

## **IMPACT 2-1-1 and Food Pantry Referrals in Milwaukee County**

The IMPACT 2-1-1 Online Database does not include information on individual food pantries serving Milwaukee County residents. IMPACT 2-1-1 partners closely with the Hunger Task Force (Milwaukee County's free food bank) and the emergency food pantries they supply. IMPACT 2-1-1, the Hunger Task Force do not publish or distribute lists of emergency food pantries.

### **Getting a food pantry referral:**

When someone calls IMPACT 2-1-1 and requests a referral to a food pantry a Community Resource Specialist will carefully screen those calling for food for their eligibility to go to a food pantry. The CRS will ask customers for:

- The ZIP Code of the household
- The number of individuals in need of food in that household
- The name and age of the person who will pick up the food
- Which food pantries (if any) the customer has visited within the past 30 days

Along with the customer, the CRS will determine which food pantry is most appropriate based on ZIP Code, access to transportation, the day and hour when the customer is able to go to the pantry. The CRS will make certain the customer knows which documents should be taken to the food pantry as well as any other instructions the food pantry may have in order to be served.

The emergency food pantries in the IMPACT 2-1-1 database agree to provide enough food for every member of a household to last for three days. Because of this, IMPACT 2-1-1 will provide another emergency food pantry referral only after those three days have elapsed.

All emergency food pantries in the IMPACT 2-1-1 database will serve a household only once within a 30 day period. IMPACT 2-1-1 keeps track of the food pantry referrals made to customers. We do this to prevent providing a referral to a pantry where the customer cannot be served because the 30 day period has not elapsed.

### **IMPACT 2-1-1 and the Food Pantries want to make sure you will be served!**

Food pantries may close for a variety of reasons. Some examples: the pantry may have run out of food; food pantry personnel may be on vacation or sick or the weather may prevent the pantry from opening. IMPACT 2-1-1 and the food pantries do not want those in need of food to make a trip to a pantry and not get served. Because of this, the emergency food pantries are REQUIRED to inform 2-1-1 if they are closed or hours have changed.

### **If you are a case worker or other professional working with a client:**

We want to make sure your client/customer get their food needs met. We recognize that circumstances make it difficult for your client/customer to contact IMPACT 2-1-1 for a food pantry referral. IMPACT 2-1-1 will provide an emergency food pantry referral to you on behalf of your client. We would need to know your client/customers ZIP Code and the number of those in the household that need food. For confidentiality reasons, we will not record the name of your client in our database, but we may ask for your name and the organization you represent.