



# PARTNER GUIDE, TIPS, & FAQ

Your families are not to contact Hannah's Treasure Chest. We serve the public through our Partner Agencies.

## COMPLETING CARE PACKAGE ORDER FORMS

- **2021 forms REQUIRED beginning February 15.**
- Do not have your clients fill out the forms!
- Write legibly. Illegible and/or incomplete orders may be returned to you for re-submission.
- Save time by pre-filling your agency and staff information on the Cover Sheet and making copies for your next orders.
- Please complete all requested information. It is important to us for many reasons.
- Request items for all eligible children in the family, even if that child is not enrolled in your agency or program.
  - A family may receive care packages only once in a 3-month period, regardless of which agency submits a request.
- Include an **Agency Info and Family Profile Cover Sheet** with each care package request.
  - Know your Agency Name, Code, & ID # (e.g. Children's Help Center/CHS/8632).
  - Know your personal Staff ID #.
  - Select preferred phone # so that we may easily communicate with you regarding your order.
  - Designate an alternate contact.
  - We need both Last Names and First Names to avoid duplication of services.
- Select the correct Profile Form for each child.
  - Use the **Infant / Toddler Profile** for children 0-4 years. Requests for unborn babies may only be submitted within 2 months of the due date.
  - Use the **Youth Profile** for children 5-18 years.
  - The **Extra Stuff Form** is not child-specific. Please be sure to complete the General Information section at the top.
- Use numeric clothing sizes (not S / M / L).
  - We do not carry Junior or Adult clothing sizes. We stock Preemie to Children's size 18.
  - We have no school uniforms, but we may have a generic likeness.
- Weight & Height are necessary . . .
  - To determine suitability of equipment.
  - To select the best fit in clothing and diapers.
  - If there are reason(s) that sizing is disproportionate to the age/weight/height of the child, please indicate the reason(s).
- Toys and books are provided unless specifically declined.

## SUBMITTING CARE PACKAGE ORDER FORMS

- You may drop your order off at our office, or submit by mail, email, or fax.
- *Submit only one way, please.* Do not duplicate your submission.
- When mailing or dropping off your orders, staple each request to keep all pages together and avoid mix-ups.
- Make copies of submitted requests for your records.

## PICKING UP YOUR ORDERS

- Our Volunteers will call you when your orders are ready. Please don't call us.
- Pick up within 1 week of notification. Know the client name(s), especially if picking up for another staff member.



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## BED APPLICATIONS

- Complete Bed Applications online through the Partner Resources section of our website: [hannahstreasure.org](http://hannahstreasure.org).
- Remember to include the mattress if needed.
- Submit a separate order for each child.

## OVERAGE ITEMS

- When picking up orders, please ask about our items in overage.
- You can make your selections and take them with you that day.

## COMMUNICATION

- Include your Agency Name and ID # in subject line when emailing HTC.
- Regarding care packages or overage items ready for pick up:
  - No need to return our call unless there is a problem.
- Regarding a car seat or stroller that has been on backorder:
  - Please call back within 48 hours (2 business days) to let us know if the item is still needed.
  - If you do not call back, the item goes to the next client on our waiting list.
- Please know who called you when responding to a message you've received from us.

## RENEWAL FAQs

- ***When is our Agency Renewal due?***
  - Renewals must be received or postmarked by the end of February.
- ***When is our Agency Subscription due?***
  - Your Subscription is due by March 31 of each year.
- ***What happens if our agency does not renew our partnership?***
  - An agency that does not renew by the end of February will no longer be eligible to receive items from any of our programs. Requests received on or after March 1 will be denied.
- ***Can our partnership be renewed if it has already expired?***
  - Expired partnerships are subject to review prior to re-instatement and may be terminated after a one-month grace period.
  - There will be an additional \$50 processing charge to complete the renewal process.

*Thank You for Your Partnership!*