Topic: Fort Irwin Army Community Service (ACS) Standing Operating Procedure for the Fort Irwin Army Emergency Relief Program	OPR: Directorate of Family, Morale, Welfare and Recreation (DFMWR) (760) 380-5111
Reference: AR 608-1 19 Sep 2007, AR 930-4 22 Feb 2008	

PURPOSE: This SOP establishes policies and procedures for the operation of the Army Emergency Relief Program (AER), Fort Irwin

SCOPE: Army Emergency Relief (AER) provides assistance for unexpected and financial stress to include: travel; housing; car repair; utilities; medical expenses; funeral costs and disaster relief. AER is offered as part of the continuum of services in Financial Readiness.

ELIGIBILITY: Only personnel listed below are eligible to receive financial assistance from AER.

a. Soldiers on extended Active Duty (AD) and their dependents.

b. Reserve Component Soldiers (ARNG and USAR) on continuous AD orders for more than 30 consecutive days and their dependents.(This applies to Soldiers on AD for training for (ADT) and serving under various sections of title 10, United States Code.)

c. Soldier retired from AD for longevity, retired by reason of physical disability, or retired at age 60 under Section 1331, Title 10 United States Code (10 USC 1331) and their dependents.

d. Surviving spouses and orphans of eligible Soldiers who died while on AD or after they were retired as identified in c above.

PROCEDURE:

1. Army Community Service (ACS) is the point of contact (POC). The Program Manager is located in building #548 on Second Street. The ACS Specialist will receive customer request during normal duty hours if the customer is just walking in off the street.

2. The customer will sign in on the ACS sign-in sheet MWR118 R-7 (located in the front reception area) and annotate they are there for Army Emergency Relief (AER).

3. The customer will be given the Application for AER Financial Assistance (DA1103), which is on file in the ACS administration area. The customer will be given an appointment and instructions as to what supporting documents need to be brought back at the appointed time. The supporting documents consist of the Leave and Earnings Statement (LES), the DA 1103 and documents to support the request for assistance. Depending on the need, the customer may also have to provide an estimate for repairs, a disconnect notice for lights or gas, and eviction notice, a repossession notice of a vehicle, or a flight itinerary in case of a family emergency. If the soldier is going on leave due to a family emergency, i.e., death or critical illness an Emergency Leave Form (DA31) must accompany the request. If it is for car repairs, proof of insurance and registration must accompany the request.

4. Red Cross emergencies have priority over other appointments. The AER customer is told this at the time the appointment is made. If the customer arrives for the appointment and the Red Cross emergency arrives at the same time, the Red Cross customer will be seen first.

5. When the customer arrives for the appointment the AER Officer must first determine if this is a true emergency and if financial assistance is going to be given or if you are going to refer them to the Financial Counselor.

6. If financial assistance is determined to be needed, and the customer is not on the AER Restricted List, Revised October 18, 2002 (kept in the AER Office, as provided by AER-HQ), review the supporting documents to determine how much assistance is needed. Also determine to whom the check(s) will be made out to. The check(s) is normally made out to the documented agency only, i.e., Carlson & Wagonlit Travel, Joe's Garage, Southern California Edison, etc.

a. All Army Emergency Relief case information will be submitted as case is completed, through AER Samaritan 4.0 @ https://samaritan.aerhq.org/. To input each case into Samaritan 4.0 you must follow these procedures.

b. Log on to work station computer sign on @ https://samaritan.aerhq.org/

c. Next it will ask you for your User Id/ password.

d. Once you have entered your User Id and password information, it will take you to the welcome page for the AER Samaritan 4.0

e. Once the welcome page pops up look to the left hand side of the page, and it will have different categories. Click on assistance category.

f. Assistance case data entry form will then ask you to add new case.

g. Look on LES for social security number and type in SSN#.

h. Once SSN# is entered go down to the name and click on name. It should automatically pop up with the soldier's information.

i. Go through and fill in Rank, Unit, and then home of address.

j. It will ask you to validate address once address is validated to continue you must click save.

k. At this point all of the Solders information will come up. *Please ask the soldier to verify if the information is correct and current.

l. Next go to Add Checks.

m. Once information of the soldier is verified, input what type of assistance is needed. (Loan, Grant)

n. Ask soldier to whom will the check be made out to.

o. Add the amount of the check.

p. Assistance memo should have a short detailed message on what the assistance is for

q. If this is an American Red Cross message than you would add the case # instead.

r. Once all information is filled out SAVE.

s. Next go to add repayment info, if more checks are needed go to add a second check.

t. Make sure information is correct, if not correct hit modify to change before you go on.

u. To add repayment info. First input the soldiers ETS date.

v. Then divide the amount of the loan into the number of months that the soldier will have to repay the loan.

w. Hit print.

x. Go to the safe and take out checks. Make sure that the check you have coincides with the check number on the screen.

y. Input the check number onto the screen. Scroll down to the approving authority and select your name. Then scroll down to the signature drop box and again select your name.

z. Hit print, password will need to be input before printing.

aa. Wait until a copy of the check appears on the screen then hit the print box on the top of that screen with the check showing.

bb. Once check prints make sure the information is correct.

cc. Scroll down to confirm check printed. If you do not confirm the check is printed it will not let you proceed.

dd. Once check is printed and verified that the information is correct hit return.

ee. Log out.

ff. Fill out DD form 139 (pay adjustment authorization).

gg. Fill out the bottom portion of the DA Form 1103.

ii. Sign check and make sure once more that it is printed correctly.

jj. Make copies of DA Form 1103, LES, DD Form 139, 2 copies of check, any information that was brought for proof for the assistance.

kk. Ask client if they have any questions? If not give them their copies of all information needed.

8. After the Form 52 (with AER Check) has been printed, the customer and the Program Manager or assistant must sign the form. The customer must also sign at this time a DD 139 Pay Adjustment Authorization and the bottom of the DA1103 acknowledging they received the loan/check(s). Blank DD139's are kept on file in the AER office.

9. A grant (money not required to be paid back) is given only in time of extreme hardship when a soldier does not have the funds to pay back or the death of a family member. If the request is for a grant, the same procedure is followed and it is note on the Form 52 that it is a grant. Loans over $2500.00 must be approved by the Level I AERO (the Garrison Commander).

10. All customer files are filed numerically by Social Security number. Files contain Privacy Act information and are destroyed after three years.

11. The files are purged every three years in November using the current Active Loan list from AER HQ. Clear all inactive files first by removing files older than three years. The active files are then cleared of any files with the Social Security numbers not showing on Active Loan List. Remove those files then to the inactive drawers until 3 year expiration.