



Frequently Asked Questions

In which situations may the Carlson Cares Fund provide financial assistance?

The Carlson Cares Fund was established to assist employees facing **unavoidable emergency situations** affecting them or their immediate family. The qualifying incidents in which this fund may be able to provide assistance include:

- Natural disaster
- Serious illness or Injury
- Mental health or chemical dependency treatment
- Loss of life
- Catastrophic or extreme circumstances

See the Carlson Cares Fund [application page](#) for additional details and examples.

For which basic living expenses may the Carlson Cares Fund provide financial assistance?

Depending on the situation and the employee's need, this fund may provide assistance for bills related to the incident causing the financial hardship. Those bills may include:

- Rent or mortgage for primary residence only
- Essential utilities – gas, water and electricity only
- Security deposit for new apartment or rental home
- Deposits to establish essential utilities in new residence
- Temporary shelter if the employee's home is uninhabitable due to damage from a fire or other natural disaster
- Food and clothing
- Medical expenses that are not eligible for reimbursement by insurance (must have current health insurance policy)



Which family members does the Carlson Cares Fund consider as eligible immediate family?

This fund considers the employee, their spouse/domestic partner, minor children and other dependents for which the employee is financially responsible as eligible, immediate family. Typically, immediate family members are those who can be covered under the Carlson benefit plans. Parents, grandparents, or other relatives are not considered dependents unless the employee can show they are claimed as a dependent on the employee's IRS tax returns.

A domestic partner is defined as, "an ongoing and committed spouse-like relationship between adults."

What is the turnaround time to process a grant application?

This fund strives to maintain a five business day review time (excluding weekends and holidays) from the time it receives a complete application. Five business days does not include the time it takes to process outgoing payments. Submitting an incomplete application will delay review. Employees are encouraged to keep a complete copy of the application for their personal records and to have on hand should they be contacted with any questions.

When can the Carlson Cares Fund provide assistance in the situation of an illness or injury?

If an employee is unable to pay for the basic necessities of living or unexpected medical bills as a result of an illness or injury, this fund may provide financial assistance. While this fund may approve medical expenses not eligible for reimbursement, please understand that the Carlson Cares Fund is **not a replacement for medical insurance**. In the case that an employee does not have medical insurance, this fund may allow for a one time exception and may award financial assistance to pay for medical expenses. Please call +1 (612) 672-8671 to discuss. Should an application be approved because of lack of insurance, it is then the responsibility of the employee to secure medical insurance to be eligible to apply for Carlson Cares Fund in the future.



What information does the Carlson Cares Fund need when reviewing an application?

In each case, this fund requires a completed application form, along with its required attachments/documentation. Please read the [application](#) for details of the required attachments. Payments cannot be made without copies of eligible bills or invoices.

I'm currently on a leave of absence from my job. Can I still apply for Carlson Cares Fund assistance?

Yes. You must be currently employed by Carlson and hold a position regularly scheduled to an average of 20 or more hours per week. If you are on approved leave of absence for less than one year, you may apply for assistance.

I borrowed money from my friends and family to help me get caught up on my bills. Will the Carlson Cares Fund reimburse me so that I can pay them back?

No. The Fund is available for those employees who do not have the means themselves or other resources available to pay their living expenses.

Can I apply on behalf of a co-worker?

Since many of the required attachments (income tax return, bills, paystubs, etc.) are only available to the employee in need, it would be difficult for a co-worker to submit a complete application. If you think a co-worker would benefit from this fund, please share the website ***CarlsonCaresFund.org*** or phone number ***(612)-672-8671*** with them.

I donate to the Carlson Cares Fund. Doesn't that make me automatically eligible for assistance?

No. Eligibility is determined by the employee's need and circumstance.

Please call +1 (612)-672-8671 with any additional questions.

www.carlsoncaresfund.org