

Thank you for your interest in the Caregiver Hardship program. This job aid will take you through the steps necessary to prepare and complete your application submission via Workday.

Before you begin...

1 Review these FAQs and become familiar with the program guidelines.

If an application is submitted without uploading eligible documentation outlined in the FAQs, your application will be denied and you will need to resubmit.

2 Prepare. Your documents should be full bill(s) that show the itemized details of the amounts owed and institution/company name(s), along with the service address.

- **Utility bills** must indicate past due or disconnection/shut off ([view sample bills](#))
- **Eviction notices** must be accompanied by your signed lease agreement AND signed letter from the landlord indicating how much is owed, along with any accompanying late fees.
- **Other eligible bills** (medical expenses, funeral costs) must show the amount owed.

3 Ready to go. You must submit your application using a computer. You are not able to submit using the Workday app on your phone or tablet.

Please contact the ONE HR Service Center at 216.448.2247 if you need assistance accessing Workday from home.

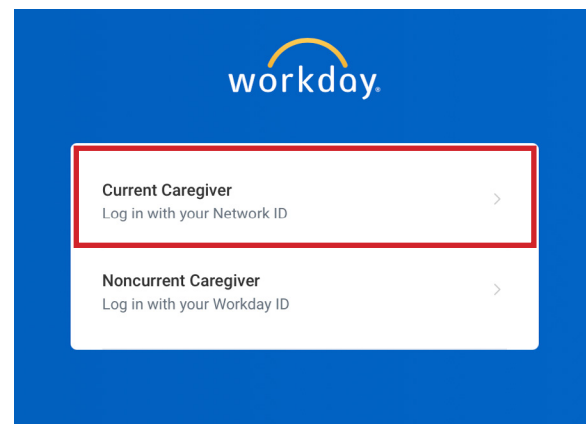
Completing the application

Use this process to complete the application for the Caregiver Hardship Program.

1

On a computer, go to:

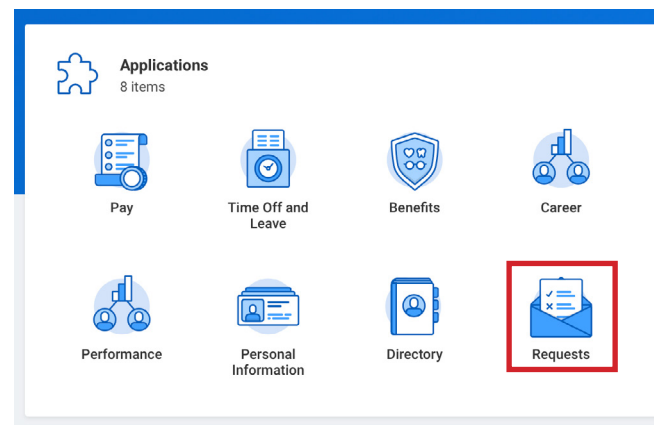
<https://www.myworkday.com/wday/authgwy/ccf/login.html>



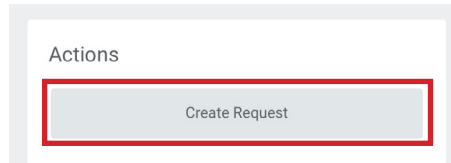
Enter your username and password if required.

2

Click on the **Requests** worklet under Applications on the right-hand side.

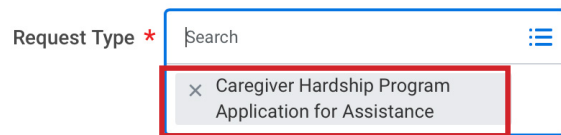


3 Click **Create Request** located under the Actions heading.

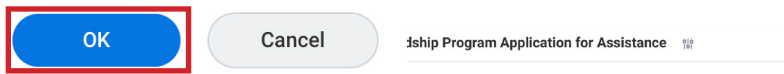


In the box labeled **Request Type**, type “*Caregiver Hardship Program*” and press return.

Create Request



Select **Caregiver Hardship Program Application for Assistance** from the drop down and click **OK**.



Information Carefully to Ensure Your Application is Submitted Properly.
 Only one application per calendar year. Regular, full-time and part-time caregivers are eligible for a maximum grant of \$500.

Please complete this form and attach **all** eligible bills/documentation to support your current hardship request. Your bill(s) must be a full, complete copy that displays your name, address and amount owed. Screenshots of bill balances will not be accepted.

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.

The following are eligible for hardship assistance:

- Eviction Notices (must also include a copy of a signed lease agreement and letter from landlord stating full outstanding amount owed)
- Funeral costs
- Past due mortgage/rent*
- Past due utility bills/threat of delinquency*
- Utility disconnection/shut off notices*
- Unexpected medical expenses

*Past Due or Disconnection/Shutdown must be indicated on the bill. Eviction notices must include dollar amounts and contact information for landlord.

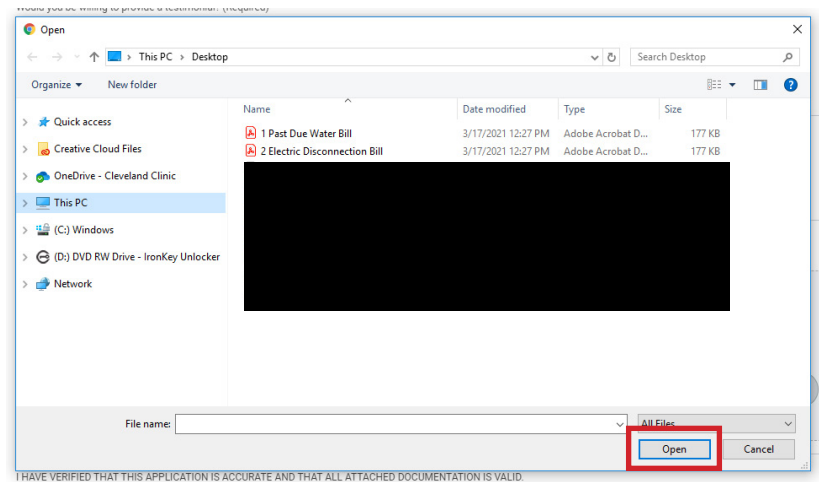
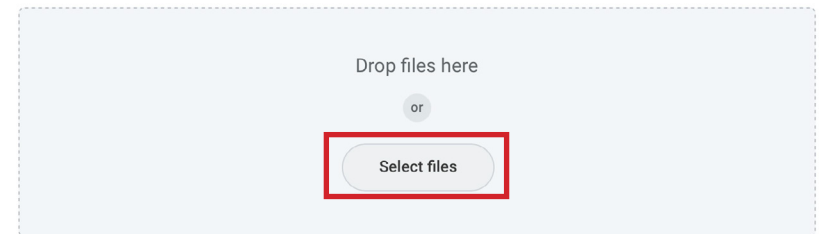
Grant priority will be given to those applicants who have not received an award in the past and final approval will be based on fund availability and committee discretion. If your application does not include eligible documentation, it will be denied and you will be required to resubmit with appropriate documentation.

Read and fill in required information.

Name (Required)

4 Upload & Submit Upload [eligible](#) documentation.

Please attach any supporting documentation. (Required)



Click **Submit**.

The process is now complete.