

Home Delivery Program FAQ

Who qualifies for Food Outreach's Home Delivery Program?

Home delivery is available for clients who:

- Live within 35 miles driving distance of Food Outreach.
 - Do not have access to personal transportation and are unable to take public transit.
 - Have a medical condition or disability that prevents them from traveling safely to our facility.
 - Are too weak or ill to travel due to their treatment plan or disease progression.
 - Cannot afford transportation or critical car repairs.
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If I don't have a car, can I still pick up food?

Yes—if you can take public transportation or have a caregiver, friend, or family member who can drive you, you are encouraged to use in-person pick-up (where you will have the option for monthly OR bi-weekly pick-up). Our goal is to reserve delivery capacity for clients who have no safe or reliable way to reach us.

Can someone else pick up food for me?

Yes. You may designate a proxy—such as a caregiver, friend, or family member—to pick up your food. Proxies must be approved in advance by our staff.

How do I get evaluated for home delivery?

During intake with our Registered Dietitian or Client Services Team, you will be asked:

- Do you have your own transportation?
- Can you take public transit or get a ride once or twice a month?
- If not, you may be referred for home delivery.

If referred, our Client Services Manager (Luke) will follow up within one week to:

- Verify your delivery address is within our 35-mile service area.
 - Ask about your health, mobility, and ability to travel.
 - Determine whether you have a proxy or other transportation options.
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What types of questions will I be asked during the home delivery evaluation?

We'll ask about:

- Your delivery address and whether it's safe and accessible for drop-offs.
 - Your medical condition and how it affects your ability to travel.
 - Any guidance from your healthcare provider about avoiding public outings.
 - Whether you have reliable transportation, can use rideshare or public transit, or have someone who could pick up for you.
 - Whether others in your household can assist you with transportation.
 - Any safety concerns our delivery team should be aware of.
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What happens if I don't qualify for home delivery?

If you are able to visit Food Outreach safely—either on your own or through a proxy—you will continue with our standard in-person pick-up process. Our delivery slots are limited and must be reserved for those with significant barriers to travel.

How do I get started?

Let your dietitian or a staff member know you're interested in home delivery. If you meet basic criteria, your name will be shared with our Client Services Manager, who will contact you within a week to complete the evaluation.