



FAQ for Food Sites or Ambassadors

1. How do we get our food distribution site or pantry added to the map?

Answer: If you do not find your site on the Henderson County Food Finder Map, please call or email Community Foundation of Henderson County or FastRoots. You will be sent a food site profile to complete that will ask for information on location, hours, restrictions, types of food service & wrap around services – as well as other contact info. A profile can be created once the form is submitted.

2. What if we operate multiple mobile distribution sites or pop-up pantries?

Answer: The Henderson County Food Finder map supports multi-location and schedule-based filtering. Each mobile distribution site will be marked on the map as its own site, and show its own unique calendar days, food types, restrictions, and hours of operation. If you need to change mobile site locations, please call or email Community Foundation of Henderson County or FastRoots.

3. How do we update our information if our hours change or we have a holiday closure?

Answer: The Henderson County Food Finder map encourages all users to check in with a distribution site's website, social media or calling before arriving. Please make sure all temporary changes in hours are listed on your agency's web base platforms. Long-term changes can be made to the map's searchable data by calling or emailing Community Foundation of Henderson County or FastRoots.

4. Can we list specific residency or income requirements on the map?

Answer: Yes. While we encourage low-barrier access, we know some funding sources restrict services to certain ZIP codes, school districts, or income thresholds. Each distributor's profile on the map hosts an area labeled "restrictions". Please review these regularly to make sure they are an accurate representation of your organization's requirements.

5. We operate on a "by appointment only" basis. Can the map accommodate this?

Answer: Yes. Though this is not a searchable feature, the hours of operation can prompt the user to make an appointment before visiting. Please ensure your agency's contact information is accurate for users to make the appointment and provide details on when appointments are scheduled.

6. We are worried that being on the map will cause demand to exceed our food supply. How can we manage this?

Answer: We understand capacity limits are a major concern. Through our map dashboard we can toggle a site between public or hidden. If you feel you have reached capacity, you are welcome to contact either Community Foundation of Henderson County or FastRoots to temporarily hide your site from map users. Additionally, you can specify your maximum daily capacity so clients know ahead of time, and this can be shared in the restrictions section.

7. Can we use the map data to request more food or funding from regional food banks?

Answer: Yes. All data pulled from the map is anonymous but can lead to understanding trends in need and demand. This data can be made available at the Community Foundation of Henderson County.

8. Can we embed this map directly onto our own organization's website?

Answer: Yes! We provide free, easy-to-use HTML embedded code. We highly encourage HCFF distribution sites and ambassadors to display the map on their website to better ensure the information reaches those in need.

9. How do we use this map to refer our clients to other social services?

Answer: Case managers and intake staff can use the map's filter functions as a robust referral tool. If a neighbor visits your pantry but also needs a hot meal site open on weekends, or a diaper bank, you can filter for those specific resources right from your desk and print or text the directions directly to the client.

10. Is there a fee for organizations to be listed or to use the portal?

Answer: No. The Food Finder Map is a completely free community resource funded by Community Foundation of Henderson County & local donors and partners. There are no listing fees, subscription costs, or hidden charges for service providers.

11. Who do we contact if we face technical issues or see inaccurate data on another pin?

Answer: To update data, please call or email Community Foundation of Henderson County at grants@cfhcforever.org or FastRoots at info@fastrroots.org.