

## **Guide to the new 2019-2020 Intake Form**

### **1. General Household Information**

This section is for recording the information for the person registering their household for assistance. Everyone in the household should have the same address, therefore, there is only a need to record this information once.

### **2. Statement of Service**

The statement of service is to help guide pantry staff and clients on services provided.

### **3. Individuals in Household**

Please record the names, date of birth and type of ID provided (do not record any numbers, such as Social Security numbers, driver's license numbers, insurance numbers, etc.)

### **4. Income Verification**

As per USDA regulations, to verify eligibility, clients can either offer verification or sign the attestation on the intake form that they are within the income guidelines. Federal regulations do not require that an applicant household provide independent verification of income, for example, pay stubs, but clients can offer this information to determine eligibility.

If a client does not have that income information, they will then need to sign the attestation that is on the intake form below the Individuals in Household section to verify eligibility.

Please see page 2 of this document for situations that you may experience.

### **5. Optional questions**

Please use these questions to help guide your service. We have created a SNAP information postcard that you can pass along to clients if they request more information about SNAP. To access the postcard, click [here](#). Additionally, the clients will be able to offer more information about their living situation so you are able to provide the appropriate foods for their situation.

### **4. UPDATED Income Guidelines**

Income guidelines have been updated for the 2019-2020 year. Please discontinue the use of any older guidelines.

### **5. Notes Section**

Please use this section to write additional notes pertaining to the service of the client. Please do not use this section to write sensitive information about the client.

### **6. Representative Section**

We have been seeing an influx of representatives picking up food on behalf of a client. In this section, you will be able to list individuals who are authorized to pick up.

### **7. Client Signature Section**

Every time a client receives food assistance, the person picking up should be signing the intake form. This provides confirmation by the client that the household received food assistance from your organization. If there are any discrepancies in the future, such as one person picking up for a household that already received assistance, there is documentation available to determine who received the food.

### **Examples of Income Verification Situations**

**Situation 1:** A client comes into a food pantry and is asking for food assistance. The client has a pay stub and offered to show the pantry worker. The pantry worker verified that the client was within income guidelines using that pay stub. The pantry worker returned the pay stub to the client and provided food assistance.

-In this situation, the client had their pay stub on hand and **offered** to show the pantry worker. The pantry worker did not ask for the pay stub, which is against USDA regulations.

**Situation 2:** A client comes into a food pantry and is asking for food assistance. The client does not have a pay stub or any additional income verification. The pantry worker then tells the client they can sign the attestation statement that states they are eligible. The client signs the attestation statement and then received food assistance.

-In this situation, the client attested that their household qualified to receive food assistance by signing the attestation statement on their intake form. They are now able to receive food assistance.

**Situation 3:** A client comes into a food pantry and is asking for food assistance. The client does not have a pay stub or any income verification. The pantry worker states that in order to receive food, the client needs to provide income verification.

-We **cannot require** a client to show income verification. A client can either **offer** their income verification or sign the attestation statement on the intake form.

**Situation 4:** A client comes in into a food pantry and is asking for food assistance. The client offers to show a pay stub and it shows they are over the income guidelines. The client further explains their situation such as high child care costs, medical issues, etc. The pantry worker states they cannot be served because they are over the income guidelines.

- The guidelines are important in establishing a level of qualification; however, we assist those that are in need. This means that income guidelines may not account for expenses (such as high medical bills), an emergency (such as a fire), loss of a job and many other scenarios in between. Always lean on the side of ensuring no one goes hungry. If you come across this situation, please have the client sign the attestation statement for them to declare their eligibility.