

Appointment Project Tool Kit: How to enroll and track clients who participate in the food pantry appointment project

Community Assistance Research Initiative (CARE)

Crossroads Community Service

Sharing Life Community Outreach

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Background and Terminology

SNAP-AC is a randomized controlled trial (RCT). An RCT is a study in which people are allocated at random (by chance alone) to receive one of two or more interventions. In this study the intervention is a food pantry appointment. RCTs are the best way to determine whether a cause-effect relation exists between an intervention and an outcome. They have several important features:

- Random (chance) allocation to intervention groups
- All intervention groups are treated identically except for the experimental treatment
 - **For this reason, no one should talk to or near clients about the two different intervention groups.**
 - **It is also important not to discuss what SNAP-AC arm we think might be “best” with clients, staff, volunteers, or anyone else besides the SNAP-AC study team. The truth is, we do not yet know which SNAP-AC arm is best.**
- **RCTs take a lot of effort to accomplish because they require careful following of protocol and adherence to the protocol over time. It is important to follow the SNAP-AC protocols described in this toolkit because the more closely we follow the RCT protocol, the more rigorous our study, and thus, the more accurate our results will be.**
- This study is a *pragmatic* RCT, making it different from other RCTs you may have heard of which sometimes are referred to as “experiments.” Pragmatic trials:
 - Are conducted in a real-world setting, in this case, food pantries, instead of research laboratories.
 - **Food pantry staff, and not research/university staff, will be in charge of enrolling and tracking participants through the entire project.**
 - Usually involve “usual care” interventions that are low risk to the participant. In this case, intervention is an appointment early vs. late in a client’s SNAP benefit month.

Please refer to this project as “the Appointment Project” or “the project.” Some clients may feel uncomfortable if we use formal language such as “RCT” or “Study.”

Client Handouts

Appointment Project Information Sheet

Information about the Appointment Project

What is the purpose of the Appointment Project?

- We will give clients like you food pantry appointments asking you to come back to the pantry each month on a specific day and time. We want to know if appointments help improve nutrition and well-being. This project will last seven (7) months.

Why am I being asked to take part?

- We are asking you to volunteer. Only clients who visit the food pantry and have a Lone Star card (receive SNAP benefits) are eligible to take part. We will include 300 clients in this project.

Do I have to take part?

- No. It is your choice whether you take part. If you say No, you are still welcome to get food at the pantry. Before deciding if you would like to take part, you will have the opportunity to get answers to any questions you may have.

What do you expect me to do as part of the Appointment Project?

What you need to do?	When?	What you get?
Answer our questions in a short survey about food and nutrition	Today and again at the end of the project (7 months from now)	-
Attend food pantry appointments every month. You will be expected to come to the pantry on the day and time of your appointment.	You will be given an appointment to come get food every month for 7 months.	\$5 gift card each appointment that is kept on the assigned day and time.

How will I know when my appointment is scheduled?

- We will give you a card like this showing the date and time of your appointment. We expect you to come to pick up food on your assigned time and day.

My next appointment to pick up groceries is:
Mi próxima cita para recoger alimentos es:

Date / Fecha: _____

Time / Hora: _____

Day SNAP Expires / Día que expira SNAP: _____

 This institution is an equal opportunity provider.
Esta institución es un proveedor que ofrece igualdad de oportunidades.

 **CROSSROADS**
COMMUNITY SERVICES MEMBER OF NorthTexas Food Bank FEEDING NETWORK

The Appointment Project
El Proyecto de Cita

214.560.2511 ext. 101
ccsdallas.org

4500 S. Cockrell Hill Road
Dallas, TX 75236



What will happen if I agree to take part at first but later decide I do not want to carry on with the project?

- You can stop taking part at any time. You do not need to provide a reason why you want to stop. If you stop taking part, you are still welcome to get food at the pantry.

Are there possible disadvantages or risks?

- In this project, you will be expected to come to the pantry for your appointment regardless of how urgently you need food on that day.
- You may feel uncomfortable answering our questions during the project. We will ask you about food and nutrition. You can choose to not answer any question.

Will it cost me any money to take part?

- You are responsible for providing your own transportation to and from appointments.

Who will know that I am taking part in this project? Who will know my answers to the questions that are asked?

- The food pantry staff involved in the Appointment Project will know that you are taking part. Your answers to survey questions will be shared with professors and staff at University of Texas Southwestern Medical Center and at University of Dallas. All information you share will be kept confidential. That means that no one involved in this project will share your name or the answers you give with people who are not involved in this project.
- Your answers will not change your ability to visit the pantry or the amount or type of food you can get.

Who is paying for this project?

- This project is paid for by the W.W. Caruth Jr. Fund at Communities Foundation of Texas. This organization supports non-profit organizations such as Crossroads Community Services and Sharing Life food pantries, as well as the North Texas Food Bank.

Can I invite other people to participate?

- No. Only the food pantry staff can invite people to participate.

What if I take part and there are any problems or I have questions about my Appointments or my gift cards?

- Contact Crossroads at (214) 560-2511 or email info@ccsdallas.org
- Comuníquese con Crossroads al (214) 560-2511 o envíe un correo electrónico a info@ccsdallas.org

Información sobre el proyecto de nombramiento

¿Cuál es el propósito del proyecto de nombramiento?

- Le daremos a los clientes como usted citas de despensa de alimentos pidiéndole que regrese a la despensa cada mes en un día y hora específicos. Queremos saber si las citas ayudan a mejorar la nutrición y el bienestar. Este proyecto durará siete (7) meses.

¿Por qué me piden que participe?

- Le pedimos que sea voluntario. Solo los clientes que visitan la despensa de alimentos y tienen una tarjeta Lone Star (reciben beneficios de SNAP) son elegibles para participar. Incluiremos 300 clientes en este proyecto.

¿Tengo que participar?



- No. Usted decide si participa o no. Si dice que no, puede recibir comida en la despensa. Antes de decidir si le gustaría participar, tendrá la oportunidad de obtener respuestas a cualquier pregunta que pueda tener.

¿Qué esperas que haga como parte del Proyecto de citas?

¿Qué necesitas hacer?	¿Cuándo?	¿Lo que obtienes?
Responda nuestras preguntas en una breve encuesta sobre alimentación y nutrición	Hoy y nuevamente al final del proyecto (7 meses a partir de ahora).	-
Asista a las citas de la despensa de alimentos todos los meses. Se espera que venga a la despensa el día y la hora de su cita.	Se le dará una cita para que venga a buscar comida todos los meses durante 7 meses.	Tarjeta de regalo de \$ 5 cada cita que se mantiene en el día y la hora asignados.

¿Cómo sabré cuándo está programada mi cita?

- Le daremos una tarjeta como esta que muestra la fecha y hora de su cita. Esperamos que venga a recoger los alimentos en su hora y día asignados.

<p>My next appointment to pick up groceries is: Mi próxima cita para recoger alimentos es:</p> <p>Date / Fecha: _____</p> <p>Time / Hora: _____</p> <p>Day SNAP Expires / Día que expira SNAP: _____</p> <p><small>This institution is an equal opportunity provider. Esta institución es un proveedor que ofrece igualdad de oportunidades.</small></p>	 <p>CROSSROADS COMMUNITY SERVICES</p> <p><small>MEMBER OF NorthTexas Food Bank. FEEDING NETWORK</small></p> <p>The Appointment Project El Proyecto de Cita</p> <p>214.560.2511 ext. 101 ccsdallas.org</p> <p>4500 S. Cockrell Hill Road Dallas, TX 75236</p> 
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¿Qué pasará si estoy de acuerdo en participar al principio pero luego decido que no quiero continuar con el proyecto?

- Puede dejar de participar en cualquier momento. No es necesario que proporcione una razón por la que desea detenerse. Si deja de participar, puede recibir comida en la despensa.

¿Hay posibles desventajas o riesgos?

- En este proyecto, se espera que venga a la despensa para su cita, independientemente de la urgencia con la que necesite alimentos ese día.
- Puede sentirse incómodo respondiendo nuestras preguntas durante el proyecto. Le preguntaremos sobre alimentos y nutrición. Puedes elegir no responder ninguna pregunta.

¿Me costará dinero participar?

- Usted es responsable de proporcionar su propio transporte hacia y desde las citas.

¿Quién sabrá que estoy participando en este proyecto? ¿Quién sabrá mis respuestas a las preguntas que se hacen?

- El personal de la despensa de alimentos involucrado en el Proyecto de citas sabrá que usted está participando. Sus respuestas a las preguntas de la encuesta se compartirán con los profesores y el personal del Centro Médico Southwestern de la Universidad de Texas y de la Universidad de Dallas. Toda la información que comparta se mantendrá confidencial. Eso significa que nadie involucrado en este proyecto compartirá su nombre o las respuestas que dé con personas que no estén involucradas en este proyecto.
- Sus respuestas no cambiarán su capacidad de visitar la despensa o la cantidad o tipo de alimentos que puede obtener.

¿Quién paga por este proyecto?

- Este proyecto es pagado por W.W. Fondo Caruth Jr. en la Fundación de Comunidades de Texas. Esta organización apoya a organizaciones sin fines de lucro, como Crossroads Community Services y Sharing Life, así como el North Texas Food Bank.

¿Puedo invitar a otras personas a participar?

- No. Solo el personal de la despensa de alimentos puede invitar a las personas a participar.

¿Qué sucede si participo y tengo algún problema o tengo preguntas sobre mis citas o mis tarjetas de regalo?

- Contact Crossroads at (214) 560-2511 or email pantrynotifications@ccsdallas.org
- Comuníquese con Crossroads al (214) 560-2511 o envíe un correo electrónico a pantrynotifications@ccsdallas.org



Are you enrolled in the Appointment Project?

You can earn additional \$10 each month by taking a text survey!

Contact the UTSW Research Team at 214-648-3656 today!

What will I have to do?

- First, talk with UTSW Research team in person or on the phone.
- If you choose to participate, we ask that you complete these steps:

What You Need to Do?	When?	What You Get?
<p>Answer four questions that are sent every week by text. The questions will ask about your food shopping and the money you spend on food. They should take only a few minutes.</p>	<p>Every week for 7 months</p>	<p>If you complete the questions, you will receive a \$10 gift card at your appointment the following month.</p>

Will my answers be shared with Crossroads?

- Your answers will not be shared with Crossroads or the SNAP benefits office. The information you provide will not change the amount of food or benefits you receive.



¿Está usted inscrito en el Proyecto de Citas?

¡Usted puede ganarse \$10 adicionales cada mes al completar una encuesta por mensaje de texto!

Comuníquese hoy con el Equipo de Investigación de UTSW al 214-648-3656!

¿Qué tender que hacer?

- Primero, hable en persona o por teléfono con el equipo de investigación de UTSW.
- Si elige, le pedimos que complete estos pasos:

¿Qué necesita hacer ?	¿Cuándo?	¿Que obtiene?
Contestar 4 preguntas que se envían por texto cada semana,	Cada semana por 7 meses	Si complete las preguntas, recibirá una tarjeta de regalo de \$10 durante su cita al siguiente mes.

¿Se compartirán mis respuestas con Crossroads o la oficina de beneficios de SNAP?

- Sus respuestas no serán compartidas con Crossroads o la oficina de beneficios de SNAP. La información que usted proporcione no cambiara la cantidad de alimentos o beneficios que usted recibe.

The University of Texas Southwestern Medical Center

**Linking Food Pantries with SNAP Benefits: The Appointment Project
Phone Interview
Study Information Sheet**

Principal Investigator: Dr. Sandi Pruitt, PhD
Assistant Professor
University of Texas Southwestern Medical Center

Funding Agency/Sponsor: W.W. Caruth, Jr. Fund

What is the purpose of this study? Researchers at the University of Texas Southwestern Medical Center are conducting a study to see if food pantry appointments can help to improve nutrition and client well-being.

Who can take part? We are asking clients that have been enrolled in the Appointment Project to take part. Only clients who visit the food pantry and receive SNAP (if you have a Lonestar Card) are eligible to participate. We plan to include 40 clients in this project.

Do you have to be in this study? You do not have to take part if you don't want to. If you decide to participate, you are free to withdraw from the study at any time. It will not affect your ability to receive SNAP benefits or food from pantry.

What is involved in this study? If you choose to take part, we ask that you talk on the telephone with us at the end of the Appointment Project. The phone interview will ask you questions about your appointments at the food pantry, your food shopping, how decide what food to buy, how you use your Lone Star card, and overall thoughts about the Appointment Project.

What are the risks and benefits? Your answers will not be shared with Crossroads/Sharing Life or the SNAP benefits office. Any time information is collected; there is a risk for loss of confidentiality. Every effort will be made to keep your information confidential. There is no direct benefit to you from participating in this study. There may be some benefit to you by improving your nutrition and well-being.

Will it cost me any money to take part in the text survey:

If you choose to take part in the telephone interview, **a client can earn \$20.**
All gift cards for participation will be provided on-site by Crossroads.

Do you agree to take part in the telephone interview?

Yes or No. If yes, please contact the Research Team at UTSW at 214-648-3656.

Contact information for questions or comments: You may contact Dr. Sandi Pruitt at 214-678-3656 for questions or comments about this study. For questions about your rights as a research participant, contact the UT Southwestern Human Research Protection Program (HRPP) and Institutional Review Board (IRB) by calling 214-648-3060.

Before you agree to participate, make sure you have read the information provided above; your questions have been answered to your satisfaction; and you have freely decided to participate in this research study.

The University of Texas Southwestern Medical Center

**Vinculación de las despensas de alimentos con los beneficios de SNAP: El Proyecto de Citas
Entrevista por telefono
Hoja de información del estudio**

Investigador principal: Dr. Sandi Pruitt, PhD
Profesor asistente
Centro Médico del Sudoeste de la Universidad de Texas

Agencia Financiadora / Patrocinador: W.W. Caruth, Jr. Fondo

¿Cual es el proposito de este estudio? Investigadores del Centro Médico Southwestern de la Universidad de Texas están realizando un estudio para ver si las citas en la despensa de alimentos pueden ayudar a mejorar la nutrición y el bienestar del cliente.

¿Quién puede participar? Estamos pidiendo a los clientes que se han inscrito en el Proyecto de citas que participen. Solo los clientes que visitan la despensa de alimentos y reciben SNAP (si tiene una tarjeta Lonestar) son elegibles para participar. Planeamos incluir 40 clientes en este proyecto.

¿Tienes que estar en este estudio? No tienes que participar si no quieres. Si decide participar, puede retirarse del estudio en cualquier momento. No afectará su capacidad de recibir beneficios de SNAP o alimentos de la despensa.

¿Qué implica este estudio? Si elige participar, le pedimos que hable por teléfono con nosotros al final del Proyecto de cita. La entrevista telefónica le hará preguntas sobre sus citas en la despensa de alimentos, sus compras de alimentos, cómo decidir qué alimentos comprar, cómo usa su tarjeta Lone Star y las ideas generales sobre el Proyecto de citas.

¿Cuáles son los riesgos y beneficios? Sus respuestas no serán compartidas con Crossroads / Sharing Life o la oficina de beneficios de SNAP. Cada vez que se recopila información; Existe el riesgo de pérdida de confidencialidad. Se hará todo lo posible para mantener su información confidencial. No hay ningún beneficio directo para usted al participar en este estudio. Puede haber algún beneficio para usted al mejorar su nutrición y bienestar.

¿Me costará dinero participar en la encuesta de texto?

Si elige participar en la entrevista telefónica, **un cliente puede ganar \$ 20.**

Crossroads proporcionarán en el sitio todas las tarjetas de regalo para participar.

¿Aceptas participar en la entrevista telefónica?

Sí o No. En caso afirmativo, comuníquese con el Equipo de investigación en UTSW al 214-648-3656.

Información de contacto para preguntas o comentarios: puede comunicarse con el Dr. Sandi Pruitt en 214-678-3656 para preguntas o comentarios sobre este estudio. Para preguntas sobre sus derechos como participante de investigación, comuníquese con el Programa de Protección de Investigación Humana del Sudoeste (HRPP) de UT y la Junta de Revisión Institucional (IRB) llamando al 214-648-3060.

Antes de aceptar participar, asegúrese de haber leído la información proporcionada anteriormente; sus preguntas han sido respondidas a su satisfacción; y ha decidido libremente participar en este estudio de investigación.

Appointment Cards

 <p>CROSSROADS COMMUNITY SERVICES</p> <p>MEMBER OF  North Texas Food Bank FEEDING NETWORK</p> <p>The Appointment Project El Proyecto de Cita</p> <p>214.560.2511 ext. 101 ccsdallas.org</p> <p>4500 S. Cockrell Hill Road Dallas, TX 75236</p> 	<p>My next appointment to pick up groceries is: Mi próxima cita para recoger alimentos es:</p> <p>Date / Fecha: _____</p> <p>Time / Hora: _____</p> <p> Day SNAP Expires / Día que expira SNAP: _____</p> <p><small>This institution is an equal opportunity provider. Esta institución es un proveedor que ofrece igualdad de oportunidades.</small></p>
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Appointment Project Procedures

Enrollment Procedure

We anticipate that enrollment will take place over 8-10 weeks. During enrollment it is important to remember some basic “do’s” and “don’ts”:

Do:	Don’t:
Encourage participation	Require participation or try to ‘talk’ people into participating. We are looking for willing participants.
Explain the project’s expectations to clients	Enroll clients who are not confident or don’t believe they can meet the project expectations
Refer to the project as the “Appointment Project”	Refer to the project as a <i>study, experiment</i> or <i>trial</i> ; these terms sometimes cause fear or distrust
Stick to the language in the Appointment Project Information Sheet—this takes discipline and faith in the protocol	Create your own script or go rogue discussing your thoughts/expectations/ideas about the project

Enrollment Steps:

Front desk:

1. Check client in per normal procedures.
2. If a client is eligible for the Appointment Project, a screen will appear during check-in to ask if the client is interested.
3. Tell clients that they are eligible to participate in a special project intended to help Crossroads/Sharing Life improve services. Mark in the check-in flow that the client is potentially interested by clicking “yes.” Provide them with the Client Information sheets to read while waiting in the waiting room.

Enrollment station:

1. Clients who are interested in the program will appear on the “Accounts Checked In” page in Salesforce with the “SNAP-AC” box checked. Pull the clients interested in SNAP-AC from the top of the queue.
 - a. IF no one is coming through, manually search through the queue for clients that are eligible. Tell the client that they are eligible to participate in a special project intended to help Crossroads/Sharing Life improve services. Tell them that all participants will have the opportunity to earn money for participating. Would they like to learn more?
 - i. If YES: Proceed with the enrollment steps below.
 - ii. If NO: Give the opportunity to ensure the client saying No fully understands the benefits and expectations: “May I ask why you do not want to participate and receive food from the pantry each month and potentially make \$35 over the next seven (7) months? [If they say no, or decide not to participate]: “Okay. No problem.” And direct client to pick up food as usual.

2. After reviewing the information sheet, invite clients to sign-up? “Would you like to take part with the others and receive \$35 and groceries every month over the next 7 months if you come to all the appointments?”
3. If clients agree to participate, begin the “SNAP-AC Enroll” flow.
 - a. **If client cannot verify their SNAP information online, remind them that they cannot be paid for the project until they bring their SNAP letter.**
4. Schedule the appointment for the next month according to the appointment group window provided in Salesforce. If scheduling an appointment for a Monday, aim to schedule it for Monday afternoon to allow time for a reminder call or text on Monday morning. Check the Salesforce calendar in another tab to ensure that their desired appointment time is available. Schedule the appointments in half-hour increments.
5. Give Client an appointment card with their next appointment and the SNAP-AC Information Sheet. Remind them that they will be paid \$5 for keeping their appointment and that they will get a reminder about the appointment.
6. Collect Nutrition Screener data (see **Intake Data**); this is part of the Salesforce flow. Follow the provided website link, and copy-paste the provided Login and Password into the correct fields to begin the Screener.
7. Give clients **Text Survey Information Sheet** (if not already received at the front desk) and encourage them to call and enroll. You can tell them “Now that you’re part of the Appointment Project you can also sign up for an optional study. In this study if you complete surveys via text message you can earn \$10 a month, that’s up to \$70 over the course of the project.” They can call now!
8. Send clients to complete their visit for the day per usual operation. Aside from enrollment, this visit is NOT part of the Appointment Project; so, the rest of the visit will be service as usual.
9. Encourage staff to give clients an appointment card to help them keep their appointment the following month.
10. If relevant, update the “CCS Implementation Tracking” sheet in Google Sheets with any unusual occurrences or obstacles faced during enrollment.

Appointment Visit Procedure

Because enrollment will likely last 8-10 weeks, enrolled clients will be coming for appointment visits while project enrollment continues.

Clients with an appointment will be “fast tracked” upon check-in. Appointment visits will be handled by designated volunteer/staff members who are trained in the Appointment Project procedures.

Appointment Visit Steps:

1. Thank client for keeping their appointment.
2. Complete the “Check-In” flow.
3. Review the “SNAP-AC Appointments” section of the client’s account.
 - Check that they have kept their current appointment (i.e., arrived at the correct time and day).
4. Begin the “SNAP-AC Appointment” flow.
5. Pay client
 - **Clients cannot receive payment until their SNAP re-enroll date has been verified with a letter, photo of the letter, or verification via their benefits’ info via app or web or online portal before they can receive payments for participation. Once SNAP re-enrollment date is verified, clients can receive payment for prior kept appointments.**
 - **If a client cannot verify their SNAP information by the end of the first appointment, they can schedule a second appointment, but not receive payment at the first appointment. If they verify their SNAP information at the second appointment, they can receive backpay for the first appointment. If they cannot verify their SNAP information by the end of the second appointment, then the client will be released from the Project.** If this occurs, change their SNAP-AC status to “Inactive” in Salesforce.
 - \$5 for keeping the appointment and \$10 if they are up-to-date with phone surveys; this is automatically shown by Salesforce in the flow.
 - Fill out the *paper* SNAP-AC Payment Log and have the client sign this.
 - Indicate that payment was made in Salesforce.
6. Remind clients the importance of keeping appointments and participating in the phone survey. Review information on the Appointment flow.
 - Ask if the client needs to update their phone number. If they changed their phone number, confirm their ability to text.
 - If SNAP re-enroll date is in the next month, encourage client to visit with NTFB SNAP Outreach team to maintain benefits. **If possible, walk the person over to the Outreach team and introduce them to the correct team member. Make it easy for the client to ensure they re-enroll ASAP.**
 - If SNAP re-enroll date is missing or expired, client must provide a new letter or verify their benefits’ info via app or web or online portal before they can receive payments for participation.

- Verify what date they expect to get their next SNAP replenishment.
- 7. Set-up next month's appointment within the provided window and give client a new appointment card.
 - Aim to schedule their appointment earlier in the window to provide time to reschedule if necessary.
 - The appointment window will be automatically shown by Salesforce. If Client is in the Green group, the next appointment must be within 2 days (days the pantry is open) before or after the next SNAP replenishment. If Client is in the White group, the *target date* for their next appointment is 15 total days after their next SNAP replenishment; the appointment must be within 2 business days before or after this target date.
- 8. Complete the "Intake" flow.
- 9. Complete the "Survey" flow.
- 10. Create the client's food Order and assist them in ordering their food.
- 11. Thank the client for attending their appointment. Direct them to the waiting section to shop for their food.
- 12. If relevant, update the "CCS Implementation Tracking" sheet in Google Sheets with any unusual occurrences or obstacles faced during the appointment.

Appointment Visit Steps during COVID-19 measures:

1. Call clients with appointments for the week.
2. Inform them of the new system. Ask if they are available at the moment to go through the appointment steps (appointment flow, intake flow and survey flow), as well as to approve the use of their food order from last month.
 - If they cannot complete both steps at that time, find out when they are available within the next day to call and do so.
3. If they are available when reached, run the Appointment Flow as usual and set up their next appointment in Salesforce.
4. Inform them that they will receive their gift-card(s) when they pick up their food at the pantry.
5. Run the intake flow and survey flows as usual over the phone.
6. Check that the client is fine with using their pantry order from last month; change it as necessary.
7. When the client comes into the pantry:
 - Thank them for coming in.
 - Fill out the payment binder and pay them their gift-cards as appropriate.
 - Bring out their food as ordered.
- If client cannot be reached over the phone:
 - Call the client up to twice on the day before their appointment, and leave a voicemail detailing the situation/asking them to call back.
 - If they are not reached before the appointment time, call them up to twice more after.
 - If they do not respond to these calls, follow the "Missed Appointment" procedure detailed below.

- If they come in during their appointment time despite having not responded to the calls, ask for their updated contact information, run the appointment flow, and schedule their appointment for next month.

Final RCT Appointments:

- A list of clients whose 7th appointment is approaching will be sent out monthly.
- During their 6th appointments, schedule the client's next appointment slot for an hour instead of a half hour, and warn the client that their next appointment will take longer than usual.
- The 7th appointment will follow all of the appointment steps listed above. However, during the SNAP-AC Appointment flow, clients will take the Nutrition screener taken earlier during enrollment. **Follow the Nutrition URL in the appointment flow and administer the screener. Read each question and answer choices to the client exactly as written.**
- **At the end of the 7th appointment, the client can be scheduled for their first Transitional Appointment next month.**
 - ❖ **Thank the client for completing the Project and coming to their appointments. Tell them that they can continue with appointments, but they will no longer receive payment for completing the appointment. They will still have faster pantry visits. Ask if the client would like to continue with appointments.**
 - IF NO: Thank the client for their participation and inform them that at their next visit, they will go through the pantry as usual without an appointment.
 - IF YES: Ask the client if they would like to schedule their next appointment for a month from the current date. They can choose to do so, or to schedule at any other date during the next month. Fill out an appointment card and thank them for their continued participation.
 - ❖ Clients who were enrolled in the text survey will no longer receive the texts or payment for the text messages once they are in the Transitional phase.

Procedure for Missed / Rescheduled Appointments

While we hope that participants will stick to their appointment schedule, we know this won't always be the case. Our general guiding principles for dealing with missed or rescheduled appointments are as follows:

1. Always encourage clients and do our best to make it possible for clients to resume their normal appointment schedule in the following month
2. Only pay incentives for kept appointments if the appointment is kept within the Allocated Window (i.e. +/- 2 pantry-open days of the SNAP replenishment for WHITE group and +/- 2 pantry-open days within 15 total days after SNAP replenishment for GREEN group)
3. Rescheduled appointments are better than missed appointments. Allow appointment reschedules as needed for the convenience of clients, but payments are done according to #2 above. For example, if a participant needs to reschedule for the following week, that is OK, and we will encourage it, but they won't receive the \$5 for that visit. The following month we will try to get them back on schedule so that they can get \$5 for their next visit.

Steps for rescheduling an appointment:

1. Verify their next SNAP replenishment date.
2. Try to reschedule the appointment for a date that is still within the target window depending upon the project group
 - a. The client's target window can be found on their Salesforce account on the relevant SNAP-AC Appointment.
 - b. WHITE: +/- 2 pantry-open days (defined as a day that the center is open) around SNAP replenishment
 - c. GREEN: +/- 2 pantry-open days within target date (15 total days after SNAP replenishment)
3. If it's not possible to schedule an appointment within the target window, try to reschedule as close to the target window as possible.
4. Remind clients that if their appointment is not within the target window, they will not be eligible to receive the \$5 for making the appointment. However, they will still get food, remain a project participant making them eligible for future payments and are still eligible to receive the \$10 reward for completing the text survey.
5. Thank participants for reaching out to reschedule the appointment and remind them to keep doing the phone survey each week. Their participation is important and appreciated!

If a client is more than 10 minutes late for their appointment, chances are high the client will miss the appointment. Take immediate action.

Steps for dealing with missed appointments:

1. If clients are 10 minutes late, first, verify the relevant (next for WHITE group or last for GREEN group) SNAP replenishment date.

2. Then call late client as soon after 10 minutes has passed as possible. Try to see client later that day or least the target window.
3. Follow steps 2-5 of the Steps for Rescheduling an Appointment (above)
4. If clients cannot be reached by phone or refuse to reschedule their appointment, ask if they wish to continue participating in the Appointment Project.
 - a. If yes, encourage them to reschedule. Remind them that they must keep appointments if they wish to continue contributing to this important work and receiving \$5 for coming to their appointments.
 - b. If no, change the client's SNAP-AC Status box to "Inactive." Tell the client that if they stop, they cannot join again in the future and they will no longer be eligible to receive \$5. They are and will be always welcome to come get food.

Steps for dropping clients from the project:

1. If a client has missed two consecutive appointments , call the client and attempt to schedule an appointment within the appropriate window for the next month. Alert clients who do this that they are at risk of being dropped from the project if one more appointment is missed.
 - After three total months of missed appointments (over the course of the project), the client will be released from the project. If this occurs, change the client's SNAP-AC Status box to "Inactive."

Transitional Appointment Procedures

After a client completes 7 months of RCT appointments, they enter the phase of Transitional Appointments for the next 5 months. These appointments are run by CCS in a similar format to RCT appointments, but without appointment windows or payment incentives for completing appointments. Clients' SNAP information is still collected, but not required to stay in the project.

Transitional Appointment Steps:

1. Thank the client for keeping their appointment.
2. Complete the "Check-in" flow.
3. Begin the "Transitional Appointment" flow.
4. Review information on the Transitional Appointment flow.
 - Ask if the client needs to update their phone number. If they changed their phone number, confirm their ability to text.
 - If SNAP re-enroll date is in the next month, encourage client to visit with NTFB SNAP Outreach team to maintain benefits. If possible, walk the person over to the Outreach team and introduce them to the correct team member. Make it easy for the client to ensure they re-enroll ASAP.
 - **Verify the client's SNAP information; however, they can continue completing Transitional Appointments if they cannot/prefer not to verify SNAP information. If this occurs, select the appropriate option in the flow.**
5. Set-up next month's appointment and give client a new appointment card.
 - Appointments can be scheduled for any time during the month; aim for earlier in the month in case the clients needs to be rescheduled.
6. Complete the "Intake" flow.
7. Complete the "Survey" flow.
8. Create the client's food Order and assist them in ordering their food.
9. Thank the client for attending their appointment. Direct them to the waiting section to shop for their food.
10. If relevant, update the "CCS Implementation Tracking" sheet in Google Sheets with any unusual occurrences or obstacles faced during the appointment

Steps for rescheduling an appointment:

1. Reschedule the appointment for within the same month if possible.
2. Edit the "Transitional Appointment" object to change the date of the appointment; this will also change the date of the event created by the appointment, which appears on the calendar.
3. Thank participants for reaching out to reschedule the appointment. Their participation is important and appreciated!

If a client is more than 10 minutes late for their appointment, chances are high the client will miss the appointment. Take immediate action.

Steps for dealing with missed appointments:

1. Call late client as soon after 10 minutes has passed as possible.

2. Follow steps 1-2 of rescheduling an appointment (above).
3. If clients cannot be reached by phone or refuse to reschedule their appointment, ask if they wish to continue participating in the Appointment Project.
 - a. If yes, encourage them to reschedule.
 - b. If no, change the client's SNAP-AC Status box to "Inactive." Tell the client that if they stop, they cannot join again in the future. They are and will be always welcome to come get food.

Steps for dropping clients from the project:

1. If a client has missed two consecutive appointments , call the client and attempt to schedule an appointment within the appropriate window for the next month. Alert clients who do this that they are at risk of being dropped from the project if one more appointment is missed.
 - After three total months of missed appointments (over the course of the project), the client will be released from the project. If this occurs, change the client's SNAP-AC Status box to "Inactive."

Appointment Reminders

The **Appointment Tracking Report** will list the next appointment date for each client. There will be two reminder attempts via calls/texts/emails:

- Every Monday a reminder call will be made to every client with an appointment in the next 8 calendar days (all appointments in the coming week plus the following Monday).
- Every day a reminder call will be made to every client who has an appointment the following day.

Appointment reminder calls/texts/emails will be made by CCS.

Text Survey

Appointment Project participants will be encouraged to participate in an optional 4-question survey via text every week. The survey will be conducted by 2M, a Dallas-based company using Confrimit software.

Timeline for conducting phone survey each week via text:

1. Attempt #1: Text invitation sent every Tuesday at noon
2. Attempt #2: Reminder text sent Tuesday at 7pm with language "Don't forgot to compete your weekly text survey to be eligible to receive \$10..."
3. Attempt #3: Reminder text sent Wednesday at 8am with language "Don't forgot to compete your weekly text survey to be eligible to receive \$10..."

Project Team Communication Tools

The primary project team communication tools are the Implementation Tracking Sheet, Appointment Tracking Report and the Phone Survey Tracking Report. The research team and pantry staff will receive access weekly through Google Sheets and email updates.

Implementation Tracking Sheet

Ownership: Crossroads & Sharing Life

Updates: At least once a week

Purpose: Track implementation progress at each site, including unusual occurrences and obstacles faced during implementation.

Appointment Tracking Report

Ownership: Crossroads & Sharing Life

Updates: Weekly, by 10am Monday morning

Purpose: Describe client progress through the Appointment Project and site implementation progress overall.

Text Survey Tracking Report

Ownership: Kathryn (CARE)

Updates: Weekly, by 5pm Friday; and a MONTH FINAL report at the end of the calendar month

Purpose: Communicate how clients are doing with respect to the phone survey. During the appointment, this information can be used to encourage clients to participate in the phone survey.

The MONTH FINAL report will be used by Sharing Life and Crossroads staff to mark in the database which clients are eligible to receive payment at their next visit for completing text surveys. This will be done by clicking the checkbox on the SNAP-AC window pane for “payment survey due” in Salesforce.

APPOINTMENT TRACKING REPORT

Sharing Life and Crossroads generate an Appointment Tracking Report and upload to TEAMS site by 10am every Monday morning. The report will contain the following fields:

1. Date and time report is generated
2. For each enrolled participant:
 - a. Active? y/n
 - b. Appointment Group White/Green
 - c. ID number (used to track client in database)
 - d. First & last name
 - e. Date of birth
 - f. Phone #
 - g. Can receive texts? y/n
 - h. Email
 - i. Do they use and regularly check their email? y/n
 - j. # of appointments kept since project began
 - k. Kept last appointment? y/n
 - l. Next appointment date & time

TEXT SURVEY TRACKING REPORT

CARE will generate a Text Survey Tracking Report and upload to TEAMS site by 5pm each Friday and a MONTH FINAL report at the end of a calendar month. The MONTH FINAL report will be used to update payment information. The Survey Tracking Report will contain the following fields:

1. Date and time of report generation
 2. Reporting Period (typically the preceding calendar month and only on the MONTH FINAL report)
 3. For each enrolled project participant:
 - a. Study Group, White or Green
 - b. ID number assigned by SL or CCS database
 - c. First & last name
 - d. Date of birth
 - e. # phone surveys completed in current calendar month
 - f. Eligible for survey payment? y/n
- Alongside this report, Kathryn will follow-up with clear communication about any unique circumstances. For example, if a survey is deployed on the last day of the month, it should count towards the next month, etc.
 - Kathryn can also potentially assist with entering this data into the SNAP-AC Client Log, as her schedule and workload allows.

SNAP-AC Data & Reporting Requirements

CLIENT ELIGIBILITY

We need to create a flag or alert (depending on software used by each pantry) that lets the front desk person know if clients are eligible to participate in the study. Eligibility will be assessed based on 3 criteria:

1. Client speaks English or Spanish (we must be able to communicate with client)
2. Last visit date was greater than 10 days ago, but less than 4 months ago
3. Household receives SNAP benefits equal to or greater than the thresholds listed below:

Household Size	SNAP benefits must be at least...
1	\$25.00
2	\$34.00
3	\$42.00
4	\$51.00
5	\$60.00
6	\$68.00
7	\$77.00
8	\$86.00
>8	\$94.00

SNAP-AC Client Log

Some version of this should be created in the database.

Will be pre-populated, verified each month and changed as necessary.

Active participant in study: Yes No

Appointment Group: [White or Green]		Phone Number: [REDACTED]		Can receive texts? Y N		Email: [REDACTED]
Date of next SNAP Replenishment: [REDACTED]		SNAP Re-Enroll Date: [REDACTED]		ALERT TO RENEW SNAP		Do you check your email every day? Or just some days? Y (checks everyday) N (does NOT check every day)
Appointment History						
Project Month	Appointment	Kept Appointment?*	Received Appt. Pymt	Completed Text Survey	Received Survey Pymt	Notes
Oct. 2019	Oct 20, 2019, 10am	[X]	[X]	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A	<input type="checkbox"/>	Ex: kept only 2 phone surveys, encourage next time.
Nov. 2019	Nov 23, 2019, 2:30pm	[x]	[x]	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	[x]	
Dec. 2019		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	
Jan. 2020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	
Feb. 2020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	
March 2020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	
April 2020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	
May 2020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	

June 2020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	
July 2020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	

*Kept appointment means client came within "Allocated Window" for their White or Green Group.

Notes: 1. Automatically generate a list of possible appointment days or clear instructions on how it's developed.

SNAP-AC PAYMENT LOG

This payment log should be kept in a secure Payment Log Binder. Participant and Staff/Volunteer signatures confirm that (1) payment in the amount listed was received by client and (2) client performed the tasks necessary (i.e. kept appointment or completed phone surveys) to merit the payment.

Date	Payment Received for...	Payment Amount	Client Name (print)	Client Signature	Staff/Volunteer Name (print)	Staff/Volunteer Signature
	<ul style="list-style-type: none"> • Appointment • Text Survey 					
	<ul style="list-style-type: none"> • Appointment • Text Survey 					
	<ul style="list-style-type: none"> • Appointment • Text Survey 					
	<ul style="list-style-type: none"> • Appointment • Text Survey 					
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	<ul style="list-style-type: none"> • Appointment • Text Survey 					
	<ul style="list-style-type: none"> • Appointment • Text Survey 					
	<ul style="list-style-type: none"> • Appointment • Text Survey 					

INTAKE DATA

1. Household Characteristics
 - a. Name, date of birth, educational attainment, race/ethnicity, sex (female or male) of each member
 - b. Contact Information (verify at each visit):
 - i. Do you have a cell phone? ¿Tiene un teléfono celular? [record/verify number]
 - ii. Can you text? (yes/no)
 - iii. Do you have an email address? ¿Usted tiene un correo electrónico? [record/verify address]
 - iv. Do you check your email every day? Or do only some days?
2. Data to be collected at each visit
 - a. Measured height & weight (obtain height and take measurement twice. Afterwards, obtain and only get one measurement)
 - b. Household Income:
 - i. What was your total household income last month? ¿Cuál fue su ingreso total del hogar el mes pasado?
 - c. Employment:
 - i. How many adults (18 and older) living in your household worked for money in the past 7 days? ¿Cuántos adultos (mayores de 18 años) que viven en su hogar tuvieron algún trabajo con paga en los últimos 7 días?
 - ii. --If one or more working adults, then ask...
 - iii. Counting all adults that got paid for their work, about how many total hours did they work in the past 7 days? Contando a todos los adultos que han tenido trabajo con paga, ¿aproximadamente cuántas horas trabajaron en los últimos 7 días?
 - d. Household size—confirm/verify per normal process the number of people in the household. Database must be able to track changes in this variable over time.
 - e. SNAP:
 - i. How much SNAP aid did you receive last month? ¿Cuánta ayuda SNAP qué recibió el mes pasado?
 - ii. When did you receive your most recent SNAP benefit? ¿Cuándo recibió su más reciente beneficio de SNAP?
 - iii. Do you have any SNAP benefits left this month? ¿Tiene algo beneficios de SNAP dejó este mes?
3. Data we need to be able to abstract/pull from the database
 - a. Record which household member visited and provided data at each visit
 - b. Record every time a household member received food (including appointments and other “regular” visits both before, during, and after Project)
 - c. Appointment history (list of all appointments made and whether or not the client kept the appointments).
4. Data to be collected at Appointment Project Enrollment visit and at last Appointment Project visit:
 - a. Food Security: USDA 10-item screener

- b. Health Status:
 - i. In general, you would say your health is: excellent, very good, good, fair, poor; En general, usted diría que su salud es: excelente, muy Buena, Buena, regular, mala
 - c. Nutrition: https://epi.grants.cancer.gov/nhanes/dietscreen/dsq_english.pdf The 26-item Dietary Screener Questionnaire (DSQ), asks about the frequency of consumption in the past month of selected foods and drinks. The DSQ captures the person's intakes of fruits and vegetables, dairy/calcium, added sugars, whole grains/fiber, red meat, and processed meat. The DSQ was included in the National Health and Nutrition Examination Survey (NHANES) 2009-10 and the National Health Interview Survey Cancer Control Supplement (NHIS CCS) 2010 and 2015 and is publicly available in Spanish and English. More information about it is here: <https://epi.grants.cancer.gov/nhis/2015-screener/>
5. Data to be collected once at last visit:
<https://epi.grants.cancer.gov/asa24/>

USDA 10-Item Food Security Screener--English

These next questions are about the food eaten in your household in the last 30 days and whether you were able to afford the food you need.

1. In the last 30 days, we worried whether our food would run out before we got money to buy more.
The statement is...
 - a) Often true
 - b) Sometimes true
 - c) Never true
 - d) Don't know

2. In the last 30 days, the food that we bought just didn't last, and we didn't have money to get more.
The statement is...
 - a) Often true
 - b) Sometimes true
 - c) Never true
 - d) Don't know

3. In the last 30 days, we couldn't afford to eat balanced meals.
The statement is...
 - a) Often true
 - b) Sometimes true
 - c) Never true
 - d) Don't know or refused

4. In the last 30 days, did you or other adults in your household ever cut the size of your meals or skip meals because there wasn't enough money for food?
 - a) Yes*
 - b) No
 - c) Don't know
 - d) I prefer not to answer

***Follow up: In the last 30 days, how many days did this happen?**

(Dropdown box 1-31, and Don't Know) Select # of days

5. In the last 30 days, did you ever eat less than you felt you should because there wasn't enough money for food?
 - a) Yes
 - b) No
 - c) Don't know
 - d) I prefer not to answer

6. In the last 30 days, were you ever hungry but didn't eat because there wasn't enough money for food?
 - a) Yes
 - b) No
 - c) Don't know
 - d) I prefer not to answer

7. In the last 30 days, did you lose weight because there wasn't enough money for food?
 - a) Yes
 - b) No
 - c) Don't know
 - d) I prefer not to answer

8. In the last 30 days, did you or other adults in your household ever not eat for a whole day because there wasn't enough money for food?
 - a) Yes*
 - b) No
 - c) Don't know
 - d) I prefer not to answer

***Follow up: In the last 30 days, how many days did this happen?**

(Dropdown box 1-31, and Don't Know) Select # of days

USDA 10-Item Food Security Screener—Spanish

Las siguientes preguntas son acerca de la comida que se han comido en su hogar en los últimos 30 días y acerca de si pudo comprar la comida que necesita.

1. En los últimos 30 días, nos preocupábamos si la comida se acabará antes de que tuviéramos dinero para comprar más.
 - A. Con frecuencia cierta
 - B. Algunas veces ciert
 - C. Nunca ciert
 - D. No sé

2. En los últimos 30 días, las comida que compramos simplemente no alcanzó, y no tuvimos dinero para comprar más.
Esta frase es
 - A. Con frecuencia cierta
 - B. Algunas veces ciert
 - C. Nunca ciert
 - D. No séa

3. En los últimos 30 días, no pudimos pagar comidas balanceadas.
 - A. Con frecuencia cierta
 - B. Algunas veces ciert
 - C. Nunca ciert
 - D. No sé

4. Alguna vez en los últimos 30 días, ¿usted tuvo que reducir el tamaño de sus comidas o no comer una comida porque no había dinero suficiente para comprar comida?
 - e) Sí
 - f) No
 - g) No sabe
 - h) Prefiero no responder

***Follow up: n los últimos 30 días, ¿cuántos días pasó eso?**
(Dropdown box 1-31, and Don't Know) días

5. Alguna vez en los últimos 30 días, ¿comió menos comida de lo que sintió que debía comer porque no había dinero suficiente para comprar comida?
- e) Sí
 - f) No
 - g) No sabe
 - h) Prefiero no responder
6. En los últimos 30 días, ¿tuvo hambre pero no comió porque no había dinero suficiente para comprar comida?
- e) Sí
 - f) No
 - g) No sabe
 - h) Prefiero no responder
7. En los últimos 30 días, ¿perdió peso porque no había dinero suficiente para comprar comida?
- e) Sí
 - f) No
 - g) No sabe
 - h) Prefiero no responder
8. Alguna vez en los últimos 30 días, ¿usted no comió nada por todo un día porque no había dinero suficiente para comprar comida?
- e) Sí
 - f) No
 - g) No sé
 - h) Prefiero no responder

***Follow up: En los últimos 30 días, ¿cuántos días pasó eso?**
(Dropdown box 1-31, and Don't Know) días

DIETARY SCREENER QUESTIONNAIRE

These questions are about foods you ate or drank during the past month, that is, the past 30 days. When answering, please include meals and snacks at home, at work or school, in restaurants, and anyplace else.

1. How old are you? _____

2. Are you male or female?

Male Female

3. During the past month, how often did you eat **hot or cold cereals**? Write the number of times:

Never->

Skip to

question	Each	Each	Each
4.	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. During the past month, what kind of cereal did you usually eat? -> Write the cereal here.

5. If there was another kind of cereal that you usually ate during the past month, what kind was it?-> Write the cereal here.

6. During the past month, how often did you have any **milk** (either to drink or on cereal)? Include regular milks, chocolate or other flavred milks, lactose-free milk, buttermilk. Please do **not** include soy milk or small amounts of milk in coffee or tea. Write the number of times:

Never->

Skip to

question	Each	Each	Each
8.	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. During the past month, what kind of milk did you usually drink? Mark One.

Whole or regualr milk	2% fat or reduced- fat milk	1%, ½%, or low-fat milk	Fat-free, skim or nonfat milk	Soy Milk	Other kind of milk- Write here. <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

8. During the past month, how often did you drink **regular soda or pop** that contains sugar? Do not include diet soda. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. During the past month, how often did you drink 100% **pure fruit juices** such as orange, mango, apple, grape and pineapple juices? Do **not** include fruit-flavored drinks with added sugar or fruit juice you made at home and added sugar. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. During the past month, how often did you drink cofee or tea that had **sugar** or **honey** added to it? Include coffee and tea you sweetened yourself and presweetened tea aand coffee drinks such as Arizona Iced Tea and Frappuccino. Do **not** include artificially sweetened coffee or diet tea. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. During the past month, how often did you drink **sweetened** fruit drinks, sprts or energy drinks, such as Kool-Aid, lemonade, Hi-C, cranberry drink, Gatorade, Red Bull or Vitamin Water? Include fruit juices you made at home and added sugar to. Do not include diet drinks or artificially sweetened drinks. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. During the past month, how often did you eat **fruit**? Include fresh, frozen or canned fruit. Do **not** include juices. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. During the past month, how often did you eat a geen leafy or lettuce **salad**, with or without other vegetables? Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. During the past month, how often did you eat any kind of **fried potatoes**, including french fries, or hash Brown potatoes? Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. During the past month, how often did you eat any **other kind of potatoes** such as baked, boiled, mashed potatoes, sweet potatoes, or potato salad? Write the number of times:

	Each Day	Each Week	Each Month
Never	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. During the past month, how often did you eat refried beans, baked beans, beans in soup, pork and beans or any other type of cooked dried beans? Do **not** include green beans. Write the number of times:

	Each Day	Each Week	Each Month
Never	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. During the past month, how often did you eat **brown rice** or other cooked whole grains, such as bulgar, cracked wheat, or millet? Do **not** include white rice. Write the number of times:

	Each Day	Each Week	Each Month
Never	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. During the past month, not including what you just told me about (green salads, potatoes, cooked dried beans), how often did you eat **other vegetables**? Write the number of times:

	Each Day	Each Week	Each Month
Never	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. During the past month, how often did you have Mexican-type **salsa** made with tomato? Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. During the past month, how often did you eat **pizza**? Include frozen pizza, fast food pizza, and homemade pizza. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. During the past month, how often did you have tomato sauces such as with spaghetti or noodles or mixed into foods such as lasagna? Do not include **tomato sauces** on pizza. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. During the past month, how often did you eat any kind of cheese? Include cheese as a snack, cheese on burgers, sandwiches, and cheese in foods such as lasagna, quesadillas, or casseroles. Do not include cheese on pizza. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. During the past month, how often did you eat Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. During the past month, how often did you eat any processed meat, such as bacon, lunch meats, or hot dogs? Include processed meats you had in sandwiched, soups, pizza, casseroles, and other mixtures. Processed meats are those preserved by smoking, curing, or salting, or by the addition of preservatives. Examples are ham, bacon, pastrami, salami, sausages, bratwursts, frankfurters, hot dogs, and spam. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. During the past month, how often did you eat whole grain bread including toast, rolls in sandwiches? Whole grain breads include whole wheat rye, oatmeal and pumpernickel. Do not include white bread. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. During the past month, how often did you eat chocolate or any other types of Candy? Do not include sugar-free candy. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. During the past month, how often did you eat doughnuts, sweet rolls, Danish, muffins, pan dulce, or pop-tarts? Do not include sugar-free items. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. During the past month, how often did you eat cookies, cake, pie, or brownies? Do not include sugar-free kinds. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. During the past month, how often did you eat ice cream or other frozen desserts? Do not include sugar-free kinds. Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30. During the past month, how often did you eat popcorn? Write the number of times:

	Each	Each	Each
Never	Day	Week	Month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Preguntas Sobre La Comida Que Come

Estas preguntas se refieren a los distintos tipos de alimentos que usted comió o bebió durante el mes pasado, es decir, en los últimos 30 días. En su respuesta, por favor incluya comidas y meriendas/botanas consumidas en el hogar, trabajo, escuela, restaurantes, y cualquier otro sitio.

1. ¿Qué edad tiene (en años)? _____ Años
2. ¿Es usted hombre o mujer?
 Hombre Mujer
3. ¿Durante el mes pasado, con qué frecuencia comió usted cereales de caja o cocidos como avena? Escriba la cantidad de veces

Nunca->

Vaya a

la

pregunta

Por

Por

Por

4.

Día

Semana

Mes

4. ¿Durante el mes pasado, qué tipo de cereal comió usted usualmente? -> Escriba el cereal.

5. ¿Hay algún otro cereal que usted usualmente come? -> Escriba el cereal, si ninguno deje en blanco.

6. ¿Durante el mes pasado, con qué frecuencia consumió usted **leche**, ya sea para tomar sola o con cereales? **No incluya** leche de soya o pequeñas cantidades de leche en café ni té.

Escriba la cantidad de veces:

Por

Semana

Nunca->

Vaya a

la

pregunta

Por

Por

8.

Día

Mes

7. ¿Durante el pasado mes que clase de leche usualmente tomó? Marque una

Leche regular	2% de grasa o leche baja en grasa	1%, ½%, o leche baja en grasa	Leche descremada o libre de grasa	Leche de soya	Otra clase de leche - Escriba la leche
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

8. ¿Durante el mes pasado, con qué frecuencia bebió usted **soda/gaseosa regular** que contiene azúcar? **No incluya** sodas/gaseosas de dieta. Me puede decir por día, por semana o por mes. Escriba la cantidad de veces:

Nunca	Por Día	Por Semana	Por Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. ¿Durante el mes pasado, con qué frecuencia bebió usted **jugos puros de fruta** tales como jugos de (naranja/china), mango, manzana, uva y piña? **No incluya** bebidas con sabor a fruta con azúcar añadida o jugos de fruta hechos en casa a los que se le añadió azúcar. Escriba la cantidad de veces:

Nunca	Por Día	Por Semana	Por Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. ¿Durante el mes pasado, con qué frecuencia tomó usted café o té que tenía **azúcar** o **miel** de abeja añadida? Incluya té y café que usted endulzó y bebidas de té o café que ya

vienen endulzadas tales como té helado (“Iced Tea”) Arizona y “Frappuccinos”. No incluya café endulzado artificialmente ni té dietético. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. ¿Durante el mes pasado, con qué frecuencia bebió usted bebidas con sabor a fruta con **azúcar** o bebidas de deportes o para energía tales como Kool-aid, limonada, Hi-C, cranberry, Gatorade, Red Bull o Vitamin Water? Incluya jugos de fruta hechos en casa con azúcar añadida. No incluya bebidas de frutas de dieta o endulzadas artificialmente. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. ¿Durante el mes pasado, con qué frecuencia comió usted **frutas**? Incluya las frutas frescas, congeladas, o enlatadas. **No incluya** jugos. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. ¿Durante el mes pasado, con qué frecuencia comió usted **ensalada** de lechuga o de hojas verdes, con o sin otros vegetales? Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. ¿Durante el mes pasado, con qué frecuencia comió usted **cualquier tipo de papas** fritas, incluyendo “french fries”? Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. ¿Durante el mes pasado, con qué frecuencia comió usted **otro tipo de papas** tales como papas al horno, papas hervidas o en sopa, (puré de papa/papas majadas), (camote/batata/boniato) o ensalada de papa? Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. ¿Durante el mes pasado, con qué frecuencia comió usted (frijoles/habichuelas) refritos, (frijoles/habichuelas) al horno, (frijoles/habichuelas) guisados/as, (frijoles/habichuelas) en sopa y (frijoles/habichuelas) con (cerdo/puerco/lechón) o algún otro tipo de (frijoles/habichuelas)? **No incluya** (ejotes/habichuelas verdes/habichuelas tiernas). Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. ¿Durante el mes pasado, con qué frecuencia comió usted **arroz integral** u otros granos integrales cocidos, tales como el bulgur (gránulos de trigo tostado), trigo partido o mijo? No incluya arroz blanco. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. ¿Durante el mes pasado, sin incluir los que acaba de mencionar (ensaladas de lechuga, papas, frijoles/habichuelas secas cocidas), con qué frecuencia comió usted **otros vegetales**? Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. ¿Durante el mes pasado, con qué frecuencia comió usted **salsa** tipo mejicana a base de tomate (o pico de gallo)? Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. ¿Durante el mes pasado, con qué frecuencia comió usted **pizza**? Incluya pizza congelada, pizza “fast food”, y pizza hecha en casa. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. ¿Durante el mes pasado, con qué frecuencia comió usted **salsas de tomate**, por ejemplo, con espaguetis, tallarines o fideos o como ingrediente en la preparación de comidas como la lasaña? Por favor no incluya la salsa de tomate en pizzas. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. ¿Durante el mes pasado, con qué frecuencia comió usted algún tipo de **queso**? Incluya queso como (merienda/botana), queso en las hamburguesas, en sándwiches, y también queso mezclado en comidas como quesadillas, enchiladas o guisados. Por favor **no incluya** el queso en pizzas. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. Por favor, mire esta tarjeta. Durante el mes pasado, ¿con qué frecuencia comió usted **carnes rojas** tales como carne de res, de cerdo, jamón o chorizo? **No incluya** pollo, pavo o mariscos. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. ¿Durante el mes pasado, con qué frecuencia comió usted **carnes frías/procesadas** o fiambres, jamón para sándwiches, hot dogs, salchichas, (tocino/tocineta/ “bacon”) o chorizo? Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. ¿Durante el mes pasado, con qué frecuencia comió usted **pan integral** incluyendo el pan tostado, (pan de mesa/bolillos/panecillos), o en “sándwiches”? El pan integral incluye pan de trigo, centeno o avena. **No incluya** el pan de harinas blancas. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. ¿Durante el mes pasado, con qué frecuencia comió usted **chocolate** o algún otro tipo de dulces? **No incluya** los dulces dietéticos. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. ¿Durante el mes pasado, con qué frecuencia comió usted **donas**, panecillos dulces, pan danés, panquecitos, pan dulce, o “pop-tarts”? **No incluya** los que son sin azúcar. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. ¿Durante el mes pasado, con qué frecuencia comió usted **galletas, (pastel/torta/biscocho), o pastelillos de chocolate “brownies”**. No incluya los que son sin azúcar. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. ¿Durante el mes pasado, con qué frecuencia comió usted **helado u otro postre congelado**? No incluya tipos sin azúcar. Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30. ¿Durante el mes pasado, con qué frecuencia comió usted **palomitas de maíz /”popcorn”**? Escriba la cantidad de veces:

	Por	Por	Por
Nunca	Día	Semana	Mes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appointment Project Text Survey: English

- (1)** Hello! Thank you for signing up to receive the Crossroads/Sharing Life weekly text survey. Please answer all 4 questions every week. You can pick up a \$10 gift card during your Crossroads/Sharing Life appointment if you answer all 4 questions every week for a full month. Your answers will not be shared with Crossroads/Sharing Life or the SNAP benefits office. The information you provide will not change the amount of food or benefits you receive.
- (2)** Are you currently out of money on your Lone Star card for the month? The Lone Star card lets you spend your SNAP benefits on food. Respond with a “y” for yes or “n” for no.
- (3)** How much of your Lone Star card in dollars did you spend last week? Please text the number with your best estimate. If you did not spend any money, please enter 0.
- (4)** Other than your SNAP benefits, how much money did all the people living in your household spend on food last week? Please text the number with your best estimate. If no one spent any money, please enter 0.
- (5)** Did any of the people who live in your household receive food from another food pantry, church, or program that you didn’t have to buy last week? Don’t count the food you received from Crossroads/Sharing Life. Respond with a “y” for yes or “n” for no.
- (6)** How many school-aged kids are living at your house right now? Respond: 0, 1, 2, etc.¹
- (7)** Now that schools are closed, are you able to pick up meals for them from schools? Respond with a “y” for yes or “n” for no.
- (8)** Thank you for completing our survey! You can pick up a \$10 gift card during your Crossroads/Sharing Life appointment if you answer all 4 questions every week for a month. If you have questions, please contact Crossroads/Sharing Life at (xxx) xxx-xxxx
- (9)** Hello! This is a reminder you signed up for the Crossroads/Sharing Life weekly text survey. Please answer all 4 questions every week. You can pick up your \$10 gift card during your Crossroads/Sharing Life appointment if you answer all 4 questions every week for a full month .

¹ Questions 6 and 7 were added on April 29, 2020 to account for COVID-19 pandemic circumstances.

Appointment Project Text Survey: Spanish

- (1) ¡Hola! Gracias por inscribirse para recibir la encuesta semanal por texto de Crossroads/Sharing Life. Por favor conteste las 4 preguntas cada semana. Puede recoger una tarjeta de regalo de \$10 durante su cita de Crossroads/Sharing Life si responde las 4 preguntas cada semana por un mes. Sus respuestas no se compartirán con Crossroads/Sharing Life o la oficina de beneficios de SNAP. La información que usted provea no cambiará la cantidad de alimentos o beneficios que recibe.
- (2) ¿Está actualmente sin dinero en su tarjeta de Lone Star para el mes? La tarjeta de Lone Star le permite gastar sus beneficios de SNAP en alimentos. Responda con una "y" para sí o "n" para no.
- (3) ¿Cuánto de su tarjeta de Lone Star en dólares gastó la semana pasada? Por favor escriba el número que usted crea. Si no gastó dinero, por favor entre 0.
- (4) Aparte de sus beneficios de SNAP, ¿cuánto dinero gastaron todas las personas que viven en su hogar en alimentos la semana pasada? Por favor escriba el número que usted crea. Si nadie gastó dinero, por favor entre 0.
- (5) ¿Alguna de las personas que viven en su hogar recibió alimentos de otra despensa, iglesia o programa que no tuvo que comprar la semana pasada? No cuente los alimentos que recibió de Crossroads/Sharing Life. Responda con una "y" para sí o "n" para no.
- (6) ¿Cuántos niños de edad escolar viven en su hogar en este momento? Responda: 0, 1, 2, etc.²
- (7) ¿Ahora que las escuelas se están cerrada, puede usted recoger las comidas para ellos en las escuelas? Responda con una “y” para sí o "n" para no.
- (8) ¡Gracias por completar nuestra encuesta! Puede recoger una tarjeta de regalo de \$10 durante su cita de Crossroads/Sharing Life si responde las 4 preguntas cada semana por un mes. Si tiene preguntas, por favor comuníquese con Crossroads/Sharing Life al (xxx) xxx-xxxx

² Questions 6 and 7 were added on April 29, 2020 to account for COVID-19 pandemic circumstances.

- (9) ¡Hola! Este es un recordatorio de que se inscribió en la encuesta semanal por texto de Crossroads/Sharing Life. Por favor conteste las 4 preguntas cada semana por un mes. Puede recoger su tarjeta de regalo de \$10 durante su cita de Crossroads/Sharing Life.