



Volunteer Handbook



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CONTACT INFORMATION

You can find all the contacts you may need while running your Fresh Stop here.

City Fresh Staff

Lettuce know if anything comes up!
Peas text or call anytime you need help.

Leah Finegold, Program Coordinator
(216) 307-1184

Anna Kiss Mauser Martinez, Executive Director
(216) 469-0904

Sam Paskert, Farmer Liaison
(440) 781-9012

Driver name, Driver






Site Contacts

In case of an emergency at your Fresh Stop site, contact:

FRESH FACTS, FAST!

This section has some quick facts that might come in handy during your Fresh Stop. Take a look!




Family Share Pricing

-  Full price: \$35
-  Limited Income: \$22
-  SNAP price: \$18*

* Two family shares using SNAP costs \$35



Single Share Pricing

-  Full price: \$22
-  Limited Income: \$13
-  SNAP price: \$11

Processing EBT Made Simple

See page 11 for complete instructions on running EBT vouchers.

1. Collect name, EBT card number, signature while the customer is there.
2. Write share type(s) and date(s) of pickup in the white space.
3. Our USDA FNS number is 0028570.
4. The phone number is 1-866-568-2835.
5. Email photo of completed voucher to info@cityfresh.org.

END OF NIGHT CHECKLIST

It's the end of the night! Have you:

- Called in and completed all Manual EBT Vouchers (page 3)
- Sent a photos of all completed vouchers to info@cityfresh.org?
- Updated KaleChips with future orders made in person today? (page 18)
- Ensured all volunteers signed in? (page 22)
- Marked all orders as either Received or Donated? (page 19)
- Completed the Cash Out form?



FRUIT FOR THOUGHT: FAQS

Use this section to answer questions that shareholders or random passersby may ask!

What is this?

Q

- City Fresh is a weekly farm box program.
- Everything you see came from local farms.
 - How it works is you order a “share” in advance and then you come here to pick it up.
 - A share is a bundle of produce that is predetermined weekly based on what’s ready for harvest at the local farms we work with.
 - You can choose from a single share or a family share depending on how much produce you would like.
 - We accept SNAP/EBT and offer tiered pricing based on income.
 - We’re here every *(day)* from *(time)*.
 - You can join us anytime!

Can I choose what I get?

Q

No, shares are predetermined by City Fresh. You always get a mix of different fruits and veggies based on what’s in season. You can choose between a single and family share depending on how much produce you want to get.
[If your stop has a barter/swap table, tell them about it!]

A

A

Can I buy just one item from you?

Q

(This is going to depend on YOUR Fresh Stop. If your Stop has extras, they should be kept SEPARATE from the rest of the share contents. You may point them to this area and offer those items for sale. See page 13 for a price guide if you are vending individual items.)

Generally, no. How it works is you purchase a “share” from City Fresh and you come pick it up here. A share is a bundle of produce with either 7-10 items in the single share or 11-15 in the family share.

IF THERE'S ITEMS FOR SALE: This week we have these extra items that are available for purchase.

How will I know what's in the share?

Q

You will not know exactly what's in your share when you order. You only pick what type of share you receive, not the exact items.

You can choose between a single share, which has 7-10 items, or a family share, which has 11-15 items. There's as much variety as possible in each share.

You can find out as early as Monday what will be in your share from the e-newsletter. The newsletter also has recipe ideas you can try with items from your share.

A

A

Where did this come from? Is it organic?

Q

Everything is from local farms within a 70 mile radius of Cleveland. The farmers are not certified organic but use organic methods that are low impact and prioritize soil health.

How do I order? How much in advance do I need to order?

Q

Order online at cityfresh.org. You can order as far in advance as you would like, but the cutoff is at 11:59 PM two days before the pickup day.

Order deadlines by stop day:

Day of Stop	Order Deadline
Tuesday	Saturday at 11:59PM
Wednesday	Sunday at 11:59PM
Thursday	Monday at 11:59PM

How do I order with SNAP?

Q

We can put in an order for you right now!
Or, you can order online at cityfresh.org and pay for it when you pick it up.

I have a complaint!

Q

We're sorry. Email info@cityfresh.org and City Fresh can help find a solution.

A

A

A

A

ABOUT LIMITED INCOME PRICING

Our limited-income guidelines (below) are based on 200% of the federal poverty level. We respect the privacy of our shareholders and use the honor system to determine eligibility for limited-income pricing. Shareholders apply limited-income pricing to their order by simply clicking a checkbox on the order form. See page 2 for all City Fresh pricing tiers.

Household Size	Annual Income	Monthly Income
1	\$29,160	\$2,430
2	\$39,440	\$3,287
3	\$49,720	\$4,143
4	\$60,000	\$5,000
5	\$70,280	\$5,857
6	\$80,560	\$6,713
7	\$90,840	\$7,570
8	\$101,120	\$8,427
<i>Each Add'l</i>	<i>\$10,280</i>	<i>\$856</i>

City Fresh is the only Community Supported Agriculture (CSA) program in Northeast Ohio with a Limited Income share option.

ORDERING WITH SNAP/EBT

How it works

ProducePerks provides a dollar-for-dollar match for purchases of fruits and vegetables for SNAP recipients. Basically, we are able to charge customers using their SNAP/EBT card half price, since the other half is being matched. *(Please note, the amount being charged must be rounded up to the nearest dollar)*

# of shares	1	2	3
Single Share	\$11	\$22	\$33
Family Share	\$18	\$35	\$53

SNAP/EBT FAQS

Q What's the maximum number of weeks someone can order at one time (with an EBT card)?

A Two weeks in advance. The maximum number of weeks they can pay for at one time would be:
Current week + next 2 consecutive weeks = 3 total weeks

Q How do you order using SNAP?

A In person or online at cityfresh.org. All payment will take place either at the Fresh Stop or over the phone. Online payments are not permitted.

Do orders have to be paid for in advance?

Q

Orders should be paid for in advance whenever possible. If payment is not possible, make a note.

A

What happens if someone with an SNAP order does not show up?

Q

Shareholders are responsible for payment of their shares, even if they do not pick them up. Arrangements may be made to pick up the share later that week, or they will be charged over the phone.

A

Can customers get a mix of single and family shares?

Q

Yes, always!

A

Can customers order the whole season at once when using SNAP?

Q

Unfortunately, no. Customers can only order up to 2 weeks in advance.

A

MANUAL SNAP VOUCHER INSTRUCTIONS

A step-by-step guide on how to process SNAP vouchers.

- 🍎 Calculate the amount of the sale (shareholder can prepay up to 14 days ahead) and ask the customer to present their SNAP card.
- 🍌 Complete the "Offline Food Stamp Voucher Form by filling the card number, cardholder name, date, store FNS number, purchase amount, store name, store address, store city/state, zip, manager signature, and checking box marked "purchase" (see example below).
- 🍆 Dial 1-866-568-2835.
- 🍏 Choose English (Press 1) or Spanish language.
- 🍑 Press 1 for "Manual Voucher."
- 🍎 You will be prompted to enter the seven-digit USDA food assistance license number. Enter **0028570**.
- 🍌 The number will be repeated back. if correct, press 1.
- 🍆 it will ask for the voucher number: enter the red numbers printed in upper right corner, followed by the # key.
- 🍏 you will be prompted to enter the cardholder's 16-digit card number. Enter it as it appears on the card.
- 🍑 it will ask for the amount of the transaction. Use the * key as a decimal. Press the # key.
- 🍎 All information will be repeated back to you to ensure correctness, followed by the authorization number, to write in the provided space
- 🍌 Have the shareholder sign & date the voucher.
- 🍆 Give the copy to cardholder. Keep the yellow copy with the stop's receipts.
- 🍏 Email a photo of the completed vouchers, to kalechips@cityfresh.org. Use the subject: [Fresh Stop] Manual Vouchers [Date MM/DD/YY]
- 🍑 Add all relevant information in Cash Out Form

OFFLINE FOOD STAMP VOUCHER
Important! Vouchers must be entered or cleared on the POS device within 10 days of customer sale or funds will not be reimbursed.

1	2	3	4	5	6	7	8	9	8	7	6	5	4	3	2	1	1					
EBT CARD NUMBER																						
0	1	6	2	2	1	1	8	0	1	0	9	0	0	0	0	\$	1	1	8	0	1	0
DATE (MM-DD-YYYY)												AUTHORIZATION				AMOUNT						

REASON: 3rd Party Processor Down Store Terminal(s) Down Phone Line Problem Host Computer Down Emergency Issuance Purchase Refund

Store FNS Auth Number: 0028570
Store Name: City Fresh
Store Address: 44555 St. Route 511 East LIF 6/29
Store City/State/Zip Code: Oberlin, Ohio 44074
Store Supervisor/Clerk Signature: Stop Manager Signature

Wolfgang Amadeus Mozart
PRINT CARDHOLDER NAME
Wolfgang Amadeus Mozart
CARDHOLDER SIGNATURE
In signing this voucher, I believe that food stamp funds are available for the full amount of this transaction.

470-3980

Manual Voucher number

FRUIT & VEGETABLE COUPONS

City Fresh participates in a number of nutrition incentive programs, including:

- WIC Perks (Women, Infant, and Children Perks)
- TANF Perks (Temporary Assistance for Needy Families Perks)
- PRx (Produce Prescription)

All of these come in the form of **Fruit and Vegetable Coupons**.

Coupons are redeemable in the printed increments (\$5) for **full price shares**. Unlike SNAP/EBT or limited-income customers, a customer using Fruit and Vegetable Coupons is **NOT** subject to a lower pricing tier. **Change cannot be given for coupons**. A combination of coupons, cash, and/or EBT* may be accepted.

Can accept



CANNOT accept



What you can get with \$20 of coupons?

- One single share.
- Or, they can use the \$20 in coupons and pay an additional \$12 cash/\$6 with EBT* for a family share.

If using EBT for part of a share, that amount **ONLY (not the total) can be reduced by half.*

How to redeem coupons

- Count and initial coupons.
- Record their name and coupon ID on the Cash Out.
- Write a receipt for the purchase.
- Be sure to give the entire stack of coupons to City Fresh ASAP!

PRICE GUIDE FOR INDIVIDUAL ITEMS

Only sell items that you're **ABSOLUTELY SURE** are extras.

If you are short on ANYTHING, hold off on selling items.

Prices are subject to change. For more exact pricing, go to "Farm Report" on your Fresh Stop dashboard and double the price you see.

	Apples	3 for \$2
	Beets	\$2-3 (depending on size)
	Carrots	\$2
	Cherries	\$5 per pint
	Corn	3 for \$2
	Cucumber	\$1 for large; \$2 per pickle bag
	Dark Leafy Greens (Kale, Rainbow Chard, Collards, etc.)	\$3
	Eggplant	\$1-2 (depending on size)
	Garlic	\$1.50
	Garlic Scapes	\$2
	Lettuce	\$2-3
	Onion	\$1-2 (depending on size)
	Parsnips	\$2
	Peaches	\$1 each or 4 for \$3
	Peppers	\$1 each
	Potatoes	\$2 per 1 lb bag (if >1 lb then adjust)
	Radish	\$2-4 (depending on size)
	Spinach	\$4 per bag
	Strawberries	\$4 per pint
	Summer Squash (Zucchini, Yellow Squash, etc.)	\$1
	Tomato	\$2 for heirlooms; \$3 for pints
	Turnips	\$3 per bunch
	Watermelon	\$3-4 (depending on size)
	Winter Squash (like acorn, butternut, pumpkin)	\$2-4 (depending on size)

WRITE RECEIPTS RIGHT

this section's got you covered with all the must-know info to write receipts accurately.

That day's date

Last name, First name

Check number (nothing needed here if cash)

Receipt no. for KaleChips and Cash Out

Share types glossary:
 S= Single
 LIS = Limited Income Single
 F = Family
 LIF = Limited Income Family

Share types and pickup dates being paid for. Separate out different share types (if they are alternating share sizes) and specify what share type is wanted for each date.

Your initials

Receipt FAQs

When do I write a receipt?



For all in-person check or cash transactions - future share orders, or walk up sales of individual items. Specify what the receipt is for in the "For" line

Do I write a receipt for EBT transactions?



You do not need to write a receipt if you complete a manual voucher, unless the customer requests one.
If you are using the iPad to do a digital EBT transaction, you will need to write a receipt. Be sure to record the last 4 digits of their EBT card in the bottom left corner!



KALECHIPS GUIDE

KaleChips is City Fresh's homegrown order tracking, stop-running, and reporting system. In this guide, you will find most everything you need to know about how to use KaleChips during your Fresh Stop, from set up to closing out.

Get Started

- Start by logging in to your shareholder account at cityfresh.org.
- Then, go to kalechips.cityfresh.org.
- Click "Volunteers" and find your Fresh Stop.
- Welcome to your Fresh Stop Dashboard! We recommend bookmarking this page on your device(s) for easy access.

City Fresh: Euclid

You may want to bookmark this page.

Veggie counts (page 16)

Quick links:

[Share contents](#) — [Front table report](#) — [New person](#) — [New order for existing person](#) — [Cash-out aid](#) — [Volunteer Handbook](#)

Run a stop

Checking shareholders in (page 17)
Adding or modifying orders (page 18)

To run your stop, you'll want the following reports:

[Front-table report](#) (takes a few seconds to load)

All orders by all shareholders at this stop for today and all remaining pickups.

Print this to take to run a stop without internet access, or use it to run the table "live" (with an internet connection) and mark orders as picked up.

You may also be interested in the overall report for [2022](#), [2021](#), [2020](#), [2019](#), [2018](#), [2017](#), [2016](#), or [2015](#).

[Share contents and counts](#)

What's in your next upcoming shares, and how many you need to count out.

End of night

Marking non picked up orders as "Donated" at the end (page 19)

Once the pickup is done, there's a few things you might want to do:

Daily order summary (posting soon)

A list of orders picked today.

[Mass donation](#)

If you ran the stop "live", you can use this to mark all unclaimed orders as "Donated". This page will show you a list of unclaimed orders and an [undo](#) button.

[Bulk Order Modification](#)

Couldn't run it live? Missed a few orders? This form will let you set the status of all your most recent pickup's orders. You'll likely see a list of orders that were not picked up.

Part One: Setting Up

Seems like a good idea to know what's in each share and how many veggies you need to count out for each side, huh? KaleChips breaks it down!

On your Stop Dashboard, click "Share Contents" at the top.

Share contents for Coventry 2021-06-15:

	Family	Single	Total	Initials	+/-
Totals	43	67			
Broccoli, Head	1 (43)	1 (67)	110		
Apples	5 (215)	2 (134)	349		
Beets, bunch	1 (43)	1 (67)	110		

Back to your [stop dashboard](#).

Something

Item types.

Total number of each share type.

Total count of items for the Stop.

Always Blank

Number of items included in each share.

Total number of items for each share type.

The Share Contents page is only for your reference. You do not need to "do" anything on here. Print it out, count out veggies, and done!

Fresh Tips for Setting Up your Stop

- Always remember to set up your tables from heaviest to lightest!
- We recommend separating family and single share contents onto two different sides. This might depend on your Stop, though.
- Short on veggies? Don't panic! If you are missing a SIGNIFICANT number of items (i.e., all your tomatoes), call the driver ASAP. If you're just missing a couple items, there will likely be enough "extras" to make up for it - such as from other people leaving items behind. Halt your barter or vending table till there's enough for all shares. And, if needed, swap out family and single contents to make a nice share for the last few pickups.

Part Two: Running the Stop

From your Fresh Stop dashboard, click “Front Table Report”. This is where you’ll spend the majority of time while running your stop, so get to know each part.

Front table report for Euclid

Summary

Division of your pickup on June 11, 2023:

Step of day count: 100 | Current count: 100 | New week's count: 100

Summary of today's total orders

Orders for the ENTIRE remainder of season are shown.

Updates as orders are marked as "picked up"

Orders

Name	June 13, 2023	June 20, 2023	June 27, 2023	July 4, 2023	July 11, 2023	July 18, 2023	July 25, 2023	Aug 1, 2023	Aug 8, 2023	Aug 15, 2023	Aug 22, 2023	Aug 29, 2023	Sept 5, 2023	Sept 12, 2023	Sept 19, 2023	Sept 26, 2023	Oct 3, 2023	Oct 10, 2023	Oct 17, 2023	Oct 24, 2023	
LEIF																					
MICHAEL DORRAN	47923																				
Hedford, Nicole	LIS	LIS																			
Kate, Gabrielle																					
Karen, Michelle																					
Miriam, Robin																					
Marcus, Victoria																					
Floris, Deborah	LIS	LIS																			
Floris, Amanda																					
Tamara, Leah																					
Zoebe, Sierra																					

Share type
S or LIS = Single Share
F or LIF = Family Share
Click to view/modify order details

"Pickup?"
Click to mark order as "received" when customer comes

Receipt Number
#ch_[string of numbers] means it is an online order (and paid for). Check to see if it is #OWES (means payment is due)

The Front Table Report is organized alphabetically by last name. To check someone in, find their name on the list and that day's order in the first column.

There, you can verify:

- What type of share they ordered (either S or LIS for Single, or F or LIF for Family)
- If payment is due or not (the Receipt line will read #OWES if payment is due)

Now, click the pickup? Link. This will automatically mark their Share Status from Ordered to Received and pull up their order details.

Made a mistake? Use the "Undo" Button!

Need to make other changes to the order, such as updating payment information? Click “make other changes” and you’ll be taken to the editable Order Details page.

Note the change: Received (was Ordered)

Need to input a future order for them, such as if they are paying in advance with their EBT card? Click “place more orders”.

Here you can see if they have upcoming orders (or not)

Order 71169 now marked as Received.

Order details

Shareholder	Tamara, Leah
Order Type	S
Pickup	Euclid 2023-06-13
Manager ID	ch_33MA62E5A9YNT5E6C
Payment Method	Order/Debit Card
Check #	
Payment Status	Paid
Share Status	Received (was Ordered)
Date Ordered	Jun 26, 2023, 11:07 am
Link	

Need to [make other changes](#) to this order.
From below, want to [place more orders](#) for this person?

Remaining shares for Leah Tamara at this stop:

	June 13, 2023	June 20, 2023	June 27, 2023
S	0	0	0
F	0	0	0
LIF	0	0	0
LIS	0	0	0

Click the Share Type (the first hyperlink in the order square: S, LIS, F, or LIF) on the Front Table Report, or the "make other changes" on the previous screen, to be taken to the editable Order Details page.

Receipt change from OWES to the Receipt number (from receipt book), or manual voucher number.

Paytype should reflect the correct method of payment.

Paystat manually change from Pending to Paid or Partial.

Foodstat is what the "pickup?" button automatically changes. If you do not use the "pickup?" button, or bulk donation (see page 19) you will need to manually change the Foodstat to reflect the order status (i.e., either Received or Donated).

Note use this to make any notes on the order, such as if they still owe a partial payment.

You can also click on the shareholders name on the first column of the Front Table Report to go to their Person Report, which has an overview of their orders, as well as an option to add more orders for them. To add more orders from their Person report, click "Make some orders".

It will autofill with the same Share Type that was most recently ordered, so ensure that this is accurate with what the customer wants

Check each pickup that is being ordered for. That day's pickup is at the top, so be careful to choose the correct dates!

Add a Receipt - either a receipt number (see page 14), manual voucher number (see page 11), or OWES if payment is not being processed

Paytype will most likely either be Cash, Check, or EBT for in-person orders

Leave Checknum blank except for Check orders

Change Paystat from Paid to Pending or Partial if (full) payment is not being processed

Foodstat is ALWAYS "Ordered" for future orders

Add a note if there's an important detail we shouldn't forget when this pickup rolls around, like "still owes \$6"

Part Three: Closing Out

If you have any leftover shares, those will need to be marked in the system as “Donated”. It’s best to get this done the SAME DAY as your Fresh Stop. There’s a couple ways to do this:

1. Mass Donation

If you’ve been running the stop “live” and you know you have checked in everyone who came, click “Mass Donation” from your Fresh Stop Dashboard.

2. Bulk order Modification

If you weren’t able to run the stop “live”, or you think you may have missed marking a pickup or something, use Bulk Order Modification instead of Mass Donation.

This will pull up a chart of all the order details for all remaining orders. Be sure to update the Foodstat from “Ordered” to either “Received” or “Donated”, as well as any payment information for orders. Then click “Modify” to save.

BE CAREFUL

You are about to mark the following orders as “Donated”. There is no undo. Review this list, and if you wish to mark them all as “Donated”, hit the “Donate” button below.

- Herman, Dave & Maria, F
- Hines, Kathryn, S
- Neil, Debbie, F
- Woodbridge, Diana, S
- Mason, Hollis, S
- Gabriel, Lynn E., F
- Hays, Diane, F
- Probst, Susan, S
- Baker, Susan & Patrick, S
- VanClerf, Judith, S
- Longmick, Cindy, LIS
- Frizzo, Melissa, S
- Spis, Gerald, S
- Hoshier, Marc, S
- Hattler, Tracy, S
- Liu, James, S
- Sider, Lillian, S
- Koper, Jonathan, S
- Thayer, Whitney, LIS
- Marshall, Matt, S
- Murray, Joann, F
- Lam, Sherry, LIS
- Zampese, John, LIS
- Belkovich, Catherine & Nathan, F
- Caputo, Anna, F
- Himsley, Fiona, S
- Yahr, Megan, S
- Gonsky, Jonathan, LIS
- Adas, Scott, F
- Fitzsimon, Heather, S
- Hayward, Tom, F
- Sacco, Anthony, F
- Martin-Morales, Anna Kira, F

If you see any names of people that DID come today, go back!

Only proceed if you are sure you want to mark ALL of these orders as “Donated”

Once you're sure, hit the “Donate” button.

3. Overdue Orders

If it is past the Fresh Stop pickup day, i.e. your Fresh Stop was on Tuesday and it is now Friday, and there are still orders that have not been marked as either Received or Donated, they will go to the Overdue Orders report.

Scan here to get to the Overdue Orders report and see if your Fresh Stop has any.

Click on the Order Number to edit the order. Change the Foodstat from Ordered to either Received or Donated, and ensure other details are accurate as well.



HOW CITY FRESH WORKS



Place Your Order

Week-to-week ordering
Income-based tiered pricing
We accept SNAP/EBT
Order online at cityfresh.org or by phone

Choose between

single share

7-10 items

Feeds 1-2 people/week

family share

11-15 items

Feeds 3-5 people/week



To The Farms

Together with our farmers, we choose the best items to make a nice variety for shares.



Fresh Stop Day

Bring your tote bag to fill up at one of 15 community pickup locations. Swap recipes and stories with neighbors and volunteers!

CITY FRESH VALUES



Nutrition:

We provide healthy foods all season long.



Community Building:

Fresh Stops are managed by folks in the neighborhood.



Environmental Resilience:

Investing in local foods is a long term solution to the climate crisis.



Social Equity:

Tiered pricing means everyone can access nourishing foods



Economic Justice:

City Fresh shares pays farmers fairly and keeps dollars in our region.