

No Kid Hungry's Texting Service: Connecting Kids with Meals During School Closures

HOW TO SHARE MEAL SITE DATA

Share Our Strength is converting our very popular Summer Texting Hotline to serve as a resource for families looking for meals during COVID-19. If you have meal site data to share with us, this document is a how-to!

Questions? Reach out to Emily Pia at epia@strength.org.

FORMATTING YOUR DATA

Our texting service requires that data be formatted in a certain way, so we have a [template](#) to make it easy for you to format your data accordingly. There are notes in the column headers that give instructions on how to fill each field.

Adhering to this format will ensure that the data you share can be uploaded within 24 hours. If we receive data in another format, there will likely be a lag time between when you share data with us and when the data goes live.

Questions? Reach out to Emily Pia at epia@strength.org.

SHARING YOUR DATA

You have two options to share data with us:

1. Email your .csv or .xls file to Emily Pia at epia@strength.org.
2. Upload your .csv or .xls file to freemeals4kids.com. You must make an account to upload data.

FREQUENTLY ASKED QUESTIONS

What should I do if I don't have some of the data on the template (e.g. contact phone number)? While more information is better for families, we don't want to make "perfect" the enemy of the good. Leave fields you don't have data for blank, and we'll reach out to you if we have questions.

We don't know the end date for the meal service. What should I do? Leave that field blank, and we'll remove the "end date" from the text that users receive.

The meal service time is the same for more than one meal service (i.e. 9-11am for breakfast and lunch; 12-2pm for lunch and snack). Do I list one or both? List the same time for both, and we'll make adjustments on our texting script.

There is extra information about meal service (e.g. "child must be present" or "multiple meals are available for pickup" or "delivery by bus routes" that seems important, where can I put that? Great question! Please enter that info into the column header "sos_comments". We prefer this field to be narrative, i.e. in short sentences as opposed to key words. For example, if a site has instructions that are "drive thru", please write in the **sos_comments** field, "Meals are served via drive thru." Please try to incorporate all special instructions into one short, coherent sentence. Think, "What information would I need if I were a family looking for meals at this site?"

How do I know if my data is live on the hotline? We are updating our service every 24 hours, Monday-Friday. You should see your site information live within 24 hours. You can check by texting FOOD or COMIDA to 877877.

How many people in my community are using the service? Check out our [No Kid Hungry Summer Texting Dashboard](#). We update this every Monday and Wednesday.