

# Frequently Asked Questions

## About CDF Portal

### 1. What is CDF Portal?

CDF Portal is an advanced platform created by the Community Dreams Foundation (CDF) to provide career growth opportunities, real-world project experience, and professional tools. It combines hands-on learning, collaboration, and AI-driven resources to empower our team and partners.

### 2. What is the subscription fee?

The subscription fee is \$15 per month. This fee supports CDF Portal's platform and tools like the Portfolio Builder and compliance tracking, while funding professional growth resources. Think of it as an investment in your future with us.

### 3. What types of projects will I work on?

You'll work on both internal CDF projects and collaborative initiatives with external partners. These projects span a variety of professional domains, giving you diverse real-world experience and opportunities to build your portfolio.

## Joining CDF

### 4. How do I join CDF?

We'd love to have you join us! Start by visiting the CDF portal on the [cdreamstream.org](https://cdreamstream.org) website and submitting your volunteer application. Once our team reviews your application, you'll receive an offer letter and agreement. After you sign and return the agreement, we'll invite you to our Slack channel to get you started.

## Offer Letter

### 7. Does CDF provide a signed copy of the offer letter?

Yes. CDF provides a separate signed copy in return when requested by university.

### 8. I need to change my start date on my offer letter or haven't received my EAD yet. What should I do?

Please contact [humanresources@cdreams.org](mailto:humanresources@cdreams.org) for any offer letter-related questions. Our HR team is here to help and will work with you on any changes you need.

### 11. I'm unable to join the Slack workspace because it's asking for a [cdreams.org](https://cdreams.org) email. Will I receive a CDF Outlook or email address?

No, you won't receive a [cdreams.org](https://cdreams.org) email or Outlook account. You'll use your personal email to access Slack, and all CDF communications will happen through your personal email on Slack. Just make sure to use your personal email rather than a .edu email.

## Verification & Employment Documents

### 12. How can an employer request employment or background verification for a CDF member?

For employment or background verification inquiries, please have the employer contact us at [verification@cdreams.org](mailto:verification@cdreams.org) or call us at +1(407)259-4242.

### 13. Can you help with I-9 forms, verifying weekly hours, or employment details for SEVP/OPT?

Yes, we're here to help. For any compliance documents, timesheets, or employment verification needs, please email [humanresources@cdreams.org](mailto:humanresources@cdreams.org) directly, and our team will assist you promptly.

### 14. What name and details should I enter for SEVP or similar forms?

Please use the following information:

- Organization Name: Community Dreams Foundation
- Supervisor Name & Email: Dion Richardson, [dion@cdreams.org](mailto:dion@cdreams.org)

## Offboarding

### 15. I'm planning to leave CDF. What is the offboarding process?

We understand that circumstances change, and we're here to support a smooth transition. To resign, please log into the CDF portal and submit a resignation request from there.

We ask for a one-week notice period when resigning. This helps us ensure a smooth transition for both you and the organization, allowing time for proper handover, knowledge transfer, and timely issuance of your relieving letter. Honoring the notice period also ensures you receive your relieving letter promptly, which is important for your future endeavors.

Your last working day will be the last day of your notice period. We genuinely appreciate your contributions and encourage you to plan your transition accordingly, as this benefits both you and CDF.

## Waivers

### 16. Are waivers available?

Yes. We offer several waiver options to support your journey with us: Referral Waiver, Leadership Waiver, Sweat Equity Waiver, and Hardship Waiver.

### 17. How do I apply for a Leadership Waiver?

To be eligible for a Leadership Waiver, you'll need to take on a leadership role at CDF, such as Project Manager. If you're interested in exploring this opportunity, please reach out to the Lead Executive Project Manager on Slack, and she'll be happy to discuss how this could work for you.

### 18. How do I apply for a Sweat Equity Waiver?

You can apply for a Sweat Equity Waiver if you're already part of a project. We recommend discussing this with your reporting manager, who can help raise a request that outlines your contributions and impact.

within your team and CDF. If you're not yet on a project, you're welcome to join one by checking out the project postings available to you.

### **19. How do I apply for a Referral Waiver?**

The referral waiver can be applied when someone uses your referral link (available on the CDF portal) to join CDF. They should also enter your name in the referrer section of the registration form when creating their account. You can track your referral count from the portal itself.

### **20. How do I apply for a Hardship Waiver?**

We'd like to suggest exploring some alternatives first, as they may work well for your situation. Consider these options:

First, a Leadership Waiver grants a lifetime waiver. This would involve taking on a leadership role at CDF, such as Project Manager. If this interests you, please reach out to the Lead Executive Project Manager on Slack to learn more about this opportunity.

Alternatively, a Sweat Equity Waiver is also a lifetime option. If you're already on a project, we encourage you to speak with your reporting manager about your contributions and impact—they can help coordinate with our leadership team. If you're not yet on a project, you're welcome to join one by reacting to postings in the general and onboarding channels.

If neither of these options feels right for your situation, please email [cdffellowship@cdreams.org](mailto:cdffellowship@cdreams.org) with a letter explaining your hardship circumstances and any supporting documentation. We're open to reviewing what you can provide, though approval is at our discretion and the waiver duration may be limited.

## **Payments**

### **21. How do I cancel my recurring membership payment on PayPal?**

You can cancel your automatic payment by following the steps on PayPal's official help page: <https://www.paypal.com/us/cshelp/article/what-is-an-automatic-payment-and-how-do-i-update-or-cancel-one-help240>

### **22. How can I get a refund on my monthly membership?**

Please join the #payment\_queries channel on Slack and share your reason for the refund request. Once approved, we'll ask for your transaction details and process the refund for you.

### **23. I accidentally made two membership payments this month. What should I do?**

Good news—your extra payment will automatically apply to your membership for next month, so no action is needed. If you'd prefer a refund instead, please send us a screenshot or receipt of both transactions.

### **24. I paid using someone else's card or email. How can I ensure my account is credited?**

Send proof of payment (receipt or screenshot) to [cdffellowship@cdreams.org](mailto:cdffellowship@cdreams.org) along with your registered email address, and we'll make sure the payment is applied correctly to your account.

**26. Why am I being charged \$20 instead of the \$15 monthly fee?**

If you pay after the 5th of the month, a \$5 late fee is added (making it \$20 total). You can avoid this by paying for three months at once, which also waives the late fees and gives you an additional \$5 discount.

**27. Will I be refunded if I paid for multiple months but leave before they're all used?**

Yes, you'll receive a refund in that case. Please provide us with a screenshot or receipt of your transaction, the transaction date, and your departure date. Share these details in the #payment\_queries channel on Slack, and we'll process your refund promptly.