

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 <u>text or call</u> 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

Clea GT, Van Driver (503) 290-9232

Site Contacts

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

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	-	_	-	-	 	 	 -		
								Name	Volunteers
D								Email	5
aily sign-up sheets (scan me!)								Phone	
								Text?	
								Other	

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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**



SNAP price: \$18*

* Two family shares using SNAP costs \$35





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.
- 6. Complete the Cash Out

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)

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!



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

Where did this come from? Is it organic?

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?

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 11:59 PM
Wednesday	Sunday at 11:59 PM
Thursday	Monday at 11:59 PM
Friday	Tuesday at 11:59 PM

How do I order with SNAP?

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!

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

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.

Family Size	Yearly	Monthly				
1	\$30,120	\$2,510				
2	\$40,880	\$3,407				
3	\$51,640	\$4,303				
4	\$62,400	\$5,200				
5	\$73,160	\$6,097				
6	\$83,920	\$6,993				
7	\$94,680	\$7,890				
8	\$105,440	\$8,787				
Each Add'l	\$10,760	\$897				

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

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

> 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**

How do you order using SNAP?

In person or online at cityfresh.org. All payments 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?

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

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

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.

Can customers get a mix of single and family shares?

Q

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

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

Yes, always!

A

MANUAL SNAP VOUCHER INSTRUCTIONS



FRUIT & VEGETABLE COUPONS

The Fruit & Vegetable Coupon Program helps make produce more affordable for Ohio families. Eligible families that attend a distribution event receive a Fruit & Vegetable Coupon booklet worth \$140 (each booklet contains 28 \$5 coupons) – redeemable at participating locations.

- These come in different colors. We accept ALL colors!
- 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. **if combining with EBT, the remaining amount can be reduced by half.*

Can accept



CANNOT accept



Pricing for coupons

- 1 Single Share = 5 coupons (or \$22 mixed payment)
- 1 Family Share = 7 coupons (or \$35 mixed payment)

If placing an order for multiple weeks, collect coupon for ALL orders at once. For example, 2 Family Shares is 14 coupons.

How to redeem coupons

- Collect coupons and count to ensure complete payment.
- Paperclip coupons together, then write: shareholder **name**, share **type(s)** and order **date(s)** on the back of the stack.
- Use the barcode on the back as your receipt number for KaleChips
- Record in Cash Out then put in an envelope to give to City Fresh ASAP!

PRICE GUIDE FOR INDIVIDUAL ITEMS

Only sell items that you're <u>ABSOLUTELY SURE</u> 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.

Ú	Apples	3 for \$2
	Beets	\$2-3 (depending on size)
	Carrots	\$2
5	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
	Onion	\$1-2 (depending on size)
	Parsnips	\$2
5	Peaches	\$1 each or 4 for \$3
	Peppers	\$0.50-\$1 (depending on size)
	Potatoes	\$2 per 1 lb bag (if >1 lb then adjust)
	Radish	\$2-4 (depending on size)
	Spinach	\$4 per bag
Ò	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.



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 way, to bookmark this page. Veggie counts (page 16)							
Quick tas:							
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)							
To run your stop, you'll want the following							
<u>Front-table report</u> (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 of 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							
Once the pickup is done, there's a few things, ou might wan "Donated" at the end (page 19) ended most recently, in							
Daily order summary too ing soon) A list of order to zed today.							
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 or undo.							
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 st							

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.



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 Orders for the ENTIRE remainder of season are shown. Ordeview of your stopped fore 13, 2023. Ordeview of your stopped fore 13, 2023. Ordeview of your stopped fore 13, 2023. Ordeview of your stopped fore 13, 2023. Image: Your stopped fore 13, 2023. Ordeview of your stopped fore 13, 2023. Output to the your stopped fore 13, 2023. Image: Your stopped fore 14, 2023. Updates as orders are marked as "picked up".																				
Name Dillard, Dercona	June LJ 2025 LLE POWES	2023	Juni21, 2023	Juit e 3. 2023	J <u>s 8 11</u> . 2013	3619/201 2023	July 28. 2019	A95.1 (2623	A92.3. 2013	Ann, He. 2013	A08/22 2923	ANII 29. - 2925	300.3- 250	569-13. 2123	Sec.15 300	9690.20. - 2013	0 <u>21.1.</u> 2013	00010. 2023	041.111 2923	091.24. 2933
Hattord, Nicole Kelly,	LUS reicher reicher?	165 700-1- 3/1-1-		4.1		Shar S or I	e type LIS = :	single	Share Share	14.2		S #dt 3		5 Mb.3.		5 Ab.3		S Ah.2.		5 At 2.
KEmy, Martin Marsins,	E 4.5.3. risko? 5 8:6.3.	Dates	E #05.2	E #01.1	5 Ma.L.	Click orde	to vie r detai	ew/mo ils	dify	(h.J., 4(h.J.,	E #ch.3	E ##1.3	E / <u>m.2.</u> ,	E Fah. J.,	E Patrix.	F #4.3.	E Reh. Jac	E #ch.3.	E #68.2.	E fch.2.
Macrison, Virulalu Pinchul,	S 4th 3 makes?	S Feb.L.	5 Pet 2.	S ARLE	"Pickup	s na t ?"	s and	5 *sh3 15	S MALL	S #ch.il	5 #ch.il	Rece #ch_ it is a	i pt Nu [string n onli	i mber 5 of nu ne ord	mbers ler (an	s] mea d paid	ns	5. AchL.	S fear	S rahil
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Linh Zapara- Shorris	Eickar? S. Ach., A., Pockar?	8 4 <u>3 1.</u>	54 <u>0.).</u>	2 A <u>m 1</u>	+ 51 <u>+1</u> ,	5 4 <u>4 1.</u>	1 <u>(k.).</u>	5 4 <u>6 3</u>	<u>S</u> 4 <u>19-3</u>	8 4 <u>14 1.</u>	3 4 <u>cm.3.</u>	8 / <u>m.s.</u> .	ž P <u>eli A.</u>	5 # <u>19.3.</u> .	a Pellidia S P <u>ellidia</u>	2 # <u>18.3.</u>	X Ath 3	5 4 <u>ch 3.</u>	Y PALL	S feb.).

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!	r 71169 now marked as Received. Crep (#doffment # Used) Order details Strucktology	Note the change: Received (was Ordered) Need to input a future
Need to make other changes to the order, such as updating payment information? Click "make other	Bronket # ch_UMAtaBESLeRVNF134ge2g Pryment Nistniki Credit Denn Carn Dreck # Payment Status Paid Stars matter Received feast Onlessed Paid Stars matter Received feast Onlessed Note the inter-channes to this code? Even britter, wan to (block movie coders) for this person? Remainfing Fees for Leah Trznadel at this stop:	order for them, such as if they are paying in advance with their EBT card? Click "place more orders".
changes" and you'll be taken to the editable Order Details page.	June 20, 2023 June 27, 2023 8 ch.: Miles (III: 5) 44-VMF (Falsed) ch.: Miles (III: 5) 44-VMF (Falsed) 7 3.00 ch.: Miles (III: 5) 44-VMF (Falsed) 8 ch.: Miles (III: 5) 44-VMF (Falsed) ch.: Miles (III: 5) 44-VMF (Falsed) 7 3.00 ch.: Miles (III: 5) 44-VMF (Falsed) 8 ch.: Miles (III: 5) 44-VMF (Falsed) ch.: Miles (III: 5) 44-VMF (Falsed)	Here you can see if they have upcoming orders (or not)

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	Order de	tail for order #72920	<u>Foodstat</u> is what the "pickup?"
number (from	Shareholder:	Dillard, Dereona	automatically
receipt book), or	Туре:	LIF V	changes. If you
number.	Pickup:	Euclid 2023-06-13	do not use the "nickup?" button
	Receipt:	OWES	or bulk donation
	Paytype:	EBT	(see page 19) you
	Checknum:		manually change
Paytype should	Paystat:	Pending V	the Foodstat to
method of	Foodstat:	Ordered V	status (i.e., either
payment.	Orderdate:	2023-03-14 16:36:17	Received or
	Pickupdate:		Donated).
Paystat manually	Note:		
change from	Modify		
Pending to Paid or			
Partiai.	Note use this	to make any notes on the order, such as	
	if they still ov	we 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,

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

so be careful to choose

the correct dates!

orders B42023-06-13 uelid 2023-06-20 Epclid 2023-06-27 Enclid 2023/07-04 Enclid 2023-07-11 Enclid 2023-07-18 Enelid 2023-07-25 Facilit 2023-08-01 Enclid 2023-08-09 Enclid 2023-08-08 Enclid 2023-08-15 Enclid 2023-08-22 Enclid 2023 48-29 Enclid 2023-09-05 Enclid 2023-09-12 Enclid 2023-09-12 Enclid 2023-09-19 Euclid 2023-09-2 Eaclid 2023-10-0 Eaclid 2023-10-1 polid 2023 Enclid 2023-10 2020-04-25 10 61 06.75

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" 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.



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



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.