



## Support Services – CHW Referral Guide

### A Successful Referral...



Contains a **verified**  
and **deliverable**  
client address



Is in one of the  
**34 eligible SSP**  
counties Find the  
list: [covid19.  
ncdhhs.gov/SSP](https://covid19.ncdhhs.gov/SSP)



Includes the correct  
**household size** and  
number of boxes to  
be delivered

### Eligibility

**2**

#### Eligibility considerations:

1. COVID Quarantine & Isolation Request
2. High Risk Shelter-In-Place Request

**1**

**Only one** of the  
eligibility criteria is  
needed for referral

### Checklist After Making a Referral



Verify referral is complete, submitted and received by Food Bank



Verify client's address is correct and is accessible for delivery. Verify client's delivery contact information is correct.



Communicate next steps to client regarding coordination of delivery. Clients are responsible for being available for delivery.



Verify closure of referral. Follow up as necessary.

### What to Expect from the Food Bank



Prompt replies to incoming referrals and questions



Review of referral and attestation form for completeness



Weekly opportunities to connect and provide feedback

### Delivering Services



Food bank will provide delivery within 72 hours of referral acceptance



Food Bank or delivery partner will contact client regarding the status of their food box(es)

\* Times subject to variation during holidays and extended weekends

### Working with the Food Bank

CHWs and Food Bank will be able to connect via:

- **Weekly calls with Food Bank representatives**
- **NCCARE360 referral hand-offs**