

# FAQs for the Online Market

## What do I need to sign up?

We try to make our sign-up process as easy as possible. There is some information we're required to gather in order to provide you with food.

When you're ready to sign up, please make sure you have:

- A picture of your photo ID for each member of your household
- A picture of your proof of address

You can use a picture from your phone.

During the signup process, you will also be asked for your current income, whether you receive SNAP benefits, and questions about your current grocery needs.

## What forms of ID can I use?

In case you don't have a standard driver's license, there are several other forms of photo ID we can accept.

- A government-issued ID, such as a driver's license, permit, or state ID
- A social security card
- A Consulate Card or matricula

For Children under the age of 18, you can also use:

- Birth certificates
- Medical cards (such as insurance cards or Medicaid)
- Health records signed by a doctor

## Why do you need my ID?

We *only* ever use your ID to verify that all our food is going to real people. It is *never* shared with any government agencies or outside databases.

## Is it safe to share my information with Nourishing Hope?

Yes. Any information you provide to Nourishing Hope is completely confidential. We do not ever share it with any outside databases or organizations, including government agencies.

## How do I know if I'm eligible?

After you register, a staff member from Nourishing Hope will review your application to determine if you are eligible for our online market program. These are the answers they check for:

- Your address must be within the city of Chicago
- Your monthly income must be within 300% of the federal poverty level for your family size. You can find that chart below.
- Express a need for food support

**DHS MAXIMUM MONTHLY GROSS INCOME FOR RECEIPT OF USDA COMMODITIES FOR FISCAL YEAR 2025 (OCTOBER 1, 2024 THROUGH SEPTEMBER 30, 2025)**

Household Size	1	2	3	4	5	6	7	8
Monthly Income	\$1,632	\$2,215	\$2,798	\$3,380	\$3,963	\$4,546	\$5,129	\$5,712

For households with more than 8 persons, add \$583 for each additional person

## What if I'm not eligible?

There are many food programs available in Chicago and we want you take advantage of all of them! If we're not able to work with you at this time, you can use [this interactive map of other resources](#).

## Can I still receive food from other pantries?

Absolutely, and we hope you do! You can use our online market to receive one food order per month, but that does not prohibit you from working from other food pantries who might be able to provide you with resources. You can use [this interactive map of other resources](#).

## How often can I order?

You can place orders through Nourishing Hope's online market one time per month.

## Where do I pick up my food?

When you are ready to order, the first question you will be asked is which location you would like to pick up the food from. Different locations have pickups on different dates, so feel free to pick the time and place that works best for you.

These locations are currently available for general sign up:

- Bright Star Community Outreach
- Center on Cottage Grove
- Greater West Town Community Project
- Nourishing Hope HQ (1716 W Hubbard)

- Nourishing Hope Hub (5151 N Ravenswood Ave)
- Nourishing Hope Sheridan
- Independence SDA Church
- North Lawndale Employment Network

## Can I change my pickup date?

If your pickup date no longer works for you, not a problem! Please cancel your order, and then place a new order on a location and date that does work for you.

## What if my plans change and I can't make it to a pickup?

Please make sure that if you're not able to make it to a pick-up, that you cancel your order at least 24 hours beforehand. If you cancel your order on the pick-up day itself, it will count as a no-show. Three no-shows within six months can result in a hold being placed on our account.

## What if I miss a pickup?

It's important to us that we're supplying our communities with as much food as possible and that nothing goes to waste. If you miss three pickups in a six-month period, your account will be placed on pause for 60 days. After 60 days you will be able to order again like normal. Excessive no-shows may result in a permanent suspension of online market services.

## What forms of Proof of Address can I use? Why do you need this?

Nourishing Hope's online market is only available for Chicago residents. The proof of address is used to verify that you live within the city limits.

You can use:

- A piece of mail from an official organization, like your bank
- A recent utility bill
- A copy of your lease

Please note: your ID does not count as legal proof of address. We do need to have a separate document to complete verification.

## How do I change my email?

If you need to change your email or phone number, please send an email to [onlinemarket@nourishinghopechi.org](mailto:onlinemarket@nourishinghopechi.org) and we will change it in the system for you. Please let us know as soon as possible if this happens! We may be sending alerts to your old email.

## How do I change my phone number?

If you need to change your email or phone number, please call 773-525-1777 ext 250, or send us an email at [onlinemarket@nourishinghopechi.org](mailto:onlinemarket@nourishinghopechi.org), and we will change it in the system for you. Please let us know as soon as possible if this happens! We may be sending alerts to your old phone.

## What if my household changes? Can I add new family members or remove family members that have moved out?

If you have changes in your household, please call 773-525-1777 ext 250, or send us an email at [onlinemarket@nourishinghopechi.org](mailto:onlinemarket@nourishinghopechi.org). We can update list of household members for you. Please let us know if this happens! This helps us make sure you're getting enough food with each order.

## Can I get additional food if I have a large household?

Yes! Quantities received are based on household size. The maximum order size will automatically update based on number of people in household. If you have changes in your household size, please call 773-525-1777 ext 250, or send us an email at [onlinemarket@nourishinghopechi.org](mailto:onlinemarket@nourishinghopechi.org). We can update list of household members for you.

## Can my family members sign up too?

We strongly suggest that you set up one account with every member of the household, rather than have separate accounts. Your quantities will be based on the household size, so you will still receive the amount of food you need.

Registering multiple household with the same address could delay eligibility confirmation.

## What if I move but still need support with my groceries?

If you have a new address, please call 773-525-1777 ext 250, or send us an email at [onlinemarket@nourishinghopechi.org](mailto:onlinemarket@nourishinghopechi.org). We can only provide online orders for residents of Chicago. If you do move outside the city limits, we can help connect you to resources in your new area. You can also use [this interactive map](#).

## What if need someone else to pick up my groceries?

As long as the person who comes to the pick-up is listed on your household, they only need to present their ID.

If you need to send someone else to do a pick-up, we have a simple form you can fill out here. Please sign the form and have them bring this.

English: <https://www.nourishinghopechi.org/wp-content/uploads/2023/12/FY24-TEFAP-Proxy-sheet.pdf>

Spanish: <https://www.nourishinghopechi.org/wp-content/uploads/2023/12/Spanish-FY24-TEFAP-Proxy-sheet.pdf>