

\$A868=OC8>= 9/1/2013
! OBC 7/10/2023
A??A>E43
E5542C8E4 7/10/2023
! OBC &4E8B43 7/10/2023
#4GC &4E84F 7/9/2024

\$F=4A OA4= ' C48=
%>;82H AA4O H>B?8CO; %>;8284B
A??;82018;8CH)=8E4AB8CH >5
&>274BC4A -
' CA>=6 " 4<>A8O;
H>B?8CO;

3.09 Financial Assistance Policy

FINANCIAL ASSISTANCE POLICY

(74)=8E4AB8CH >5 &>274BC4A " 4382O; C4=C4A'B ' CA>=6 " 4<>A8O; H>B?8CO; (" CA>=6"), B44: B C> < 44C >DA ?OC84=CB' 74O;C7 2OA4 =443B 2>=B8BC4=C F8C7 >DA <8BB8>= O=3 EO;D4B 8= O <O==4A 2>=B8BC4=C F8C7 >DA A4B?>=B818;8CH C> ?AD34=C;H BC4FOA3 ;8< 8C43 A4B>DA24B. (78B F8=O=28O; ABB8BCO=24 %>;82H, 7OB 144= 34E4;>?43 C> 74;? ?OC84=CB F7> OA4 48C74A D=8=BDA43 >A D=34A8=BDA43. IC 4G?;O8=B 7>F ' CA>=6 OBB8BCB ?OC84=CB F7> 2O==>C ?OH 5>A ?OAC >A O;; >5 C748A 4BB4=C8O; < 4382O; 2OA4 142ODB4 >5 42>=>< 82 2>=38C8>=B, >A 2OCOBCA>?782 8;;=4BB4B.

Principles

- ' CA>=6 ?A>O2C8E4;H 2>=E4HB 8=5>A<OC8>= O1>DC C74 F8=O=28O; ABB8BCO=24 ?>;82H C> ?OC84=CB O=3 C748A 5O<8;84B. + 4 14;84E4 C7OC 54OA >5 O 7>B?8CO; 18;; B7>D;3 =4E4A 8=C4A54A4 F8C7 4BB4=C8O; 74O;C7 B4AE824B.
- ' CA>=6 =4E4A 34;OHB DA64=C >A 4< 4A64=C 74O;C72OA4 ?4=38=6 O F8=O=28O; ABB8BCO=24 (34L=43 14;>F) 34C4A<8=OC8>=.
- ' CA>=6'B F8=O=28O; ABB8BCO=24 O??;82OC8>= ?A>243DA4B OA4 2>=BD< 4A-5A84=3;H, A4B?42C5D; O=3 2>=L34=C8O;.

Scope

H>B?8CO; B4AE824B O=3 ?A>54BB8>=O; B4AE824B ?A>E8343 1H ' CA>=6 O=3 C74)=8E4AB8CH >5 &>274BC4A " 4382O; FO2D;CH GA>D? (")& " FG") A4B?42C8E4;H, OA4 4;8681;4 5>A L=O=28O; OBB8BCO=24, F7827 F4 34L=4 OB 74;? 68E4= C> O ?OC84=C 8= C74 5>A< >5 A43D243 18;;B 5>A 7>B?8CO; BCOHB O=3 B4AE824B ("F8=O=28O; ABB8BCO=24").

Exclusions

(78B ?>;82H 4G2;D34B B4AE824B 5DA=8B743 1H (74 EOBC<O= D4=CO; C4=C4A. I= O338C8>=, F8=O=28O; ABB8BCO=24 8B =>C OEO8;O1;4 5>A ?A4B2A8?C8>=B L;;43 OC ' CA>=6 'B \$DC?OC84=C %7OA<O284B.

(78B ?>;82H 3>4B =>C O??;H C> B8C4B C70C OA4 O??A>E43 1H C74 #OC8>=0; H40;C7 ' 4AE824B C>A?B >A C> B8C4B
O??;H8=6 5>A #OC8>=0; H40;C7 ' 4AE824B C>A?B A42>6=8C8>= (' 44 EG7818C A). (> A4E84F C74 L=O=28O;
OBB8BCO=24 ?A>6AO< >554A43 5>A #OC8>=0; H40;C7 ' 4AE824B C>A?B B8C4B, ?;4OB4 B44 ' CA>=6 " 4<>A8O;
H>B?8CO; %>;82H 3.09.2.

COPY

' CA>=6 >554AB O B;838=6 544 38B2>D=C; C74 O<>D=C >F 43 5>A B4AE824B 1H E;8681;4 I=38E83DO;B 8B O39DBC43 10B43 >= C748A O18;8CH C> ?OH. A 100% 38B2>D=C 8B OE08;01;4 C> 8=38E83DO;B O=3 50<8;84B F8C7 O==DO; 8=2><4B OC >A 14;>F 200% >5 C74 F%G. (74 B;838=6 544 38B2>D=C 8B BCOC43 14;>F:

Discount	Gross Income as % of Federal Poverty Level
100%)% (\$ 200%
80%	BE (+EE# 201 J 250%
60%	BE (+EE# 251 J 300%
40%	BE (+EE# 301 J 350%
20%	BE (+EE# 351 J 400%
0%	\$*E& 401%

Note: %OC84=CB OA4 O;B> 2>=B834A43 ?A4BD<?C8E4;H 4;8681;4 5>A 100% L=O=280; OBB8BCO=24 85 C74H OA4 4;8681;4 5>A " 4382O83 O=3 70E4 >DCBCO=38=6 10;O=24B ?A8>A C> 148=6 2>E4A43 1H " 4382O83.

(74 38B2>D=CB ' CA>=6 ?A>E834B C> E;8681;4 I=38E83DO;B F7> <44C C74 E;86818;8CH CA8C4A8O OA4 34C4A<8=43 1H O??;H8=6 C74 ?4A24=CO64 38B2>D=C 8=382OC43 O1>E4 C> C74 ;>F4A >5 (O) C74 7>B?8CO; O=3 ?A>54BB8>=O; 270A64B 5>A C74 E;8681;4 ' 4AE824 (34L=43 14;>F) >A (1) C74 " 4382OA4 %OAC A >A %OAC B O;;>F43 ?OH<4=C 5>A C74 E;8681;4 ' 4AE824 (8=2;D38=6 2>8=BDAO=24 O=3 343D2C81;4B).

' CA>=6 70B O;B> 2A4OC43 B?4280; 544 B2743D;4B 5>A ?OC84=CB F7> 70E4 >1CO8=43 O= I&' 4G4<?C8>= 5A>< " 4382OA4 O=3 ' >280; ' 42DA8CH (OG4B D=34A ' 42C8>= 3127 >5 C74 I=C4A=O; &4E4=D4 C>34, F7> 3> =>C, 5>A A4;868>DB A4OB>=B, B44: " 4382O83 >A >C74A 2>E4AO64. H4A4, 85 F4 344< C74 ?OC84=C C> 14 " 4382O83 4;8681;4, C74 ?OC84=C F8;; 14 A4B?>=B81;4 5>A ?OH<4=C OC C74 " 4382O83 544 5>A B4AE824 AOC4B. I5 O ?OC84=C 8B =>C " 4382O83 4;8681;4, C74 ?OC84=C F8;; 14 A4B?>=B81;4 5>A C74 ;>F4A >5 C74 O<>D=C ' CA>=6 A4248E43 5>A C74 BO<4 B4AE824 D=34A " 4382OA4 %OACB A O=3 B, (8=2;D38=6 2>8=BDAO=24, 2>?OH<4=CB O=3 343D2C81;4B) >A C74 7>B?8CO;B DBDO; O=3 2DBC<<OAH 270A64B. (> @DO;85H 5>A C74B4 B?4280; 544 B2743D;4B, O ?OC84=C <DBC ?A>E834 BOC8B5O2C>AH FA8CC4= ?A>>5 C7OC 74 >A B74 7>;3B O 2DAA4=C O=3 EO;83 ' 42C8>= 3127 4G4<?C8>= 5A>< " 4382OA4 O=3 ' >280; ' 42DA8CH COG4B.

%OC84=CB F7> OA4 =>C 4G4<?C 5A>< " 4382OA4 O=3 ' >280; ' 42DA8CH (OG4B D=34A ' 42C8>= 3127, OA4 4G?42C43 C> 2>>?4AOC4 F8C7 ' CA>=6'B F8=O=280; C>D=B4;>AB C>: O) 834=C85H O=3 ?DABD4 OE08;01;4 OBB8BCO=24 O=3 2>E4AO64 8=2;D38=6 " 4382O83, C78;3 H4O;C7 %;DB, HA&% E82C8<B' OBB8BCO=24, F>A: 4AB 2><?4=BOC8>=, 64=4AO; ;8O18;8CH, =>-5OD;C, " 4382OA4, ?;O=B >554A43 >= C74 #4F , >A: ' COC4 >5 H4O;C7 EG270=64 O=3 O=H >C74A OE08;01;4 2>E4AO64; 1) BOC8B5H C74 ?A4A4@D8B8C4B O=3 A4@D8A4 <4=CB C> B42DA4 BD27 2>E4AO64; O=3 2) 2>>?4AOC4 8= ' CA>=6'B 455>ACB C> B42DA4 ?OH<4=C C7A>D67 BD27 2>E4AO64. H>F4E4A, C74 F8=O=280; ABB8BCO=24 &4E84F (4O< <OH F08E4 O ?OC84=C'B >1;86OC8>= C> ?DABD4 B><4 >A O;; C78A3 ?OACH 2>E4AO64 10B43 D?>= O 34C4A<8=OC8>= C7OC C74 ?OC84=C F>D;3 14 D=;8: 4;H C> @DO;85H 5>A 8C >A 8= >C74A O??A?>A8OC4 28A2D<BCO=24B.

(> OBB8BC ?OC84=CB 8= C748A 455>ACB C> B42DA4 2>E4AO64, F4 ?A>E834 8=5>A<OC8>= O1>DC C74 2A8C4A8O C7OC <DBC 14 <4C C> >1CO8= " 4382O83, " 4382OA4, >A >C74A 74O;C7 8=BDAO=24. +4 O;B> F8; OBB8BC ?OC84=CB 8= <O: 8=6 O??;82OC8>=B 5>A 8=BDAO=24 >A 38B2>D=C43 544 ?;O=B. %OC84=CB 2O= 2O;; (585) 784-8889 >A 41.2714 <4C C>8BC02-6543 p9.

0338C8>=0; 8=5>A<OC8>=, 8=2;D38=6 6D830=24 O=3 O3E824 F8C7 @DO;85H8=6 5>A ?D1;82 14=4LCB BD27 OB
" 4382083 >A C78;3 H40;C7 %;DB

Eligible Services

F8=O=280; ABB8BCO=24 8B OEO8;O1;4 5>A O;; 4 < 4A64=2H O=3 >C74A < 43820;;H =424BBOAH 2OA4 C> 38O6=>B4 >A
CA4OC O= 8;;=4BB, 8=9DAH, 2>=38C8>=, 38B4OB4 >A 8CB BH<?C><B ("E;8681;4 ' 4AE824B"). IC 3>4B =>C 2>E4A >?C8>=O;
740;C7 2OA4 B4AE824B >A BD??;84B, 8=2;D38=6 2>B< 4C82 ?A>243DA4B, BDA64A84B O=3 O;C4AOC8>=B, 2>B< 4C82
O;C4AOC8>=, ?A8EOC4 A>>< 27OA64B, >A 2OA4 ?A>E8343 C> O ?OC84=C F7> 5O8;B C> 2>>?4AOC4 F8C7 ' CA>=6'B
F8=O=280; ABB8BCO=24 C>D=B4;>AB >A 2><?;H F8C7 8=BDAO=24 ?>;82H A4@D8A4 < 4=CB. #>A 3>4B 8C 2>E4A C74
5>;>F8=6 B4AE824B D=;4BB O??A>E43 8= O3EO=24 8= FA8C8=6 1H ' CA>=6 'B C7845 F8=O=280; \$M24A >A C748A
34B86=44:

K COA4, 8C4A B4AE824B 4G2;D343 5A>< #4F , >A: ' COC4 " 4382083 2>E4AO64;

K COA4, 8C4A B4AE824B ?A>E8343 C> O= 8=BDA43 ?OC84=C F7> 27>>B4B C> A4248E4 2OA4 OC O= >DC-
>5--4CF>A: 7>B?8CO; 8= ==-4 < 4A64=2H 28A2D<BCO=24B >A F7> 27>>B4B =>C C> DB4 OEO8;O1;4
2>E4AO64 C> ?OH 5>A 8=-=4CF>A: 2>E4A43 B4AE824B;¹

K DAD6B =>C O3<8=8BC4A43 8= C74 7>B?8CO;

K

COPY

%>;82H, => E;8681;4 I=38E83DO; F7> <44CB C74 E;86818;8CH CA8C4A80 ?0HB <>A4 C70= C74 A<>D=C G4=4AO;;H B8;;43
5>A O= E;8681;4 ' 4AE824. A338C8>=0; 8=5>A<OC8>= O1>DC A<>D=CB G4=4AO;;H B8;;43 O=3 2>8=BD4O=24,
2>?0H<4=CB O=3 343D2C81;4B 8B OE08;01;4 C> ?OC84=CB D?>= A4@D4BC. %OC84=CB 2O= 2O;; %OC84=C ' 4AE824B OC
(585) 784-8889 >A E8B8C >DA >M24 ;>2OC43 OC ' CA>=6 " 4<>A8O; H>B?8CO;; &>>< 1-2315, 601 E;<F>>3 AE4,
&>274BC4A, #, 14642.

Applying for Financial Assistance

%OC84=CB <OH 2>=CO2C %OC84=C ' 4AE824B OC (585) 784-8889 >A (800) 257-7049, " >=3OH C7A>D67 FA83OH 5A><
8:00 O.<. D=C8; 5:00 ?.<. A??;82OC8>=B F8;; 14 O224?C43 8<< 438OC4;H 145>A4, 3DA8=6 >A O5C4A 2OA4 8B
?A>E8343. F8=O=28O; ABB8BCO=24 O??;82OC8>=B <DBC 14 2><?;4C43 O=3 A4CDA=43 C> ' CA>=6 F8C7 C74
A4@D4BC43 3>2D<4=COC8>= (4.6. F7827 C7A44 2DAA4=C 2>=B42DC8E4 ?OHBCD1B, ' >28O; ' 42DA8CH BCOC4<4=C >5
14=4LCB, >A >C74A 3>2D<4=COC8>= >5 2DAA4=C 7>DB47>;3 6A>BB 8=2><4). + 78;4 O ?OC84=C'B 2><?;4C43
F8=O=28O; ABB8BCO=24 O??;82OC8>= 8B 148=6 A4E84F 43, 7>B?8CO; 18;;B 5>A C74 O22>D=CB D=34A 2>=B834AOC8>=
C7OC OA4 B4=C C> C74 ?OC84=C 3> =>C =443 C> 14 ?O83 O=3 C74 O22>D=CB D=34A 2>=B834AOC8>= 5>A F8=O=28O;
ABB8BCO=24 F8;; =>C 14 B4=C C> O 2>;;42C8>= O64=2H.

FD;;H 2><?;4C43 F8=O=28O; ABB8BCO=24 O??;82OC8>=B OA4 ?A>24BB43 C8<4;H O=3 34C4A<8=OC8>=B OA4
2><<D=82OC43 C> C74 ?OC84=CB F8C78= 30 3OHB. + 74= O= E;8681;4 I=38E83DO; O??;84B O=3 8B O??A>E43 5>A
F8=O=28O; ABB8BCO=24 5>A C74 LABC C8<4, C74 38B2>D=C 74 >A B74 8B 4;8681;4 C> A4248E4 F8;; 14 O??;843 C> O;;
B4AE824B A4=34A43 F8C78= C74 ?A8>A 12 <>=C7B (1 H4OA) 5A>< C74 3OC4 >5 C74 O??;82OC8>=. (74 ?OC84=C'B
O<>D=C 3D4 F8;; 14 O39DBC43 O22>A38=6;H.) ?>= O??A>EO; >5 F8=O=28O; ABB8BCO=24, O=H ?OC84=C ?OH<4=CB 8=
4G24BB >5 C74 38B2>D=C43 O<>D=C >F43 >= C7>B4 B4AE824B, F8C78= C74 ;>>: 102: ?4A8>3 >5 12 <>=C7B (365
3OHB), F8;; 14 A45D=343.

%OC84=CB F8;; 14 A4@D8A43 C> A424AC85H 5>A C74 F8=O=28O; ABB8BCO=24 ?A>6AO < >= O= O==DO; 1OB8B. (74 ?OC84=C
>A O A4B?>=B81;4 ?OACH <OH A4@D4BC A42>=B834AOC8>= >5 O F8=O=28O; ABB8BCO=24 34C4A<8=OC8>= 1H ?A>E838=6
O338C8>=0; 8=5>A<OC8>= (BD27 OB O= 4G?;O=OC8>= >5 4GC4=DOC8=6 28A2D<BCO=24B) F8C78= 30 3OHB O5C4A
A4248E8=6 C74 =>C8L2OC8>=. %OC84=CB 2O= 8=8C8OC4 O= O??4O; 48C74A 1H 2O;;8=6 %OC84=C ' 4AE824B OC (585)
784-8889 >A E8B8C8=6 >DA >M24 ;>2OC43 OC ' CA>=6 " 4<>A8O; H>B?8CO;; &>>< 1-2315, 601 E;<F>>3 AE4,
&>274BC4A, #, 14642 >A 1H 2>=CO2C8=6 C74 #4F , >A: ' COC4 C4=CAO;8I 43 C><?;O8=C H>C;8=4: (800) 804-5447

A??4O;B BD1<8CC43 38A42C;H C> ' CA>=6 " 4<>A8O; H>B?8CO; F8;; 14 A4E84F43 1H C74 %OC84=C ' 4AE824B
" O=O64A >A C748A 34B86=44. (74 %OC84=C ' 4AE824B " O=O64A >A C748A 34B86=44 F8;; F>A: F8C7 C74 F8=O=28O;
ABB8BCO=24 \$M24AB 8= C748A A4E84F >5 C74 O??;82OC8>= O=3 3>2D<4=COC8>=. A??4O; 3428B8>=B <DBC 14
<O34 F8C78= 14 3OHB >5 A4248E8=6 O= 8=8C8O; 34C4A<8=OC8>=. F>A O??4O;B C7OC OA4 D?74;3 O5C4A A4E84F,
O??;82O=CB F8;; 14 O3E8B43 >5 C748A A867C C> L;4 O 2><?;O8=C F8C7 C74 #, ' D4?OAC<4=CB' C4=CAO;8I 43
C><?;O8=C H>C;8=4.

A=H 18;; O<>D=C A4<O8=8=6 O5C4A O??;82OC8>= >5 O ?OAC8O; F8=O=28O; ABB8BCO=24 38B2>D=C 8B C74
A4B?>=B818;8CH >5 C74 ?OC84=C. %OC84=CB F7> OA4 D=O1;4 C> ?OH C74 1O;O=24 3D4 <OH O??;H 5>A O <>=C7;H
?OH<4=C ?;O= D=34A ' CA>=6 'B B8;;8=6 O=3 C>;;42C8>=B ?>;82H. %OH<4=C ?;O=B 3> =>C 8=2;D34 O= O224;4AOC>A
>A B8<8;OA 2;ODB4 D=34A F7827 O ?4=O;CH F>D;3 14 OBB4BB43 5>A O <8BB43 ?OH<4=C.

Quality Assurance:

' CA>=6 " 4<>A8O; H>B?8CO; A4E84FB C78B F8=O=28O; ABB8BCO=24 %>;82H O==DO;;H 5>A 2;O8CH, O??;82O18;8CH, O=3

;460; 2><?;80=24. ' CA>=6 0;B> OD38CB C> 4=BDA4 C70C 8=5>A<OC8>= >= F8=0=280; ABB8BCO=24 8B
2><<D=820C43 C> ?OC84=CB.

Other Policies:

' CA>=6 'B B8;;8=6 0=3 C>;;42C8>=B ?>;82H 8B OEO8;01;4 >= A4@D4BC. A 5A44 2>?H >5 C78B ?>;82H <OH 14 >1C08=43
1H 2>=CO2C8=6 >DA %OC84=C ' 4AE824B C40< 1H ?7>=4 OC 585-758-7650. %OC84=CB 20= 0;B> A4@D4BC O 2>?H >5
C74 ?>;82H 1H FA8C8=6 C> ACC=: %OC84=C ' 4AE824B, 601 E;< F>>3 AE4, B>G 888, &>274BC4A, #, 14642.

References:

' CA>=6 " 4<>A80; H>B?8CO; - %>;82H 3.09.1 %OC84=C C>;;42C8>= %>;82H

' CA>=6 " 4<>A80; H>B?8CO; - %>;82H 3.09.2 #OC8>=0; H40;C7 ' 4AE824 C>A?B !>2OC8>=B -F8=0=280; ABB8BCO=24
%>;82H

I=C4A=0; &4E4=D4 C>34, ' 42C8>= 501(A)

26 C.F.&. 1.501(A)-4

#4F , >A: ' COC4 %D1;82 H40;C7 !OF, ' 42C8>= 2807-: (9-0)

A. / F>A 5DAC74A 8=5>A<OC8>= >= ' CA>=6'B ?>;8284B 5>A ?A>E838=6 4BC8<OC4B C> ?OC84=CB F7> OA4 >DC >5
=4CF>A: >A F7> 27>>B4 =>C C> DB4 OEO8;01;4 740;C7 8=BDAO=24 2>E4AO64, B44 ' CA>=6 " 4<>A80;
H>B?8CO; %>;82H #>. -11.10..



ACC027 < 4=CB

#H' C ;>2OC8>=B - EG7818C A.3>2G

A??A>EO; ' 86=OCDA4B

%>BC8=6 >5 D>2D< 4=C	E;8I 014C7 C>=34A<0=	7/10/2023
' " H C;8=820; C>D=28;	A== \$CC<0=	6/13/2023
%>;82H " 0=064< 4=C (40<	A== \$CC<0=	5/26/2023
	OA4= ' C48=	5/10/2023