



## The Salvation Army Toy Shop Frequently Asked Questions 2009



### Registration Information

#### What ages of children can receive toys?

Children born on or after January 1, 1994 (ages 0 – 15) are eligible to receive toys.

#### Where do I apply for toys?

5880 N. 60<sup>th</sup> Street, Milwaukee, WI (Just north of Silver Spring on 60<sup>th</sup> Street)

#### What do I need to bring with me to apply for toys?

To register children, parents or guardians as Head of Household must provide *proof of their own identity, Social Security number and their residence/address.*

##### How do I prove my identity?

Provide **ONE** of these documents as proof of identity:

- Current Driver's License or valid picture ID Card
- Passport or Visa
- Permanent Resident Card (I-551)
- Employment Authorization Card I-766
- Federal I-94 Arrival/Departure record
- US Military Personnel ID

##### How do I prove my Social Security number?

Provide **ONE** of these documents as proof of Social Security number:

- Social Security card
- Application for Social Security Number (Form SS-5)
- Letter from the Social Security Administration
- Tax Return (W-2's, 1099s, 1040s, containing Social Security number)
- Medical Record imprinted with name and Social Security number
- If you do not have a Social Security number, you may provide your ITIN which will be located on your Federal Income Tax Return

##### How do I prove my residence?

Provide **ONE** of these documents as proof of residence/address;

- Postmarked envelope, postcard or magazine label with name and date
- Driver's license or ID card issued in past six months
- Utility bill (gas/electric/cable), bank statement or a letter from a government agency that has your name and home address listed
- Letter, lease, rent receipt with home address from landlord
- Property tax records or mortgage statement

**To register children to receive toys, proof of the child's birth date and social security number are required. No child will be registered without this documentation.**

##### How do I prove my child's age and social security number?

Provide **ONE** of these documents containing proof of a child's birth date and **ONE** of these documents containing proof of social security number:

- Birth Certificate for each child

- Social Security Card for each child
- Social Security printout containing full social security number for child
- W-2 Statement/Notice of Decision with information that matches photo ID and contains full birth dates and social security numbers
- Child's Placement Verification Letter for each child (Foster Parents, Caregivers & Placement Resource Families)
- Certificate of U.S. Citizenship
- U.S. Certificate of Naturalization
- Wisconsin Notification of Birth Registration
- Copy of State or Federal Income Tax Forms containing full birth date and Social Security number
- Public Immunization Record printout containing Social Security Number (<http://dhfsWIR.org>)

**Forward Cards are no longer accepted as proof of a child's Social Security Number**

### What if I don't have the right information to apply?

The above documentation is required. If you do not have these documents, it is your responsibility to obtain them. For assistance we suggest you contact the Milwaukee County Courthouse, Social Security Administration or W-2 offices.

### When can I apply for toys?

<b>12/2/09</b>	<b>Wednesday</b>	<b>9:00 a.m. – 12:00 noon; 1:00 p.m. – 3:00 p.m.</b>
<b>12/3/09</b>	<b>Thursday</b>	<b>9:00 a.m. – 12:00 noon and 1:00 p.m. – 4:00 p.m. And 5:00 p. m. – 7:00 p.m.</b>
<b>12/4/09</b>	<b>Friday</b>	<b>9:00 a.m. – 12:00 noon and 1:00 p.m. – 3:00 p.m.</b>
<b>12/5/09</b>	<b>Saturday</b>	<b>9:00 a.m. – 12:00 noon</b>

### What if I Received Toys in 2008?

Families that participated in the 2008 Milwaukee Toy Shop and do not need to update their information will be able to complete the registration process by mail. Families that need to update their information or provide documentation to complete their information can participate in the Express Registration.

### When is Express Registration?

<b>11/18/09</b>	<b>Wednesday</b>	<b>9:00 a.m. – 12:00 noon and 1:00 p.m. – 3:00 p.m.</b>
<b>11/19/09</b>	<b>Thursday</b>	<b>9:00 a.m. – 12:00 noon and 1:00 p.m. – 3:00 p.m.</b>
<b>11/20/09</b>	<b>Friday</b>	<b>9:00 a.m. – 12:00 noon and 1:00 p.m. – 3:00 p.m.</b>
<b>11/21/08</b>	<b>Saturday</b>	<b>9:00 a.m. – 12:00 noon</b>

## **I received Toys in 2008 but did not receive a letter for Express Registration. What do I do?**

If you have not received a letter from us by November 6, 2009 you will need to come to either Express Registration November 18-21 or Toy Shop registration December 2 – 5. There will be a line for express registration for those who received toys in 2008.

## **Can Foster Parents apply for toys?**

Foster Parents, Caregivers and Kinship Care families must bring the Child's Placement Verification Letter for each child. Please note, however, each child can only be registered one time. If the natural parent has already registered the child, we cannot accept a duplicate application.

## **Can Grandparents or other family members receive toys for their grandchildren, nieces, nephews or other family members?**

Yes, if you are the head of household and legal guardian for the child. You must have documentation proving custody along with proof of the child's birth date and Social Security number. Each child can only be registered one time. We cannot accept duplicate applications.

## **Can I bring my children with me to apply for toys?**

No. Please do not bring children with you.

## **What if I can't get there to apply? Can someone else apply for me?**

Yes. They must bring *your* required documentation along with the required documentation for each child. In addition, they must provide a letter from you stating that they have permission to fill out the application for you and the reason you are unable to apply.

## **I missed the cut-off to apply for toys, can I still receive toys?**

No. Once the application period has ended, applications for toys are closed.

## **How do I receive toys for my church/organization, etc.?**

- We will need proof that your church or organization is a 501 (C) 3 organization.
- Requests for toys must be written on your organization's letterhead. The request must include the names, ages and birthdates of the children who will receive the toys.
- Contact Major Mary Hunt by calling 414/302-4300, extension 2213 to obtain an application. Completed application must be received by noon on December 10, 2009.
- If your application meets the guidelines, you will be notified of the date and time to pick up toys.
- Distribution of toys will take place after our distribution to registered families and is based on the availability of left over toys.
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## **Where can I call to get information about applying for toys?**

Call the Toy Shop Information Line: 414/459-3930



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### Toy Donation Information

#### **Where can I donate toys?**

Toys can be dropped off at the Toy Shop Distribution Center, 5880 N. 60<sup>th</sup> Street, Monday through Friday between 9:00 a.m. and 3:00 p.m. from December 2<sup>nd</sup> through December 21<sup>st</sup>. Toys can also be brought to any Salvation Army Center for Worship and Service (not Family Thrift Stores) or placed in the Toys for Tots boxes found at various retail sites throughout the Milwaukee area.

#### **Do you take used toys?**

No. We only accept new toys for the Christmas distribution. Used toys can be donated for sale in Salvation Army thrift stores, but not for the Christmas Toy Shop.

#### **Are there specific toys needed?**

We need toys for infants and toddlers (ages newborn to 2) and for both boys and girls ages 10-15 years old.



## The Salvation Army Toy Shop Frequently Asked Questions 2009



### Toy Distribution Information

#### Where do I pick up my toys?

The Toy Shop distribution center is at 5880 N. 60<sup>th</sup> Street, Milwaukee (just North of Silver Spring on 60<sup>th</sup> Street). This is the same place where you applied for toys.

#### What do I need to bring with me to pick up my toys?

You will need to bring the letter from The Salvation Army that you received at the end of your application process or in the mail along with your photo ID.

#### When can I pick up my toys?

- You will be randomly assigned a specific time and date during the application process.
- The distribution dates and times are:

<b>12/17/09 Thursday</b>	<b>8:30 a.m. – 12:00 p.m.; 12:30 p.m. – 4:30 p.m.</b>
<b>12/18/09 Friday</b>	<b>8:30 a.m. – 12:00 p.m.; 12:30 p.m. – 4:30 p.m.</b>
<b>12/19/09 Saturday</b>	<b>8:30 a.m. – 12:00 p.m.; 12:30 p.m. – 4:30 p.m.</b>
<b>12/21/09 Monday</b>	<b>8:30 a.m. – 12:00 p.m.; 12:30 p.m. – 4:30 p.m.</b>

#### What if I can't come during my assigned appointment time?

- You can come **after** your assigned appointment time during open toy shop hours (listed above). You cannot come before your assigned time, only after.
- You may have someone pick up your toys for you during your assigned appointment time. They must bring your letter, your picture ID and a letter from you stating that they have permission to pick up your toys for you.

#### Can someone pick up my toys for me?

Yes. You may have someone pick up your toys for you during your assigned appointment time. They must bring your letter, your picture ID and a letter from you stating that they have permission to pick up your toys for you.

#### What happens if I lost my distribution letter?

Please bring your picture ID with you to your assigned appointment time. We will verify your information in our computer program. If we determine that you have not already received your toys, you will receive a duplicate distribution letter and be able to pick up your toys.

**Can I bring my children with me to pick up toys?**

No. Please do not bring your children with you to pick up toys. There is no supervised waiting area for the children. If you bring your children with you, you will be required to wait with them while a volunteer chooses your toys for you. No children, including infants, will be allowed into the Toy Shop area. There will be no exceptions made.

**Toy Shop distribution is over and I didn't receive any toys. Can I still get toys?**

No. Exceptions for extenuating circumstances can only be made by the Toy Shop Coordinator. Please provide your name and telephone number. Based on time and the availability of toys, we will try and contact you.



## The Salvation Army Toy Shop Frequently Asked Questions 2009



### Volunteer Information

#### **Can I volunteer to help with Registration?**

No. We will not be using volunteers this year to assist with applications. Because we are using a computer program, all applications will be processed by Salvation Army staff.

#### **How can I volunteer for Toy Shop?**

Individuals or groups may register to volunteer on-line at [samilwaukee.org](http://samilwaukee.org). Just click on the volunteer section of the web site.

If you do not have access to a computer, you can contact The Salvation Army Volunteer Coordinator regarding Toy Shop volunteer opportunities. Please call Joy Cony at 414/302-4300, extension 2163.

#### **If I volunteer at the Toy Shop, can I receive toys?**

No. If you have applied to receive toys, you cannot volunteer at the Toy Shop. It is against Salvation Army policy individuals receiving goods or services from a Salvation Army program cannot volunteer in that same program. If you volunteer for Toy Shop, you will not be eligible to receive toys. If you are interested in volunteering for other Salvation Army programs, please contact the Volunteer Coordinator

