

# Introducing Northwest Harvest Food Bank Lockers

## A new way for the food insecure to get access to food.

—Northwest Harvest launches its first specialized food lockers at the Cherry Street Food Bank to deliver nutritious foods 24/7 to those in need.

May 20th, 2019 — Today Northwest Harvest announced the launch of a new point of access to nutritious food for those who do not have time or money for grocery shopping. The solution is intended to help the food insecure population of King County in Washington and relieve their concerns of feeding their families and staying healthy.

In June of 2019 Northwest Harvest will implement a system of refrigerated storage lockers starting with the Cherry Street food bank and then expanding to all food banks within the Northwest Harvest Network. They will be stocked with grocery bags filled with either grain-heavy, veggie-heavy, or protein-heavy, nutritional foods and easy-to-follow recipes.

**“1 in 8 Washingtonians did not get enough food to meet their basic nutritional needs. The majority of those working age Washingtonians who live in poverty are actively working or looking for work. The goal is to make sure that they can keep looking for work and have access to food.”**

—Liz Moisan, Chief of Operations - Northwest Harvest

The lockers will be located right outside the participating food banks and will provide a 24/7 hour solution to those who work full time and can't get to the food bank during its working hours. Those in need can simply drive up to the food locker and grab their groceries for the week.

Late at night, odd hours, or when there's no time to stand in line, food insecure can press a pre-approved key code on the locker and gain access to fresh produce, canned goods, whole grains and meat, so they can conveniently feed themselves and their family.

*“What a great idea! I’m a single mom working two part-time jobs and never really have time to get to my local food bank not to mention stand in a huge line. We really struggle with getting food for our family and these lockers make my life so much easier. No more worries about making it on time for work or leaving my children hungry. I can simply pick up the food I signed up for after work - it’s that convenient!” - Julia, 32.*

Visit your local food bank to sign up for a personalized food locker with 24 hour access to nutritious food, or go to [www.northwestharvest.org](http://www.northwestharvest.org) to do it online. For information on how to donate to our cause, please visit <https://www.northwestharvest.org/donate>.

## FAQ's

- **Who is eligible?**

Anyone who is in need of food assistance, but is unable to visit us during our business hours.
- **How do I apply?**

You can fill out the online application form, or pick up a paper form from our office. The application can be submitted digitally, mailed, or in our office. You will be issued a pin to access your locker.
- **How much food can I get?**

Our bags have one standard size that can serve up to 4 adults. Depending on the number you filled out for your household, you would be able to pick up more than one bag.
- **What kind of food will I receive? Can I select what items go into my bag?**

You can indicate dietary restrictions, allergies and preferences in your application, and we will do our best to accommodate. There are 4 types of bags available: protein heavy, vegetable heavy, grain heavy, and standard.
- **Where can I find a food locker?**

The only food locker currently available is located at Cherry Street Food Bank (711 Cherry St., Seattle, WA). We are looking to expand to more locations.
- **I forgot my food locker pin, how do I reset it?**

Please contact us at (800) 722-6924 or at Cherry Street Food Bank (711 Cherry St., Seattle, WA) and we will reset your pin. You will need to provide your last name, zip code, and birthday associated with the account.
- **How do I change my household size?**

You can change your household size at Cherry Street Food Bank (711 Cherry St., Seattle, WA).
- **How long do I have to pick up my bag?**

You are assigned an after-hour time range to retrieve the bags. The first set of bags are available from 5pm to 8:30pm. The second set is from 9pm to the next day at 9am.
- **How often can I get a bag?**

Food lockers are stocked weekly for each user or upon request, so we can have room in the lockers for those who need them. Don't forget, you can always come in to the Food Bank to get more food.
- **When will my bag be stocked?**

You can fill out a day of the week preference on your application, and we will assign you a day of the week when your bag would be available. If you don't need recurring bags, you can call us at (800) 722-6924 to schedule a bag whenever you need one.

Food bank posts information about new Locker System on website and in the actual food bank

Volunteer stocks the food lockers with individual bags of food throughout the day



User goes to food bank

User receives information about the new system

User signs up on site

User receives an email and an ID number on paper + additional information

Time passes - a few days



User signs up at the food bank location They register on a laptop or device provided by the food bank.

**Information gathered:**

- email address, First name
- Size of their family
- Food restrictions (?)
- Food preferences (vegetable heavy, grain heavy)
- Access to refrigeration at home?
- Access to internet at homework?

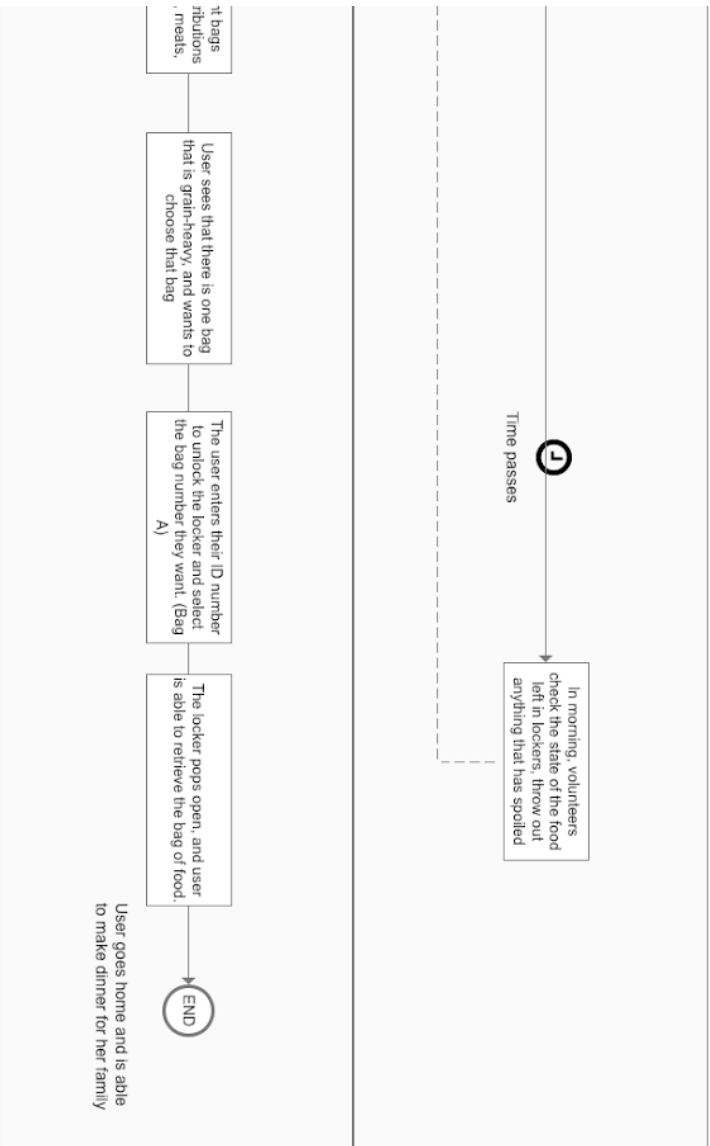
User ID number will act as the access key. When they register, their ID number will be kept in the database, which can be retrieved by calling the food bank during normal business hours.

User receives information packet on how to use the locker, as well as how many times per week they can access lockers.

(Room for further discussion here)

If the locker system proves successful, we can stock the lockers outside of normal business hours to accommodate people who want to access the lockers late at night.

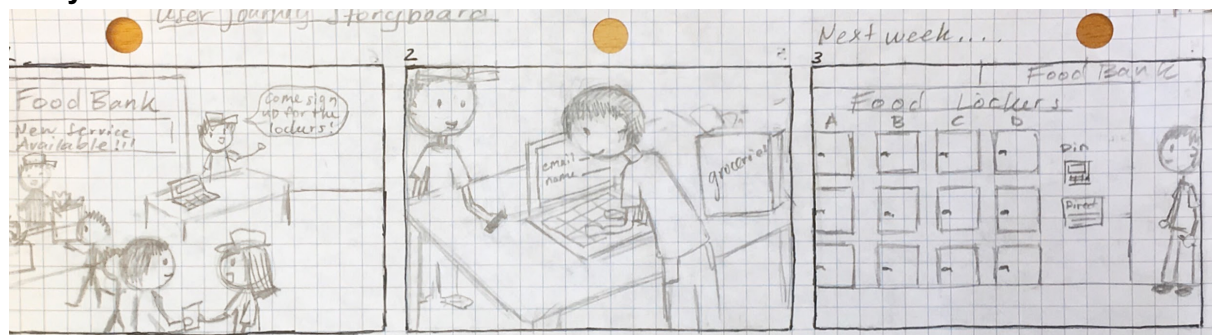
# Food Locker User Flow



many bags are  
arrives -- for  
es late in the day,  
bags left because  
restocked

Bags would be labeled with an  
identification code, maybe alphanumeric,  
kind of like the vending machine concept.

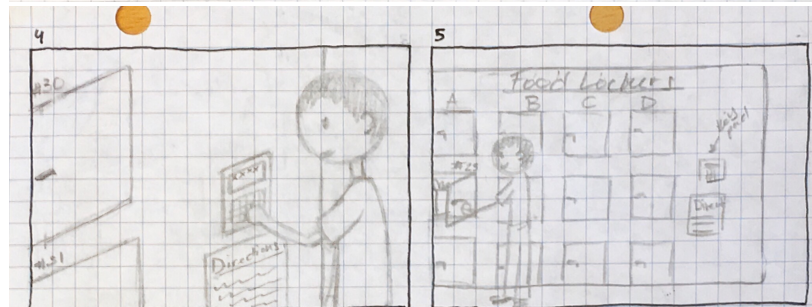
# Storyboards



While being in line to pick up food for the week Bob notices the new service the food bank is offering: the Locker System. He receives a pamphlet from one of the volunteers & learns that if he subscribes to the new system for free he can pick up the groceries at any time from the lockers outside of the food bank. This makes John very happy since he works 2 diff. jobs and his wife works one and they frequently have trouble feeding the whole family.

Bob grabs the groceries and goes to sign up for the locker system. He is asked to input his first name, email and is asked his preferences on groceries since they are more options on customizing your grocery bag. Then he is given a pamphlet on a piece of paper and is emailed a confirmation with his pin number.

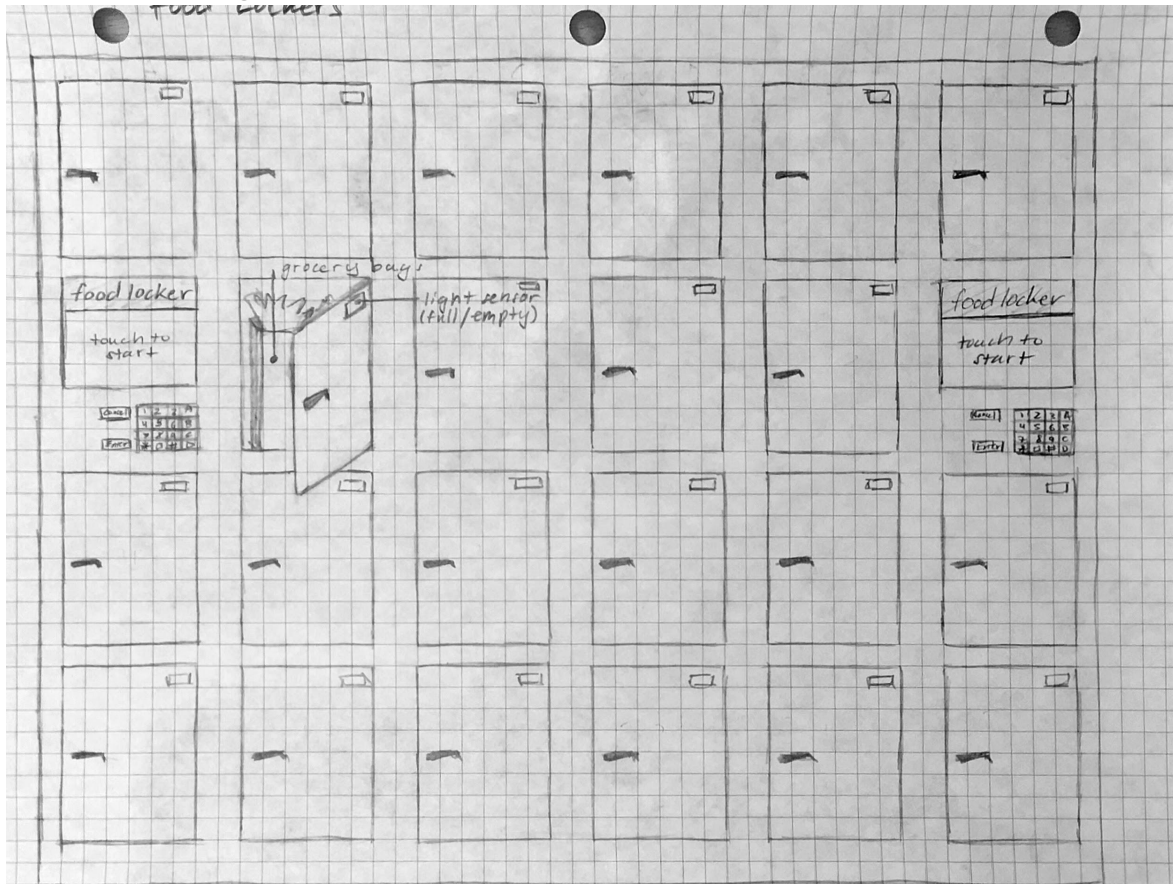
Bob comes back to the food bank at 8pm when his shift is over and finds the lockers.



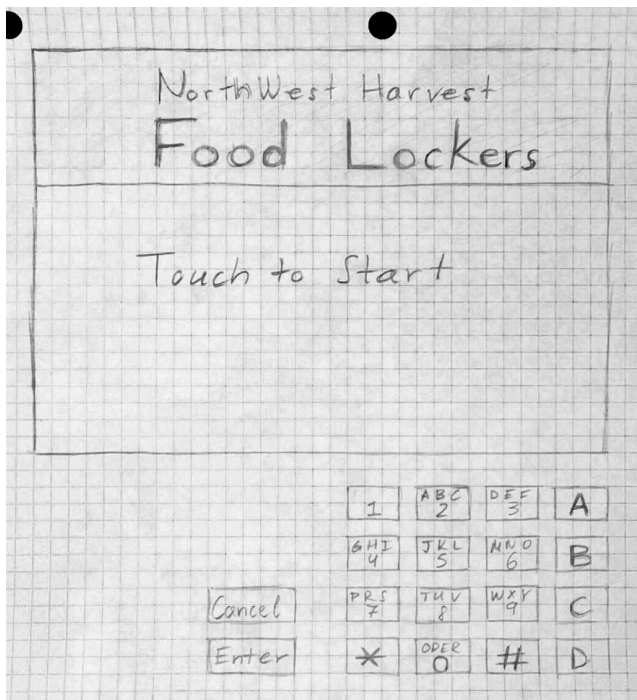
He then reads the instructions below the keypad & enters his pin number. Bob is interested in picking up a grocery bag that has more vegetables & fruit so he then presses A from the selection.  
 (A - more veggies/fruit  
 B - more grains  
 C - more meats  
 D - balanced bag)

Locker # 23 opens and Bob goes to retrieve the bag. He then heads home to his family.

# Food Locker Diagram



# Food Locker Screen UI



# Food Locker Signup Sheet

## Northwest Harvest Food Locker Signup

First Name:

Email Address:

### Family Size

How many adults in your household (including yourself)?

How many children in your household ?

### Food restrictions (select all that apply)\*

- Vegan
- Vegetarian
- Low sodium
- Low sugar
- Halal
- Kosher

### Food preferences (choose one)\*

- Animal protein heavy
- Vegetable heavy
- Grain heavy
- No preference

*\*Please be advised that we will do our best to accomodate your food preferences, however we cannot guarantee we will be able to deliver to your needs each week due to variations in supply.*

Cancel

Submit



**Example of an information/recipe insert to put into the food bag:**

What's in your bag:

## RUTABAGAS

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The rutabaga, swede, or neep is a root vegetable that originated as a cross between the cabbage and the turnip. The roots are eaten in a variety of ways, and the leaves can be eaten as a leaf vegetable.



### Basic preparation:

Peel the rutabaga and cut into small chunks. Put the chunks in a large saucepan and cover with water. Bring to a boil; reduce heat, cover, and simmer for about 25 to 30 minutes or until tender. Drain and let them dry in a colander or in the pan with the top ajar. Mash the rutabagas with the butter, 1 teaspoon salt, and black pepper.

For more rutabaga recipes, visit [www.northwestharvest.com/recipes/rutabaga](http://www.northwestharvest.com/recipes/rutabaga)

This is an example of an informational card that can be inserted into a food bag, describing the type of produce the individual is receiving. Our research uncovered that sometimes people are hesitant to pick unfamiliar produce types because they don't know how to prepare it, but when they have access to information they are more willing to try.