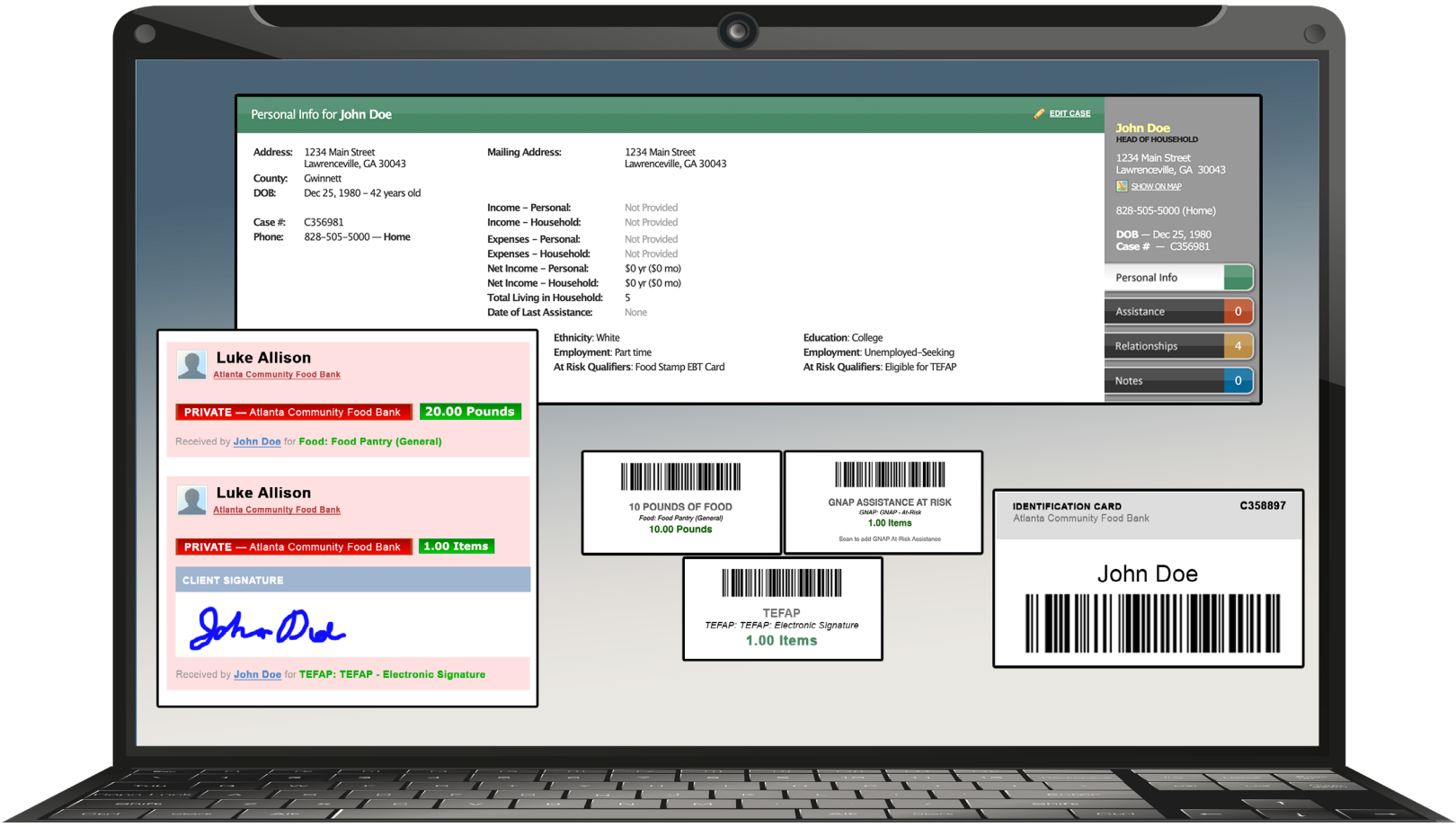
Gather Intake Information in Our Shared Oasis Platform



DISCOVER

Discover and understand the behavior.

The Atlanta Community Food Bank provides a shared, no-cost platform called Oasis Insights, a neighbor-services database designed for food banks and their network of partner agencies to track neighbor assistance directly. **Gathering intake information in a shared platform** includes the collection of basic, administrative data from the people you serve, and then using that data to identify insights about who you serve and **how to serve them better.**

Key features include:

1. All software and subscription costs are covered by the Food Bank (free for partners)
2. TEFAP compliant, including electronic signature capture of 832 forms
3. Barcoding: Use any barcode (generated by Oasis or in neighbor's possession, like a gas card) to check people in
4. Neighbor aging: By entering date of birth, the system will automatically classify a neighbor as a child, adult, or senior
5. Appointment scheduling
6. Text and email messaging (message and data rates may apply to partners)

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CONSIDER
Consider why the behavior is important to support neighbors in need.

Gathering intake information in Oasis has many benefits.

For neighbors we serve:

- Eliminates need to restate personal information at return visits, creating quicker, easier entry
- Provides increased security for personal information compared to paper forms
- Provides flexibility for information neighbors wish to provide, including option to remain anonymous

For Partner Agencies:

- Eliminates need to re-interview neighbors at each visit; records are searchable by name, date of birth, address or phone number
- Helps track personal information, like age, dietary restrictions and language spoken
- Facilitates easier, more accurate summary reports, including ability to easily count unique vs. duplicated households as well as new vs. return visitors
- Provides capability to easily include those who choose to remain anonymous in reporting

> "What I can say quite unequivocally is that there is no way we could serve the number of people we have been serving without Oasis. It has also been instrumental in helping us to understand the people we are serving."
>
> - Lisa Heilig, Toco Hills Community Alliance

For our collective network:

- Invites the opportunity for insights about our community to emerge based on real-time information, rather than lagging reports based on academic research
- Helps standardize the data collected, achieving a truly unduplicated, unique view of the people we serve
- Gathers information to help tell a more powerful story about fighting hunger in our community,
- Fosters better fundraising, food sourcing, and equitable distribution for our neighbors

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TAKE ACTION

Determine the path forward and take action with the information and resources available.

The Food Bank will find the right pace and process that works for your staff, volunteers and the neighbors you serve. The steps necessary to begin using Oasis are as follows:

1. On-site or virtual staff & volunteer training
2. Technology acquisition (including potential grants)
3. Intake process review
4. Neighbor data transfer from existing system (optional)
5. Testing
6. Full implementation

Here's what you will need to use Oasis:

Required:

- Stable internet connection and/or WiFi
- Computers, Chromebooks or tablets at point of service

Optional:

- Barcode scanners
- Digital signature pads

The Food Bank may be able to provide some of the technology equipment mentioned above for agencies interested in signing up for Oasis and those who need additional equipment to maintain use of the system.

ENGAGE WITH US

If you're interested in **gathering intake information in our shared Oasis platform:**

Oasis Inquiry Form

Fill out the Oasis Interest Form here. Once submitted, you will be contacted by Food Bank staff to begin the onboarding process.

Contact County Relationship Manager

Contact your County Relationship Manager, who can partner with you to grow capacity and connect you with partner agencies exploring or currently implementing this behavior.