

Caregiver Hardship Fund Frequently-Asked Questions

The Caregiver Hardship Fund aids Cleveland Clinic caregivers experiencing unexpected financial hardship.

For questions regarding the Caregiver Hardship Fund not answered here, please email hardship@ccf.org.

Q: Who is eligible for the program?

A: All Regular full-time and part-time caregivers who have successfully completed their 90-day probationary period are eligible to apply. Professional staff members should contact the Office of Professional Staff Affairs for assistance with hardships.

Q: How do I apply?

A: All applications are submitted and processed through Workday. Applicants must submit requests for hardship under their own Workday accounts. Please review this [job aid](#) to learn how to submit your request. For assistance accessing Workday, please contact the ONE HR Service Center at 216.448.2247.

Q: What hardships are eligible?

A: The following are **eligible** for a hardship grant:

- Eviction Notices*
- Funeral costs
- Past due mortgage/rent*
- Past due utility bills/threat of delinquency*
- Unexpected medical expenses
- Utility disconnection/shut off notices*
- Extreme situations (i.e., fire, natural disasters)

**Past Due or Disconnection/Shut Off must be indicated on the bill. Reminder Notices do not qualify.*

**Eviction notices must be accompanied by a signed lease agreement as well as a signed letter from landlord which indicates total amount owed and includes landlords contact information (phone and email preferred).*

The following are **ineligible** for a hardship grant:

- Bank account balances
- Vehicle expenses (car notes, car repair)
- Childcare/eldercare
- Credit card statements
- FMLA, Long-term Disability or Short-term Disability paperwork
- General Expenses (Internet, phone, cable TV/streaming services, groceries)
- Home Expenses (down-payments, home repair/maintenance)
- Paystubs or lost wages due to lack of PTO
- Taxes
- Tuition or loan expenses (caregiver or children)
- Utility bills NOT past due or in danger of disconnection

Documentation provided must support the full ask of your request. For example, if you are requesting a \$500 grant, you must provide eligible documentation to support that amount. Otherwise, your grant amount will be adjusted and approved based on bills provided. Screenshots of bill balances that do not show complete information *will not be accepted*. Cleveland Clinic may contact any relevant external parties (e.g., a landlord, utility company, etc.) to verify the basis of an application.

Q: What is required to submit an application?

A: You will need access to a computer and Workday. Please gather full, legible bill(s) that show the itemized details of the amounts owed and institution/company name(s), along with the service address and have them available to upload to your application. Please review [this document](#) for samples of eligible documentation. This [job aid](#) will walk you through the submission process.

Q: If my application is approved, how much would I receive?

A: Regular, full-time and part-time caregivers are eligible to receive one grant per 24-month period for a maximum grant of up to \$500. PRN and Temporary caregivers are ineligible. Grant priority will be given to those applicants who have not received an award in the past and final approval will be based on fund availability.

Q: How will I know that my application and documentation have been received?

A: You will receive a Workday notification as well as an email delivered to your Cleveland Clinic email address.

Q: How is the request processed, and how will I receive the grant if I'm approved?

A: If your application included complete documentation, it will be reviewed in the order it was received. Applicants will be notified via Workday notification and Cleveland Clinic email once their application is approved or denied.

Approved Caregiver Hardship Fund grants are processed for payment once a week on Tuesdays as direct deposit into the bank account on file in Workday. Payments are separate from your paycheck and may take 24-48 hours to appear in your account. The funds are grossed-up for tax purposes, meaning you will receive the full grant amount award after taxes. For those who contribute to a 401(k)/403(b) plan through the Retirement Program, a portion of your award will be deposited into your 401(k)/403(b) account with Fidelity.

Q: Will my application be kept confidential?

A: Yes, Caregiver Hardship Fund matters are kept strictly confidential.