

# 360 Access Hub Workflow

10/24/25

Greeting the guest:

Welcome, I'm glad you're here. We are going to work through a series of questions to help you get what you need.

Paper Registration Form BASE Garrett County - V1.1 Crisis Food Resources  
Ready to begin with some questions?

Read each question to the person, and write it in the form for them

- Set Appointment Time: We have a pathways program for people we serve through 360 Access Hub. Upon meeting eligibility criteria, you will receive a 5- to 7-day supply of food, if needed, every 30 days while you are working with our team on a sustainability plan over 6 months.  
For your intake into our 360 Access Hub Pathways Program, someone will contact you by November 14th to get your paperwork completed so you can come back if needed within the 30-day window.

(NOTE - criteria we have multiple funding streams and ways to serve so we'll help put you on the best path based on your circumstances, and that will be talked about at your appointment.)

WRITE IN ON THE FORM:

Current SNAP status and amount

Current WIC status and amount

Have we given you food or a voucher through GoGarrettCountyPlus?

Here's how our shopping experience works today:

We have a **Pantry Shopping List** complete with ingredients for two recipes that will be included in your bag. In addition, there are additional items available today that you can choose from our shopping list. (one of each additional item)

Let's choose your items!

Additional information:

Our base is [360AccessHub.com](https://360AccessHub.com) *(a coordinated communications campaign will be developed between our partners for consistent messaging)*

Three entry points to service from the website

- 1) Maryland Physicians Care (MPC)
- 2) Licensed Provider Referrals sponsored by CareFirst BlueCross BlueShield
- 3) Emergency Food via Garrett County Community Action (sponsored in part by CareFirst BlueCross Blue Shield)

From the website, referrals will come into MPC, and the Population Health, Innovation, and Informatics Unit via separate Google forms, and by phone to Garrett County Community Action.