



Improving the Senior Adult Experience with CSFP

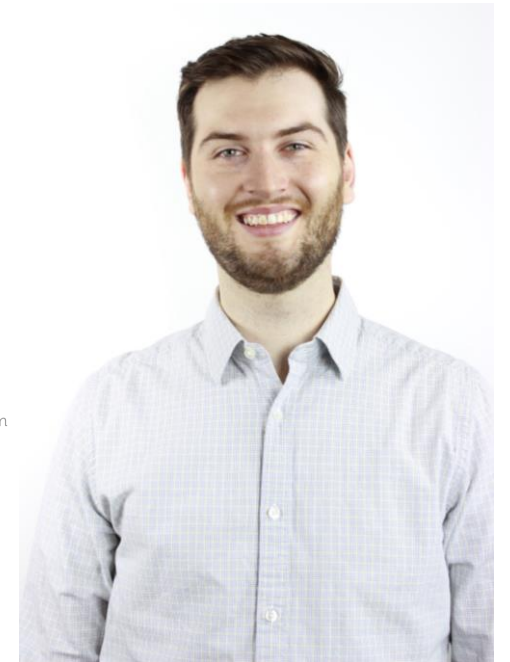
Sponsored by Simon Solutions,
creators of Oasis Insight & CharityTracker



Our Featured Guests



Vanessa Ruiz Moore
Vice President of Operations
San Diego Food Bank



Kyle Minckler
Sales & Implementation
Simon Solutions

About CSFP

Commodity Supplemental Food Program

- Senior Food Program for low-income seniors 60 years of age or older.
- USDA food is given to registered participants on a monthly basis at their local distribution center.
- participants must meet income requirements and apply in person to provide proof of eligibility.

Food packages include a variety of foods, such as nonfat dry and ultra high-temperature fluid milk, juice, farina, oats, ready-to-eat cereal, rice, pasta, peanut butter, dry beans, canned meat, poultry, or fish, and canned fruits and vegetables.

About San Diego Food Bank CSFP



9,885 people
50 distribution sites a month

The most seniors served in a single day is 1,000 seniors over 5 hours.



sandiegofoodbank.org/senior

The Food Banks' Technology Solution

Cloud-based,
**easy case
management**



**CSFP, SNAP,
TEFAP, TANF,
and more**



**Barcode
Scanning,**
Client ID Cards



**Comprehensive
Reports** for
greater insights



**Free Support
and Training** are
always included



**Customizable
solutions** for
your needs



OasisInsighttm

The Old Distribution Model

- Staff run (no volunteers)
- Customers coming 3 hours early to stand in line
- Hot sun & long lines meant occasional ambulance calls during distribution
- Used laptop computers
- Had to sync data and information back at the office

The New Distribution Model

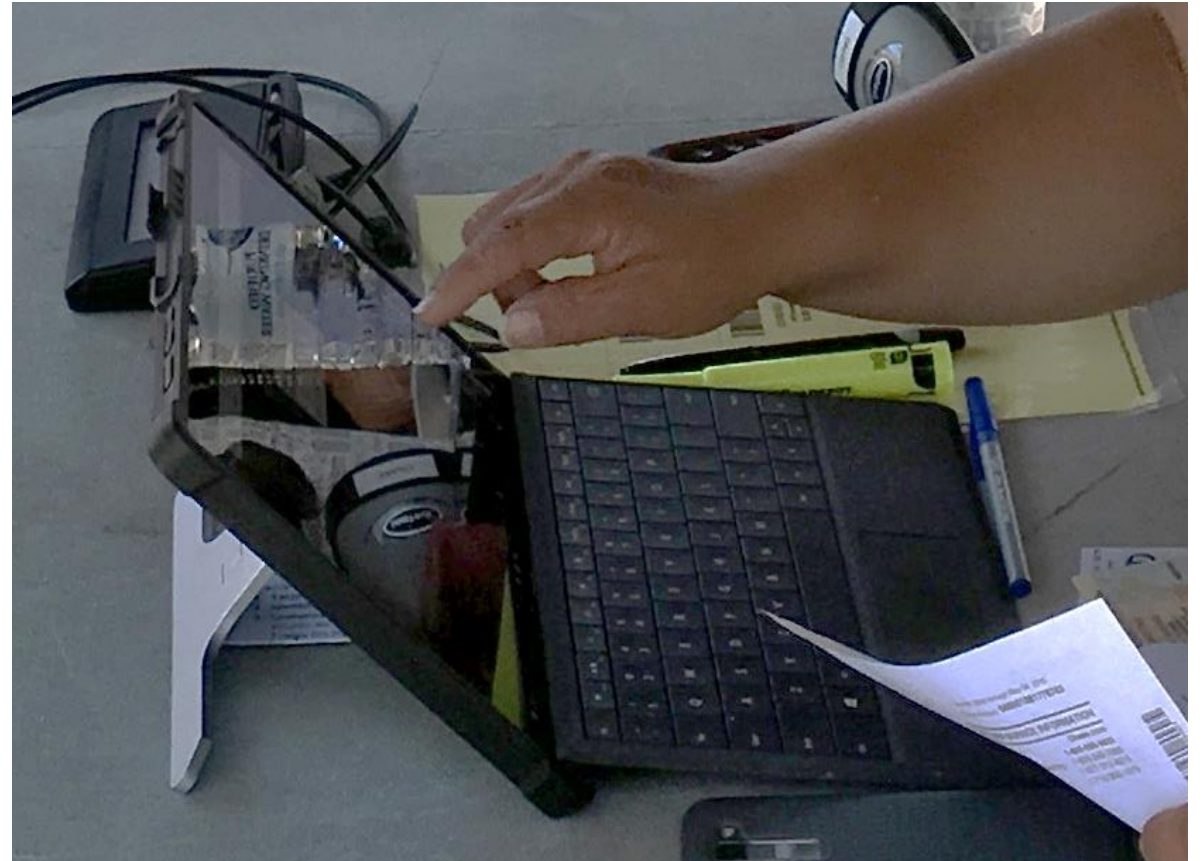
- Volunteer team with tablets
- Wait is now 30 minutes max. Usually seniors are in and out in 5 minutes
- Information is seen in real-time
- Improved ID cards
- Electronic signatures
- Case Histories and Recertification Notifications
- Improved Reporting to meet USDA standards

Creating a Volunteer Team



Utilizing Technology

- Tablets & Laptops
- Scanning & ID Cards
- Electronic signatures



Sample ID Card

More About Scanning



Scanning Technology in Oasis Insight

- Print + Use ID Cards without expensive hardware
- Rapidly open a case with a single scan
- Add assistance records with a single scan
- Drastically reduce data entry time

Case Histories in Real Time



Recertification Process

Improved Reporting

- Monthly report to state
- track the amount of boxes distributed and match that with the number of signatures collected
- Each distribution site has specific name
- Delivery driver has also registered under site name
- Improved ethnicity reporting
- Customized report for un-distributed boxes

Partnering for Success

- Why Oasis?
- Customizing a Solution
- Research and Development
- Training
- Data Conversion



Funding

- How is this technology funded?
- Do other departments in Food Bank utilize Oasis?

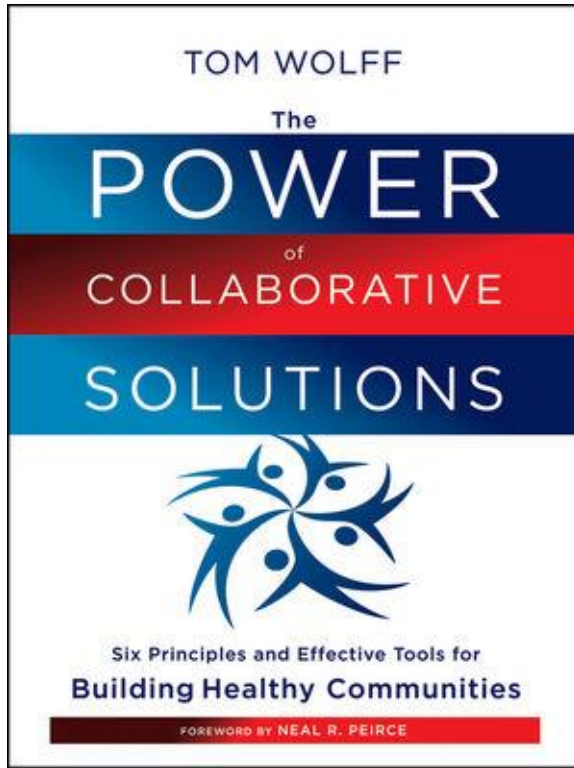


Lessons Learned

- Implementation & Training Tips
- Customer Service with Senior Adults
- Working with Volunteers



March Webinar



Creating Collaborative Solutions

Dr. Tom Wolff, author

The Power of Collaborative Solutions

Tuesday, March 7th, 1-2 PM CT





Thank you!



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