

## COVID-19 STREAMLINED SERVICE LOG

This new form is designed to assist our agencies with keeping accurate records during the State of Emergency as a result of the COVID-19 Pandemic. Please use these logs until further notice to minimize human contact and speed up providing services.

Please also note:

- a.) You will be experiencing higher than usual clients requesting assistance, and many of these clients may be coming outside of your normal service area. We are providing all agencies with additional food resources to assist these clients as we know some agencies are unable to operate during the pandemic. Our website has been updated with all agencies that are operating, so if you have the means to do so, please continue to refer clients to pantries that are still operating.
- b.) On the COVID-19 Form, please fill out the date of the distribution, and your distribution address. When serving the clients:
  - a. Record the name of the head of household on the sheet
  - b. Record the address of the household
  - c. Record the phone number of the household
  - d. Record the household demographics
  - e. Total the household size
  - f. Ask the client if they meet eligibility requirements. The client can verbally attest to meeting the requirements, and “yes” can be written in the attestation column. Please post conspicuously eligibility information so clients know what they are attesting to. Note:
    - i. If a client is currently not working, then their household income is uncertain at this time and chances are they meet eligibility requirements
    - ii. If a client is experiencing food insecurity, they are eligible
    - iii. Verification of documentation (how many people in household, address, etc.) are not mandatory at this time to limit human contact and streamline services
    - iv. Client signatures are not required – this field has been prepopulated with “COVID-19” to meet USDA requirements
- c.) Each sheet has enough spots for 20 households for easy calculations
- d.) To assist individuals in Quarantine:
  - a. The person/household in quarantine will contact you and you will do the same intake process over the phone as step b.)
  - b. The person will then designate a proxy to pick-up for them – write “Proxy:” and the designated person’s name underneath the name of the head of household but in the same box
  - c. Remind the person in quarantine that the proxy will need to bring ID to the pantry they are picking up
  - d. The proxy will come to the pantry, present ID, and receive assistance for the household.
  - e. We recommend that you pack three times (3x) the usual amount of food for a household in quarantine to prevent them from needing to seek additional assistance while in quarantine.
  - f. To record these numbers accurately, write the household information on three separate lines on the sheet (this will demonstrate that the household received three times the amount of assistance, or the equivalent of a nine-day supply of food).
  - g. Ex:

### COVID-19 Emergency Response Distribution

Date of Distribution: 3/20/2020		Location Address: 91 Holt Street, Buffalo, NY 14206		Household Demographics					Verbally Attest Eligibility	Signature
Name of Client	Address (including city and Zip)	Phone Number	Infants (0-2)	Toddlers (3-5)	Children (6-17)	Adults (18-64)	Seniors (65+)	Total Size Household		
John Smith Proxy: Jane Doe	123 Fake Street Buffalo, NY 14206	123-456-7890	1	1		2		4	yes	COVID-19
John Smith Proxy: Jane Doe	"	"	1	1		2		4	yes	COVID-19
John Smith Proxy: Jane Doe	"	"	1	1		2		4	yes	COVID-19
										COVID-19

- e.) Keep these sign in sheets on file with your agency files for three years

### Food Assistance Eligibility Requirements

**A person is eligible for food assistance if they fall into one of the following categories**

a.) If the person's income falls within the following guidelines, they are eligible for food assistance.\* (If someone recently lost their job, their yearly income would then be \$0 and they would be eligible for food assistance)

Household Size	Annual Income
1	\$25,520
2	\$34,480
3	\$43,440
4	\$52,400
5	\$61,360
6	\$70,320
7	\$79,280
8	\$88,240
Each Additional	\$8,960

b.)If the person or someone in their household participates in one of the following assistance programs: SNAP, WIC, TANF, Unemployment, Disability, SSI or Free/Reduced lunch program.

c.)If the person is experiencing food insecurity and/or having difficulty making ends meet.