



West Des Moines Human Services 2024 Holiday Assistance Programs FAQs...

Can I donate a gift card?

We are no longer accepting gift cards. In lieu of gift cards, we will gladly accept a monetary donation designated for holiday food vouchers. Please note, sponsors may still provide gift cards directly to families through the Adopt-A-Family or Adopt-A-Teen Programs.

Can I provide a food basket for a family?

Due to the diversity of our households, and differences in food preferences, our office has discontinued offering food baskets for the holidays; instead, we offer **grocery food vouchers (for households not registered for our Adopt-A-Family Program)**. However, if you are adopting a family for Christmas, please feel free to provide a food basket OR a grocery gift card. If providing a food basket, we suggest communicating with the family to find out what their food preferences are.

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

In order to maintain client confidentiality, we are asking that all gifts be delivered to WDM Human Services on specific drop-off dates in December – instructions will be provided. This applies to the Adopt-A-Teen program also.

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 second-hand items throughout the year. The holidays are a time 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 has requested or 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 sponsorships completed by December 2nd. However, we will continue to accept sponsors as long as we have families in need. We will begin matching families and sponsors in early November.

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

Please wrap each gift (optional) and label with the recipient's first name. You may write "from Santa", or simply leave the "from" portion off. **Please place gifts in garbage bags/boxes and label clearly with the family's ID number.**

If I am not able to commit to adopting an entire family, may I still contribute?

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:

- ❖ Volunteer to help with incoming and outgoing Adopt-A-Family gifts.
- ❖ Support our holiday meal assistance program by making a monetary donation designated for **holiday food vouchers.**
- ❖ Make a monetary donation to our Holiday Assistance Program to assist during the holidays and throughout the year.