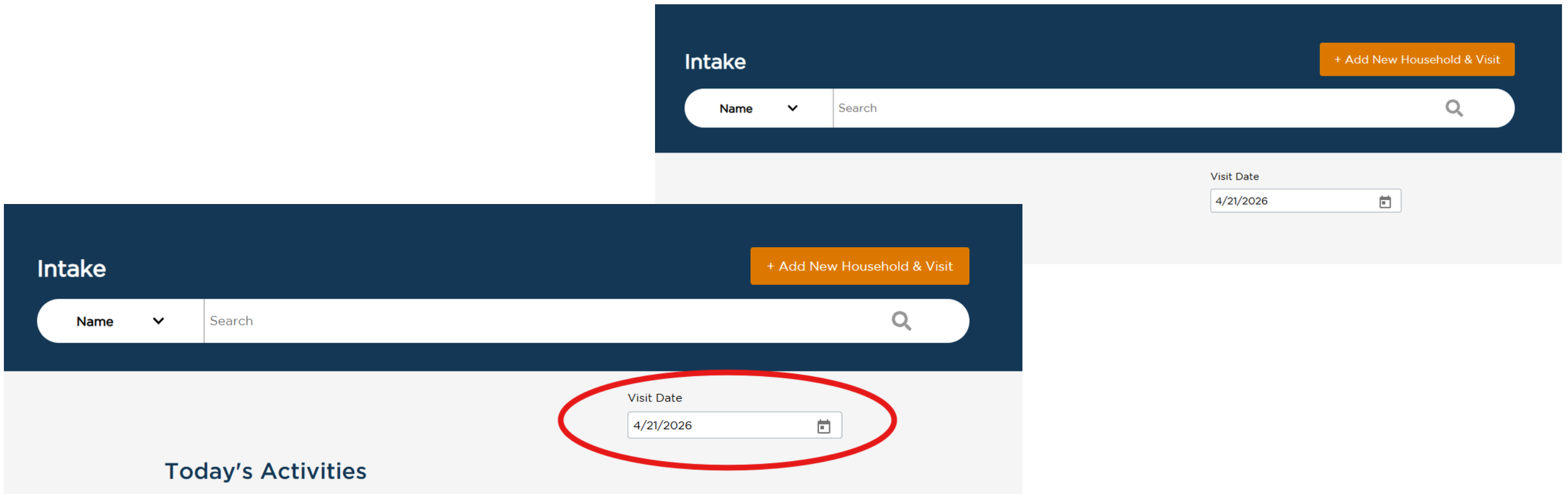


SIMC Intake 101

After you have logged into SIMC your page will have the “Intake” bar visible. If you do not see the bar (and you are logging for a prior day) make sure you are on the correct day for your check in.

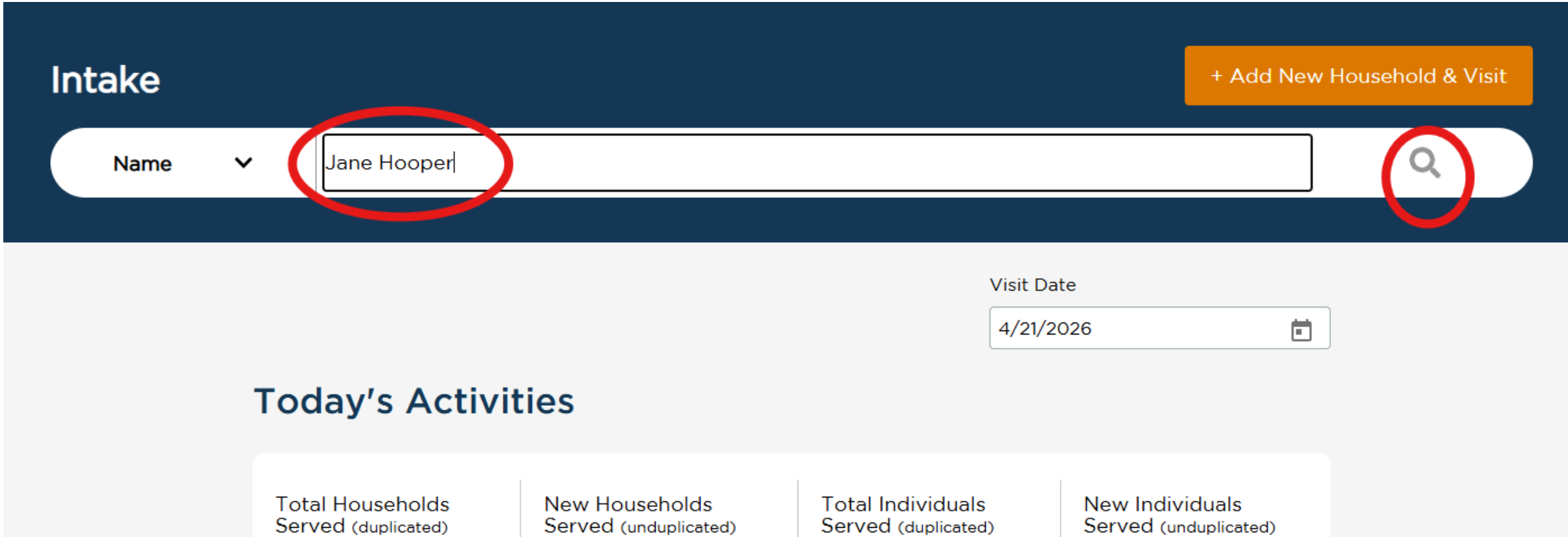


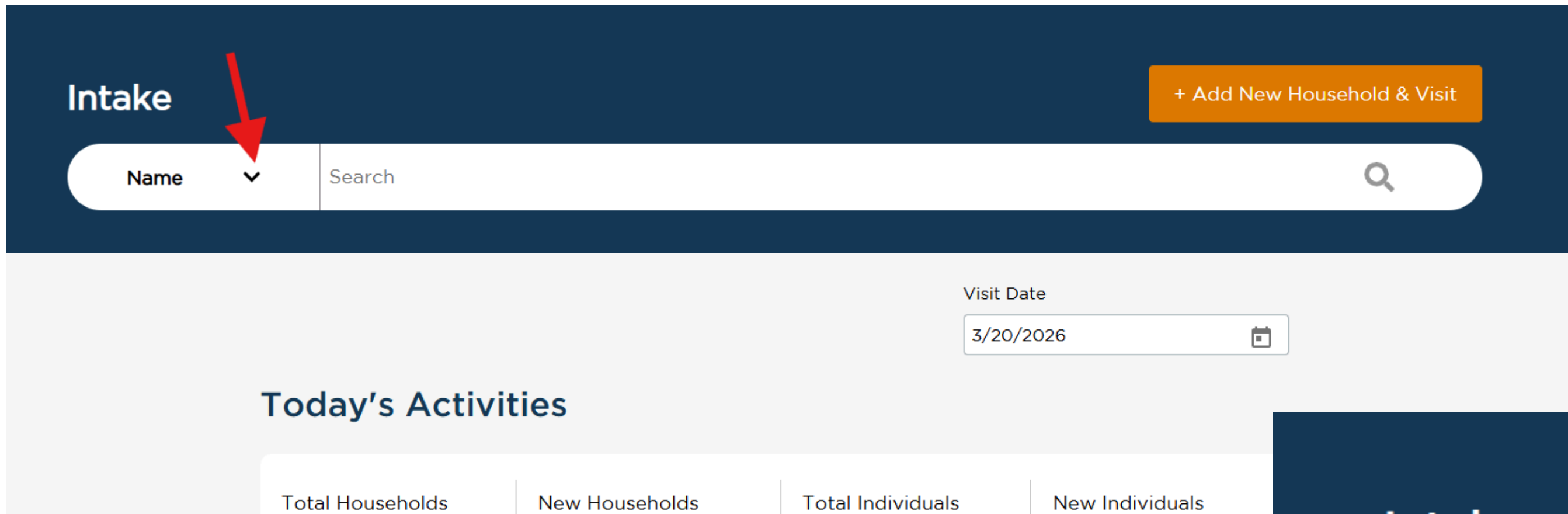
When searching for a client make sure you spell their name correctly.

Misspellings will not pop up with a similar spelling.

Exp: if you spell Jane Hooper > Jane Hopper you will come get a result.

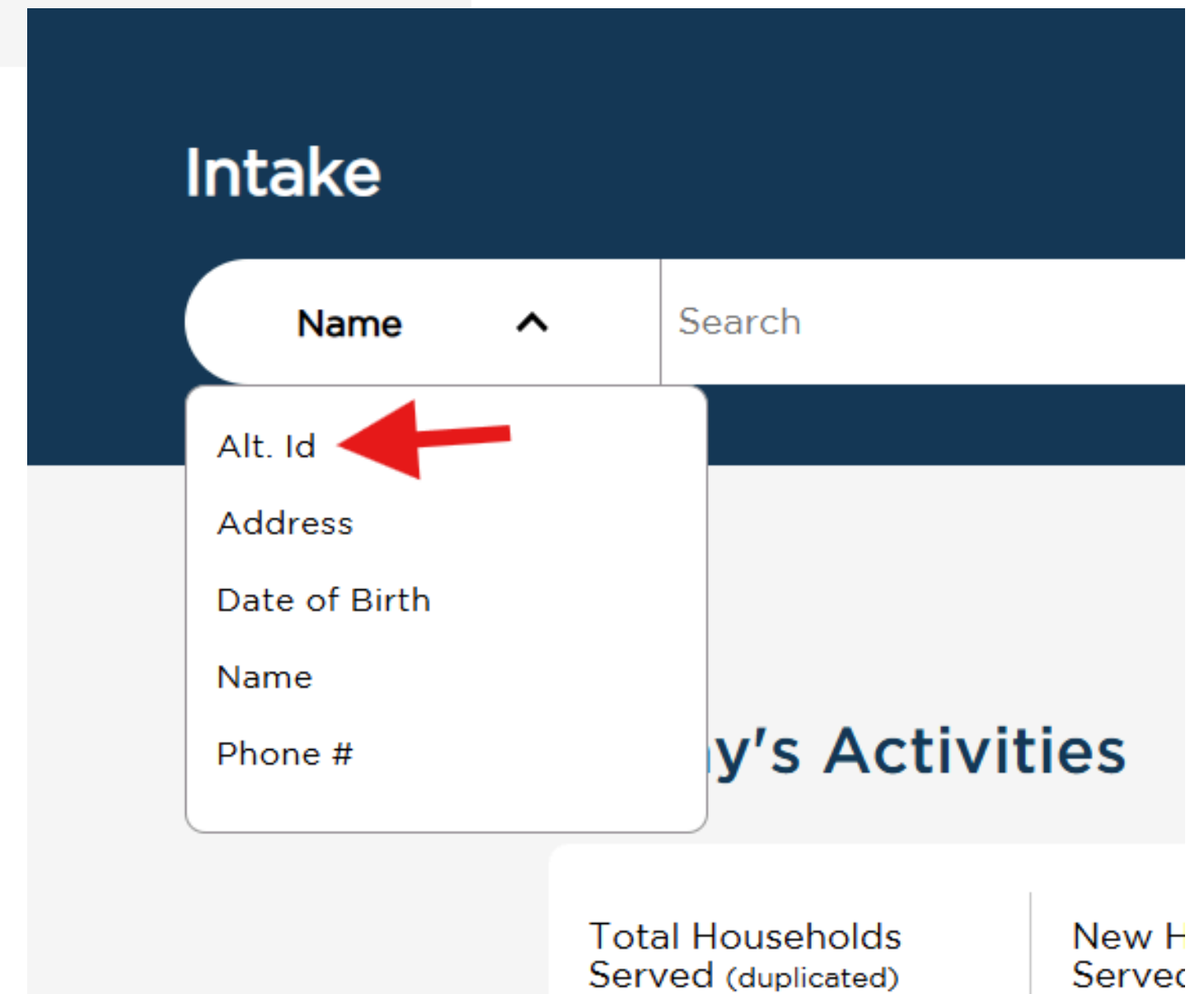
You may also look up with alternative ways. (see next page)





By Clicking the down arrow on the search bar you can pick how you would like to search for a client.

Alt. ID is the number assigned to a client after a visit, for info on how to utilize this look up please see 'How to: SIMC Alt ID Card' on the website.



Regular Pantry / Non TEFAP

When the client's profile is brought up you can add a visit by clicking "Quick Serve" or "Add Visit"

Intake + Add New Household & Visit

Name ▼ Jane Hooper 🔍

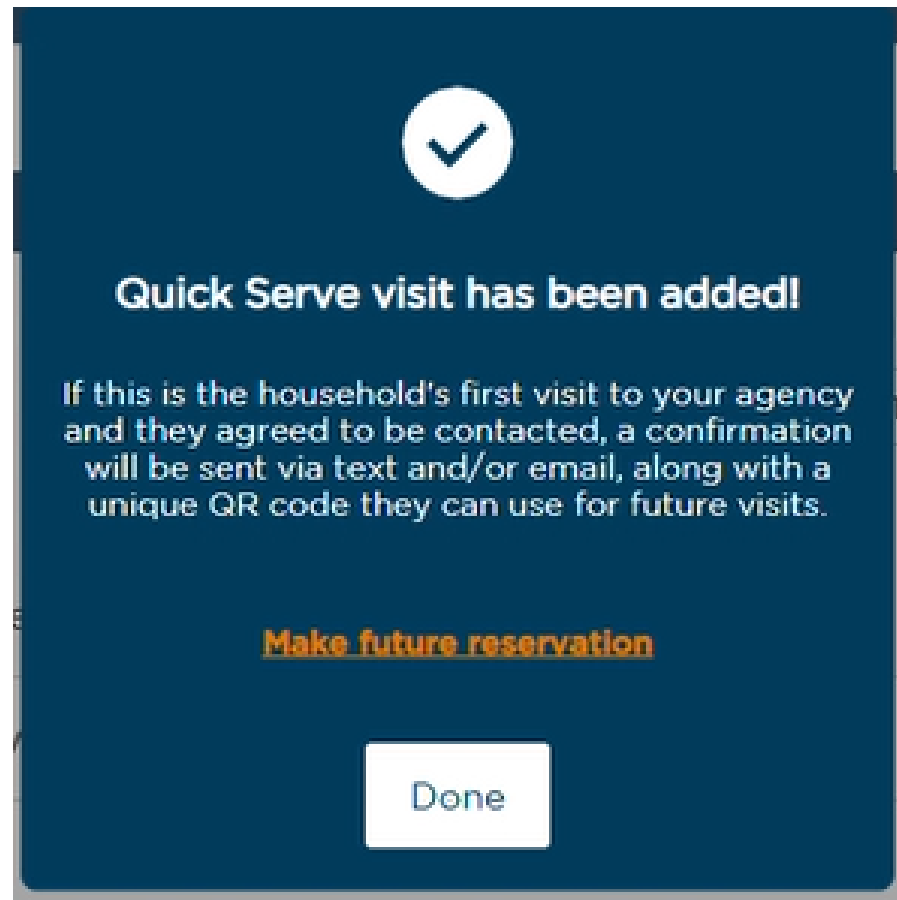
Visit Date: 4/21/2026 📅

Search Results

1 results for "Jane Hooper"

Name	Active Household Members	Last Visit	Phone	DOB	
+ Jane Hooper 987 Stranger Things Ave. Apt 11 Hawkins, NC 27900	2	4/9/2026	867-530-9999	6/26/1981	Quick Serve Add Visit

Quick Serve will give you a pop up (seen on the left) confirming the visit has been added. “Add Visit” will open the profile (this is good if they have any updates they need to give; like household numbers or a change in address). You will have to scroll to the bottom and click “Save and Continue” to confirm the visit. It will take you to the second page. This page has their Alt. ID #. Click “finish” at the bottom to complete visit.



Jane Eleven Hooper

Has any of your information changed?

Basic Information

*First Name: Jane Middle Name (Initial): Eleven *Last Name: Hooper

Suffix: Select [v] Anonymous

*Date of Birth: 6/26/1981 OR *Age: 44

Contact

*Address: 987 Stranger Things Ave. No fixed address

Living Situation [v]
Disability Status [v]
Military Status [v]
Dietary Restrictions [v]
Assistance [v]

Cancel Save and Continue

Add visit page 1

Data Sharing Acknowledgement [v]

Print Or Add Card

Please print a new ID card or scan an existing card to add this household.

How many alternate identifiers would you like to add to this household?

Alternate Identifiers: - 2 +

Enter or Scan Barcode: AS164275 Print Card Need to resend neighbor card?

Enter or Scan Barcode: AS214837 Print Card

Add Alt ID

Cancel Finish

Add visit page 2

TEFAP Agencies

When the client's profile is brought up you can add a visit by clicking "Add Visit". A pop up will appear asking what services the client is receiving. If you run out of regular then only click TEFAP and the same if TEFAP runs out click only Regular

Intake + Add New Household & Visit

Name ▼ Jane Hooper 🔍

Visit Date
4/21/2026 📅

Search Results

1 results for "Jane Hooper"

Name	Active Household Members	Last Visit	Phone	DOB	
+ Jane Hooper 987 Stranger Things Ave. Apt 11 Hawkins, NC 27900	2	4/9/2026	867-530-9999	6/26/1981	Add Visit Reserve

Which primary service do you want to add this visit? ✕

Please select all that apply for the event.

Albemarle Food Pantry

- Choice Pantry - TEFAP
- Choice Pantry - Regular

Coastal Disaster Relief

- Mobile Pantry - Regular

Quick Serve Pantry

Next

Jane Eleven Hooper

Has any of your information changed?

Basic Information

*First Name

Jane

Middle Name (Initial)

Eleven

*Last Name

Hooper

Suffix

Select



Anonymous

*Date of Birth

6/26/1981



OR

*Age

44

Contact

*Address

987 Stranger Things Ave.



No fixed address



Living Situation



Disability Status



Military Status



Dietary Restrictions



Assistance



Cancel


Save and Continue

When you click “Next” it will open up the Client’s profile. In this you will scroll through to the bottom (if they have updates this is the place to make them; if they have a new address, phone number, etc.) After you have confirmed no changes are needed click “Save and Continue”.

SNAP Benefits

Has any of your information changed?

Update No Changes


*Is anyone in your household currently receiving FNS (Food and Nutrition) or food stamps? 

Yes No Don't Know / Prefer not to answer

Income Amount

Has any of your information changed?

Update No Changes

Is your total household income lower than?: 

Weekly \$ Amount

600

OR

Monthly \$ Amount

2600

OR

Yearly \$ Amount

31200

Program Eligibility

Based on information entered above and the requirements for North Carolina TEFAP Program, the Neighbor appears to be:

* This is required

Eligible: Income Amount

Please confirm that the Neighbor is:

Eligible Not Eligible

Cancel

Save and Continue

On this page you will be filling out the TEFAP questions.

You are seeing is anything has change with

- SNAP (Food Stamps)
- Income
- Eligibility (are they still able to get TEFAP)

Once you have confirmed the prompts click “Save and Continue”

Signature Page

This page will **not** appear everytime.

The above table shows a yearly gross income for each family size. If your household income is at or below the income listed for the number of people in your household, you are eligible to receive food. A household is defined as a group of people who live together and share money and other resources in order to get food. OR, if you currently participate in a Food & Nutrition Services Program (i.e. Food Stamps) you are automatically eligible to receive TEFAP and do not need to look at the income scale. Note: The above may be read to persons who are unable to read. People who are unable to sign their name may sign by using an X. Please read the following statement carefully, then sign the form and write in today's date. I understand that any misrepresentation of need, sale, or misuse of the foods I have received is prohibited and could result in a fine, imprisonment, or both. (Sec. 211 E, PL 96-494 and Sec. 4C, PL 93-86 as amended.)

*Signee Date

* This is required

Signature Type

*Verbal Signature

* This is required

Verbal Signature

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity conducted or funded by the USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete

1. Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
2. Fax: (202) 690-7442; or
3. Email: program.intake@usda.gov

Cancel

Save and Continue

E, PL 96-494 and Sec. 4C, PL 93-86 as amended.)

*Signee

^

Date

*Verbal Signature

* This is required

USDA Nondiscrimination Statement

On this page (seen left) you will be accepting their signature for TEFAP. You will need to click the down arrow on Signee and select who is signing (seen above). Clients can do a signature with their finger OR you do a Verbal Signature (most common).

When complete Click "Save and Continue"

Primary Service Provided

Choice Pantry - TEFAP

Pounds Pieces Dollars Meals

Description

Choice Pantry - Regular

Pounds Pieces

Description

Data Sharing Acknowledgement

Print Or Add Card

Please print a new ID card or scan an existing card to add this household. ?

How many alternate identifiers would you like to add to this household?

Alternate Identifiers

- 2 +

Enter or Scan Barcode

Print Card

Need to resend neighbor card?

Enter or Scan Barcode

Print Card

Add Alt ID

Cancel Finish

This is the final page. You will scroll to the bottom (sometimes it will generate you at the bottom). You will see the Client's Alt ID #. At this time you can print a ID card for them or you can fill out the FBA Client Card to give to them (this is Optional). You can now click "**Finish**" and the visit will be logged and the screen will return to the Intake Home Screen.