**Intake Procedure Initial Visit**

**For Weekly Menu----- Picture ID Required**

**If client has no Picture ID –Daily Menu is always given. Client will not receive Weekly menu if they bring ID next visit unless DHS letter is also brought in. Please make sure client understands this policy.**

1. Complete blanks on application. **(If no SS# enter 9999)**

 \*If you have Spanish-speaking clients, there are Spanish forms on the shelf behind the desk

 to aid you in the intake process.

 \*Children/Dependents age **21 and over** should be entered on the Spouse/Other Adult Line.

2. Are you currently receiving food stamps?

 --If yes, advise client daily menu next visit.

 --If no, must return with documentation or daily menu.

 --If household status has changed, advise to reapply.

3. When did you last receive food stamps?

4. Are your children on WIC and reduced/free school lunches?

5. When you apply for stamps whom will you put on your application?

6. \*If client does not have SS# and has children, ask if children were born in the

 US and explain that children can apply for Food Stamps.

 \*Beginning Sept. 1, 2015, clients with felony drug offenses ARE eligible for Food Stamps in Texas

 IF they have completed their sentences, though violating terms of their paroles would lead to a

 two-year disqualification. If they re-offend on drug charges, they face a lifetime ban.

 Explain that family is allowed to apply for Food Stamps, even if they are ineligible.

 \*For those clients who are not eligible for food stamps but other family members are, you may

 split their order and give weekly menu for those who are eligible and daily to those who are

 not eligible. For computer purposes, select whatever the **children** are eligible for and then in the comment section

 describe in detail the split order for the rest of the household. For example: Split order: Weekly –1 ½ Daily-2

 Highlight the comments so they will standout for the next intake volunteer.

7. Return in 1 week with signed and dated letter from DHS.

8. Explain 30-day letter and 3-letter limit. ***Freeze Policy Detailed on Next Page***

 \*(Use date stamped on DHS letter for eligibility date NOT date client applied for food stamps. Sometimes this date is

 different.)

 If client brought DHS letter on this visit, check # of people on letter to see if it matches # of people on Pantry application.

 We use this letter to **help** determine # of eligible people.

 \*If #’s match – use that #.

 \*If client says there are **LESS** people in household than DHS letter shows, use clients #.

 \*If client says there are **MORE** people in household than DHS letter show, these are their options: **1.** Use current # until they provide updated letter at their next weekly visit or IF time allows, have them go to DHS and get new letter and update number immediately for weekly menu. **2.** Client can take daily menu then go back to DHS to get updated letter to bring us on their next visit.

 \* Computer generated applications for food stamps are acceptable for proof but must follow the same requirements as paper DHS letters. See #8 above for instructions.

**If the client’s document is not scannable, you may use the paper DHS letter information sheet to fill in all the necessary information and then scan the document.**

9. If not McKinney resident, refer to blue non-resident referral sheet. If residence is on there, blue sheet will need to be

 signed and returned **one time** in order to receive weekly menu. Recommend client use that pantry to save gas and when

 that pantry can’t help them anymore, get it signed and return with DHS letter if they have not gotten stamps yet.

 **When referral sheet is returned, signed, check returned signed non-resident form box, then return referral**

 **sheet to client.**

10. Give client Community Resource Sheet.

11. Explain extras cabinet for weekly menu clients. Clients receive 2 items per family **unit** from the extras cabinet.

12. If client has infant and needs formula and/or baby food, fill out baby products form. Give form to distribution team to fill

 order. These forms are located on desk.

***Freeze Policy*:**

DHS letters used for 1-year freeze policy:

1. Initial DHS letter
2. DHS letter extending INITIAL letter (After 30 days)
3. DHS letter for recertification with BREAK IN SERVICE

\*\*\*Do not use STATUS letters toward freeze policy\*\*\*

If a client has 3 DHS letters on file with us in a calendar year, at the end of service on the 3rd letter, their next possible date of service for WEEKLY MENU with a DHS letter is January 1st of the following year.

(Use date stamped on DHS letter for eligibility date NOT date client applied for food stamps. Sometimes this date is different.)

**EXCEPTION**: Clients who are applying for SSI (Supplemental Security Income –Disability claims). **These clients are limited to 3 appeals to SSI**. Each appeal takes at least 3 months to process. **Please document these appeals on the client’s visit under comments.** **State appeal #\_ and** **highlight.** Clients are required to bring in MONTHLY status letters from their attorney or the social security office to document their progress. There is no limit to the number of monthly status letters they may bring in.