



Shippensburg Produce and Outreach ***Change to Electronic Registration***

In order to better serve you, Shippensburg Produce and Outreach (SPO) is switching to an electronic system for annual registration and the weekly check-in process. Information that was previously collected on paper will now be saved electronically. We have made a best effort to answer commonly asked questions below. If you want to know more, you are encouraged to talk with Karen DeShong, Jody Maisano, or Chris Connor.

WHY THE CHANGE? SPO is pleased to collaborate with Central Pennsylvania Food Bank (CPFEB) to modernize the registration and check-in processes to reduce wait times for return visits and help us make smarter decisions about how SPO serves our community.

WHAT IS THE NEW SYSTEM? Feeding America co-created with food banks (like CPFEB) a tool called Service Insights on MealConnect (SIMC) to make it easier for food pantries (like SPO) to manage the information about community members they serve while fulfilling reporting requirements that SPO volunteers currently spend hours processing by hand each week.

DO I HAVE TO PROVIDE MY INFORMATION? As before, in order to receive SPO's weekly food distribution, the PA Department of Agriculture (who manages The Emergency Food Assistance Program, or TEFAP) and CPFEB require clients to register by providing name, number of children, adults, and seniors in the household, and a self-declaration of income below 185% of the federal poverty line. Clients who want their information to be kept on paper only and not electronically must make that request in writing (see the back of this page).

Other information SPO may ask for (but is not required) includes: head of household gender, race or ethnicity, SNAP participation, and household member ages and names. This information helps SPO apply for grant funding that supports distributing food to you and our community.

WILL I HAVE TO DO THIS EVERY VISIT? The first couple weeks SPO volunteers use SIMC, check-in may take a little longer, but re-registration will only be necessary once. Using SIMC will make future weekly check-in and annual income recertification faster. Periodically, SPO will ask you to verify and update your information.

SPO's PROMISE TO YOU:

We will use this information only to provide better services. Providing your registration information helps us to tailor our services to community needs. We will not use this information to monitor your individual activity or limit services to you. SPO and CPFEB can run reports to look for trends to learn more about the community we serve, but the reports will not identify specific individuals.

We will guard the information to the best of our ability. We will not share your individual information with anyone outside of the charitable food network. SIMC has very high security standards, and users can only see the information that they absolutely need to see.

We will treat you with dignity and respect. If you do not want to provide your information or if you feel uncomfortable answering any questions, we respect that choice and will do our best to provide services to you no matter what.

Questions or concerns? Email us at info@shipout.org



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SPO will begin entering client information into the electronic registration system on Wednesday, February 12, 2025.

No action is required for clients willing to use the electronic registration system (SIMC) for annual registration/weekly check-in.

For clients who do NOT want their information entered in the electronic registration/check-in system PLEASE READ BELOW.

1. If I do not inform SPO by February 11, 2025, my information may be entered in the electronic registration/intake system used by SPO.
2. **At check-in BEFORE Wednesday, February 12**, I must request that my information and the information for members of my household be kept on paper and not in an electronic registration/check-in system such as Service Insights on MealConnect (SIMC).
3. Even though I am electing to keep my information on paper (not in SIMC), my attendance at SPO will still be reported as required by USDA/PA Department of Agriculture.
4. Keeping my information on paper (not in SIMC) may result in slower weekly service from SPO due to reduced ease of access to my information.
5. The USDA/PA Department of Agriculture requires annual registration and by keeping my registration on paper (not in SIMC), I will be required to register every year in person.