FAQs

Why use Service Insights on MealConnect (SIMC)?
This free online system streamlines, standardizes and updates current data collection tools. Users will no longer need to submit monthly reports to Care and Share. Clearer, more accurate data will help us and you raise funds for our mission, better meet the needs of all our neighbors, allocate food fairly, and provide culturally responsive food.

How long will intake take?
2-5 minutes for initial intake, depending on a variety of factors. Later visits should take no more than about 30 seconds.

What if I don't have WiFi at my distribution site?
Offline mode will allow agencies to collect data even without a WiFi connection!

Is the data secure?
Yes. The platform is encrypted with 256-bit AES encryption and is FIPS 140-2 compliant. A variety of other safeguards protect the confidentiality of neighbor's information and prevent unauthorized use.

What if a neighbor doesn't want to answer a question?
There are opt out options at every level, and there's an anonymous option as well.

Do I have to use Service Insights?
Yes. Care and Share is requiring the use of Service Insights as part of the agency contract. Exceptions may be made for agencies already using other online systems (e.g. EmpowOR).

How do I get started?
The first step is training! Click this link to begin our self-paced online training course, or email SIMC@careandshare.org to schedule an in-person training.