



# Financial Assistance Program Policies and Procedures

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## **Section 1. Administrative**

### **1.1 Who Handles the Applications**

All or portions of a Financial Assistance Program Application are accessed by WithAll's Financial Assistance Program Manager and Financial Assistance Grant Application Review Committee.

### **1.2 What, How, and With Whom Application Information is Shared**

- Our Financial Assistance Program Manager sees the application in full
- Our Review Committee reviews responses to application questions, but does not see any identifying information of the applicant
- WithAll's Finance Team receives minimum necessary information on the amount, check recipient's name and where to send the final processed award
- All information is shared via consent indicated by the applicant. Transmission of information may be made the following ways:
  - Fax
  - Email
  - Regular mail

### **1.3 Availability of Funds**

- Grants are limited based on availability of funds, which is determined annually by WithAll's Board of Directors.
- The total annual program funds are allocated across all 12 months of the program year. This ensures program funds are available throughout the full year of the program.
- If a given month's allocated program funds are awarded in full, subsequent applications will be placed on a waitlist until the start of the next month. If/when this occurs, applicants who are placed on the waitlist will be notified.
- After the Financial Assistance Program funds are utilized in a fiscal year, all of the following incoming grant applications and awards will be put on hold until the next fiscal year (WithAll's fiscal year runs from July 1 – June 30<sup>th</sup>).

### **1.4 Timeline of Review**

- Subject to the allocation of program funds, as outlined in subsection 1.3 Availability of Funds, if the grant application and grant acceptance form is filled out completely and according to the specific instructions, including all necessary information, the approved grant awards will be processed and arrive to the recipient in approximately three (3) weeks if funds are available.

## **Section 2. Application Criteria & Eligibility**

### **2.1 Eligible Applicant Criteria**

All eligible applicants must meet the following criteria to be considered for funding:

- Individual must have an eating disorder diagnosis
- Be in or seeking treatment in an intensive program treatment setting
  - Intensive programs include:
    - Intensive Outpatient
    - Intensive Day/Partial Hospitalization
    - Residential Treatment
    - An intensive program that is at least 9 hours a week
- Applicant must provide a justification summary of why they are requesting the grant and a detailed breakdown of how they intend to use the funds
- Applications must be legible in pen or typed
- Applications must be filled out in its entirety, if not the application will be returned
- Release forms must be signed
- All old or illegible applications will not be accepted and will be asked to resubmit

### **2.2 Eligible Use of Funds**

A grant is awarded only for non-medical, living-expense needs of the applicant. Though each situation is unique, and awards are made on a case-by-case basis, allowable expenses may include the following:

- Rent (primary place of living, hotel, Airbnb etc.)
- Food
- Gas/car payments
- Utility bills
- Child care
- Pet care/boarding facilities

### **2.3 Ineligible Use of Funds**

The following expenses are examples of expenses that are not permissible use of grant funds.

- Treatment-specific lodging
- Expenses accrued from past treatment programming
- Medical bills (co-pays, insurance premiums, lodging)
- Prescriptions
- Alternative medicines
- Therapy bills
- Loan payments
- Credit card payments and late fees

**Grant applications that include the above expenses, or similar expenses, or any other expense that is not a living expense related to an individual pursuing eating disorder treatment will not be awarded.**

### **2.4 Required forms**

In order to process an award, all applicants are required to complete the following forms:

- Financial Assistance Program Application

- Release Form
- Disclosure of Protected Health Information Form (ROI)
- Award Acceptance Form (accepted applicants only, to be completed after approval)

In addition, grant recipients will be asked three (3) months after the grant is awarded to fill out a brief survey from WithAll. Please note, this survey is an invaluable tool used by WithAll staff to evaluate and improve the Financial Assistance Program and grant application and administration process.

### **Section 3. Award Process and Regulations**

#### **3.1 How to apply**

- Applicants must apply using the downloadable .pdf found on WithAll's website: <http://withall.org/get-support/>
- Applications must be sent to **WithAll** via mail (5354 Parkdale Dr, Fl 2, St. Louis Park, MN 55416, faxed to 651-348-3383 or emailed to [hello@withall.org](mailto:hello@withall.org)
- Applicants will receive a confirmation email within one week of WithAll receiving application.

#### **3.2 Award expiration**

- Any portion of non-complete applications will expire after 30 days and must be re-submitted
- An approved applicant has 30 days to accept an award offer and complete the Award Acceptance Form. After 30 days, the award offer will expire, and a new application must be submitted
- If an individual fails to collect the award when it is originally offered, after 30 days the individual must reapply for assistance.

#### **3.3 Number of awards allowed**

- Each accepted applicant can only receive one (1) Financial Assistance Grant during WithAll's Fiscal Year (July 1 – June 30<sup>th</sup>)
- Any previously accepted applicant is eligible to apply for another grant in following fiscal years
- Any previously denied applicant is eligible to apply for another grant within the fiscal year, but must fill out a new application

#### **3.4 Selection of award recipient – how a decision is made**

- WithAll's Financial Assistance Program Review Committee reviews responses to application questions, but does not see any identifying information of the applicant
- Based on the criteria above, the Committee makes the final determination on award approval, denial, or makes request for additional information if needed in order to make a final determination. All applications are reviewed as unique and award determinations are made on a case-by-case basis.

## **Section 4. HIPPA Compliance**

WithAll takes the following precautions in order to best protect the information of our applicants to the highest extent possible:

### **4.1 Exclusion of personal identification information**

- When sharing application information, WithAll removes the following personal identifying information to protect the confidentiality of each applicant
  - Name
  - Address
  - Phone Number
  - Email
  - Treatment center
  - Treatment team contact information

### **4.2 How information is stored**

- Applications are stored in a secured electronic database accessible only to WithAll team and necessary IT support personnel.
- Hard copies of all applications are stored in a locked and secured file cabinet.

### **4.3 Why release forms are needed & when they are used**

- A release form is required for our team to share application information to the review committee.
- Disclosure of Protected Health Information Form is required in the event that additional information regarding an applicant's care is needed in order for our review committee to make a determination on an application.

### **4.4 Procedure for Disclosing Protected Health Information (PHI)**

- In compliance with HIPPA regulations, all applicants must complete the enclosed ROI form with their application.
- In any instance that a WithAll staff member must contact a provider in regards to the application, the staff member must:
  - Fax the ROI form to the specified treatment location or person indicated on the ROI form as applicable.
  - After sending the ROI, the WithAll staff member can contact the treatment providers, but will confirm receipt of ROI from outside parties.

## **Section 5. Required Forms**

The following forms must be completed in order for a grant application to be considered:

- Full Grant Application
- Release Form
- Disclosure of Protected Health Information Form (ROI)
- Award Acceptance Form