City of Philadelphia Combined Campaign

September 7 – December 4, 2026

Giving gratephilly together!

FREQUENTLY ASKED QUESTIONS (FAQs)

GENERAL CAMPAIGN OVERVIEW

What is the City of Philadelphia Combined Campaign?
The Combined Campaign is a workplace giving program that offers Philadelphia city employees the opportunity to contribute to causes they care about through the ease of payroll deduction or one-time donations.

Who administers the Combined Campaign?
The City of Philadelphia Office of Human Resources oversee the campaign with support from America's Charities (see the answer to question 3), the Mayor's office, as well as employees who serve as campaign captains, tasked with advocating for the Combined Campaign, and inviting all employees to give.

Who processes my donations? When do my charities receive my contributions?
America's Charities is the fiscal agent for the Combined Campaign. Payroll contributions are distributed to the designated charities on a quarterly basis. One-time contributions are sent to charities in full with their first quarter distribution payment.
Any pledges that are not designated to a specific charity are labeled as "undesignated funds." Undesignated funds are disbursed in the final quarter distribution, and are shared proportionately among all of the charities receiving pledges within the current campaign year. For example, if a charity receives 1% of the total designated campaign pledges, it will receive 1% of the total undesignated funds.

How many charities are participating in the Combined Campaign?
Nearly 300 charities, each vetted and pre-qualified as a 501(c)(3) tax-exempt organization in good standing with the IRS, are participating in the Combined Campaign. Any local, tax-exempt charitable or nonprofit

organization holding this designation is potentially eligible to receive donations through the Combined Campaign, provided they submit an application and all required documentation.

PLEDGES & PAYMENTS

What payment methods does the Combined Campaign support?
You may give using the convenience of payroll deduction, credit/debit card, check or eCheck.

How do I make a pledge?
You may make a new pledge during the annual campaign by visiting the Combined Campaign giving portal: www.phila.gov/combinedcampaign. Employee donations **do not** roll over from year to year.

If I change jobs within the City, will my payroll deduction continue?
Yes. As long as you are employed with the City of Philadelphia, your current deductions will continue through the end of the calendar year. If you leave your job at the City, your deductions will stop automatically.

How do I cancel a payroll donation?
You may cancel or edit your payroll deductions in the giving portal anytime **during the campaign period**. If you want to cancel your payroll deduction pledge after the first pay period of the year and payroll deductions have begun, please contact your payroll supervisor or bmarx@charities.org with the stop deduction request. Be sure to include your Name, employee ID, and your Department in your cancellation request. Note that payroll deductions already processed and/or disbursed to charities are final and non-refundable.

How do I cancel a credit/debit card or electronic check donation?
Electronic donations (credit card, debit card, ACH/eCheck, PayPal, Apple Pay and other digital wallet) transactions are immediate and **non-refundable**. Because a charitable acknowledgement is issued at the completion of the transaction, the contribution is generally considered a completed charitable gift and cannot be canceled or refunded. Exceptions may be considered only in cases of verified administrative or processing errors identified before disbursement.
Check donations can only be cancelled during the active campaign period. Once the campaign closes, check donations are non-refundable. If you would like to cancel a check donation during an active campaign, please contact America's Charities at phillysupport@charities.org or (703) 222-3861.

CHARITIES & DISTRIBUTIONS

What happens if I can't find my favorite charity?
You may request that charities be sent an application for inclusion in the Combined Campaign by submitting the **Charity Application Request Form**. Charities will be sent communication and application materials in the Spring/Summer for inclusion in the upcoming fall campaign. Please note that receiving an application is NOT a guarantee that the charity will be included in the Combined Campaign. Charities must be vetted to ensure compliance with campaign and City of Philadelphia policies prior to receiving employee donations.

How and when do charities receive donations?

Donations are distributed to charities quarterly by the disbursement method (check or bank transfer) that the charity has chosen.
Charities receive distributions quarterly, beginning in April. All one-time payroll, check and credit card donations are distributed in full (minus fees) to charities with their first quarter distribution.

The distribution schedule for Combined Campaign is as follows:
Q1: April
Q2: July
Q3: October
Q4: February (of the following calendar year)

Why does it take so long for charities to receive their money?

The bulk of donations made during the Combined Campaign are employee payroll deductions, which begin and end in the same calendar year. Because payroll pledges are collected through the end of the calendar year, we are not able to disburse them in that same year, therefore, the final distribution occurs in February of the following year.
While the previous campaign is fully disbursed and closed out at the end of February, and one-time donations from the most recent campaign have been received, the City still needs to collect three months (January, February & March) of payroll pledges before we can disburse them to charities. We receive those funds in April, reconcile them against the final pledge report, and the first quarter distribution is sent in May. The remainder of the payroll donations are disbursed in the following quarters.
This is a standard best practice for workplace campaigns that offer payroll deduction as a method of charitable giving. Many charities report that the predictable influx of donations received year-round improves the accuracy of revenue projections and allows for more effective planning around the use of these unrestricted funds.

Why has my charity not acknowledged my gift?

At the conclusion of the campaign, a pledge and donor report is sent to all charities for whom we have contact emails. At that point, charities are asked to acknowledge your pledge as soon as they are able. Note that all charities handle acknowledgements differently, and not receiving a notification from your designated charity does not mean that they have not received your gift.

All charities receiving payments from America's Charities have access to a charity portal, where they will be able to download a complete list of campaigns, donors, and pledge details for their organization. Charities are provided with their login credentials for the portal with each distribution payment. Charities receiving funds via EFT will find their credentials in the remittance email, and those receiving paper checks can find theirs on the paystub of each distribution check.

If you contact your charity and they are not able to locate their pledge report that includes your donation, or access the charity portal, please request that they contact the America's Charities Help Desk via one of the following channels for additional assistance:

- Email: phillysupport@charities.org
- Phone: (703) 222-3861
- Web: www.charities.org/support

How do charities access pledge reports?
Charity representatives who want to access/manage their funds from Combined Campaign can access reports at https://charities.org/reports. For login assistance or credentials, charities can contact America's Charities at phillysupport@charities.org or (703) 957-7888.

What happens to undesignated contributions?
In the unlikely event that a donation is not designated to a specific charity, or a charity is no longer eligible to receive donations[1], the funds will be considered "undesignated." The total amount of undesignated funds is divided proportionally among all charities receiving donations during the current campaign year, based on their share of total pledges.

TAX INFORMATION

Are my contributions tax deductible?
Yes, individual contributions made to charities through Combined Campaign are tax deductible within the limits allowable by Federal and State law.

Will I get a donation receipt?
If you complete your pledge online (either via the giving portal or the contract employee donation site), you will receive a pledge confirmation email once you have completed your pledge. If you submit a paper pledge form, you will not receive a donation receipt, and should keep a copy of your paper pledge form for your records. If you made a donation using an electronic payment method (credit card, debit card, ACH/eCheck, PayPal, Apple Pay and other digital wallets), a donation acknowledgement will be sent via email immediately following completion of the transaction

What information will I need for my taxes?

- If you gave via payroll deduction: you should use a copy of your pledge confirmation along with your final pay stub of the calendar year as proof of your contribution.
- If you gave via personal check: you should use a copy of your pledge confirmation, along with your credit card or bank statement, as proof of your contribution.
- If you gave via credit card, debit card, eCheck/ACH, or digital wallet: you should use the donation acknowledgement sent via email immediately after the transaction is completed as proof of your contribution.

[1] *Occasionally, a charity closes its doors or has its 501c3 status revoked. In those cases, donors who have current payroll donations going to that charity will be contacted by the America's Charities team and provided options for how they would like their remaining donations to be disbursed. Donations will not be considered undesignated unless no response is received from the donor.*

MAKING AN IMPACT

Why should I contribute through Combined Campaign?
The Combined Campaign gives employees the opportunity to support the causes they care about and shape communities across the Philadelphia region and beyond. Simply put, it's the most convenient and cost-effective method to give back. The Combined Campaign is also:

- **Accountable**: All participating charities have been pre-screened by America's Charities to ensure they are legitimate in the eyes of the law and eligible for tax-deductible donations.
- **Life-changing**: Philly employees can make a long-term difference in their communities by giving to organizations that mean the most to them.
- **Easy**: employee donors may securely contribute to charities in just a few clicks.
- **Flexible**: Employees are in the driver's seat of their giving—they decide how much they want to donate, what giving method they want to use, and which causes they want to support.
- **Tax deductible**: All funds given to charities through the Combined Campaign are tax deductible.

What are the benefits of giving through Combined Campaign versus giving directly to a nonprofit?

- **Help charities focus on their mission vs. administrative tasks:** Combined Campaign is a single, coordinated campaign, rather than hundreds of individual drives. Because donations are aggregated before they are disbursed to charities, the administrative burden on charities is significantly reduced because they no longer have to process thousands of individual donations. This frees up charities to focus on what matters most: their missions.
- **Recurring funds empower causes to do more good:** If you give by payroll deduction, your recurring donations support your favorite causes all year long, and charities are able to plan their programs and services based on those steady funds and do even more.
- **You can set it and forget it, but still make a huge impact:** Payroll deductions make it easier to afford a more generous gift without hurting your bank account, since smaller contributions are taken from each paycheck rather than in one larger lump sum. It's big impact without a big dent in your bank account.

What if I can't afford to give enough to make a difference?
That is impossible because no donation is too small! Each gift, no matter the amount, is just that: a gift. Every penny helps a charity, and charities, in turn, help the most vulnerable among us. In fact, did you know:

- Just $1 per pay period, the price of one soda, provides 74 meals to Philadelphia families in need?
- $3 per pay period, the price of a gallon of milk, provides food for as many as 23 participants for one day of youth development programming?
- $5 per pay period, the price of a frozen pizza, provides 28 meals to homebound seniors in need?
- $10 per pay period, the price of a movie matinee, helps one doctor research a therapeutic strategy for Alzheimer's disease?
- $20 per pay period, the price of one takeout meal, provides 26 kids with brand new winter coats, enabling them to stay warm and increase their confidence?
- $50 per pay period, the price of a concert ticket, provides 25 miles of trails connecting people to the environment and clears 100 acres of invasive species?

Every dollar makes a big difference!