



Citrus Heights Police Department
6315 Fountain Square Drive
Citrus Heights, CA 95621
Phone: (916) 727 - 5500



Participation Information

Dear Citrus Heights Community Member,

Thank for your interest in participating in the 7th 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 like you in the community 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, 4) Pickup and Delivery (see below for more information on each of the phases).

Phase 1: Application Process

This is the phase where we will be accepting referral applications for this program. Referrals can be made by schools, businesses, or community members. Below are some guidelines regarding the application process:

1. Applications will be accepted during the release timeframe (October 26 - November 20).
2. All persons referring a family must have direct, personal knowledge of the family they are referring.
3. Incomplete or non-descriptive applications will not be reviewed.
4. 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.
5. All applicants will be interviewed prior to selection into the program.
6. If we assisted the family last year, there should be extenuating circumstances for them to be accepted again.
7. Each family should have at least one (1) child under the age of 13.

Phase 2: Interview and Selection (Choosing Prospective Families)

After the applications are received, Police Department employees will be interviewing 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.

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





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Phase 3: Adoption

This phase of the program 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:

1. This program relies on people willing to adopt these families for the holiday season.
2. Adoption includes purchasing items for the family and/or selecting from the items we have collected from the community.
3. Families should expect to give a minimum of three (3) gifts per child and a maximum of six (6) gifts per child.
4. 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.)
5. Anyone over the age of 16 should be considered an adult under the guidelines of this program.
6. 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. In general, you may not have to purchase any toys.
7. Along with the gifts that 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.
8. The adopting family is responsible for wrapping their gifts. However, if you need assistance we can have a volunteer assist.

Phase 4: Holiday Pickup / Delivery Organization

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

1. Due to the large amount of applications that are expected, we will be having two (2) pre-assigned pickup times.
2. For families who cannot make the pickup times, we may deliver. The delivery will consist of Police and City employees, as well as any adopting families that want to meet the families they adopted.
3. The families we deliver to will be selected by Police staff and based on need.

Donated items

1. 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 foods.
2. The Police Department will be accepting donations from the community that every adopting family will have access to.
3. We will not be wrapping the items this year (to allow easier access to pick items).
4. 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

