

Frequently Asked Questions (FAQs)

Support guidelines from Suncoast Voices for Children

Application/Request Reviews

How often are requests reviewed?

Requests are received daily whenever the application is submitted. Licensing items and other essentials are reviewed and ordered immediately, emergency needs requests are typically reviewed within 48 hours and all other larger requests are reviewed every Friday. For normalcy requests, we advise putting in the request at least 2 weeks prior to when you need the request fulfilled to ensure enough time for any follow-up information and payment.

Why is my request not being approved right away?

Typically if a request falls within our guidelines and has not been approved and ordered within the week it is because we are missing important information needed for approval and/or ordering. Please make sure that you provide the most current, up-to-date information about the circumstances, the request information and delivery information.

Beds for Children

Who is eligible to receive beds?

Beds can be provided for the children placed with parents, relative and non-relative caregivers, and Level 1 Licensed Foster Homes.

What happens if the child moves placements?

The bed must move with the child to the new placement.

Are there age restrictions for bunk beds?

Yes. Children on top bunks must be at least 6 years old.

Can beds be provided for reunification?

Yes, but only if the parents are found case plan compliant and the home study is approved except for the need for beds.

How are beds delivered?

We contract with a professional vendor to ensure safe delivery and setup. If a bed is purchased or assembled outside of this vendor, Suncoast Voices is not responsible for the setup or any resulting issues.

What do I need to provide?

Please submit the most up-to-date address and phone number for the caregiver to ensure timely delivery.

Case Plan Tasks

Can Voices help with case plan tasks?

Not if they are court-ordered and already covered by dependency case management referrals, such as counseling or psychological evaluations.

Clothing

How do I request clothing?

Start by checking our Style Voiced Clothing Program, with locations in both DCF and FSS offices in Pinellas and Pasco Counties.

What if the sizes needed aren't available?

You can submit a request with the child's sizes and clothing types needed.

Do you provide gift cards for clothing?

We do provide gift cards for clothing for teens ages 13-18 to Marshalls/TJ Maxx for the case manager to take the child shopping. Gift cards require that the receipt is turned in after purchase.

Can I request clothing for birthdays or holidays?

Yes, we are flexible with our budget for special occasions.

What if more help is needed?

For help beyond what we are able to provide: Clothes to Kids provides some support for clothing for children. Stores are located in Clearwater, St. Petersburg, & Tampa and appointments and referrals are required. The Public Defender's Office also maintains clothes closets in both Clearwater and New Port Richey. There are also many local foster closets that have incredible gently used clothing and items. No child should be without their basic needs. Please note, licensed foster parents can request reimbursement up to \$75 from case management to purchase clothing for a child who is newly removed.

Computers

What devices can be requested?

We provide laptops or tablets (not iPads or iMacs).

What if the youth has a special need or post-secondary plans?

Reach out to us directly if you believe the request falls outside of our standard guidelines.

Court Fees

Does Voices assist with delinquency-related court fees?

Yes, but only under limited circumstances and primarily for youth preparing to age out of foster care in partnership with the Public Defender's Office Crossover Division. Please contact us if you're unsure whether a youth qualifies.

Delivery & Pickup of Items

How are items delivered or picked up?

If local pickup is available, we'll place the order under the requester's name. If items must be shipped, confirm with the family whether they should be sent to the caregiver or to you.

What if the household has specific delivery needs?

Let us know any special instructions when submitting the request.

What do I need to provide?

Make sure we have accurate contact information for the caregiver to avoid delivery issues.

Emergency Requests

What should I do in an urgent situation?

Submit the request as usual but also email info@suncoastvoices.org and abaldwin@suncoastvoices.org with deadline details to flag it for immediate review.

Extracurricular Activities/Summer Camp

What information is needed for activity funding?

Please include all relevant details such as brochures, links, or an unpaid invoice.

Can caregivers be reimbursed?

Yes, but only if the fees were paid to secure a spot and the request is submitted within 30 days of the child starting the activity.

Extracurricular Activities - Tutoring

How are tutoring sessions funded?

Tutoring is funded in increments of six sessions.

Who finds the tutor?

The CPI/Case Manager is responsible for helping the family locate a tutor. We recommend Cognitutor.

Who qualifies as a tutor?

Tutors must be certified and currently teaching in, or qualified to teach in, the child's school district.

What paperwork is required?

You'll need to submit an invoice and progress report. If paying an individual, a completed [W-9](#) must be submitted with the request.

How do I request continuation of tutoring?

Submit a new invoice and progress report prior to additional allotment needed. The child must have attended all prior sessions.

Family Needs

Can Voices assist with ongoing family expenses?

In general, we do not provide funding for family needs unless there is a specific grant in place. If grant funding becomes available, we'll notify our partners.

What if families need additional support?

In Pinellas County, check the **Healthy Start Coalition Resource Manual**. In Pasco County, refer to the **Pasco Youth Initiative's Resource Guide**.

Gift Cards

If I get a gift card do I need to keep receipts? YES! Anyone who is given a gift card must keep all receipts and turn those in along with any unused funds on the Gift Cards. You will submit your receipts to your follow-up form or email the receipt to **abaldwin@suncoastvoices.org** along with the child's name.

Level 1 Licensing Items

What items are provided to help caregivers become licensed?

Common requests include fire extinguishers, first aid kits, escape ladders for two-story homes, and pool safety equipment.

Phones

Can I request funding for a phone or phone service for a child?

No. While we understand that phones are a "normalcy" need for teens, we do not provide funds for phone or phone cards.