

# About Valley Outreach

Valley Outreach primarily serves families and individuals living in the Stillwater School District area (ISD 834). We welcome all those in need, regardless of residency, to call or come in during service hours to determine how Valley Outreach or other local agencies can meet your needs.

**Mission:** Valley Outreach is a bridge between the crisis of the moment and the solution of the future. We help our St. Croix Valley neighbors in need of food, clothing, emergency financial assistance and other support while respecting their individual dignity and offering them encouragement and hope.



## CLIENT SERVICE HOURS

### Food Shelf – Clothing Closet – Emergency Fund

Please arrive at least 15 minutes before the end of each shift.

Monday: 10 am – noon  
Tuesday: 5 pm – 7 pm  
Wednesday: 10 am – noon  
Thursday: 5 pm – 7 pm  
Friday: 10 am – noon

Food Shelf  
Bonus Fridays: 1 pm – 3 pm\*

\*(see website or call for current start time based on last name)

In the event of inclement or severe weather, Valley Outreach reserves the right to close for the safety of our staff and clients. Please call ahead or refer to our website for closure information if weather is questionable.



FOOD | CLOTHING | EMERGENCY ASSISTANCE

1911 Curve Crest Blvd. W.  
Stillwater, Minnesota 55082  
Telephone 651.430.2739  
[www.valleyoutreachmn.org](http://www.valleyoutreachmn.org)  
[info@valleyoutreachmn.org](mailto:info@valleyoutreachmn.org)

*Non-Discrimination Policy: In accordance with Federal law and U.S. Department of Agriculture policy, Valley Outreach is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.*

*This document is available in alternative formats to individuals with disabilities by contacting the Director of Programs at 651.430.2739 or [info@valleyoutreachmn.org](mailto:info@valleyoutreachmn.org). For TTY Communication, contact the Minnesota Relay Service at 7-1-1 or 1.800.627.3529.*

*Valley Outreach is an equal opportunity employer and public services provider.*

# Valley Outreach Services

FOOD  
CLOTHING  
EMERGENCY ASSISTANCE





FOOD | CLOTHING | EMERGENCY ASSISTANCE

## SERVICE ELIGIBILITY

Valley Outreach primarily serves households in the Stillwater school district area (ISD 834) whose income is at or below 200% of the Federal Poverty Guideline or who are in crisis.\*

### The Stillwater school district includes the following communities:

- Stillwater
- Lake Elmo
- Oak Park Heights
- Bayport
- Afton
- Marine on St. Croix
- WestLakeland
- Lakeland
- Lakeland Shores
- Lake St Croix Beach
- St. Mary's Point
- Withrow
- Parts of Woodbury (must verify school district)

### Income Eligibility: (200% of Federal Poverty Guidelines)\*

Household Size	Annual Income:
One	\$23,541
Two	\$31,861
Three	\$40,181
Four	\$48,501
Five	\$56,821
Six	\$65,141
Seven	\$73,461
Eight	\$81,781

\*valid through July 2016 - check website for up-to-date guidelines

\*If you are in crisis, homeless, or simply not sure if you are eligible for Valley Outreach services, please call ahead or come in during our service hours. We will be happy to answer any questions and help however we can.

## WHAT TO EXPECT DURING YOUR VISIT

### WHEN YOU ARRIVE:

- Check in on the touch-screen and have a seat in the lobby
- When your name is called, you will meet briefly with an intake advisor to check in. This may include:
  - Providing basic household information and completing any necessary paperwork
  - Learning about other programs for which you may be eligible
  - Asking any questions you may have
- Your intake advisor will direct you to the next steps for shopping in the Food Shelf, Clothing Closet, or making an Emergency Fund request.

### PLEASE REMEMBER TO BRING:

- Identification and mail with current address (or other proof of address) for every adult in your household
- Identification for each child (on the first visit each year only, examples include birth certificate, medical card, etc.)

### WHAT IF I HAVE CHILDREN WITH ME?

- Parents are expected to watch their children at all times; a child-friendly section of our waiting room is available

## SERVICES PROVIDED

### Food Shelf

The Food Shelf provides non-perishable items (canned and boxed foods) in addition to fresh produce, deli items, milk, eggs, margarine, frozen meats and other perishable products as available. Clients are able to “shop” for their food, selecting the items that are most appropriate for their needs.

- Clients may visit the Food Shelf one time each calendar month.
- Seniors (65 and older) may visit the Food Shelf two times each calendar month.

**Bonus Fridays:** In addition to the regular monthly visit(s), clients can visit the Food Shelf every Friday for

extra produce, bread and other pre-selected items. Shifts start at 1:00pm and 2:00pm, closing at 3:00 pm, and rotate each month by last name. Names are drawn by lottery 15 minutes prior to each shift. See our website or call for details on this month.

**Snack Pack:** Families with elementary school age children can sign up to receive weekend snack packs of kid-friendly meal and snack items. Sign up through your child’s school or Valley Outreach

**Mobile Choice:** Clients with limited mobility due to age, health and/or disability may have the option to have their food delivered to their home. If you or someone you know is in need of this service, please contact us or ask at intake.

### Clothing Closet

The Clothing Closet helps clients meet their critical clothing needs. The selection of clothing available for all ages gives clients the opportunity to ensure that growing children have clothes that fit, adults can dress confidently for the workplace, all individuals are warm and comfortably dressed in the winter months, and that all have access to the basic clothing needs of socks and underwear.

- Clients are welcome to visit the Clothing Closet twice yearly to address their crisis clothing needs.

### Emergency Fund

Our Emergency Fund provides financial assistance to individuals and families who are in crisis or transition. The Emergency Fund considers requests for help with: rent/mortgage, utilities, transportation, medical and dental emergencies, and other basic needs crises.

- Valley Outreach can help with a limited amount one time in a twelve month period, when eligible.

### Can I volunteer?

Clients are always welcome to volunteer. Please contact our volunteer coordinator to discuss volunteer opportunities and eligibility.

Volunteer Manager  
651-342-5559  
info@valleyoutreachmn.org