

**ASSISTANCE OVERVIEW** – Financial assistance from the Veterans Service Commission is not an entitlement and is intended as a bridge to self-sufficiency and personal responsibility short-term assistance that addresses a specific crisis situation or episode of need. Veterans, dependents, and surviving spouses by providing:

- Temporary/Short Term Financial Assistance
  - Medical Transportation
  - Access to Veteran Benefits – VA and other earned benefits
    - Service-Connected Disability Claims
    - Pensions
    - Healthcare Enrollment
    - Survivors Benefits
  - Referral – to long term assistance agencies organizations.
- Financial Assistance Eligibility Defined by Ohio Revised Code (5901)
    - Veteran with an Honorable or General discharge under honorable conditions
    - Currently serving on Federal Active Duty
    - National Guard or Reservist called to Federal Active Duty
    - Veteran who served on Active Duty for reasons other than training
    - Have a VA Service-Connected disability rating. (0% - 100%)
    - County resident for at least 90 days
  - Needs Based Assistance - No income limitations on providing financial assistance, the financial need requires validation through an interview and documentation review.
  - Some programs determine eligibility based on current Federal Poverty Guidelines
    - Dental
    - Holiday Meal Card
    - Indigent Food Assistance

#### **Accessing Service Records and Veterans Administration (VA) Benefits**

- Our Agency can request service records to help determine eligibility for benefits.
  - Discharge Documents
  - Service Treatment Records

#### **How to Request Assistance**



1. Online request for appointment - <https://vets.franklincountyohio.gov/>
  - **Submitting this request does not complete the financial assistance application process.** This request allows us to contact the applicant to determine the scope of the need.
2. To speed the financial assistance process, it is recommended the applicant complete our Financial Assistance Request Form and submit that form with the required documents to [vsc.intake@franklincountyohio.gov](mailto:vsc.intake@franklincountyohio.gov). The form can be picked up at Memorial Hall and the request with documents can be placed in our drop box.

**Walk In or Same Day Appointments for Financial Assistance and VA Claim work are not currently available.**

**FINANCIAL ASSISTANCE OVERVIEW** – This overview and application are intended to help you understand the Financial Assistance process and provide the necessary documents and information that will help us process your request.

1. Temporary Financial Assistance from the Franklin County Veterans Service Commission is available to eligible applicants who demonstrate an immediate, short-term need.
2. Applications for assistance go through an intake cycle and it can take up to three business days before your request is reviewed. Once it is reviewed, we will reach out to discuss next steps.
3. An applicant can request an in-person appointment to go over what information is needed or to finalize the application.
4. We encourage applicants to add our phone number (614-525-2500) to their contacts. Not being able to reach the applicant delays or stops the process. If we can't reach you, your request will be scheduled for another day.
5. A Financial Assistance application can be made once every 30 days.
6. If the request needs to go to our Commission, in person Commission meeting are generally held each Wednesday at 9am and the applicant will need to appear before the Commission.
7. As a need-based program we review each application to verify the need. The process is dependent on having the information and documents requested on our checklist. The Ohio Revised Code mandates that each applicant is interviewed to validate eligibility and financial need.

### **INCOMPLETE APPLICATIONS CANNOT BE TAKEN OR PROCESSED**

- Applicants are responsible for providing all requested documents.
  - If you provide additional documents, your application will be scheduled for a new review. **This is not the day they are received.**
- The application process includes reviewing required documents and conducting an interview.
- Interview questions cover at a minimum.
  - Income sources, monthly expenses, and spending habits
  - What is the plan going forward.
  - We will ask about previous referrals that may include Financial Coaching, Social Workers, Job Search Assistance, Job Search logs, Agency referral follow-up.
- Requests for assistance that cannot be approved at the staff level will go before our Commission.

### **Current Financial Assistance Categories**

- Rent to include, Rent Past Due, Rent Deposit, Eviction Fees
- Mortgage Payments
- Car Repair & Car Payments
- Utilities

### **Special Instructions**

**IRS Form W-9** - The County will not process any payments for assistance (rent, mortgage, vehicle repair or payment, moving services, etc.) without a valid W-9 provided by each vendor. A W9 for each requested vendor should be submitted with the request for temporary assistance.

**Vehicle Repairs and Payment Requests** - Verification of current Ohio license, insurance, and Ohio registration.

Eligibility Verification	Documents Required – All Financial Assistance Requests
<b>Veteran Status</b>	<u>DD 214</u> - All 214's showing discharge(s) period(s) of honorable service. (First time applicants). These documents are required for dependents seeking assistance.
<b>Dependents</b>	Marriage, Divorce, Death, and Birth Certificates. Adoption and Custody agreements
<b>Residency</b>	Verified through the application process (Lease, Mortgage, Shelter Statement)

Financial Situation Verification	Documents Required – All Financial Assistance Requests
<b>Income Verification</b>	Statements, pay-stubs or statement(s) from employer(s) showing current household income to include allotments. (Covering the last 30 days). (Includes Spouse, Disabled Adult Dependents, Assistance Award Letters)
<b>Financial Transaction History</b>	Bank or pay card printouts and statements covering no older than 3 Days before the application. This includes statements from applications such as PayPal, Zelle, CashApp, Apple Pay, etc.

Requested Financial Assistance	Documents Required & Assistance Guidelines
<b>Rent</b>	Copy of lease and ledger detailing what is due to include eviction documents. Contact information for the landlord should be included. <b>Applicants name must be on the lease.</b> (W-9 REQUIRED)
<b>Rent Deposit</b>	Copy of lease and/or intent. Contact information for the landlord should be included. <b>Applicants name must be on the lease.</b> (W-9 REQUIRED)
<b>Mortgage</b>	Mortgage statement, payment coupon showing account number and address for the payment. If you are undergoing modification of your mortgage, we cannot process your application until that process is complete. (W-9 REQUIRED)
<b>Utilities</b>	Copy of most recent utility bill showing name, account number, and statement balance.
<b>Vehicle Repair</b>	At least one estimate no older than 30 days. Agency determines value using Kelley Blue Book, Fair Condition, Private Party Value for all repair requests (W-9 REQUIRED)
<b>Vehicle Payment</b>	Payment coupon or credit union statement showing account number and address for payment. . (W-9 REQUIRED)
<b>Moving Assistance</b>	Submit at least two estimates from moving companies willing to accept County payment after the move is complete. (W-9 REQUIRED)

Other Assistance	
<b>Medical Transportation</b>	Provides point to point transportation to and from medical appointments. Eligibility verified through service (DD-214) and residency documentation
<b>Dental Program</b>	Income must not exceed 250% of the current federal poverty guidelines