



save the  
family  
FOUNDATION OF ARIZONA

stable homes – safe children – strong families

## Frequently Asked Questions

- Q. *Can I sponsor a family for both Thanksgiving and Holiday?*  
A. Absolutely! Sponsors can choose whether they would like to sponsor a family for Thanksgiving, Holiday- or both!
- Q. *Can we meet the family we sponsor?*  
A. Unfortunately, no. While you may be able to choose the profile of the family you sponsor, such as a single mom with toddler-age children, it is not possible to know the identity of the family or to meet with them. Many of the client families in Save the Family's program come from a background of domestic violence. Consequently, client confidentiality is of the utmost importance to Save the Family.
- Q. *How will we know that our family received their gifts?*  
A. Sponsors will receive a Thank You card, and sometimes a photo, from the family.
- Q. *How much will we spend on a family for the Holidays?*  
A. Families are asked to keep their wish lists reasonable. It is important to not encourage an expectation of higher-priced gifts that cannot be maintained outside of our program. A Holiday sponsorship will generally cost around \$80-\$100 per family member plus a gift card in the amount of \$100 for their holiday meal. Holiday gifts must be new items. Thanksgiving baskets are approximately \$120 which includes a gift card in the amount of \$75.
- Q. *What is an "In-Kind" form and why is it important?*  
A. The "In-Kind" form is very important to Save the Family because it allows us to keep track of volunteer hours and donations that directly benefit our clients – that information can be helpful in applying for certain funding grants. The "In-Kind" form is important for you, the sponsor because it serves as your receipt for tax purposes.
- Q. *If we leave a message on the Holiday Hotline, when will our call be returned?*  
A. Your call will be returned by Save the Family within two business days.
- Q. *Why do we need to put our items in a sturdy laundry basket or clear plastic storage box?*  
A. Client families can use the baskets or boxes in the future, and using the relatively uniform size and shaped containers makes delivery much more manageable for the Save the Family team.
- Q. *How should I label the gifts? Should I label the basket?*  
A. Please label each individual wrapped gift with the name of the recipient from the wish list so they can enjoy unwrapping their gifts. It is very important to label your entire donation with the label you are provided, especially if you adopt multiple families. This way we can keep track of every item and make sure they reach their destination.
- Q. *Why is it important to stick to our assigned delivery date and time?*  
A. All Thanksgiving baskets and Holiday Deliveries are dropped off at Save the Family and then re-delivered to our client's homes on the same day during our scheduled drop-off and delivery days. This is a carefully orchestrated process that requires precise scheduling. If you run into a conflict with your scheduled drop-off time please call the Holiday Sponsorship Hotline at 480-898-0228 ext. 217 as soon as possible to arrange a new time.
- Q. *Our group is interested in staying involved throughout the year – are there other things we can do?*  
A. Absolutely! We are always in need of certain items – contact us for information about how you can host a donation drive to support our work throughout the year. **Email our Development Department at: [Development@savethefamily.org](mailto:Development@savethefamily.org).**

