



# Ujima Suites FSTA (Food Service Tracking Application)

## FACT SHEET



... from Ujima Consultants

The FSTA application is used to track and report client food distribution and quantity usage of pantries, food banks, home delivery programs, meals-on-wheels, sack lunch and hot meal services. The client profile maintains various data required in government program tracking as well as statistics valuable for other tracking and management analysis. The entire menu structure is easy for the novice user to navigate. Many reports are accessible with only a few clicks of the mouse.

The application can be used for one or more of the three basic program types, and clients can be listed under multiple services. All features are controlled in easy-to-use screens based on the Microsoft Windows interface.

Client data files are in separate, easy-to-back-up data tables, while the code is in a sturdy, proven, Microsoft Access database engine. FSTA can be networked with up to 3 users for peak periods such as thanksgiving and other holiday distributions, or just to allow administrative access while clients are being received and processed.

FSTA is an easy-to-use application that manages both external client services as well as internal administrative functions, and is integrated with Donation and Volunteer Services Database (DVSD) as a part of the FSTA/UjimaSuites package. (Features of the DVSD re listed on a separate sheet.)

All three basic FSTA modules in FSTA use the same client intake screen — making the application easy to use, reducing learning time as services/staff expand, and allowing use of different modules on separate workstations. Each module provides service-specific views beyond the client intake screen to accurately capture specific information for tracking and reporting.

The three basic modules are:

### **Food Bank / Pantry**

This module is used to collect, track, and edit data into reports for food banks or pantries with direct-to-client distribution. Once client information is entered, future counts are fast and responsive. This allows quick check-ins (about 30 seconds per household) and the ability to handle hundreds of clients each day. This application is recommended for food banks and small pantries, and provides for tracking by family size and bag type.

### **Home Delivery**

This module collects, tracks and allows editing of data into reports for agencies with delivery services to homebound clients or a satellite facility. This includes meals-on-wheels, sack lunch deliveries to daycare or recreation centers, etc. The Home Delivery module can also help estimate food requirements, facilitate route planning produce client lists, directions, and delivery data.

### **Meal Services**

The meals module collects, tracks and reports data for agencies serving on-site meals — including shelters, soup kitchens, drop-in centers, daycare centers schools, senior centers, etc. This module can track special meal requirements, estimates food requirements, and tracks meals served. Meals can be tracked by breakfast, lunch, dinner and/or snack, and meals constructed to meet USDA Recommended Daily requirements or other appropriate standard.

### **Commodities Feature:**

TEFAP distribution can be tracked separately in FSTA for each client, no matter which other services they may receive. Client check-in for commodities is counted outside of the three main modules, and has an entry sub-screen under the survey of needs tab on the client intake screen. Contracts/agreement letters can be generated for clients receiving commodities and set for various cycles. Multiple reports are available for commodity activities.

### **Intake Screen**

The client entry screen uses tabs to allow faster access, produce quick client usage reports, and issue a standard commodity recipient agreement letter. A separate tab allows for tracking dietary requirements and bag types. This section also produces a quick “click count” of services received, tracks special dietary needs, and ethnicity — all just a mouse click away once client information is entered into the database.

### **Administration and Reports**

Staff tasks can be linked to specific activities for billing purposes, and the System Administrator can make global category changes and control user access at different levels. Access for printing can be limited and various client-warning notices can be set. The administrative area allows for detailed changes in most of the drop-down menus, helping make FSTA friendlier to organizations and allowing the use of in-house terms and names.

Staff job reports can be compiled for management, as can multiple other reports and graphs for analysis. Applications can be accessed over a network or from a remote site, and the database is compatible with NetMeeting software.

### **UjimaSuites Integration**

This application integrates with other UjimaSuites packages, such as the Case Management application for registering clients and tracking histories and medical backgrounds, where necessary. The application can also be used with Children-in-Crisis (CIC) for documenting necessary infant/youth mandated foster care.

### **Support**

FSTA is developed and supported by **Ujima Consultants** which provides after-sales support for all **UjimaSuites** products as well as application training. We also administer **the FORUM**, an agency and practitioner’s organization for users of **UjimaSuites** products. FORUM members review applications and provide input on task requirements and sample data.



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