

Frequently Asked Questions

Who is eligible for assistance from EFAF?

All full-time and part-time employees at Texas Children’s Hospital are eligible for EFAF.

What are the criteria for receiving an EFAF grant?

To be eligible for an EFAF grant, you must have faced a recent and unavoidable financial hardship due to no fault of your own and have no other available financial resources. Resources include 403b plans, savings accounts, community financial assistance, etc. The hardship must be due to one of the following:

- 1. Natural Disaster/Home Catastrophe (i.e. fire, hurricane)*
- 2. Funeral Expenses (direct family member and no other funding available)*
- 3. Emergency Family Safety Needs (i.e. eviction and disconnection notices)*
- 4. Economic Hardship (i.e. unexpected loss of income, family violence)*

Where can I find the forms to apply for EFAF? How do I use them?

To access the forms on-line, visit the home page for TCH’s Intranet. Click on the Click on the Employee Health & Well-Being link and then select Employee Assistance Program (EAP) on the next page. Then click on the link entitled Employee Financial Assistance Fund (EFAF) under the Financial Well-Being title. If you scroll down you will see a title labeled “How to Apply?” You will then click the Apply For Assistance Link to start the application process for EFAF. At the bottom of the page under Featured Resources, you will find instructions regarding the application process, as well as the EFAF Policy. You may also contact the EAP to request that the EFAF application forms be sent to you by fax or e-mail.

Once your application is complete and the necessary forms uploaded, an EAP Specialist will call you to set up an interview appointment. You will need to make certain that you have collected all of the requested documents that verify your financial situation. You also must complete the Monthly Cash Flow forms with as much information as possible. Please try to provide documents to support all of the income and expenses that are listed on the Monthly Cash Flow. You should bring all of the requested documents and the Monthly Cash Flow form with you to the interview.

How long must I be employed at TCH before I am eligible to apply for EFAF?

There is no minimum length of employment. You are eligible as soon as you begin work at TCH; however, the hardship must have occurred since becoming a TCH employee.

How many times each year am I eligible to apply for EFAF assistance?

You may only request funding once per rolling calendar year. If you have received EFAF funding in the past, an appointment to financial counseling may be required before grant approval.

Is my EFAF application confidential?

Yes, the information you provide is confidential. Your application will not be part of your personnel file.

The only exception is if you decide to appeal the committee’s decision because you were turned down or did not receive the amount you were looking for. In that case, you would write a letter to the EAP stating your case. Your information would then be forwarded to the Vice President of Human Resources. Finally, the VP would meet with a leader from your department to make a binding decision. Your information would not be confidential at that point.

How is EFAF funded? How can I make a donation to the fund?

A combination of charitable donations from employees, TCH, and other sources fund EFAF. Employees can donate using either payroll deductions or cash contributions. TCH provides a 100% match for any and all employee donations to EFAF.

If I donate to the fund, I am automatically eligible to receive funds?

No. All employees are equally eligible for funding if they meet the eligibility criteria. Donating to EFAF does not guarantee that you will receive assistance because the committee makes decisions without your name or information about whether or not you have donated. You also cannot designate your donation to EFAF for a particular staff member.

How much money could I receive from an EFAF grant?

Full-time employees can request a maximum of \$5000, and part-time employees can request a maximum of \$3000. The EFAF committee may award less than these amounts or may decide not to award any funding. Funding decisions are in the sole discretion of TCH.

Do I have to pay the EFAF money back?

No. An EFAF grant is a gift from TCH and is not a loan, entitlement, or insurance.

Can the EFAF interview be conducted over the phone?

EAP staff can conduct interview in person or by phone. Please prepare for up to an hour long discussion in which the EAP Specialist will review your request and documents. The EAP Specialist will attempt to provide all applicants a safe space to discuss their challenges.

When will I know whether or not I have received an EFAF grant?

Once the interview is completed and all documentation submitted, EAP staff will submit the application to a committee which determines whether or not a grant will be awarded. Applicants will be contacted by the EAP and notified of the committee’s decision.

Can I appeal the decision?

Yes. If you do not agree with the decision, you may request a review by the EFAF Committee or appeal to the HR Vice President. The EFAF Committee is comprised of TCH leaders and your identity is kept anonymous.

How soon could I receive the EFAF grant? Where do I go to pick it up?

If your application is accepted, you have the option of receiving your grant in cash or by direct deposit. You can indicate during your interview which method you would prefer. Once the committee has approved an application for funding, the EAP completes an authorization form and forwards it to Payroll to be signed. The process can take up to a week.

What resources are available if I don’t qualify for EFAF funding?

TCH employees may access the [Texas Children Family Resources site](#). This platform allows you to simply enter your zip code and quickly find local and community-based resources, including free or reduced-cost food, healthcare, employment assistance, affordable housing, transportation, daycare, financial assistance, education, and legal services.

The EAP can also make referrals to organizations that provide a range of services, including emergency assistance, credit counseling, utility assistance, or food and clothing donations. The EAP will be happy to provide you with contact information for these programs.

Who do I contact if I would like to receive more information?

Please e-mail the Employee Assistance Program (EAP) at eap@texaschildrens.org or call 832-824-3327. The EAP also offers assessments, counseling, referrals, and follow-up services.