

Volunteer Guide for Guest Registration at Mobile Food Distributions

Goal: To record guests visiting mobile food distributions while promoting a welcoming environment.

Materials Needed (provided by the Driver):

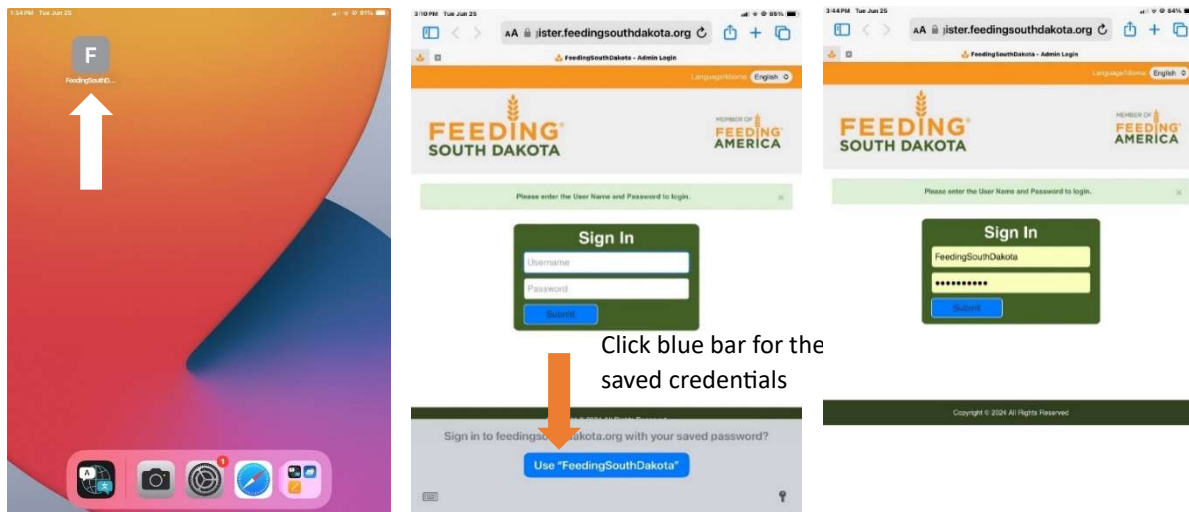
- **iPad** with internet (Passcode: 0364)
 - **Stylus** (optional)
 - **Marker** (for marking vehicle windshield)
 - **High-Visibility Vest**
 - **Handwarmers** (if needed)
 - **Proxy Forms**
-

Step-by-Step Guide

1. Gather Your Materials

- Collect the above items from the Feeding South Dakota Driver.
- Use the passcode 0364 if prompted (last 4 digits of our contact number).

2. Access the Guest Registration Page



- Open the iPad and click the single icon on the home screen to access the Guest Registration page.

- If the icon is missing, open the browser and look for the icon saved to the browser landing page.
- Login with saved credentials. If needed, ask the Driver for help.

3. Check In Guests

Check-In Location: Date: Today's Check Ins:

Search for guest

Current Filter: First Name LIKE 'Apple'

Last Name ▾

View All

OPTION	NAME	ADDRESS	CITY	PHONE	0-17	18-59	60+	LAST CHECK-IN	TEFAP	
<input checked="" type="checkbox"/>	Charleen, Kappler	2019 ohio ave sw apt 3	Huron, 57350		0	0	1		Yes	Check In
<input checked="" type="checkbox"/>	Pie, Apple	314 E Bakery Blvd	Springfield, 57062	(605) 335-0364	3	2	1		Yes	Check In

- **Greet the Guest:** “Good morning/afternoon/evening! How are you?”
- **Ask:** “How many households are you picking up for today?”
 - For multiple households, if a second person isn’t present, ask for a proxy form. **You will need to register and check in the guest listed as the “TEFAP Participant’s Name” on the proxy form.**
 - If no completed proxy form, let them know they can’t pick up for others without it. Provide a blank form or direct them to download it from our website.
- **Determine if the Guest is New:**
 - Ask, “Is this your first time at one of our distributions?”
 - If **No**, go to Step 4 (Search for Guest).
 - If **Yes**, click “Add Client” and collect the following:

Edit Client
Back to Clients

Head of Household First Name: *

Head of Household Last Name: *

Street Address: *

City: *

Zip Code: *

Phone number:

How many adults over the age of 60 are in your household? *

How many adults between the ages of 18-59 are in your household? *


How many children between the ages of 0-17 are in your household? *

Meets Guidelines *
☐ Yes ☐ No

The Emergency Food Assistance Program (TEFAP)

Income Eligibility Guidelines

The below income scales from The Emergency Food Assistance Program (TEFAP) indicate that you are eligible to receive commodity foods if you are at or below the income listed for the number of people in your household.



Effective July 1, 2022 through June 30, 2024

# in household	Annual	Monthly	Weekly
1	\$26,973	\$2,248	\$519
2	\$36,482	\$3,041	\$762
3	\$45,991	\$3,833	\$985
4	\$55,500	\$4,625	\$1,068
5	\$65,009	\$5,418	\$1,251
6	\$74,518	\$6,210	\$1,434
7	\$84,027	\$7,003	\$1,616
8	\$93,536	\$7,795	\$1,799
for each additional, add	\$9,509	\$793	\$183

Note: You will not be required to provide proof of income or your social security number. You will not be denied TEFAP foods if you refuse to reveal any information that is not a requirement of TEFAP. However, an agency may require further participate information for use with other programs.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

This institution is an equal opportunity provider.

Save

1. First and Last Name
2. Address (city and zip code)
3. Number of adults over 60
4. Number of adults aged 18-59
5. Number of children aged 0-17
6. **Meets Guidelines?** This refers to their Income Eligibility. Show the TEFAP income guidelines chart.
 - If **eligible**, click “Yes” to Meets Guidelines.
 - If **not eligible**, click “No” to Meets Guidelines and let them know that they can still receive food, but some items may be excluded. Mark “no TEFAP” on their windshield.
7. Click “Save” at the bottom of the page.
8. Go to Step 4 (Search for Guest) and proceed through the check-in process.

4. Search for Guest

- Search by last name or address for the best results.

- Press “Enter” or click the magnifying glass to search. Do NOT click on “View All.” If you click on “View All” then exit from browser start over.

5. Check-In the Guest

- After locating the guest, add the distribution location (e.g., Springfield) in the “Check-In Location” field.
- Select “Check-In” — a red “X” confirms they are checked in.
- Write the number of households on the vehicle windshield and “T” if the guest doesn’t qualify for TEFAP product.

6. Provide Parking Instructions

- Guide them to the appropriate parking area (e.g., pull forward, left or right lane).

7. Farewell

- “Have a good day!”

Handling Search Results and Check-Ins

- **If guest is found and details match:**
 - Confirm the correct “Check-In Location” and select “Check-In” (red X confirms).
- **If details don’t match:**
 - Click on the notepad to the left side of the guest information to update their info, update, and “Save.” Return to Step 4 to check them in.
- **If guest isn’t found but says they’ve been here before:**
 - Try different search terms.
- **If guest still isn’t found:**
 - Select “Add Client” and enter details and then check them in.
- **If guest is found but lacks a check-in button:**
 - Ask if they’ve attended this month.
 - If they say no, let them know that our system is showing they’ve already attended a mobile this month and they’re only permitted one per calendar month. If they’re adamant that they didn’t attend, remind them of the rule and let them know they’ll be permitted to go through this month.
 - If they confirm prior attendance, explain and implement the one-visit-per-month rule.

Mobile Distribution Information

- Every individual who attends our mobile distributions in need of food assistance is referred to as a "guest" or "neighbor."
- Guests residing in South Dakota and needing food assistance are warmly welcomed to receive food at no cost. Please promote an environment that is welcoming, supportive, and free of judgment.
- Each guest is eligible to attend any distribution within the state once per calendar month.
- There is no household limit for food assistance per vehicle; however, ensure there is enough room to accommodate all food items.
- Mobile distributions expanded during COVID to safely reach more guests while adhering to safety protocols. We now serve every county in the state.
- Upon arrival, you may see a line of vehicles. We also serve "walk-up" guests who arrive on foot. Start registration at the front of the line and work toward the back. There may be multiple volunteers helping register guests.
- For some mobile distributions, a Spanish-speaking volunteer may be present to assist with guest registration. They will be identifiable by a nametag indicating that they speak Spanish.

The Emergency Food Assistance Program (TEFAP)

- Some food items provided at our distributions are from the USDA's The Emergency Food Assistance Program (TEFAP). To receive TEFAP products, guests must self-declare that their household income meets eligibility guidelines. There is a chart on a sandwich board at the distribute site, on the PROXY form, and on the Client Registration screen.

TEFAP Proxy Form

- This form allows someone other than the recipient to pick up food on their behalf. Register the food recipient, not the Proxy. If the Proxy is also collecting food for themselves, register them as well.