## Jewish Family Services | Food Delivery

## **Partner Overview**

Jewish Family Services (JFS) supports and strengthens lives throughout Greater Kansas City. We provide essential human services for people of all faiths, ages, cultures, and identities who are facing challenges in everyday life or times of crisis.

## **Project Summary**

JFS delivers food twice monthly to homebound clients (50–60 total) and needs a **web-based, HIPAA-compliant routing tool** to streamline order tracking, route optimization, volunteer assignment, and client communication.

## **Current Workflow & Pain Points**

**Workflow**

* Twice a month, their food pantry does deliveries to homebound clients (around 50-60 in total). A-G clients are one week, H-S clients are another week. 2nd and 4th Thursday of every month. Can vary some if there’s a holiday. 2nd Thursday is typically MO homebound clients. 4th Thursday is KS clients.
* Used to have 8 or 9 delivery routes, but couldn’t get enough volunteer drivers to get that many routes. So now about 7 or 8 routes. Usually stay under 4 or 5 clients per route. Because we tell volunteer drivers that route shouldn’t take longer than hour/hour and a half. Kansas routes are easier because they’re closer to the office. MO routes are less likely to get volunteers because they don’t want to go downtown because of safety and parking, etc.
* JFS has a location in Brookside so not super far away, but deliveries are currently done out of Kansas. They’ve discussed possibly doing deliveries out of MO too.
* Order Collection:
  + Volunteers call clients 2 weeks before delivery to collect orders (Excel form) and tracks notes.
  + Unreachable clients receive a standard box. Russian speaking clients are indicated in the order forms.
  + Notes may include language needs, wellness checks, vacation status, etc.
* Order Processing:
  + Order volunteer sends Excel to Zach. Includes food orders, if client couldn’t be reached or doesn’t need, etc.
  + Orders are printed labeled for packing.
  + Boxes are packed and labeled (perishable items last-minute).
* Routing:
  + Routes manually created in an Excel and printed with MapQuest directions. Delivery considerations are noted, such as”knock loud” or gate codes.
  + Volunteer driver shortages require last-minute route changes.
* Delivery:
  + Drivers pick up boxes in a 30-minute window.
  + Only notable issues are reported (e.g., client moved).

**Painpoints**

* Manual & time-consuming route and client updates; only one staff member knows the process well.
* Volunteer count fluctuations require frequent last-minute changes.
* Routes aren’t optimized for efficiency.
* Current process limits ability to serve more clients.

## **High-Level Project Needs**

* Web-based site, HIPAA compliant/encrypted
* Real-time automated routing with drive time estimates.
* Add/remove clients from delivery list easily.
* Quickly update routes if volunteers cancel or clients skip delivery.
* Multiple staff should be able to manage the tool.
* Capture client info, volunteer info, food orders, and route details.
* View route capacity to plan for sustainable growth.

**MVP Feature List**

* *Stakeholder will provide de-identified data to use for testing*
* Client order form? Will order form stay in Excel or should that be built into the tool as well?
  + If kept in Excel, need any easy way to import info that is needed into tool so users can see order details associated with client/route details in one place. May not need specific box info, but just the counts. If built into the tool, need a way to designate which volunteer(s) should have access to order form UI as not all volunteers should be able to (drivers don’t need access). And would need to build the order form UI into tool.
  + Should this tool accommodate creating labels for boxes? Maybe order form and label features are post-Hackathon features.
  + [**Order form Excel**](https://docs.google.com/spreadsheets/d/1c0PfgdJRwB8B-M7aw0fydf5zhOv9EQKx/edit?usp=sharing&ouid=115935028569429718698&rtpof=true&sd=true)
  + [**Box label template**](https://docs.google.com/document/d/1VfhAdOKugQ_i_lL7GvyFpNTq96oN2QJS/edit?usp=sharing&ouid=115935028569429718698&rtpof=true&sd=true)
* User roles: Admin and volunteer
  + Admin
    - Create/edit client profiles
    - Create/edit volunteer profiles
    - Assign drivers and generate routes
    - Print/export routes
  + Volunteer? Should volunteers be able to login? Or admins just create volunteer profiles and print outs are given to volunteers and no volunteer interactions in app?
    - View assigned route sheet (print/pdf)
    - See client details on route
    - Complete client order form?
* Volunteer profile (add, edit, remove)
  + Name, starting address and ending address, phone number, preferences (e.g. preferred neighborhoods, time limits, end location), availability, notes
* Client profile (add, edit, view, remove)
  + Client ID, name, DOB, address, phone, language, delivery group/date (Group 1: MO clients/2nd Thursday, Group 2: KS clients/4th Thursday, Group 3: Holiday), notes/considerations
  + See order details (from order form/Excel)?
* Routes
  + [**Current Excel sheet for route details**](https://docs.google.com/spreadsheets/d/1IMGE1LxUNA1ocipYnuyeGVtBFuCWh6-C/edit?usp=sharing&ouid=115935028569429718698&rtpof=true&sd=true)
  + Input how many drivers are available. Select which drivers are available (pre-filled based on driver profile availability dates, but can be overridden)
  + Choose starting location (KS or MO office)?
  + Routes are grouped based on delivery date/group designated in client profile. Ability to add/remove clients from delivery date.
  + Drivers automatically assigned to routes (with ability to manually override)
  + Routes automatically created and optimized based on client addresses, keeping total drive time under 1.5 hours. Routes can be manually modified.
  + See mapped out route with addresses in sequential order of efficiency, driver details, client details, estimated total drive time and mileage.
  + Delivery/route table (view)
    - See table of delivery dates/groups
      * Group 1: MO clients/2nd Thursday
      * Group 2: KS clients/4th Thursday
      * Group 3: Holiday
    - See all routes and clients for that delivery date
      * Ability to open client order form?
      * Ability to add and remove clients from route
    - See volunteer driver
    - See route mapped out
    - See estimated total drive time and mileage (ideally staying under 1.5 hours)
    - Print, edit, remove buttons
      * Print (one page): Name, phone number, address, language, notes/considerations, boxes. Print in large text size but one page.
  + Edit delivery/routes
    - Set delivery date
    - Ability to manually set how many routes/how many drivers
    - Ability to manually add/remove clients to delivery date
    - Set starting location (KS or MO office)
    - Select which volunteer drivers
    - Assign driver to routes manually
    - Ability to carry forward routes/drivers to following delivery dates
    - Upon saving, it automatically generates optimized delivery routes based on client addresses and number of drivers (staying under 1.5h delivery time). But allow for manual overrides.
* Print/export routes
* Button on routes page to export a one-page, large-font PDF printout for each route/driver. Can be printed, downloaded, or emailed.
  + Info to include on print-out: Delivery driver name, route name (A,B,C) client names (in order of route efficiency), phone numbers, addresses, number of boxes, language, notes/considerations
  + Doesn’t necessarily need to include specific boxes
* CSV export for all deliveries for admin to see

## **Nice to Have’s**

* Can this be designed so there is an easy way for the client/volunteer information to be easily imported via CSV?
* Drag-and-drop route reassignment
* Link to external map/nav tools (e.g., Google Maps)
* Reporting dashboard (deliveries completed, volunteer activity, weight of food, etc)
* Integration-ready API for connecting with JFS’s ETO database (client database) that captures client ID’s, and notes for clients like wellness check, how to enter home, etc.
* Integration with volunteer tool
* Ability to see if they can expand/scale up their capacity to do more routes in the future

## **Idea Exploration**

* Explore free/open-source routing APIs (e.g., OpenRouteService, GraphHopper, Mapbox Directions API).
* Have considered using AI for the routes, but Zach is not very familiar with it.
* The person before him used RouteXL. He wasn’t familiar with it and it seemed complicated, spent an hour one day inputting addresses and it didn’t work with the free version.
* Consider integration with external delivery services (e.g., DoorDash discount routes). Door Dash has a system where they could deliver their food for a discounted price, but haven’t pursued it. DD came to their national JFS conference to express interest in delivering food. Maybe like $10 a route. Would give DD the addresses and they can figure out route.

**Design Concept That Can Be Used for Reference**

[**https://chatgpt.com/canvas/shared/6897dc9922bc81919c88337ebafe6db1**](https://chatgpt.com/canvas/shared/6897dc9922bc81919c88337ebafe6db1)