

## CARE TRAIN 2009 FAQ

### Application Question's

- a. What is the deadline for applications?  
The application must be turned in by November 20<sup>th</sup> to Community Action @ 169 Grove Street, Marysville this year so that we may provide time for our adopters to process the requests and acquire the gifts for our children.
- b. What if my application is turned in after the deadline?  
Applications turned in after the deadline may not have adopters available to provide gifts. Effort will be made to provide gifts but as always, there is no absolute guarantee that gifts will be available.
- c. Who receives gifts?  
Children 12 years old and younger are the major part of the program. We do provide food vouchers for eligible seniors and disabled adults, as well.
- d. What about teenagers?  
Some adopters will provide gifts for teenagers but they are the exception and not the norm. When requested by the adopters, we will provide names based upon their requirements.
- e. What counts as income?  
Income determination will be similar to existing programs. You will need to provide proof of your last month's gross income which can include Pay stubs, Child support, SSI, SSDI, Ohio Works First, Workers' compensation, unemployment, SS pension, etc.

Income Guidelines @ 175%	
Family Size	1 Month Income
1	\$ 1,579
2	\$ 2,124
3	\$ 2,670
4	\$ 3,215
5	\$ 3,761
6	\$ 4,306
7	\$ 4,851
8	\$ 5,397

- f. Do I need proof of id to pick-up gifts? To apply?  
Yes, a letter will be sent to the family advising of the pick-up of gifts. If someone other than the recipient of the letter is picking up the gifts, they will need to have that letter, sign their name and provide an ID.
- g. Do you want wish list for all the family members or just kids 12 and under?  
Normally all kids 12 and under should be noted. Those older can be included as some adopter's are wishing to have teens. Also, adopters may ask for more information about your children and then we will follow up with a call.
- h. Do I need to do the application in person?  
No, you may bring in a completed application along with proof of income. Other family members or friends may return the application to Community Action as long as the proof of income id also provided.
- i. Does everyone receive food or a food gift certificate?  
Depending on who may be adopting will determine whether a gift certificate or food is provided. Some adopters like to provide the family food and gifts while others only will provide food.

- j. Can households without children receive help? Seniors only? Disabled?  
Our program continues to grow each year with the number of children we serve. We can only provide gifts and/or food vouchers to families with eligible children. Seniors (60+) and disabled adults (must show proof of disability).
- k. What if children who do not usually live with me are at my home for Christmas? Can I sign them up too? For example children who usually live with an ex-husband/wife, etc.? What about grandparents whose grandkids do not live with them?  
The children must live in the home of the requestor.
- l. What if mom and dad have different households, are the kids signed up twice? Or only for whichever parent applies first?  
As noted above, the children must live in the home of the custodial/residential parent. If the parents are separated, only the parent with the children living in the home can apply. In some cases, proof may be requested.
- m. Where can I apply? (Leads Head start processed for their customers.)  
Many Social Services agencies will have forms to be completed and the capability to determine eligibility. However, only applications that physically arrive at Community Action can be processed. It is the applicant's responsibility to be certain that we receive the application and on time.
- n. What if my address or phone number changes before the delivery date?  
It is important for us to have current phone and address information to be able to notify you for pick up or questions come from our adopters. Please call our office @ (937) 642-4986.
- o. What if household members change between my application and the pick up date?  
Unfortunately, we cannot provide updates to our adopters. Changes in household members will be treated as a new application with all rules applying.
- p. Does the household include children who are only here on weekends or alternate week? What about shared holidays but the child does not live here all year?  
Eligible children must live in the household.
- q. Will the children receive the gifts on their wish list?  
Our adopters try to match the wish list to what they can provide. Not always does that work out.

#### Pick up questions

- a. What is the pick up day? Time? Place?  
Distribution will be on Sunday, December 20<sup>th</sup> at Dutch Mill Greenhouse on State Route 4. Pick-up time will be from 1:00PM to 5:00PM.
- b. What if I can't pick up gifts on the pick up day? Can someone else? Who? What if I'm working?  
Gifts can be picked up by another person as long as the letter indicating the pick up appointment is presented, an ID of the person picking up and their signature. This year we have changed our hours for pick up to better allow for those who may be working. If you cannot make a pick up on distribution date, please call (937) 642-4986 prior to the date.
- c. Do I need my family number/letter to pick up gifts?  
Generally YES, however if you bring an ID we can locate your family and provide your gifts.
- d. What do I do if there is a problem with the gifts?  
Please advise the Community Action Staff as soon as possible with any problems i.e., have a boy and got girl presents, wrong age appropriate gifts, etc.