

## October 2021 Announcement for Oasis Insight Users

Thank you for attending our Service Insights Introductory calls. We wanted to announce some updates we are making to Oasis on Friday, November 5, 2021 in preparation for the Service Insights Launch on November 15, 2021.

### Service Insights Web Portal

First of all, we are launching our Service Insights Web Portal. More information will be added the week of November 1, but you can find a variety of training resources, videos, and manuals here:

<https://www.centraltexasfoodbank.org/service-insights-portal>

### TEFAP Module and Client Release of Information

The TEFAP Module and Client Release of Information features will be turned on by November 5. Please note that this does NOT mean you need to implement the features yet – the features will just be available in your account so your team can begin training on it.

We have a short video clip available on our Service Insights Portal that walks you through how to use the TEFAP Module. [https://drive.google.com/file/d/1JjQTnex4UOx\\_ySUXb1OTo2dLMVN6bn-r/view?usp=sharing](https://drive.google.com/file/d/1JjQTnex4UOx_ySUXb1OTo2dLMVN6bn-r/view?usp=sharing)

The video clip on Client Release of Information will be available the first week of November.

### Core Demographic Changes

On November 5, we will be adding the following data points to the demographics tab:

- Number of Children (0–17) in Household
- Number of Seniors (60+) in Household
- Number of Veterans in Household
- Number or Active–Duty Military Members in Household
- Number of College Students in Household
- Preferred Language

For those of you who were piloting these fields, these fields will move from the Pilot tab to the Demographics tab.

Some of you already collect military/veteran data already, but those fields do not map to these new fields. The Military/Veteran field will be moved to its own tab and hopefully be phased out once everyone has the new veteran/military member fields completed.

## **Additional Demographic Changes**

We will be cleaning up some of our existing demographic fields. Please note: these fields are NOT part of the core demographics. However, we are cleaning these up to allow for easier data collection/reporting and more consistency across agencies. We will be working with Oasis to map historical data to these new categories, so you will not lose any of your historical data. We will reach out directly to some of you who may be most impacted by these changes via email. Please let us know by Monday, November 1, if you have concerns with these changes!

### **1. Education**

We will be combining Association's Degree and Vocational Degree into one answer choice, and expanding College / Bachelor's Degree to Bachelor's or Post-Bachelor's Degree.

### **2. Marital Status**

We will combine the fields into two main answer choices:

- Single (which will include divorced, widowed, and separated)
- Married / Common Law / Domestic Partner

Single Parent Family will be its own field with a Yes/No response.

If client was marked as Single Parent Family, they will be remapped to "Single" under Marital Status, and "Yes" under Single Parent Family.

### **3. Employment**

We will be eliminating the "Employed" field and mapping that into "Full Time Employment." We will also remove Disabled from here and move it to its own field (see below). The remaining employment choices will be:

- Employed Full Time
- Employed Part Time
- Unemployed
- Retired
- Not Applicable

### **4. Other**

We will be breaking this out into two separate categories:

Housing Status:

- No fixed address or homeless

- At risk of being homeless
- Renting
- Owning

Note: we recognize that someone can be at risk AND either renting or owning, but this field will only allow one selection, with priority being on “at risk” over renting/owning.

#### Disability Status

- Has a disability preventing work
- Other disability
- No disability

Note: if “disabled” was selected under the current Employment option, we will map that into the first answer choice of this field.

#### HOPE and FFFF

For those of you running HOPE and FFFF, we will be turning on the HOPE features and release short videos on how best to track HOPE and FFFF assistance in Oasis. We will be reaching out to your agencies individually about these features in the coming weeks, but the expectation is to track HOPE and FFFF in Oasis Insight.

These changes should make it easier for your agency, and CTFB, to accurately track clients, generate reports, and understand your clients’ characteristics and needs. If you have questions or concerns about these changes, or if you need help adapting your reporting process, please reach out to [research@centraltexasfoodbank.org](mailto:research@centraltexasfoodbank.org).