

## JFCSEB Grocery Shopping and Delivery FAQs

Hello Volunteers,

Thank you so much for being interested in grocery shopping for our clients. We appreciate that you have offered your time and donation to these families. Knowing that they can cook and have meals with their families is one of the best ways to provide some comfort.

Here are the most commonly asked questions, and what to expect next.

### **I've signed up on Better Impact. What now?**

We have your name and email. When a client is in need of a grocery delivery, we will send out a request via email. Also, follow our [Facebook volunteers page](#), since we post there too.

### **When will I get a request?**

Timing is hard to predict as the number of requests we get weekly can vary. As soon as one comes in, we look to see who lives nearby and contact you via email to confirm availability. Usually, requests need to be completed within 1 week. Sometimes requests are more urgent and need to be filled in 1-2 days.

### **Do I get a shopping list?**

After we match you to a family, we get their requested items and any dietary restrictions. We will send that list to you along with their contact info. If they aren't specific, we send a general list and you are welcome to buy normal staple items, like milk and bread.

### **Can I use Instacart or other delivery services?**

We've tried this a few times and it doesn't work out as well. Usually, there are missing items and delivery is hard to confirm, especially when going to an apartment building. We don't want food left outside, especially on hot days. Our preference is that you shop and personally drop off with the family.

### **How much should I spend?**

We recommend around \$100, depending on the family size. If you are shopping for a large family, the amount may increase. We are also able to follow up with a receipt for your in-kind donation.

### **Where should I shop?**

To make the most of your donation, we recommend shopping at a discount grocery store like FoodMaxx or Grocery Outlet. However, any grocery store will do. If you are shopping for an Afghan family, we recommend going to Afghan specific grocery store, such as the Afghan market at 1500 Monument Blvd in Concord. The most important thing when shopping for an Afghan family is that the meat needs to be halal. This means: No pork products. All meat needs to be certified halal. You can ask at the meat counter if you are unsure, or to be safe, you can purchase only seafood like salmon.

### **Why does the client need this grocery donation? Couldn't they go to a food bank?**

Many of our clients requesting grocery donations are recent arrivals to the United States who are within their first few months of living here. They are still working on finding permanent housing, receiving medical care, getting a job, etc. Utilizing food banks is something our case managers recommend to clients in the long term, but it can be too overwhelming for clients to use them in their early resettlement days.

**The client lives in a nice neighborhood and/or appears to be doing fine financially...why do they need a grocery donation?**

We assist clients who have a variety of challenging life circumstances, some visible and some not. Their situation is often more complicated than it appears. Please trust that although you may not personally see a need, the client is in fact in need of this service.

If there are any questions not answered here, please contact us at [volunteers@jfcs-eastbay.org](mailto:volunteers@jfcs-eastbay.org). And thank you again!