
Re: Food Oasis LA Website Idea Submit

LAWorks TT <laworks.tt@gmail.com>

Thu, Mar 18, 2021 at 9:25 AM

To: John Darragh <darragh@entrotech.net>

Cc: Jordan Smith <jsmith2009@gmail.com>, Jenny Mikesell <jennymikesell@gmail.com>

Hi John,

Thanks for the follow up with your great questions.

A couple more reasons to consider:

- They are not a food bank or a food pantry (unless foodoasis.la accepts maintaining and displaying non-food resources mainly for an organization's helpful services & programs info)
- They are a residents only location (possibly seeking to limit concern of getting overwhelmed by public interest). I've encountered this in addition to volunteers asking what's the right approach to this other than hand off?

A bit more regarding outdated listings. Some organization volunteer logs show no successful correspondence via phone, email or both with dates from several months back. Crosschecking with web searches also confirms outdated contact information. Depending on what the volunteer asked and shared about the listing, this is where I'd normally instruct a volunteer to either email Jordan this listing to review or simply click hand off.

I fear some listings will fall into a hand off loop limbo, if so does that listing still display an old "last updated timestamp" when users find it on the map?

Volunteer feature to consider:

- A small icon link to one click compose an email & a call link to phone from a computer/device. Circling back to what you expressed as well regarding setting an appointment, this would also be useful from a user on mobile to skip copying, pasting and window switching.

Are there other methods?

If not by phone, email, or social media, I can only think of walk up appointments if at all possible presently.

Tommy

On Mar 17, 2021, at 2:43 PM, John Darragh <darragh@entrotech.net> wrote:

Jenny has told us that a significant number of organizations are by appointment. As I understand it, some places take appointments by phone, some by email, and some by either method. Are there other methods?

Are the appointments generally in addition to the hours - so there might be hours of 9-5 M-F, but a client needs to make an appointment via email for a time within those hours. Or maybe the places that take appointments don't need to also post hours? If appointments are by phone, maybe a text field for the appointment phone. If appointments are by email, maybe have a text field for appointment email. Maybe another field for appointment instructions. I'm thinking that, especially for users on mobile devices, we could show them appropriate appointment links on the listing that would dial the phone or open their email client to initiate the appointment.

As for organizations that haven't been verified in a while, we could automatically keep listings from being displayed to end users that have not been verified within a specified period. That would be a good way to assure that we are only showing food seekers reasonably up-to-date listings. If there is anything that will separate us from competing sites, it is that all of them I have seen are publishing old data that I wouldn't trust. I think it might be better to have old listings drop off our site instead of running the risk of pointing people to organizations where the listing information is out of date.

We hadn't considered a field to refrain from publishing legitimate organizations. I'm curious about why they would not want to be published in our app - have they given reason that they don't want to be published? I can think of a few:

- They may be worried about us keeping the data updated and publishing outdated incorrect information, which could damage their customer service.
- Maybe they don't belong in our listings because they are not open to the public.
- Maybe they have too many clients already and don't want to have more than they can handle.
- Maybe they want to have more control over who finds out about their services, to have a bit more control over what kind of clients show up.

All good thoughts

Thanks!

John Darragh

On Tue, Mar 16, 2021 at 6:04 PM Jordan Smith <jsmith2009@gmail.com> wrote:

John,

Meet Tommy, one of our presenters for the Saturday sessions (he'll be there this Saturday when you join us!). He has provided some thoughts below on helping our volunteers be more efficient.

Tommy - Jenny is stepping away from Food Oasis so I've forwarded your thoughts to John, one of the tech support gurus on the Food Oasis team.

Jordan

On Mon, Mar 15, 2021 at 11:27 AM LAWorks TT <laworks.tt@gmail.com> wrote:

Hey Jenny,

You mentioned to reach out if there were any ideas for the website to submit (unsure if there is a format protocol for submitting).

The website is already well laid out so hopefully these extra ideas are helpful.

Have an "Appointment Only" checkbox under business hours vs presently populating info under "Notes for the Public" section with the other notes.

Possibly some way to report to you with a checkbox or something for when an organization mentions a desire to be removed and or if the organization has been unresponsive for more than determined x time, etc and could be considered for removal.

We currently ask volunteers to email Jordan if any organizations reflect the states mentioned.

Thanks!
Tommy