



## Amara Family Resource Center:

### Guidelines/Instructions for Concrete Goods Requests

Amara's Family Resource Center will provide concrete goods to low-income families to help meet various needs for family stability and child safety. Assistance families can receive through concrete goods are subject to available funding, and we cannot guarantee availability of items. Decisions will be made per request based on budget, level of need, and goals of the request. A Concrete Goods Referral can be submitted directly from individuals, Amara programs or other community agencies.

#### To make a request:

1. Complete the Concrete Goods Request form
  - a. Include demographic information of the recipients and answer survey questions whenever possible (grant reporting purposes)
  - b. Include information on service goals or reasons for request (how it will help with family stability or child safety)
  - c. Include website links to items for purchase or provide invoice or vendor quote
  - d. Shipping address for family
    - i. Picking up from Amara or dropping off by Family Advocate can also be an option (in King or Pierce counties only)
2. Concrete Goods requests cannot be used to buy alcohol, marijuana, tobacco, vaping supplies, firearms, or other weapons.
3. Examples of concrete goods requests:
  - Gift card for food, groceries, or household items
  - A bus card, rideshare payment, gift card for gas, or other help with transportation
  - Baby supplies (diapers, wipes, formula, car seats, cribs, or other baby supplies)
  - Kids' supplies (clothes, school supplies, sports equipment, beds, etc.)
  - Food (cans or boxes of food, fruit, vegetables, etc.)
  - Personal hygiene supplies
  - Cleaning supplies
4. Gift cards will require signing a verification form of receipt or e-gift cards can be provided.
5. Depending on our funding sources and policies, assistance towards utilities, housing, medical supplies, vehicle repairs or other items can be possible on a short term and limited basis. For these types of requests, additional information on family's financial situation will be needed (ex: income verification, barriers/goals related to economic security).
  - a. Documentation needed to assist with payment directly to vendors/businesses:

# Amara

- i. Invoice with exact cost and recipient's name, vendor information & address
  - ii. If payment by check: W-9 IRS form, Payment Authorization (Amara will provide)
    1. Name of vendor and address must match on these forms.
  - iii. Let us know if vendor allows payment by credit card instead of a check. Cash payments are not possible.
  - iv. Receipts of payment are required.
  - v. Supporting documents can be sent via email in pdf format or photos. W-9, Payment Authorization and invoice documents must be in provided as separate documents.
6. Concrete Goods Requests are approved by Amara's Associate Director of Programs-Parent Support, or designee.
  7. Email the referral to [frc@amarafamily.org](mailto:frc@amarafamily.org). Amara cannot begin to fill an order until all necessary documents, approvals and signatures are provided, and the above information included.
  8. Amara will make every effort to respond to requests within 5-7 business days. However, please allow up to 14 business days during busy times.

**Please read the instructions on this page carefully. If after doing so you still have additional questions, or if you truly have an urgent need, please contact Michelle Perry at 206.260.1707 or Deborah Collins at 206.260.1717.**