ARMY NATIONAL GUARD G1

PERSONNEL GATEWAY

Army Emergency Relief (AER) Process: Determining eligibility and receiving AER benefits

Army Emergency Relief (AER) Process: Determining eligibility and receiving AER benefits

Point of Contact
Division: Soldier Family Support and Services Division (ARNG-HRF)

Description
AER is a private, nonprofit organization available to Soldiers and their Families in the following categories: Soldiers on extended active duty and their dependents; members of the Army National Guard and the U.S. Army Reserve on continuous active duty for more than 30 days and their dependents (applies to soldiers on AD for training (ADT) and serving under various sections of Title 10, United States Code); Soldiers retired from active duty because of longevity or physical disability, or retired upon reaching age 60 (Reserve Components) and their dependents; and widows (ers) and orphans of soldiers who died while on active duty or after they retired. AER provides help with emergency financial needs for: food, rent or utilities; emergency transportation and vehicle repair; funeral expenses; medical/dental expenses; personal needs when pay is delayed or stolen; give undergraduate-level education scholarships, based primarily on financial need, to children of Soldiers.

Regulations and Supporting Resources
AR 600-8-1, Army Casualty Program

AR 930-4, Army Emergency Relief

Army Casualty Notification and Assistance Guide

Army Emergency Relief Website

Army Emergency Relief Officer's Section Reference Manual

Documents and Forms

A Survivor's Guide to Benefits: Taking Care of Our Own

CMAOC Training, Casualty Assistance Officer (CAO)

DA Form 1103, Application for Army Emergency Relief (AER) Financial Assistance

Related Processes
Casualty Assistance Process
Ensuring the next of kin (NOK) and beneficiaries receive support after a death occurs

Systems
N/A

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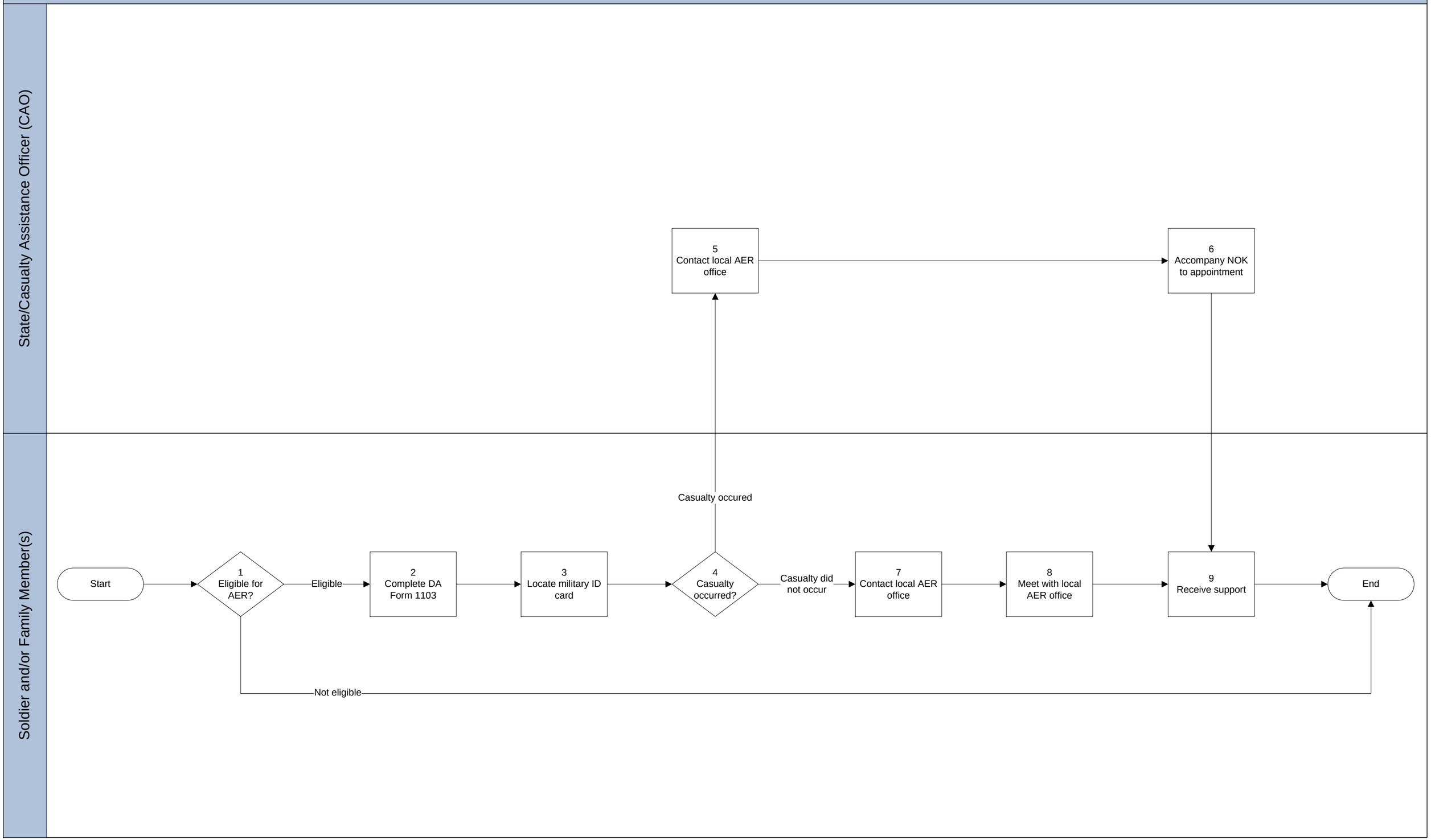
Manual Activity | Decision | Predefined Process | System Related Activity | Terminator | Off-Page Connector

Note: The numbers on this process map are for reference purposes only and do not denote the sequence of the process



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Army Emergency Relief (AER) Process: Determining eligibility and receiving AER benefits

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
1	Eligible for AER?	Soldier and/or Family member(s) may be eligible to receive support from AER. Assistance is based on emergency need, sustaining need, or special one-time need. The following are eligible to receive assistance: - Soldiers on extended active duty and their dependents - Members of the Reserve Components of the Army (National Guard under Title 10 authority and Army Reserve) who are on continuous active duty for more than 30 consecutive days and their eligible Family members - Soldiers retired from active duty because of longevity or physical disability or retired upon reaching age 60 (Reserve Components) and their eligible Family members - Widows, widowers, and orphans of Soldiers who died while on active duty or after retirement	Army Emergency Relief Website			Dependents include: spouse, son, daughter, adopted children, and/or stepchildren.
2	Complete DA Form 1103	If eligible to receive AER, Soldier and/or Family member(s) completes DA Form 1103 (Application for Army Emergency Relief Financial Assistance).	Army Emergency Relief Website	DA Form 1103		
3	Locate military ID card	Soldier and/or Family member(s) locates their military ID card. Each dependent must have their own military ID card.	Army Emergency Relief Website			Dependents include: spouse, son, daughter, adopted children, and/or stepchildren.

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
4	Casualty occurred?	If the Soldier is a casualty, the Casualty Assistance Officer (CAO) assists the Family members in applying and receiving AER benefits.				
5	Contact local AER office	If the Soldier is a casualty, the CAO contacts local AER office or the AER headquarters located in Alexandria, VA stating the next of kin's (NOK) circumstances/financial situation and AER assistance is needed. Also, the CAO provides the following information: - Casualty's full name, SSN, grade, date of death, and cause of death (if known) - NOK's full name, SSN, date of birth, and address - Dependent(s) full name, age, and status CAO schedules an appointment for the NOK with AER office.	AR 930-4 Army Emergency Relief Website			Dependents include: spouse, son, daughter, adopted children, and/or stepchildren. Refer to the Army Emergency Relief Website – Locations for a complete list of AER locations.
6	Accompany NOK to appointment	CAO accompanies the NOK and dependent(s), if applicable, to AER appointment. CAO ensures the NOK has DA Form 1103 (Application for Army Emergency Relief Financial Assistance) and military ID card(s) at the appointment.	Army Casualty Notification and Assistance Guide Army Emergency Relief Website	DA Form 1103		Dependents include: spouse, son, daughter, adopted children, and/or stepchildren.
7	Contact local AER office	Soldier and/or Family member(s) contacts local AER office or the AER headquarters located in Alexandria, VA stating the circumstances/financial situation and AER assistance is needed.	Army Emergency Relief Website			

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
8	Meet with local AER office	Soldier and/or their Family member(s) meets with local AER office. Soldier and/or their Family member(s) should bring the following to the appointment: - Military ID card - Leave and Earnings Statement - Leave/PCS orders - Substantiating documents such as car repair estimate, rental agreement, utility bill - DA Form 1103 (Application for Army Emergency Relief Financial Assistance)	Army Emergency Relief Website	DA Form 1103		Refer to the Army Emergency Relief Website – Locations for a complete list of AER locations.
9	Receive support	Soldier and/or Family member(s), if applicable, receive support from AER. AER provides help with emergency financial need for the following: - Food, rent, or utilities - Funeral expenses - Medical/dental expenses - Emergency transportation and vehicle repair - Personal needs when pay is delayed or stolen - Undergraduate-level education scholarships to dependent(s) (based on financial need) Depending on the need, assistance may be received on the same day or may take several days.	Army Casualty Notification and Assistance Guide Army Emergency Relief Website			Dependents include: spouse, son, daughter, adopted children, and/or stepchildren. AER includes a lifetime membership to the Armed Forces Services Corporation (AFSC) which offers services to survivors to help plan their future needs. AER does not provide assistance for the following: - Nonessentials - Ordinary leave or vacation - Fines or legal expenses - Liquidate or consolidate debt - Home improvements - Credit card bills