

Neighbory Care Network Modernizes Nutrition Services with ServTracker

INDUSTRIES SERVED:

Aging Services, Nutrition and Health Services,
Meal Delivery



Outgrowing a Paper-Heavy, Fragile System

Before ServTracker, Neighbory's nutrition programs ran on disconnected legacy systems and tens of thousands of paper documents each month, causing frequent downtime and heavy manual work. For Meals on Wheels, more than 100 routes generated an estimated 20,000 paper route sheets monthly, which two full-time staff had to key in, often leaving the organization a week behind and exposed to data security risk. **"We had paper route sheets flying around the county and a system that was breaking multiple times a week,"** Anita recalls. The stakes included recurring outages, HIPAA risks from lost route sheets, staff time consumed by data entry, and reporting that always required IT support.

Anita Frankhauser, Nutrition Director at Neighbory Care Network, oversees the nutrition programs and has led the agency's modernization by implementing ServTracker by CaseWorthy, including the Mobile Meals application in 2018.

Choosing ServTracker

When Neighbory evaluated alternatives, the team prioritized HIPAA compliance, reliability, and a platform designed for the complexity of Meals on Wheels workflows. **ServTracker stood out because it was comprehensive, easy to use, and well regarded by other Meals on Wheels programs.**

Implementation took approximately six to nine months. Staff were highly receptive to the transition because they were frustrated with the limitations of the previous system and eager for a better way to work.

What Changed: BY THE NUMBERS

Q4 2025 vs Q1 2026

SERVED **61**
MORE STOPS

DROVE
1,075
FEWER MILES

USED
18 FEWER
DRIVING HOURS

Key Benefits and Results

GOING PAPERLESS AND MOBILE

ServTracker's Mobile Meals functionality moved Neighborly from paper route sheets to a secure, app-based process for routes, client details, and notes. The organization **eliminated more than 20,000 paper sheets each month**, reduced storage needs, and lowered the risk of lost protected information.

Configurable intake and demographic fields also helped standardize enrollment and improve overall data quality.

EFFICIENCY, ACCURACY, AND CAPACITY

After ServTracker launched, **service data went from being up to a week behind to available overnight**. Staff who once focused primarily on data entry could shift to client registration, volunteer support, partnerships, and special projects. More than 60% of front line staff time is now spent with clients and volunteers. ServTracker also helped Neighborly scale to **nearly 3,000 clients and twice as many funding sources** without adding back-office staff.

REPORTING AND FUNDER RESPONSIVENESS

Before ServTracker, Anita relied on the IT manager to create or modify reports. Now, she can build reports independently and respond quickly to funder and leadership questions. Neighborly can drill into data by municipality or program, provide more detailed insights, and answer basic service questions in near real time. Some **reporting requests that once required significant support can now be completed in as little as 10 minutes**.

SUPPORTING INNOVATION AND RESEARCH

HIPAA-compliant workflows, stronger reporting, and flexible configuration helped Neighborly support a Humana pilot and Brown University's DeliverEE study. Using ServTracker, **staff securely receive and accept referrals directly in the system**, eliminating email and spreadsheet tracking and allowing meal service to begin as soon as the next day.

BETTER CLIENT CARE IN REAL TIME

Mobile Meals allows volunteers to record client notes, concerns, and questions directly in the system while they are in the field. Staff can respond immediately instead of waiting days for paper route sheets to return. This helps Neighborly address concerns such as changing health conditions, eligibility for additional meals, or dietitian referrals while removing communication barriers between volunteers, site staff, and the nutrition team.

"We're able to answer client issues immediately,"

Anita said. She added that Mobile Meals removes barriers that used to delay communication between volunteers, site staff, and the nutrition team.

Looking Ahead

The next phase of Neighborly's work will focus on using data more strategically. ServTracker allows for richer reporting, better impact measurement, and more automation in areas beyond routing, including client intake and future program expansion.

For organizations considering a similar investment, Anita's advice is simple, "investing in a great system is worth it. It's worth it for your team and for investing in your program's abilities." ServTracker has made day-to-day work easier, improved client care, and given Neighborly a reliable platform that can adapt to future needs.

“ *ServTracker has made us fearless, we are more nimble, more flexible, and more confident in taking on new programs, partnerships, and funding opportunities.*

— Anita Frankhauser,
Nutrition Director at Neighborly Care Network