

# CFC SPECIAL SOLICITATION FAQ

*Helping people through the 2021 Winter Storm Shirley Response and Recovery*

## **What is the CFC Special Solicitation?**

The Acting Director of the U.S. Office of Personnel Management (OPM) authorized the Combined Federal Campaign (CFC) pledge portal to re-open outside of the usual CFC timeframe to meet the additional and extraordinary needs of people facing the winter weather crisis in Texas and beyond. This action was taken in response to an urgent appeal from the Federal Executive Boards in Houston, Dallas, and San Antonio. This 2021 CFC Special Solicitation allows the Federal community to support CFC-approved charities as they face unprecedented challenges due to the impact of the several weather and how it has increased critical needs.

## **Why is the Special Solicitation being launched through the CFC?**

The Federal community is incredibly generous, and leaders requested opportunities to contribute to those in need as they recover from this unprecedented winter storm. The CFC is uniquely positioned as the only authorized solicitation of employees in the Federal workplace on behalf of charitable organizations. The CFC online pledge portal is a safe, trusted, and proven way to make contributions to more than 6,000 qualified 501(c)(3) CFC-approved charitable organizations.

## **What is the timeframe of the CFC Special Solicitation?**

The [CFC online pledge portal](#) will be open for 30 days (until April 9, 2021).

## **What charities will be included and eligible for donations in this Special CFC Solicitation?**

While the needs in Texas are foremost, donations can be designated to one or more of the more than 6,000 local, national, and international approved and vetted 501(c)(3) organizations from the 2020 charity list who are helping. While the CFC Special Solicitation has been launched in response to the winter weather crisis, donations will be distributed as unrestricted funds to work wherever they are needed most.

## **How can a Federal employee or retiree pledge through the CFC Special Solicitation?**

Donations can be made through the [CFC online giving portal](#) and the CFC mobile web application.

## **Can donors mail a completed paper pledge form directly to the CCA for processing during the CFC Special Solicitation?**

Yes, but due to the "Shelter in Place" order in Wisconsin where the CCA facility is located, there may be significant delays in processing pledges submitted via paper. USPS paper forms are available at <https://blue.usps.gov/hr/pdf/508-2020-cfc-usps-pledge-form-digital.pdf> and retiree forms on the OPM website [Retiree Paper Pledge Form 1654-B](#).

## **If I already pledged during the 2020 CFC, can I give again during this CFC Special Solicitation?**

Yes! Donors who have an existing donation account with payroll deduction will see the option to donate via credit card, debit card, or ACH (electronic checks). Gifts can be made as either a one-time or recurring monthly pledge through January 2022. Revisions to current payroll deduction pledges are not possible.

## **If I did not pledge during the 2020 CFC, can I give during this CFC Special Solicitation?**

Yes! Donors who did not give in the 2020 campaign via payroll deduction and any new hires/new retirees in the government will be offered the option to create a new payroll deduction if they choose. They can also donate a one-time or monthly recurring gift via credit card, debit card, or ACH (electronic check).

## **Can payroll allotments be increased during this CFC Special Solicitation?**

No. Donors cannot make changes to an existing payroll donation. This prevents downstream impacts to payroll providers, which are not prepared to handle these changes.

## **Can pledges made during the CFC Special Solicitation be changed later?**

Recurring donors can cancel the balance of unpaid donations at any time. However, one-time donations are processed the week of the pledge and are non-refundable.

## **Can an employee donate volunteer time through the CFC Special Solicitation?**

Yes. Federal employees can pledge volunteer time with selected charities identified with the hand icon in either the paper charity listing or on the [CFC online pledge portal](#).

## **Will donations during the CFC Special Solicitation be subject to a distribution fee?**

No. Any new donations collected during the special solicitation will not have any distribution fees withheld.

## **When will charities receive the funds pledged during the CFC Special Solicitation?**

All funds collected will be distributed based on the next standard monthly distribution schedule as early as April 1 and each month until January 15, 2022 (for recurring gifts).

## **Does OPM have the legal authority to launch a CFC Special Solicitation like this?**

Yes. This would be the second government-wide special disaster campaign as authorized by current CFC regulations. Under **5 CFR §950.102 Scope of the Combined Federal Campaign. (a) (2)**:

*“The Director may grant permission for solicitations of Federal employees, outside the CFC, in support of victims in cases of emergencies and disasters. Emergencies and disasters are defined as any hurricane, tornado storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosion, or other catastrophes in any part of the world. Any special solicitations will be managed through a Disaster Relief Program developed by OPM.”*

## **Where can donors go if they have additional questions about the CFC Special Solicitation?**

The CCA call center support will service donor calls during the special solicitation at 800-797-0098 (8 a.m. – 6 p.m. CST). Please note that the call center is operating remotely while the state of Wisconsin continues a shelter-in-place order.

## **How can I use the CFC Giving Mobile App to make my pledge?**

During the CFC Special Solicitation, you can make one-time credit card and bank account donations using the CFC Giving Mobile App. Please use the instructions provided here to pledge using the CFC Giving Mobile App.

## **What is the pledge period for recurring pledges during the CFC Special Solicitation?**

Any recurring pledges made during the CFC Special Solicitation will commence after the pledge is “submitted” via [cfcgiving.opm.gov](https://cfcgiving.opm.gov) and sent to the bank, credit card company, or payroll service provider. The final recurring pledge installment will be January 15, 2022. New Payroll Deduction pledges will end during the pay period that includes January 15, 2022.