

# ARMY EMERGENCY RELIEF



DATE: 23 JULY 2021

ASSISTANCE BULLETIN NUMBER: 04-2021

**SUBJECT:** EXPIRATION OF TEMPORARY LODGING EXPENSE (TLE) AND TEMPORARY LODGING ALLOWANCE (TLA) ENTITLEMENTS

## 1. REFERENCES.

- a. Army Regulation 930-4, dated 5 May 2019
- b. Army Emergency Relief Section Reference Manual (SRM), Chapter 2, dated 15 October 2019

## 2. APPLICABILITY.

These instructions apply to Headquarters AER, AER Sections, American Red Cross (ARC) and Other Military Aid Society (OMAS) offices.

## 3. BACKGROUND.

During a typical year, U.S. Transportation Command oversees 325,000 household goods shipments. This year, of the 130,000 moves scheduled so far, there have been 120 "turn-backs" as the result of labor constraints -- incidents in which a moving company has accepted a booking, but cancelled before the moving date because they didn't have the manpower to execute the move. Among the reasons for the delays is a nationwide labor shortage of packers and truck drivers during a period when Permanent Change of Station (PCS) moves for military Families is at its peak. These mover shortages coupled with delayed scheduling and cancellations during PCS season could cause a financial burden on some Soldiers and Families when their Temporary Lodging entitlements expire.

## 4. PURPOSE.

This AER Bulletin provides guidance to assist in reducing the financial burden on Soldiers and Families during a Permanent Change of Station (PCS) when their Temporary Lodging Expense (TLE) and Temporary Lodging Allowance (TLA) entitlements expire.

## 5. ELIGIBILITY.

The individuals listed below are eligible for assistance during PCS:

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- a. Soldiers on **Active Duty** and their eligible Family Members;
- b. **Members of the Reserve Component** of the Army (National Guard and Army Reserve **under Title 10** U.S.C) on Active Guard and Reserve (AGR) tours;
- c. **Members of the Reserve Component** of the Army (National Guard and Army Reserve) activated with PCS Entitlements i.e. USASMA or the War College.

### 6. GENERAL GUIDELINES.

- a. Assistance should be provided as a **Loan** as this is a normally a reimbursable PCS expenses however, exceptions for **Grants** or **combination of loan/grant** can be considered for unique situations.
- b. Soldier must provide a copy of their Permanent Change of Station orders.
- c. Invoice from hotel indicating additional nights of lodging are required.

### 7. RESPONSIBILITIES.

#### a. HQ AER Assistance Section.

- 1) Establish secure portal instructions for AER Officers to send and receive application information from Leaders and Soldiers.
- 2) Receive feedback from AER Sections on any procedural improvements required.

#### b. HQ AER Accounting Section.

- 1) Process ARMS ACH requests in a timely manner upon validation of signed AER Form 52, AER Check and Promissory Note in ARMS.
- 2) Provide feedback to the Assistance Section of any rejected ACH transactions and reason.

#### c. HQ AER Loan Management Section.

- 1) Establish repayment by allotment for cases processed through the American Red Cross.
- 2) Ensure repayment ends no later than twenty-four (24) months after repayment begins or sixty (60) days prior to ETS or end of Active Duty commitment (USAR/ARNG), whichever comes first.
- 3) Contact applicant, chain of command, and AER Officer for repayment issues (i.e. account closed, payment disputed, etc.).
- 4) Monitor and report delinquent loan payments by installation to Director, AER.

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- 5) Execute collections on loans past due thirty (30) plus days.

### 8. PROCEDURE.

#### a. **Soldiers.**

- 1) If eligible, Soldiers requesting assistance can use Direct Access **where, no Chain of Command involvement is required.**
- 2) **If not eligible for Direct Access, the Soldier should** inform his/her Company Commander or First Sergeant and provided AER application and the supporting documentation listed in Paragraph 9 below for review, validation, and signature as applicable.

#### b. **Spouse.**

- 1) A Spouse can request assistance using a Special Power of Attorney granted by the Soldier.
- 2) The Spouse should also bring the AER application and the supporting documentation listed in Paragraph 9 below to the AER Officer for processing.

#### c. **Company Commander or First Sergeant.**

- 1) Verifies the amount(s) to meet valid financial needs for lodging, meals and incidental expenses associated with PCS.
- 2) Ensures Soldier completes AER Form 101, Application for Financial Assistance itemizing specific valid needs in Block 17.
- 3) Ensures Soldier completes AER Form 575, Electronic Funds Transfer (EFT) Authorization Form for ACH transactions, if applicable.
- 4) If under bankruptcy, ensures Soldier obtains a Trustee approval letter.
- 5) If the Soldier is not available and the Spouse is requesting assistance on the Soldier's behalf, ensures Spouse has a Special Power of Attorney (AER Form 53 or civilian equivalent) or Allotment Authorization (AER Form 55).
- 6) Contacts the nearest AER Section or other Military Aid Society (Air Force, Navy/Marine Corps or Coast Guard) within a fifty (50) mile commuting radius for application processing instructions.
- 7) Forwards AER application with supporting documentation listed in Paragraph 9 below to the nearest AER Section or other Military Aid Society Office for review, evaluation, and assistance consideration.

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- 8) If outside the fifty (50) mile commuting radius of any military installation, contact the American Red Cross at 1-877-272-7337 and select Option 1 for financial assistance. The American Red Cross will provide a secure link to transmit application information listed in Paragraph 9 below, conduct case intake on behalf of AER and forward case information to HQ AER for review, evaluation, and assistance consideration/decision.

**NOTE: Unit Leaders, Soldiers and Family members will ensure documents containing Personally Identifiable Information (PII) are only transmitted electronically through a secure means, i.e. encrypted email, DoD Safe secure portal or other secure means. A secure link can be requested from the local AER Officer or HQ AER to securely transmit documents containing PII.**

### d. **AER Officers.**

- 1) Receive, evaluate, and process assistance requests in accordance with these guidelines.
- 2) Ensure widest dissemination of these guidelines to Soldiers and Families near their respective Posts, Camps, or Stations.
- 3) Provide instructions on how to process AER assistance request(s) electronically in accordance with these guidelines when “face to face” interaction is restricted for AER Staff members.
- 4) When Soldiers and Leaders request a secure link, send secure DoD safe portal links to allow them to **SEND** and **RECEIVE** application data securely.
- 5) Assist Soldiers and Leaders as necessary to validate needs.
- 6) Input the following case information in ARMS on the “**Assistance Tab**”:
  - a) Under “**Special Event Code**” select “**Temporary Lodging TLE/TLA Exception (2021)**”.
  - b) Under “**Program**” select “**COVID Assistance Program.**”
  - c) Under “**Assistance Reasons**” select “**Unforeseen / Unbudgeted / Known PCS expenses.**”
  - d) On the “**Transaction Tab**” under “**Add Disbursement Itemizations and Categories**” select “**Coronavirus (COVID 19)**” as the Disbursement Category and **only select** “**Temporary Lodging**”, “**Food**” or “**Gas**” as a Disbursement Sub-Category.

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- 7) Verify client banking information is correct on AER Form 575 when the funds will be disbursed via ACH.

### 9. NECESSARY DOCUMENTS.

- a. AER FORM 101, Application for AER Assistance.
- b. AER Form 57, Budget Planning Sheet (BPS).
- c. AER Form 575, Electronic Funds Transfer (EFT) Authorization Form for ACH transactions, as applicable.
- d. Leave and Earning Statement (LES) and other earning statements for Soldier and/or Spouse, as applicable.
- e. Documentation to support and validate the financial need, as required in paragraph 6 above.
- f. Trustee approval letter (if under bankruptcy).
- g. Special Power of Attorney (AER Form 53 or civilian equivalent) or Allotment Authorization (AER Form 55) when Soldier is not available.

### 10. This bulletin will remain in effect until rescinded by HQ AER.

### 11. Points of contacts for this bulletin are as follows:

- Assistance Section - SGM(R) Glen Wellman or CSM(R) Charles Durr at (571) 389-7137/ Extension #1 or via email at [assistance@aerhq.org](mailto:assistance@aerhq.org).
- Loan Management Section - SGM(R) William Hagzan at (571) 389-7137/Extension #2 or via email at [repayments-allotments@arehq.org](mailto:repayments-allotments@arehq.org).

### 12. If additional guidance is required during non-business hours, please contact an HQ AER caseworker through the Army Operations Center at (703) 697-0218.

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