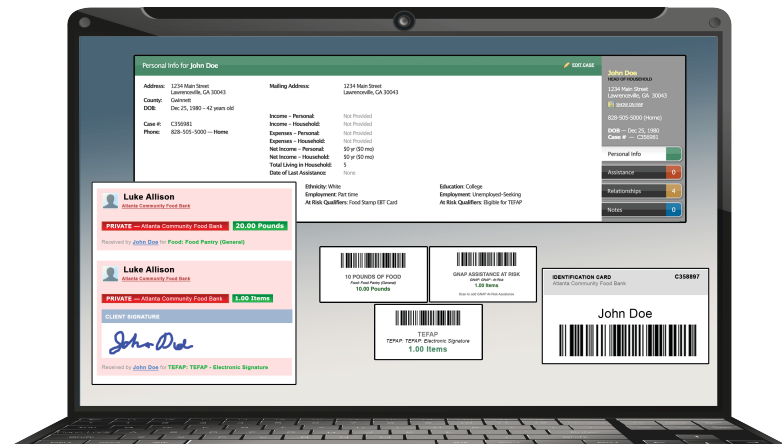


In **Oasis**, a “case” refers to an account created for each member of a household. Building an accurate neighbor case can save you time in a number of ways. These include:

- Neighbor Check-In
- Assistance Recording
- Generating Reports
- Neighbor Communication

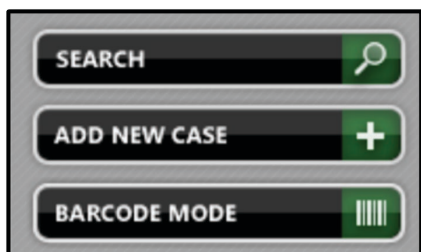
Additionally, because we are a “network” of Oasis users, when one agency creates a neighbor case, this information can be used at every agency in the Oasis network. No longer will a neighbor need an account at each agency they might visit.



▶ GETTING STARTED

Before creating a new case from scratch, you may want to search the Oasis database to see if a neighbor is already in the system. Searching for a neighbor in the database can not only save you time, it prevents the creation of a duplicate neighbor case. For information on handling duplicate neighbor cases, see the FAQs.

▶ NEW CASE ENTRY



From the Oasis dashboard, select **“Add New Case”** from the menu in the upper left corner.

Oasis contains a wide array of both required and optional data fields to use in a neighbor’s case. While you are not required to do so, the more data you collect on a neighbor, the better equipped you will be to address their needs and communicate with them.

Required Fields

- Name
- Date of Birth
- Zip Code
- County
- Gender
- Ethnicity
- At Risk Qualifiers
(Needed for TEFAP & GNAP)

Optional Fields

- Full Address
- City
- Phone Number
- Email
- Income/Expenses
- Dietary Needs
- Education
- Marital Status
- Employment
- Proxy

Once you select “Add New Case,” a pop-up box will appear with 3 tabs (Identification, Income & Expenses, Demographics). Start by entering a neighbor’s first and last name.

► DATE OF BIRTH

By entering an exact date of birth, Oasis automatically updates a neighbor's age. Thus, Oasis is constantly updating if a neighbor is a child (0 – 17 years old), an adult (18 – 59 years old), or a senior (60 years old and above).

Add Case

[Release of Information Form](#)

Identification | Income & Expenses | Demographics

First Name * | Middle Name | Last Name * | Suffix
 | | |

Date Of Birth (46 Years Old) *
 - -

☒ Head Of Household

No Address?
☐ Homeless

Any individual of a family can be deemed 'Head of Household'. It is suggested that 'Head of Household' is checked under the individual who will be picking up food most often.

► NEIGHBOR ADDRESS

Neighbor addresses are a key component of intake information in Oasis. Knowing the geographical makeup of your neighbors can help your agency better understand where neighbors travel from in order to visit your agency. While "Address" and "City" are not required fields for neighbor intake, if you choose to enter this information please ensure that it is correct. **One resourceful tactic is to utilize a neighbor's driver's license to obtain a valid address.**

Street Address

 Address | Apt #
 |

City | State | Zip *
 | |

County *

Mailing Address

 Address | Apt #
 |

City | State | Zip
 | |

County will default to your agency's county. Double-check for accuracy.

► NEIGHBOR ADDRESS (CONTINUED)

For neighbors experiencing homelessness or those without a physical address, select the 'Homeless' box. However, you will still need to include a zip code and a county. In situations where no address is available, please use the zip code & county of your agency.

No Address?
☐ Homeless

*Don't forget to still include
Zip code & County.
Use your agency's info here if necessary.*

Street Address
 Address Apt #
 City State Zip *
 County *

Mailing Address
 Address Apt #
 City State Zip
[COPY FROM STREET ADDRESS](#)

► PHONE NUMBER & EMAIL

One of the key functions of the Oasis system is the ability to better communicate with your neighbors through both emails and texts. Oasis has a built-in broadcast feature that will allow you to send customized communications to all or a select group of your neighbors.

Phone Numbers

Description	Number	Ext.
(ex. Home or Cell)	- -	

[+ Add Phone Number](#)

Email Address

Visible to

Identification
Income & Expenses
Demographics

Gender — Required

----- ▾

Ethnicity — Required (Select at least one)

☐ Asian
☐ Black Or African-American
☐ Hispanic, Latino, Or Spanish Origin
☐ Middle Eastern Or North African
☐ Other
☐ Pacific Islander
☐ White
☐ American Indian
☐ Prefers Not To Answer

► DEMOGRAPHICS

Oasis has an assortment of demographic selections for neighbor cases. The more thorough your information intake process, the better equipped your agency and the network can be to serve neighbors throughout our region.

If you wish to request additional demographic information, you may select any of the following criteria:

- Dietary Needs
- Education
- Marital Status
- Employment
- Other Selections (*Options may change over time*)

► PROXY SELECTION

If a neighbor has a person outside of their household pick up food on their behalf, that name can be indicated in the Proxy section. If a neighbor receives TEFAP products and an 832 needs to be signed, the TEFAP signature page in Oasis allows for the proxy's name to be listed instead of the neighbor's.

Proxy (Person Who Can Pick Up On Your Behalf)

At Risk Qualifiers — Required (Select at least one)

☐ Receives Medicaid
☐ Receives Social Security
☐ Receives WIC
☐ Receives TANF (Welfare, Cash Assistance)
☐ TANF Transitional Services
☐ Food Stamp EBT Card
☐ Public Housing Resident
☐ Section 8 Voucher Participant
☐ Peachcare For Kids Card
☐ Free/Reduced School Meals
☐ Wages Of \$8/ Hour Or Lower
☐ None
☐ Eligible For TEFAP

GNAP Status (Must Have Children Under 18 To Qualify)

☐ Does Not Qualify
☐ Receives TANF (Welfare, Cash Assistance)
☐ TANF Transitional
☐ At Risk

► TEFAP & GNAP RECIPIENTS

By rule, neighbors who receive TEFAP and GNAP product must meet one or more 'At Risk Qualifiers' in order to be eligible for the program. Agencies are to select as many qualifiers that apply to a particular household.

In addition, if a household has an at-risk qualifier selected and has children under the age of 18 in the home, they are eligible for the GNAP program. If a household is eligible for GNAP, please select the 'At Risk' field.

By creating cases for neighbors in Oasis, you will be able to maximize the efficiency of your data input process allowing more time for other agency priorities. Using a shared platform will ensure that partners are connected in their efforts to serve individuals and will further simplify neighbor data collection across the network. See the other Oasis Toolkit documents for more information on Oasis.