



Utah County Sub for Santa

P.O. Box 135 • Provo, UT 84603 • 801-356-6200 • www.unitedwayuc.org/subforsanta/applicants

Questions and Answers for Applicants

1 **What is Sub for Santa?** Sub for Santa is a temporary Christmas assistance program that matches sponsors with families looking for help. The focus of the program is to provide basic gifts for children between 18 months and 14 years of age. In order to be considered for Sub for Santa, a family must have at least one child between these ages.

2 **What are Angel Tree and Toys for Tots?** They are other programs for children to receive Christmas gifts and another way for volunteers to give during the Christmas season. When you apply for Sub for Santa, you are considered for assistance from all three programs.

3 **How does a family qualify for assistance?** Numerous factors are taken into consideration including income vs. expenses, individual disabilities, unusual circumstances and how many years you have received assistance from Sub for Santa. Please note there is a 5 year maximum of help from Sub for Santa, and it is a rare circumstance to receive assistance more than 3 years in a row.

4 **How will I know if my children have been accepted to receive assistance?** All families who apply for assistance in November should receive a status letter by Dec. 5th. This letter will explain which program you have been accepted into, the details of the program and what to expect next. Those who don't qualify for assistance will receive a letter explaining why.

5 **I filled out an application 2 weeks ago and have not heard back from Sub for Santa. What should I do?** Please call 356-6200 and leave a message if you have not received a status letter by December 5th. Leave your first and last name, full address, phone number and the date you attended a workshop.

6 **I don't have a telephone and am difficult to reach. What should I do?** Please provide your work number on the application and give the hours you can be reached. You may also leave the name and number of a friend, neighbor or family member who has a phone and is willing to talk to your sponsor. *Please make sure this person knows they may get a Sub for Santa call for you.*

7 **What if Sub for Santa has not returned my phone calls?** Sub for Santa relies on few employees to handle the large volume of calls received from both sponsors and applicants. We will not return your call if the information you need is on this form or on the voicemail. Please be patient. Please do not call and leave multiple messages. This greatly lessens our ability to serve you and other applicants in a timely manner.

8 **Why should I accept blocked calls?** Part of the joy volunteers have in giving at Christmas is remaining anonymous. If you have Caller ID and do not accept blocked calls, your sponsor may not call you. To undo this feature, pick up your phone and dial *87 and it will allow you to accept blocked calls.

9 **I changed my address and phone number. Whom should I tell? How will my sponsor know?** Please leave a message with Sub for Santa at 356-6200. Leave your full name, old address and phone along with the new information. We will update your information on our records and will give your sponsor your new information.

