

**SNOWCAP COMMUNITY CHARITIES**  
**OPERATIONAL PROCEDURES HANDBOOK**

# CLIENT SERVICES

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## **MANAGER: CLIENT SERVICES COORDINATOR**

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The Client Services Coordinator supervises the operations of the Lobby, Interview Room, and Clothing Room and is in charge of all client services.

The Client Services Coordinator reports to the Assistant Director and works a permanent shift Monday through Friday.

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## **CLIENT SERVICES**

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The Client Services Coordinator supervises the operations of the Lobby, Interview Room, and Clothing Room and is in charge of all client services. The Client Services Coordinator reports to the Assistant Director and works regularly Monday through Friday.

### **MISSION**

SnowCap is philanthropic organization created to provide food, clothing, advocacy and other services to the poor.

### **WHEN WE ARE OPEN**

#### **CLIENT SERVICE HOURS**

SnowCap serves clients weekdays between 10AM and 2PM. We are also open Wednesday evenings from 6PM to 8PM.

#### **HOLIDAYS**

Staff should notify volunteers and clients in advance that SnowCap will be closed. Post signs on front door and notify volunteers that are scheduled to work on the day we will be closed. It is important to tell volunteers a week prior to the closure so their time is not wasted. Check the website and Facebook for current closure information.

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### **INCLEMENT WEATHER**

SnowCap may close due to inclement weather. All staff will keep a current contact list of volunteers at home for use in these situations. Staff can pull these lists from Voligistics. Check the website and Facebook for current closure information.

### **DONATIONS**

Donations are accepted Monday through Friday 9AM to 3PM. at the Pine Street door. The street address is 17788 SE Pine. The Pine Street entrance is located on the north side of the SnowCap building.

If a donor comes to the front desk with a donation of food or clothing that one person can easily handle, graciously accept it and provide them with a receipt to complete. (Receipts are kept in the top right drawer of the reception desk.) Give the white copy to the donor with gracious thanks, and take the donation and the yellow copy of the receipt to the warehouse. Place the donation in the appropriate bin. (There is a bin for food and another for non-food items.) Place the yellow copy of the receipt in the box on the donation desk in the warehouse.

Occasionally a donor will come in with cash or a check to donate. Please walk the donor upstairs and introduce them to the Executive Assistant (or Administrative Coordinator if they are unavailable) who will complete the donation. If the donor is unwilling to walk upstairs or says that they do not want the donation documented, give the donation to your supervisor who will walk the donation upstairs for processing.

### **NON-DISCRIMINATION POLICY**

SnowCap is an inclusive program, providing help without regard to race, age, gender, sexual orientation, marital or family status, disability, ethnicity, religious or political beliefs. If a client feels they have been discriminated against, please give them the Discrimination Complaint Form that is kept at the reception desk. The Client Services Coordinator must be notified immediately that a complaint has been made. The department supervisor will notify the Executive Director immediately. This will allow us to try to correct any misunderstanding immediately and alleviate the stress of the situation.

### **PHOTOS OF CLIENTS**

At times we like to take photos of our client services in action for use in press materials etc. When taking pictures of client's faces, or their children, a signed photo release form must be obtained. A parent or guardian must sign the release form for anyone 18 and under. Blank photo release forms are kept in the Client Services Coordinator's desk and extras are

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available in the Executive Assistant's office. Completed photo releases are kept in the executive office.

**AREA SERVED**

SnowCap serves clients living east of 82nd Avenue and within Multnomah County.

**HOW OFTEN CAN CLIENTS RECEIVE ASSISTANCE?**

On April 1, 2015, SnowCap increased the number of times a person could receive food from six times per year to monthly visits, up to twelve per year. This is due to generous donations of food and an increase of volunteer help which makes more than six visits possible. If circumstances change, if food or volunteer labor do not stay at current levels, we will need to reduce the number of allowable visits.

**CLIENT PROGRAMS**

**SHOPPING-STYLE FOOD PANTRY**

The pantry is SnowCap's largest program. Eligible people (low-income people who live east of 82<sup>nd</sup> Ave and within Multnomah County and provide proof of address) are invited to select their own three to five day nutritionally balanced food box. Pantry volunteers guide them through the shopping process.

Clients are welcome to come up to one time per calendar month if they are in need of help.

**CLOTHING**

The other integral part of SnowCap's mission is to meet emergency clothing needs.

The number of pounds of clothing that a person may vary according to family size and the amount of clothing on hand. The Client Services Coordinator decides how many pounds are to be allowed each family size.

Clients may visit SnowCap one time in a calendar month as needed. This limit to monthly visits for food and/or clothing is not affected by whether or not particular items of clothing were found. A visit is a visit.

**RAIN CHECKS**

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The clothing program accepts clients until 1:30PM (or 7:30PM on Wednesday evenings). Clients who request clothing after this time will be issued a rain check to return within 5 working days to shop for clothing.

### **DIAPERS**

Babies in the first two years of life may receive up to two diaper visits per calendar year, 12 diapers per visit and baby wipes if available. Diapers are distributed through the clothing program.

The Logistics Manager will provide a monthly inventory report to the Director on the third working day of each month. Orders for diapers will be placed as needed to keep inventory levels as stable as possible.

### **LAYETTES**

Expectant or new mothers may receive a layette from the clothing room either 30 days before their due date or within their baby's first 30 days of life. The items in the layette are sized for newborns and will not fit older babies.

### **MOBILE FOOD PANTRY (MFP)**

SnowCap's shopping-style pantry and MFP are two different ways that clients receive emergency food assistance. While the method of distribution is different, both are part of the same program. This means that the one visit per month rule applies regardless of the method a client received assistance that month. Currently, the MFP goes out six times per month and serves 20 income qualified housing complexes and 4 Title I schools.

The Administrative Coordinator supervises data entry volunteers who create client accounts in Link2Feed (L2F). While visits will be entered into L2F as much as possible (a visit will be entered for each household listed on the signature sheets that return to SnowCap when each MFP run is complete), we will continue to use the client signature sheets from MFP to count and track households and the number of family members for reporting purposes. A monthly report run by the Administrative Coordinator will include the number of MFP visits that were entered into L2F and the number that the client signature sheets show for that month. The goal being to reduce the difference between these numbers each month until it reaches 5% or less.

If a client comes to the main pantry but L2F shows they have already received a visit within that month via MFP, they will be counseled that it is one visit per month and the Client



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Services Coordinator will determine whether an additional visit is appropriate.

We recognize that because of the timing of data entry, a certain percentage of clients may occasionally receive service 2 times in a month. While this process is not perfect, it carries on the tradition of generosity that SnowCap supporters expect.

If the Administrative Coordinator determines that particular households are chronically receiving more than one per month when reviewing monthly reports, we will send them a letter warning that they will not be eligible for pantry visits the next time they come to SnowCap. Chronically receiving 2 visits per month is defined as more than 3 months with 2 visits in the last 12 months.

### **COMMUNITY BASKET**

This is a free membership program for low-income households in Multnomah and Clackamas Counties sponsored by the Oregon Food Bank, and coordinated by the Administrative Coordinator. Members receive a monthly box of assorted food and non-food items. They are encouraged to contribute their time each month to help the program run smoothly. Community Basket is held on the 2nd Thursday of each month from 4PM to 5PM on the east side of SnowCap's warehouse.

New members may sign-up during the Community Basket hour on a walk-in basis. If they do not have a L2F number, they must fill out an application to participate in this program.

### **HOME DELIVERY PROGRAM**

This service is designed to aid homebound seniors and younger, physically disabled persons, by delivering a food box on the 4<sup>th</sup> Wednesday of each month between 3PM and 6PM. Boxes are made the First Thursday of each month by the First Thursday crew. The Volunteer Coordinator oversees this program.

The Logistics Manager is responsible for seeing that the food boxes for these services are prepared in a timely manner, according to a menu approved by the Executive Director.

#### **WHO MAY REQUEST A HOME-DELIVERY**

Low-income seniors who aren't able to shop our pantry, their caseworkers and apartment managers.

#### **HOMEBOUND APPLICATION PROCEDURE**

Requests usually come by phone or a visit to SnowCap

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**TRIMET FARE**

SnowCap Community Charities & Ride Connection Fare Relief Program was established in January 2014 to provide fare for people who are low-income and/or experiencing homelessness and in need of transportation assistance to critical services such as emergency shelter, employment, and child care, etc.

**POLICY**

- Clients may receive up to two adult or two honored citizens per visit.
- Clients may receive bus tickets up to six times per calendar year.
- Clients must show proof of income every time to receive bus tickets.
- Clients who do not have any visible means of support (proof of income), should be referred to the Client Services Coordinator to determine eligibility.
- If clients request more than the allowed amount of bus tickets, please contact the Client Services Coordinator.

**WHAT ARE THE INCOME LIMITS?**

Income limits vary by household size. People who can document that they receive TANF, SSI or SNAP do not have to provide additional income documentation.

**2016 USDA INCOME LIMITS**

Household Size	Monthly Income	Annual Income
1	\$1,832	\$21,978
2	\$2,470	\$29,637
3	\$3,108	\$37,296
4	\$3,747	\$44,955
5	\$4,385	\$52,614
6	\$5,023	\$60,273
7	\$5,663	\$67,951
8	\$6,304	\$75,647
Each additional person	\$642	\$ 7,696

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### WHAT INCOME IS COUNTED?

- wages and salaries
- self-employment income
- SSI
- Social Security, pensions, annuities, retirement benefits
- unemployment, workers' compensation
- veterans' benefits
- most educational assistance, including income from federal work-study programs
- disability payments
- certain trust fund withdrawals and dividends
- child support and alimony

### WHAT INCOME IS NOT COUNTED?

- anything you get for free that is not money (for example, food, housing, clothing)
- housing subsidies, child care vouchers, and other vendor payments
- tax refunds, rebates, insurance settlements, other lump-sum payments (counted as assets, not income)
- money from loans, including reverse mortgages
- certain reimbursements for actual expenses
- disaster relief payments

### ACCEPTED DOCUMENTATION FOR INCOME VERIFICATION

- Pay check stub received within the last 30 days
- Monthly social security statement
- Food Stamp Card (Oregon Trail card)
- Unemployment benefit statement
- W-2 earnings statement
- Retirement benefits letter
- Veterans' benefit statement
- Unemployment compensation determination letters
- Worker's compensation award letter

### GARDEN PLOTS

SnowCap's garden offers plots for families interested in growing their own food. Mentors, workshops, and special events stimulate and educate, but in the final analysis this is something families do for themselves. The plot, seeds, and water are supplied. The client service area has applications available.

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**HOUSING/RENTAL ASSISTANCE**

Housing is not a service SnowCap provides. Refer homeless people to call 211 for information.

**INFORMATION & REFERRAL RESOURCES**

Availability of services in the community change faster than we can update a resource list. Unintentionally giving incorrect or out of date referrals is worse than not giving a referral at all. This is why, in most cases, we do not make referrals other than 211, SNAP (Supplemental Nutrition Assistance Program) and food pantries listed in the Oregon Food Bank Emergency Services Directory.

If there is a SnowCap phone or computer available, its use may be offered to a client to help them access services. There are also computers at the library. There aren't good answers to all problems. Ask a supervisor if there is a need beyond these resources.

**LITERACY**

Our goal is to provide both children and adults the joy of reading. Books in the home encourage reading. Reading is a necessity for most of today's jobs. If a family is unable to provide adequate food and clothing, books will not be in their budget. For this reason, we give free books to our clients.

**PRESCRIPTIONS**

When funds are available, requests for help in obtaining prescriptions will be handled only by the Client Services Coordinator (The Executive Director may do this if the Client Services Coordinator is out). Such requests will be made by appointment only.

If an elderly person or a family with children asks for prescription assistance, contact the Client Services Coordinator.

The Client Services Coordinator will maintain a spreadsheet with the running balance of funds available for prescriptions. Prescription payments can be authorized at most Fred Meyer stores. We normally will not authorize more than \$75 of prescriptions for an individual during a calendar year. Generic drugs and filling less than a full amount of the prescription (if it isn't an antibiotic) will be considered.

Clients are encouraged to call "211 Info" to see if there is other prescription assistance available.

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When SnowCap arranges to order prescriptions, that prescription will be available the same day.

### **SHOWERS**

Showers are no longer available at SnowCap.

### **TRANSPORTATION**

Do not drive for SnowCap unless specifically asked to do so by a supervisor. Do not give a client a ride in a personal vehicle. SnowCap is not insured to cover these risks. See TriMet Fare section in this handbook for more information

### **CASH ASSISTANCE**

SnowCap does not offer cash assistance.

### **HOLIDAY SERVICES**

#### **ADOPT A FAMILY**

- SnowCap provides names of low-income families to churches, businesses, clubs, and families who want to help make the Christmas season a happy event for those who would have gone without. The sponsor delivers their Christmas gifts to SnowCap on a specified date and time.
- The family picks up their gifts at SnowCap at another named date and time. They write thank you letters before they leave the premises. Sponsors who want to see the families they helped can volunteer to work the shift when their gifts are picked up, but must not identify themselves as sponsors.
- Donors are expected to provide each family member a newly purchased, gift-wrapped item that is age and sex appropriate. Used items are not acceptable. When necessary the donor may be asked to provide the makings of a Christmas dinner or a tree and ornaments.

#### **HOLIDAY DINNERS**

A hot turkey dinner is provided from 12PM to 2PM on Thanksgiving Day at Rockwood United Methodist Church.

A full dinner is served on Christmas Day 12PM to 2PM at the Rockwood United Methodist Church.

Client services will arrange for flyers to be posted and notices of these dinners are included in all food boxes a month in advance. We post signs in various places in the

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community such as the library, Fred Meyers etc. Interviewers encourage those who are in need to come and enjoy.

### **TOY PROGRAM**

The toy program is for children 12 and under. Toys are collected in a variety of ways and then distributed the week before Christmas. Parents select the toys, not the children. When possible, a wrapping station is available so their parents can bring home a wrapped package that they have selected for their children.

### **UTILITIES**

Sometimes there are funds available to assist with home heating bills depending on funding and other factors. These funds are typically available during the winter months and are available for PGE and Pacific Power customers.

The method for approving utility payments changes from year to year and the Administrative Coordinator has to update the procedures accordingly. Volunteer interviewers should check with the Client Services Coordinator for availability of this service. When assistance is available, clients are served by appointment.

For staff and volunteers authorized to offer HEAT Oregon payments, use the Utility Assistance Application to be sure the client meets program requirements.

Clients calling for utility assistance should speak with the Client Services Coordinator. Though Client Services Coordinator carries the majority of this responsibility, the Administrative Coordinator will accept any overflow and fill in for them in their absence.

### **PROCESSING QUESTIONS**

- ✓ Is this household income eligible?
- ✓ Has the income from all adults in the household been counted?
- ✓ Is the account in the same name as the client?
- ✓ Will the client pay part of the bill?
- ✓ If they have no money, can they work to earn some of it?
- ✓ Can they borrow some from a friend or relative?
- ✓ Will this payment pay off their entire balance owing or can payment arrangements be made with the utility company that the client can afford?
- ✓ Has this client received Oregon Heat here before?
- ✓ Have others paid on this account in the last six months besides the client?
- ✓ Are there any elderly or disabled people in this household?

Call the utility company number on the shutoff notice to authorize a payment of less

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than \$300. A voucher is given to each client for whom a payment is committed. All the paperwork related to this matter is to be stapled together and placed in the HEAT Oregon basket in the Administrative Coordinator's office.

### CLIENT SERVICES PROCEDURES

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SnowCap carries out our mission to feed and clothe the poor through client services. The client services volunteer is a vital part of SnowCap's program. This volunteer position requires sensitivity and an understanding of economic difficulties as well as cultural differences. It is vital that the interviewer is familiar with this handbook. The latest version is maintained on our website at [www.snowcap.org](http://www.snowcap.org), in a binder located at the Client Services Coordinator's desk as well as in each of the offices upstairs. Interviewers are responsible for providing excellent customer service, using the Link2Feed database to enter and update client information with a high degree of accuracy and complete the Work Ticket form for each client.

These guidelines are intended to help us offer dependable and appropriate assistance to the people who come to us for help. If these guidelines seem unclear, please ask a supervisor for clarification. The Client Services Coordinator will be happy to answer questions, but when the Client Services Coordinator is unavailable and there is a doubt about how to proceed in a situation, err on the side of generosity and neighborliness.

#### **CLIENT INTAKE PROCESS**

Overview of Workflow:

- Clients take a number upon entering the lobby.
- Volunteers or staff at the counter use L2F database to determine eligibility for a visit that day.
- Eligible clients will be directed to an interviewer in the office to complete intake and complete Work Ticket.
- Interviewers deliver completed Work Ticket to the appropriate inbox (clothing or food).

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### **SOFT OPENING**

The soft opening takes place beginning at 9:30AM, half an hour prior to the official opening at 10AM. The soft opening is staffed by the Client Services Coordinator and volunteer interviewers.

The purpose of this soft opening is to get a jump start on interviewing clients and get Work Tickets into the pantry and clothing room by 10:00. SnowCap cannot afford to waste volunteer labor by having volunteers standing around waiting for work.

At least ten clients will be interviewed with Work Tickets prepared and delivered to the appropriate inboxes by 10 AM, being sure to ring the buzzer for the clothing room.

Note: a client number will be called three times. If the client fails to respond to the third call, the Work Ticket will be returned by the clothing or pantry volunteer to the Client Services Coordinator.

### **AT THE COUNTER**

In the interview room, the counter person will call clients by number to the counter. They will look the client up in L2F determine eligibility for a visit. A client is eligible for a visit if they meet all three of the following criteria:

- They live east of 82nd Ave and within Multnomah County. If they are out of our area, serve them one time and make an internal alert in L2F. If they return, tell them that we cannot serve them and make another internal alert. Do not give them a L2F card.
- Provide current proof of address (POA). POA is something delivered by US Postal Service, addressed to them and postmarked within 30 days. The first time that they forget proof of address, serve them and make an alert (visible only to SnowCap) on L2F. The second time, tell them we cannot serve them until they come back with their POA.
- They have not visited SnowCap in the current calendar month.

If the client has a L2F card, use their number to look them up. If they do not, look them up by last name. The counter person will check L2F even if the client says they have never been to any food pantry. They may not understand that the place where they were entered into L2F is considered a food pantry. Remember that some of these programs are snack programs associated with classes or activities. Not every agency that uses Link2Feed is like SnowCap, but they are all OFB members.

If this is a new client and they are able to effectively communicate verbally in a language spoken by that day's interviewers, the counter person will invite them back to the office. If language or hearing barriers present themselves, provide a paper application in a language they can read and encourage them to fill it out to assist us in understanding each other more clearly.

Sometimes people who do not speak English will not understand any of the forms. It is sometimes helpful to ask the others in the waiting room if there is someone who speaks this



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client's language and can help them to fill out the application form or assist the interviewer with translation.

If the client has already been served this month or has exceeded their 12 visits during this calendar year, explain kindly that they have exceeded the number of visits allowed. If this person is facing an unusual difficulty or unforeseen circumstances and an exception to the monthly visit limit seems warranted, talk with the Client Services Coordinator. The Client Services Coordinator will make a determination if an exception should be made and make note of it in L2F.

The counter person will start the appropriate colored Work Ticket for the family size with the following information:

- Writing the ticket number the client pulled in the lobby
- Writing the L2F number (if any)
- Marking "new" on top of form if either there is no L2F number or this is their first visit to SnowCap
- Checking L2F for diaper eligibility and striking through "diapers" on form if there are either 1) no children aged 2 or younger in household or 2) there have been two diaper visits within the current calendar year.
- Checking L2F for Trimet Fare eligibility and striking through "bus tickets" if they have received fare six times in the current calendar year.

In L2F, make notes at the counter in the following situations:

- If two diaper visits have been used this calendar year, make an internal alert note in L2F that they aren't eligible until the next year.
- If six Trimet fare visits have been used in this calendar year, make an internal alert note in L2F that they aren't eligible until the next year.

Keep in mind that these L2F notes aren't to penalize or mark wrongdoing on the part of the client, but to increase communication and avoid misunderstandings about who is eligible for what services.

The counter person will then invite the client back to interview area. If all interviewers are serving clients and the waiting chairs are full in office, wait to call any more numbers until space is available.

Interviewers will call the next client from the waiting area back to their desks when they are ready to begin another interview.

### **THE INTERVIEW**

The interviewer will talk with the client and enter data in the computer simultaneously. It is important to involve the client who is sitting at your desk. If the client is new, explain the process and how many visits they are eligible for. Go through each question being sure that you

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are understanding their answers. You do not have to agree or approve of their answers, just be clear about what they meant to say. Naturally, this will be harder with non-English speakers, but be sure they have answered each required section in Link2Feed. Clients can select to not disclose many things, but they should not be encouraged to do so. The better data we have the more useful the database will be.

For those who may think that we are gathering too much information, let me suggest some of the reasons that Link2Feed is important. There is some debate going on about root causes of hunger and poverty. Some people think that we should be doing more in the way of education to help people live on what income they have or help them increase their income. Both of these sound like good ideas, but if it turns out that 27% of our clients are over 75 years of age and another 35% are single parents working two jobs---how realistic is it to think that they will want to take extra classes? If this database shows that 65% of the people who need this food are school age children, wouldn't that have some impact on policies about school lunches and breakfasts? What if we found that 60% of the people were diabetic? Wouldn't that have some impact on the foods we purchase? This data is important and it is important that we make it as accurate and complete as possible.

Throughout the interview, keep the client involved in the process. Ask them if they have additional questions. Don't let the client be your audience.

Once you have entered all the client data, turn your attention to the Work Ticket. Take time to ask each question clearly and give the client time to think about their response.

Enter the pantry visit into L2F at this time. You or another volunteer can enter the clothing visit information later.

Single homeless (unsheltered) people who opt for the 1/3 visit can be identified by the number of lbs. of food shown for their last visit. At this time that is 10 lbs. Even if a client chooses this option, they are still only eligible for one clothing room visit per month.

When you have completed the Work Ticket and entered the visit walk the client back to the lobby. Then place the Work Ticket in the clothing inbox unless the client wants food only. If the client wants food only, place the ticket in the food pantry inbox. The pantry or clothing volunteer will call the client when they are ready.

Bear in mind that the clothing room stops calling in clients at 1:30 during the day and at 7:30 in the evening. Clients who want clothing after these times should be given a rain check. These should be stocked at the counter and at all interview desks.

At the end of each day, all Work Tickets must be gathered from pantry and placed in the boxes located in the Client Services area. These are placed in the boxes marked Entered, Not Entered or Questions (for Work Tickets that require assistance from the Administrative Coordinator before entering).

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**LOBBY AND INTERVIEW ROOM OPERATIONS**

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**NON ENGLISH SPEAKERS**

We live in an increasingly diverse community. If a client does not speak English (and the volunteer cannot speak the client's native language), the interviewer should use the translation flashcards to obtain the necessary information. **These flash cards are located on the hook to the left of the client services window and at each interviewer desk.** Client Services volunteers must have good hearing, and a calm and patient disposition while working with people.

If essential information about what the person wants cannot be determined using the translation flashcards, call the Client Services Coordinator or a bilingual interviewer.

**CASE WORKERS**

Sometimes a caseworker comes to shop on their client's behalf for a variety of reasons. This benefits the client by increasing access to emergency food and benefits SnowCap by reducing the number of home deliveries that are needed. As a professional courtesy, when the person at the counter identifies themselves as a caseworker, they should be invited back to the interview room right away (even if this is out of turn) and their ticket number should be written on Work Ticket as 'Caseworker +their ticket #.' For example; if a caseworker had #15, it should be written Caseworker #15 on Work Ticket. This is done to avoid hard feelings or confusion among clients in waiting room. This procedure is only meant for those who are employed as case workers for a particular client, not for a friend or family member who is coming on a client's behalf.

**SHOPPING FOR A FRIEND OR FAMILY MEMBER**

Sometimes a client is unable to come into SnowCap personally due to work schedules, childcare conflict, transportation barriers or disability. In these cases, a friend or family member of the client may bring a written note from the client giving them permission to

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shop on their behalf. These notes should be scanned and saved alphabetically and an internal note on L2F should be made. This person should go through the client services process as if they were the client. If they are also shopping for themselves, there should be two ticket numbers and two Work Tickets made and paper clipped together before placing in clothing/pantry inbox.

### **RAINCHECKS**

When a client with a raincheck for clothing comes to the counter, open their L2F file and proceed as follows:

- Make the appropriate colored Work Ticket and strike-through food section
- Use date of original visit on the Work Ticket.
- Determine eligibility for diapers and strike-through if not eligible.
- Fill in family information (L2F #, ticket #, adults/children, clothing needs)
- Attach Raincheck form to side of Work Ticket with a paper clip and put in front of clothing inbox.

Data entry volunteers will enter the date for this clothing visit as the date it was issued.

### **DISRUPTIVE BEHAVIOR**

Occasionally someone comes for help under the influence of drugs or alcohol. This fact alone will not disqualify them from service. However, if they are rude or unable to complete their paperwork, they may be asked to return the next day when they are feeling better. This should be done tactfully. If at all possible, call the Client Services Coordinator for assistance.

If a volunteer is alone downstairs and this situation arises, the volunteer should phone upstairs for a staff member to assist. (Ext 1017 for the Executive Assistant or ext. 1019 for the Administrative Coordinator)

If a volunteer feels that his or her physical safety is threatened, a call should be made to an upstairs staff person for “Mr. Green.” The volunteer should explain to the threatening client that Mr. Green is the person who has that authority to address their needs and ask them to sit quietly until they can talk with him.

When one of the staff hears a call for Mr. Green they will call 911 immediately. Do not

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call for Mr. Green when you simply want someone from upstairs to come down. The police will be called when the name Mr. Green is heard.

### **DATA ENTRY**

All clients and their visits are entered in the Link2Feed database.

### **FORMS**

It is the responsibility of the Client Services Coordinator to keep an adequate supply of forms at each desk. The Forms Book is a 3 ring binder that holds the master copy of all SnowCap approved forms. If it seems that a form needs to be changed or a new one added, bring this to the attention of a supervisor. All forms should have the path to their location typed in the lower right hand corner of the page. Do not distribute forms that have not been approved by the Executive Director.

### **WITHOUT COMPUTERS**

From time to time power outages or mechanical failures leave our office without computers during client service hours. This problem should be reported to a supervisor if they are not already aware.

During a power or computer outage, the application form is used to get the client's personal data. It will be assumed that everyone is eligible for another visit if we are unable to access Link2Feed due to power or internet issues.

Data entry will be updated when the computers are back up.

## **CLOTHING ROOM PROCEDURES**

### **OPENING THE CLOTHING ROOM**

This should be done before volunteers arrive. Lights on, straighten up and restock the free shelf, bring all empty hangers to the warehouse.

### **SUPPLIES**

Supplies needed for the clothing program include the gun with plastic clips for ammunition, laundry soap, stain remover, bleach, small brown paper bags, marking pens, regular pens and pencils. The Client Services Coordinator will see that these items are always available.

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### **REPORTS**

Reports on the clothing program are generated by staff based on the information provided by the clothing volunteers on Work Tickets. This data is entered into Link2Feed so that reports can be provided our board and funders.

### **PAPERWORK FOR ISSUING CLOTHING**

The Work Ticket should be placed beside the clothing room door so the client can select the needed clothing items before going to the pantry. Place each new slip behind any slips already in place. The clothing volunteer will pull slips from the front. After the client has received their clothing they return to the lobby. The clothing volunteer will continue walking to the pantry and place the Work Ticket inside the pantry door taking care to place it at the-back of the pile inside.

### **CLEAN UP**

Each day's volunteers should clean up after themselves and the people they serve. This will not be tedious if things are done every day, but when they are left to accumulate, cleaning can be a huge chore. Our donors would like to see more money spent on food and clothing for needy families less on paying the staff to clean. If there appears to be a need for cleaning that is beyond the daily maintenance level, report it immediately to the Client Services Coordinator.

- Use Lysol to clean the doorknobs daily.
- Remove empty hangers throughout the day. Place them in the boxes designed to hold hangers in order.

### **CLOTHING ROOM VOLUNTEERS**

The clothing room volunteer is crucial to carrying out SnowCap's mission. Customer service and assisting clients to find the items they need in a timely manner is the goal. The first priority of Snowcap Volunteers is to welcome our clients and to represent SnowCap in a positive efficient manner.

Prior to seeing clients each day, please familiarize yourself with availability of following items:

- The number of pounds each family size may take
- Diapers/wipes
- Underwear/socks
- Hygiene products
- Blankets, sheets/ towels, etc.
- Layettees

Always strive to be patient, courteous and helpful. Let Client Services Coordinator know if you are low on items or need assistance

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### **SERVING CLIENTS**

- Bring next Work Ticket with you to waiting room and invite client to follow you
- Ask them what kind of clothing they need
- Inform client of amount of clothing they may select
- Point out location of clothing items
- Give client appropriate size bag/sack
- Assist in locating specific items if needed
- Ask clients to place empty hangers on ends of clothing racks
- Advise client of time restrictions (10 minutes) If needed due to overcrowding... set timer
- Allow no more than 3-4 families at a time (fewer if several people in the family are shopping)
- Weigh client's bag when shopping is completed
- Fill out client Work Ticket
- Pick up Work Ticket to call next client
- Escort back to lobby with a smile
- Place information sheet in pantry tray

If there are more than five Work Tickets in the clothing inbox, ask Client Services Coordinator if they would like to send some clients to the pantry first for a period of time to reduce wait.

Additional duties as time allows:

- Retrieve empty hangers
- Replenish diapers
- Assist in sorting or/and bringing in clothes from warehouse
- Wash & dry clothes

### **SORTING AND HANGING CLOTHING**

To ensure that clothing is sorted in a timely fashion so that SnowCap clients have sufficient items to choose from, warehouse clothing volunteers follow the process outlined in this section under the supervision of the Warehouse Manager.

- Sort clothing that meets criteria (listed below) into labeled bins for Men, Women, Children and Other.
- Put clothing that does not meet criteria into bin labeled Agency Transfer.
- Put good quality clothing that needs to be mended or washed in labeled barrels.

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- Hang clothing as directed by picture signs in hanging/sorting area.
- Replenish clothing room with clothing, diapers and layettes.

#### **WHAT TO SAVE**

- Items for children, women and men without stains or holes.
- Pants
- Socks – all sizes
- Undershirts
- Sweatshirts and sweaters
- Shoes- soles in good shape
- T-shirts (Do not save any with foul language or messages, or cigarette logos)
- Pajamas
- New underwear
- Blankets – no holes, stains, and binding in good condition
- Sheets including pillowcases – complete sets are best
- Towels – clean and in good condition
- Toys, books and stuffed animals in excellent condition (for miscellaneous shelf).
- New small stuffed animals for layette boxes
- Soap, toothpaste, sanitary napkins, tooth brushes, shavers etc.

#### **WHAT NOT TO SAVE**

- Anything that you would not have your family, friends or yourself wear
- Anything that has HOLES or STAINS
- Anything that is DIRTY
- Anything obviously out of fashion
- Used swimwear
- More than five neckties
- Belts that are not black or brown



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## **TELEPHONES**

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### **HOW TO ANSWER**

- “SnowCap, may I help you?”

### **CLIENT CALLS**

- Tell the caller what they need to receive services.
- Inform them about our address and hours of service.

### **FOOD DRIVES, TOY DRIVES, DONATIONS & SIMILAR INQUIRIES**

- Should be transferred to Executive Assistant at extension 1017

### **COMMUNITY BASKET INQUIRIES**

- Should be transferred to the Administrative Coordinator, at extension 1019

### **VOICE MAIL PROCEDURES**

The receptionist or Client Services Coordinator clears the general voicemail daily.

- Press the blinking “Message” key
- Enter password (Do not change passwords on any of the phones – all voicemail passwords should always be 2002)
- Follow the prompts during the call to perform actions such as forward, delete, or save.

### **WHO ANSWERS**

- Each staff person answers the calls that ring to their phone.
- If the receptionist is not able to answer, callers can route their own calls to the person they want to speak with.
- The Client Services Coordinator may assign interviewers who are not serving clients to fill in for receptionists who are on break, lunch, or are gone for the day.

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## **DAILY PROCEDURES**

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### **OPENING PROCEDURES**

- Turn on lights, open blinds
- Log onto volunteer computers
- (Optional) Outdoor heaters may be turned on during cold weather at 9:00 AM and should be turned off when front door is unlocked at 9:30 AM Any staff member may turn on the outdoor heaters, but if someone other than the Client Services Coordinator does this, they must leave a note on the Client Services Coordinator's monitor that they have done so.
- Check and return messages
- Stock all resource materials including books and Bibles
- Provide each interview station with sharpened pencils, client handouts, pens, printer paper and any other materials that they may need if unable to do this at closing or the prior workday
- Water plants if needed
- Ensure there are client applications stocked
- Copy any forms that may be needed or order from Administrative Coordinator
- Check all email messages and voice mailbox before 9:30AM
- Un-lock front door at 9:30AM for soft opening or as soon as there is one interview volunteer to assist
- Check bathrooms to be sure both are clean and fully stocked. If they are not clean make sure one is clean to start the day.

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### **CLEAN UP**

- Each day's volunteers must clean up after themselves and the people they serve.
- This will not be tedious if things are done every day, but when left to accumulate, cleaning can be a huge chore. Our donors would like to see more money spent on food and clothes for needy families, less on paying staff to clean.
- If you see a need for cleaning that is beyond your ability, call your supervisor to report the condition immediately.
- Wash your hands regularly. Not everyone that visits SnowCap has proper hygiene. Some may be ill without even knowing.
- Clean phones with Lysol daily.
- Sanitize door handles in the interview room, pantry, clothing room and lobby daily.
- Pick up lobby floor during the day.
- Have a pair of plastic gloves available where hand-washing is unavailable.

### **CLOSING PROCEDURES**

- Lock front door promptly at 2PM
- Restart computers and turn off monitors.
- Close blinds and close and lock all windows.
- Stock each interview desk with sharpened pencils, client handouts, pens, and any other materials that they may need.
- Pick up and straighten lobby area.
- Clean personal desk area and pick-up around it so cleaning person is able to vacuum under.

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## **VOLUNTEERS**

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### **SCHEDULING VOLUNTEERS**

Each day the interview room should have 4 trained volunteers scheduled.

The clothing program needs a minimum of 4 clothing volunteers: two for the client area and two to work in the sorting area in the warehouse.

The Client Services Coordinator will keep a calendar where it is accessible for volunteers to mark out their absences and will find substitutes as far in advance as possible.

The Volunteer Coordinator is responsible for finding new volunteers to fill these necessary slots.

### **VOLUNTEER BREAKS**

Everyone is encouraged to take breaks and a lunch. If a volunteer has not been assigned a particular lunchtime, he/she should talk with his/her supervisor. Volunteers should have 15-30 minutes to eat in the lunchroom each day worked.

### **WORK HOURS**

Work hours vary by assignment and responsibility. Usually client service volunteers work one day of the week, from 9:30AM to 2:30PM. Volunteers should sign in on timesheet which is kept in their work area. Volunteers must speak to the Client Services Coordinator if unable to work a scheduled shift.

### **CLOSURES**

Supervisors are responsible for calling volunteers in the event of an unexpected SnowCap closure. It is important that volunteers report all changes in work schedule to their supervisor so that these notifications are made effectively. Volunteers should NOT arrange replacements amongst themselves because any replacement not arranged by a supervisor will not be notified in case of a closure. If in doubt, check the SnowCap website ([www.snowcap.org](http://www.snowcap.org)) and Facebook for current information.