CALL Ministries Intake Procedures

CLIENT REGISTRATION PROCEDURE

FREQUENCY

1. For new applicants to the pantry
2. Annually thereafter
3. Whenever there is a change to recorded information within the household
    - i. Change in household income
    - ii. Change of address
    - iii. Change in number of household members residing at residence

QUALIFICATION REQUIREMENTS

All new applicants initially, or all clients annually, must submit the following in order to qualify and/or maintain eligibility to receive services from C.A.L.L. Ministries:

1. Proof of Address for all household members identified who are 18 years of age or over
    - a. Any recent piece of mail indicating that applicant/client lives at the claimed address, or
    - b. Any current official document indicating information above.

   (Verify that this address is within Mercer County, Ohio.)

2. Formal Identification for each person claimed to be a household member and officially residing at above address
    - a. Social Security Card or
    - b. Birth Certificate.
    - c. Other identification may be used for this; however, each household member must be formally identified and verified.
3. Proof of Household Income for all household members identified above who are 18 years of age or over (Note that total household income must be supplied.)
    - a. Social Security Award letter.
    - b. Three consecutive check stubs (or equivalent.)
    - c. Bank statement showing deposits from employer
    - d. SSI statement
    - e. Child support, Pension, Disability, Jobs and Family Services assistance, etc.
    - f. If applicant claims zero household income then they must so certify by completing page two of the Client Application & Data Information Form. This applies to all household members 18 years of age or older.

We cannot compute the Federal Poverty percentage unless we have this information – verbal reporting of income does not satisfy this requirement.

PROCEDURE

A. New client applications
   1. Provide applicant with "Client Application & Data Information Form" and have them to complete application in its entirety.
   2. If applicant claims to have zero household income then have them to complete page two of the above form for each household member over 18 years old.
   3. Until all required information is provided, place a note in the computer of required information not yet provided. As this information is provided, erase note as appropriate.
   4. Intake personnel are to carefully review all supplied documentation to verify that all required information is supplied, that it is current and that it meets all requirements stated above.
   5. Enter "check marks" in appropriate box of the computer denoting that required information was provided and that you deem it to be complete and accurate.
   6. Print a copy of the formal documentation provided for each member of the household and staple this to the Client Form. File the Client Form in the file cabinet in the appropriate location.
   7. It is unlikely that new applicants will have documentation for all required information so if, in your estimation, the request for service is valid then allow the applicant to shop the Food Pantry for that day but emphasize that the information must be supplied to C.A.L.L. Ministries in a timely manner. All missing documentation must be presented within two months of initial application in order to continue shopping with C.A.L.L. Ministries.
   8. It is imperative that any failure to supply complete information as outlined above within two months after being requested will disqualify any applicant or client from receiving services from C.A.L.L. Ministries until this information is supplied. Also, knowingly supplying false or misleading information will disqualify this applicant or client for at least twelve months.
   9. Place a note for any missing information requested of the client in the NOTE section of the HOUSEHOLD POVERTY field of the CALL Ministries Food Pantry computer program. As each piece of requested information is provided remove that part of requested information from the NOTE section. Print a copy of the documentation provided for each member of the household and staple this to the Client Form, replacing any outdated copies. File the Client Form in the file cabinet in the appropriate location.
   10. After client approval, enter appropriate information onto New Client / New Card form. Also, place a note in the computer Info Box of "Client Updated" with date.

   If in doubt about the information supplied remember to err on the side of Grace.

B. Annual review of existing clients
   1. At least annually, all current clients must submit all information required under QUALIFICATION REQUIREMENTS above.
   2. Remove client's "Client Application & Data Information Form" from filing cabinet and request client to review it for accuracy and currency.
   3. If there are any changes to be made then request documentation to confirm changed information (if applicable.)
   4. If applicant claims to have zero household income then have them to complete page two of the "Client Application & Data Information Form" for each household member over 18 years old.
   5. Until all required information is provided, place a note in the computer of required information not yet provided. As this information is provided, erase note as appropriate.
   6. Intake personnel are to carefully review all supplied information to verify that all required information is supplied, that it is current and meets all requirements stated above.
   7. Enter "check marks" in appropriate box of the computer denoting that required information was provided and that you deem it to be complete and accurate.
   8. Print a copy of the formal documentation provided (income & address only, as appropriate) for each member of the household and staple this to the Client Form replacing any outdated copies. File the Client Form in the file cabinet in the appropriate location.

9. It is imperative that any failure to supply complete information as outlined above within two months after being requested will disqualify any applicant or client from receiving services from C.A.L.L. Ministries until this information is supplied. Also, knowingly supplying false or misleading information will disqualify this applicant or client for at least twelve months.
10. Place a note for any missing information requested of the client in the NOTE section of the HOUSEHOLD POVERTY field of the CALL Ministries Food Pantry computer program. As each piece of requested information is provided remove that part of requested information from the NOTE section. Print a copy of the documentation provided for each member of the household and staple this to the Client Form. File the Client Form in the file cabinet in the appropriate location.

If in doubt about the information supplied remember to err on the side of Grace.

RECORDING CLIENT VISIT

PROCEDURE

A. Verify client's identity
    1. Identify client's Pantry Number
        a. From issued Client Card
        b. As stated by client
        c. By client's last name
            i. Look up Pantry Number in Client List book
            ii. Click on Client Name, enter Client Name then click on button at top of Client Entry Form page.
    2. Enter Pantry Number into CALL Ministries Food Pantry computer program
        a. Enter client's Pantry Number in Pantry Number field
        b. Click Enter on keypad.

B. Verify client's visit frequency
    2. On CALL Ministries Food Pantry computer program, click on Date Pick Up field
    3. Scroll down date field to last entry and verify that current date is at least two weeks after last entered date
        i. if no notify client
        ii. if yes then continue
    4. Enter current date by clicking highlited date on displayed calendar.

C. Check

C. Issue CALL Food Pantry Shopping Guide
    1. Review HOUSEHOLD POVERTY field of CALL Ministries Food Pantry program
    2. Observe both boxes shown
        i. First box indicates number in household
        ii. Second box indicates poverty level
    3. From the information on above boxes select appropriate Shopping Guide from guide holders
        i. Number from second box leads to one of four guide holders
        ii. Number from first box leads to the exact Shopping Guide for this client
    4. Select appropriate Shopping Guide and issue to client.