

# ARMY EMERGENCY RELIEF

**BULLETIN DATE:** 21 SEPTEMBER 2022

**ASSISTANCE BULLETIN NUMBER:** 05-2022

**SUBJECT:** DISASTER ASSISTANCE GUIDANCE  
(HURRICANE FIONA)



**AER**

## 1. APPLICABILITY.

These instructions apply to the Fort Buchanan AER Section.

## 2. PURPOSE.

This AER Bulletin provides Disaster Assistance guidance for eligible individuals who have been impacted by the devastating impacts of Hurricane Fiona on the island of Puerto Rico. Eligible Army personnel may be provided financial assistance for recovery (post disaster) for **expenses associated with returning to an evacuated home, basic essential needs to sustain oneself during recovery, and any other essential needs associated with restoration that affect Life, Health or Safety.**

## 3. ELIGIBILITY.

- a. Soldiers on **Active Duty** and their eligible Family members.
- b. Soldiers **Retired from Active Duty because of longevity** and their eligible Family members.
- c. **Retired Army Reserve and National Guard** Soldiers receiving retired pay and their Family members.
- d. **Medically Retired** Soldiers and their dependents, including both those placed on the Permanent Disability Retired List (PDRL) or Temporary Disability Retirement List (TDRL).
- e. **Surviving Spouses and Children** of Soldiers who died while on Active Duty (including those on Title 10 Orders) or in an eligible Retired status.
- f. **Members of the Reserve Component** of the Army (National Guard and Army Reserve **under Title 10 U.S.C**) on continuous Active Duty **for more than 30 consecutive days** and their eligible Family members.
- g. **Title 10, Title 32 and TPU Army National Guard and Army Reserve Soldiers**NOT mobilized, or are mobilized for **LESS THAN 30 consecutive days**, and those activated in support of Hurricane Fiona relief efforts.

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h. Members of the **156th Air National Guard** in accordance Air Force Aid Society (AFAS) Disaster assistance guidelines.

### 4. GENERAL GUIDELINES.

- a. Assistance will be provided as a loan, grant or combination of both.
- b. Grants or a combination of loan and grant are **highly encouraged** and should be favorably considered when repayment will cause a financial hardship.
- c. Assistance is “needs based” with appropriate documentation to support the request for assistance.
- d. Evacuation and Return assistance will only be considered for individuals who have been ordered to evacuate via a local municipal evacuation order. **Return assistance will only be considered upon confirmation by the local municipality that it is safe to do so.**
- e. **Assistance will be retroactive to 16 September 2022 and applicants may apply for reimbursement as a “one time” exception for basic essential evacuation (departure and return) needs.** Applicants will be required to provide receipts for expenses i.e. food, fuel and temporary lodging to be reimbursed.
- f. Caseworkers should review property insurance documents and other related documentation to ensure applicants have submitted applicable claims for property damages. Assistance may be considered for deductibles as necessary to support an insurance claim. AER assistance will be provided for minor home repairs to make the home safe, sanitary and functional.
- g. AER Form 57, Budget Planning Sheet (BPS) or local BPS is required for all assistance requests.
- h. Repayment may be deferred for sixty (60) days.
- i. Repayment of a loan will not exceed (36) months, except when approved by HQ AER.
- j. A loan must be repaid sixty (60) days prior to ETS, end of the Title 10 Active-Duty commitment or within six months after the first scheduled repayment, whichever comes first.
- k. Soldiers who find themselves in a situation where repayment of a loan is causing a financial hardship should contact the HQ AER Loan Management Section for further guidance.

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### 5. PROCEDURE.

- a. Soldiers and eligible Family members will contact the Fort Buchanan AER Section by phone at 787-707-3310 for application processing instructions. Applicants will forward AER application with supporting documentation listed in Paragraph 6 below for review, evaluation, and assistance consideration.
- b. If outside the fifty (50) mile commuting radius of Fort Buchanan contact for guidance. The Fort Buchanan AER Office will provide a secure link (DOD SAFE) to transmit application information listed in Paragraph 6 below for case intake, review, evaluation, and assistance consideration/decision.
- c. AER Officers will input the following case information in ARMS on the **“Application Tab”**:
  1. Enter Program **“Disaster Assistance Program”**.
  2. Enter Special Event Code **“Hurricane Fiona (2022)”**.
  3. Under **“Assistance Reasons”** select **“Natural Disaster (Hurricane/Flooding/Wildfire).”**
  4. Under **“Disbursement Category”** on the Transaction Tab select **“Disaster Assistance – Recovery”** or **“Disaster Assistance – Stabilization-In-Place”** as the Disbursement category and select the appropriate Disbursement sub-category from the drop-down menu.

### 6. MANDATORY DOCUMENTS.

- a. AER FORM 101, Application for AER Assistance
- b. AER Form 57, Budget Planning Sheet (BPS)
- c. AER Form 575 (When working Remote and applicant chooses ACH as the disbursement method, verify client banking information and upload AER Form 575 into ARMS).
- d. Leave and Earning Statement (LES) and other earning statements for Soldier and/or Spouse, as applicable
- e. Title 10 orders for current period of service (Guard, Reserve, or AGR) (if applicable).
- f. Proof of residence in the affected area: Driver’s license, utility bill, mortgage, or lease statement. Online verification is acceptable and hard copy is NOT required.
- g. Special Power of Attorney (AER Form 53 or civilian equivalent) or Allotment Authorization (AER Form 55) when Soldier is not available, if applicable.
- h. Trustee approval letter (if under bankruptcy).

### 7. This bulletin will remain in effect until 15 November 2022.

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8. The points of contact for this bulletin are:
  - a. 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).
  - b. 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).
  
9. If additional guidance is required during non-business hours, please contact the HQ AER caseworker toll free at 1-866-878-6378 and enter extension **1942**.