



2019 No Kid Hungry Summer Meals Texting Hotline Frequently Asked Questions

I know there are sites in my area, but they don't show up when I use the texting hotline.

If a site or sites just began operation, it may be that State Agency data has not yet appeared in the USDA national database of open sites used to populate the texting hotline. USDA regularly updates this database as information about new sites becomes available, so information about these sites should appear shortly.

For sites that do not appear within 1-2 weeks, they may not participate in the federal summer meals program, or may operate using the National School Lunch Program Seamless Summer Option (SSO), which is not captured in the database of Summer Food Service Program (SFSP) sites provided by USDA. SSO sites account for only a small portion of all meal site locations. Users who notice inconsistencies in results provided by the texting hotline are encouraged to contact us at texting@strength.org.

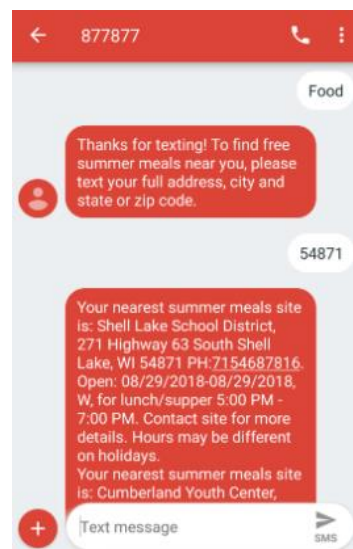
I received a text that says there are no sites in my area. Why is that?

There are two primary reasons that no sites are displayed:

1. **LIKELY:** There are no open SFSP sites operating within a 15-mile radius of a given address.
2. **POSSIBLE:** Sites are operating or will operate, but data from the State Agency is still processing and has yet to appear in the USDA national site database used to populate the texting hotline.

I texted my zip code and received information about sites in another state.

With recent improvements to the hotline, such an outcome is unlikely. However, when this does occur, it is likely due to an error in geocoding the address linked to a given site. This occurs most often in locations where State Agencies have yet to submit site data, and should resolve as information about local sites begins to populate within the online platform that supports the texting hotline.



I received information about sites, but they are ten miles away.

The texting hotline is programmed to provide information on up to three sites within a 15-mile radius of a given location. While the hotline is able to return results for inputs that include only city and state and/or zip code, including a full street address will return results that are more accurate. In areas where sites are less common, sites returned may include locations in communities adjacent to those in which users are located.

Will my child need to register at the site to receive a meal?

All results returned through the texting hotline are 'open' summer meal sites that serve all children 18 and under. Meals are served on a drop-in basis at no charge, with no need to register or sign in.

Who pays for the meals?

All summer meals served to children 18 and under are eligible for reimbursement through federal Child Nutrition Programs of the United States Department of Agriculture.

Additional questions? Want to report an error? Drop us a line at texting@strength.org.