

2019 HTC PARTNER TIPS

FILLING OUT REQUEST FORMS

- **PLEASE DO NOT ALLOW CLIENTS TO FILL OUT REQUESTS!!**
- 2019 forms REQUIRED after March 1. Shred ALL 2018 forms.
- Use correct form for age of child (infant/toddler or youth profile)
- Know your agency #ID/name abbrev. (ex. MCCS, #5260), & staff #ID.
- Write neatly: ask yourself if we'll be able to read it!
- Save time by filling out your own information on family profile forms, then making copies.
- **Fill out alternate contact if you will be on vacation or otherwise unreachable in the near future.**
- **Make copies of submitted requests for your records – just in case!**
- Please staple individual requests – this helps our office personnel keep all pages together.
- Multiple requests may be mailed in one envelope, if your agency allows.

COMMON ISSUES

- **Must have:** 1st initial, zip code, county, race, birthdate, age, gender, weight, correct shoe size, veteran status.
- Unborn babies: gender is preferred, however please write “unknown” if gender is not known. Please call us after baby is born so we can update file.
- **Use NUMERIC sizing; not small, medium or large.**
- If you DO NOT need clothing please indicate that on the form so we don't call (best solution is draw an X through the area).
- Reading Level and Language for reading. Client may be bi-lingual. Please indicate language for reading.
- Check off specific school supplies needed. PLEASE do NOT write “ALL” – we will not give ANY.
- We no longer provide school uniforms.
- **Do not refer any client to contact HTC as we do not work directly with the public.** Clients can call United Way's Help Line to be referred to helpful resources. Call 855-405-7629 or #211.

TIMING OF REQUESTS

- Each family may only receive care packages **once in a three-month period**. Request items for ALL children in family, even if child is not enrolled in your agency or program.
- Requests may be submitted **two months** prior to birth of baby. Indicate due date.

COMMUNICATING ABOUT INFORMATION OR REQUESTS

- Include agency name and #ID in email or subject line when emailing HTC staff.
- Please know who called you when calling the office. This is helpful when directing your call to the right person.
- When you receive a call:
 - **Regarding care packages being ready for pick up**, no need to call back to let us know when you are coming, unless there is a problem.
 - **Regarding equipment**, please call back to let us know if you still need it or not.
 - 48 hr. (2 business days) to return call for equipment or goes to next on waiting list. Please know who called you.
 - **Regarding overages** – only call to let us know if you need an extension past 1 week for picking up.
- **PLEASE inform HTC of any staffing changes or change in main point of contact immediately!**

PICKING UP ITEMS

- Know clients' names, especially if picking up for another staff member.
- One week to pick up care package, one week to pick up equipment, two weeks for bed request.

BED APPLICATIONS

- Place bedding applications using online form.
- Indicate how you are going to pay.
 - Pay online with credit card
 - Cash, MO, or agency check are brought when picking up
- You will receive a call when your request is ready. **Pick up within 2 weeks of notification.**

OVERAGES

- Overage list will be emailed to ALL partner agency staff members.
- Respond by email only – NO phone calls or drop-ins.
 - Staff member must include name, agency ID #, phone # in response.
 - List exact items requested.
- First to respond will usually receive item. We do reserve the right to “spread the wealth” among all responders.
- Overage team volunteer will call to notify you if you have OR have not received anything, usually by the Thursday following the email.
- Pickup in 1 week unless you notify us of extenuating circumstances.
- No additional calls will be made to you – we'll just return items to overage for next month if not picked up.

THANK YOU!!