



VIRTUAL ANGEL TREE

FAQ'S

Q: What are the different ways an Angel Tree ministry partner can serve children this year?

A: 3 ways, or a combination thereof:

- Traditionally
- Through Virtual Angel Tree with direct shipment of gift package to child (Direct)
- Through Virtual Angel Tree with shipping of gift packages to the coordinator/org for delivery to the child (Delivery)

Q: How much will it cost to sponsor a child through Virtual Angel Tree

A: There will be sponsorship levels - \$22 per child or \$42 per child.

Q: What is included in the gift package?

A: At the \$22 sponsorship level, the package will include a \$20 gift card (retailer TBD), the prisoner-parent message, a message of the Gospel (Book of Hope or something similar, exact item TBD), an opportunity to request to receive a free Bible.

At the \$42 sponsorship level, the package will include a \$40 gift card (retailer TBD), the prisoner-parent message, a message of the Gospel (Book of Hope or something similar, exact item TBD), an opportunity to request to receive a free Bible.

Q: What will the value of the gift cards be?

A: At the \$22 sponsorship level the value of the gift card will be \$20; at the \$42 sponsorship level, the value of the gift card will be \$40

Q: What will the extra \$2 be used for?

A: The \$2 will be applied to shipping, handling, and total overhead.

Q: Why are there two different sponsorship levels?

A: Some Angel Tree ministry partners have traditionally provided a single gift valued at \$20; while other partners provide additional gifts. The higher sponsorship level will enable those ministry partners who feel led and have the means to provide more, to do so.

Q: How can we designate which sponsorship level our church/organization will use?

A: The coordinator will control which sponsorship level(s) will be available to the sponsors.

Q: As a ministry partner, can we serve some children traditionally and other via one of the Virtual Angel Tree methods?

A: Yes; you can serve both traditionally and virtually.

Q: When do I have to decide on how my organization will participate?

A: While we have no hard deadline, the earlier we know your intent, the more likely you will be able to serve children in the geographic areas you specify and/or any children you served last year.

Q: Will the gift package include the gift requested by the child/suggested by the prisoner?

A: The gift package will include a gift card, not a physical gift

Q: When sponsoring children through Virtual Angel Tree, is my church/organization responsible for providing the funds to cover the gift package?

A: Yes, each individual donor will securely pay online for each child(ren) they choose to sponsor.

Q: Are funds payable towards sponsoring children through Virtual Angel Tree tax deductible?

A: Yes, these funds are considered a charitable gift.

Q: Will individuals (random people) be able to sponsor a child through Virtual Angel Tree?

A: Initially, only those individuals with whom registered coordinators share their organization's specific link will have the ability to sponsor a child. Later in the season (specific date TBD), if there remains a significant amount (exact # TBD) of children unassigned, PF will make Virtual Angel Tree public for any web visitor to participate.

Q: If/when Virtual Angel Tree is opened to the public, will individuals (random people) only have the option to select to have the gift shipped directly to the child.

A: Yes, we will not be providing child contact information to individuals sponsoring children through Virtual Angel tree.

Q: Will a Spanish version of the website be available for the Spanish-speaking members of my group/congregation?

A: Yes, site visitors will have the option to view the website in English or Spanish.

Q: As a coordinator, if I select to have the gift packages returned to me for delivery, will the caregiver's participation and contact information already be validated?

A: No; if a coordinator requests that the gift packages be returned to them for delivery, their organization will take on all aspects of outreach.

Q: As a coordinator, if I select to have the gift packages shipped directly to the child(ren), how can we ensure that they packages will be delivered to the correct address / family wants to participate / there is no order of protection in place?

A: Prison Fellowship staff will make contact with each family prior to shipping the gift package to confirm participation and contact information.

Q: When will the gift packages arrive?

A: Gift packages shipping directly to children will arrive prior to Christmas (exact date TBD); gift packages shipping to coordinators/organizations will arrive in sufficient time for personal delivery (exact date TBD).

Q: What will the postage costs for shipping the gift packages be?

A: Postage is included in the \$22 or \$42 price point per child

Q: If we select the gift to be shipped directly to the child, can our church/organization still have access to the families' contact information for further ministry?

A: Yes, Angel Tree will provide the families' contact information, but likely post-season.

Q: Will our church's involvement in the gift-giving be apparent to the recipient, or will they only know about Prison Fellowship?

A: The gift will be presented to the child(ren) on behalf of the prisoner parent, although return shipping information will list Prison Fellowship as the sender.

Q: In the virtual environment, when someone selects a child to sponsor, does that child become unavailable to be sponsored by another?

A: Yes, child sponsorship will be updated in real time.

Q: If we choose to serve as we have traditionally, what changes will we need to make?

A: Your organization should practice any social distancing protocols that are applicable in your county/state and any other precautions that have been implemented by your church or group.

Q: If we choose to participate virtually with the gift package shipping directly to the child, will PF/AT notify the prisoner that the child has been served?

A: No, PF/AT will not be notifying the prisoner; however, you are free to do so – you will receive a list with the children's information (likely post-season).