

Hope Fund Frequently Asked Questions

Questions from Clients:

Q: My provider told me the Hope Fund could help with my situation. How do I apply?

A: Applications are submitted to the CCC by case workers or other service providers working with families or individual clients who have a plan for attaining goals. Applications are available for download on the Hope Fund page of this website. You'll also find information about eligibility and instructions for submitting an application – but only the case worker/service provider can submit the application form, and they must fill it out with the individual or family.

Questions from Providers:

Q: What types of supporting documentation should accompany an application requesting help with medical/dental/mental health expenses?

A: A letter or statement of need and necessity from a licensed medical/dental/mental health professional

Q: Will the Hope Fund pay for medical emergency services (after-the-fact)?

A: This has not been a Hope Fundable service in the past, but the HF has provided supports for people having to travel long distances for special medical appointments/procedures. Additionally, the HF has been able to provide support for short-term child care while a parent is recovering from a procedure.

Q: Would the HF reimburse a family an emergency room fee from a medical emergency if that same amount is needed to cover essential household expenses?

A: The HF is better able to pay a vendor, not the family for the amount.

Q: Another way of looking at this situation is that this one-time expense of \$400 to pay the ER fee is preventing the family from being able to pay their rent this month. Providing the family cash assistance would then be a one-time help, not a reimbursement, right?

A: The Committee has not encountered this request before. The HF does not cover rent, and like heating oil, the need is huge. If we began covering this kind of expense, the funds would be depleted in a matter of weeks.

Q: A lot of our program goals with families have to do with personal development, such as communication between parents, setting routines with the children, etc. How could these apply to a family's urgent need to repair a car?

A: *Safety is a component you could pull into your goal plan. Transportation is always recognized as a basic need and the HF is committed to helping with transportation. A family's vehicle is an important mechanism to help get their children to medical appointments, to purchase diapers and food, for their children, etc.*

Q: Can you provide some guidance around essential household appliances? Are there some price guidelines that we can coach families around?

A: *If the family is getting the estimate and is comfortable telling the vendor that the appliance is for a HF application, they can receive guidance on pricing and models from the staff at appliance stores who work with the Hope Fund. If the worker is getting the estimate, they could get the same guidance.*

Q: Are we discouraging people from going to Sears, Lowe's, Home Depot or other non-local vendors for the estimate?

A: *Not necessarily, but by not using a local vendor, it might create another barrier for the family, because there is less service and no free delivery for appliances that are purchased outside Washington County.*

Q: There's an issue with immediate payment when dealing with VIP – should we not send families there?

A: *The CCC finance and barrier removal coordinator would need to call in a credit card payment on the same day, but this is doable – it just requires quicker communication between the worker and Angela. Unlike her predecessors, Angela works 32 hours/week, Monday through Thursday. I think we now have an account with VIP, which will make this all easier. Let's check with Angela.*

Q: Would the HF pay for auto registration if the family could cover all expenses for a vehicle except for registration?

A: *The HF has paid auto registrations before, particularly if the application was for only part of the down-payment or paying for repairs to pass inspection. But in those cases, the cap was higher than it is today. It's a little harder to cover all of this with the lower cap of \$1000.*

Q: I have a grandparent who is trying to adopt a child (both parents are gone). Will the HF help with legal fees?

A: *There was a decision early on not to include legal fees because they can be so huge. However, Legal Services for the Elderly (LSE) has relationships with legal firms that do pro bono or reduced fee work and may be able to refer in a case like this, if the grandparent is age 60 or over. LSE's helpline is 1-800-750-5353.*