



ProMedica Here to Help Program Guidelines

Here to Help will support eligible employees who experience a financial hardship resulting from an unexpected emergency hardship or qualified disaster from the list of events below.

Here to Help does not help in the following events:

- Accumulated financial distress due to the employee's extravagance, poor economic planning or gross negligence that results in the employee not having enough income to cover regular monthly bills, including situations where work hours have been reduced or scheduled hours are not enough to pay the bills
- Maternity/paternity leave is not considered an unexpected emergency. If an employee is put on bed rest prior to due date due to complications, this could be considered a short-term illness under the guidelines. Please reach out with questions.
- Inflation, higher gas prices, increase in the cost of living
- Loss of a 2nd job/income from another employer

Here to Help General Requirements

- Employee must provide documentation of eligible hardship event AND eligible expenses related to the hardship event. If documents are not provided with the application, the employee will be contacted via email with a list of requested documents (see chart below). *The IRS requires documentation for approval.*
- Employee has 60 days from the initial follow-up email to provide documents or the application will be closed. Employees may re-apply if documents can be provided at a later date if timing meets guidelines.
- All documentation should have employee's name and address, if applicable. Mobile phone app screenshots are accepted but must show name and/or address of employee.
- This program does not reimburse the employee for fees to obtain documents such as death certificates.

Employment Eligibility: To be eligible for Here to Help, all of the following employment criteria must be met:

- Hardship event must have happened after program start date (November 1, 2020)
- An employee must be an active full-time, part-time or PRN employee (not a contract or temporary employee) in good standing with ProMedica.
- A loss must have occurred to cause financial distress to the employee.

Grant Amount & Frequency Eligibility: Here to Help allows for the following grant amounts and frequency of grants:

- Minimum amount of \$100 and maximum amount of \$3,000 per grant.
 - Death of employee will be eligible up to \$5,000 per grant. Eligible family members death grants are eligible up to \$3,000 per grant.

- Associates can apply to Here to Help multiple times in a calendar year until they reach the maximum amount of \$3,000 per calendar year.
- Here to Help has a \$9,000 lifetime maximum per associate

Eligible Hardships Events, Documents and Expenses: Below are eligible hardship events and types of expenses that are covered as a result of the hardship event for this program. Documentation is required for an application to be reviewed and approved. This is not an all-inclusive list so if an employee is not able to provide what is listed the program can accept alternative documentation. Please contact your program via email here2help@columbusfoundation.org if you have questions about documents.

You may be asked to provide your essential monthly bills for ALL hardships to determine how the event and expenses create a hardship to your household.

All documents must contain your name and or address to be accepted. Mobile app screenshots are acceptable but they must include the employee’s name and/or address.

<u>Qualified Disasters</u>	<u>Hardship Document Examples</u>	<u>Related Eligible Expenses</u>
Acts of Nature	News articles, weather reports, insurance claims	<ul style="list-style-type: none"> • Rent/Mortgage/Security Deposits • Utilities (electric, water/sewage, natural gas, internet bills/statements) • Car payment/insurance • Food (receipts) • Clothing (receipts) • Temporary Housing (hotel receipts) • Child care • Reasonable evacuation expenses (receipts) • Damage repair (estimates/invoices/insurance claims)
House Fire	Fire Marshal’s report, insurance claims, news reports	<ul style="list-style-type: none"> • Food (receipts) • Clothing (receipts) • Temporary Housing (hotel receipts) • Reasonable repairs (estimates/invoices), essential appliances & furnishings (receipts) • Moving or Storage expenses (invoices/statements/receipts)

<u>Emergency Hardships</u>	<u>Document Examples</u>	<u>Eligible Expenses</u>
Accident (unless caused by the associate's or applicable family member's negligence, recklessness or intent)	Accident/Police Report, Insurance Claim	<ul style="list-style-type: none"> • Rent/Mortgage • Utilities (electric, water/sewage, natural gas, internet) • Food (monthly bills/statements, receipts) • Car payment/car insurance, non-routine maintenance or repairs, cost of public or commercial transportation, and cost of rental car (monthly bills, professional estimates, receipts)
Crime Victim (Non-violent or Violent)	Police report, insurance claim, court documents	<ul style="list-style-type: none"> • Rent/Mortgage • Utilities (electric, water/sewage, natural gas, internet), • Food (monthly bills/statements, receipts) • Clothing • Temporary housing (hotel) • Child care • reasonable evacuation expenses resulting from the event (receipts) • Reasonable repairs, essential appliances and furnishings, security deposits (estimates, receipts, lease agreements) • Car payment/car insurance, non-routine maintenance or repairs, cost of public or commercial transportation, and cost of rental car (monthly bills, professional estimates, receipts)
Death of employee, spouse/partner, child/stepchild, grandchild/step-grandchild, dependents/parents/step-parents (Grandparents/ step-grandparent are not eligible)	Death certificate, obituary or birth certificate that lists the applicant as an eligible family member	<ul style="list-style-type: none"> • Funeral home invoice, Funeral home payment receipt, travel receipts such as airfare, hotel, food, gas. <p><i>*Applicant's name must be on invoice or receipt for funeral home to be eligible expense</i></p>

Domestic/Physical Abuse Victim	Police report, court documents, social worker or counselor letter, in some cases a letter from a manager or supervisor may be accepted	<ul style="list-style-type: none"> • Expenses may include security deposit, application fees and rent for new housing (new lease document or letter from landlord) • Temporary housing such as hotels (receipts) or moving expenses (invoices/receipts)
Illness or Injury	Doctor's excuse, hospital paperwork, medical chart app screenshots, FMLA or Leave of Absence paperwork, paystubs	<ul style="list-style-type: none"> • Rent/Mortgage • Utilities (electric, water/sewage, natural gas, internet bills/statements) • Car payment/car insurance • Food (receipts)
Residential Disaster (Ownership Required) such as foundation, septic tank, sewer lines or water well damage <i>*Does not cover normal wear and tear of appliances or routine home repairs</i>	Insurance documents, professional estimates that state the cause of the damage/repairs, news articles, mortgage statement	<ul style="list-style-type: none"> • Repairs to home/structure that provide basic needs to employee (estimates/invoices/receipts)
Urgent Placement of Children	Court documents, police reports, new school enrollment, social worker letters	<ul style="list-style-type: none"> • Expenses related to bringing the children into a new home such as clothing, furniture, food, toiletries. <i>If new housing is required, may be able to assist with expenses related to moving and security deposits. A copy of your new and old lease required.</i>
Experiencing Homelessness Must be result of landlord selling property, landlord negligence or being asked to leave a residence that you are listed on lease/mortgage. You cannot be in violation of your lease agreement to be eligible.	Eviction notice, court documents, a letter from landlord/spouse/partner/roommate, case manager or shelter documentation, medical documentation	<ul style="list-style-type: none"> • Security deposit and application fee for new apartment/home (new lease agreement or letter from landlord) • moving expenses such as moving truck and/or storage unit (invoices/estimates/receipts) • hotel stays (receipts/invoices)
Non-Routine Vehicle Repairs	Insurance documents, Professional estimate of repairs/damage	<ul style="list-style-type: none"> • List of repairs and costs that includes employee's name and date (invoice/receipt/estimate)

Spouse/Partner Loss of Job/Income

Termination letter, paystubs, unemployment claims

- **Rent/Mortgage**
 - **Utilities (electric, water/sewage, natural gas, internet)**
 - **Car payment/car insurance**
 - **Food (receipts)**
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Ineligible Expenses: *This list is not all-encompassing and is at the discretion of the Review Committee.*

- Non-essential household utilities: cable/television, cell phone, etc.
- Routine car maintenance
- Medical expenses
- Managed chronic medical conditions
- Tax payments
- New vehicle purchase
- Legal fees
- Wage garnishments
- Credit card debt
- Personal/Pay day loans
- Normal home maintenance such as water leaks, pest exterminations, HVAC repair
- Expenses related to the death of grandparent or step-grandparent are not eligible for financial assistance.
- Private school or higher education tuition
- Veterinary expenses

***Definition of Qualifying Family Member:** A qualifying family member includes an employee's spouse, domestic partner, a dependent child or grandchild (stepchild or step-grandchild included, or parent/step-parent