

2023 Holiday Programs FAQ

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

Your program sounds great. How do I apply?

Please come to the HELP campus on one the following dates:

November 3, 4, 11, 10

December 1, 2, 8, 9

Hours: 8 am - 2 pm

A HELP representative will assist you and ask to see documents that confirm your identity; that you are a Nevada resident; and that you are the parent/guardian of the children you are applying for. After you register and qualify, we give you a voucher to come back on specific, designated days & times to pick up your Thanksgiving food and/or holiday toys. All families who apply will receive gifts for their children. Those who apply in November will be offered Thanksgiving assistance.

Is there a deadline to apply?

Yes. We cannot accept an application after 2:00 pm Saturday, December 9.

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

You will need to bring the following documents:

- Birth certificates and social security cards for all the children you are applying for
- Government-issued IDs (Out-of-state and expired up to 12 months acceptable) and social security cards for the head of household and spouse.
- Proof of residence (utility bill, lease, mortgage statement, or similar official mail)
- Proof of school enrollment for children ages 16 and up.
- Documentation (pay stub, award letters) for earnings, assistance, and other monies received by anyone in the household.

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. **YOU MUST APPLY IN NOVEMBER TO RECEIVE THANKSGIVING ASSISTANCE.** We do not have food assistance in December.

For 2023 Holiday Toy assistance, children may receive two toys per child. Specific-aged children may have the option of a gift card, or one bicycle per family. **NOTE:** Our level of assistance is contingent upon community donations received for these programs. We cannot guarantee specific items you will receive. The toys you may receive are collected in the 98.5 KLUC "Chet Buchanan Show" Toy Drive, scheduled for Nov 30 – Dec 11, 2023, in the parking lot of NV Energy (near Jones/W Sahara).

What days and times will I need to come to pick up my toys / Thanksgiving assistance items?

Holiday assistance items will be distributed on the following dates. While there are no alternate dates or make-up dates for assistance pickup, someone else can pick up your items. See page 11 for additional information.

Thanksgiving food distribution: Monday, November 20, 8 am – 5 pm YOU MUST ARRIVE BY 5 PM ON MONDAY, NOVEMBER 20 TO RECEIVE THANKSGIVING ASSISTANCE. WE ARE UNABLE TO PROVIDE A TURKEY OR GROCERIES AFTER THIS DATE.

Holiday toy distribution: Wednesday, December 13, and Thursday, December 14, 8 am – 5 pm YOU MUST ARRIVE BY 5 PM ON THURSDAY, DECEMBER 14 TO RECEIVE HOLIDAY ASSISTANCE. WE ARE UNABLE TO PROVIDE TOYS, BIKES, OR GIFT CARDS AFTER THIS DATE.

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.

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

Our Thanksgiving assistance program is for households, with or without children, who meet program and income requirements.

If I've received holiday assistance in the past, can I participate this year?

Yes, those who have received assistance in past years can participate in 2023.

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

Yes, only if they are currently enrolled in school. In addition to the required documents, you must show a printout or screen-save from the student's Infinite Campus account, to confirm that your 18-year-old is enrolled in school for the 2023 – 2024 school year.

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

The 19 and 20-year-olds are not eligible for toys; however, they can be counted as household members for our Thanksgiving program.

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

The 16-year-old is not eligible. However, the 16-year-old can apply for assistance for the infant.

Can you mail, fax or email me an application?

No. You must apply in person and complete the application in person.

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

Yes, someone can complete your application on your behalf; and come to the HELP campus with your documents and pick up vouchers. 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 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 2021 and 2022. Do I have to sit out for 2023?

No; there is no policy that requires anyone to sit out. You can register for assistance in 2023.

Why do I need to bring in so many documents to receive holiday 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 the HELP campus to show documents and pick up my vouchers?

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

Do you give away food baskets in December?

No. Our food assistance is for Thanksgiving only.

Identification

We require identification for the head of household completing the application; and for a 2nd adult in the household who is a parent of participating children.

My Driver's License is expired. Can I still apply?

Yes, if it expired within the past 12 months. We prefer a current, Nevada or US government-issued ID with photo, that is not expired. You can show a Nevada Driver's License, Nevada ID card, US military ID Card, US Passport, US Passport 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 current, Nevada ID Card with an expiration date.

(Info: <http://www.dmvnv.com/idcards.htm>)

I am homeless and I only have a Clarity ID card. Can I still apply?

Yes. You can show a Clarity ID card to prove your identity.

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?

Yes, if it expired within the past 12 months.

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.

(<https://www.southernnevadahealthdistrict.org/programs/food-handler-safety-program/food-handler-safety-training-card/>)

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.

(<http://www.dmvnv.com/dac.htm>)

I have an ID issued by my native country's Consulate. Can I still apply?

Yes, we can accept a consular card as to prove your identity. However, you must also show that you are a Nevada resident with two pieces of official mail, such as a utility bill or award letter; or a copy of your lease or mortgage statement.

I just applied for my Driver's License/ID card and I only have the white paper / temporary document 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?

No. You must be a Nevada resident to apply, which requires 30 days of residency.

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?

Yes, we can accept a current, non-expired, out-of-state ID; however, you must also show that you are a Nevada resident with two pieces of official mail, such as a utility bill or award letter; or a copy of your lease or mortgage statement.

Social Security Cards

We require Social Security cards for the head of household completing the application; the 2nd adult in the household if they are parents of children receiving toys; and all child program participants.

I only have copies 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 the other three?

We can only provide holiday assistance for those children that you provide Social Security cards/numbers for. We can take the Social Security number from other documents such as a tax return or award letter, if you do not have the actual Social Security card.

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 of the children you are applying for, if the tax return was electronically filed and you claimed the children as dependents. We can also accept other documents that list the Social Security number, such as an award letter.

I never went to the Social Security office to request a Social Security number for my child. Can I still apply?

No. We can only provide holiday assistance for children that have Social Security numbers.

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 show our documents and pick up vouchers. Is this OK?

No. The parent's name on a birth certificate, must match the name on the ID presented by the person applying for assistance on behalf of the household. 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 provides legal recognition of your child's identity; and links a child to parents. We are unable to provide services, without seeing a birth certificate or birth documentation 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.

I have foster children. I have court documentation, but I don't have birth certificates or social security cards. Is there anything else you need to see, to apply for assistance?

Please bring any court documents you have, when you come to apply. The name of the children's guardian 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 official mail (government or utility) to your attention at your address.

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

You can bring in two pieces of official (government or utilities) mail addressed to you at your address, such as a telephone/Internet bill, bank statement, voter registration card, or award letter. You can also bring a letter from your landlord stating you live 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.

Earnings, Assistance, and Other Money: This can include earnings, benefits, compensation, public assistance, or income of any kind. Bring award letters or verification / documentation for any of the following:

- Paycheck Stubs (2 months) or Employer Statement of Earnings
- TANF or other Government Programs
- Social Security / RSDI / SSDI
- Alimony or Child Support Payments
- Medicare / Medicaid
- Retirement Pensions / Benefit
- Worker's Compensation
- Section 8 or Housing Benefits
- SNAP
- Unemployment / PUA Benefits
- Educational Income
- Veteran's Benefits
- Any other money received by any person in your household

You qualify for our program if your income is at or below these levels. We use 200% of the 2022 Health and Human Services Poverty Guidelines.

Persons in household	200% 2023 HHS Poverty Guidelines
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280
6	\$80,560
7	\$90,840
8	\$101,120
Addl. Person	Add \$10,280

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 letters (dated 2023). Visit the website for the public assistance you receive, to obtain replacement award letters. We can accept copies saved on a mobile phone.

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 a letter from your employer confirming your rate of pay and work schedule.

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 apply at the same time and will be asked to follow the same qualifying guidelines. Each head of household will be able to select toys for their children; however, the two applications will be linked.

High School Students

For students 16 years and older, we require proof of school enrollment. A print-out or screen image of the student's account from the Infinite Campus website will work in most cases. Past years' student IDs are not acceptable.

My child is home-schooled. 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.

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, HELP's Holiday Committee chooses families with unique and unusual circumstances from the pool of holiday program applications to be "matched" with these supporters.

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. Families who have been adopted in past years will receive toys/gift cards from our "toy store" (two-day toy distribution).

Group Applications

I represent a nonprofit agency/church/community group. Can I apply for assistance for my group?

Items remaining after the conclusion of HELP's 2-day toy distribution may be shared with qualified non-profit agencies, churches, and community groups who distribute items to clients, children of congregation members, and other constituents. Participating groups must complete a group application for assistance. We cannot guarantee specific items you will receive. NOTE: Any assistance provided is intended for children up to age 18 ONLY. For additional information, email holiday@helpsonv.org. We do not have group assistance for Thanksgiving.

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 prequalified family arrives at an assigned time to pick up gifts/gift cards for their children.

When I applied, I was given a yellow voucher. I don't remember what this is for.

The Yellow voucher is used to pick up your Thanksgiving food and Holiday items. When you arrive on Monday, November 20 at the appointment time listed on your voucher, please come with the yellow voucher and 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. We will stamp the voucher; then return it to you, to bring back on December 13 or 14 to pick up your holiday items. When you arrive on December 13 or 14 at the appointment time on your voucher, please come with the yellow voucher and the ID you used when you applied, and be prepared to bring home holiday items 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 yellow voucher. 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.

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.

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*Holiday toy distribution: Wednesday, December 13, and Thursday, December 14, 8 am – 5 pm YOU MUST ARRIVE BY 5 PM ON THURSDAY, DECEMBER 14 TO RECEIVE HOLIDAY ASSISTANCE. WE ARE UNABLE TO PROVIDE TOYS OR GIFT CARDS AFTER THIS DATE.

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 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 December 9, 2023. We are unable to provide holiday assistance to those who do not complete an application by this date.

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 nonprofits) 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. We do not have the capacity to hold items.

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