



## Home Delivery: Route Partner

*Second Tuesday of every month: 12:30-2:30PM*

Route Partners will start and end their shift at OPRF Food Pantry (848 Lake Street).

1. Please arrive at the food pantry by 12:30PM and sign in.
2. You will be assigned a Home Delivery driver to be partnered with. Each driver and route partner pairing will be assigned a **clipboard, iPad, and hotspot**.
3. Please help your driver load the assigned bags for your route into their vehicle. Each route has 6-7 clients, with 3 bags per client.
4. After you have loaded the groceries please find either Lauren or Adriana to be trained on how to properly collect client signatures in Food Bank Manager. As a Route partner, it is your responsibility to collect client signatures on the iPad using this program. Please see the attached instruction sheet. There is also a cheat sheet available in every iPad bag.
5. Reference your **delivery clipboard** for directions, maps, and special delivery instructions for each route.
6. Once you arrive to your first destination follow any special delivery instructions.
7. Greet and identify yourself to the client as an **Oak Park River Forest Food Pantry volunteer** there to deliver food.
  - a. Ask the client where to place the groceries.
  - b. Take all groceries out of the bags and place them as directed by the client.
  - c. The Route Partner will search for the client in the food bank manager system (on the Google Chrome app) by last name and have them sign for their groceries
8. Thank the client and wish them a “nice afternoon”.
9. **PLEASE TAKE THE HOME DELIVERY BAGS WITH YOU!!!**
10. Repeat steps 7-10 for each client on your assigned route.
11. Route Partners are in charge of helping the driver with directions, carrying bags, and collecting client signatures on the iPad.

**Once all deliveries are completed return to the Food Pantry to return the bags and iPad and to sign out.**

**Contact: Adriana: [adriana@oprffodpantry.org](mailto:adriana@oprffodpantry.org) / 708-386-1324 x1104**

## Home Delivery: Food Bank Manager Procedure and iPad Cheat Sheet

- 1) Open Google Chrome or Safari
- 2) Food Bank Manager (soxbox) should open automatically. If FBM manager doesn't open automatically, search <http://gcfda00690.soxbox.co/login>

**Login: You will get this information when you arrive at the pantry**

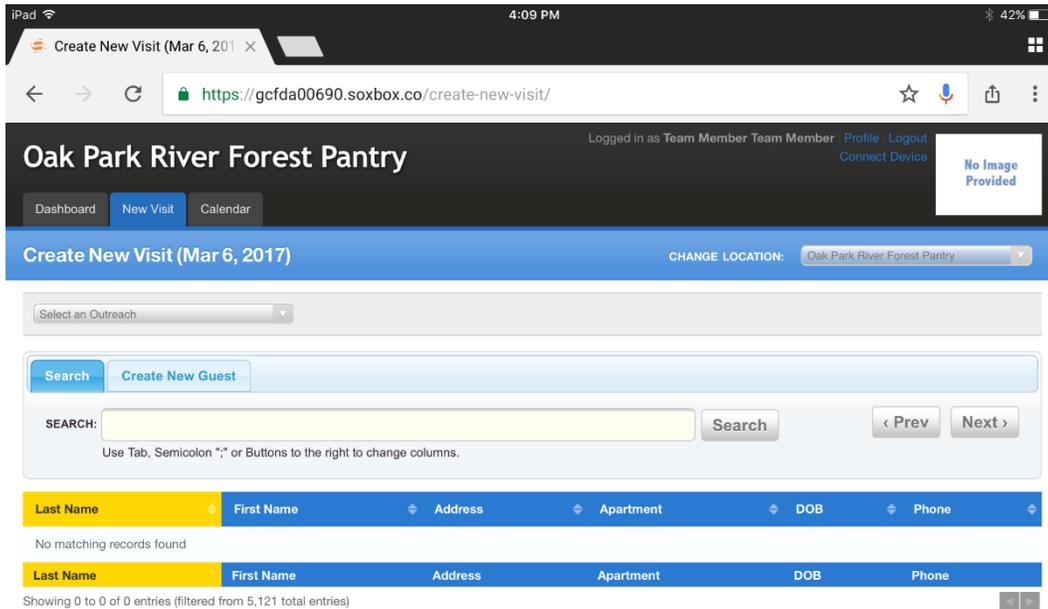
**Password: You will get this information when you arrive at the pantry**

The screenshot shows the login page for the Oak Park River Forest Pantry. The page is displayed on an iPad browser. The URL in the address bar is <https://gcfda00690.soxbox.co/login/>. The page title is "Oak Park River Forest Pantry". Below the title is a blue "Login" button. The main content area is titled "Login" and contains the following fields:

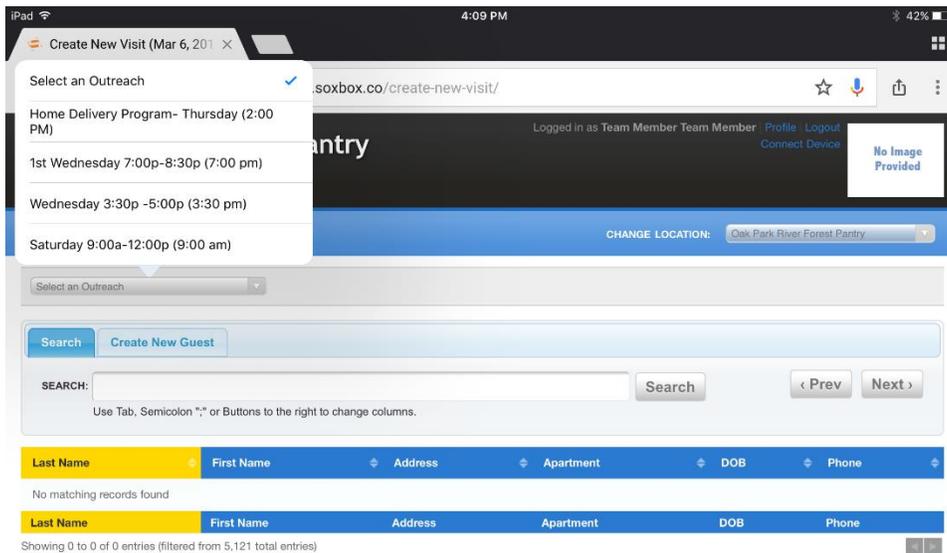
- \*USERNAME:** A text input field.
- \*PASSWORD:** A text input field.
- LOCATION:** A dropdown menu with "Oak Park River Forest Pantry" selected.

Below the location dropdown is a green "Login" button and a blue link for "Forgot password?". At the bottom of the page, there is a footer with the text "Your IP Address: 50.198.6.154/32" and "Copyright © 2017 Sox Box Software LLC".

- 3) Select the "New Visit" tab on the dashboard screen.

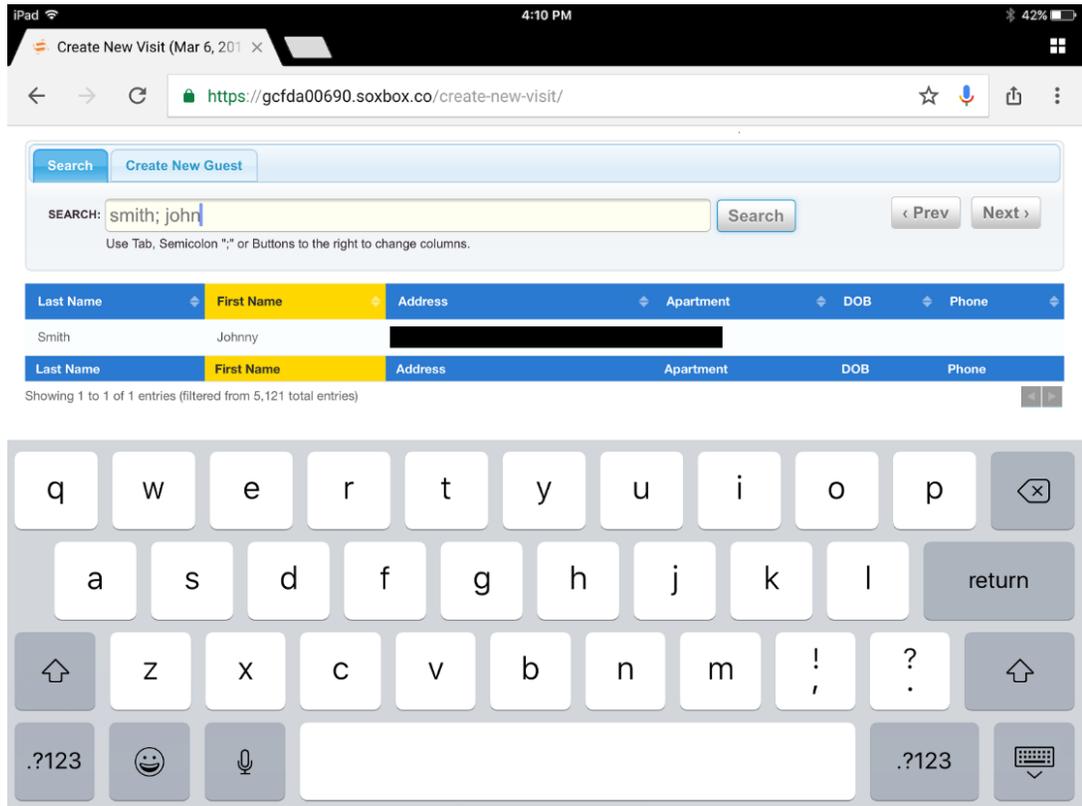


4) Click “Outreach” in the upper left corner. Select “Home Delivery Program Thursday”.



5) In the search bar type in the last name of the Home Delivery client separated from the client’s first name by a semicolon.

Example: John Smith would be entered as: Smith; John



- 6) After you have found the client's name, double check that the client's address matches with the address listed on the route sheet. Select the client.
- 7) Scroll down to the bottom of the page. Ignore the SNAP questions (these are for during regular distribution only). Select "Request Signature".

Household Total: 3

0 to 18: 0

19+: 3

Do you currently receive SNAP (formally known as food stamps)?  NO  YES

Proxy: Name of Designated Delivery Person

Signature: Signature is out of date. **Request Signature**

ID Presented  Address Verified

**Save Visit** **Cancel** **Request Signature**

**Edit Guest**

Dashboard · Create New Visit · Calendar  
Your IP Address: 50.198.6.154/32

- 8) Have the client scroll down the bottom of the page and press “I Accept”. Another screen will then pop up prompting the client to sign their name. Have them sign their name with their finger or a stylus and press “I Accept.” **MAKE SURE TO PRESS “SAVE VISIT” AFTER COLLECTING THE CLIENT’S SIGNATURE.**

DECLARACION POR INGRESOS BRUTOS EN EL 100% DEL NIVEL FEDERAL DE POBREZA

El uso intencional de alimentos del USDA para ganancia personal es una ofensa estatal y federal sujeta a una multa de hasta de \$25,000.00 y / o prisión hasta por 5 años.

Las reglas de aceptación y participación en el programa son las mismas para todos sin distinción de la raza, color, origen nacional, edad, sexo o discapacidad. Las reglas no pueden exigir a los solicitantes que participen en otro programa para recibir alimentos

INGRESO BRUTO MENSUAL MÁXIMO DEL DHS PARA OBTENER ALIMENTOS DEL USDA PARA EL AÑO FISCAL 2017 (1 DE JULIO DE 2016 HASTA 30 DE JUNIO DE 2017)

Tamaño del Hogar	1	2	3	4	5	6	7	8
Ingreso Mensual	\$1,832	\$2,470	\$3,108	\$3,746	\$4,385	\$5,023	\$5,663	\$6,304

Si hay más de 8 personas en el hogar, para cada miembro adicional, añada \$641

Con mi firma certifico que:  
El ingreso bruto mensual de mi hogar no excede el límite establecido por DHS;  
Yo usaré los alimentos recibidos sólo para el consumo del hogar; y la información que he proporcionado es correcta y verdadera; Yo exoneró al USDA, el Estado de Illinois y cualquier agencia o persona que distribuye alimentos, de cualquier responsabilidad que resulte al recibir alimentos.

Esta Institución es un Proveedor Que Ofrece Igualdad en las Oportunidades

IL 444-4511S (R-02-16) Emergency Food Program Signature Sheet  
Printed by Authority of the State of Illinois

**Cancel** **I Accept**