

2016 Holiday Programs FAQ

HELP's holiday programs provide holiday assistance to those who are unemployed, on a fixed income and the working poor who, without our programs, would otherwise go without.

Your program sounds great. How do I apply?

Come to our offices at 1600 E. Flamingo and apply in person on one of the dates listed on our website (www.helpsonv.org). We screen those who apply on a first come, first served basis. A HELP representative will confirm that you are eligible (haven't received assistance in 2014 and 2015), review your documents and complete a paper application with you. After we review the application, we give you vouchers to come back on specific, designated dates & times to pick up your Thanksgiving food and/or holiday toys.

Is there a deadline to apply?

There are specific, designated days in November and December 2016 when HELP will accept applications for its Holiday Programs. We cannot accept applications outside of these designated days.

2016 dates are: November 4, 5, 12 and December 2, 3, 9, 10.

What do I need to bring with me when I apply in person?

There is a link on our Holiday Programs page of our website with an information sheet about our Holiday Programs. You will need to bring the supporting documents listed on this sheet. Generally, these items are: Birth certificates and Social Security cards for the children you are applying for, Valid Government-issued IDs for everyone in the household 18 and up, Social Security cards for everyone in the household, proof of residence; and demonstrate need with two (2) different public assistance award letters, or 2 months of paycheck stubs.

What items do I get through HELP's holiday assistance?

For Thanksgiving assistance, in past years, program participants have received a frozen turkey and groceries to prepare a traditional Thanksgiving meal. **NOTE: Thanksgiving assistance is limited to the first 1,000 signups.**

For Holiday Toy assistance, in past years, program participants have received two toys per child, and teenagers have received gift cards valued at \$40 to local retail stores. Families can choose to receive one bicycle per family in lieu of toys or gift cards. **NOTE: Our Holiday Toy assistance is limited to 3,000 families.**

Please note: Our level of assistance is contingent upon community donations received for these programs.

My children no longer live at home. Can I apply just for the turkey and groceries?

Yes. Households without children can apply for Thanksgiving assistance only.

Can you tell me who is eligible?

Our toy assistance program is for minor children 17 and younger, and those 18 and over who are enrolled in high school, who have not received Holiday Assistance from HELP of Southern Nevada in the past two years.

Under certain conditions, the medically fragile and those with intellectual disabilities over the age of 18 may receive assistance. Please contact toys@helpsonv.org for additional information.

I have an 18 year old who is a high school student. Are they eligible?

Yes, only if they are enrolled in school. In addition to the required documents, you must show a Student ID or a printout from the high school they attend to confirm that your 18 year old is enrolled in school.

My 19 and 20 year old children live at home and work. Can I apply for them?

No. Our program is for 17 and younger; and those over 18 who are enrolled in high school.

My 16 year old has a baby. Can I apply for both of them?

The 16 year old is not eligible. However, the baby's parent or guardian can apply for assistance for the infant.

Do you have an online application?

We do not have an online application. We need to review the documents listed on our website, and we need to see them in person. After we review your documents, we give you a paper application to complete. Our applications are pre-printed with voucher numbers and specific pickup times. Come to our offices at 1600 E. Flamingo and apply in person on the specified days.

Can you mail, fax or email me an application?

No. You receive the application when you apply in person. Our applications are pre-printed with voucher numbers and specific pickup times. We will review your documents in person when you apply, and then provide the application for you to complete.

Can someone else apply for me? I'm in a wheelchair / disabled / etc. and cannot make it to your office.

Yes, someone can apply on your behalf. They MUST have a photocopy of your ID, a signed letter from you giving them permission to apply, and all of the supporting documents.

I know I've received assistance from HELP in the past. Can you tell me what years?

Please come in person, and we will check household names & Social Security numbers against our list.

I applied for assistance with another non-profit agency. Can I apply with HELP, so my kids get more toys?

No. We compare lists with other Southern Nevada agencies. If you apply for assistance with another agency, we will cancel your application with HELP for holiday assistance.

I received toys from HELP in 2014 and 2015. Why can't I get assistance again this year?

Our assistance is not intended to be a permanent solution for holiday gifts for your family. Our mission is to help our clients attain self-sufficiency and we limit our holiday programs to two consecutive years not only to encourage self-sufficiency, but also to allow others who are in need to apply for and receive holiday assistance.

Why do I need to bring in so many documents to receive holiday assistance?

Our programs rely on community donations, and to maintain the trust HELP has established in our donor base, we require that each client receiving holiday assistance be screened, so only the truly needy receive assistance. We ask that those applying for holiday assistance show that they are Nevada residents; that they are the parents or guardians of the children they are applying for; and that they meet program requirements.

How long will it take to complete the application when I come to apply in person?

Allow at least one hour for our application process. You may have to wait if others arrive before you. Due to limited space, **please do not bring children**.

Do you give away food baskets in December?

No. Our food assistance is for Thanksgiving only.

Identification

We require identification for everyone over the age of 18 who lives at the same address, who is in the same household, as the adult applying for holiday assistance on behalf of their children.

My Drivers License is expired. Can I still apply?

No. You must have a **current** Nevada Driver's License, Nevada ID card, US military ID Card, or Clark County Sheriff's Card.

I only have a Nevada ID card. Can I still apply?

Yes. Please note: Nevada ID cards issued before 2001 did not have expiration dates and the State of Nevada has discontinued the use of these cards. If you are using a Nevada ID card to prove your identity, you must have a Nevada ID Card with an expiration date. (Info: <http://www.dmvnv.com/idcards.htm> NOTE: you will be directed to the Nevada DMV website.)

I don't drive, and I don't have a Nevada ID. Is there something else I can bring?

Yes. You can show a current US military ID Card or Clark County Sheriff's Card.

I have a Sheriff's Card that is expired. Can I still apply?

No. You must have a current ID that is not expired.

I have a Clark County Food Handler Card (Health Card). Can I still apply?

No. A Food Handler card issued by the Clark County Health District cannot be used for identification.

I have a Nevada Driver Authorization Card. Can I apply?

No. A Driver Authorization Card authorizes the holder to drive on Nevada public streets and highways and cannot be used for identification. (Info: <http://www.dmvnv.com/dac.htm> NOTE: you will be directed to the Nevada DMV website.)

I have an ID from the Mexican Consulate. Can I still apply?

No. You must have a current Nevada Drivers License or ID card; a current Clark County Sheriff's Card; or a US Military ID card.

I just applied for my Drivers License/ID card and I only have the white paper from the DMV because they are mailing my ID. Can I still apply?

Yes, bring the white paper and the hole-punched ID from the state you moved from when you come to apply in person.

I just moved to Nevada two weeks ago. Can I still apply?

If you have lived in Nevada for less than 30 days, you should apply for a new Driver's License or ID at the DMV; then bring the white paper and the hole-punched ID from the state you moved from when you come to apply in person.

I moved to Nevada six months ago, and never went to the DMV to get my license. My employer accepted my out of state ID. Can I still apply?

We are unable to accept out-of-state IDs. It is a state law that new residents obtain a Nevada Drivers License or ID card within 30 days of moving to Nevada.

Social Security Cards

We require Social Security cards for everyone over the age of 18 who lives at the same address, who is in the same household, as the person applying for holiday assistance.

I don't have Social Security cards for everyone that lives at my address. Can I still apply?

No. We need to see Social Security Cards for everyone in the household that lives at the address of the person applying for assistance.

I only have a photocopy of my children's Social Security cards. Will you accept copies?

Yes. We will accept photocopies of Social Security cards.

I only have Social Security cards for two of my five children. Can I apply for other three?

We can only provide holiday assistance for those children that you provide Social Security cards for.

My Social Security cards for my children are in storage. Is there anything else I can bring to prove that my children have Social Security cards?

We can accept a copy of your most recent tax return that lists the names and Social Security numbers for the children you are applying for, **if the tax return was electronically filed and you claimed the children as dependents.**

I don't have a Social Security card, but I do have a Taxpayer ID number that I use when I file my taxes. Can I still apply?

Yes, bring the letter or card from the IRS that assigns you the Taxpayer ID number.

Birth Certificates

We require birth certificates for each child that you are applying for holiday assistance. We will match the parent name on the ID you present, with the parent name on the birth certificate.

I have a newborn and I haven't obtained a birth certificate yet. Can I still apply?

We can accept a hospital crib card for infants up to one year old ONLY. The parent name(s) on the crib card must match the name on the ID presented by the adult applying for assistance on behalf of the child.

I only have photocopies of my children's birth certificates. Can I still apply?

Yes, we can accept photocopies of birth certificates.

I didn't put the father's name on my child's birth certificate when they were born. He is going to come into the HELP office to fill out the application. Is this OK?

No. The parent name on the birth certificate you present, must match the name on the ID you present. If there is not a father's name on the birth certificate, then the mother listed on the birth certificate must apply on behalf of the child.

My children's birth certificates are in storage and I don't have access to them. Can I still apply?

We can accept the following documents **only** in lieu of birth certificates for the children you are applying for:

Award letter for medical public assistance (Medicare) that lists the names and Social Security numbers for the children

Award letter for Temporary Assistance to Needy Families (TANF) that lists the names and Social Security numbers for the children

Award letter for Supplemental Nutrition Assistance Program (SNAP/food stamps) that lists the names and Social Security numbers for the children

Proof of enrollment/registration from the Clark County School District, that lists the names and Social Security numbers for the children

I can't afford to get birth certificates for my children. Can I still apply?

A birth certificate is one of the most important legal documents used to establish identity. It shows who you are, where you were born, and when you were born. A birth certificate is required for many things during a person's life, including enrolling in school, obtaining a Social Security Card and privileges such as obtaining a drivers license. We are unable to provide services, without seeing a birth certificate for each child you are applying for holiday assistance.

Proof of Guardianship/Adoption Records

We require court documents or a notarized statement, if you care for those who are not your biological children.

I take care of my nieces / nephews / grandchildren. I have their birth certificates and Social Security cards. Is there anything else you need to see, to apply for assistance?

Yes, we will need to see court documents or a notarized statement showing guardianship, which must match the name on the ID presented by the person applying for assistance.

My child/children are adopted and I don't have their birth certificates. Can I still apply?

Yes, we will need to see the adoption records showing guardianship. The guardian's name on the adoption record must match the name on the ID presented by the person applying for assistance.

Proof of residency

We require proof of residency from all that apply. This can be a lease or mortgage document, a rent receipt, a utility bill, or two pieces of mail to your attention at your address.

My name isn't on the lease where I live. What else can I bring to prove that I live at my address?

You can bring in two pieces of mail addressed to you at your address.

The utilities where I live aren't in my name. What else can I bring to prove that I live at my address?

You can bring in two pieces of mail addressed to you at your address.

I live at a weekly hotel. What can I bring in to prove that I live at my address?

You can bring in a rent receipt with your name and the hotel address.

Qualifying for Holiday Assistance.

*You may qualify for our holiday assistance program by one of two options: Household participation in two of the programs listed below in Box A, **or** total household income is at or below the guidelines listed in Box B.*

A:

<p>Household participation in two of the following Public Assistance Programs:</p> <p>Federal Public Housing Assistance (Sec. 8) Food Stamps (SNAP) Low Income Home Energy Assistance (LIHEAP) Medicaid National School Lunch Program Supplemental Security Income (SSI) Temporary Assistance to Needy Families (TANF)</p> <p><i>If you qualify by this option, you MUST bring two different current award letters (dated 2016) with you when you apply.</i></p>

or

B:

HOUSEHOLD INCOME GUIDELINES		
# in Your Household	Annual Income	Monthly Income
1	\$23,760	\$1,980.00
2	\$32,040	\$2,670.00
3	\$40,320	\$3,360.00
4	\$48,600	\$4,050.00
5	\$56,880	\$4,740.00
6	\$65,160	\$5,430.00
7	\$73,440	\$6,121.67
8	\$81,780	\$6,815.00
Ea addl. person add:	\$8,320.00	\$693.33

*If you qualify by this option, you **MUST** bring one of the following with you when you apply: 2 months' most recent consecutive pay stubs **or** letter from employer **or** 2015 income tax return **or** unemployment award letter, for **each** person in the household who receives wages or unemployment benefits.*

*2016 Poverty Guidelines, 200%

I only have my SNAP/Medicaid card(s); I can't find my award letters. Can I use the cards when I apply?

No. We will need to see your most current award letter (dated 2016) for the program that you qualify under, if this will be one of the two award letters you present. Visit the

benefits office for the public assistance you receive, to request replacement award letters.

I'm not on any Public Assistance, and I just started my job and don't have two months of paychecks. What can I bring in?

You will need to bring in your 2015 income tax return, or a letter from your employer confirming your rate of pay.

Seven people live at my address – myself and my two kids; and my sister and her three kids. Can we all apply together? What do we need to bring?

Both adults should complete separate applications and follow the same qualifying guidelines.

High School Students

For students 16 years and older, we require proof of school enrollment. A Clark County School District ID card will work in most cases.

My daughter/son needs her ID to get on campus. Can I bring a copy of the school ID?

Yes, we can accept a photocopy of your child's CCSD ID card.

My child is home schooled and doesn't have a school ID. Can I still apply for holiday assistance?

Yes, you can bring proof of registration with the CCSD Academy of Individualized Study High School if your child is home schooled.

My child lost their student ID. Can I still apply for holiday assistance?

Yes, you can bring proof of enrollment/registration from your child's school.

Adopt-a-Family

I saw the information about Adopt-A-Family on your website. What can you tell me about that?

Some of HELP's community partners and supporters have expressed an interest in providing holiday gifts for needy families in our community. To accommodate these requests, we select families with unique and unusual circumstances to be "adopted" from those who apply for holiday assistance.

My family was adopted last year. How do I get adopted again?

While you may be eligible to apply for holiday assistance this year, a family may be adopted by a community partner or supporter once through our holiday assistance program. Our assistance is not intended to be a permanent solution for holiday gifts for your family. Our mission is to help our clients attain self-sufficiency and we limit this program to not only encourage self-sufficiency, but also to allow others with unique and unusual circumstances to receive holiday assistance.

Post-Application Questions

During turkey distribution, a member of the pre-qualified family arrives at an assigned time to pick up a turkey and groceries. During toy distribution, a member of the pre-qualified family arrives at an assigned time to visit the HELP toy store; and is escorted through the toy store to pick out gifts for their children.

NOTE: We are unable to guarantee holiday assistance items to those who do not arrive at their designated pick-up time. We STRONGLY encourage you to make every effort to keep your designated appointment time for picking up your holiday assistance items.

When I applied, I was given a yellow voucher and a pink voucher. I don't remember what these are for.

The Yellow voucher is used to pick up your Thanksgiving food. When you arrive on Monday, November 21 at the appointment time listed on your voucher, please come with the ID you used when you applied and be prepared to bring home a frozen turkey and, contingent on your family size and donations received, one or more bags of groceries.

The Pink voucher is used to pick up your Holiday Toys. When you arrive on Tuesday, Wednesday or Thursday, December 13, 14th or 15th at the appointment time on your voucher, please come with the ID you used when you applied and be prepared to bring home toys for each child that is registered with our program. This may include one bicycle per family. The bicycle may come in a box, unassembled.

I lost my vouchers. How do I pick up my turkey & groceries; and my toys?

Bring your ID and Social Security card you used when you applied, and we will verify your participation with this information. You must arrive at your designated pick up day and time.

I just learned that I can't make it on the day & time that was assigned to me, to pick up my food basket / toys. Can I pick up my items at another time?

Yes. You can come in AFTER the specified time on your voucher, but not before. You must arrive prior to the last scheduled pick up time for each program. You will be asked

to wait until a convenient time to be worked into the existing schedule of those with appointment times.

Thanksgiving food distribution:

Monday, November 21, 8am – 6pm

Holiday Toy Distribution:

Tuesday, December 13, 8 am – 5 pm

Wednesday, December 14, 8 am – 5 pm

Thursday, December 15, 8 am – 5 pm

Can someone else pick up my Thanksgiving turkey & groceries or my holiday toys?

Yes. The person who picks up the items on your behalf **MUST** bring **their ID, your yellow or pink voucher, a photocopy of your ID, and a signed letter from you giving them permission to pick up your items.** They must arrive at your original designated pick up day and time.

I missed the deadline to apply. Can you take late applications?

No. Our application period concludes on the dates designated on the HELP of Southern Nevada website. We are unable to provide holiday assistance to those who do not complete an application by our specified deadline.

I missed the deadline to apply. Can I come at the end of your turkey / toy distribution, and can you give me items that are left over?

No. We are unable to provide holiday assistance to those who do not complete an application by our specified deadline. Any turkeys, groceries and toys remaining at the conclusion of our distribution events are shared with partner charities (churches, agencies and non profits) in the Las Vegas area.

I couldn't make it to pick up my Turkey or my Toys. Do you save my items so I can pick them up after the holidays?

No. All turkeys, groceries and toys remaining at the conclusion of our distribution are shared with partner charities here in the Las Vegas area at the conclusion of each program.

If your question was not answered here, please contact HELP's Community Outreach team at (702) 369-4357 x1247.