



the kolbe fund
on the road to health

For Social Workers: Frequently Asked Questions (FAQs)

The Kolbe Fund strives to remove financial barriers for families seeking the best medical care for their children. We specifically support families who would be unable to access care without financial support.

*Only social workers or preapproved Kolbe Fund advocates
can apply for services on behalf of a family in need.*

(Q) What support can The Kolbe Fund offer the families I work with?

(A) The Kolbe Fund offers two types of support programs. You can apply for one or both.

- Hopeful Nights: provides families with lodging local to top pediatric hospitals. We utilize reduced rates from a network of partner hotels.
- Hopeful Days: provides food, gas, parking, and transportation assistance to out of town or semi-local families that make frequent or prolonged trips to the hospital.

(Q) What is the typical level of support offered each family?

(A) We can generally provide:

- Up to 5 nights of hotel lodging per visit per family (Hopeful Nights)
- Up to \$100 in Visa gift cards or transportation assistance (Hopeful Days)
- Support outside of these parameters can occur in extenuating circumstances

(Q) How can I submit an application to The Kolbe Fund?

(A) We have an online application available on our website: <http://www.thekolbefund.org/>.

- On the top left corner you will see a red box that says "social worker login"
- On that page, enter your username and password if you have an existing account, otherwise click "sign up" and follow instructions.

(Q) Should I call or email your office first to check hotel availability before submitting an application?

(A) No. We do not have the capacity to check availability prior to application submission.

(Q) What is your response time for applications?

(A) You will be notified as soon as possible after we review/approve/decline your application- typically within **3 business days**.

- If you have an **URGENT** request (defined as a family needing lodging support within the next 48 hours), please call us at 215-485-0312 **after** online submission so that we can flag your application for expedited review.

(Q) What is the protocol for same day or next day applications?

(A) Same and next day applications will be considered but not guaranteed. Same day applications must be submitted before **11am** in order to be considered for lodging that evening.

(Q) In what circumstances will The Kolbe Fund NOT be able to provide support?

(A) The Kolbe Fund does not provide assistance to:

- Families traveling to care for a patient over the age of 18.
- Children not accompanied by parent, guardian or caregiver.
- Families travelling unnecessarily to treatment that is more appropriately available locally.
- Families that have provided incomplete, false or misleading information to partner advocates or Kolbe staff.
- Families that have abused Kolbe support services provided in past or abused the generosity of our partner vendors when receiving prior support.

We depend on the experience and judgement of our partner social workers to submit applications on behalf of families who are most in need of our services.

(Q) How can I strengthen my application to increase the chance of being reviewed and approved quickly?

(A) Submit a complete and accurate application. The following are especially important:

- Diagnosis
- Reason for hospital stay
- Annual income/Description of financial situation
- Access (or not) to sleeping accommodations at the hospital.
- If the family is willing/able to stay at a hotel outside of Philadelphia.
 - E.g., Cherry Hill, NJ and King of Prussia, PA
- Confirm lodging dates before submitting the application.
 - Leave dates blank if only applying for Hopeful Days support.

Every application must clearly outline patient/family need and what resources or options for assistance have already been exhausted.

If you have additional questions, please do not hesitate to contact The Kolbe Fund Staff at 215-485-0312 or email info@thekolbefund.org