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### **48214 CARE Grocery Assistance Guidelines**

1. After submitting a 48214 CARE request, a representative will contact the client to coordinate the groceries list and drop-off.
2. For the grocery list, there will be a **\$50 limit for food items**.
  - a. Please specify what items you would like (brand & amount)
  - b. We will try our best to get every item request but if it is above \$50, we would make the changes needed to stay within the limit.
3. Depending on availability, the representative will inform the client whether the groceries will be delivered via Instacart or a volunteer will complete the shopping and delivery of groceries.
  - a. **If delivering via Instacart**, someone from the client's residence must be home to receive the groceries and they will call you prior to dropping them off.
  - b. **If a volunteer will be delivering groceries**, they will contact you directly to inform you of the drop-off time. They will already have your contact information and grocery list.
4. Clients are only able to request groceries once every two-three months. If you need more assistance, contact [48214care@mackave.com](mailto:48214care@mackave.com) and we can review other resources to help.
5. If you have any questions, comments, or concerns, please contact the program manager at [alexsaundra@mackave.com](mailto:alexsaundra@mackave.com).