!

What will I be asked to share?

Basic information about yourself and your household. To qualify for TEFAP, certain questions are required. Most of the other information is optional and you will not be denied services if you choose not to answer.

Who will see the information that is in Service Insights?

Service Insights on MealConnect has very high security standards. All information will be kept private and all intake users sign confidentiality agreements. Recording information in this manner with limited access is safer than recording it on paper.

If you have any questions, we encourage you to speak with a pantry staff member or volunteer.

