About the Client Registration Form

Thank you for helping clients get registered for free groceries!
The Client Registration Form allows us to collect the information we need about our clients one time. Once they have completed the form, they will be in our database, making it very easy for them to check in next time they attend the distribution. If you have been using the EFA-7 form, you will notice that there are a few different fields on this form: Birth year, cell phone including Consent to Text, preferred language, race/ethnicity.

Detailed information about how to complete the form, including answers to questions you may get from clients, is on page 3 of this document.

The Client Registration Form should be used for all clients who are new to the site:
- If a client has never attended a Second Harvest distribution, complete an entire row of the form.
- If a client has a Client ID card from another site (with an ID starting with "M") but has never attended this site, you only need to write down their Client ID#, Name, and Phone number. **Leave all other fields blank.**
- As a reminder, anyone in need of free groceries is welcome to get food.

Before asking the client for any information, the registration volunteer should always:
- Explain that they (the volunteer) will be asking a few questions
- That the information the client provides will be stored in a secure database
- Ask the client if it is ok for Second Harvest to collect and safely store the information.
- See page 4 of this document for a complete script and what to do in the event the client doesn't want to provide information.

Why is it so important to <u>completely fill in</u> the row of the form for each new client if possible?
- We cannot enter the client into our database without adequate information. Without all the info, we will not have a record that they attended, and may not provide the right amount of food for the next distribution(s).
- We need to know how to contact the client when there are service changes or to provide reminders/notifications.
- We need to know what language the client prefers, so we can send them text messages in that language.
- We use the information to refine our services (and create new services!) to better meet client needs.
  - Different ages may have different needs
  - Different outreach approaches may be needed to reach underserved populations
- Bottom line, providing the information in the form will help us to provide great customer service to our clients.

What if a client doesn't want to provide information?

- In all cases clients will be welcome to receive food. We are committed to providing food to anyone in need. Clients do not need to provide personal information to get food – it's helpful to us, but not required.
- Always explain why we need the information. Clients almost always provide the information if they understand why we need it. There are explanations on the reverse side of this sheet.
- We need to get enough information to identify a client so we can record them as receiving food. Clients will be offered the option to give us only their name or initials and one of the following: zipcode, birth year, phone number or household makeup information. If they decline to provide that information, it is OK and they may go ahead and get food.

How is the data safety maintained?

- The data is stored in our secure Salesforce database, protected through a multi-factor authentication system.
- We will use it only internally for tracking the number of households and people who attend our food distributions, their demographics, and for texting them with information about reschedules or cancellations or to learn how we are doing.
- Client information will be stored in a secure database and will not be shared between anyone other than Second Harvest and the organizations where they get food.

A few specifics about the form

- No documentation required. Clients need only tell us that the information they have provided is correct.
- <u>We are not a government agency</u>. Individual information will not be shared with anyone except Second Harvest and our partners.

Completing the Client Registration Form

Field	What should the volunteer ask?	What to write down?	Why do we need it?
Second Harvest Client ID	The only reason to ask for Client ID is if a person has a Client ID card but is not on the roster.	If a client brings a Second Harvest Client ID card but is not on the roster, write down the Client ID# so we can find them in our database.	Every household is provided with a unique, Second Harvest Client ID so we can identify them.
Required: **First and Last Name**	What is your first and last name? It is ok if the client wants to give initials or partial name.	Write down the client's first and last name.	Helps us to make sure we don't duplicate client records.
Birth Year	In what year were you born?	The client's birthyear.	Helps us to make sure we don't duplicate client records.
Address	What is your home address?	Write down the client's address. If they do not want to provide an address, get their zip code. If client is homeless, write "Unhoused."	Helps us to make sure we don't duplicate client records. Helps us to evaluate where we need to offer services.
Cell Phone	What is your cell phone number? We will use this if we need to reach you.	Cell phone preferred. If they don't have a phone number, leave blank.	Enables us to reach clients when needed: • Change in distribution day/time • Reminders and notifications
Confirm ok to text?	Is it ok if we text you? We will send text messages to let you know about changes at the distribution. And will occasionally ask questions about your experience receiving food from us.	After you get a cell phone number, ask the client if it is ok to text him/her.	We want to be sure clients are ok receiving text messages from us
Preferred language	What language do you prefer? We will send you text messages in this language.	In what language does the client like to receive text messages?	We will send text messages in the client's preferred language. We will also do our best to print flyers in this language and get a volunteer who speaks the language at the site.

# of People in Household	How many people, including yourself, are in your household? How many children 18 and under? How many seniors over 60? How many adults 19-59?	Write down number of children 18 and under, number of seniors, 60 and over, number of adults 19-59.	We need to report on the demographics of the people we are serving. Helps us to understand household size and what kinds of families we are serving (e.g., multi-generation, seniors).
Race/ethnicity	Second Harvest is committed to equity, so we would like to know your race/ethnicity (read the list, or examples as needed). This information helps make sure that we are reaching every segment of our community and that they are getting excellent service from us.	Mark Race/Ethnicity for the Head of Household (not the entire family). Check all boxes that apply.	helps make sure that we are reaching every segment of our community and that they are getting excellent service from us.

For Volunteers: Client Registration Script
(this script is also available in Spanish, Vietnamese, Chinese and Tagalog)

Welcome! We are so glad you are here. My name is *[NAME]* and I'm going to sign you up for Free Groceries.

I'm going to ask you a few questions to get you registered - so we understand more about who we are serving. You only need to provide the information you are comfortable sharing. It is not required to get food. We will be asking for your name, address, zip code, birthyear, numbers of people in your household, your ethnicity, and cell phone number so we can get in touch if needed.

Your information will be stored in a secure database and will not be shared between anyone other than Second Harvest and the organizations where you get food.

Is it ok for Second Harvest to collect and safely store the information you are providing?
- *If the client says "ok" for SH to collect and safely store, ask the Registration questions. Give them a Client card.*
- *If the client says "no, it's not ok" or seems very skeptical/unsure:*

    o *That is fine. If you are willing to share your name or your initials, and then just one of the following, your birth year, your zip code, your cell phone number or family composition, we can still register you and you won't have to re-register next time. Is that OK with you?*

        ▪ *If it is ok, go ahead with those registration questions only. Give them a Client card.*
        ▪ *If it is not ok, then say,* "OK, no problem. Please join the line and enjoy the food."

    o *Enter "Declined" under Name on the Registration form. If you are using a tablet, please keep a tally of the number of people who "Declined" and give it to the Registration Lead at the end of the distribution.*

For clients who provide registration information, say:
"Next time you come, you'll be on our client list and will just need to show your Client card. And if you want to go to a different Second Harvest-run food location, you can use the same Client card."
And for all clients, say,
"This Free Grocery program happens every *[DAYS and TIMES]*. We'll look forward to seeing you again on *[DATE]*. Thank you for coming!"

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