



Referring Agency Policy for Clothing, Emergency Food and Supplemental Food Programs*

I Neighbor to Neighbor Mission Statement

Neighbor to Neighbor is a non-profit organization dedicated to serving residents in need throughout the Greenwich area. We improve lives by providing for the exchange of food, clothing and basic living essentials in an atmosphere of kindness and respect.

II Referring Agencies

The type of agency that may refer clients who are residents of Greenwich, Port Chester or Stamford, to Neighbor to Neighbor, "NTN", is defined below by NTN program. An approved agency, "Referring Agency(ies)", must have an employee on staff specifically responsible for qualifying clients.

Clothing Program:

- Churches, synagogues and other established religious organizations
- Social Service Agencies - agencies in a government or local council formed by state mandate that deal with Social Services
- Civic organizations - non-profit organizations formed for the purpose of servicing the public

Supplemental Food Program, for Greenwich residents only:

- Greenwich Department of Social Services
- Family Centers- Head Start and RITE
- Greenwich Public Schools social worker
- Pathways

Emergency Food Program:

- Churches, synagogues and other established religious organizations
- Social Service Agencies
- Civic organizations
- Supplemental Food Program Referring Agencies (as listed above)

III Responsibilities of Referring Agencies

For each individual/family (the “Client”) referred by a Referring Agency, it is the responsibility of the agency to first “qualify” the Client with such Client then becoming “qualified”. To qualify a Client an agency must:

1. Know the Client being referred and in the case of a religious agency, such individual or family should be a member of that agency’s parish.
2. For the Supplemental Food Program (for Greenwich residents only), Client must be referred to one of the Supplemental Food Program Referring Agencies (listed above). It is the responsibility of the Supplemental Food Program Referring Agency to verify the residency of the Client as Greenwich.
3. For the Clothing and Emergency Food Programs, verify the residency of the Client as Greenwich, Stamford or Port Chester. For Greenwich Residents, NTN recommends Emergency Food Clients also be referred to one of the Supplemental Food Referring Agencies (listed above) for potential further assistance.
4. Verify that the Client is income qualified to receive assistance as defined by the Referral Form. (See attached).
5. Not refer a Client to NTN if the Client may be of danger to themselves or to NTN, its staff, volunteers, Clients or guests.

Once having qualified the Client for referral to NTN, Referring Agency is responsible for:

1. Explaining NTN’s policies to the Client as outlined in the Food Pantry Policies and Clothing Room Policies (as defined herein).
2. Fully completing the NTN Referral Form with the Client, making sure both Client and Referring Agency have signed the form, and **faxing the form** to NTN.
3. For Clothing Clients, calling to schedule the first appointment.
4. Providing the Client with a copy of the NTN Food Pantry and/or Clothing Room Policies (see attached), as appropriate.
5. Annually updating the Referral Form for each Clothing Client and each Senior Supplemental Food Client(s) living independently of their younger family and faxing it to NTN. (See definition of Senior below.)
6. Quarterly updating the Referral Form for all other Supplemental Food Clients.

IV Eligible Clients

All Clients:

- Each Client must be qualified by a Referring Agency as defined above.
- A Client may be an Individual, or a Family. An Individual is a referred Client living alone. A Family includes “Dependent Children” (under the age of 21), spouses, “Senior(s)” (over the age of 65) and “Adult Children” (between 21 and 65 years of age) that are living with the referred Client in the same house. Adult Children are to be income qualified separately by the Referring Agency as if they are a Client. However, once income qualified, Adult Children are to be listed on the Referral Form for the Family and will be eligible for Neighbor to Neighbor’s programs as a member of the Family.
- Each Client is required to meet the income qualifications of a completed NTN Referral Form.

Clothing Program Clients:

- Client must currently live in Greenwich, Stamford or Port Chester.
- Client must understand and abide by NTN’s Clothing Room Policies.
- Client must prove eligibility for NTN’s Clothing Program annually.

Emergency Food Clients:

- Client must currently live in Greenwich, Stamford or Port Chester.
- Greenwich, Stamford and Port Chester qualified Clients may only receive emergency food once.
- Greenwich residents that have received Emergency Food may be eligible for the Supplemental Food Program.
- Client must understand and abide by NTN's Food Pantry Policies.

Supplemental Food Program Clients:

- Client must currently live in Greenwich.
- Client must be referred by a Supplemental Food Program Referring Agency.
- Client must understand and abide by NTN's Food Pantry Policies.
- Client must prove eligibility for NTN's Supplemental Food Program quarterly unless such Client(s) is a Senior living independently of their younger family; in which case eligibility must be proven annually.

V NTN Client Policies

The people who help our Clients are dedicated staff and volunteers. They are interested in making the Client's shopping experience in the Clothing Room and Food Pantry as pleasant as possible. The following policies are in place to benefit everyone.

Clothing Room Policies:

- First come, first serve. No merchandise will be held for any Clients.
- We ask Clients to remember that there are others who depend on our services; staff and volunteers may ask Clients to limit their selection.
- All items are donated through the generosity of members of the community; not all items may be available on the day a Client shops.
- Clothing items are only for Family members listed on the Referral Form. Clothing items may not be taken for individuals not on the Referral Form.
- Clothing Clients must have an appointment and should arrive on time for scheduled appointments. Appointments, which are available every other month, must be made with the receptionist. Clients may reschedule appointments as necessary.
- Only Clients approved to shop may enter the clothing area; only one Family member is allowed at a time with the exception that children under the age of 18 are allowed to shop with a Client.
- Each Client has 30 minutes to shop. Rules and guidelines posted in the Clothing Room are to be followed; limits may change depending on supply.
- Only qualified residents of Greenwich, Stamford and Post Chester may receive clothing.

Food Pantry Policies:

- Client must be a Greenwich resident to receive weekly food.
- Emergency Food is given to qualified Greenwich, Port Chester and Stamford residents only once. We will refer Greenwich residents receiving Emergency Food to the Supplemental Food Program Referring Agencies and will work to help Emergency Food Clients from Port Chester and Stamford identify which food pantry serves their town.

- Food is only for Family members listed on the Referral Form. Food may not be taken for individuals not on the Referral Form.
- Weekly food Clients must be referred by Supplemental Food Program Referring Agencies.
- All items are donated through the generosity of members of the community; not all items may be available on the day a Client shops.
- Clients may not exceed the points listed on their shopping card or ask for substitutes.
- Points on items may change due to supply. These changes may be temporary. Volunteers will let Clients know about these changes as they occur so we are able to be fair to everyone. Up to date information may also be found on the white board in the food pantry.
- If possible, Clients should bring their own shopping bags.

VI Referral Agency Policy Sign Off

While Neighbor to Neighbor’s mission is to serve others, problems sometimes arise. Hence, Neighbor to Neighbor, reserves the right in its sole discretion, to deny admittance to a Client or, once admitted, to deny service to a Client and, if necessary, to call appropriate authorities and/or escort a Client off the premises, if a Client damages or disturbs, or is threatening to damage or disturb, NTN’s premises or their contents or NTN’s operations or jeopardizes, or is threatening to jeopardize, the safety of NTN, its staff, volunteers, Clients or guests or appears to be under the influence of alcohol or drugs or is rude, difficult, abusive, displaying or verbalizing obscenity or is not able to follow NTN’s guidelines and policies. Efforts will be made to contact the Referring Agency in such an event. However, inability to contact the Referring Agency shall not diminish NTN’s rights. Neighbor to Neighbor reserves the right, in its sole discretion, to terminate the eligibility of any Client who has been denied admittance or service or has been escorted from NTN’s premises.

While Neighbor to Neighbor values our referring partners, we do reserve the right, in our sole discretion, to terminate an agency as a Referring Agency should such agency be found to have not followed our guidelines, policies and forms or should such agency be found to have provided misleading or false information to Neighbor to Neighbor.

By signing below, Referring Agency confirms that it has read, understands and agrees to the terms of this policy and its attachments both taken separately and as a whole.

Name of Referral Agency_____

Name of Referring Person_____

Title_____

Signature _____

Date_____

**Attachments included with Referring Agency Policy: NTN Quick Reference Sheet(s) to Referral Policy to be used by Referring Agencies, NTN Clothing Room Polices, NTN Food Panty Policies and Client Referral Form to be handed out by Referring Agencies to each Client.*