

## ADOPT A FAMILY VOLUNTEER GUIDE

*Make a difference in the lives of local families in need this holiday season*



IOWA  
HHS

Volunteer  
Services  
Des Moines Service Area



### Adopt-A-Family Request

Indicate the family size that you are able to help. After we find a family or child to match your wishes, you will receive a copy of a Request Form which includes the following:

- Contact information regarding the case worker.
- Information about the wishes of our families. If used items are donated, please be sure they are clean and in good repair.
- All questions about gift items should be directed to the caseworker.

**CONTACT THE CASEWORKER IMMEDIATELY TO CONFIRM THE MATCH**

### Gift Cards & Cash Policy

**Please do not give any form of cash to the clients, this includes ALL gift cards.**

### How to Prepare the Gifts for Delivery

- **Wrap gifts and attach gift tags with the clients' number only.**
- **Please do not sign the gift tag, as parents may want gifts to be from Santa.**
- **Place gifts in a large plastic bag and please staple copies of the Adopt-A-Family Request forms to the bags. Used items should be clean, in good repair, and placed in separate bags with a copy of the Request form attached.**

### Delivering Gifts

**All gifts should be delivered BEFORE FRIDAY, DECEMBER 8th to the case workers at:  
1005 S Jefferson Street, Indianola, Iowa 50125.**

**Please contact the caseworker to arrange a delivery date.**

**\* Due to our confidentiality policy, only caseworkers may deliver items to families and only the child's number on the forms and gift tags.**

Thank you for participating in our Adopt-A-Family holiday program. Without your support many families would not experience a happy holiday.

**Sarah Gibson, AAF Coordinator -515-468-8181-sgibson2@dhs.state.ia.us**  
**Amanda Marshall, AAF Coordinator- 515-689-2003-amarshall@dhs.state.ia.us**