

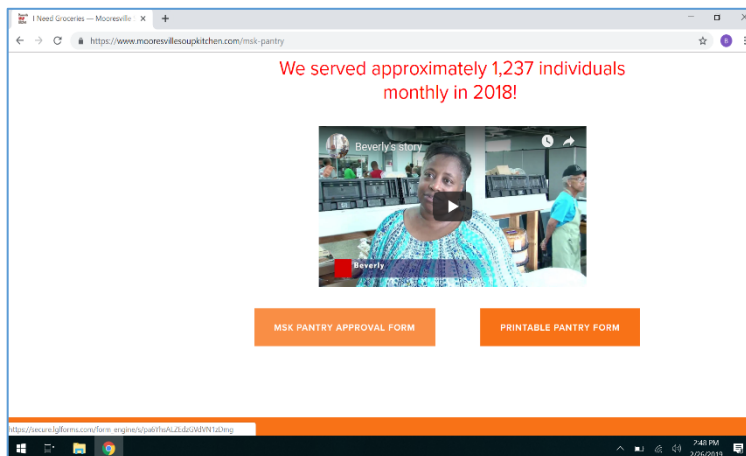
Guest Guide to Pantry

Mooreville Soup Kitchen

2019

How to Apply

- Applications for the Mooresville Soup Kitchen Pantry can be completed online at www.mooresvillesoupkitchen.com/msk-pantry.
- The applications must be filled out in full with the applicant's full name, address, telephone number, e-mail, house-hold income, and the number of household dependents & their age.
- When the online application is fully complete, the webpage will show "Thank you for your submission" to let the applicant know the application has been successfully submitted.
- If a perspective pantry member is unable to complete the application online because:
 - 1) He/she does not have access to a smart phone or computer; or
 - 2) He/she is unable to navigate the site independently then they may:



Come to Mooresville Soup Kitchen during regular business hours (Mon, Tues, Thurs 8am-2pm & Fri 8am-1pm) to receive assistance completing the online application.

- If an individual is unable to be assisted by a staff member during regular office hours, the individual may fill out a hard-copy paper application and leave it in the application drop-box.

Application Process

- All applicants must submit their application (either electronically or through paper copy) by **12pm** on the **Tuesday before next Pantry**.
- All applications that are submitted after 12pm on Tuesday will be processed for the following week.

Example: Bobby submits an application on Tuesday May 1st at 11:30am. Bobby's application will be processed and if approved, he will be able to come to

pantry tomorrow (Wednesday May 2nd) to shop. Janet also submits her application on Tuesday May 1st but at 12:30pm. Janet's application had missed the deadline and she will not be able to shop May 2nd but if approved, she will be able to shop next week (Wednesday May 9th).

- The applicant will be notified of acceptance or rejection (and time slot if applicable) on the Tuesday prior to their first pantry visit through route of text, call, e-mail, or face to face confirmation.

Applicants in Community-Based Residence

- If an applicant lives in a community-based residence, they may apply as a single applicant to receive pantry services. Community-based residences would include sober living homes, group homes, and shelters.
- More than one resident from a community-based residence will be eligible to receive pantry services, as the occupants are viewed as "single-status" occupants.
- There will **be no exceptions for individuals who live outside of the servicing area**. These applicants will receive referrals to available services in their area.

Recertification

- Members can recertify online by completing application process and resubmitting a new application.
- Members must provide the most up-to-date information regarding address, household income, and household size.
- If a member does not have access to a smartphone or computer, they can come to Mooresville Soup Kitchen during regular business hours and have a programming staff member assist them.
- If no programming staff member is available to assist the member, the member may submit a paper application and leave it in the application drop-box.
- Members who recertify will also receive a confirmation text, call, or e-mail the Tuesday prior to next pantry visit.
- Pantry members who are successfully recertified will receive a new pantry verification card to confirm recertification.

When to recertify

- Member recertification is required twice per year in the months of:
 - 1) September
 - 2) March
- All members must recertify by the last day in September and the last day in March.

Rules

- Members who do not recertify by the due date will not be able to shop until recertification is completed and approved.

Day-Of Pantry

Pantry is available for active members **Every Wednesday**
with the exceptions of days that Mooresville Soup Kitchen is closed to the public

- Pantry members will be able to enter during their assigned time slot on the die of the building.
- Members will be provided with a shopping cart and box. Members are encouraged to bring their own grocery bags if needed.
- Food is distributed into four even groups to appropriately disperse equal amounts throughout each time slot (4 time slots).
- Food will be replenished 10 minutes prior to next time slot.
- All food sections will have a number that states the maximum amount of items a pantry member may take from the section.

For example, John sees a section of cereal. On the table by the section, it has the number 2. John is allowed to take a maximum of 2 boxes of cereal.

Time slots

- Members must attend pantry during their assigned time slot.
- Members may not shop outside of their time slot.
- If an alternate shopper is shopping for an active pantry member, they must come at the active pantry member's time slot.

- Exceptions may be made only if a member is unable to attend their timeslot due to a work conflict. Proof of employment will be requested to change time slot.
- Members will be assigned designed time slot upon approval. This will be given to the pantry member via text, phone call, or e-mail.
- If you are unsure of your time slot, call program coordinator, Brittany Holbert at 704-660-9010.

Slot
10:00 am – 11:00 am
11:00 am – 12:00 pm
12:30 pm – 1:30 pm
1:30 pm – 2:30 pm

Rules

Identification

- Pantry members must show an Identification Card that has their picture, name, and address displayed. (Example Driver's License, Non-Driver's ID, Etc...)
- The address on the ID CARD must match the address on the application. If the ID card address does not match, individuals must bring in a recent (within the last month) piece of mail that has the members name and address on it.
- If an alternate shopper is attending for an active pantry member, the alternate shopper must show their license and state who they are shopping for at check-in.
- Alternate shoppers must be listed by the member in order to shop.
- All members & alternate shoppers must **sign-in prior to shopping**.
- If an alternate shopper is shopping for an active member, they must print the active members name on the sign-in.

Going Through “The Line”

- Only one person may shop at a time.

For example, if John James brings his wife Betty James, only John will be able to go through the line and shop. Betty will not be able to shop with John and will be asked to wait outside of the building.

- An active shopper may have their child go through the line with them only if the child is under 16 years of age.
- Those who are 16 years of age or older will not be able to accompany the member through the line.
- Individuals who require assistance may not bring someone to assist them. Mooresville Soup Kitchen will provide a volunteer to assist the individual with shopping.

“Day Of” Inquiries

- Individuals who show up on the day of pantry who have not yet applied will be directed to apply online.
- Individuals who did not recertify will not be able to shop and will be directed to recertify. They will be welcomed to shop the following week if recertification is completed and approved.
- Individuals who have recertified or applied after Tuesday at 12pm will have to wait until the following week to shop to allow programming staff to review application and process it.