



## Critical Financial Assistance Frequently Asked Questions

### How will applications be evaluated?

We work hard to process applications as quickly as possible. Once received, all eligible applications for Critical Financial Assistance are evaluated by Operation Homefront's professional caseworkers as they are submitted online. Cases are then prioritized based on the most critical needs first. Our goal is to help put military families on the path to long-term financial stability. Final decisions on each application will be made by committee decision and/or supervising staff.

### What if I am turned down?

Our caseworkers take their time to thoroughly consider every eligible application for assistance. A case may not be approved for a variety of reasons. The caseworker will do their best to explain the decision to approve or deny each application. You are invited to reassess your needs and apply again the following month. For example, if you are notified that you were not selected in September, you may apply again in 30 days.

### What information do I need to provide?

To help expedite your request for assistance, please do the following:

- Carefully read the eligibility criteria for each category.
- If you meet the criteria and decide to apply, please review the documents required for your category and locate them.
- Please gather the required documents for our caseworkers as they will be used to verify your eligibility and service.

### Why do you need this information?

Our Critical Financial Assistance program helps military families overcome a short-term financial struggle. We need to verify and document each family's need to be able to determine total amount of help needed and final approval for the request and resolve the issue in a timely manner. For that reason, it's critical that you organize and provide required documentation to show your current financial status, expenses you need help with and paperwork that confirms those expenses are already due or past due or, in the case of car or home repairs, etc, the nature and cost of the repairs and the situation that contributes to an inability to cover costs on your own.

### What if I have a question not addressed here?

If you are unsure if you qualify for assistance or have questions about the application process, please call 1-877-264-3968 (toll free). If you are not eligible for Operation Homefront services, we will do our best to help you find other resources to assist you with your needs