Today’s Presenters

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OrderAhead
TRANSFORMING THE NEIGHBOR EXPERIENCE

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A Tech Solution for Neighbors Facing Food Insecurity

- Ordering is easy and discreet and can be accessed from a computer or mobile device
- A range of convenient pick-up locations and appointments are available
- Eligibility requirements are simple and transparent
- Online ordering reduces physical and social barriers to charitable food
- Delivery is available in some markets
An Innovative Tool for the Charitable Food System

• Customizable to food bank and agency operational needs

• Reporting function supports back-end workflows

• Built-in functionality to screen neighbors for TEFAP eligibility

• Platform use, onboarding and operations support provided at no charge to FANO network
Distribution Models

Drive through and curbside pickups
- Low contact
- Supports large volumes
- Easily scaled to multiple locations

Convenient pickup locations
- High-performing agency partners
- Community partners like libraries, YMCAs
- School pantries and college campuses

Self-Service Lockers
- No staff required at pickup
- Discreet experience for neighbors
- Neighbors can collect orders outside of regular business hours

Delivery
- Ideal for homebound seniors and others with transportation challenges
- Referral codes can be used for targeted outreach
- Deliveries can be made by staff, volunteers or third-party partners such as DoorDash

Photo courtesy of Houston Food Bank
Product Offerings

Assorted Pantry Box A Items:
- Kidney Beans
- Black Beans
- Diced Tomatoes
- Corn
- Rice
- Muffin Mix

You will be able to choose your own produce and protein items on site. Each kit will contain one of each of the items listed. Size and brand may vary.
OrderAhead Timeline

- **Oct 2020**: Pilot Begins
  - **June 2021**: Food Bank Go-Live
  - **January 2022**: 1M pounds Distributed
  - **May 2022**: 2M pounds Distributed
  - **June 2022**: Agency Go-Live
  - **October 22**: 3M pounds Distributed
  - **November 2022**: 30K Registrations
Reaching Neighbors through OrderAhead: October 2020 – January 2023

118,716 People  
59% People of Color  
24% have never visited a pantry

48% Households with Children

35,086 Neighbor Registrations

117,606 Orders Placed

3,782,817 Pounds Distributed

Network Snapshot: January 2023

45 Distribution Points

23 Food Banks

10 Agency Partners
Onboarding, Training and Operational Support

Training and Onboarding Sessions: virtual or in-person, available for both food banks and agency partners looking to launch an OrderAhead program.

OrderAhead Resource Library: includes onboarding resources, marketing materials, platform demos and admin user manual.

HungerNet: Food bank staff with HungerNet logins can access the OrderAhead home page, Learning Hub resources and a Yammer page for ongoing OrderAhead discussions.

User Group Calls: led by network users and are held on the second Wednesday of the month at 1pm Central. They offer a space to share best practices, learn about new platform enhancements, and connect with other users in the network.

OrderAhead Office Hours: held the third Monday of the month at 1pm Central. It is an opportunity to drop in and ask questions, request a demo of a specific platform feature, or connect with other users across the network.

Technical Support: technical issues reported via email create a service ticket that ensures a prompt response and helps us track issues and trends among users.
Planning your OrderAhead program

What distribution model(s) could we offer?
- Drive-thru or curbside pickup
- Mobile pantry
- Delivery
- Pickup at the pantry
- Pickup at a community partner
- Other

What types of products can we offer?
- Full choice of donated and/or purchased foods
- TEFAP products
- Prepacked boxes
- Hygiene kits
- Other

Who in our organization will be responsible for the following areas?
- Inventory management
- Volunteer management
- Logistics
- Order packing
- Order distribution
- Marketing and community outreach

Who do we hope to serve with our OrderAhead program?
- Current pantry guests
- Seniors
- Families with children
- Unhoused individuals
- Neighbors new to the charitable food system
The OrderAhead Neighbor-Facing Platform

OrderAhead
OrderAhead is a fast, private, & easy way to order free groceries online. Brought to you by the Feeding America Network and your local food bank.

About OrderAhead

About Us
We are a partnership of several non-profit organizations who seek to end hunger in the US.

Learn More

How It Works
1. Choose a pickup location and time.
2. Shop what is in stock that week.
3. Register and get a confirmation.
4. Pick up your free groceries!

FAQs

Get Started
Thank You

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OrderAhead

If you are interested in learning more about Order Ahead, email us at orderahead@ctfoodshare.org

Questions?