**HLL AI Chat Bot Decision Tree**

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| Step | Inquiry | Action to Take |
|  | Please share your address or location. | Enter address or location into a GIS (like CAFB’s Get Help Map) and pull up top ~50 sites, ranked by geographic proximity. |
|  | Would you like to get food today or another day this week?  (Follow up: If another day, what day?) | Filter nearby sites by days of operation based on client preference. Interpret the week of the month field to know which distributions will be happening soonest. |
|  | What time of day would you like to pick up food? | Filter by hours of operation and see who is open on those hours of the day. |
|  | Are you able to travel to a food pantry using a private vehicle or public transit? | If yes, move to next question.  If no, skip to question 8 |
|  | Do you have any dietary restrictions or diet-related illness? | If client says they are diabetic, have hypertension, need low sodium, need low sugar, want fresh produce, or anything else indicating an all-produce menu would be ideal, filter by <Associated Program = Community Marketplace or Mobile Market>  If client says they eat Halal, filter by <Cultural Populations Served = Middle Eastern/North African>  If no, continue to question 6. |
|  | Do you have access to a kitchen to store and/or cook food? | If yes, continue to question 7  If no, filter by <Food Format = Prepared meals> or the word “meals” in <Additional Note> |
|  | Do you also need any of these other services?   * Housing * Government benefits * Financial assistance * Services for older adults * Behavioral health * Health care * Child care * English language classes * Job training | If yes, interpret the client requests and filter by the other services (<Wraparound Service>) the partner offers |
| Suggest at least 3 food pantry options to client based on answers above, including address and phone number. Encourage client to call the pantry before visiting to confirm hours of operation.   * Prioritize soonest day, geographic proximity, and hours of operation as top 3 factors * If any food pantry requirements (e.g., <Food Pantry Requirements = ID>, list those with the recommendation (e.g., “You will need to bring your ID with you to this pantry) * If “by appointment only,” advise to make an appointment beforehand | | |
|  | Can a relative or friend can travel to a pantry for you? | If yes, suggest 3 options (as above) with slightly different language (e.g., “Tell your friend or family member to call…”)  If no, search filter by <Distribution Model = Home delivery> and suggest 3 options. Include a special message that says “If you are not able to be served by any of these organizations, please call 202-644-9807 for more support.” |

Top languages needed are English and Spanish. Other languages sometimes requested are Mandarin, Arabic, Vietnamese, and Amharic.