ADOPT-A-FAMILY

FREQUENTLY ASKED QUESTIONS

1. What are the gift guidelines?

We are only accepting a very limited amount of physical gifts and instead are asking donors to provide electronic gift cards for families. The feedback we consistently receive from families is that gift cards allow them to purchase exactly the gifts they and their children want and need. E-gift cards will be the most secure and efficient way to pass your gift to the families.

We are asking that you provide $150 in gift cards per child, as well as a family gift card valued at $150.

The deadline for donors to provide gift cards is **November 30, 2026.** All details about gift card preferences for each family will be provided to donors after sign up. Please contact us at **adoptafamily@raphaelhouse.org** or **415-345-7204** with any questions.

2. Are donors provided with a tax receipt?

Raphael House will provide a tax receipt on request, to be filled out and maintained by the donor. Our tax ID is 94-3141608.

3. Which families receive Adopt-a-Family gifts?

Families living in our Residential Shelter and families in our Bridge Program are eligible to submit a gift card wish list for Adopt-a-Family. Our post-shelter Bridge Program provides supportive services such as tutoring, career development, case management, and resource referrals to families who have moved out of Raphael House.

4. What additional needs does Raphael House have around the holidays?

Raphael House maintains Amazon wish lists with our year-round and seasonal needs. These wish lists include new toys, art supplies, and books for children's birthdays; children's clothing; and residential items such as bedding and cookware given to families as move-out gifts.

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FREQUENTLY ASKED QUESTIONS (CONT'D)

For companies and groups interested in hosting a donation drive for gifts or needed items, we can create a custom Amazon wish list to circulate within your company. Please contact Giovanna Lomanto at glomanto@raphaelhouse.org or 415-345-7204 to set up a group donation drive.

5. I don't have time to buy gift cards from different stores, but I'd like to participate. Can I make a direct donation to Adopt-A-Family?

We understand the holidays are busy, so leave the shopping to us! You can make a direct donation to our Express Adopt-A-Family fund. Your donations will support our Adopt-A-Family campaign, and may also be applied to supporting Raphael House programs and operations that provide shelter and supportive services to families experiencing homelessness.

6. How will I know what to purchase for a family?

Raphael House will match you with a family, or families, depending on your noted preferences. You will be sent a gift card wish list with the names of the members of your matched family. Detailed instructions on what to purchase will be provided upon being matched with a family.

7. When and where do I drop off the gift cards?

Electronic gift cards can be emailed and are the most secure and efficient way to pass on gift cards to families. Please email or deliver gift cards to Raphael House staff by **November 30, 2026**. If for any reason you are unable to provide electronic gift cards and can only provide physical gift cards, please contact us at **adoptafamily@raphaelhouse.org**, and we will coordinate the best delivery method.

8. Will donors meet the family or be able to hand the family their gift cards?

For confidentiality reasons, donors are not able to meet with families. Raphael House staff will facilitate delivering your gift card donations to families.

9. What is Raphael House's mission?

The mission of Raphael House is to help low-income families and families experiencing homelessness strengthen family bonds by achieving stable housing and financial independence.

THANK YOU FOR SUPPORTING FAMILIES AT RAPHAEL HOUSE!