



# Holiday Wishes Caseworker FAQ

- **Can I submit multiple times?**
  - **Yes, you are welcome to submit youth at different times if you receive new cases before our deadline. We encourage you to submit what you have as early as possible. Our donors would like to start shopping in October, and we want to have plenty of lists to distribute.**
- **Can I submit multiple kids at once?**
  - **Yes! After submitting your first child, you will see a screen with a button reading "Add Another Youth". Continue to click each time after adding each child until all your youth are submitted.**
- **What vehicle do I need to pick up?**
  - **Depending on the number of children you submit and the items on their wish list will determine the space you need to transport the items. If you had bikes listed, you will more than likely receive them and will need to bring a vehicle to accommodate transporting them.**
- **What are good wishes?**
  - **We ask that do not exceed around \$75 - \$100 total for all three wishes. Wishes should be as specific as possible, donors are more likely to provide better items for the kids, the more specific the wish.**
- **What are bad wishes?**
  - **Wishes should not be vague. "Age-appropriate toy" is not enough info for our donors and as we don't know the children, we are unable to answer questions donors have, like "does she like dolls?" or "what is his favorite character". We don't want a child to receive something they will not enjoy.**
  - **If wishes are not entered correctly, you will receive a link to be able to edit them**
  - **Gift card wishes should only be listed for children above the age of 12 and no grocery, or gas cards are provided.**
- **What if I can't pick up on my assigned day?**
  - **We serve over 7,000 children and are unable to hold your gifts past your pick-up day due to space. If you are unable to pick up on your day, please make arrangements with a co-worker to pick up your items.**
- **What is the last day to submit lists?**
  - **The early bird deadline is Oct. 31st, 2024. Any caseworkers that have turned in their lists will be entered in a drawing to receive a great prize from PFC.**
  - **Final Deadline is November 22nd, 2024**
- **Can I change my pick-up day?**
  - **No, all pick up days are final and cannot be changed.**
- **How do I know my list was accepted?**
  - **Once you have submitted, you will see a confirmation page saying, "thank you, your youth has been submitted to the program".**
  - **After submitting, you may receive an email asking for corrections if your submission had missing info, incomplete wishes, or late submissions.**
- **When will I know my pick-up day?**
  - **Gifts will be distributed during December 11-16th. You will receive an exact pick-up day and time in late November.**