

Increase in Orphan Sponsorship Donation Frequently Asked Questions

When will the new donation amount take effect?

- The new Orphan Sponsorship amount will increase starting from January 2024. All new sponsorships will be charged at \$50/month (\$600/year) beginning in January 2024. All sponsorship renewals scheduled for 2024 will need to be updated to the new increased donation amount.

Why is Helping Hand USA increasing the donation amount for the Orphan Sponsorship program?

- Helping Hand USA is increasing the donation amount for the Orphan Sponsorship program to address pressing challenges related to the rising cost of food and global inflation, which have made it increasingly difficult for orphaned children to access nourishing meals. Disruptions in food production, climate change, and shifting socio-economic and political dynamics are adding to these challenges. By increasing the donation amount, we aim to enhance food security and ensure a steady food supply for these children during these times of turmoil and hardship. Your support is a lifeline, a symbol of hope, and a promise of a better tomorrow for these children.

How has Helping Hand USA been managing until now with a \$1 a day, \$365/year?

- The Orphan Sponsorship Program at Helping Hand USA was initiated in 2005. Among the four major components of Education, Health, Food and Subsistence, and Psychosocial Upliftment, our primary focus has always been on the understanding that without education, these children cannot transform their futures. With just \$1 a day, which amounts to \$30 a month, we have provided our orphans with two substantial food packages and cash allowances throughout the year.
- In 2020, when the COVID-19 pandemic struck and nearly everything came to a standstill, except for our ongoing support to orphans, HHRD allocated special relief funds to assist the orphans and their families in response to the noticeable surge in unemployment within our beneficiary families.
- This year, due to the growing food insecurity resulting from rising food prices, increased inflation, heightened unemployment, and economic instability worldwide, our impact assessment surveys revealed that our registered orphans desperately need additional food support. Unfortunately, Helping Hand USA is finding it increasingly challenging to sustain this support without an increase in donations. We have faced difficult decisions as the cost of essential staples such as cooking oil, wheat, and sugar has doubled and, in some places, nearly tripled.
- This is why we have decided to reach out to donors like yourself, encouraging you to contribute individually and help us cover some of these costs. Your support will enable us to provide a more comprehensive support package to our orphans and their families

Will the administration cost change with the increase in donation amount?

- Helping Hand USA works diligently to maintain our administrative expenses within the range of 10-12%. We aim to ensure that your donations reach the beneficiaries as originally intended. Despite increasing inflation, the cost of implementation has also risen. However, we are committed to collaborating with our field teams to identify ways to stay within our established standards.
- Helping Hand USA is not only accredited by the BBB (Better Business Bureau) but is also recognized as a 4-star charitable organization, placing it among the top 5% of the total 9,000 charities evaluated by Charity Navigator. To see our ratings, please visit Charity Navigator.

Will \$50/month sponsorship apply to all the 20 countries where HHRD has established the Orphan Sponsorship Program?

- As always, the sponsorship donation amount will remain the same at \$50/month for all 20 countries under the HHRD Orphan Support Program Portfolio.

Will I be notified when the change takes place?

- Helping Hand USA will send notifications in the form of emails, texts, and mailed letters to inform all current orphan sponsorship donors about the increase in the donation amount. The website will also reflect the new cost starting in January 2024. If you have missed our notifications and would like to discuss your account, please call us at 313-279-5378, Option 2.

Will the amount on my recurring monthly donation be updated automatically at the time of renewal in 2024?

- The recurring donation amount will not change automatically without your consent. Helping Hand USA will send you an expiration letter, letting you know that your sponsorship will be expiring. Donors will need to contact us and provide authorization to increase the donation amount.

What happens if I fail to reach out to Helping Hand USA within the month after my sponsorship expires?

- If we haven't heard back from you within a 30-day period from when the sponsorship has expired, the orphan profile will be removed from your account and placed back on the website as an available sponsorship.

I have an ongoing monthly recurring Orphan Sponsorship subscription set up with Helping Hand USA. How do I update my account?

- If you have an ongoing recurring donation set up with us, Helping Hand USA will maintain the same donation amount until the end of the subsequent year-month. For example, if your sponsorship subscription began in March 2020, the current donation amount of \$30 will remain in effect until March 2024. You must contact us to update your subscription within 30 days. If the subscription is not updated within 30 days of the renewal date, Helping Hand USA will cancel it.

What can I do if I cannot afford to support a child for \$50?

- If you are unable to maintain the \$50 per month sponsorship going forward, you are welcome to continue your donation at the rate of \$30 per month for general orphan support. The general orphan support fund is utilized to provide assistance to orphans who are not currently part of the sponsorship system or to support the registration of new orphans until we can find a dedicated donor for them. General orphan support does not involve one-to-one sponsorship, whereas Helping Hand USA provides you with information about the specific child you are supporting. Instead, it constitutes a collective pool of funds that HHRD taps into when financial resources are required for the Orphans Support program.

Can I reduce my number of sponsorships to adjust the monthly donation I am comfortable with?

- You can reduce your donation amount to whatever amount you are comfortable with. Please call us at 313-279-5378 Option 2 to update your account with us.

How can I cancel my donation subscription with Helping Hand USA?

- You can cancel your recurring donation if you wish. Please call us at 313-279-5378 Option 2, Monday – Friday, 9:00 AM – 5:00 PM EST.

What can I do if I cannot afford to support a child for \$50?

- With the additional funds, along with enhanced care for their overall development, HHRD plans to add at least 4-6 packages of food to each child's support.

Can I continue sponsoring the same child under the new terms?

- You can continue to support the same orphan children with the increased donation amount.

Will my current sponsorship be affected by the increase?

- Donors may inquire if their existing sponsorship commitments will automatically transition to the new amount or if they have the option to continue at the previous level.

Are there options for periodic or one-time donations?

- You can make your donations monthly or yearly. Please give us a call at 313-279-5378 Option 2 for further details.