



## ***Frequently Asked Questions: Donors***

### **Q: When is the next giving event on the Pittsburgh Gives site?**

On **Tuesday, May 23, 2017** The Pittsburgh Foundation will host a Critical Needs Alert giving day to support basic needs and the safety net in Allegheny and Westmoreland Counties.

### **Q: Which organizations are eligible to participate?**

This year's online giving event will benefit nonprofits that provide direct service in five areas that will strengthen the safety net of essential human services:

- Child Care- Programs providing child care for infants and children up to age 6. (Those that provide only before-or after-school programming do not qualify.)
- Food and Nutrition- Organizations such as food pantries, food banks and soup kitchens that provide food to those who don't have the ability to meet daily needs.
- Housing- Organizations providing direct shelter to individuals and families facing homelessness or other housing crises.
- Physical and Mental Health- Organizations providing clinical physical and mental health care.
- Transportation- Organizations with a core mission that includes providing transportation to those in need. (School programs that provide transportation to students from the core program do not qualify.)

### **Q: Why give?**

In today's economic environment, nonprofit organizations need to accomplish much more with much less. In addition, nonprofits are reporting significant increases in demand for such basic services as housing, transportation and child care. This year's Critical Needs Alert aligns with the Foundation's 100 Percent Pittsburgh organizing principle, which seeks to ensure that residents who live at or near the federal poverty line – at least one-third of the region's population – have access to the region's improved economy. Gifts made during Critical Needs Alert will be amplified by \$600,000 of prorated matching funds from The Pittsburgh Foundation.



**Q: How do the matching funds work?**

The Pittsburgh Foundation and its donors are providing \$600,000 of prorated matching funds. This is NOT the same as a dollar for dollar match, that runs out once the match amount is reached.

A prorated match means the funds are spread over the total number of dollars raised by all organizations. For example, if all organizations raised 1 million dollars in total during Critical Needs Alert, then the \$600,000 of incentive funds from the Pittsburgh Foundation will be spread among the 1 million. In this example, organizations would receive an additional 60 cents on each dollar they raised (minus any processing or credit card fees, up to 5%).

**Q: When will donations be accepted?**

The day officially begins at 8 a.m. on Tuesday, May 23, 2017.

**Q: When will the Critical Needs Alert program end?**

11:59 p.m. on Tuesday, May 23, 2017

**Q: How may I make a donation?**

Any individual or business may give online with a credit card or debit card (Visa, Mastercard, American Express and Discover).

**Q: May I mail in my gift or make my gift by phone?**

No. To receive credit toward incentive funds all gifts must be made through The Pittsburgh Foundation Pittsburgh Gives website at <http://pittsburghgives.org/>

**Q: Is there a size limit on gifts?**

Yes. The minimum is \$25.00. There is no maximum amount.

**Q: How will I receive acknowledgement of my gift?**

All gifts made during The Pittsburgh Foundation's giving events on [pittsburghgives.org](http://pittsburghgives.org) are processed by CiviCore.com, a service that facilitates online donations. "The Pittsburgh Foundation" will appear as the vendor next to the charge on your credit card statement. Donors will also receive an email from [pittsburghgives.org](http://pittsburghgives.org) for tax purposes-



you will NOT receive a receipt from the nonprofit. The nonprofits do receive the contact information of all donors so that they may send thank you letters, unless you ask to remain anonymous (an option during checkout.)

Please keep in mind that the Pittsburgh Foundation has exclusive legal control over the assets contributed, so your tax receipt will come from the Pittsburgh Foundation. Article II Section I of the Foundation's Resolution and Declaration of Trust grants the Foundation the power to modify the restriction or condition on the distribution of funds for any specified charitable purpose or to any specified organization if in the sole judgment of the Foundation's Board of Directors, such restriction or condition becomes, in effect, "...unnecessary, undesirable, impractical or impossible...or that said circumstances have so changed as to render said expressed desires no longer wise or beneficial."

**Q: What costs are associated with the program?**

There is a credit card fee, as is customary with all credit card purchases, and a technology processing fee. These fees will total 5 percent. The Pittsburgh Foundation is assessing NO fees itself to provide this program. Credit card transactions are secure and backed by a PCI level 1 secure service provider certification.

**Q: How can I be sure that the nonprofits receive my contribution?**

After the Critical Needs Alert, The Pittsburgh Foundation will provide a grant to the nonprofits of all individual donations and incentive funds. The 501c3 charity status of all nonprofits was approved prior to participation.

**Q: May my donation be refunded?**

No. However, if you made a typing error in amount or selection of nonprofit organization, please contact The Pittsburgh Foundation within 48 hours of the event at 412-391-5122.

**Q: If I have an issue with my donation, what do I do?**

Call 412-391-5122

**Q: Will there be a Day of Giving later in 2017?**

The Foundation has decided to suspend this year's Day of Giving event in Allegheny County. That event has supported a wide range of nonprofits, but Foundation officials



see increased pressures on nonprofits struggling to meet basic needs and have decided to narrow the focus, culminating in this year's Critical Needs Alert. Funders in Butler and Westmoreland counties are exploring running a Day of Giving event this fall.