



Service Insights on MealConnect

Key Terms

Below are some of the key terms used throughout the platform.

Agency	An agency is a partner with whom your food bank works to serve neighbors. An agency may have one or more program locations.
Event	An event is a distribution at a specific program location.
Household	A household is made up of all neighbors living in a housing unit who will benefit from the services provided at a visit. A household can be one or more neighbors and excludes group homes and shelters. Profiles are set up at the household level in the system.
Intake Form	Intake forms establish the number and type of intake questions asked at each event as well as which, if any, regulatory signature is captured.
Neighbor	A neighbor is anyone receiving services during an event. One or more neighbors make up a household. All neighbors are set up with a household profile in the system.
Program Location	A program location is a specific program or distribution site operated by an agency. Program locations can have the same or a different address as the agency or each other.
Service	Services are the categories of food and other assistance being provided to households at an event. Services are divided into primary services and additional services.
Primary service	The main food or assistance provided to households at a program location during an event. Intake forms can be configured to support different types of primary services.
Additional service	Any additional resources or assistance provided to households at a program location during an event. These are often non-regulated or non-food related services that are supplemental to the primary service being offered.
User	A user is someone with the ability to log into the system and perform various tasks.
Visit	A visit is recorded any time a household is served at an event. Multiple primary and secondary services can be provided to a household during a visit. All active members of the household are recorded as benefiting from that visit.