



## **What is Adopt a Family<sup>SM</sup>?**

Adopt a Family<sup>SM</sup> (AAF) is a seasonal event administered by Helping Hands Hawai'i® that links individuals and families in need with generous donors in the community. Donors choose a family they would like to assist during the holidays and purchase new items from the family's Wish List.

## **How does AAF work?**

If you are interested in being an Adopt a Family<sup>SM</sup> donor, complete the [AAF Donor Registration Form](#). The matching process will begin in October, but you may submit your form immediately.

We will send you a selection of families to review, and you have three (3) calendar days to notify us of the family you wish to adopt. If you are not able to select your family within the three calendar days, we will assign a family for you. The other families will return to the pool of participants to give other donors a chance to adopt them. You may begin buying gifts for your family once we have confirmed your selection.

## **Is there a deadline to sign up as a donor?**

Yes. Due to the time needed to assemble and distribute donated items to families for the holidays, the donor registration form will close on November 11, 2024, or when all families have been adopted (whichever comes first). No donor registration forms will be accepted after this date. If you submitted your donor registration form prior to November 11 and have not yet been matched with a family, please contact Adopt a Family<sup>SM</sup> staff at 536-7234 ext. 820 or [AAF@helpinghandshawaii.org](mailto:AAF@helpinghandshawaii.org).

## **Why do I only have three (3) calendar days to pick a family?**

When we send you the selection of families to review, they are put on hold and cannot be distributed to other donors until you make your selection. The longer they are on hold, the more difficult it will be to match them up with a donor. We kindly ask that you select your family within three (3) calendar days to give unselected families an opportunity to be matched with another donor.

If the Adopt a Family<sup>SM</sup> staff does not receive your family selection within three (3) calendar days, then we will select a family for you and the unselected families will return to the pool of applicants waiting to be matched with a donor.

Our goal is to ensure that 100 percent of families are adopted during the holidays, and we do our best to give these families the happiest holiday that we can.

### **Do I have to buy everything on the family's Wish List?**

No, the Wish List is a guide to inform donors of the types of items the family needs or would like this holiday season. Donors may purchase the items on the list or any other items they would like for the family. All gifts are at the donor's discretion. You must submit an itemized list of all gifts donated to the family when you drop them off.

### **What is the deadline to drop off gifts?**

Your drop-off deadline is Saturday, December 7, 2024. This will allow enough time to get your gifts into the hands of the families you adopted before Christmas. You must schedule an appointment to drop off your gifts.

### **Will late drop off of gift items be accepted?**

Late drop off of gifts may be accepted **ONLY** on a case-by-case basis for a valid reason and if it was pre-arranged and approved by Adopt a Family<sup>SM</sup> staff.

### **If I drop off my gifts late, will they still be able to get to my selected families?**

No. Adopt a Family<sup>SM</sup> cannot guarantee that your gift items will be received by your selected families if you did not meet the drop off deadline with no alternative arrangements made ahead of time. However, with your permission, Adopt a Family<sup>SM</sup> will still be happy to accept your donation and utilize the gift items to fulfill the requests from un-adopted families.

### **Where do I drop off the gifts?**

We are collecting the gifts at our Community Clearinghouse<sup>SM</sup> located at 2100 N. Nimitz Hwy., by appointment only.

### **Do the gifts have to be new?**

Yes, all items given through Adopt a Family<sup>SM</sup> must be new. You may wrap the gifts as long as they are properly labeled with the Family Code (a unique identifying code assigned to each family).

If you would like to make a general donation to the Community Clearinghouse<sup>SM</sup> of gently used items, we will gratefully accept them for use by other clients not participating in Adopt a Family<sup>SM</sup>. Please check out our website [here](#) for more information on donation hours and guidelines.

### **Can I make a monetary donation to the family?**

Yes, but only in the form of gift cards. Adopt a Family<sup>SM</sup> is not a financial assistance program so we are unable to give families cash donations. Instead, families can benefit

from gift cards to all-in-one stores, like Walmart and Target, or grocery stores, like Foodland, Times and Safeway.

### **What families participate in Adopt a Family<sup>SM</sup>?**

Most Adopt a Family<sup>SM</sup> participants are individuals and families experiencing houselessness or living on extremely low incomes. They are screened for eligibility through an application process.

### **How do the gifts get to my family?**

As soon as we receive your gifts, we contact your family and coordinate to get their gifts to them.

### **Can I meet the family and deliver the gifts myself?**

Yes, in-person distribution depends on consent from the family to meet with their donor. Families are not required to meet donors for in-person distribution. We cannot guarantee that families will agree to meet with donors in-person.

### **Instead of adopting a family, can I just make a donation?**

Yes, you can [donate online](#) or by mailing a check to:

**Good Neighbor Fund**  
**c/o Helping Hands Hawai'i**  
**MSC 61572**  
**PO Box 1300**  
**Honolulu, HI 96807-1300**

Indicate "Adopt a Family" in the memo to direct your gift.

You may also drop off gift cards and unwrapped gifts at the Community Clearinghouse<sup>SM</sup>, which we will use to fulfill Wish Lists for families who are not selected by donors.

Most families are seeking very basic needs, such as clothing, household items, toys for young children and food.

You may also choose to participate by contributing to one of our **Wishing Tree** locations set up around the island.

### **What are Wishing Trees and how are they related to Adopt a Family<sup>SM</sup>?**

During the holiday season when Adopt a Family<sup>SM</sup> is active, Helping Hands Hawai'i® sets up Wishing Trees around the island through our community partners. These

Wishing Trees are populated with ornaments containing individual wish list items from Adopt a Family<sup>SM</sup> participants. As an alternative to adopting a family, donors can choose to fulfill these wishes by picking an ornament off the Wishing Tree, buying the item, and returning it to the Wishing Tree location by the time designated by our community partner.

*Wishing Tree locations will be updated soon!*

### **Can I Adopt a Family<sup>SM</sup> from a neighbor island?**

Yes, Adopt a Family<sup>SM</sup> is accepting neighbor island family applications.

### **More Information About Adopt a Family<sup>SM</sup>**

For information, email us at [AAF@helpinghandshawaii.org](mailto:AAF@helpinghandshawaii.org) or call (808) 536-7234 ext. 820.