

## **NEW BRITAIN CRISIS FOOD PANTRY PROGRAM**

### **FOOD ASSISTANCE PROCEDURES**

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(All requests will be generated through the NB DCF Food Pantry Liaison Office.  
Hours of operation M-F 9:00 AM – 3:00 PM)

#### ***Acronyms and Definitions***

NB DCF or DCF = New Britain Department of Children and Families Area Office  
One Grove Street, 4th Floor  
New Britain, CT 06053

KCC = Kensington Congregational Church  
312 Percival Ave (RT71)  
Kensington, CT  
**Fax: 860.828.4511**

CCC = Covenant to Care for Children  
120 Mountain Ave, Suite 212  
Bloomfield, Ct 06002  
**Fax: 860.243.0100**

TANF = Temporary Assistance to Needy Families (Federal reporting form)

#### ***Procedures***

1. KCC provides list of on call volunteers with contact information to DCF Liaison monthly.
2. KCC Volunteer receives call/request from DCF office.
3. DCF Liaison is to provide the following information at time of request:
  - a. # of people in family (adults/children)
  - b. Social Worker's name & contact #
4. DCF to immediately fax request to KCC office during the hours of operation.
5. DCF to immediately fax TANF form to CCC.
6. Volunteer to pick up/ fill order request and make contact with Social Worker to arrange for a mutually agreed upon time and location for transfer of food.
  - a. Preferred location would be KCC located, but other locations can be agreed upon between volunteer and Social Worker.
7. At time of food transfer, Social Worker **MUST** provide the following document to KCC Volunteer unless it was already received via fax:
  - a. completed two-sided Client Information Form and Shopping List aka CRISIS FOOD SUPPORT PROGRAM MENU 83111
8. Volunteer mails all forms and attaches any receipts to CCC, includes their USPS mailing address within three days.
9. CCC reimburses Volunteer expenditures within two business days of receipt of forms.