

A Hand Up ... Not A Hand-Out
Asking For Help Is A Sign of Strength

AER

AER is part of the Army ... People First – Winning Matters

- \$2 billion to nearly 4 million Soldiers and Families since 1942, \$1 billion since 9/11
- 90 cents of every dollar donated goes directly to Soldier and Family assistance
- \$70 million in grants, zero-interest loans, and scholarships to Soldiers and Families every year
- Over 30 categories of assistance (home/auto repair, appliance replacement, rent & deposit, and more)

Response to COVID-19 ... Take Care of My Squad

- Financial assistance portal:
ArmyEmergencyRelief.org/covid19
- Special online process for rapid electronic funds transfer to Soldiers and Families
- Assistance available for reserve component
- Keep Soldiers & Families Informed ...
Full-court press on media engagement

ArmyEmergencyRelief.org

@AERHQ



AER COVID-19 SOLDIER & FAMILY SUPPORT



- **Operating at Increased Readiness:** Implemented On-line Application Process, with Electronic Fund Payment directly to Soldier's Bank Account - Support Soldier and Family Readiness
- **Over 30 Categories of Assistance:** Most Common Historical Assistance is for POV Repair and Maintenance, Initial Rent/Deposit, Basic Living Expenses, Emergency Travel, etc.
- **How do Soldiers get assistance?**
 - See Chain of Command or In-person at ACS (if office is open), or On-Line through Secure Document with Up-load Link Provided by each local AER Officer (all via digital)
 - Web portal for COVID-19 (and Routine Assistance Guidance): ArmyEmergencyRelief.org/covid19
 - Soldiers Receive Funds via EFT within 12-24 hours or Hard Copy Check in Person at Local AER office
 - American Red Cross is Backup to In-person / On-line: Call 877-272-7337 ... 24 hours 7 days a week
- **Expanded support for COVID-19 to non-Title 10 National Guard and Army Reserve Soldiers**
 - AER Revised Eligibility Requirements to Extend Financial Assistance to non-Title 10 Soldiers for Financial Hardship due to a Canceled Deployment or current DOD Travel Ban.
- **COVID-19 Assistance Most Common Assistance Issues:**
 - Spouse Loss of Pay / DoD Travel Ban / PCS Stop Movement / Quarantine
- **Routine NON-COVID-19 Assistance:**
 - AER Officers continue to Process Routine Cases, either In Person or Online ... Depending on Garrison Leadership Guidance, with the safety of Staff and Soldiers Paramount
- **Scholarships:** Children's Annual Scholarship Applications Were Accepted through 1 April 2020 and are in the Review Process; will be awarded in the June timeframe. Spouses can Apply for Scholarships Year-round on our Website.