



Frequently Asked Questions



How does the Mobile Market work?

The Mobile Market is a beverage delivery truck that has been refurbished to create a shopping experience for our neighbors in need. The Mobile Market is equipped with bays with doors that slide up. Shelving is installed filled with products for neighbors to shop from. In addition, tables are set up with other products (breads, pastries, produce, prepared foods, etc.). The goal of the Mobile Market is to create a storefront environment where families can easily access the foods they may need.

How many neighbors can the Mobile Market serve?

The Mobile Market is intended to provide groceries for up to 150 families. If a Mobile Market sees more than 150 families, Care and Share will work with the host site to explore other options to feed our neighbors in need.

How do I host a successful Mobile Market?

The three key aspects to hosting a successful Mobile Market are, 1) recruiting enough volunteers to support the Market, 2) advertising to our neighbors ahead of the scheduled distribution, and 3) hosting the Mobile Market in a location with high visibility and in a high-need area.

Is the host site responsible for advertising the Mobile Market?

Care and Share Food Bank publishes all scheduled Mobile Markets on our website monthly. The host site is responsible for advertising the Mobile Market to the community intended to be served. Please use the **Marketing and Communications Toolkit** for help on how to best advertise to our neighbors in need.

How many volunteers do I need to support the Mobile Market?

It takes 4-6 volunteers, in addition to Care and Share's Mobile Market Operator, to host a successful Mobile Market. The host site is responsible for recruiting those volunteers. The ideal ratio is 1 volunteer for every 20 families served.

What does the intake process for neighbors look like?

Care and Share uses an electronic tablet to collect minimal information. A volunteer at the host site will be trained on how to use the tablet and will check-in each household that shops at the Market.

Are there limits to how much food a Family can take?

Care and Share will set limits on products that are intended to be accessible to all shoppers throughout the distribution. Otherwise, neighbors can shop for what they need.

Can I use the leftover food from a Mobile Market?

The Mobile Market is designed to have little to no food leftover after a distribution. If there are products remaining after a distribution, they will be utilized at the next scheduled Mobile Market. On a case-by-case basis, Care and Share may work with the host site to distribute perishable products with limited shelf life.

What types of food can we expect on the Mobile Market?

The Mobile Market is intended to have a variety of products to help meet the needs of our neighbors. You can expect to see pantry staples, breakfast items, produce, and bread/pastries. When available, dairy products and prepared foods will be included too.

What if I need to cancel a Mobile Market?

Care and Share's Cancellation Policy is as follows:

1. We will notify the primary coordinator of a cancellation with as much notice as possible.
 - a. Please watch the forecast 1-2 days leading up to your distribution to be able to make a proactive decision when applicable.
2. We may cancel a Mobile Market if:
 - a. CSFB is closed due to weather
 - b. Weather conditions are unsafe to operate in – this includes but is not limited to wind chill temperatures at or below 18 degrees Fahrenheit, temperatures at or above 100 degrees Fahrenheit, extreme winds, if lightning, hail, or other weather extremes exist that could pose a threat to our neighbors, volunteers, and Care and Share staff.
3. Host sites may cancel a distribution if weather conditions endanger the safety of attendees.
 - a. This includes ensuring roads, parking lots, and sidewalks at or near the distribution site are safe to use.
4. If a host site decides to cancel the Mobile Market, the host site must call Care and Share at least 2 hours before the scheduled Mobile Market. When possible, give 24-hour notice. The host site must notify attendees and volunteers of cancellation by—at a minimum—posting signage at the site.

What if we need to change the location of the Mobile Market?

The Mobile Market is intended to be mobile. On a case-by-case basis, Care and Share will work with the host site to adjust locations to serve more of our neighbors in need. Please provide at least a 24-hour notice of a short-term location change. For a permanent location change, the host site would need to apply for the new location.

Can I have other resources available during a Mobile Market?

The Mobile Market is intended to provide food access. We welcome other resources be made available during Mobile Market distributions to empower our neighbors and strengthen our communities.

Why do I have to apply to be a Mobile Market host site?

The Mobile Market is a unique tool and while we recognize it would be great to have one in every community, some communities in our service area already have existing food access resources! We want to be sure we are using the Mobile Market most effectively in the areas that do not have as many of those resources and are intentionally trying to serve populations that have been historically underserved.

How often do I have to apply?

Once you have applied for the calendar year, you do not need to re-apply until the following year. However, each application is good for one market location, so if you would like to change your market location or host at multiple locations you would need to apply separately for each location.