



### Who can apply?

To be eligible to apply for the Support Fund, you must meet one of the following criteria:

1. Currently employed at a Help at Home organization, including any of its subsidiaries and affiliates.
  - a. Must have been employed for at least 90 days.
  - b. An active status employee or on an approved leave of absence.
2. An eligible dependent of a current Help at Home employee who is also **not** a client receiving services from Help at Home or any of its subsidiaries.
3. A former employee of Help at Home organization, including any of its subsidiaries and affiliates
  - a. Must be currently working as a caregiver.
  - b. Must have left on good terms.

### What are the criteria to qualify for a grant?

1. You experienced one of the qualifying events as listed on the [HaH Community Foundation website](#), and
2. The Support Fund application has been submitted within 90 days after the qualifying event

### Eligibility and Documentation Requirements

To ensure fairness and proper use of funds, please note the following:

**Fraud Prevention:** Providing false or misleading information – including such information generated by AI - in an application is considered fraud and will result in disqualification from future assistance programs and potential legal consequences. This includes but is not limited to falsely using images found online.

**Applications Exceeding \$500:** Any applications exceeding \$500 will be reviewed and escalated by the Committee as needed.

**Limitations:** Only one request per calendar year will be approved, provided the request meets the eligibility criteria. The maximum financial assistance available is \$500 per calendar year unless an exception is approved by the Committee.

### Documentation:

- All applications must include one or more pieces of supporting documentation with clear, identifying information including name, date, and contact information.
- The Support Fund reserves the right to request additional information. The applicant has 14 days to respond with additional information, otherwise, the application will be withdrawn.
- Applications that are resubmitted without new information or documentation will be declined.
- Applications containing documentation that is suspected to be generated by AI will be declined.
- Screenshots of texts, social media posts, or payment requests are not sufficient documentation. The Support Fund requires a complete document for applications to be accepted.

### Examples of Documentation (must contain date & identifiable information):

- **Medical Cases:**
  - Progress reports, test results, or consultation notes
  - Operative reports
  - Itemized billing statements
  - Any other relevant documentation directly related to the treatment from the treating provider
- **Essential Car Repair:**
  - Driving Log or Evidence of Vehicle Dependence:
    - Documentation of daily or weekly mileage, appointments, or commutes that rely on the vehicle.
  - Statement or Bill from Repair Shop
    - Documentation of repair costs, including date and a breakdown of repair costs
  - Quotes from Alternative Repair Shops:
    - If available, additional estimates from other repair shops to confirm the accuracy of the quoted cost and demonstrate due diligence in pricing.

## Qualifying Events & Expenses

The following is a list of **qualifying events** that may be eligible for a grant from the Support Fund. All requests will be reviewed by a committee, and if needed, approved by the Officers/Board. This list may change over time as we process and understand the needs of our community.

Event	Expense Examples	Documentation Examples
Major Illness/Injury (including mental health needs, medical, accident, victim of violent crime)	<ul style="list-style-type: none"> <li>- Emergency vision care</li> <li>- Emergency and urgent dental care</li> <li>- Emergency travel</li> <li>- Unexpected childcare</li> <li>- Substance misuse and addiction recovery and rehab</li> <li>- Handicap accessories needed as the result of an emergency (wheelchair ramps, handrails, vehicle hand controls, etc.)</li> <li>- Replacement medical devices that are not under insurance or warranty (hearing aids, insulin pumps, etc.)</li> <li>- Prescription medications</li> </ul>	<ul style="list-style-type: none"> <li>- Progress reports, test results, or consultation notes</li> <li>- Operative reports</li> <li>- Itemized billing statements</li> <li>- Any other relevant documentation directly related to the treatment from the treating provider</li> </ul>
Death (incl. immediate family members)	<ul style="list-style-type: none"> <li>- Funeral costs</li> <li>- Travel costs</li> <li>- Unexpected childcare</li> </ul>	<ul style="list-style-type: none"> <li>- Obituary</li> <li>- Death certificate</li> <li>- Funeral home invoice</li> </ul>
Domestic Violence	<ul style="list-style-type: none"> <li>- Emergency home repairs to render an unlivable home habitable</li> <li>- Temporary shelter</li> <li>- Temporary travel expenses</li> <li>- Essential utilities (gas, water, and electricity)</li> <li>- Unexpected childcare</li> <li>- Food</li> <li>- Clothing</li> </ul>	<ul style="list-style-type: none"> <li>- Police reports</li> <li>- Receipts or bills for relevant expenses</li> </ul>
Natural Disasters (flood, wildfire, hurricane, tornado, severe storm, blizzards etc.)	<ul style="list-style-type: none"> <li>- Car repair</li> <li>- Emergency home repairs to render an unlivable home habitable</li> <li>- Temporary shelter</li> <li>- Mortgage or rent assistance for primary residence</li> <li>- Food</li> <li>- Clothing</li> <li>- Essential utilities (gas, water, and electric)</li> <li>- Unexpected childcare</li> </ul>	<ul style="list-style-type: none"> <li>- Photos of damage to property</li> <li>- Invoices or bills outlining costs</li> <li>- Receipts for essential purchases</li> </ul>
Essential Car Repair	<ul style="list-style-type: none"> <li>- Car repairs required to continue employment or travel to appointments</li> </ul>	<ul style="list-style-type: none"> <li>- Driving log or evidence of vehicle dependence</li> <li>- Photos of vehicle condition showing visible damage or areas requiring repair</li> <li>- Statement or bill from repair shop</li> <li>- Quotes from alternative repair shops</li> </ul>
Military Deployment	<ul style="list-style-type: none"> <li>- Rent temporary housing</li> <li>- Essential utilities (gas, water, and electricity)</li> <li>- Mortgage or rent assistance for primary residence</li> <li>- Unexpected childcare</li> </ul>	<ul style="list-style-type: none"> <li>- Letter or communication from service branch</li> <li>- Bills or statements</li> </ul>
Other unexpected events/medical care not covered by insurance	<ul style="list-style-type: none"> <li>- Essential car repairs</li> <li>- Essential appliance replacement (refrigerator, oven/stove, etc.)</li> <li>- Personal medical care and/or travel and related expenses</li> <li>- Reasonable repairs to damaged property/replacement of personal items due to a fire or flood</li> </ul>	<ul style="list-style-type: none"> <li>- Bills or statements</li> <li>- Photos showing visible damage or areas requiring repair</li> </ul>

## **Appeals Process for the Support Fund**

The Support Fund aims to assist eligible individuals during challenging times. If your application is denied, you may appeal by following this simplified process:

### **Step 1: Understand the Decision**

Review the denial letter to understand:

- Why the decision was made.
- Any missing or insufficient documentation.
- Applicable policies or criteria.

### **Step 2: Submit Your Appeal**

If you believe the decision was made in error or have new documentation, submit an appeal within 30 calendar days of receiving the decision. Include:

1. Your Name and Application Reference Number
2. Reason for the Appeal: Briefly explain why the decision should be reconsidered.
3. Supporting Documents: Attach any new or updated documentation.

### **Step 3: Appeals Review**

The Appeals Reviewer will:

1. Confirm receipt of your appeal within ten business days
2. Review your case and any new documentation
3. Notify you of the decision within 30 business days.
4. The appeal decision is final.

### **Important Notes**

- Appeals without new information will not be reconsidered.
- Misleading or fraudulent appeals will result in disqualification.

### **Platform Notice**

Grantees are creating a Payoneer account and providing PII to Payoneer. In doing so, grantees agree to Payoneer's Terms and Conditions for using the Payoneer platform. Applicants agree to Submittable's Terms and Conditions when utilizing Submittable's platform.