Followup Presentation

For TOUCH New York

Visual Mockups for Digital Recordkeeping System

Visual Mockups: Typeface and Color Palettes

The UI design will match the design of the TOUCH website by using the same colors and fonts.

The three colors at the top are all picked from the TOUCH logo. The blue and red at the top should *never* be used to distinguish between two important items because their brightness is the same. The bottom two colors are picked from the TOUCH website.
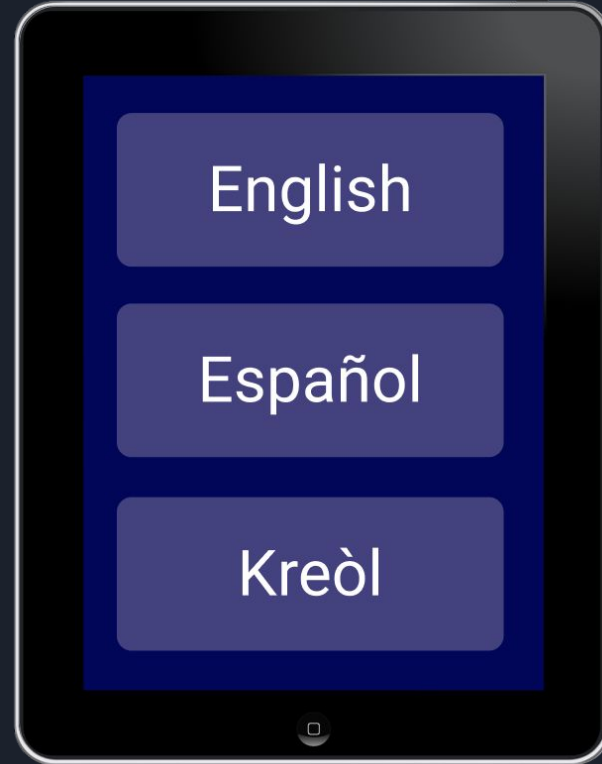
Roboto is the font currently being used everywhere on the TOUCH website. It is a clean and simple font designed by Google that is in use on hundreds of popular services and apps.
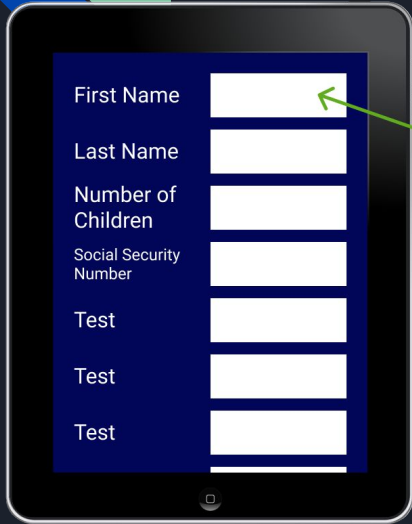
Roboto

Visual Mockups: Form Language Select

The Client form can start with a screen that allows the user to pick their language.

English

Español

Kreòl

Visual Mockups: Form Interface

Visual Mockups: Form Number Entry
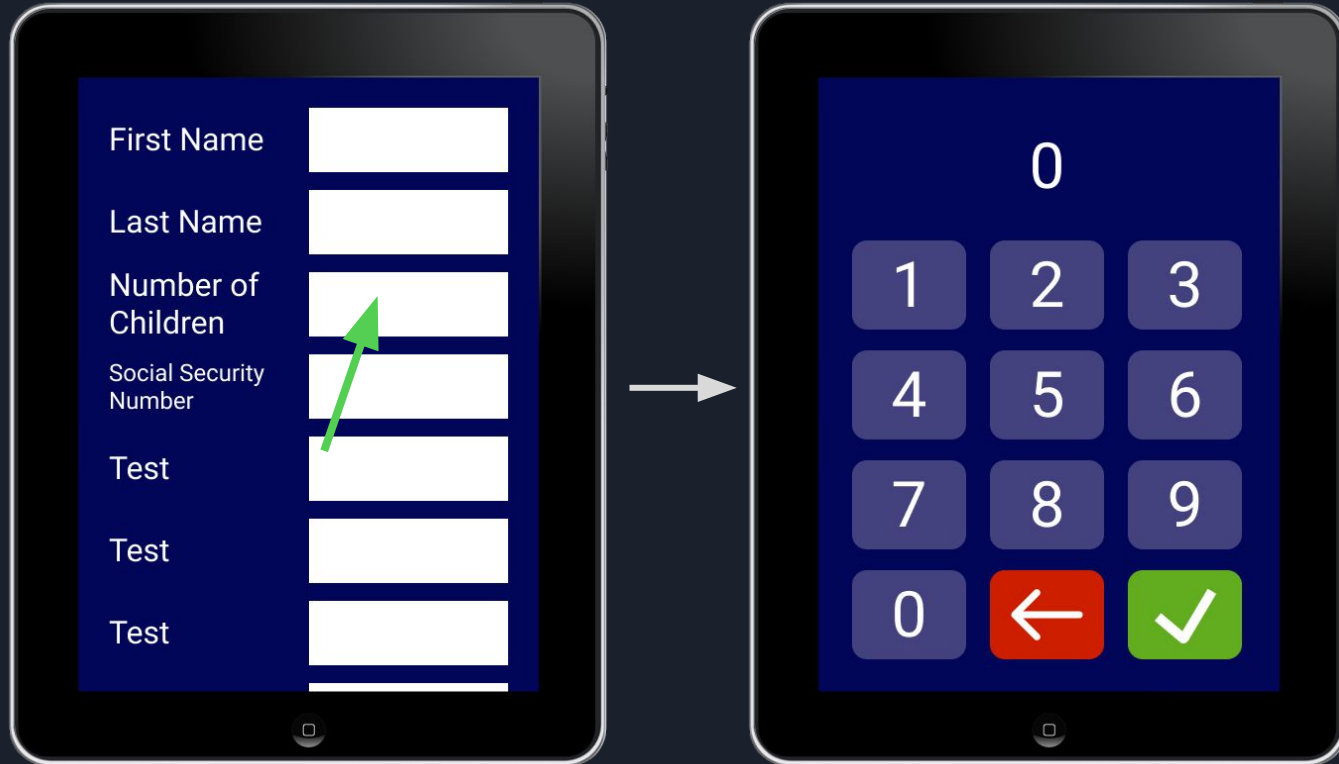
I Interviewed Tiffany Lloyd from TOUCH

On March 15th, I had a phone call with Tiffany Lloyd from TOUCH.

It seems that TOUCH already has many digital forms of data entry and record-keeping in place. Lloyd stated that when she joined TOUCH, she replaced an old paper form with a Google Forms version, which may be this [Google Forms page for volunteer applications](#) on TOUCH's website

She stated that any remaining paper forms might not be a good fit for converting to digital. Some forms, like TEFAP forms, may be required by the government to be paper. Many of the volunteers are young disabled adults who might struggle to fill out a digital form (the handwriting and speech-to-text ideas *may* alleviate this).

I believe she mentioned Palmer's "volunteer portal" idea and stated that it may not be a good fit for the volunteers for the same reason (though she stated that the host of a volunteer group may be able to make use of the portal).

I Interviewed Tiffany Lloyd from TOUCH [2]

In conclusion, what I learned from my call with Lloyd is it seems that TOUCH already has relatively robust digital data entry and record keeping systems in place.

However, Lloyd told me that other smaller agencies in the Rockland Community Against Hunger network (which TOUCH is the leader of) may need a digital data entry and record-keeping overhaul more than TOUCH. For example, I could help by receiving the paper forms that these agencies use, and creating Google Forms/Microsoft Forms pages.

Are TEFAP Forms Required to be Physical?

This question is a bit difficult to research, but it seems the answer is **no, TEFAP forms can be digital**.

the [website for the Food and Nutrition Service of the U.S. Department of Agriculture](#) states that "The use of electronic record keeping... ...in TEFAP is permitted, **provided that the same degree of confidence regarding the accuracy of eligibility determinations results from the electronic system as from the traditional, paper-based system**."

I believe it is the latter part of the quote that organizations struggle with. The website then links to [federal regulations that must be complied to](#); however, these regulations do not give clear guidance on how to build an information system that meets the regulations.
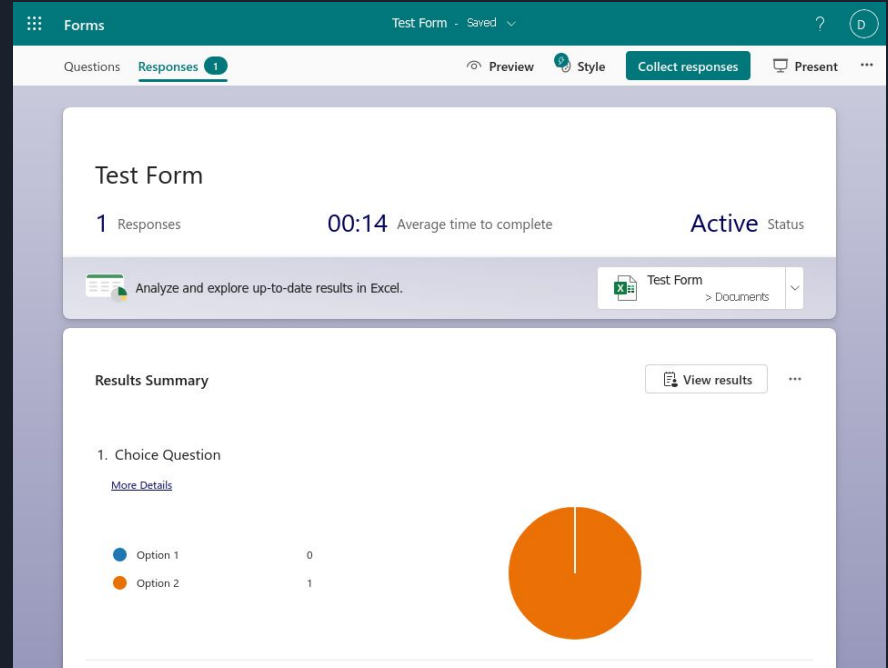
IT and Information Security are far outside the field of food distribution orgs., which may lead to an avoidance of digital forms out of fear of breaking the law and going over budget.

Alternative Idea: Microsoft Forms

The previous visual mockups were designed with the idea that they would be a new app.

However, using MS Forms could be a good option. The main advantage of MS Forms is that responses to surveys automatically sync up with a MS Excel (web) spreadsheet for data visualization. That Excel spreadsheet could then be imported into a MS Access database for permanent storage of records.

The main disadvantage is that using all of these MS apps requires Windows and a subscription to Microsoft 365. Although, both of these are so ubiquitous that many organizations may already have them.

Microsoft Forms [2]

A form can be distributed through link, email, QR code, or embedded in a webpage.

When the form is viewed on a phone, the user can use the phone's handwriting and voice typing features to input text.

MS Forms Example: TEFAP Attestation of Eligibility

To test for myself if MS Forms would be adequate for converting physical forms to digital, I decided to take a pdf of a TEFAP Attestation of Eligibility form and recreate it in MS Forms.

Existing Digital Record-Keeping Services for Food Distribution Orgs.

In order to compete with pencil and paper, digital record-keeping systems *must* be free.

I mentioned bosWell in a previous presentation. They're free for food pantries to use. Their biggest flaw is that only social services orgs can learn how bosWell works. Their website is sparse, and the only ways to learn more are to schedule a demo, or to watch a video that inexplicably requires one to fill out a form with one's name and organization to view it.

I have learned more about Feeding Westchester's digital record-keeping services. It is called "Service Insights on MealConnect*" (2). Though the system was built by Feeding America, it is not mentioned on their website aside from training courses exclusive to FA's partners. Many of FA's partners have their own pages explaining the service and its benefits (1, 2, 3).

*MealConnect is FA's app to connect FD orgs, volunteers and donors. It seems to share some goals in common with Jack Smith's app, though the website only mentions food donation.

Thank you!