



At Loaves & Fishes/Friendship Trays, we help individuals and families who are experiencing a crisis and need access to nutritious groceries. We have emergency food pantries located throughout Mecklenburg County where families will receive a week's worth of nutritionally balanced groceries with a variety of grains, fruits, vegetables, meat, and dairy products, based on availability. We have Pop Up Food Shares that provide pre-boxed fresh produce at various locations throughout Charlotte accessible by registering through the self-referral form for the client's preferred pick-up location on our website - [Loavesandfishes.org](http://Loavesandfishes.org).

To provide the best experience for each client in need, visits to our Loaves & Fishes pantries are by referral only. To pick up a week's supply of nutritionally balanced groceries, clients will need to have a referral or appointment made for them by a professional who knows their situation. Referrals can be made by a professional from an approved human services organization; a doctor's office, medical clinic, hospital or other medical or health service provider; a government agency such as the Department of Social Services or VA; a school, college, or university that the client or their children attend; or a church or faith organization.

For example:

- If the client has a caseworker at Crisis Assistance Ministry, or Goodwill, or the Charlotte Housing Authority, or Veterans' Services, or Urban Ministries, or another human services agency, that caseworker can call in or log in a referral.
- The client's doctor's office or medical clinic can make a referral, or (if they have been in the hospital) their care navigator or patient advocate can make the referral.
- If the client receives assistance through WIC, TANF, SNAP/EBT or Medicaid, they should contact their caseworker at the Department of Social Services, Social Security Administration or other agency to receive a referral.
- If the client or their child is in the public school system, or if the client or their child is a student at a college or university, they can talk with the guidance counselor or the family resource center of that institution to receive a referral.
- The pastor or staff of a church or other place of worship that the client attends can call from a church phone to make a referral for the client.

The professional making the referral will need to provide us with the names, birthdates and for each person in the household who would like to receive food. They will also need to provide your address and contact information in case we need to reschedule your appointment. We ask additional demographic information such as gender, race, disability status and veteran status, and monthly income, simply for reporting purposes.

Help is only a phone call away. Please ask a professional familiar with your situation to make your appointment, or they can call our offices at 704.523.4333 to get more information. Our phone lines are open Monday through Friday from 8:30am to 4:30pm. We have pantries open five days a week at various times throughout the morning, afternoon and evening.

If you have additional questions, please call us at (704) 523-4333.

For assistance finding self-referral pantries, and for help finding assistance other than with groceries, please access the FindHelp website at [www.findhelp.org](http://www.findhelp.org).