



Participation Information

Dear Citrus Heights Community Member,

Thank for your interest in participating in the 11th Annual Citrus Heights Holiday Referral Program. The City of Citrus Heights and the Citrus Heights Police Department have partnered with various service clubs, schools, and community members to provide assistance to Citrus Heights families in need. This holiday program relies on people in the community, like you, to make this holiday season and every holiday season a special one for those who need assistance.

We are looking for people to refer families who live in Citrus Heights and have had a **hardship over the last year** where they have been placed in a financial or other difficult situation. This may include families who have lost jobs, had a death of a family member, been in an accident that caused impairment, or other crisis which has seriously changed their life situation. This program is not intended to be a self-referral program, and we generally do not assist those who have been helped in the past.

This program typically consists of four phases: 1) Application; 2) Interviewing and Selection; 3) Adoption; and 4) Pickup and Delivery.

Phase 1: Application Process

The first phase is where we will be accepting referral applications for this program. Referrals can be made by schools, businesses, or community members. A referral application must be submitted in order to be considered for the program. Below are some guidelines regarding the application process:

- Applications will be accepted during the release time frame (November 1-15, 2019).
- All persons referring a family must have direct, personal knowledge of the family they are referring.
- Incomplete or non-descriptive applications will not be reviewed.
- Reasons for referring the family must be more than “low income” or that they are enrolled in the food program at school. They must have experienced a hardship within the last year.
- All applicants will be interviewed prior to being selected into the program.
- If the family was assisted last year, there would need to be extenuating circumstances for them to be accepted again this year.
- Each family should have at least one (1) child under the age of 13.

Phase 2: Screening and Selection (Choosing Prospective Families)

The second phase is screening all applicants to better assess the needs of families and obtain a “wish list” for the adopting families. This wish list will contain the family’s needs and wants for the holiday season.

- Once each family is screened and selected, they will be assigned to the people who are interested in adopting them.
- Our goal is to select families who have the higher level of actual needs.

Phase 3: Adoption

The third phase refers to the families who will be adopting families for the holiday season. Below is a list of the guidelines and expectations for the adopting families:



- This program relies on people willing to adopt these families for the holiday season.
- Adoption includes purchasing items for the family and/or selecting from the items we have collected from the community.
- Families should expect to give a minimum of three (3) gifts per child and a maximum of six (6) gifts per child.
- Families should expect to give a minimum of one (1) gift per adult and a maximum of three (3) gifts per adult. These items can be specific to the adult, or they can be household items that can be used by the entire family (i.e., toaster, coffee maker, microwave, bath towels, etc.).
- Anyone over the age of 16 should be considered an adult under the guidelines of this program.
- We receive many donated items from the community including toys and clothing. Adopting families can select from these new gifts for their families at no cost. These gifts will be available at the police department. In general, you may not have to purchase any toys.
- Along with the gifts the adopting family is giving, our goal is to provide the family with a food basket, toiletry basket, and a backpack of school supplies for each child.
- The adopting family is responsible for wrapping their gifts. However, if you need assistance, there are volunteers who can assist.

Phase 4: Holiday Pickup / Delivery Organization

The fourth phase of the program is the holiday pickup and delivery. Each adopted family will be able to pick up their gifts, and a few will have them delivered to them. Delivery will be assessed and based on the needs of the family.

- Due to the large amount of applications, we will have two (2) pre-assigned pickup times.
- For families who cannot pick up their items during one of the assigned times, we may deliver.
- The delivery will consist of Police and City employees as well as any adopting families who want to meet the families they adopted.
- The families we deliver to will be selected by Police staff and based on need.

Donated items

- All donated items **must be brand new**. Please remember this is a holiday “gift” program designed to help these families. We will not accept used items or any expired food items.
- The Police Department will be accepting donations from the community, and every adopting family will have access to these donations.
- We will not be wrapping the items this year (to allow easier access to pick items).
- Receipts will be given to people donating items (if needed).

PLEASE NOTE: We have created this document and established these guidelines based on previous year's programs. If you have any questions, comments, suggestions, or concerns, please free to contact us at holidayreferral@citrusheights.net