



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.

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 should communicate their desired sponsorship level to Angel Tree ASAP.

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

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, 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: 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, 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 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: 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 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).