



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?

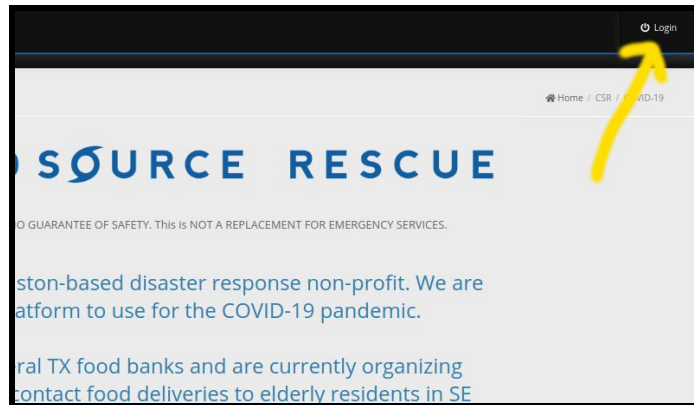
Common Issues or Questions:

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 connect@crowdsourcerescue.com.



Additional Screenshots



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



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

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.