

# Frequently Asked Questions

## What is Adopt-A-Family?

It is a program designed to help struggling families celebrate the Christmas holiday season by connecting them with individuals, small groups, businesses and organizations who adopt them for the Christmas season and personally deliver gifts.

## Who can apply for Adopt-A-Family?

Families with a child or children that meet the income guidelines. Our definition of family includes, intact families, single parent households and non-traditional families. The income guidelines are based on net monthly income not exceeding the predetermined totals and they are as follows: Family of 2 - \$1639; Family of 3 - \$2062; Family of 4 - \$2484; Family of 5 - \$2907; Family of 6 - \$3330; Family of 7- \$3753 and Family of 8 or more - \$4176. \*figures based on the 2014 US poverty guidelines

## How are the families screened?

In order for a families application to be accepted, all of the following documents must be provided: A letter stating your current situation; copy of each child's birth certificate; Copy of valid Texas ID/DL; copy of your most current electric bill AND phone bill; Last four (4) check stubs or Tax return filed this year for the year immediately preceding; copy of award letters that apply to your family's income (SSI/SSDI, unemployment, TANF, food stamps, child support, Alimony/ Spousal Support and/or rental subsidy).

## How can I help?

You can personally adopt a family by completing a Donor Application Form online at [www.sohmission.org/adopt-a-family-donor](http://www.sohmission.org/adopt-a-family-donor). This form will also allow you to provide us with an idea of the family or families that you desire to adopt. Once we have received your request, which will confirm that you will be adopting a family, you will be matched with a family that meets your criteria. In our matching process we will do our best to meet your criteria as closely as we possibly can. Once you have been matched with a family, you will receive additional information about the family. You will be provided with the names, ages, clothing sizes and a Gift Idea List created by the family. After you have made contact with the family, you will then begin shopping for the families gifts, wrap each gift and deliver the gifts no later than December 20, 2015.

## Who can adopt-a-family?

Anyone over the age of 18 years of age or minors with parental support AND monitoring, can adopt a family or families. We welcome any agency, families/ friends, organizations/businesses, church groups, social groups, homeowner associations and sororities/fraternities to adopt our families.

## Do I have a choice in the family I would like to Adopt?

You may choose your family based on the family size, number of children, ages of the children and gender of the children. We do ask that you provide the adult (s) with at least one gift.

## What if I (we) want to adopt more than one Family?

Wonderful! Please indicate the total number of families that you would like to adopt along with the family size, and we will match you with enough families to meet your request. Again we ask that you provide the adult (s) with at least one

## What information will I receive about the family that I adopt?

You will receive a brief summary regarding the family's current situation along with the contact information, names and ages of each family member and gift ideas/clothing sizes.

## Are we able to take pictures with the family and possibly use them for publications?

Photos are fine with the families consent. Please be mindful that some families may not desire for their photos to be publicized. This should be communicated with the family during the matching process.

## How will I know what the family wants/needs?

All donors will receive information regarding the family. This information includes the child's age, gender, clothing sizes as well as the family's gift idea list. You will also have the families contact information in order to contact them for any additional family related questions.

## Can I give the family gifts cards?

We encourage donors to purchase items from the child's gift list, especially for smaller children. However, gift cards are acceptable for all.

## Is there a limit to the size of gift, gift value or number of gifts I am allowed to give?

We do not place limitation on the size of gift, gift value or number of gifts that you provide to the family or families that you have chosen to adopt. However, you are also under no obligation to purchase everything on the child's gift list or large ticket items.

## Are there any requirements/expectations for giving to my adopted family?

We ask that you purchase at least one gift for the adult (s). A suggested spending limit per child is \$50.00 to \$150.00, but keep in mind that this is just a suggested spending limit per child.

## What should I do if I attempt to contact the family but I do not hear back from them?

If you have not been able to make contact with the family by November 15, 2015, immediately contact Michelle Jones with Star of Hope - Extended Services at 281-703-3181 to notify us of the situation so that we can determine if other arrangements need to be made.

## How are the gifts distributed?

Donors will contact the family or families that they have adopted, in order to schedule a date and time for the donor to deliver the gifts to the family. Donors are responsible for wrapping and delivering the gifts. If at any time the donor or the family becomes uncomfortable about the location of the delivery, a mutually agree, public location can be designated as the location for the gift exchange. If an agreed upon location between both parties cannot be arranged please contact Michelle Jones with Star of Hope - Extended Services at 281-703-3181.

## Do I need to purchase everything on the Gift Idea List?

No, you are not required to purchase everything on the Gift Idea List.

## What happens if I become unable to participate after being matched with a family?

We ask that you let us know no later than December 15 if you are unable to participate in the program so that we can make other arrangements for the family.

## What should I do if I have questions concerns?

For any questions of concerns regarding adopting a family, please call Michelle Jones with Star of Hope-Extended Services at 281-703-3181 or email me at [lones@sohmission.org](mailto:lones@sohmission.org).

## Important Dates & Deadlines!!!

PRIORITY MATCHING WILL BE GIVEN TO RETURNING DONORS

Donor Registration: **October 29 - November 9, 2018**

Donor Receives Family Info: **November 16, 2018**

Donor Contacts Family to Inform them that have been Adopted: **November 17 - December 1, 2018**

Donor Shops for Family: **November 17 - December 10, 2018**

Contact Family To Schedule Delivery Date: **December 10, 2018**

Donor Delivers Gifts to Family: **Before or by December 17, 2018**  
*All gifts must be delivered by December 17, 2018 you are unable to deliver the gifts on or before December 17, 2018 please notify us immediately.*

Note:

If I am unable to participate in serving as a donor with the Glad Tidings Adopt a Family program I must notify **Michelle Jones with Star of Hope-Extended Services at 281-703-3181 or email me at [lones@sohmission.org](mailto:lones@sohmission.org), no later than November 1,.**

