

GRANT APPLICATION FAQS

What is the Help at Home Cares Fund?

It was created to help associates who are facing financial hardship immediately after a natural disaster or an unforeseen personal hardship. The Help at Home Cares Fund relies primarily on individual donations from associates and support from Help at Home to fund this program. Every contribution helps and when combined with the donations of others, can provide a tax-free grant to help a fellow associate in need when they are facing the unexpected.

Who can apply for assistance from the Fund?

Applicants must be:

- Employed by Help at Home, LLC or its subsidiaries on the date of the application; and

Help At Home, LLC.	Altrus	E3 Case Managers, LLC.	Prime Homecare Midway, Inc.
Statewide Healthcare Services, LLC.	Coastal	Adaptive – Hospice	Prime Home Care, LLC.
Help At Home of Michigan, LLC.	CCSI	Adaptive – Nursing	Prime HHA, LLC.
Excel Companion Care, LLC.			

- An Active status associate or on an approved leave of absence.

How large of a grant can I apply for?

The maximum amount available for each incident is \$2,000 and the minimum amount that can be requested is \$500.

What is the criteria to qualify for a grant?

While there are many factors, which determine if a grant can be made, the review process is designed to try to make each grant when possible. To meet regulations, the objective review process is complex so the simplest first step is to determine if your situation meets the most basic criteria by answering the following questions:

1. Did one of the Fund's events in the chart below happen to you?
2. Would your application meet the following general criteria?
 - a. Are you applying within 90 days after the Event?
 - b. Application submissions are limited to 1 every 12 months.
 - c. If an application is not approved, you must wait 6 months before reapplying.
3. Did you have one or more of the Expenses related to the Event that is part of the Fund criteria in the chart below?
4. Do you have the documentation for the Event and Expenses, which provide the necessary details such as date of the expense, person responsible for bill and other details listed in the application?
5. Is the expense documentation current (dated within 90 days of the application)?

6. While there are some additional criteria, applications that do not meet these basic criteria cannot be approved.

The **Qualified Events/Expenses Matrix** below is a complete listing of Events and Expenses. The Expenses, which are eligible, depend on which Event occurred and the “v” indicates which expenses are associated with each Event.

		QUALIFIED EXPENSES THAT ARE COVERED BY GRANTS																				
		IMMEDIATE NEEDS				MEDICAL			HOUSING *				TRANSPORTATION			MISC.						
		Food – immediate needs only (usually applicable up to 2-4 weeks after the Event)	Clothing – immediate needs only (usually applicable up to 2-4 weeks after the Event)	Reasonable evacuation expenses result from an Event	Reasonable funeral, travel and burial expenses.	Significant medical expenses	Prescription medications	Travel expenses related to the medical care	Rent: temporary housing up to 30 days	Reasonable repairs to damaged property	Essential appliances and furnishings	Essential utilities (gas, water and electricity)	Security deposits (for new housing if unable to inhabit existing home)	Mortgage or rent assistance for primary residence	Repairs other than routine maintenance, or repairs that could not have been avoided	Cost of public or commercial transportation	Cost of car rental up to 30 days	Psychological counseling deemed by a physician to be necessary following an Event	Expenses resulting from flight from domestic violence such as temporary domestic violence	Unable to work due to the event	Unexpected child care up to 60 days	
QUALIFIED EVENTS THAT ARE COVERED BY GRANTS	Natural disaster such as flood, wildfire, tornado, earthquake, tsunami, volcanic eruption, blizzard, drought, cyclone, hurricane, typhoon or severe storms.	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	
	Terrorist actions	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	
	Disaster resulting from an accident involving a common carrier such as buses, trains, ferry, planes or trucks	✓	✓	✓	✓	✓			✓	✓	✓	✓		✓	✓	✓	✓	✓				
	Military Deployment (employee, spouse or domestic partner called to active duty)								✓			✓		✓							✓	
	Impacts primary residence: fire, flood or unusual life-altering expense not paid by insurance	✓	✓		✓				✓	✓	✓	✓	✓	✓								✓
	Serious illness or injury					✓																
	Non-routine/exceptional medical expense					✓	✓	✓											✓			
	Victim of a violent crime					✓	✓	✓	✓			✓		✓					✓		✓	✓
	Domestic abuse	✓	✓						✓				✓						✓	✓		✓
	Death of employee or their immediate family member				✓							✓		✓					✓			✓

* Primary residence only

Who does the Help at Home Cares Fund include as eligible dependents?

The Help at Home Cares Fund considers the associate’s spouse/domestic partner, minor children and other dependents for whom the associate is financially responsible as eligible dependents. Parents, grandparents or other relatives are **not** considered dependents, unless the associate can show that they are claimed as a dependent on the associate’s IRS (or government) tax returns. A domestic partner is defined as “an on-going and committed spouse-like relationship between adults of the same or opposite gender.”

Which family members does the Help at Home Cares Fund consider as an eligible immediate family member?

An applicant may be eligible for assistance if they are financially responsible for funeral, burial or travel expenses due to the death of an immediate family member. The Help at Home Cares Fund defines an eligible immediate family member as any of the following:

- Spouse or partner in a civil union or domestic partnership
- Parent
- Child
- Sibling
- Grandparent
- Grandchild
- Spousal grandparent
- Aunt, uncle, niece or nephew
- Father in law or mother in law
- Brother in law or sister in law
- Son in law or daughter in law

Do you need help from the Help at Home Cares Fund but do not know how to apply? Are you having trouble with the application, or the documentation required?

The best thing to do then is to get someone that you trust to help you through the process. Maybe your supervisor could help, or someone from the Human Resources Department, or someone else that you trust. The important thing to remember is that you have a better chance of getting your application approved if you complete the application accurately and supply all the backup documentation necessary.

How do I apply for assistance from the Help at Home Cares Fund?

Refer to page eight in this document, where you will find step by step instructions on how to apply.

What does “Unable to work due to the event” mean?

An applicant is “unable to work due to the event” when they are unable to work for 5 or more consecutive days.

What expenses are not covered?

Only the expenses included in the Matrix above meet the grant criteria. Grants are not available for other expenses.

Are funds received as a grant taxable?

No. Grants received in the U.S. are not considered part of your taxable income.

Do I have to repay the grant?

No. Amounts granted under the Fund are not loans and do not have to be repaid.

How will I be notified of the decision?

The Emergency Assistance Foundation will notify you by email when your application is approved, missing information, missing documentation or not approved.

What information does the Fund need when reviewing an application?

In each case, the Help at Home Cares Fund requires a completed application form along with required documentation needed regarding the qualifying incident. The application must establish a financial need and documentation for the expenses for which the grant is being requested. Grants cannot be made without copies of current bills, invoices or receipts proving direct financial impact to the applicant.

Will my information remain confidential?

Yes. Your personal information is only used to determine your eligibility for a grant and to determine the grant amount to be made. Applications to the Fund are reviewed by Emergency Assistance Foundation, Inc. and will be treated in a confidential manner; however, non-identifying statistical information will be reported to Help at Home on a periodic basis to help it improve the Fund.

I borrowed money from my friends and family to help me get caught up on my bills. Will the Help at Home Cares Fund reimburse me so that I can pay them back?

No. The Help at Home Cares Fund is available for those associates who do not have the means themselves, or other resources available, to pay their living expenses.

Can I apply on behalf of another associate?

No. If you think a co-worker would benefit from the Help at Home Cares Fund, please pass along information about the Fund so that he or she can follow up. In the case of an associate who is incapacitated, a family member or manager can apply on the associate's behalf.

FUND DONATION FAQs**Why donate to the Help at Home Cares Fund?**

The Help at Home Cares Fund was created to help Charitable Class members who are in need of immediate financial assistance following an unforeseen disaster or personal hardship. Every donation makes a difference, no matter the amount, and combined with the donations of others, helps to provide tax-free grants* when they are needed most. Below are the testimonials of just a few EAF Grant Recipients who have kindly shared their stories:

"I don't make much, sometimes living paycheck-to-paycheck. Extra expenses like those I endured from the storm caused a great burden until I learned about the grant. Thank you so much. I hope you understand what kind of difference you are making."

"The pandemic has been very hard on my family as it has for most. I have been blessed to be able to keep working through this trying time, but my husband unfortunately lost his employment. We were facing a housing crisis and possible eviction so I applied for the grant hoping this could help."

When I saw the grant was approved and was able to stay on top of housing payments, I cried. This has been such a blessing.”

“I can’t say enough about the level of gratitude I have. My family has comfort knowing that there are people and organizations that are willing to help. My family can rest a little easier tonight. Though the struggle continues, your support has lifted us up and has provided a much-appreciated boost.”

*Grants are considered tax-free grants for grant recipients who are subject to United States IRS tax regulations. For recipients outside the United States, the tax treatment of grants will differ based on local policies/laws.

Who can donate to the Help at Home Cares Fund?

Anyone can donate to the Fund. The Fund relies on support from the sponsoring organization (Help At Home) and individual donations made by Help At Home's partners, associates, and/or the general public. Donations can be made as one-time gifts or recurring periodic contributions.

How much of my donation goes toward grants?

To ensure that 100% of individual donations go directly to those in need, Help At Home covers the cost of all Fund operating expenses.

Are donations tax deductible?

In the United States, all donations are tax deductible. EAF is a 501(c)(3) tax-exempt, public, non-profit organization with Tax ID 45-1813056. For questions related to the tax treatment of donations, please contact your local tax professional.

How can donations be made?

Donations can be made via credit/debit card, PayPal (MobileCause donations only), Text to Give (MobileCause donations only), check, electronic transfer/wire, or securities.

- Credit/Debit Card or PayPal: Click on the “Donate” button on the Help at Home Cares Fund webpage (URL). You can make a one-time donation or set up a recurring periodic contribution.
- Text to Give: In the United States, text HAHCARES to 71777 and donate by credit/debit card. To donate via check, electronic transfer/wire, or securities, please review the detailed instructions in our [HAH Donation Methods Guide](#).

How do I change or cancel a recurring donation made through MobileCause?

If you wish to change or cancel a recurring credit/debit card donation made through MobileCause, please take one of the following actions:

- Email MobileCause at help@mobilecause.com with your full name, phone number, and details of your inquiry (preferred method for quicker service).

- Call MobileCause at 866-976-7999.
- Send an email to the Fund's email address (Help at Home@emergencyassistancefnd.org) with a cancellation request.

If you wish to change or cancel a recurring PayPal donation made through MobileCause, please do so through your PayPal account.

How do I change or cancel a recurring donation made through Donorbox?

If you wish to change or cancel a recurring donation made through Donorbox, simply log in to your Donorbox account. (You should have received an email from Donorbox with a link to create an account when you initially set up your recurring donation.) Inside your account, click into the Recurring Plan that you would like to modify and make your preferred changes.

Can donations be directed to a specific individual?

Unfortunately, regulations do not allow for donations to be earmarked for specific individuals. However, all donations made to the Help at Home Cares Fund will be used for the intended charitable purpose in aid of the Fund's Charitable Class.

Will Help At Home match my donation?

Help At Home has previously donated and currently covers all Fund operating expenses.

Will I receive an acknowledgement for my donation?

EAF's donation acknowledgment process differs depending on the donation method and total donation amount. Please review the following details:

- Credit/Debit Card, PayPal, or Text to Give Donations: You will receive an acknowledgment via email from donations@emergencyassistancefnd.org (or receipts@mail2.donorbox.org for Donorbox donations) at the time of your donation, or shortly thereafter. Please be sure to look for the email in any filtered inboxes and spam or junk folders. Also note that, per IRS regulations, an acknowledgement is not required for total donation amounts under \$250 and your account statement is also an acceptable form of documentation when filing taxes.
- Check, Electronic Transfer/Wire, or Securities Donations: EAF does not provide acknowledgments for check, electronic transfer/wire, or securities donations under \$250 because a canceled check or record of your electronic transfer/wire/securities donation is an acceptable form of documentation when filing taxes, per IRS regulations. If your total donation amount is over \$250, you will receive a hard copy acknowledgement from EAF, which will be mailed to the address provided with the donation.

*For questions related to the tax treatment of donations, please contact your tax professional.

Do I have to contribute to the Fund to be eligible to apply for a grant?

No. Donating to the Fund is completely voluntary, and eligibility for assistance is based upon need and qualifying circumstances. In addition, no applicant is entitled to receive a grant based on their history of contributions to the Fund.

Who can I contact for more information?

Please contact Benefits by sending an email to benefits@helppathome.com for additional information about donations.

Grant Application Step by Step Process

STEP 1

Go to helppathomecaresfund.com and click on the red  button.

STEP 2

REGISTRATION: Register and receive application link.

STEP 3

APPLICATION: Complete application (you may save the application at any point to continue adding other information later).

STEP 4

SUBMISSION: Submit application and receive confirmation email from Emergency Assistance Foundation, Inc.

STEP 5

INITIAL REVIEW: Application is reviewed. If there are follow-up questions, applicant will be contacted within 48 hours during business days. The application will remain in Initial Review status until all supporting documentation is received and the application is complete. Depending on the response/information from the applicant, it may take anywhere from hours to several weeks.

Once the initial review is complete, it next undergoes a Quality Check with a recommended grant/award amount.

STEP 6

QUALITY CHECK & AWARD NOTIFICATION: A second reviewer completes a final quality check within 2-3 business days and sends an award notification email to the applicant.

STEP 7

GRANT PROCESSING:

1. CONGRATULATIONS! If you've been approved for full or partial amount, the grant award is submitted to grants payable/accounting.
2. Approximately 2-3 business days after your award notification email, applicants will receive another email from Emergency Assistance Foundation, Inc. confirming the grant award and who will receive the grant payment.
3. In the U.S., you will also receive a quick eCheck via email which you print out and cash.