



MEALS ON WHEELS

AUGUST 27-29, 2019

ANNUAL CONFERENCE AND EXPO

DALLAS, TX

Technology, Systems, Software and Saving Solutions

SPEAKERS

1. **GALE SINGER ADLAND**, Meals on Wheels of Durham – Durham, NC
2. **ESTEBAN OJEDA**, Meals on Wheels San Diego County – San Diego, CA
3. **DOYLE DELPH**, Meals on Wheels America – Arlington, VA

Technology, Systems, Software and Saving Solutions



Doyle Delph

Manager, Member Relations and Business Services,
Meals on Wheels America

Arlington, VA

doyle@mealsonwheelsamerica.org

Technology Discount Partner that is here for you



ADP

Save big on comprehensive payroll services, employee benefits administration and human capital management solutions.

EXPO BOOTH 216

Technology Discount Partner that is here for you



PURPLEWIRE

MOW Scheduler by Purplewire is a volunteer scheduling platform specifically created for the Meals on Wheels network and available to you at a discounted rate, so you can make your volunteer coordination easier than ever before!

EXPO BOOTH 207



Technology Discount Partner that is here for you



STERLING VOLUNTEERS

Receive 20% off screening products designed to make background screening of volunteers faster, easier and less costly for nonprofits and volunteers themselves.

EXPO BOOTH 113



Technology Discount Partner that is here for you

MUTUAL OF AMERICA
Your Retirement Company®

MUTUAL OF AMERICA

Access quality group retirement products and related services, and receive a waiver of certain employer plan administrative charges.

EXPO BOOTH 301



Technology Discount Partner that is here for you



SERVTRACKER

ServTracker by Accessible Solutions, Inc. is a mobile application that enables your program to manage all aspects of service delivery, billing and reporting in a secure and efficient manner.

EXPO BOOTH 202

MEMBER PANEL DISCUSSION



Gale Singer Adland

Executive Director,
Meals on Wheels of Durham
Durham, NC
gale@mowdurham.org



Esteban Ojeda

Volunteer Director,
Meals on Wheels San Diego County
San Diego, CA
eojeda@meals-on-wheels.org



Technology for your Home Delivered Meal Program

People are our most important asset.

So - why are we talking about technology?

- Staff can become more effective
- Volunteers can become more engaged
- Your program can manage resources more efficiently
- Program evaluation can become more accurate
- Available data can get grantors from maybe to yes



Technology at Meals on Wheels Durham

- ServTracker (Accessible Solutions)
- MOW Scheduler (Purplewire)
- OneEach Technologies Branded website and embedded CiviCRM

ServTracker Mobile Meals app & Purplewire - MOW Scheduler



Accessible Solutions

ServTracker Mobile Meals App

MOWSD total of 178 routes

- Currently at 90 mobile routes (51% complete)
- Over 750 volunteers trained. 98% acceptance rate of app usage
- Daily face to face training, follow up, & troubleshooting.
- Client information secured & password protected
- Well-being client checks on alerts from volunteers



Getting Started

- 2 surveys created (user and non-user) and distributed to volunteers. Gauge use of smartphones/ tech & ease of use of Mobile app
- Identify easiest routes to “go mobile” then notify volunteers 2-3 weeks prior launch date.
- Launch date. On site training. Focusing on quality vs quantity.

We chose to focus on 1 pick-up site at a time.

Usually 4-5 routes.



ServTracker



Contains all our client information

- Tracks meals schedules, meal types
- Creates kitchen order
- Creates route sheets for drivers

Cell Phone App

- Easier for drivers to follow directions
- Increases reporting capabilities
- Real time updates from the route

Reporting – it is all about the data

- Data is important for grant writing
- Data is important for fundraising
- Data is important for telling your story
- Automatic upload for Medicaid billing

Purplewire – MOW Scheduler

- 4 different offices
- Helps with keeping scheduling centralized to one database
- Track of volunteer hours, miles, routes
- Reporting
- Help Wanted Page
- Saves scheduling time, able to re-allocate staff hours to outreach



MOW Scheduler



- Contains all our volunteer information
- Manage driver schedules
- Email or text reminders
- Easy to set a variety of schedules
- Handles vacation schedules
- Tracks mileage for drivers



OneEach Technologies Branded Website and CiviCRM

Your website is your story – and the branded website provides a strong visual tie to the national organization.

Includes a CiviCRM

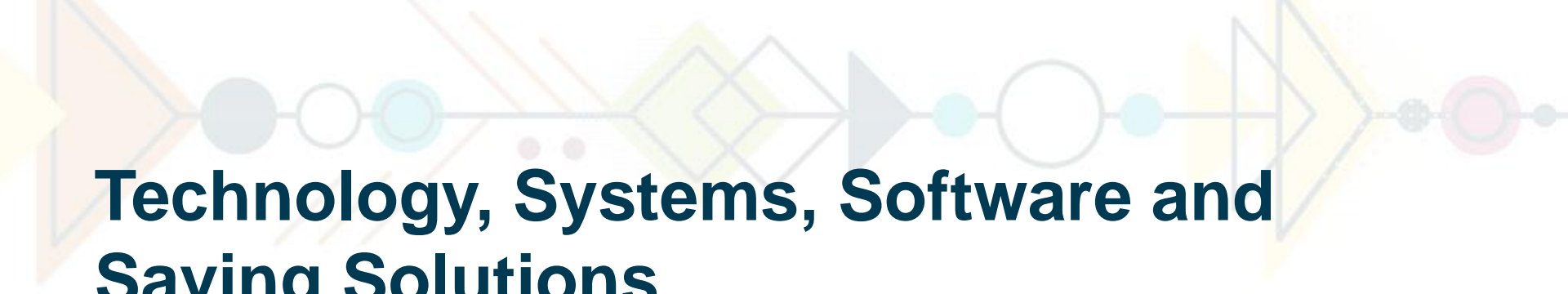
- Contains all our donor information
- Create acknowledgement letters easily
- Easy to access donor reports
- Manage relationships



Hardware

Don't forget about hardware.....

The most efficient software solution is meaningless if your computer keeps crashing, or is ssssllllloooooowwww.



Technology, Systems, Software and Saving Solutions

Session Q & A

QUESTIONS ABOUT THE MEMBER DISCOUNT PROGRAM?



Doyle Delph

Manager, Member Relations and Business Services,

Meals on Wheels America

Arlington, VA

doyle@mealsonwheelsamerica.org

Don't forget to evaluate today's session in the Conference App!

