



DHS Pantry Program Frequently Asked Questions

1. When is a client eligible?

The boxes should be issued to a client only if they are in need of emergency food assistance and they are unable to get to a food pantry.

Example: If a client comes in on Friday afternoon and all pantries are closed over the weekend and the family is in need of food at that time, the family should receive a box.

2. Is there an actual application the client must complete?

No application is needed...the only information we need on record are the questions asked on the pantry log: household name, address, # of adults, # of children, and if the client meets the USDA income requirement (a client must always meet the USDA requirement to receive a pantry box).

3. Do we verify income of the client?

USDA only requires self-declaration. All you need is to ask if the client makes less than the gross amount according to the number in their household. As long as the client says, "yes," they are eligible for a food box. This is helpful if a client comes in late in the day and you are unable to process their SNAP application, for example.

4. Will there be case numbers? If so, how do we obtain them?

A case number is not required and not needed for USDA records. There is a column for "Case Number" on the pantry log, but it is only included at the requests from caseworkers who found it helpful for their records. That column is only for your assistance.

5. How do I receive my pantry boxes?

The Food Bank will either deliver your order of pantry boxes directly to your office or to a delivery location near your office. In some cases, volunteers of Food Bank agencies have agreed to pick up a DHS order and deliver it directly to the DHS office.

6. How do I order more pantry boxes?

Your initial order will be submitted on your program application/agreement. After that, you will submit a monthly report which will include the field, "*Number of food boxes to be ordered for next month.*"

7. Are people eligible who currently receive SNAP benefits?

Absolutely. The SNAP program does not disqualify them from the pantry box program. However, the DHS Pantry Program should not be run as a community food pantry. The pantry boxes are only to be used on an emergency basis to help a client make ends meet until they can get to a traditional food pantry.

APS and child welfare clients are also eligible for the program if they meet the USDA income guideline and are in need of emergency food assistance.

***Do you have a question you think should be added to the FAQ sheet? Please email Ryan Abernathy at ravernathy@regionalfoodbank.org.*