

Intake Form Instructions

Volunteers are needed to help various demographics make a request for meal delivery from CrowdSource Rescue / Houston Food Bank.

Whether handling inbound or outbound calls, the instructions are the same:

- 1) Before accepting or making calls, make sure to go to crowdsourcerescue.com/covid, and login first. You can login at the top right corner. If you don't have an account, you'll need to make one by going to crowdsourcerescue.com/covid and hitting the GREEN "I Can Help" button.
- 2) With the caller on the line, go to crowdsourcerescue.com/covid and hit the RED "I Need Food".
- 3) Begin going through each question with the caller, recording their answers.
 - a) Please make sure to get an answer for every question on the form.
 - b) If speaking another language, please make sure to enter all answers in English.
 - c) IMPORTANT: In the 'notes' section, please make sure to take as much information as they're willing to share (helps us connect to other social service agencies), and to enter YOUR name at the bottom of the section.
- 4) After you hit submit, you will be taken to a confirmation page. Please read that information to the caller, so they'll be informed of next steps.

That's it! Not too bad, right?

Common Issues or Questions:

- 1. The caller is requesting other social services.
 - a. CrowdSource Rescue is a partner agency of Houston Food Bank and only able to support meal deliveries. For rent assistance, non-food items, or other requests, please direct the caller towards 211.
- 2. The caller is asking for a specific delivery window.
 - a. Unfortunately, we cannot guarantee a specific time. It entirely depends on the number of volunteers, pantry availability, and area of the request.
 - b. A safe bet is generally 3 5 days, but there have been cases where it takes longer (generally due to an incorrect phone number or address).
- 3. The caller is asking for specific food items.
 - a. Unfortunately, we cannot guarantee specific items. It is entirely what the pantry has on hand for the day. In general, it consists of fresh produce, with some selections of meat.
- 4. The caller is not elderly or high-risk, but still needs food.
 - a. We are not the food police. All are welcome to apply.
- 5. The caller is outside one of the counties listed on the intake form.
 - a. Unfortunately we can only serve counties with an existing relationship with the regional food bank. The caller should be directed towards their regional food bank or area 211.

For further issues or questions, please direct them to <u>connect@crowdsourcerescue.com</u>.



Additional Screenshots



Login before accepting/making calls, at top right corner of crowdsourcerescue.com/covid

We are partnered with several TX food banks and are currently organizing volunteers to help to do no-contact food deliveries to elderly residents in SE Texas		
If you need food or can help deliver food, please use the links below.		
l Need Food	l Can Help	
Case Map		

Hit the RED "I Need Food" button at crowdsourcerescue.com/covid, to fill out an intake request.

The COVID-19 pandemic has left	many of our neighbors hurting,	without easy access to food or the outside world.
you need help during this pandemic, especially i	f you are high-risk, please fill ou and neighbors that may be	t the form below. We'll work to connect you with nearby volum able to help.
Please note	that this is an all-volunteer effo	rt and help is not guaranteed.
e you in a high risk category (65+, auto immur	ne disorder, etc)? Please note to and can afford to go the	we are prioritizing high-risk clients; this is not for those an grocery store.
	select an option	*
	Are you in need of food a	assistance?
	No	-
	Contact Inform	
	urately . If we don't have the co hat it is accurate! Include any ap	rrect address or phone number, we cannot deliver. Please dou artment #s with address.
	First Name (Primary Person	Needing Help)
	Last Name (Primary Person	Needing Help)
	E-mail	

Begin recording the answer for each question on behalf of the client. Remember to add YOUR name at the bottom of the "Any other notes?" question, as well as to read the confirmation page to the caller after submitting.