



## Frequently Asked Questions:

**Where is Food Club?**

739 Paw Paw Drive  
Holland, MI 49423

**What is Food Club?**

Food Club is a membership-based grocery store where you can afford to eat well each month. You can get the food you want, when you want it, with convenient hours that make it easy to shop with points for all sorts of foods that meet your unique dietary or cultural needs.

**How does it work?**

You and your household receive a membership for a small fee between \$11-17 based on your income. Your membership gets you points to be redeemed for over \$100 worth of groceries over a 30 day period. The more people in your family, the more points you get and as you shop, you use points to get the foods you want.

**Who can join Food Club?**

Food Club is designed to serve the Holland/Zeeland area, for those who meet the following income requirements:

Household Size	Annual Gross Income	Monthly Income
One	< \$29,160	< \$2,430
Two	< \$39,440	< \$3,287
Three	< \$49,720	< \$4,143
Four	< \$60,000	< \$5,000
Five	< \$70,280	< \$5,857
Six	< \$80,560	< \$6,713
Seven	< \$90,840	< \$7,570
Eight	< \$101,120	< \$8,427

**How many points do I get with my membership?**

# of People in Household	Points Given to Shop
One person	60
Couple	90
Family (3-5 People)	120
Family Plus (6+ People)	150

**What will I be able to buy at Food Club?**

Lots of different things! Food Club will look like a grocery store, and have fresh fruit and vegetables, fresh and frozen meat, dairy products, and dry or canned items. You'll be able to redeem your points to shop for what items and how much you need, instead of receiving a large box that was packed for you. Food Club will offer fresh fruits and vegetables at a lower cost, so that you can spend your points on food that helps you move forward, instead of holding you back!

**How much are memberships?**

The cost of a membership will vary from \$11 - \$17 a month, depending on your household size and income.

**What documents do I need to provide to get a membership?**

All members will be asked to provide some form of documentation to verify their income. The following documents will be accepted:

- i. Last 3 Pay Stubs*
- ii. Last year's tax returns (W2 or returns)*
- iii. SSI*
- iv. SSDI*
- v. Child support record*
- vi. Retirement Benefits*
- vii. Other income: accepted upon staff approval*

**What is included in my membership?**

Membership at Food Club includes so much more than just shopping, you also gain first access to cooking classes, workshops and connections to other local community organizations and agencies. Food Club is really meant to be the one stop shop where you can come for food and leave with a plan!

**Do I have to buy a membership every month?**

You can choose which months to buy a membership, depending on what's right for your household! Food Club is here for when you need it, even if you don't need to buy a membership every month.

**How do I renew my membership?**

1. Come into Food Club and do it in person at the Membership Services Desk.
2. OR update your personal information through our connect portal, then come in person to finalize the membership purchase or call and pay for your membership over the phone.

**Will I be able to buy personal care items?**

We are hoping to have personal care items available, although they may not be immediately at the launch. However, these items are never promised and due to demand, there may be limits on how many you can buy at one time.

**Am I still able to get diapers/wipes and formula for free?**

Yes!  
They will be available at the Membership Services Desk.

**What if I don't use all of my points in a month? If I use them all, can I buy more?**

- Points do not roll over after the 30-day period. If you're unable to come in and use your points, please talk to a staff member.
- No additional points may be purchased if a household runs out of points before the month is over.

**If I can't come in to shop, can someone else shop for me?**

Yes, you can have other adults in the household listed as "approved shoppers" for your account, who can also shop for the household. Or if you're unable to come in for yourself, you can set up someone from outside of your household as a "proxy" shopper on your account.

**If I don't have a membership, can I access programming (resources/classes/workshops)?**

Sometimes. Households with memberships will be given the opportunity to sign-up for workshops and classes before non-members. There might also be services just for members, but both members and non-members will be able to access help with resources. Members will be the only individuals allowed to shop for groceries.

**What about people who can't afford to pay for a membership?**

We know that there will be people who can't buy a membership, but luckily the greater Holland area has many other food pantries and food assistance services. We will continue to work with our local partners to refer people to the programs most beneficial to them.

**Will your current Food Pantry still continue?**

Our pantry services at 345 West 14th St is closed. We believe that the Food Club model is a more flexible model and serves more guests better, so we switched fully to the Food Club.

**Do you have other questions?**

Give us a call at 616-392-2368 or email [guestservices@communityactionhouse.org](mailto:guestservices@communityactionhouse.org)