

**THIS FAQ PAGE HAS BEEN BUILT UPON QUESTIONS AND INQUIRIES FROM MANY.  
SHOULD YOUR QUESTION IS NOT APPEAR HERE, PLEASE EMAIL US.**

**I would like to know who were the recent recipients of Operation Mom's Scholarship**

[CLICK HERE](#)

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**I am trying to view something that was on the website previously, but is no longer available.**

We have recently updated our website and some of the links have been renamed. Should this be the case, please go to our [SITE MAP](#) and locate your page or file.

The problem could also be your web browser, which stores graphics and text from web sites that you visit. This storage facility is called the cache. The reason web browsers have a cache is that it is quicker and easier to load images, etc. from cache on your hard drive than downloading them again. Over time, your browser's cache gets full and the information gets outdated. The solution to this is to clear the cache and reload the page.

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**I cannot view all the material on you're website.**

We use Flash, Java and Javascript. You must have these installed and selected to run in order to view our site correctly, which are free to download from the internet. If you are among the 2% of our users who have this problem and need further assistance, please contact me at ...  
[support@operationmom.org](mailto:support@operationmom.org)

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**I want to make a cash/check donation. Where do I send it?**

Our address can be found on our home page as well as here:

**4061 East Castro Valley Blvd; #411  
Castro Valley Ca. 94552  
Phone/Fax (510)909-2714**

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**Where does all the income go from product sales ?**

The majority of the money goes directly to cover postage for sending our care packages. We welcome donations of administration services such a copying, computer paper, specific HP Inkjet cartridges, and the like. We also use a small percentage of the donated money to help cover our office expenses such as our telephones we use to make and receive calls. Operation:MOM is a non profit organization that has no paid employees.

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**How can I send a care package to my family member who is serving in the military?**

Just send us the name and address. Our priority will be sending packages to our military members assigned overseas or aboard military vessels, and then those assigned in the continental United States.

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**Some of the links are broken or appear inappropriate.**

All links are carefully examined for content, motives and benefit at the time we add them. Unfortunately, Operation: MOM does not have time to CONTINUALLY verify the validity and content of every link, which can change greatly over time. We depend heavily upon our readers to advise us of any link that has become broken or its content has become inappropriate. Should you find that a link is broken or inappropriate, please [notify us](#) immediately and we will investigate the link in question.

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**Can I be a Pen Pal?**

We do not have a pen pal program. However, on our web site under [RESOURCES / Links](#), there is information you may access that may provide this information.

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**Can I write a letter, note or give a card to the troops?**

If you desire to have Operation Mom send it out, please contact us for our letter writing guidelines. We will read each and every letter before sending them to ensure they are not harmful to our military personnel. The letters or notes will be included in our '[A Little Touch of Home](#)' packages'. We may also mail a large collection of letters/notes to our troops, using the addresses we have, in a large envelope so many troops will have an opportunity to receive mail.

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**If I choose to send out packages on my own independent of Operation Mom, what should I send?**

Check out our '[A Little Touch of Home](#)' items posted on our web site under [SERVICE PROJECTS](#) for ideas.

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**How can I send out my own package independent of Operation Mom?**

You may only send a package directly to the troops if you have their specific name and address. Check within your community, your church or place of business to ascertain if you can find someone to help you. We do not provide names and addresses due to security constraints. You may also sponsor a gift box through "[Our Products](#)" on our web site.

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**How are the care packages for the troops sent out?**

The majority of our packages are mailed out to military personnel whom we have addresses for. The addresses are provided to us by family members and friends of those serving in the military. We are always looking for additional names!

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**Can I or my service group put together Care Packages?**

If you wish to be part of Operation: Mom's service program, you must come to one of our packings. Unfortunately, there is a small group of disenchanted citizens who desire to harass those serving in the military out of wrong motives. They have been known to include things that are not healthy or respectful to our troops. For that reason, we carefully prepare each box under constant supervision for their benefit.

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**Where are the Drop-Off locations and what if I live too far away from one?**

The Drop-Off locations are listed under SERVICE PROJECTS / Drop-Off.

If you are too far away from a local [Drop-Off location](#), you can mail your donation items to Operation:MOM or check with your local [American Red Cross](#) office. They also accept donated items to send care packages.

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**How can I contribute?**

[Donations of items](#) (see list on our web) are always needed. Also, we need monetary donations to help pay for postage. It costs Operation:MOM about \$10 to send out one (1) box. Scouts and schools can hold their own "[A Little Touch of Home](#)" item drive and donate the items or monetary donations they collect them.

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**What is the purpose of "A Little Touch of Home" ?**

The purpose is to boost the morale of our troops. The packages are an expression of our gratitude to our troops to remind them that we are behind them, we have not forgotten them, and that we pray for them. Anyone can contribute to this project.

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**What is "A Little Touch of Home" ?**

It is a service project for sending out care packages to our troops that include hygiene, food items and things that meet their emotional needs. Each box has several smaller packages inside so that many troops may receive A Little Touch of Home.

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**What is Operation Mom**

Operation: MOM is first a military family support group with all military branches represented. We have monthly meetings to support one another during these uncertain times. Operation:MOM is a safe place to share your concerns and fears. It's a place to get encouragement from others who share similar feelings, and to be [active in our communities](#) allowing others to know there is hope. We have been doing this nation wide since 2001.

Operation: Mom secondly supports the troops directly with "[A Little Touch of Home](#)" packages, letters, and things that will help them physically and emotionally. We also have assisted many veterans and their families in their post service lives. We have been doing this since 2001.

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**OPERATION MOM - A MILITARY FAMILY SUPPORT GROUP**