

Angel Tree -variances due to COVID19- NTX Area Command

1. Pre-Registration: TSAMM

Instead of referral sheets-

- digital flyer directing clients to the website given to agencies that work with families year-round.
- Each agency is allotted a certain amount of referral slots (reservation). This will help to control the number of applicants that can register.
- A one-time code “invitation to apply” (or one code per referring agency)

2. Registration:

- Once client receives the website information and their code, they can begin to fill out the online application. (Zip code will indicate where their application will be processed).
- This can be full application or partial (if full- client must upload documentation - proof of income, verification of ages of children in household, etc.) If only a portion- the remaining can be filled out during scheduled appointment.
- Consider adding drop down options to need and wish (for various age groups) to simplify the intake and sorting at warehouses.

Specifics for each location: if your location is scheduling appointments- client may have the option to select an appointment time or call to make an appointment. This scheduler is already in TSAMM, we only have used it with clients calling in to set up an appointment.

If restrictions limit your county to do half capacity and you are able to staff or get volunteers, all CDC guidelines should be put in place to have minimum number of clients in the building at appointed time. Once client fills out majority of application online, there is an automatic message that is emailed to client confirming appointment time. You decide if a volunteer can call and confirm time and location with a reminder of items to bring.

Below are some *suggestions* that can be implemented or a combination of them for Applicant Registration. These are more of “reviewing” application, rather than a full “interview”.

*Additional staff/volunteers will be needed at corps for interview process, whether drive up or drive in

Option 1 -Drive up applications can be implemented by marking parking spots (ie 1-10 spots) with appointment time. Staff member comes to vehicle with a Tablet to confirm information is correct and verify birth certificates, needs, wishes, sizes).

Option 2 – Drive up or scheduled walk in- Staff member print out application ahead of time that client completed online, then verify information by having a small number of clients in building for appointments (no children). If you choose this option you need to think about bathroom facilities and disinfecting protocols, possibly plexi glass shields at interview stations.

Option 3- Clients without access to internet can possibly call and schedule an appointment for an interview or possibly complete majority of it over the phone with volunteer entering the information into the system. If you have partner agencies that can assist, they can do this as well (ie: Social Service workers, B&G club staff, etc.)

Other consideration/possibilities:

- Typically, we do not want to encourage repeat clients to participate in the Angel Tree program perpetually, it may be beneficial this year to consider the following:
 - reach out to last years' qualifying families and seniors (via email) to see if they will be needing assistance this year and send them the link to fill out/update their application.

Consider automatic qualifiers:

- Families currently participating in food pantry services
- Individuals on food stamps and/or reduced lunch
- Pre-register current Community Center, B&G club, Seniors, Shelter residents, etc. to work out potential problems for when system goes to the public.

3. Mall Angel Trees - Virtual

- Angels adopted online using a QR code displayed at tree or referred to link
- No paid staff at tree
- Donor will purchase gifts online and ship / drop off at warehouse or at scheduled mall drive up/drop off sites
- Online adoptions will not have tree kits (labels/red bags). For donations that arrive at warehouse without labels- have staging area where several key volunteers know the process of "bag & tag"

4. Corporate Angel Trees:

- Send survey to corporate rep (previously adopting 20 plus angels) **By July 30.**
 - determine interest in having a tree and/or volunteering at distribution

- Plan to meet with key corporate Angel Tree organizers (Lockheed, BNSF, GM, etc) to get immediate feedback on their suggestions.
- willingness to adopt online;
- willing to purchase gift cards instead of numerous gifts (restrictions-TBD)

Detailed instructions needed for labeling each gift.

Contactless gift drop off:

- At malls or new venues- shopping plaza, possibly corps locations if we can all have same drop off days/times. Truck in parking lot; donor drives up, gifts removed and placed in truck, donor doesn't leave car.
- At warehouses:
 - disaster tents set up in parking lot- certain days/times
 - donor drives thru
 - staff removes bags from car
 - gifts sorted in carts
 - carts taken directly to trucks or inside for additional sorting
 - Trucks deliver gifts to other locations
- Sorting:
 - If State/County allows for businesses to be at half capacity, set up volunteer groups to potentially be opening packages/gift deliveries, coding, bagging and sorting.

5. Distribution Options:

Drive Thru (2 lines? - enter one way, exit another way)

- outgoing/calm person to help direct traffic (Legally may need to be a Police Officer)
- cars wait in line (staging area needed to keep flow of traffic off main road)
- large family code placed on windshield - (do they have this ahead of time? Not usually) Client has appointment time on application paper or screenshot. Then pre-made time slot sheet placed on windshield.
- family code communicated to staff inside building
- client enters parking lot/approached by staff to verify ID (with ipad?)
- staff/volunteer place bags in trunk
- client signs touch screen (or a spreadsheet paper that has their family name & code, number of children) to confirm receipt of gifts
- client exits parking lot

Distribution/Drive Up

- outgoing/calm person to help direct traffic
- cars wait in line until directed to specific parking spaces
- staff approached car to get family code and verify ID
- family code placed in windshield
- family code communicated to staff
- family bag brought to car and placed in trunk
- client signs documentation to confirm receipt of gifts
- client exits parking lot