



Ellis County Family Support Program

Frequently Asked Questions

A partnership between Benevolent House and the Ellis County Child Welfare Board

Eligibility

Who is eligible for this program?

This program is available to two groups: (1) any licensed foster home located in Ellis County, regardless of where the child in their care originated, and (2) any licensed foster home currently caring for a child whose county of origin is Ellis County, regardless of where the home is located. You do not need to be licensed through Benevolent House to qualify.

I am a kinship caregiver (relative placement). Am I eligible?

If you are a licensed kinship foster home that meets one of the two eligibility criteria above, yes. If you are an unlicensed kinship placement, please contact us directly at (214) 774-4871 and we will do our best to connect you with available resources.

I am licensed through a different agency. Can I still apply?

Absolutely. This program is open to all licensed foster families regardless of which child-placing agency you are licensed through.

I am an adoptive parent or biological parent. Am I eligible?

This program is specifically designated for active foster care placements. If you are in need of support and are unsure whether you qualify, please contact us and we will work to connect you with the right resources.

Available Support

What types of support are available through this program?

Support may include diapers and formula, clothing, hygiene products, care packages (blankets, pajamas, toiletries, hair care, comfort items), school supplies and readiness items, new placement essentials (car seats, bed linens, age-appropriate basics), meal support during placement transitions, respite care (temporary caregiver relief), and caregiver wellness support (gift cards, date night, wellness items). Availability of specific items depends on current inventory and funding.

How often can I request support?

You are welcome to submit a request as often as a genuine need arises. Recurring needs such as diapers and formula may be supported on a monthly basis. Other types of support, such as clothing, care packages, and respite care, are reviewed individually based on the nature of the need and available funding. Our goal is to serve as many Ellis County families as possible while ensuring every family receives meaningful support.

Is there a dollar limit on what I can receive?

There is no fixed dollar cap per family. Each request is reviewed based on the type of need, the support previously provided, and remaining program funds. We are committed to being good stewards of this funding and stretching every dollar to reach as many families as we can.

Is this program ongoing?

Yes, this program operates on an ongoing basis as long as funding remains available. The Ellis County Child Welfare Board has generously funded this initiative, and Benevolent House administers all support through the Resource Center.

How It Works

What is the process for requesting support?

The process is simple and designed to be as easy as possible for busy foster families:

1. Complete the online request form (the link you used to find this FAQ).
2. A member of the Benevolent House team will contact you within **48 hours** using your preferred method of contact.
3. Together, we will confirm your needs and coordinate the best way to get support to you.
4. Support will be provided through the Benevolent House Resource Center in Red Oak.

How quickly will I receive support after submitting a request?

Our team will contact you within 48 hours of your submission. If you indicated your need is immediate, we will prioritize your request. For urgent needs that cannot wait, please call us directly at (214) 774-4871. We make accommodations for after-hours and weekend needs. No family should have to wait days for the items they need.

Do I need to come to the Resource Center to pick up items?

In most cases, yes. The Resource Center is located at 504 N State Hwy 342, Red Oak, TX 75154. However, we understand that transportation and schedules can be challenging, and we are happy to work with you on alternative arrangements when needed.

Can I submit a request on behalf of another foster family?

We ask that each foster family submit their own request so that we can connect with them directly, verify eligibility, and ensure we understand their specific needs. However, you are absolutely encouraged to share the form link with other eligible families.

Privacy & Reporting

How is my information used?

Your personal information is used solely to process your support request and coordinate follow-up. For program reporting to the Ellis County Child Welfare Board, we use only non-identifying, aggregate data, such as the number of families served, the types of support provided, and the total funds distributed. Your name and personal details are never shared in public reports.

Why do you ask for my DFPS caseworker's information?

Having your caseworker's contact information allows us to coordinate support more efficiently when needed and helps us verify active placements. We will not contact your caseworker without your knowledge unless required for program verification.

Sharing & Referrals

Can I share this program with other foster families?

Yes, please do! Any licensed foster family that meets the eligibility criteria is welcome to apply. The more Ellis County foster families we can reach, the greater our collective impact. Share the form link with fellow foster parents, your licensing agency, your caseworker, or your local foster parent support group.

I am a caseworker or agency staff member. Can I refer families to this program?

Absolutely. We welcome referrals from DFPS caseworkers, CASA volunteers, child-placing agencies, and other community partners. Please share the request form link directly with eligible families.

Still Have Questions?

We are here to help. Reach out to us anytime.

Benevolent House Resource Center

504 N State Hwy 342, Red Oak, TX 75154

Phone: (214) 774-4871

Hours: Monday through Friday, 9:00 AM to 4:00 PM

After-hours and weekend accommodations available by request

This program is made possible through a generous grant from the
Ellis County Child Welfare Board