



# El Paso County

## Veterans Assistance Heroes Project

### Financial Assistance Program

#### OBJECTIVE

is to assist eligible veterans with BASIC LIFE SUSTAINING NEEDS to avoid or curtail PRIVATION by providing short term rental/mortgage, utility assistance for those that are experiencing a financial hardship, being a situation in which a person cannot cover rent/mortgage, utility bills or if the amount needed to pay each month is more than the amount you earn, **due to a circumstance beyond your control.**

This is not an entitlement or benefit program based on veteran status.

All applications are individually reviewed on a case-by-case basis. Submitting an application does not guarantee approval.

#### UNELIGIBLE

The following situations may not be eligible, not all inclusive.

- ❖ Chronic unemployment with no evidence of attempts to become employed.
- ❖ Loaned or paid money to others before meeting their own financial obligations regarding shelter and utilities.
- ❖ Living beyond the means of the household.
- ❖ Receiving assistance from another organization for the same request in which one is applying for.
- ❖ Divorced or Separated from veteran.
- ❖ Married or Remarried dependents.

#### ELIGIBILITY

- ❖ Veteran who served as a former member of the Armed Forces of the United States (Coast Guard, Army, Navy, Air Force and Marine Corps).
- ❖ Active Duty and Reserve Status for any of the 5 branches of service.
- ❖ National Guard that has served for a period of 20 years or more and/or has served for 180 days or more in a Federal status.
- ❖ Surviving Spouses and immediate dependents living with the veteran.
- ❖ Character of Service: Honorable, General Under Honorable or Other Than Honorable.
- ❖ Lease/Mortgage, utilities must be in veterans name or immediate dependent name.
- ❖ Proof of financial hardship (by presenting documentation of emergency circumstances or unexpected expenditures in addition to financial records).

*This program is supported by a grant from the Texas Veterans Commission Fund for Veterans' Assistance. The Fund for Veterans' Assistance provides grants to organizations serving veterans and their families. For more information, visit [TVC.Texas.gov](http://TVC.Texas.gov).*



# El Paso County

## Veterans Assistance Heroes Project

### Documentation needed for application review.

Failure to submit these documents will only delay the processing of your application. If your application is received without all of the supporting documentation requested, your application will be delayed until you provide it to us or a written notification stating why you do not have it.

Once we have received your completed application with all requested supporting documentation a representative may contact you to discuss the specifics of the case and/or to request additional information.

- Proof of Military Service— For veterans - DD-214, [Member 4], Discharge must not be Dishonorable. Persons still serving in the active armed forces or one of its components may apply provided they meet eligibility requirements above or is an immediate family member and/or unmarried surviving spouse of a qualifying veteran or service member. For current service members - copy of current Military I.D. Card.
- Identification— State issued ID, Veteran Health ID Card, Veteran ID Card or DOD ID.
- Current 30 day financial statements showing transaction history on all financial accounts for every member in the household – This includes all checking, savings accounts, retirement accounts, certificate of deposits accounts, money market accounts, all investment accounts, stocks, bonds, etc..
- Copy of billing statements for which one is requesting assistance – Statement must clearly state the veteran is legally responsible for the bill. The statement should include the account holder's name (either the veteran or immediate dependent of the veteran), account number, as well as the creditor's name, remittance information and total amount due. Statements need to be within the 60 day of the due date.
- Proof of hardship and any additional documents, statements or letters supporting your request – These can be any documentation that you feel will help validate your hardship as being unexpected and unplanned.
- Additional supporting documentation may be requested from you as your application is being processed.



# El Paso County Veterans Assistance Heroes Project

## HOW TO APPLY

- ❖ Applications may be acquired from the county web page @ [epcounty.com](http://epcounty.com)
- ❖ Applications may be request by emailing [cvso@epcountytx.gov](mailto:cvso@epcountytx.gov)
- ❖ Applications may be requested in person at:  
**El paso County Veterans Assistance Office**  
**4641 Cohen Ave Suite D**  
**El Paso, TX 79924**
- ❖ A Case Worker Will be assigned to process your application.
- ❖ Completely fill out the application paperwork.
- ❖ Gather all requested documentation supporting status and hardship.
- ❖ Submit all documentation to the Veterans Case Manager you were assigned for review via email or in person.

**Note: Please inform case worker of date and time that you will be stopping in to drop of application if in person. Incomplete applications are not reviewed.**

**PLEASE NOTE:** Due to privacy concerns status check requests for your application must be made by email while your file is being processed. Status checks by phone will be denied, and you will be directed to correspond your status check by email to [cvso@epcountytx.gov](mailto:cvso@epcountytx.gov). Please include your full name in the request. We will let you know the status of your application as soon as possible. Thank you for your patience, understanding, and service to our country. We do appreciate it.

**To help expedite this process,** please ensure you have submitted all required documentation when applying and as additional documents are requested. Failure to do so will only delay your application. Decisions about your case are based on all information available to us. You need to forward any additional documents applicable to your case as you receive them.

**FINAL DECISIONS:** Are sent to the email address listed on your application. If your email address, phone or other contact information changes while we are processing your application, please immediately inform us. Decisions of approval and denial may not be final and may be subject to appeal.



# El Paso County Veterans Assistance Heroes Project

## Frequently asked questions

1. I am currently Active Duty deployed in another state/country. Does my family qualify?  
*Yes*, With the proper dependents documentation we may assist immediate dependents that are in El Paso County.
2. I Live in El Paso, Texas but my Drivers license is from another state. May I still apply?  
*Yes*, As long as the veteran/service member is on the Lease or Utility Bill for services in the El Paso county we may assist.
3. I am the veteran/service member requesting assistance, but my name is not on the Lease or utility bills. May I still apply for assistance?  
*May-Be*, If you are staying with a friend the program is not going to pay their rent or utility. If your spouse is the only one on the lease and you reside with them, we may assist but would require a copy of the marriage certificate or other supporting documentation.
4. I must give a payment today or pay late fees. Will this get paid out today?  
*No*, Applications are first reviewed by this office once a full and complete application has been submitted. If approved a voucher is created and submitted to the County for a check to be created. Lastly checks are released through Commissioners Court which convenes on Mondays. The process may take 10 to 15 business days or up to 20 after receiving a complete application package.
5. When is my application deemed complete?  
An application is deemed complete when all supporting documentation has been received, the information has been verified, the office has no further questions, and all bills presented have been validated.
6. Once approved is a check sent to me or deposited into my bank Account?  
*No*, The El Paso County Veterans Assistance Heroes Project cannot issue payments to you if approved. Instead, the County will issue checks to your creditors.
7. If I am approved what do you assist with?  
The El Paso County Veterans Assistance Heroes Project may assist with basic life sustaining bills such as rent/mortgage and utilities (electric, gas, water), internet, cell phone and possible vehicle payment and insurance payment.



## El Paso County Veterans Assistance Heroes Project

Frequently asked questions (continued)

8. I do not have a bank account of any type. Am I still eligible for assistance?

Yes, We ask that you submit a written statement that you do not have any form of a banking or financial institution accounts, sign and date the statement and send to us with your application.

9. Why do I need to submit financial information on all adult members residing in the household?

Financial information on all adult members residing in the household is necessary because many items are shared by the members of the household, such as water, electricity, shelter, food, communications services, etc.

10. What if I do not have an email or access to a computer printer or scanner?

If you do not have access to a computer printer or scanner, you may call (915) 857-8570 Ext 2 and leave a message requesting an appointment to include your name and a good contact number. A case manager will get ahold of you to set up a special appointment to pick up and/or drop off applications.

11. Why must I submit so much documentation for assistance?

We want to help you, yet at the same time we must be good stewards of the limited resources we have to help veterans and their families. While the application process may be lengthy, you can get through the process faster with full disclosure and truthful representations. Please understand this assistance is not an entitlement simply because you are a veteran. It is a program created by the El Paso County Veteran assistance Office, to assist those most vulnerable in our community, with temporary short term assistance for basic life sustaining needs to avoid privation.

12. How do I know if I have been approved for assistance?

You will receive notification via email explaining the assistance the program may give and it will include additional instruction. This email can be used as confirmation of payment that you may forward to your creditors for proof of payment being made by the El Paso County Veterans Assistance Heroes Project on behalf of the veteran.



## El Paso County Veterans Assistance Heroes Project

Frequently asked questions (continued)

13. I received an email saying I was not eligible. Can I appeal this decision?  
**Yes,** To avoid this and to give yourself the best possible chance at receiving assistance, please ensure you meet the eligibility criteria for financial hardship as described in the objective of the program and disclose all information at the time of your application. The email notification if ineligibility will have the instructions to set up a face to face appointment for appeals. You will be required to bring in supporting documentation to this appointment of financial hardship.
14. I was denied once. Can I apply again at a later time?  
**Yes,** A new application will be required with supporting documentation.
15. I have applied to other organizations for assistance will you also assist?  
**No,** If you are currently receiving assistance from another program/organization we may not assist. The program is set up to assist with what is currently due. If other programs or organizations are currently assisting we may not be able to assist.
16. I have applied and received assistance from you in the past. Will you assist again?  
**May-Be,** This program runs through a grant year that is from July 1, 2023 to June 15, 2024. If you received assistance from the previous grant year, we may assist again. If you had received assistance during the current grant year, the confirmation email will inform you of what the office may assist with and requirements for possible future assistance. Each hardship is unique and different.

*Note: If there is no sustainment, the program may not assist and may need to refer to a supportive services program.*