

WRAPAROUND SERVICES

PANTRIES CAN GO BEYOND FOOD

Wraparound services are the community resources and social services available to address needs beyond emergency food. By connecting clients to these resources, pantries can address the multi-faceted needs of their clients more effectively. Since food insecurity is a symptom of poverty or crisis rather than an isolated need, almost all pantry clients have needs beyond their immediate food needs.

There are many government programs and nonprofit organizations designed to address the needs of families in poverty or crisis, but people need exposure and education in order to utilize those services. If there are so many existing services, why do needs go unmet? The primary reasons are:

- People don't know these services exist.
- People assume they wouldn't qualify for the services.
- People have barriers to applying or learning more.

Food pantries have a unique opportunity to connect with diverse groups of people in need of assistance. Using this opportunity to promote other resources can help clients gain stability in their lives and even address the root causes of their food insecurity. The following includes strategies for promoting wraparound services in the pantry, as well as a list of resources that might be of use to your clients. Implementing these strategies can have a huge return on investment. If your pantry is not ready to promote wraparound services, consider at least referring

clients to 211. As a 24/7, free, confidential referral service, 211 can connect your clients to the services they need.

INDIANA 2-1-1

GET CONNECTED. GET ANSWERS.



PHONE
2-1-1



TEXT
YOUR ZIPCODE
TO 898-211



ONLINE
IN211.ORG



INSTAGRAM
@IN211INFO



TWITTER
@IN211INFO



FACEBOOK
@IN211

PROMOTING WRAPAROUND SERVICES

There are a few ways for pantries to promote wraparound services. Consider implementing one or more of these strategies:

1. **Co-locate services** so that another social service is always available in the same location as the food pantry. For example, the Gleaners Community Cupboard has a St. Vincent health clinic, the St. Vincent de Paul Client Choice Pantry has a legal services area, and the Noblesville Community Cupboard shares a building with the Goodwill Excel Center, which offers HSE classes.
2. **Organize visits from service providers** to offer services or information during pantry times. Services could include blood pressure screenings, mobile dental clinics, free tax preparations, or SNAP enrollment. Organizations could also provide brochures about off-site services.

PROVIDING NON-FOOD ITEMS

The concept of wraparound services is centered on the idea that pantry clients often need help with more than food, and helping clients find the support they need will help stabilize clients and ideally, help them move toward self-



Hunger Inc. Food Pantry offers diapers and toilet paper to clients.

sufficiency. One easy way pantries can help meet other needs in clients' lives is by providing non-food items in the pantry. SNAP doesn't cover toilet paper, dish soap, or other necessary non-food items. Some pantries offer hygiene items, clothing, furniture, and pet food. It could benefit your clients to provide a list of some of the pantries that provide these items, if you don't stock them onsite.



The Community Cupboard of Lawrence offers personal hygiene and household cleaning products.

3. **Offer person-to-person assistance** to connect clients with relevant services. Some pantries have volunteers, staff members, or social workers who are trained to talk about available resources.
4. **Make printed information available** for clients about a variety of different local resources. These resources could be on a table, brochure rack, bulletin board, or digital display.



Vineyard Care Center posts information on community events, resources, and jobs in their waiting room.

HOW TO FIND OUT ABOUT SERVICES

The following are good sources of information on available wraparound services:

- [Community Compass](#)
- [Indiana 211](#)
- [CHIP Handbook of Help](#)
- [Vineyard Care Center Google drive](#)
- Community meetings

WHERE TO START

Deciding Which Services to Promote

The next few pages outline commonly needed resources. A list like this can be overwhelming, but remember that it's not necessary to connect your clients to every resource listed. Instead, find ways to promote the resources that are most relevant to your clients and that your pantry is capable of promoting. Here are some questions to consider:

- Have you surveyed your clients to learn

which services they're interested in?

- What connections do you have within your congregation or neighborhood?

COMMONLY NEEDED RESOURCES

Food

- **Community Compass.** Community Compass connects people to food resources using a mobile app, chatbot, texting, and Facebook Messenger. This resource also screens people for SNAP and WIC eligibility and refers them to the closest place to apply. For more information and marketing materials, see [IHN's Community Compass webpage](#).
- **Free cooking and nutrition classes.** [Cooking Matters](#) is a cooking and nutrition education program offered by Indy Hunger Network through Share Our Strength that equips people who have limited budgets with the skills to shop for and cook healthy meals. For information about classes, contact msonger@indyhunger.org.
- **Referrals to other food pantries.** Many clients would benefit from knowing about pantries that are more conveniently located for them, or additional pantries they can visit to increase their food supply. Generally, clients will need the location, hours, required documents, eligibility requirements, and a phone number for the pantry. Information about pantries can be found through Community Compass, 211, or IHN's Food Pantry Network meetings.
- **Information and enrollment assistance for federal nutrition programs.** Helping an eligible client enroll in SNAP or WIC is one of the fastest and most effective ways to address ongoing food needs. Clients would benefit from receiving information on what

these programs are, who is eligible, and how to apply. See [the FSSA website](#) for more information on SNAP, and your clients can learn more about WIC through [Marion County WIC's informational brochure](#). Screening clients for SNAP and WIC eligibility can be done using Community



Community Compass is available through the App Store and Google Play. You can also talk to the chatbot by texting "hi" to 317-434-3758.

3. **Offer person-to-person assistance** to connect clients with relevant services. Some pantries have volunteers, staff members, or social workers who are trained to talk about available resources.
4. **Make printed information available** for clients about a variety of different local resources. These resources could be on a table, brochure rack, bulletin board, or digital display.



Vineyard Care Center posts information on community events, resources, and jobs in their waiting room.

HOW TO FIND OUT ABOUT SERVICES

The following are good sources of information on available wraparound services:

- [Community Compass](#)
- [Indiana 211](#)
- [CHIP Handbook of Help](#)
- [Vineyard Care Center Google drive](#)
- Community meetings

WHERE TO START

Deciding Which Services to Promote

The next few pages outline commonly needed resources. A list like this can be overwhelming, but remember that it's not necessary to connect your clients to every resource listed. Instead, find ways to promote the resources that are most relevant to your clients and that your pantry is capable of promoting. Here are some questions to consider:

- Have you surveyed your clients to learn

which services they're interested in?

- What connections do you have within your congregation or neighborhood?

COMMONLY NEEDED RESOURCES

Food

- **Community Compass.** Community Compass connects people to food resources using a mobile app, chatbot, texting, and Facebook Messenger. This resource also screens people for SNAP and WIC eligibility and refers them to the closest place to apply. For more information and marketing materials, see [IHN's Community Compass webpage](#).
- **Free cooking and nutrition classes.** [Cooking Matters](#) is a cooking and nutrition education program offered by Indy Hunger Network through Share Our Strength that equips people who have limited budgets with the skills to shop for and cook healthy meals. For information about classes, contact msonger@indyhunger.org.
- **Referrals to other food pantries.** Many clients would benefit from knowing about pantries that are more conveniently located for them, or additional pantries they can visit to increase their food supply. Generally, clients will need the location, hours, required documents, eligibility requirements, and a phone number for the pantry. Information about pantries can be found through Community Compass, 211, or IHN's Food Pantry Network meetings.
- **Information and enrollment assistance for federal nutrition programs.** Helping an eligible client enroll in SNAP or WIC is one of the fastest and most effective ways to address ongoing food needs. Clients would benefit from receiving information on what

these programs are, who is eligible, and how to apply. See [the FSSA website](#) for more information on SNAP, and your clients can learn more about WIC through [Marion County WIC's informational brochure](#). Screening clients for SNAP and WIC eligibility can be done using Community



Community Compass is available through the App Store and Google Play. You can also talk to the chatbot by texting "hi" to 317-434-3758.

Compass. Because the application forms for SNAP are complicated and some clients have language or comprehension barriers, it can be a huge help to assist clients in filling out these applications. Volunteers can be trained and given permission to do this. See Hunger Free America's [SNAP Outreach Toolkit](#) for information on recruiting and training volunteers for SNAP outreach. You can also invite a representative from the SNAP Outreach Program at Gleaners to your pantry by emailing rigordon@gleaners.org or visiting Gleaners Food Bank's [SNAP Outreach webpage](#).

- **Information on free summer meals.** Summer Servings provides free meals and snacks during the summer to anyone under 18 at nearly 100 sites across Indianapolis. For information, see the Department of Education's [Summer Food Service Program webpage](#).
- **Referrals to hot meal sites.** There are many organizations that offer free meals to the public. Clients could benefit from information about the sites nearest your pantry. If you don't know where the nearest sites are, use 211 or Community Compass.
- **Information on nutrition incentive programs.** Many farmers markets offer matching programs for SNAP and WIC as well as Senior Shopping Days. Visit the [Fresh Bucks website](#) to learn about local incentive programs and [CICOA's Farmers Market Vouchers](#) webpage for information on senior markets.

Health

- **Insurance information and enrollment assistance** with government health insurance options, including Medicaid, Hoosier Healthwise, the Healthy Indiana Plan. For more information, see the [overview of medical options for the uninsured](#) compiled by Indiana Legal Services.
- **Information on sliding scale or low-cost clinics.** Find information on specific centers using this [list of Federally Qualified Health Centers](#) in Indianapolis.
- **Mental health and addiction resources**, including treatment programs, support groups, and naloxone training. Specific sites and resources can be found using the CHIP Handbook of Help or 211.
- **Health screenings onsite**, for example, blood pressure checks and pre-diabetes screenings.
- **Information on free STI and HIV testing.**
- **Community health fairs.** Specific events can be found using 211 or in community meetings.

Legal & Financial Guidance

- **Indiana Legal Services** offers free civil legal assistance to low-income people in Indiana. ILS helps clients who have legal problems that decrease their ability to meet basic needs; ILS does not handle any criminal cases. Your clients might be particularly interested in the SNAP appeals program. For information on this program, see [ILS's brochure on appeals](#). For general information on ILS, see [the ILS website](#).
- **Indianapolis Legal Aid Society** offers free legal assistance to low-income people in Indiana. Legal issues are frequently related to housing, guardianship, adoption, and family law. For information, contact Legal Aid at 317-635-9538 or visit [Legal Aid's website](#).
- **Neighborhood Christian Legal Clinic** offers criminal record expungement, license reinstatement, and immigration law assistance. For information, see the [Neighborhood Christian Legal Clinic's website](#).
- **The Volunteer Income Tax Assistance program (VITA)** offers free income tax preparation to qualified individuals. For information, see the information compiled by the IRS on [free tax preparation](#).
- **Budgeting and personal finance classes** organized by the pantry or other community organizations. Local community centers (e.g. the John H. Boner Community Center) frequently offer financial classes or programs.

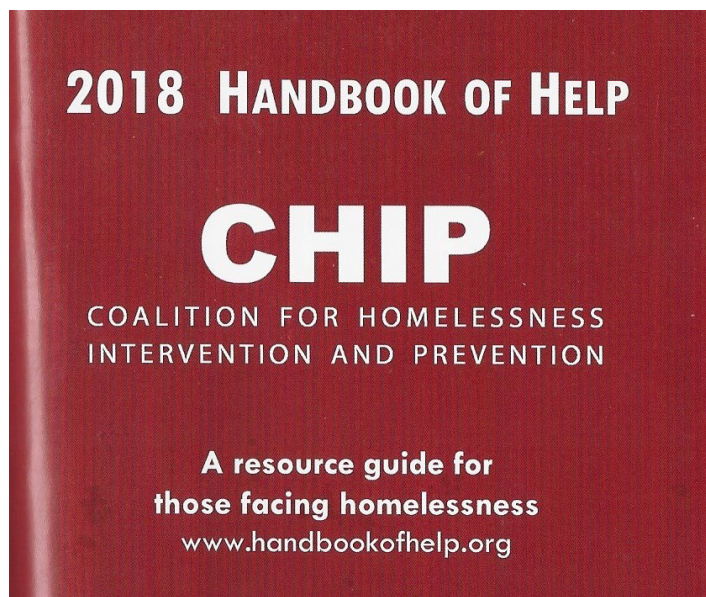
TOWNSHIP TRUSTEES

Township trustees can distribute aid and connect residents to resources. To learn about the requirements for receiving assistance, contact your local trustee.

- Center - 863 Massachusetts Ave. | 317-633-3610
- Decatur - 5410 S. High School Rd. | 317-856-6600
- Franklin - 6231 S. Arlington Ave. | 317-780-1700
- Lawrence - 4455 McCoy St. | 317-890-0011
- Perry - 4925 Shelby St. | 317-788-4815
- Pike - 5665 Lafayette Rd. | 317-291-5801
- Washington - 5302 Keystone Ave. | 317-327-8800
- Warren - 501 N. Post Rd. | 317-327- 8947
- Wayne - 5401 W. Washington St. | 317-241-4191

Housing, Utility, & Furniture Assistance

- **Subsidized housing programs.** For an overview of these resources, see ILS's [brochure on subsidized housing](#).
- **List of nearby pantries with household items.** Pantries can be found through 211 and IHN's pantry meetings.
- **Information on applying for household items** through St. Vincent de Paul. Clients can use SVdP's [online form](#) to apply.
- **Information on the Energy Assistance Plan**, which can help low-income residents keep their utilities on and paid for during the winter.
- **Free smoke detectors** through the Indianapolis Fire Department. Clients can use the [online Smoke Alarm Request Form](#) to apply.
- **For clients experiencing homelessness**, offer CHIP's Handbook of Help and information on local homeless shelters. Connect homeless veterans to HVAF of Indiana.
- **List of organizations offering rent and financial assistance**, including referrals to the Township Trustee office.



The Handbook of Help has information on services for people facing homelessness, but many of the resources are helpful for any low-income people. Order booklets by contacting info@chipindy.org, or view the digital handbook at <http://www.handbookofhelp.org>.

Resources for Seniors

- **CICOA** is the Area Agency on Aging for Central Indiana, and as such, is the go-to resource for services available to seniors. Among other programs,

CICOA offers delivered and congregate meals. Learn more on [CICOA's website](#).

- **Meals on Wheels**, a program of Partners in Nutrition, offers delivered meals and a pantry to seniors. Learn more on the [Meals on Wheels website](#).
- **Senior shopping days** are pantry hours specifically for seniors. Several pantries offer these opportunities. Use Community Compass or 211 for more information.
- **The State Health Insurance Assistance Program (SHIP)** is a free program that connects clients to resources that can help them pay for Medicare costs. For information, visit the [SHIP website](#).
- **Informational brochures** on topics relevant to seniors, including healthcare options and housing, are available on the [Senior Informational Brochures page](#) of the ILS website.

Clothing & Personal Care

- **List of pantries with clothing and hygiene items.** Nearby pantries can be found through 211 and IHN's pantry meetings.
- **Changing Footprints** supplies free shoes to food pantries. For information, see the [Changing Footprints website](#).

Seasonal Assistance

- **Holiday programs**, including hot meals, meal ingredient boxes, and gift programs are provided by many organizations. If your pantry does not offer these programs, connect clients to organizations that do. Find details through 211.
- **Back-to-school assistance.** Indianapolis hosts several back-to-school events to equip students with school supplies. Some food pantries and community centers also offer additional assistance during this time. Use 211 for event information.

Domestic Violence

- **24/7 helpline** available at 317-920-9320.
- **Emergency shelters**, such as [the Julian Center](#) are available for victims of domestic violence.
- **Residential and support programs.** [The Julian Center](#) offers multiple resources.
- **Information on federal assistance** for domestic violence victims who need financial help is available on ILS's [brochure about TANF and Domestic Violence](#).

Employment & Educational Resources

- **Second Helpings** has a culinary job training program. For information, visit the [Second Helpings website](#).
- **HSE/GED classes.** Call 211 or connect with local community centers to locate nearby classes.
- **Job training programs.** For information, see the [Department of Workforce Development website](#).
- **Wage claim information.** For information, see ILS's [brochure on wage claims](#).

Resources for Veterans

- **HVAF of Indiana** houses, supports, and advocates for veterans and their families. For information, visit the [HVAF website](#).
- **The Military Assistance Project (MAP)** assists low-income military members, veterans, and family members with legal cases. For information, see ILS's [MAP webpage](#).

Immigration & Language Resources

- **Exodus Refugee Immigration** provides education, employment training, health services, and more to newcomers from 90 days up to 5 years after arrival in the U.S. For information, see [Exodus Refugee's website](#).
- **La Plaza** offers educational programs, workforce development support, and access to healthcare and human services for Spanish-speaking families. For information, see [La Plaza's website](#).
- **Immigrant Welcome Center** organizes multiple programs for immigrants, including legal services and citizenship workshops. For information, see the [Immigrant Welcome center's website](#).

Children & Parents

- **Car seats** are available for free from the Indianapolis Fire Department. To apply, use IFD's [online application form](#).
- **Diapers, formula, and baby food** can be made available in the pantry. Make sure no baby items are expired! If your pantry does not stock these items,

provide information on nearby pantries that do. [Maternity Outreach Ministry \(M.O.M.\) House](#) is one example.

- **Information on low-cost daycare** and Head Start programs. See information on childcare at [Childcare Answers](#) and information on Head Start from [Family Development Services](#).
- **WIC and Summer Servings** (see Food, above)
- **The Villages** offers community services to families, such as casework, counseling, and parent education. For information, see [the Villages website](#).
- **The Children's Bureau** empowers families with support and resources to prevent issues that lead to entry into the child welfare system and works with families to be able to keep their children who are in the system. For information, visit [the Children's Bureau website](#).

Pets

- **List of pet food pantries.** Use 211 to find nearby locations.
- **Information on free or low-cost vet services.** For a list of options, see the [Indy Pit Crew website](#).

EXPANDING WRAPAROUND SERVICES

The above list does not include all available resources but provides an idea of the types of services and information pantries could offer. If you're looking for a place to start, try focusing on federal nutrition programs and other food resources. Once your pantry is comfortable with those categories, you can expand your promotion of wraparound services in a few ways:

- Ask your clients what resources they need access to or information about.
- Offer resources in which your clients have already expressed interest.
- Offer resources based on the season (e.g. tax help in the winter).