

# Virtual Data Verification: Guide for Volunteers



~~HUNGER~~  
FREE  
AMERICA

02 Project Objective

03 Volunteer Role

04 Instructions

11 Scripts

12 Contact Information

# table of contents

# Project Objective

Hunger Free America is building a national database of food access resources (food banks, soup kitchens, SNAP/WIC offices, etc). Our goal for the database is to create the most comprehensive collection of food resources in the country and to substantially increase visibility and accessibility of resources to individuals who need them.

For this service project you will be helping HFA's data team with our national database by ensuring the accuracy of existing SNAP/WIC offices and food pantries/soup kitchen listings.

The crowdsourced information such as details on where food, supplies, and volunteers are needed most will be routed to the appropriate partners, and the site statuses will be freely available to the public, as well as help the national USDA Hunger Hotline connect callers to the most up-to-date resources. In 2022, our hotline team assisted over 29,000 callers from all 50 states and US territories. Most of these callers were referred to emergency food programs (22% or about 6.4k callers) or were provided with information about SNAP (39% or about 11.3k callers).

**To see our data in map format, please visit [findfood.hungerfreeamerica.org](https://findfood.hungerfreeamerica.org).**



# Volunteer Role

---

Volunteers will help HFA's data team verify information for our national database. This database should eventually include a listing for every emergency food provider in the country. Volunteers will be given different emergency food resources sites to contact via our portal and then...

Volunteers will:

- Place calls and leave voicemails to obtain & confirm critical information from staff at the sites. Answers will be collected through the portal (more information on that in the next pages!).
- Fill out and submit the survey (which is built into the portal).
- Track their hours! If you are a member of the Senior Volunteer Program, you will track via the monthly timesheet which will be emailed to you. Everyone else will log their hours on VolunteerHub.





# Instructions

you will need:

- A computer/tablet with a strong Wi-Fi connection
- A phone that can make calls within the US
- We also recommend keeping a pen and paper nearby! You may find that it's helpful to jot down notes as you're speaking to the person on the phone.

To begin working on this project, visit [dataverification.hungerfreeamerica.org](http://dataverification.hungerfreeamerica.org). Enter your first name, last name, and email address where prompted. Please use the same email address you provided when registering for this volunteer opportunity. Click submit. If you have any IT problems related to the portal, please find the link at the bottom of each page that says "Help Center – Click Here!" You will be able to submit a ticket which will alert our data team to any issues.



If you are in need of food assistance please call the Hunger Hotline at **866-3-HUNGRY (866-348-6479)** or **877-8-HAMBRE**

## Instructions

To get started, please enter the name and email address you used to register for the event. Please verify the information on the next page and when complete use the link at the bottom of the page to return here. For detailed instructions [view the project guide here](#).

First Name\*

Last Name\*

Email\*

Submit

# Part A

---

The “Choose a Service Listing to Update” page will open and provide the name of the organization and service you will verify, as well as contact information to be updated. If no phone number is listed, use a search engine to locate one by using the information you do have, like a web address and/or site name.

★ Please note: you will not be able to make edits to the listing on this page. Keep track of the information you find so that you can update it on the next page.

## Choose a Service Listing to Update

### Step 1 of 4: Contact the Organization

Please contact the organization using the following contact information. All phone numbers for the organization and services are listed below.

St. Stephen's CARE Center

(210) 226-6178

<https://ccaosa.org/st-stephens-care-center/>

### Step 2 of 4: Select a Listing

**Please only check one box at a time!**

St. Stephen's CARE Center

☐ Update this Listing?

Type

Food Pantry

Address

2127 South Zarzamora Street San Antonio,

## make your call

If someone answers and is willing/able to speak with you, proceed to step B.

If no one answers, or the person who answers is unable to help you, scroll to “Step 4 of 4” at the bottom of the page and change the “Organization’s Status” to “Nonresponsive”. This will ensure that the listing gets recycled and another volunteer contacts them in the future.

★ **Please note:** when leaving a voicemail, instruct the organization that you’re calling to email [findfood@hungerfreeamerica.org](mailto:findfood@hungerfreeamerica.org) instead of providing a phone number to call back. Hunger Free America’s main phone number is not an appropriate channel for feeding programs to contact when looking to update their service details, nor is any staff member’s work phone number. Volunteers should not leave their phone numbers as they will not be able to access the correct listing on demand, and because volunteers are not expected to be volunteering all the time. Instead, have them email [findfood@hungerfreeamerica.org](mailto:findfood@hungerfreeamerica.org) and an HFA staff member will reach out. You can find a voicemail script in the “Scripts” section of this guide.

### **Step 4 of 4: Finish this Organization**

To complete your work on this organization listing, please choose a status below.

**Organization's Status**

Please select...



[Help Center - Click Here!](#)

# Part B

## now you will select a listing

If multiple services are listed, each must be updated individually. Select one listing at a time. To do this, navigate to Step 2 of 4 and click the checkbox that says “Update this Listing?”



**Note:** If two identical listings appear, you can also click the box that says “Is Duplicate” to indicate that that’s the case. This will alert HFA so that we are able to merge the records.

**Note:** If you find information about a program at your given organization that does not appear as a listing, you can add that information by clicking “Add Another Listing”. This would be the correct course of action in a situation where you are given X organization to contact, and a food pantry listing appears, but you see online that X organization also runs a hot meals program.

Do not add information for organizations other than the one you’ve been given to work on, and only add listings that are feeding programs.

## step 3 of 4 will appear

Click “Confirm this listing” and then click the button that says “Next” to advance to the “Update Service Details” page.

**Step 2 of 4: Select a Listing**

Please only check one box at a time!

St. Stephen's CARE Center	<input type="checkbox"/> Update this Listing?
Type Food Pantry	Address 2127 South Zarzamora Street San Antonio,
Last Updated <input type="text"/>	<input type="checkbox"/> Is Duplicate
Last Updated By Lucy Cappello	

[Add another listing](#)



# Part C

now you should be on a new page, which says “update service details” at the top

This is where you will see the form and be able to enter new details.

★ **Note:** new questions appear as you click through the form. So, you will not see everything at once and will only be shown the questions as deemed relevant by your previous answers. Because of this, you may see more questions for one organization than another. That is fine and completely normal, do not be alarmed!

★ **Also note:** greyed-out fields remain uneditable. There will be fields further down in the form where you can make necessary updates.

## Update Service Details

**Service Name \***

St. Stephen's CARE Center

**Existing Service's Address**

2127 South Zarzamora Street San Antonio, TX 78207

**Status**

**Type \***

☐ Soup Kitchen

☐ Food Bank (does not directly distribute to individuals)

☐ SNAP Office

☐ Unsure

☒ Food Pantry

☐ WIC Office

☐ Site does not directly offer food services

Soup Kitchens provide prepared meals (ie, hot meals, sandwiches). Food Pantries provide groceries or ingredients to meals (ie, canned goods, vegetables, fruit).

**What is your current status in light of COVID-19? \***

☐ Active

☐ Closed

☐ Closed - Temporarily

## select the type of service it is and its status

Only one type and one status can be chosen for each listing.

If you select “Active” you will be prompted to answer more questions.

If you select “Closed” no further questions will appear. You can then select the verification method you employed and submit the form.

If you select “Closed - Temporarily” you will be prompted to answer more questions.

Do not add information for organizations other than the one you’ve been given to work on, and only add listings that are feeding programs.

### Update Service Details

**Service Name \***

St. Stephen's CARE Center

**Existing Service's Address**

2127 South Zarzamora Street San Antonio, TX 78207

**Status**

**Type \***

☐ Soup Kitchen

☐ Food Bank (does not directly distribute to individuals)

☐ SNAP Office

☐ Unsure

☒ Food Pantry

☐ WIC Office

☐ Site does not directly offer food services

Soup Kitchens provide prepared meals (ie, hot meals, sandwiches). Food Pantries provide groceries or ingredients to meals (ie, canned goods, vegetables, fruit).

**What is your current status in light of COVID-19? \***

☐ Active

☐ Closed

☐ Closed - Temporarily

## go through the form with the person on the phone

The questions you will ask are about the organization's address and contact information, program requirements/eligibility/accessibility, and hours.

★ **Please note:** hours of operation must be entered for each day of the week individually.

★ **Please note:** to update holiday hours, do not click the check box "Do you have holiday hours or closures?" because that will prompt you to enter each holiday by date. Instead, leave the box unchecked and indicate in the "Additional Details" field that the organization is closed for major holidays and that clients should call in advance when it is a holiday. Any information that does not seem to fit in the response field of any question can (and should) be included in the "Additional Details" field.

## when the form is complete, click the submit button

A page with your changes will appear. Please review your changes, scroll down the page, and click confirm.

The update will be complete and you will be taken back to the home page of the organization you updated. To select another listing, click the link at the bottom of the page that says "Click here to return to your volunteer home page." You will return to the first page and be asked to enter your name and email again. Click submit to receive a new organization.

# Scripts

---

here's an example of some language you may want to use when making your calls:

Hi, I am [name], a volunteer with the non-profit Hunger Free America. We are updating our national database of feeding programs for our partnership with the USDA Hunger Hotline. Your organization is in the database, and we want to confirm your program's information. Would you be able to answer a few questions?

voicemail

Hi, I am [name], a volunteer with the non-profit Hunger Free America. We are updating our national database of feeding programs for our partnership with the USDA Hunger Hotline. Your organization is in the database, and we want to confirm your program's information. Please email [findfood@hungerfreeamerica.org](mailto:findfood@hungerfreeamerica.org) and mention "Data Verification" and an HFA staff member will reach out.

# Contact

if you have any questions, concerns, or  
feedback, please email  
[volunteer@hungerfreeamerica.org](mailto:volunteer@hungerfreeamerica.org)

50 Broad St Suite 1103  
New York, NY  
10004

[www.hungerfreeamerica.org](http://www.hungerfreeamerica.org)  
[volunteer@hungerfreeamerica.org](mailto:volunteer@hungerfreeamerica.org)  
[tinyurl.com/HFALinkedInGroup](https://tinyurl.com/HFALinkedInGroup)