HandsOn_initial

Community (Current State)

Household

unsatisfied hunger

Hang up

per Carl, 40% contacts lost to hangup

~ 45 min wait??

gets an operator

Phone Hold

hunger noticed in family

Contact HandsOn

Phone

talk to operator

Mode of Contact

Chat

hunger satisfied

Hands On

Provide Info to ChatBot

MOFB

Appointment Scheduled w MOFB and local provider

Partner Provider

Attend Appointment at Local Provider and Get Food

Donated by Don Cavin,Illumination Works, www.ilwllc.com, to Smart Columbus

Community (Future State)

Household

hunger noticed in family

Text Hands On

hunger satisfied

Hands On

Provide Info to ChatBot

MOFB

Appointment Scheduled w MOFB and local provider

Partner Provider

Attend Appointment at Local Provider and Get Food