

Dare to Care Distribution Center Best Practices

All Food Pantry Staff and Volunteers are encouraged to become familiar with the following Best Practices. Keeping a copy of these practices at the client intake desk will ensure a consistent and appropriate client experience. Thank you!

Best Practices	Related Notes
As a general rule, clients may receive a food box one time each month.	This <u>should not</u> be interpreted as once every 30 days. For example, a client could request and receive food on May 26 th and again on June 3 rd , as these days are in different months.
If the pantry has the capacity to receive and store a good amount of fresh produce from Dare to Care, the pantry should invite clients to visit the pantry every week to receive fresh produce. This practice provides clients with healthy produce throughout the month, especially during the weeks when they aren't eligible to receive a food box.	The pantry can decide to establish a certain day & time each week when it will distribute Produce Only, OR it can serve produce during regular distribution hours to clients who have already received their food box earlier in the month. *Please notify Dare to Care if your pantry wants to offer a Produce Only offering for clients.
To establish client eligibility, clients should present a current ID and a piece of current mail to confirm his/her address as being within the pantry's service boundaries. Additionally, if there are children in the home, the client should present proof of those children; current report cards, health insurance cards, or birth certificates are acceptable forms of proof.	If a first time visitor to the pantry arrives without an ID, proof of address, or proof of children, the pantry should serve the client as if he/she has the proper eligibility documents; <u>this includes serving any USDA products that are available once the client self-declares his/her eligibility.</u> The client should be coached about their need to bring the ID, piece of mail, and proof of children to receive food again in the future.
If a client lives in a boarding house, he /she will not likely have a piece of mail confirming his/her personal address. In this case, the client is asked to bring a letter (dated within the current month) from the landlord or owner of the boarding house, which confirms the client is living currently in a particular room within the house.	If a first time visitor to the pantry arrives without proof of residence within a boarding house, the pantry should serve the client as if he/she has the proof of residence; <u>this includes serving any USDA products that are available if the client self- declares his/her eligibility.</u> The client should be coached about the need to bring the ID, the letter from their boarding house landlord (or owner), and proof of children to receive food again in the future.
If a homeless person requests food, he /she will not be able to provide a current piece of mail or proof of residence in a boarding house. When this is the case, the pantry representative should list the person's address as the nearest Food Stamp office, and the client should be given a food box which includes the USDA products (once they self-declare their eligibility.) <u>This is a requirement of the federal TEFAP Program.</u>	The address of the local food stamp office is: L & N Building 908 W. Broadway Louisville KY 40203
If a repeat client (one who has been coached) requests food but does not present a current ID, current piece of mail, proof of children, or proof of residence in a boarding house, the pantry may choose to withhold service until the client is able to present these eligibility requirements.	A "current piece of mail" is one that has been received within the past month, but one received within the past two months should be considered acceptable as well. Pantry Staff are encouraged to provide wide access to food for those in need, not to create barriers.
By agreeing to serve clients at the food pantry, volunteers agree to treat the program clients with respect, as they would like to be treated, and be sensitive to client concerns.	Requesting food assistance is oftentimes a very sensitive matter for clients. Those who volunteer at food pantries are expected to provide not only needed food, but a smile, words of kindness, respect, and compassion.