

Food Record questions for Warm Line person
Updated 10/15/2020

1. Look up in ParishPlus to determine when food was last delivered and how frequent the deliveries have been. **We try to limit deliveries to once a month.** If we've delivered quite often, suggest other sources of free food. The North Texas Food Bank's website (ntfb.org) has a search function that lists the closest free food pantries and mobile food distributions. (Click on the Find Food tab.) A link to NTFB is on the HFN ParishPlus webpage under "Resources." Also, consult icanirving.org for other pantries.
2. Ask the friend **if they receive food stamps (SNAP).** We will deliver food to people on food stamps, but we give higher priority and additional food to those who are not.
 - a. **Requests for non-food items like diapers, toiletries, cleaning products** – Food stamps do not cover these items and, generally speaking, other food pantries do not offer them. If the friend is not requesting food, but only these items, please probe (that is, do a mini-home visit). Are they disabled? If the need is great, we can consider delivering these items twice a month or more often in extreme cases.
3. If food is going to be delivered, **ask when the person will be home** to receive the food. List this in the "Comments" field of the Food Record. Also, if they live in a 'gated' apartment complex, **ask if they can share the gate code.**
4. **Tell the friend that the delivery person will call the day of the delivery** to confirm that someone will be home.
5. Tell the friend that this call will be coming from a private phone and that the calling phone's caller ID will be blocked. They may see a message like "No Caller ID" or "Unknown" or "Blocked" or "Private Number" when they receive the call. They must accept the call to confirm the delivery time.
6. Ask the friend if their phone has been set to block incoming calls with caller ID blocked. If so, they must change this setting to accept calls with caller ID blocked. **Delivery cannot be made without a confirmation call.**
7. If the friend already has a base record in ParishPlus, confirm the address where delivery will be made and phone number to call to confirm the delivery.
8. **Ask if the caller is a senior or if there is a senior in the household.** Enter the number of seniors (over 65) in the comments field.