



## West Des Moines Human Services 2019 Holiday Assistance Programs Frequently Asked Questions...

### **Can I provide a food basket instead of a food card for a family?**

Due to the diversity of our clients, and differences in food preferences, we have discontinued offering our clients food baskets for the holidays and instead are offering grocery gift cards and vouchers. However, our food pantry will gladly accept food donations.

### **What dollar amount should my grocery gift card be?**

Food cards or vouchers distributed through West Des Moines Human Services are \$25 per household, regardless of family size. Please feel free to use your own discretion regarding amount if sponsoring a family and delivering directly to them.

### **I'm adopting a family for Christmas. May I meet the family I sponsor?**

Yes, we encourage you to make direct contact with that family. **Please contact the family as soon as possible to let them know you are their sponsor**, and inform us if you have any difficulties in communicating with the family. If you prefer to remain anonymous, gifts can be delivered to West Des Moines Human Services on Dec. 16<sup>th</sup> or 17<sup>th</sup> and we will notify the family to pick up the gifts at our office.

### **Is it acceptable to give my adopted family second-hand gifts?**

In general, we ask that our sponsors provide new gifts for the Adopt-A-Family Program. Most of the families live on limited financial means and receive used or second-hand items throughout the year. The holidays are a time of year that children look forward to receiving new gifts to call their own. However, if you have an item in good, gently-used condition that the family is in need of, please use your own discretion in passing it on, or consider donating the item to our Clothing Closet.

### **When is the deadline to adopt a family?**

We would like to have most "adoptions" completed by December 12<sup>th</sup>. **However, we will continue to accept sponsors as long as we have families in need.**

### **How should I prepare my packages for Adopt-A-Family?**

Please wrap each gift (optional) and label with the recipient's first name. If you wish to remain anonymous, you may write "from Santa" or simply leave the "from" portion off. If you are delivering your gifts to WDM Human Services, **please include the family identification number on each package.** Please place the packages in plastic bags or boxes. **In large, bold letters, please label the bags or boxes with your family's identification number.** We ask that you kindly keep your bags or boxes lightweight so that one person can easily handle them.

### **If I am not able to commit to adopting an entire family, may I still make a contribution?**

Yes! There are many ways to help without taking on the commitment of adopting a family. Every effort makes a difference. Please consider one of the following:

- ❖ Donate a new, unwrapped toy or a teen gift/gift card for our Giftland Program
- ❖ Donate a \$25 gift card for food or Giftland (for teen gifts)
- ❖ Make a monetary donation designated to our "Holiday Assistance Program"

**For more information, please contact Melinda Hotovec at 515-222-3663 or [Melinda.Hotovec@wdm.iowa.gov](mailto:Melinda.Hotovec@wdm.iowa.gov).**

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