

## TruHope FAQs Payment for Sessions

### Effective March 1, 2026

We are grateful for your trust and support! TruHope is moving to a sustainable session model so we can continue offering high-quality healing, prayer, and ministry services for years to come. We remain a ministry-first organization, and we want every beloved to feel cared for and supported.

#### 1. Why is TruHope beginning to charge for sessions?

TruHope has grown and expanded its services. To continue providing consistent, high-quality ministry, we need a sustainable financial model. This ensures we can continue serving families, training facilitators, and maintaining excellence in every session.

Your session fees directly support TruHope's mission — helping people experience hope, healing, and restoration.

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#### 2. Will TruHope stop being ministry-focused?

Absolutely not. Our mission remains unchanged. Every session, prayer, and interaction continues to be ministry-centered. Charging fees allows us to remain strong and available so we can continue ministering effectively.

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#### 3. What if I can't afford the session fee?

We understand that finances can be challenging. TruHope has a **confidential hardship process** that offers:

- One-time grace session
- In-Kind Scholarships
- Donation-based continuation (case-by-case)

You can submit a request through our hardship form, and leadership will review it privately and compassionately. Facilitators do not make these decisions — the process is handled by leadership to ensure fairness and consistency.

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#### 4. When do payments begin?

Payments are required for all **sessions booked on or after March 1, 2026**.

- Sessions booked before March 1 will not require payment.
  - Payment is due at the time of booking to confirm your session.
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#### 5. How do I pay for a session?

- Payment is made through our secure online booking system.
  - Once payment is received, your session is confirmed.
  - You will receive an automatic receipt via email.
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## 6. Can I donate in addition to paying for sessions?

Yes! Donations help extend the reach of our ministry and support others who may be facing financial challenges. Every donation helps us continue to offer hope, healing, and restoration.

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## 7. Scheduling, Rescheduling & Cancellations

- **How do I schedule a session?**
    - Sessions are scheduled online using the links on the Adult Sessions or Children's Sessions pages.  
If you apply for financial assistance, you will receive an email with your application decision and next steps before scheduling.
  - **What if I need to reschedule?**
    - We ask for at least 48 hours' notice if you need to reschedule your session. We understand that emergencies happen and will handle those situations with grace—please contact us as soon as possible.
  - **What if I miss my session or need to cancel?**
    - Sessions missed or canceled without at least 48 hours' notice are not eligible for scholarship coverage.
    - You may reschedule your session up to two times without penalty.
    - Please schedule only when you are confident you can attend, as appointment times are reserved specifically for you.
    - There are no refunds for canceled sessions. Any canceled appointment payment is considered a donation to the ministry and helps support others on their healing journey.
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## 8. What happens if I miss my session?

- A no-show is defined as missing a session without notice.
  - No-shows are non-refundable.
  - After two no-shows, you may need to meet with leadership before scheduling future sessions.
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## 9. How do I request hardship support?

- Fill out the **confidential hardship form** on our website.
  - Leadership reviews all requests within 72 hours.
  - You will be notified privately of any approved support.
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## 10. Who can I talk to if I have questions or concerns?

- Your facilitator can guide you through the hardship process, but does not approve exceptions.
  - For any questions about payments, donations, or the new process, please email: **[[prayer@mytruhope.com](mailto:prayer@mytruhope.com)]**.
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**11. How does this change affect my ongoing sessions?**

- Your sessions remain ministry-first, full of prayer, care, and support.
  - The change only affects sessions booked on or after **March 1, 2026**.
  - Everyone has the opportunity to submit hardship requests if needed.
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**12. Why should I participate in the hardship process instead of asking my facilitator directly?**

- The hardship process ensures **fairness, consistency, and privacy**.
  - Leadership handles all requests to protect you and your facilitator.
  - This approach allows facilitators to focus on ministry without the burden of financial decisions.
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**We're Here for You**

TruHope's heart is unchanged. We want to continue walking with you, offering care, and providing hope. If you have questions, concerns, or financial challenges, please reach out — we are committed to your journey and to keeping TruHope a safe, healing place for everyone.

In His Love,  
Michelle Nance & the TruHope Team

## 1. One-Page Infographic – “Why TruHope is Becoming Sustainable”

Title:

**“Supporting TruHope’s Mission: A Sustainable Path Forward”**

### **Section 1 – Heart of the Ministry**

- Icon: Heart / People
  - Text:  
*“TruHope exists to bring hope, healing, and restoration. Every session is ministry-first and centered on you.”*
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### **Section 2 – Why the Shift?**

- Icon: Growing tree / upward arrow
  - Text:  
*“To continue serving families, train facilitators, and expand our reach, TruHope needs a sustainable session model.”*
  - Supporting bullet points:
    - Consistent sessions for clients
    - High-quality, impactful ministry
    - Long-term availability
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### **Section 3 – What Changes**

- Icon: Calendar / coin
  - Text:  
*“Beginning March 1, 2026, sessions booked will require payment to help sustain the ministry.”*
  - Sub-bullets:
    - Payment due at booking
    - Hardship support available
    - Donations remain welcome
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### **Section 4 – Hardship & Support**

- Icon: Hands holding heart
  - Text:  
*“TruHope is committed to accessibility for those facing financial challenges.”*
  - Sub-bullets:
    - One-time grace session
    - Sliding scale (up to 6 weeks)
    - Donation-based continuation (case-by-case)
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### **Section 5 – How You Can Help**

- Icon: People + heart
- Text:  
*“Your session fees and donations directly help others experience hope and healing. Together, we ensure TruHope thrives for years to come.”*

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### Design Notes for Infographic:

- Use TruHope brand colors
  - Icons next to each section for visual clarity
  - Keep text concise and easy to scan
  - Include **“Questions? Contact support@truhopec.org”** at the bottom
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## 2. Visual Flowchart – Hardship Process

### Title:

**“TruHope Hardship Process: Ensuring Care for Everyone”**

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#### Step 1 – Beloved Expresses Concern

- Icon: Speech bubble
- Text: “I’m worried about paying for my session.”

#### Step 2 – Facilitator Response

- Icon: Guiding hand
- Text: “Provide the official hardship form link. Explain confidentiality.”

#### Step 3 – Submit Hardship Form

- Icon: Document / online form
- Text: “Client submits form with brief financial details.”

#### Step 4 – Leadership Review

- Icon: Magnifying glass / leadership team
- Text: “Leadership reviews request within 48–72 hours.”

#### Decision Point – Approval?

- Yes → Step 5a
- No → Step 5b

#### Step 5a – Approved Hardship

- Icon: Heart / hands
- Text: Options provided:
  - One-time grace session
  - Sliding scale (up to 6 weeks)
  - Donation-based continuation

#### Step 5b – Not Approved

- Icon: Alert / exclamation
- Text: “Leadership communicates privately. Client encouraged to discuss options or schedule future sessions at standard fee.”

#### Step 6 – Session Scheduled

- Icon: Calendar
- Text: “Facilitator schedules session with client, maintaining confidentiality.”

### Design Notes for Flowchart:

- Use simple shapes (rectangles for steps, diamonds for decisions)
- Arrows flow from top → bottom
- Icons for visual clarity at each step
- Keep text minimal and client-facing tone

- Use brand colors to tie it to TruHope materials

### **TruHope Hardship & Support Request Form**

#### **Helping You Access Healing While Supporting Our Ministry**

*TruHope is committed to making sessions accessible to everyone. Please complete this form if you need financial support or want to contribute through in-kind donations. All submissions are confidential and reviewed by leadership.*

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#### **Step 1 – Your Information**

<b>Field</b>	<b>Please Complete</b>
Full Name	_____
Email Address	_____
Phone Number	_____
Preferred Contact Method	<input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Text

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#### **Step 2 – Type of Support Requested**

*Select one or more options below:*

- Scholarship / One-Time Grace Session**
    - For unexpected or short-term financial need
  - Sliding-Scale Payment**
    - For ongoing financial need (up to 6 weeks)
  - In-Kind Contribution**
    - Offer services, such as:
      - Writing thank-you notes
      - Administrative support
      - Event help
      - Other: \_\_\_\_\_
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#### **Step 3 – Tell Us About Your Need**

*Please briefly describe your current situation and why you are requesting support. Focus on facts — personal stories are welcome, but not required.*

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#### **Step 4 – Payment / Contribution Details**

##### **Sliding-Scale Request (if applicable):**

- Requested session fee: \$ \_\_\_\_\_
- Frequency:  One-time  Weekly  Other: \_\_\_\_\_

##### **In-Kind Contribution (if applicable):**

- What service(s) can you provide? \_\_\_\_\_
- Approximate hours available per month: \_\_\_\_\_

- Preferred method of contribution:  Onsite  Remote / Online
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### Step 5 – Agreement & Consent

By submitting this form, I acknowledge that:

1. My information will remain confidential and reviewed only by TruHope leadership.
2. Approval for support is not guaranteed and will be communicated privately.
3. I may be asked to re-evaluate my need if requesting ongoing sliding-scale support.
4. In-kind contributions will be mutually agreed upon to ensure a meaningful exchange.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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### Step 6 – Next Steps

1. Submit your completed form to [[support@truhope.org](mailto:support@truhope.org)] or hand it to your facilitator.
  2. TruHope leadership will review your request within **48–72 hours**.
  3. You will be contacted with approved options or guidance on next steps.
  4. All discussions and approvals remain **confidential**.
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### Questions?

Contact TruHope at [[support@truhope.org](mailto:support@truhope.org)] or [**phone number**].

We're here to help and ensure everyone can access our sessions with dignity and care.

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### Design Notes for the Form:

- Keep it one page if possible
- Use checkboxes for clarity
- Include brand colors and logo at the top
- Optional digital version can use fillable fields