

## CARE TRAIN 2024 FAQ

### Application Questions

**a. What is the deadline for applications?**

The application must be turned in by **Friday, November 1, 2024, to Care Train at PO BOX 432 Marysville, Ohio** so that we may provide time for our adopters to process the requests and acquire the gifts for your children.

**b. What do I do if my application was denied?**

If your application was denied, you may reach out to the Care Train office at 937-499-3671 **OR** [director@caretrain.org](mailto:director@caretrain.org) (the fastest way to receive a response) regarding the status as well as you can resubmit your application after appropriate changes have been made.

**c. What if my application is turned in after the deadline?**

Applications turned in after the deadline will not be eligible.

**d. Who receives gifts?**

Children 14 years old and younger are the major part of the program. We do provide food vouchers for eligible seniors and disabled adults, as well.

**e. What about teenagers?**

Some adopters will provide gifts for teenagers, but they are the exception and not the norm. When requested by the adopters, we will provide names based upon their requirements.

**f. What counts as income?**

Income determination is similar to existing programs. You will need to provide proof of your last month's gross income which can include Pay stubs, Child support, SSI, SSDI, Ohio Works First, Workers' compensation, unemployment, SS pension, etc.

Income Guidelines @ 200%	
Family Size	1 Month Income
1	\$2,510
2	\$3,406
3	\$4,303
4	\$5,200
5	\$6,096
6	\$6,993
7	\$7,890
8	\$8,786
9	\$9,683
10	\$10,580
11	\$11,476
12	\$12,373

**g. Do I need proof of id to pick-up gifts? To apply?**

Yes, a letter will be sent to the family the week of December 7<sup>th</sup> advising of the pick-up of gifts. If someone other than the recipient of the letter is picking up the gifts, they will need to have that letter, sign their name and provide an ID.

**h. Do you want wish list for all the family members or just children 1 and under?**

Normally all children 14 and under should be noted. Adopters may ask for more information about your children. If so, we will follow up with a call.

**i. Do I need to do the application in person?**

No, you can mail the application back to Care Train at Po Box 432 Marysville, Ohio. There is also an online application that you can submit, and we will get it immediately.

**j. Can households without children receive help? Seniors only? Disabled?**

Our program continues to grow each year with the number of children we serve. We can only provide gifts and/or food vouchers to families with eligible children. Seniors (60+) and disabled adults must show proof of disability and/or income for eligibility.

**k. What if children who do not usually live with me are at my home for Christmas? Can I sign them up too? For example, children who usually live with an ex-husband/wife, etc.? What about grandparents whose grandchildren do not live with them?**

The children must live in the home of the requestor.

**l. What if mom and dad have different households, are the children signed up twice? Or only for whichever parent applies first?**

As noted above, the children must live in the home of the custodial/residential parent. If the parents are separated, only the parent with the children living in the home can apply. In some cases, proof may be requested.

**m. Where can I apply?**

Many Social Services agencies will have forms to be completed and the capability to determine eligibility. However, only applications that physically arrive at Care Train PoBox 432 can be processed. It is the applicant's responsibility to be certain that we receive the application and on time.

**n. What if my address or phone number changes before the delivery date?**

It is important for us to have current phone and address information to be able to notify you for pick up or questions come from our adopters. Please email our director at [director@caretrain.org](mailto:director@caretrain.org)

**o. What if household members change between my application and the pickup date?**

Unfortunately, we cannot provide updates to our adopters. Changes in household members will be treated as a new application with all rules applying.

**p. Does the household include children who are only here on weekends or alternate week? What about shared holidays but the child does not live here all year?**

Eligible children must live in the household.

**q. Will the children receive the gifts on their wish list?**

Our adopters try to match the wish list to what they can provide but there are no guarantees.