



Interviewer Job Aid

1. Receiving a call

- If you are able to answer the call, press 1.

2. Fill out the Intake Form.

- Ask and (update where needed) these questions:

Have you been to CPO or Catholic Charities before? If no set up NEW record (check just in case before this step)!

If yes, what are the last six digits of your social security number to do lookup?

What is your name and address?

What is your weekly or monthly income?

Ask # of people are in the family, verify the names.

- Confirm information listed in client screen is correct. Make necessary changes.

- Create a new record for their visit for each item that applies to the Client: Food/TEFAP (if eligible)/ Emergency Assistance (diapers & formula if available)— save each form.

- Confirm that they can load their own food.

3. Evaluate TEFAP eligibility.

- During Corona Clients will be eligible for TEFAP MONTHLY in Wake, Franklin, Johnston counties.

- Ask if the client receives food stamps – they will automatically qualify.

- If the client doesn't get food stamps ask about weekly or monthly income. Compare to chart on form and above,

- Fill out the paper TEFAP form for everyone who qualifies for TEFAP.

- Note on the form if a proxy if picking up for them (fill in name on the form).

- If the client does qualify for TEFAP, create a record: number of the people in the family, and selects food stamps yes/no in the record. Hit save.

Household Size	Per Year	Per Month	Per Week
1	\$24,984	\$2,082	\$480
2	\$33,840	\$2,820	\$651
3	\$42,672	\$3,556	\$821
4	\$51,504	\$4,292	\$990
5	\$60,360	\$5,030	\$1,161
6	\$69,192	\$5,766	\$1,331
7	\$78,024	\$6,502	\$1,500
8	\$86,880	\$7,240	\$1,671
EACH ADDITIONAL FAMILY MEMBER	(+\$8,856)	(+\$738)	(+\$170)

4. Inform the guest.

- *Tell the client to pull their car forward to a designated drop location and that a volunteer will be bringing them the groceries.*
- Ask the Client what slot number for groceries are they pulling into to relay to the expediter.
- Direct the guest to remain in their car until the runner leaves the food drop area. Then, they can exit their car and put the food into their own vehicle. Stay on the line until they are ready to load.
- Wish the Client goodbye, and tell them that they can return in 30 days.

5. Radio the expediter to inform the runner.

- Will tell the runner what parking spot the guest has pulled into, (Space 1/2/3) the family size (Small = 1-4; Large = 5+), and yes/no for TEFAP and diapers or formula if needed.

Additional Guidance

Handwashing

- ★ Lather from the tip of your fingers to your wrist, washing thumbs, between fingers, and backs of hands.
- ★ Wash for at least 20 seconds. You can say an Our Father and a Hail Mary while you wash!
- ★ Wash hands at least once an hour.
- ★ Wash hands after close interpersonal contact.

Using the Portable Radio

- ★ Check your channel with your team.
- ★ Wait for others to finish before you begin to communicate.
- ★ Press the Push-to-Talk button fully before you start talking.
- ★ Remember: Who is calling whom? (“Mary calling Joseph” “Joseph here.”)

Solo Cleaning Notes

For people working by themselves or a family working together without non-family members:

- ★ Clean all horizontal surfaces in your work area at the start of your work.
- ★ Clean all those surfaces again at the end of your work.
- ★ Clean all the items you have may touched or used.
- ★ Don't forget to clean chairs, chair arms, sides of desks, etc.!

Saint Marianne Cope,
For 35 years you led a group of Franciscan Sisters serving victims of leprosy in Hawaii. Neither you nor any of your sisters contracted the disease. Pray with us now to the Holy Spirit., that He may embrace all professionals and volunteers working to contain COVID-19 and protect them from illness. We ask this in Jesus's name. Amen.