



VIRTUAL ANGEL TREE

FAQ'S

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

A: 2 ways, or a combination thereof:

- Traditionally
- Through Virtual Angel Tree with direct shipment of gift package to child (Direct)

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. The coordinator determines the sponsorship level; every child available to each church's Virtual Angel Tree, and any caregivers the individual sponsors choose to serve will be at the same sponsorship level.

Q: What is included in the gift package?

A: At the \$22 sponsorship level, the package will include one \$20 Walmart gift card, a Christmas card containing the message from the prisoner, an evangelism piece, and an opportunity to request to receive a free Bible.

At the \$42 sponsorship level, the package will include one \$40 Walmart gift card, a Christmas card containing the message from the prisoner, an evangelism piece, and an opportunity to request to receive a free Bible.

Q: How will I (the church coordinator) be notified that my Virtual Angel Tree site is ready?

A: You will receive an email from angeltree@pfm.org with a link to Virtual Angel Tree and the unique code for your organization once we have verified that all the children you requested to serve have been contacted and participation and address information has been verified.

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 should communicate their desired sponsorship level to Angel Tree ASAP. The coordinator determines the sponsorship level; every child available to each church's Virtual Angel Tree, and any caregivers that individual sponsors choose to serve will be at the same sponsorship level.

Q: Can our organization provide a gift card to the caregivers?

A: Yes, sponsors will be given the option to provide a Walmart gift card to the caregivers of the children they are sponsoring; these will be at the same sponsorship level as the gift cards the children are receiving.

Q: Is it required that our organization provide a gift card to the caregivers?

A: No, it is not required; each sponsor can make the decision whether or not to serve the caregivers.

Q: Will the caregiver receive the same gift card denomination as the child(ren)?

A: Yes, the gift card for the caregiver will be at the same sponsorship level the coordinator determined for the children.

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

A: Yes; you can serve traditionally and/or virtually

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

A: While we have no hard deadline, we will not be able to assign children to your organization until we know how you wish to participate. 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: How can I promote Virtual Angel Tree to my church/group?

A: Prison Fellowship will be providing a digital tool kit to help you promote Virtual Angel Tree.

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

A: The gift package will include a Walmart 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) and caregiver(s) 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. A donation receipt will be emailed to the email address provided by each sponsor.

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, 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 Prison Fellowship is speaking with the caregivers, are they collecting information on the other children in the home?

A: No, children not included on the prisoner's application will not be included in Virtual Angel Tree

Q: Can our church include other children in Virtual Angel Tree?

A: Children not included on the prisoner's application will not be included in Virtual Angel Tree; however, you are welcome to contact these families after the Christmas season and minister to them in any way you feel led. Contact your Angel Tree Program Specialist to request a list of children sponsored through your Virtual Angel Tree.

Q: When will the gift packages arrive?

A: Gift packages will begin shipping directly to children in early December and will continue until all children available through Virtual Angel Tree are sponsored.

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 to participate in Virtual Angel Tree, can our church/organization still have access to the families' contact information for further ministry?

A: Yes, please contact us to request the list of children; however, we may not be able to provide it until after Christmas.

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: The child is removed from your church's list of available children once the sponsor's financial transaction is complete.

Q: If we choose to participate in Virtual Angel Tree, 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).

Q: How will I know if any children assigned to our church in Virtual Angel Tree are left unsponsored?

A: A message at the top of the Virtual Angel Tree website for your organization will display how many children remain to be sponsored.

Q: Can we request more children to be added to our Virtual Angel Tree?

A: Yes, additional children can be added to your Virtual Angel Tree.

Q: When is the last date we can sponsor a child through our church's Virtual Angel Tree site?

A: That date is TBD, but likely early December; Coordinators will be notified at least a week before that deadline

Q: What happens to any child(ren) that are not sponsored in our Virtual Angel Tree?

A: Prison Fellowship will include any unsponsored child from your Virtual Angel Tree to be sponsored when Virtual Angel Tree is taken public (date TBD).

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.