



Headquarters  
Department of the Army  
Washington, DC  
29 November 2024

## Army Regulation 930–4

Effective 29 December 2024

### Service Organizations Army Emergency Relief

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By Order of the Secretary of the Army:

RANDY A. GEORGE  
*General, United States Army*  
*Chief of Staff*

Official:

  
MARK F. AVERILL  
*Administrative Assistant to the*  
*Secretary of the Army*

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**History.** This publication is a major revision. The portions affected by this revision are listed in the summary of change.

**Authorities.** The authorities for this regulation are Section 1033, Title 10, United States Code and Section 2566, Title 10, United States Code.

**Applicability.** This regulation applies to the Regular Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve, unless otherwise stated.

**Proponent and exception authority.** The proponent of this regulation is the Deputy Chief of Staff, G–9. The proponent has the authority to approve exceptions or waivers to this regulation that are consistent with controlling law and regulations. The proponent may delegate this approval authority, in writing, to a division chief within the proponent agency or its direct reporting unit or field operating agency, in the grade of colonel or the civilian equivalent. Activities may request a waiver to this regulation by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent. Refer to AR 25–30 for specific requirements.

**Army internal control process.** This regulation contains internal control provisions in accordance with AR 11–2 and identifies key internal controls that must be evaluated (see appendix B).

**Suggested improvements.** Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to the Deputy Chief of Staff, G–9 (DAIN–ZA), 600 Army Pentagon, Washington, DC, 20310–0600.

**Distribution.** This regulation is available in electronic media only and is intended for the Regular Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve.

# ***SUMMARY of CHANGE***

AR 930–4  
Army Emergency Relief

This major revision, dated 29 November 2024—

- Updates the receipt of Headquarters, Army Emergency Relief Annual 4-Tiered Training Program review/approve for dissemination (para 1–13).
- Updates language for Army Community Service Director case review requirements (para 1–15e).
- Adds company/battery commanders/first sergeants will ensure Soldiers are informed about Army Emergency Relief’s programs and benefits (para 1–18i).
- Updates Board of Managers (Deletes Vice President for Administration and Vice President for Finance, Army Emergency Relief, and update to new titles) (para 2–1).
- Deletes Army Emergency Relief Form 600 (Application for Army Emergency Relief Financial Assistance) and adds Army Emergency Relief Form 101 (Application for Army Emergency Relief Financial Assistance) (para 2–3b).
- Adds assistance to all Active and Retired Soldiers enrolled in the Army Wounded Warrior Program is approved by Headquarters, Army Emergency Relief (para 2–3e(6)).
- Adds Army Emergency Relief Form 55 (Army Emergency Relief Allotment Authorization Form) (para 2–3h).
- Updates to include direct access to Army Emergency Relief (paras 2–7b through 2–7e).
- Deletes Army Emergency Relief Form 700 (Application for Army Emergency Relief Financial Assistance); adds Army Emergency Relief Form 101 (Application for Army Emergency Relief Financial Assistance) (para 2–8c).
- Updates and adds new categories of assistance (para 2–11).
- Updates reports and forms, deletes obsolete forms, and adds new Army Emergency Relief forms (para 2–15).
- Updates language to include new document retention policy (para 2–16).
- Updates language to include corporate credit card use for fundraising activities (para 3–2).
- Updates language in loan repayments and deletes DD Form 2558 (Authorization to Start, Stop, or Change an Allotment and Electronic Fund Transfer Language) (para 3–6).
- Updates language to delete Army Emergency Relief Form 800–1 (para 3–9).
- Updates installation clearance language (para 3–9).
- Updates Annual Campaign language (para 5–3).

- Updates language to include new scholarship window for spouse scholarships (para 6–1).
- Updates approval by the Army Emergency Relief Board of Managers (throughout).

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## **Chapter 1**

### **Introduction**

#### **Section I**

##### **Overview**

##### **1–1. Purpose**

This regulation prescribes requirements, procedures, and responsibilities for Army Emergency Relief (AER) to eligible persons. Consistent with Section 1033, Title 10, United States Code (10 USC 1033), the portions of this regulation pertaining to the organization and operation of the National Headquarters, AER are for information only and are not directed by the Department of the Army (DA). Procedures used by AER sections, in conducting AER activities, are contained in Headquarters, AER implementing guidance, local standard operating procedure (SOP), and AER policy memorandums. All AER support will be consistent with 10 USC 2566.

##### **1–2. References, forms, and explanation of abbreviations**

See appendix A. The abbreviations, brevity codes, and acronyms (ABCAs) used in this electronic publication are defined when you hover over them. All ABCAs are listed in the ABCA directory located at <https://armypubs.army.mil/>.

##### **1–3. Associated publications**

This section contains no entries.

##### **1–4. Responsibilities**

See section II of this chapter.

##### **1–5. Records management (recordkeeping) requirements**

The records management requirement for all record numbers, associated forms, and reports required by this publication are addressed in the Records Retention Schedule–Army (RRS–A). Detailed information for all related record numbers, forms, and reports are located in Army Records Information Management System (ARIMS)/RRS–A at <https://www.arims.army.mil>. If any record numbers, forms, and reports are not current, addressed, and/or published correctly in ARIMS/RRS–A, see DA Pam 25–403 for guidance.

##### **1–6. Bonding and information privacy**

a. All AER officers and other Army military and civilian personnel authorized to receive, handle, or disburse AER funds are bonded under a primary commercial blanket bond carried by Headquarters, AER. Loss of funds by Army personnel (Soldier and DA Civilian) must be reported and investigated as prescribed in paragraph 3–5.

b. All personnel to whom this regulation is applicable to, as well as DA Civilian employees, will not sell, trade, share, or otherwise make available confidential information to anyone outside of the AER program, except those agencies required to assist in providing AER services to Soldiers and eligible Family members in those instances where such disclosure is required by law. To ensure the privacy rights of individuals are maintained, the provisions of AR 25–22 will be followed.

#### **Section II**

##### **Responsibilities within the Army**

##### **1–7. Secretary of the Army**

The Secretary of the Army (SECARMY) supports the mission of AER, in accordance with 10 USC 2566.

##### **1–8. Assistant Secretary of the Army (Manpower and Reserve Affairs)**

On behalf of the SECARMY, the ASA (M&RA) is responsible for overseeing policies and programs related to Soldier and Family Readiness to include AER.

### **1–9. Deputy Chief of Staff, G–9**

The DCS, G–9 is the principal military advisor to the ASA (M&RA) for Soldier and Family readiness programs. The DCS, G–9 will—

- a. Serve as the proponent for DA's AER program and provide oversight of AER policy related to program resources, internal reviews, and major systemic problems affecting the delivery of services to eligible recipients.
- b. Maintain liaison with the AER Board, Headquarters, AER.
- c. Exercise DA staff responsibility for AER activities.
- d. Monitor and validate compliance of the AER program, consistent with 10 USC 1033.

### **1–10. Chief of Public Affairs**

The CPA will—

- a. Advise, assist, and provide direction in developing and endorsing AER communication strategies, themes, and messages.
- b. Coordinate, synchronize, and assess AER communication strategies, plans, and campaigns.
- c. Fulfill responsibilities in paragraph 2–14d.

### **1–11. Chief, National Guard Bureau**

The CNGB will—

- a. Publicize the availability of AER assistance for Reserve Component (RC) Soldiers upon their entry onto active duty (AD) for periods in excess of 30 days, using AER-provided materials and information.
- b. Subject to mission requirements and resources, reasonably assist the Director, AER, in locating and contacting individual RC Soldiers, after termination of their AD service, relative to AER activities.

### **1–12. Chief, Army Reserve**

The CAR will—

- a. Publicize the availability of AER assistance for RC Soldiers upon their entry onto AD for periods in excess of 30 days, using AER-provided materials, information, and guidance.
- b. Subject to mission requirements and resources, reasonably assist the Director, AER, in locating and contacting individual RC Soldiers, after termination of their AD service, relative to AER activities.

### **1–13. Commanding General, U.S. Army Materiel Command**

The CG, AMC through CG, U.S. Army Installation Management Command (IMCOM) will—

- a. Assist DCS, G–9 with liaison with Headquarters, AER.
- b. Provide the AER program with space and services in accordance with 10 USC 2566. The term “services” includes lighting, heating, cooling, electricity, office furniture, office machines and equipment, telephone, and other information technology services (including installation of lines and equipment, connectivity, and other associated services), and security systems (including installation and other associated expenses). The term “services” includes such as, but not limited to, building passes, common access cards (CACs), and contractor enrollment in the Defense Enrollment Eligibility Reporting System (DEERS) for identity verification to access required support systems.
- c. Be responsible for the oversight and providing advice to AER sections.
- d. Conduct, using AER-provided materials, information, and guidance, the overall command AER annual fundraising campaign, per chapter 5 of this regulation.
- e. Use AER-provided materials and information to continuously publicize (on a year-round basis) the availability of AER assistance, including available education assistance.
- f. Ensure annual AER section internal reviews are submitted to Headquarters, AER, no later than 15 April of each calendar year.
- g. Review reports of investigation and action taken involving loss or improper use of AER funds or other AER assets.
- h. Review and take any necessary action on internal reviews of AER sections. This should normally be done in consultation with Headquarters, AER.
- i. Recommend opening or closing an AER section office.
- j. Upon receipt of the Headquarters, AER Annual 4-Tiered Training Program review/approve for dissemination through headquarters, IMCOM to garrison commands for further coordination with Headquarters, AER to facilitate installation visits.

#### **1–14. Senior commanders and garrison commanders (or equivalent) with Army Emergency Relief sections**

Considering AER is the Army's official nonprofit. Commanders of installations managed by IMCOM and those not managed by IMCOM will—

- a. Provide necessary space and service to operate the AER section.
- b. Select and appoint primary and assistant AER officers via DD Form 577 (Appointment/Termination Record–Authorized Signature).
- c. Terminate AER officers via DD Form 577 when they are no longer performing AER officer's duties.
- d. Assign needed clerical personnel based on the section's volume of assistance.
- e. Manage and operate the AER section according to policy and procedures in this regulation.
- f. Safeguard AER funds and accountable forms (see paras 3–3 and 3–4).
- g. Select a disinterested, qualified individual with a financial or internal review background to conduct audits of AER section (see chap 4).
- h. Conduct the AER Annual Campaign (see chap 5).
- i. Investigate any loss or improper use of AER funds (see para 3–5).
- j. Publicize on a year-round basis how to obtain AER assistance, including education assistance (see chap 6).
- k. Designate individuals and positions authorized to approve assistance as allowed by this regulation (see para 2–3).
- l. Recommend to Headquarters, AER which loans should be declared unrecoverable (see para 3–7).
- m. Determine who has operational control of the AER section and locate the office where it is most convenient, visible, and accessible to Soldiers and their Family members.
- n. Establish procedures for individuals with AER loans who are being reassigned, retired, or separated from the Army to clear with the AER section office.
- o. Ensure unit commanders at all levels of command are familiar with AER assistance.
- p. Conduct periodic reviews (at least quarterly) of AER section operations.
- q. Ensure that no additional prerequisites, stipulations, or requirements are imposed upon Soldiers in order to obtain AER assistance.
- r. Ensure all personnel appointed as an AER officer or assistant AER officer complete the annual AER Code of Ethical Conduct statement.
- s. Notify the headquarters, IMCOM of the following events:
  - (1) Loss or potential loss of AER funds and/or controlled items (see para 3–5).
  - (2) Any installation event requiring or having the potential to require AER assistance be issued to multiple Soldiers and their eligible Family members. Examples of such events may include responses to a natural disaster, manmade disaster, or government shutdown (lapse in appropriations/Soldiers' pay).
  - (3) Any event or potential event that may reflect negatively on AER. Such issues may include media coverage and allegations of fraud or misuse of AER funds.
- t. Upon receipt of the Headquarters, AER Annual approved 4-Tiered Training Program disseminate through installation directorates to subordinate garrison commands for coordination with Headquarters, AER to facilitate installation visits.

#### **1–15. Army Community Service directors**

The ACS directors will—

- a. Conduct quarterly reviews of a random sample of AER files to ensure compliance of prescribed Army guidelines and documentation requirements.
- b. Periodically review and ensure required ethics training occurs annually.
- c. Include AER Operation in the internal control evaluation plan.
- d. Ensure the AER Form 56 (Audit Checklist) is used to evaluate internal controls. Verify an AER audit was conducted by a disinterested qualified individual with a financial or internal review background using the current AER Audit Checklist.
- e. Complete AER Form 58 (Army Community Service (ACS) Director's Quarterly Review Checklist) on a quarterly basis, listing the AER records reviewed and any corrective action(s) taken. Review the lesser of 4 percent of total caseload or 25 cases selected at random.
- f. Ensure the completed quarterly checklist (AER Form 58) is uploaded into the AER Section's Customer Relationship Module (CRM) in the AER Enterprise Business Management System.

g. Ensure the AER Section conducts quarterly Sustainment Training on AER policies, procedures, and general guidelines.

h. Upon receipt of the headquarters, IMCOM approved 4-Tiered Training Program, assign an installation AER officer to work with Headquarters, AER to facilitate installation visits.

#### **1–16. Primary Army Emergency Relief officers**

AER officers are key individuals in assisting the commander and the chain of command (COC) to identify, improve, and solve emergency financial problems for Soldiers and their Family members. AER officers will—

a. Be familiar with and comply with policies, procedures, and requirements in this regulation and with other Headquarters, AER implementing guidance.

b. Advise commanders on AER matters.

c. Maintain operating relationship with the command ACS Program.

d. Receive, sign, and disburse checks, and be accountable for AER funds.

e. Safeguard AER funds, checks, and accountable forms (see paras 3–3 and 3–4).

f. Publicize to all commanders and Soldiers how to obtain aid, including education assistance, on a year-round basis (see para 2–14).

g. Prepare and maintain AER section records as prescribed by this regulation and other AER publications.

h. Interview each applicant seeking assistance.

(1) Evaluate each request to validate that a valid financial need exists.

(2) Coordinate with local legal assistance officers for those cases having legal implications, such as foreclosures and evictions.

(3) Counsel, guide, and refer the individual to an appropriate agency for specific help.

(4) Act on financial assistance under approval authorities prescribed by this regulation and designated by the senior or organization commander (see para 2–3).

i. Effect procedures to ensure prompt loan collections per this regulation and other AER publications (see para 3–7).

j. Maintain information on, and relationships with local, State, and national welfare agencies in the area. Use these agencies to help individuals, when appropriate.

k. Communicate with the IMCOM Army Family and Morale, Welfare, and Recreation Program's (the G–9 division's) points of contact and Headquarters, AER for information and guidance regarding policies or procedures.

l. Keep the senior commander and garrison commander (or equivalent) informed of AER policies; case types, number of cases approved and disapproved; amount of assistance given; and status of loans.

m. Coordinate with local casualty assistance officers (CAOs) and Survivor Outreach Services if spouses of deceased Soldiers (active and retired) need financial assistance.

n. Coordinate procedures with local Finance and Accounting Office regarding collections using DD Form 139 (Pay Adjustment Authorization).

o. Establish clearance procedures for Soldiers with AER loans that are being reassigned, retired, or separated from the Army (see para 3–10).

p. Ensure that all Soldiers newly assigned to the installation or organization are told about AER assistance during installation in-processing.

q. Make periodic visits to units to keep unit commanders aware about AER assistance.

r. Provide a continuous AER publicity program throughout the year for all Soldiers and their Family members (see para 2–14).

s. Review current and prior audits to ensure that all corrective actions have been taken.

t. Advise commanders promptly when volume of assistance requires additional personnel for AER section to operate properly.

u. Use the most recent AER audit checklist and Headquarters, AER implementing guidance or the AER Policy Memorandum to ensure that all responsibilities are being properly accomplished.

v. Prepare and maintain SOPs for operational procedures and requirements to ensure compliance with this regulation and commanders' instructions.

w. Complete annual AER Code of Ethical Conduct statement.

x. Serve as the primary facilitator for AER training for the installation level Company Commander/First Sergeant Pre-Command Course (CCFSPCC).



y. Serve as the Master Trainer for AER operations and ensure all requisite initial certification and quarterly sustainment training requirements are accomplished for AER section personnel. This includes new AER officers training on AER policies, procedures, and general guidelines and new user access training and credentialing to utilize automation systems.

z. Periodically, (at least quarterly), perform quality assurance review of assistance cases to ensure the files are complete and accurate.

aa. Use results of the quarterly quality assurance reviews to select topics for sustainment training and document/upload training sessions via memorandum into the AER section's CRM record in the AER Enterprise Business Management System.

bb. Upon receipt of the headquarters, IMCOM approved 4-Tiered Training Program serves as the primary point of contact to work with Headquarters, AER in scheduling installation visits.

cc. Fulfill responsibilities in paragraph 5–6b.

#### **1–17. Assistant Army Emergency Relief officers**

Assistant AER officers will—

a. Be familiar and comply with policy and procedures in this regulation and other guidance from Headquarters, AER.

b. Perform specific duties designated by the primary AER officers to include approving loans on behalf of the AER officers.

c. Interview applicants and provide assistance when authorized by the primary AER officers.

d. Sign checks when authorized.

e. Act for the section AER officers during temporary absence of the primary AER officers.

f. Complete annual AER Code of Ethical Conduct statement.

#### **1–18. Company, battery, troop commanders and first sergeants**

Commanders, battery, troop commanders, and/or first sergeants will—

a. Be familiar with this regulation's contents, particularly the Company Commander and First Sergeant Quick Assist Program (see para 2–3b).

b. Validate the need and approve requests for assistance to Soldiers under the Company Commander and First Sergeant Quick Assist Program (see paras 2–3b and 2–3c).

c. Ensure that all unit officers and noncommissioned officers (NCOs) are familiar with AER assistance.

d. Obtain the amount of information necessary to reasonably assess the financial need of the applicant, consistent with paragraph 2–3e. When requested, are authorized to inform the AER officers if the applicant is pending separation from the Army.

e. Recommend whether AER assistance should be provided to Soldiers (regardless of rank) who have had two or more request within a 12-month period.

f. Recommend whether AER assistance should be provided to Soldiers who are in initial entry training (Basic Combat Training, Advanced Individual Training, One Station Unit Training) and those with 12 months or less time-in-service (TIS).

g. Ensure that Soldiers are informed on a year-round basis of how to obtain assistance and have updated information on AER categories of assistance and programs, including education assistance.

h. Ensure Soldiers with an AER loan balance out process through the AER section prior to final clearance.

i. Notify the AER section immediately when initiating elimination action for Soldiers with an AER loan balance.

#### **1–19. Casualty assistance officers**

The CAOs—

a. Follow the CAO duties prescribed in AR 638–8.

b. Are not trained to assess financial needs of Survivors or their eligibility for AER financial assistance.

c. May inform surviving spouses or children that AER is available to consult with on possible assistance if eligible.

## **Chapter 2**

### **Army Emergency Relief Policies for Assistance**

#### **Section I**

#### **Eligibility and Approval**

##### **2–1. Eligibility for financial assistance**

Parts of chapter 2 are informational only and are prescribed by Headquarters, AER. AER's Board of Managers has authority and responsibility to establish policies, govern component and personnel eligibility for AER assistance. In times of natural disasters or other large-scale crisis, the Board of Managers can expand eligibility or authorized exceptions. Only personnel listed below are eligible to receive financial assistance from AER for the following:

- a. Soldiers on AD and their eligible Family members.
- b. RC Soldiers (Army National Guard (ARNG) and U.S. Army Reserve (USAR)) on continuous AD orders under 10 USC for more than 30 consecutive days and their eligible Family members. (This applies to Soldiers on AD for training and serving under various sections of 10 USC).
- c. Soldiers retired from AD for longevity, retired by reason of physical disability (medically retired), or retired at age 60 under 10 USC 12731 and their eligible Family members.
- d. Surviving spouses and children of eligible Soldiers identified in paragraphs 2–1a through 2–1c, who died while on AD or after they retired.

##### **2–2. Verification of eligibility**

- a. All eligible applicants must present a valid Department of Defense (DoD) identification (ID) card in order to receive AER assistance.
- b. All RC applicants must also present a copy of their 10 USC activation orders in addition to their DoD ID card.
- c. Eligibility of applicants without a DoD ID card or orders must be verified before assistance is given. Verification may be made with enlistment or reenlistment contract, orders, and valid photo ID or DD Form 214 (Certificate of Uniform Service).

##### **2–3. Approval authority for Army Emergency Relief assistance**

- a. The local commander and the COC are best able to evaluate the need for emergency financial assistance. Further, AER is an important asset to all commanders in fulfilling their responsibility for morale and welfare of Soldiers. Two local levels of approval authorities, along with the immediate commander under paragraph 2–3b, are established on this premise and to give visibility to the interest, concern, and involvement of the Army's leadership in helping Army personnel and eligible Family members in time of emergency need. These local approval levels areas follows:
  - (1) Primary AER officers or assistant AER officers may approve loans and grants up to \$4,000.
  - (2) Garrison commander (or equivalent), deputy commander, garrison command sergeant major, or chief of staff may approve loans and grants up to \$5,000.
  - (3) Loans and grants over \$5,000 must be approved by Headquarters, AER.
- b. The immediate company commander, battery commander, troop commander, or first sergeant is the approving authority for company commander and first sergeant quick assist loans. Soldiers may request AER funds by submitting a completed AER Form 101 (Application for AER Financial Assistance) to their immediate commander.
- c. Upon obtaining approval of requested assistance, the Soldier will take the AER Form 101 to the local AER officer for an administrative review, after which funds will be issued and allotment for repayment established. Eligibility for assistance in this program is based upon the Soldier's ability to repay by allotment. Assistance under the Company Commander and First Sergeant Quick Assist Loan is on a loan-only basis and will not exceed \$2,000.
- d. All decisions regarding AER financial assistance must be—
  - (1) Fair, prudent, and objective, with use of AER funds to meet only a valid financial need. When the case is borderline, the decision should normally favor the applicant.

(2) Based on providing only the amount needed to meet the validated financial need. The dollar amount established for the approval authorities is not a basis for determining the amount of assistance actually provided.

(3) Within the framework of policies in this regulation or by any other instructions issued by the Director, AER.

(4) Approved as an exception or exception to policy only when determined by the authorized approval authority to be in the best interests of the Army and the applicant (see para 2–2f).

e. Approval of Headquarters, AER obtained by telephone, electronic message, email, or letter, is required in all instances of the following:

(1) Assistance to surviving spouses and children of deceased Soldiers. (Not required to be processed through command designated approval authorities prior to decision by Headquarters, AER).

(2) Assistance to a person who approves AER assistance (such as a garrison commander (or equivalent), garrison command sergeant major, or garrison chief of staff) or any eligible person working in ACS.

(3) Assistance that would exceed garrison approval level. (Amount will include current request plus balance due on any outstanding loans, plus any grants within the past 12 months, plus any previous loans declared unrecoverable for repayment).

(4) Assistance to persons on the AER restricted list.

(5) Assistance processed through American Red Cross (ARC), the Navy-Marine Corps Relief Society (NMCRS), and Coast Guard Mutual Assistance (CGMA) offices.

(6) Assistance to persons enrolled in the Army Wounded Warrior (AW2) Program.

f. Approval is required by the garrison commander (or equivalent), deputy commander or chief of staff level—

(1) Based on amount involved.

(2) For exceptions and exceptions to policy, exceptions are those situations not listed as a normal category of assistance but are not unauthorized by paragraph 2–12. Exceptions to policy are those situations that are unauthorized by paragraph 2–12 but are in the best interest of the Soldier and the Army as deemed by the approval authority. In extreme and unusual circumstances for applicants where an exception to policy for eligibility is appropriate, request will be routed through the local approval authorities to the Director, AER for consideration. The Director, AER is the single approving official for all exceptions to policy for eligibility.

g. The AER officers will, through channels designated by the commander, provide the following:

(1) Information on related AER policies.

(2) Details regarding the specific case.

(3) Soldier's unit commander's recommendation.

(4) Personal recommendation.

h. Spouses of deployed Soldiers do not require approval of Soldiers' immediate commander to receive AER assistance. They must have a valid special power of attorney, AER Form 55 (Account and Allotment Authorization Form) or the approval authority can seek verbal concurrence via telephone or email concurrence via a CAC account from the Soldier for the spouse to obtain AER funds.

## Section II

### Types and Forms of Assistance

#### 2–4. Emergency financial assistance

An emergency is a condition that arises suddenly, is unforeseen and urgent, and requires immediate attention. When considering a request for assistance, it is important to remember that Soldiers do not have to be totally destitute to have a valid financial need. Assistance normally will be a loan, or, when appropriate, a grant or a combination of loan and grant. Amounts of assistance will be commensurate with the valid need.

a. *Loan.* Emergency financial assistance normally is a loan since Soldiers usually are able to repay and prefer to do so. All AER loans are interest-free.

b. *Grant.* A grant is made when repayment in the foreseeable future would cause undue hardship. To decide if undue hardship exists, a careful evaluation will be made of the individual's—

(1) Personal situation (within or beyond one's control).

(2) Current and projected income and expenses.

(3) Other assets.

- (4) Ability to start repayment immediately or in the foreseeable future.
- (5) Ability to complete repayment within a reasonable time.
- c. *Loan and grant combination.* Combination of a loan and a grant will be made when the individual's situation precludes repayment of the full amount of a loan, but partial repayment can be made without undue hardship.

## **2–5. Assistance to surviving spouses and children of deceased Active and Retired Soldiers**

AER assistance is not given to express sympathy to the Family. In all cases, a valid financial need is the requirement. Assistance to surviving spouses and children of deceased Soldiers will be provided as a grant as follows:

- a. *Emergency assistance.* Need for emergency assistance usually occurs at the time of, or shortly after, death of the Soldier. Often, this will be a one-time or temporary need that cannot be deferred until Government benefits or other entitlements are received. A need also may occur later if the spouse is unable to meet basic needs.
- b. *Monthly allowance.* In extreme exceptional circumstances when surviving spouses and children have a continuing situation of inadequate income to meet basic needs, a monthly allowance may be provided to supplement their income. This type of assistance is reviewed and updated annually.
- c. *Special need assistance.* When circumstances justify, assistance may be given for dental care, dentures, eyeglasses, hearing aids, wheelchairs, or similar needs.

## **Section III**

### **Financial Assistance**

## **2–6. Army Emergency Relief Policies for financial assistance**

AER financial assistance is provided under many types of conditions or situations. Usually involved are obligations for everyday essentials that are beyond the individual's ability to meet. Any Soldier faced with a financial hardship should be provided with AER assistance within the framework of these policies.

- a. Assistance is available for emergencies that require immediate attention.
- b. Assistance is provided only for a valid financial need and not as a comfort or convenience.
- c. Assistance is given only to individuals, not for group relief, general welfare, or long-term commitments.
- d. Each request is considered on its own merits, on a personalized and timely basis and without publicity.
- e. Assistance to AD Soldiers normally should be due to a valid financial hardship that developed after entry on AD.
  - (1) The AER Certificate of Incorporation governs use of AER funds to assist only Soldiers and their Family members.
  - (2) AER policies, established by the AER board of managers, are guided by DA policies in matters pertaining to Family member status and authority for Family member travel.
- f. Assistance for treatment of chronic illnesses will be given only to the extent necessary to meet immediate and short-term needs and to allow time for future planning based on other resources.
- g. Assistance for Soldiers pending elimination from the Army or disciplinary action, that could result in elimination from the Army, will be limited to an amount essential for basic living needs.
- h. Soldiers in confinement—
  - (1) Soldiers in confinement are not eligible to obtain AER assistance.
  - (2) Soldiers convicted by court martial whose sentence includes a dismissal, a dishonorable or bad-conduct discharge, or are administratively eliminated from the service with a discharge under other than honorable conditions are not eligible for AER assistance.
- i. Family members of Soldiers in confinement who have been convicted by a court martial, and whose sentence includes dismissal, or a dishonorable or bad-conduct discharge, are eligible for limited AER assistance. Family members of Soldiers who are being administratively eliminated from the Army with a characterization of service as under other than honorable conditions, are also eligible for limited AER assistance. Normally, this assistance will be one-time for basic living expenses and to assist in transition to meet emergency needs to prevent immediate privation. They are eligible until a sentence including

dishonorable or bad-conduct discharge is executed, or until a discharge under other than honorable conditions is approved.

j. Family members of absent without leave Soldiers to include "Absent-Unknown" and "Duty Status Whereabouts Unknown" are eligible for limited AER assistance to prevent immediate privation. Eligibility terminates when the Soldier is dropped from the rolls as a deserter.

k. Assistance will not be given to Soldiers or their Family members at or after separation from the Army (except eligible retirees addressed in para 2-1c).

l. The sponsor must approve assistance to Family members. In the absence of the Soldier, the applicant must have a valid/unrevoked special power of attorney document signed by the sponsor. A special power of attorney document must contain the following:

(1) A termination date that has not expired.

(2) Terms authorizing the holder of the special power of attorney to obtain an AER loan and to start stop or change an allotment on the sponsor's behalf.

m. The use of a general power of attorney is not authorized. In the event the applicant does not have a valid special power of attorney, AER officers may use the AER Form 53 (AER Special Power of Attorney), which is a standard special power of attorney for AER use. Soldiers may use a special power of attorney from another source and in another format, but it must specifically state in the special power of attorney that the attorney-in-fact has the authority to establish, change, or stop an allotment.

n. Assistance in nonsupport cases will be provided on a one-time basis to prevent privation.

## **2-7. Emergency financial assistance to Soldiers**

a. AER's objective is to meet every valid emergency financial need of Soldiers and their Family members. Individuals must complete the appropriate application for AER financial assistance.

b. Soldiers, regardless of rank, are authorized to directly access help from AER.

c. Direct access to AER is intended to balance a commander's need for information, command's ability to make a comprehensive risk assessment and develop meaningful intervention strategies for high risk Soldiers, and Army leadership's intent to encourage the use of AER. In addition, the Company Commander and First Sergeant Quick Assist Program, which authorizes the company commander or first sergeant to approve AER loans up to \$2,000, remains an option for Soldiers who desire to request assistance through their unit COC.

d. The company commander or first sergeant will not be notified during or after an assistance application is submitted under Direct Access unless the Soldier does not meet the criteria described in paragraphs 2-7e(1-4). However, in situations where there are specific concerns about the overall financial well-being of a Soldier and Family, information may be shared with the unit COC upon request or at the discretion of the AER officers.

e. Soldier's direct access must adhere to the following safeguards:

(1) Soldiers in the grades of E1 through E4 who are in initial entry training (Basic Combat Training/One Station Unit Training/Advanced Individual Training) will not be authorized direct access. They will submit AER requests through their unit COC for review, recommendation, and/or approval. All Soldiers in the grades of E1 through E4 must have a minimum of 12 months' TIS or have completed initial entry training, whichever is greater to be eligible for direct access.

(2) Regardless of rank, financial assistance will be limited to two assistance requests (loan, grant, or combination of both) within a 12-month period without company commander/first sergeant review.

(3) All Soldiers regardless of rank who exhibit "high risk," AR 600-85 will require company commander/first sergeant review and/or approval before AER assistance will be considered by an AER officer.

f. Individuals must complete the appropriate application for AER financial assistance.

g. The AER officers must establish from an interview with the applicant and from other sources all the facts regarding the need for assistance. The AER officers should not base their decisions on assumptions or emotions.

h. Each case must be considered on its own merit. No two persons are exactly alike; also, no two situations are identical.

i. When the applicant's case is borderline, the decision normally should favor the applicant.

j. Normally, to evaluate an applicant's request for assistance, the AER officers will consider, as a minimum, the following items:

(1) Purpose for which assistance is requested.

- (2) Whether a valid financial need exists.
  - (3) Information on applicant's income from all sources (including spouses, and other adult relatives residing in the home, when applicable).
  - (4) Itemized statement of monthly and other expenses.
  - (5) Whether financial help will solve the problem.
  - (6) Amount of assistance needed versus what is requested.
  - (7) Whether the need is being met or can better be met by aid from another agency.
  - (8) Confirmation of Soldier's duty status.
  - (9) Expiration of term of service (ETS) and remaining 10 USC obligation for reserve personnel (USAR and ARNG).
  - (10) Whether any personnel actions are pending involving elimination from the Army (for AD personnel).
  - (11) Recommendation and information from unit commander (in accordance with company commander and first sergeant quick assist program loans, paras 2–3b and 2–3c).
  - (12) Whether person has received previous AER assistance and the status of any prior loan.
  - (13) Whether person appears on restricted list for AER assistance.
  - (14) Providing assistance as a loan unless repayment would cause undue hardship.
  - (15) If the Soldier is under court supervised bankruptcy proceedings, written approval for a loan must be obtained from the court appointed trustee.
- k. When a loan is approved, the AER officers will ensure the individual—
- (1) Understands responsibility and terms for repaying the loan.
  - (2) Agrees to keep the AER officers advised on any change in duty assignment, mailing address, or status.
  - (3) Agrees that personal data on the application can be given to Headquarters, AER, the ARC, and any other organization or relief society outside the DoD necessary for processing the application.
  - (4) Agrees that personal data can be disclosed to and by organizations within the Army or Headquarters, AER to aid loan repayment or return of overpayment.
  - (5) Understands that failure to repay the loan, unless undue hardship exists, will result in being identified on the Headquarters, AER restricted list. Removal from the list is affected upon loan repayment or Headquarters, AER validates hardship as reason for the nonpayment. This list is visible to AER sections Armywide. Individuals who appear on this list will not be approved for AER assistance without the specific prior approval of Headquarters, AER.
- l. When assistance is not approved, the AER officers will—
- (1) Ensure that the applicant knows the reasons for disapproval.
  - (2) Explain the reason(s) for disapproval and the applicant's right to appeal the decision to the approving official. Valid reasons for an appeal are normally associated with an error correction of information provided in the initial request or additional relevant information that was omitted from the request.
  - (3) Retain the application as required in paragraphs 2–16.
  - (4) Refer the applicant to alternate sources of assistance, if applicable.
- m. When the applicant's problem appears to be a continuing one, the AER officers will refer the individual to the appropriate agency for help, such as for—
- (1) Personal financial management and budgeting, to the ACS Financial Readiness Program Counselor. While financial counseling is not a pre or post requisite for AER financial assistance, counseling is offered by ACS and attendance can be directed and tracked by the unit COC. If the Soldier is married, financial counseling is most effective when the spouse attends with the Soldier.
  - (2) Legal difficulties—to the legal assistance officer.
  - (3) Marital and Family conditions—ACS, social work services, or to the post chaplain.
- n. Approved assistance is normally provided by check, AER Form 52 (AER Check and Allotment Authorization/Promissory Note), payable to the applicant. In the event the AER officers believe the funds may not be used as intended or it is expedient in resolving the issue to make the check payable directly to the vendor, the AER officers may prepare the check as a two-party check with the applicant and the vendor as payees. Checks made payable only to a vendor is not authorized without approval from Headquarters, AER. What about new electronic funds transfer (EFT): AER Form 575 (Electronic Funds Transfer Authorization).
- o. When aid is given to a Family member in the Soldier's absence, the AER officers will—
- (1) Ensure agreement of sponsor.

- (2) Obtain AER allotment from sponsor for repayment.
- (3) Make the Family member a payee on the check.
- (4) Prepare all documentation in the name of the sponsor and include the sponsor's social security number, ETS, duty organization and mailing address.

## **2-8. Assistance to surviving spouses and children**

- a. Assisting spouses and children of deceased Soldiers with financial needs is an important part of AER's mission.
- b. AER sections and ARC call centers are the outlets for contact with spouses and children regarding AER assistance. Requests received initially at Headquarters, AER normally will be referred to the nearest aid society to handle the case.
- c. Individuals applying for financial assistance must complete AER Form 101. They must be an eligible Family member of the Soldier at the time of death. Eligible Family members must have a current dependent ID card. Any questions concerning eligibility should be referred to Headquarters, AER.

## **2-9. Assistance to Army Wounded Warriors Soldiers**

Soldiers classified as AW2 by the AW2 Program and are not within a 50-mile radius of a military installation are eligible to use the AER Special Access Cell to receive financial assistance. The program allows AW2 Soldiers to request financial assistance by directly contacting AER headquarters, or through facilitation by or with their AW2 advocate. The intent of the Special Access Cell is to assist AW2 Soldiers between the times they are medically retired from service until their disability benefits take effect. Individuals applying for financial assistance must complete AER Form 101.

## **2-10. Assistance to Navy, Marine Corps, and Coast Guard personnel**

- a. AER sections will provide emergency financial assistance to Navy, Marine Corps, and Coast Guard personnel when the following apply:
  - (1) Aid facilities of the applicant's own Service are not readily available.
  - (2) Referral to the ARC is not feasible.
  - (3) An emergency financial situation exists that warrants assistance.
  - (4) Authority has been obtained from the appropriate Aid Society headquarters per the AER sections Reference Manual.
- b. Once approval is obtained, complete AER Form 52.
- c. All assistance records for an individual from another Service will be promptly entered in AER's automated case management system for reimbursement from NMCRS or CGMA.
- d. Unit commander concurrence is not required when providing assistance to members of other services.

## **2-11. Categories of authorized financial assistance**

AER authorized categories of assistance can be found by visiting the AER website at [www.armyemergencyrelief.org](http://www.armyemergencyrelief.org) and click on the assistance program tab. However, if there is a need that is not listed, Soldiers should contact the local AER section or Headquarters, AER for additional guidance. AER officers should refer to the AER section Reference Manual for detailed category guidelines and document requirements.

## **2-12. Categories of unauthorized financial assistance**

Unless unusual circumstances exist, AER financial assistance is not authorized for the following reasons:

- a. Divorces.
- b. Marriages.
- c. Education expenses (tuition, room, and board, books, and supplies) except as authorized in chapter 6.
- d. Purchase or lease of new or used privately owned vehicle and costs associated (for example, taxes, registration, insurance, and transportation).
- e. Travel of non-command sponsored Family members from the continental United States (CONUS) to overseas commands.
- f. Ordinary leave or vacation.
- g. Liquidation or consolidation of outstanding debts.
- h. Business ventures or any similar investment.

- i.* Funds to replace those overdrawn from a bank account.
- j.* Civilian court fees, fines, judgments, liens, bail, legal fees, and income taxes, except to prevent immediate privation of Family members.
- k.* Goods or items for convenience, comfort, or luxury.
- l.* Continuing assistance.

## **Section IV**

### **Administrative Policies**

#### **2–13. Coordination with the American Red Cross**

- a.* The ARC provides many valued services to Soldiers and their Families. A memorandum of understanding exists between AER and ARC that defines the cooperative relationship between these two organizations regarding providing financial assistance to Soldiers and their eligible Family members.
- b.* The role of the ARC is limited to providing access to financial assistance from AER to Soldiers and their eligible Family members.
- c.* After duty hours or when more than 50 miles from a military installation, Soldiers may request AER assistance by contacting any ARC Regional Call Center.

#### **2–14. Publicizing Army Emergency Relief**

- a.* One of the Army's tasks is to inform all Soldiers of the availability of AER when they have a valid financial need.
- b.* Success of the AER program depends on the COC being aware of AER benefits, informing their Soldiers and their Families, and ensuring access is available through facilities that can provide the assistance. Units can inform awareness by—
  - (1) Including AER information in orientation briefings for newly arrived and assigned Soldiers and their Families.
  - (2) Using installation and organization media such as newspapers or daily bulletins.
  - (3) Using defense media activity assets.
  - (4) Briefing AER activities at commander's calls.
  - (5) Having the AER officers make periodic visits and briefings to subordinate units.
  - (6) Using campaign and other related material during the installation AER annual campaign.
  - (7) Providing AER briefings to spouses' organizations, particularly NCOs and enlisted spouses.
  - (8) Including AER information in ACS and ARC orientations or briefings.
  - (9) Briefing new company commanders and first sergeants.
  - (10) Establishing and/or maintaining a presence on social media platforms.
  - (11) Coordinating with Veteran Service Organizations as appropriate.
  - (12) Providing AER briefings and informational material periodically to retired personnel serviced by the installation or organization.
- c.* In publicizing AER, information material or briefings may include general information about individual emergency cases. The information will not breach confidentiality regarding the actual case. Actual names, places, or specific dates will not be included. Consult with servicing legal offices when using real cases.
- d.* The Chief of Public Affairs may amplify AER command information through traditional and digital communication efforts to inform Soldiers and Families about AER benefits and the Army's annual AER campaign.

#### **2–15. Records management requirements**

In accordance with AR 25–400–2, local AER records will be considered keep (K) records, which are saved only to serve their business needs. Disposition of AER records will be as follows:

- a.* All case documents, to include AER Form 52, will be retained for 2 years from the date of the final loan payment or grant disbursement, whichever is later.
- b.* The following documents, when not an element of a case file, will be retained for 3 years from the date of the document.
  - (1) Financial and loan reports.
  - (2) Campaign records.
  - (3) Bank deposit slips vouchers.



- (4) Audit reports.
- (5) Similar or related documents not associated with individual cases.

## **2–16. Filing of records**

- a. AER assistance case files will be segregated from other files and stored with limited access.
- b. Records must remain under the control of the AER officers.
- c. Disclosure of information from AER assistance case files will be governed by paragraph 1–6 of this regulation.

## **Chapter 3 Financial Policies**

### **Section I**

#### **Overview**

#### **3–1. General**

All accounting and most financial management activities are consolidated at Headquarters, AER. However, some financial activities are performed within AER sections. This chapter primarily prescribes policies relating to unit AER sections.

#### **3–2. Authorized expenditures and disbursements**

The only authorized expenditures and disbursements made by AER officers are for approved financial assistance cases and campaign expenses in accordance with current AER campaign credit card policies. AER sections and their AER officers are not authorized to expend or disburse AER funds for any other purposes to include, but not limited to, personnel, administrative, and management costs.

### **Section II**

#### **Fiscal Policies**

#### **3–3. Funds**

- a. AER funds are privately owned funds that are made available to assist Soldiers and their Families during times of need. Therefore, a garrison commander (or equivalent) cannot reprogram AER funds available to them to meet other operational requirements.
- b. Garrison commanders (or equivalent) and AER officers are responsible for all AER monies and negotiable instruments received from any source for any reason. Monies and negotiable instruments include, but are not limited to, funds made available from AER assistance accounts and loan payments and/or donations received at the local AER section.
- c. Appropriate controls and safeguards will be established to include physical security policies and procedures. Such controls will include the following:
  - (1) Receipt, issuance, and control to include money, accountable forms (AER Forms 50, 51, and 52), AER section credit card.
  - (2) Prompt conversion of cash to a check or money order made payable to AER.
  - (3) Rapid and timely transmission of checks and money orders to the AER central bank or Headquarters, AER.
  - (4) For money and negotiable instruments awaiting processing, adequate locked overnight secure storage, approved by the local commander.

#### **3–4. Serial numbered forms**

- a. Some documents used in the AER program are controlled by serial numbers, such as AER Forms 51 and 52.
- b. AER officers are responsible for ensuring proper receipt, safeguards, and disposition of all forms associated with AER operations. Responsibility further extends to control and use of the forms while they are in the AER section.

### **3-5. Theft, loss, or improper handling of Army Emergency Relief money or controlled forms**

a. Upon receiving information revealing a shortage or improper use of AER funds or controlled forms, the garrison commander (or equivalent) will—

- (1) Immediately notify IMCOM, and headquarters, IMCOM G-9 of the situations including all known information in the report.
- (2) Determine the appropriate course of action after consulting the servicing legal advisor. Based on the facts of the case, the situation may warrant an administrative investigation conducted pursuant to AR 15-6 or a criminal investigation conducted by MPI or USACID.

b. The garrison commander (or equivalent) initiating the investigation will forward the reports listed below to the headquarters, IMCOM G-9. The reports will usually be sent in time to reach the headquarters, IMCOM G-9 within 60 days of the date of discovery of loss or improper use. The report will include the following:

- (1) The final report of investigation or board proceedings.
- (2) Command action taken regarding the occurrence and the individuals involved.
- (3) Command action to preclude recurrence of similar events.

### **3-6. Loan repayments**

a. *Responsibility.* The viability of AER's assistance program depends on loan repayments. The Soldier (sponsor), not the Family member, is responsible for repayment. As a general rule, repayments for emergency assistance loans normally will begin the month following the date of the assistance check.

b. *Reason.* Monthly payments should extend over a reasonable period so that the Soldier's budget will not be unduly strained. Loan repayments normally should be completed within 12 months of the loan and 2 months before the Soldier's ETS date.

c. *Regular Army Soldiers.* Loans to Regular Army Soldiers are repaid by military pay allotment when—

- (1) Assistance is approved, the Soldier must agree to the following:
  - (a) Repay the loan by military pay allotment.
  - (b) Keep the allotment in effect until the loan is repaid.
  - (c) Ensure enough allottable income is available to pay the allotment.
  - (d) When the Soldier is retiring, have the allotment carried over and taken from retired pay until the loan is repaid in full or by direct billing when allottable income is not available (that is, full Veterans Affairs (VA) waiver).
- (2) Allotment will provide for initial deduction from Soldier's pay to start at the end of the month following the date of the assistance check. When starting the allotment within this period will cause a hardship, a delayed allotment starting within 4 months from the date of the loan may be processed.
- (3) The AER officers will set up procedures with the local Army Military Pay Office (AMPO) for notification to individual if an allotment is being terminated before the loan is repaid.
- (4) Prior to receiving AER assistance, Soldiers pending separation, board action or within 6 months of ETS, must sign a completed DD Form 139 for subsequent use if appropriate.

d. *Retired personnel.* Loans to retired Soldiers will be repaid by allotment unless the Retired Soldier does not have monthly pay/income (that is, on full VA waiver). Individuals without monthly pay/income must sign AER Form 501 (Supplemental Promissory Note) and provide verification of financial institution account information to repay the loan.

- (1) When assistance is approved, the retiree must agree to the following:
  - (a) Repay the loan by allotment or through E-Pay when allottable income is not available.
  - (b) Keep allotment or scheduled E-payments in effect until the loan is repaid.
  - (c) Ensure funds are available to repay the loan from the financial account provided (for those without allottable income).
  - (d) Contact Headquarters, AER when there is a change in monthly pay or income to arrange alternate loan repayment options.
  - (e) Submit completed allotment.
- (2) Allotment will provide for initial deduction from retired Soldier's pay to start the end of the month after the loan is made.
- (3) If retired Soldier has waived all retired pay to receive VA disability and thus cannot repay by allotment, the applicant must sign the promissory note regarding repayment of the loan.

e. *Reserve Component Soldiers on active duty.* Loans to RC Soldiers on AD for a period of more than 30 consecutive days will be repaid by allotment if such procedures are available through the Defense

Finance and Accounting Service (DFAS). If DFAS allotment procedures are not available, the Soldier will be placed on direct billing and must—

- (1) Sign the promissory note to repay the loan before completion of AD.
- (2) Agree that if the loan is not paid by that time, the AMPO may deduct the funds from the Soldier's final pay. If the Soldier has insufficient funds upon completion of AD, the Soldier must make arrangements to repay the loan (such as cash billing) prior to separation.

*f. Soldiers without allotments.* When it is not possible for a Soldier to repay an AER loan by allotment, the Soldier must agree to repay the loan by allowing AER to electronically collect payments from the Soldier's checking or savings account. Therefore, all Soldiers unable to repay their loan by allotment will establish a current E-Pay account or future EFT account for loan repayment. Current E-Pay or future EFT accounts do not replace allotments as the primary means of repaying an AER loan. If at any point the Soldier's ability to repay by allotment changes, Headquarters, AER may change the repayment method to ensure the loan is repaid.

*g. Repayment by other means.* Loan payments may also be made by check or money order for those individuals unable to repay by allotment or current E-Pay or future EFT. This requires approval by the Chief, Loan Management at Headquarters, AER.

*h. Accelerated payments.* Soldiers have the right to make additional payments or pay off the balance of their loans early without any prepayment penalty. Soldiers desiring to make such payments can do so by check, money order, or online by creating a current E-Pay or future EFT account.

### **3-7. Loan collections**

*a.* As directed by Headquarters, AER, action will be promptly taken to collect from individuals who fail to meet their repayment terms until:

- (1) The loan is repaid.
- (2) The loan balance is determined to be unrecoverable. Loans may be declared unrecoverable for a number of reasons to include the following:
  - (a) Repayment would cause undue hardship.
  - (b) Death of the Soldier.
  - (c) Failure to pay after a reasonable time. For these cases, headquarters, AER reserves the right to turn these accounts over to a third-party collection agency and/or pursue other recourses to effect payment of the loan.

*b.* All reasonable efforts will be made to collect from a borrower.

## **Section III**

### **Administrative Policies**

#### **3-8. Central bank**

*a.* AER uses a single central bank account. AER sections will not establish local bank accounts in AER's name using AER's tax ID number.

*b.* Sections should follow procedures published by Headquarters, AER in implementing guidance regarding which monies should be deposited in the central bank account and which should be sent to Headquarters, AER.

*c.* Sections must initiate appointment orders and signature cards for those individuals authorized to sign assistance checks.

*d.* Except for actual money deposits, all other communication regarding central bank operations must be sent directly to Headquarters, AER. It is important that nothing other than the deposit slip and corresponding money deposits be included in the envelopes sent to the central bank.

#### **3-9. Installation clearance**

*a.* The appropriate commander is responsible for ensuring that Soldiers clear AER, upon permanent change of station (PCS), retirement, or separation, as part of the installation clearance activities.

*b.* AER officers are responsible for establishing and maintaining procedures for clearing Soldiers through AER.

- (1) If a Soldier is pending a PCS, assist AER to ensure that satisfactory arrangements are in place for continual payment of a loan balance (for example, allotment, or monthly cash payments as appropriate).

(2) If the Soldier is transitioning, other than PCS or retiring, assist AER to ensure they pay their AER loan balance or that a DD Form 139 is submitted to the AMPO, and a signed copy of AER Form 400 given to the Soldier prior to clearance.

c. For Soldiers who are retiring—

(1) Advise the Retiring Soldier that their allotment will automatically transfer to their retired pay provided they have allottable income.

(2) Individuals that will not have allottable income after retirement (that is, medical retirement with less than 20 years' service) must complete AER Form 501 and provide verification of financial institution information to continue the loan repayment.

(3) Offer the Retiring Soldier the opportunity to repay the loan in full prior to retirement through use of DD Form 139 or making an online payment through the AER website, [www.armyemergencyrelief.org](http://www.armyemergencyrelief.org).

## **Chapter 4**

### **Internal Review of Army Emergency Relief Section Operations**

#### **4–1. Internal reviews**

a. Internal reviews of garrison AER sections are not considered a review of AER as a private organization. Rather, the garrison AER section internal review is of the garrison commander's (or equivalent's) execution of the AER program in accordance with this regulation and AR 11–2. Therefore, the provisions of AR 11–7 regarding the use of internal review assets to review private organizations does not apply.

b. There are two types of internal reviews: regular, and special. All internal reviews will be conducted by an installation internal review staff member. In the event internal review members are not available, a disinterested person who is a qualified financial or experienced internal review professional may be used. Internal reviews will be conducted using AER Form 56 (AER internal review checklist).

c. Internal reviews will be based on administrative and accounting requirements of this regulation, AR 11–2, Headquarters, AER implementing guidance, and other AER policy memorandums.

d. The use of the AER Internal Review Program and its checklist published by AER in Headquarters, AER implementing guidance, identifies the program's key internal controls and provides managers a tool to evaluate the effectiveness of those controls.

e. The AER Internal Review checklist is available to the commander from the AER officers, or by requesting an electronic copy from Headquarters, AER via an email to [aer@aerhq.org](mailto:aer@aerhq.org).

#### **4–2. Regular internal reviews**

a. A regular internal review of each AER section will be conducted annually for the 12-month period ending 31 December by the local Internal Review office.

b. Regular internal reviews will be conducted using AER Form 56. The checklist with enclosures, will be sent through the senior commander, garrison commander, or equivalent, and IMCOM Director to reach the Director, AER, by 15 April of the year following the calendar year. A courtesy copy of the report will be provided to headquarters, IMCOM G–9.

(1) The commander of a garrison or organization with an AER section will indicate action(s) taken on all comments and recommendations made in the internal review. Actions taken to preclude recurrence of discrepancies will be stated.

(2) The garrison commander (or equivalent) will endorse the report indicating the following:

(a) Acceptability of actions taken.

(b) Additional actions that may have been directed.

#### **4–3. Special internal reviews**

a. Special internal reviews will be conducted using AER Form 56 for the period beginning the day after the through date of the last internal review through the date the special internal review is conducted. Special internal reviews are required upon the—

(1) Loss or suspected loss of funds (initiated by the garrison commander (or equivalent) responsible for AER section).

(2) Closure of an AER section (initiated by the garrison commander (or equivalent) responsible for AER section per instructions from Director, AER).

(3) Request of the Director, AER.

- (4) Request by Commander, IMCOM.
- (5) Decision of the garrison commander (or equivalent).
- (6) When there is a change of the AER officer prior to the departure of the outgoing AER officer.
  - b. For special internal reviews, the AER internal review checklist with enclosures will be sent in the same manner as regular internal reviews through the senior/garrison commander (or equivalent) and IMCOM Director to reach the Director, AER, 60 calendar days after the ending date of the audit with a courtesy copy provided to headquarters, IMCOM G-9.

## **Chapter 5**

### **Fundraising**

#### **Section I**

##### **General**

Section 1 is informational and prescribed by Headquarters, AER.

#### **5-1. Sources of Army Emergency Relief funds**

- a. Funds for AER assistance programs come from the following sources:
  - (1) Annual voluntary contributions from Soldiers (active and retired).
  - (2) Unsolicited contributions.
  - (3) Repayment of loans.
  - (4) Income from investments.
- b. Contributions are solicited from within the Army only during the annual campaign.
- c. All contributions to AER are eligible for a tax deduction for income and estate tax purposes as gifts to a charitable organization.

#### **5-2. Unsolicited contributions**

- a. Unsolicited contributions to AER are accepted at any time and may include the following:
  - (1) Special gifts.
  - (2) Memorials honoring deceased Soldiers or members of their Families.
  - (3) Bequests from individuals or estates.
- b. These contributions may be sent to either of the following:
  - (1) Any AER section.
  - (2) Headquarters, AER.
- c. Unsolicited AER contributions received by a commander of an installation or organization will follow the following guidelines:
  - (1) Forward all bequests and memorial contributions to Headquarters, AER for acknowledgment and processing.
  - (2) For other than bequests or memorial contributions—
    - (a) Deposit funds contributed to the AER Central Bank using AER furnished deposit slip AER Form 51 (AER Bank Deposit Slip and Voucher).
    - (b) Acknowledge the contribution by letter of thanks to the donor(s).
    - (c) During the annual campaign, report unsolicited contributions in the campaign after-action report (see para 5-7a).
  - d. The Director, AER will acknowledge specified unsolicited contributions based on detailed information forwarded to Headquarters, AER, when considered appropriate or requested by local commander.

#### **Section II**

##### **Army Emergency Relief Annual Campaign**

#### **5-3. Annual campaign**

- a. The AER Annual Campaign is conducted to help Soldiers and their immediate Family members. The AER annual campaign is authorized by AR 1-10 and will be conducted under general principles of voluntary giving prescribed therein and under the specific requirements contained in this regulation. All commanders will support the annual AER Campaign in accordance with this regulation. Commanders located at installations without AER offices should request campaign support from AER headquarters. The scope

of the campaign is subject to the availability of funds and will comply with DoD's and DA's policies on ethics.

b. Purposes of the annual AER campaign are to—

- (1) Fully inform 100 percent of all Soldiers, retirees, and their Family members, including spouses and children of deceased Soldiers, about the types of financial assistance available from AER.
- (2) Provide the opportunity for Soldiers to make a donation to AER to help their fellow Soldiers.
- (3) Publicize procedures to obtain AER assistance.
- (4) Comply with Internal Revenue Service policies to maintain not for-profit, tax-exempt status of AER.

c. Campaign functions—

(1) Senior commanders and command sergeants major, in coordination with garrison commanders and garrison command sergeants major will conduct the campaign within the period announced annually by the Army Chief of Staff and are encouraged to execute any or all of the following functions:

(a) Assign duties for administration, general publicity, kickoff events, information meetings, special fundraising events, and person-to-person solicitation as necessary to effectively conduct the campaign and provide progress reporting at each echelon of the campaign organization.

(b) Establish a participation percentage and dollar goal for the installation. Goals can help campaign workers and staff focus on what can be accomplished in terms of helping others. The established goals should be challenging yet achievable and should reflect the potential of the command, installation, or activity.

(c) Designate the appointment of a campaign coordination team comprised of a field grade officer and a senior NCO. Exceptions to the campaign coordination team's makeup must be approved by the Senior Commander.

(d) Publish specific guidance (for example, operation order) to synchronize efforts to conduct an effective campaign. The guidance will—

(2) Appoint an installation campaign coordination team comprised of a field grade officer and a senior NCO to conduct/coordinate the campaign directly with the ACS staff and the AER officer.

(3) Be an additional appointment duty for the full duration of the AER campaign (Jan-Jun, pre and post) each year. The additional duties are assigned as the Soldier's commander deems appropriate.

(a) Endorse the campaign through the usual campaign activities, memorandums, digital platforms, or other communications channels with Soldiers.

(b) Establish a regular reporting cycle to adequately monitor the progress of the campaign.

(c) Keep appropriate records of the percent of Soldiers informed and participating with a donation for campaign status purposes.

(d) Support Headquarters, AER campaign awards at the end of the annual campaign.

d. ACS directors will—

(1) Supervise the administration of the campaign.

(2) Assist the AER officers in coordinating with the installation's public affairs officer and local Soldier and Family Readiness Group (SFRG) leadership to publicize the campaign.

(3) As a duty AER officers will—

(a) Conduct a planning session with the garrison commander and garrison command sergeant major to appoint the campaign coordinators and unit representatives, review, and plan for special fundraising activities, and review senior commander's and garrison commanders reporting requirements and develop a calendar to ensure the requirements are met.

(b) Train campaign coordinators and unit representatives on AER programs and campaign procedures.

(c) Provide guidance to campaign coordinators and unit representatives on collecting money and resolving any questions about AER assistance and policies.

(d) Provide the installations and SFRG leadership with AER headquarters approved marketing material to publicize the campaign and its benefits.

(4) The campaign coordinator is the lead member of the campaign coordination team and is the individual who is appointed to administer and conduct the campaign at the subordinate element or organization level. The campaign coordinator's duties include, but are not limited to—

(a) Developing a campaign schedule as a framework for organizing and scheduling events at the coordinator's level of the campaign.

(b) Conducting a campaign kickoff event, which includes installation leaders and spouses, to create awareness of AER benefits and programs.

(c) Coordinating and scheduling unit representative training or orientation sessions.

- (d) Assigning a troop, company, and battery to each unit representative to inform and assist with approved AER efforts.
  - (e) Distributing campaign materials to unit representatives.
  - (f) Assisting with logistics for special campaign meetings or events within the organization.
  - (g) Monitoring the results of unit representative's solicitations and making regular in-progress reports to the AER officers.
  - (h) Verifying the accuracy of each unit representative's report and ensuring that all monies and pledges are deposited or forwarded to the appropriate reception point.
  - (i) Using command and public information channels to inform Soldiers about the campaign and the programs of participating voluntary agencies. These efforts may include, but are not limited to, command social media platforms, installation newspapers, bulletin board posters, magazines, periodicals, campaign films, and so on.
  - (j) Planning for and designing special command, installation, or activity-wide promotion materials as necessary.
  - (k) Assisting in planning the kickoff or start-of-campaign rallies and other special events.
  - (l) Planning and coordinating unit representative visits to every troop, company, and battery.
  - (m) Assisting in planning a victory or end-of-campaign recognition ceremony.
  - (n) Publicizing or reporting campaign progress to leadership.
  - (o) Fulfilling additional responsibilities in paragraph 5–6a.
- (5) The unit representative is the individual who informs and solicits Soldiers on behalf of AER. Unit representative duties include—
- (a) Attending scheduled training or orientation sessions and being familiar with all campaign procedures, materials, and literature. The unit representatives must know and understand the fundamentals of non-coercive solicitation and how to appropriately process confidential contributions.
  - (b) Attending the campaign kickoff and awareness events for their organization.
  - (c) Distributing campaign materials throughout their organization.
  - (d) Fully informing and soliciting assigned Soldiers, which includes providing information on AER programs and giving each individual a DA Form 4908 (Army Emergency Relief Annual Fund Campaign). Solicitations may be one-on-one or by group.
  - (e) Following up on the solicitation to get the potential contributor's decision to give or not to give if the decision is not provided or indicated during the initial contact.
  - (f) Collecting DA Form 4908s from contributors, delivering the monies or pledges to the campaign coordinator, designated individual, or reception point; and reporting results to the coordinator.
  - (g) Answering questions potential contributors may have about the campaign.
  - (h) The campaign unit representatives must provide support until the specified end date of the AER campaign. If the campaign unit representative is unable to perform their duties the organization must provide a suitable replacement.
- e. General administration of the campaign—
- (1) Base the campaign on voluntary contributions. Ensure that each Regular Army and retired Soldier, if possible, is given the opportunity, through on the job solicitations and other fundraising events, to contribute voluntarily under policies and procedures in this regulation. Practices that involve compulsion, coercion, or reprisal of Soldiers because of the size of their contributions or their failure to contribute are prohibited, as is leading individuals to believe they are the only one, or one of a small number of people, preventing the achievement of an organizational goal. On the job soliciting of government contractors is prohibited, regardless of their status as a retired Soldier.
  - (2) Contributions may be made by allotment (see para 5–4), cash, check, or online via credit card.
  - (3) Individuals' ineligible for AER assistance should not be solicited, but those who desire to contribute should be given that opportunity. Details concerning online contributions, either by allotment or credit card, may be found on the AER website, [www.armyemergencyrelief.org](http://www.armyemergencyrelief.org).
  - (4) Special fundraising events, such as marathons, walkathons, car washes, sporting events, carnivals, and bake sales, as deemed suitable by the commander, may be used to raise money for AER. Conduct of such events will be conducted in accordance with DoD's and DA's ethics policies and any local command policies regarding fundraising.
  - (5) Funds received by installations or organizations with AER sections will be secured and deposited in the bank designated by Headquarters, AER, using procedures contained in other AER published guidance and AER policy memorandums.

(6) Funds raised by installations or organizations without AER sections will be sent to Headquarters, AER, unless otherwise instructed by the garrison commander (or equivalent).

(7) While the AER Annual Campaign is the designated period for soliciting Soldier donations for AER, Soldiers may choose to donate to AER at any time during the year.

(8) Soliciting government contractors is prohibited.

(9) Leaders may not solicit Soldiers under their direct supervision (for example, a platoon sergeant will inform their platoon about AER assistance but cannot solicit donations from their platoon). Maintaining lists of non-contributors, soliciting Soldiers that have already stated their intention to not give, or making inquiries about individual Soldiers that may or may not have given is also prohibited.

f. Recognition and awards—

(1) It is important to recognize the accomplishments of the campaign and thank the individuals who ran the campaign. Recognition of these efforts provides a positive conclusion to the campaign. Presentation of awards to the command, installation, or activity or to elements within the command, as well as awards to individual campaign workers for outstanding service to the campaign, are permitted within the following guidelines:

(2) Awards to the command or elements of the command for achieving assigned goals, attaining specific categories of giving, or attaining specific levels of giving combined with achieving specific levels of participation will be created or initiated by Headquarters, AER or the local AER officers, who will establish criteria for these awards. While higher headquarters above the AER program level, will not initiate or create awards for these categories of recognition, this regulation does not prohibit higher headquarters from endorsing such awards.

(3) Awards to individuals are permitted to recognize exceptional performance conducting the campaign. These awards include certificates of appreciation or achievement, and letters of appreciation or commendation.

(4) No awards will be given to individuals for contributions keyed to percent of salary.

g. Publicity—

(1) The campaign will be publicized on a continuing basis before and during the period of the campaign.

(2) Preparation and public display of bar graphs, thermometers, and other types of charts showing the in-progress status of the overall campaign, in terms of participation level and dollar goals, as well as campaign status for each subordinate activity of the command, installation, or activity, are permitted. When used as a method to promote team spirit, build organizational pride, and help Soldiers focus on the accomplishment of the campaign, these types of visual displays are not coercive, but are positive measures contributing to the success of the campaign.

(3) Campaign leaflets and posters will be furnished by Headquarters, AER. The number of leaflets and posters provided will be based on requirements submitted to Headquarters, AER in the most recent campaign after-action report.

(4) Commanders, when publicizing the campaign and AER, will use Headquarters, AER campaign material with local information of past and current AER assistance provided by the AER section.

#### **5-4. Contribution by allotment**

Contribution to AER by allotment for AD and retired Soldiers is authorized by the DoD Financial Management Regulation and allows them to help their own organization with lesser personal financial impact, since the total amount contributed can be spread over a period of up to 12 months. Allotments from DoD civilian employees may be made from their DFAS administered civilian pay.

a. Minimum allotment is \$1 per month.

b. Individuals cannot have more than one AER contribution allotment in effect at the same time.

#### **5-5. Using DA Form 4908**

The DA Form 4908—

a. Will be used to start an AD or retired Soldier's allotment.

b. Will be used by campaign key persons as a receipt to contributor, whether contribution is by allotment, cash, or check.

c. Should be completed per instructions in other AER publications to include Headquarters, AER implementing guidance, and AER policy memorandums.

d. Will be provided from Army publications supply channels.



e. Requirement for increase or decrease in number of forms will be reported in the campaign after-action report.

### **5-6. Campaign contributions**

Campaign contributions in the form of allotments, checks, and cash will be safeguarded and processed as follows.

- a. The AER campaign coordinator will—
  - (1) Supervise the issuing and use of DA Form 4908 by key persons.
  - (2) Provide receipt to key person for all contributions (allotments, checks, and cash) turned in.
  - (3) Safeguard all contributions received from key persons.
  - (4) Turn in to the AER officers, on a weekly basis at a minimum, all DA Form 4908, copies 2, 3, and 4 for Soldiers contributing by allotment.
  - (5) Turn in to the AER officers all cash and check contributions with DA Form 4908, copy 4.
- b. The AER officers will—
  - (1) Provide receipt for all contributions received.
  - (2) Safeguard all contributions received.
  - (3) Convert cash contributions to check at local DFAS office or purchase a money order and deduct money order cost from the cash.
  - (4) Deposit all checks promptly in the central bank.
  - (5) Process all contributions by allotment.
  - (6) Keep DA Form 4908, copy 2 for audit and for verifying allotment submissions.

### **5-7. Campaign after-action report**

- a. Commanders of installations and organizations with AER sections will provide an after-action report regarding their AER campaign. This report will be sent through the senior/garrison commander (or equivalent) and IMCOM Director to the Director, AER with a courtesy copy provided to Headquarters, IMCOM G-9. Garrison commanders outside the CONUS may submit a consolidated report.
- b. The after-action report is needed to—
  - (1) Document campaign results.
  - (2) Review and improve procedures.
  - (3) Report results to Headquarters, AER.
  - (4) Request campaign material for the next year.
- c. Submitters should use the report format preferred by Headquarters, AER implementing guidance at [www.aerhq.org](http://www.aerhq.org).

## **Chapter 6**

### **Army Emergency Relief Organization and Scholarship Program**

#### **6-1. General**

This chapter is for informational purposes only and is subject to change by Headquarters, AER. The organizational structure of Headquarters, AER and AER's scholarship programs are prescribed by Headquarters, AER. The Dept. of the Army does not prescribe policy nor procedures for Headquarters, AER's organizational structure nor scholarships.

#### **6-2. Army Emergency Relief Organization**

- a. AER was incorporated under the laws of the District of Columbia on 5 February 1942 as a nonprofit organization to collect and hold funds to relieve distress of members of the Army and their eligible Family members. Section III of this regulation is informational only and subject to change by Headquarters, AER. Personnel should refer to Headquarters, AER's website for the most up to date information on their organization and bylaws.
- b. AER provides emergency financial assistance to Soldiers (active and retired) and their eligible Families in time of distress.
- c. AER assumed the Army Relief Society (ARS) mission to provide financial assistance to spouses and children of Regular Army personnel upon merger of ARS with AER on 2 July 1976.
- d. AER exists solely for "helping the Army take care of its own."

### **6-3. Headquarters, Army Emergency Relief**

- a. Headquarters, AER is supported by the DA, in accordance with 10 USC 2566.
- b. AER is governed under bylaws established by the board of managers as empowered by the Certificate of Incorporation.
- c. The AER bylaws provide for—
  - (1) A Board of Managers consisting of the following:
    - (a) Chairman of the Board, AER.
    - (b) Director, AER.
    - (c) Chairman, Information and Technology Committee.
    - (d) Chairman, Finance and Audit Committee.
    - (e) Vice Chief of Staff, Army.
    - (f) Sergeant Major of the Army.
    - (g) Spouse of the Chief of Staff, Army.
    - (h) Spouse of the Sergeant Major of the Army.
    - (i) Fifteen members elected by members of AER.
  - (2) A Board of Advisors, consisting of the following:
    - (a) Army Chief of Staff, Chairman.
    - (b) Commanders of Army commands (ACOMs) and Army service component commands (ASCCs).
    - (c) Other individuals that the chairman may appoint.
  - (3) Membership in AER consisting of the following:
    - (a) Elected and appointed officers of AER.
    - (b) Members of the Board of Managers.
    - (c) Members of the Board of Advisors.
    - (d) Commanders and Command Sergeants Major of installations and organizations having AER sections.
    - (e) Individuals who have served as chairman of the Board of Advisors since 1950, as members of the Board of Managers since 1960, and as officers of AER.
- d. Headquarters, AER financial statements are audited annually by an independent certified public accounting firm (see chap 4).

### **6-4. Chief Executive Officer, Army Emergency Relief**

- a. The CEO, AER administers AER based on policies prescribed by the board of managers.
- b. The CEO will—
  - (1) Collect, safeguard, allocate, disburse, and audit funds.
  - (2) Establish procedures to safeguard funds and securities received.
  - (3) Perform quality assurance reviews of assistance cases on a regular basis.
  - (4) Promote AER to include an annual fundraising campaign within the Army.
  - (5) Establish and administer financial and operating relationships with the ARC, NMCRS, and CGMA.
  - (6) Establish and maintain administrative and accounting procedures and records.
  - (7) Hire personnel to manage and conduct Headquarters, AER operations.
  - (8) Prepare and distribute an annual report of AER operations.
  - (9) Oversee purchase, sale, and exchange of AER assets.
  - (10) Be responsible for all functions and operations of AER activities Army wide.
  - (11) Correspond directly on AER matters with senior commanders of installations and organizations having AER sections and provide informational copies to CG, IMCOM, IMCOM IDs, and the Director, Family Programs, IMCOM G-9.
  - (12) Provide pertinent data about AER assistance and AER section operations periodically to—
    - (a) Senior commanders of installations and organizations having an AER section.
    - (b) Garrison commander (or equivalent).
    - (c) Interested heads of Army Staff agencies.

### **6-5. Primary and secondary programs**

- a. AER's primary program provides emergency financial assistance to—
  - (1) Soldiers, active, and retired, and their eligible Families.
  - (2) Spouses and children of deceased Active and Retired Soldiers.
- b. AER's secondary program provides monetary assistance for undergraduate education of—

- (1) Children of Soldiers: active, retired, or deceased (see chap 6).
- (2) Spouses of Soldiers: active, retired, or deceased (see chap 6).

#### **6–6. Organization for providing assistance**

- a. AER is a nonprofit corporation.
- b. AER gives commanders an important asset in helping them accomplish their basic command responsibility for the welfare of their Soldiers and eligible Family members.
  - (1) AER funds are made available to commanders with an AER section, to provide emergency financial assistance to all Soldiers and their Family members.
  - (2) These funds are limited only by the requirement of a valid financial need and any thresholds, floors, and ceilings approved by the AER Board of Managers.
- c. The AER assistance program is conducted primarily within and through the ACOM structure in accordance with 1–13 of this regulation.
- d. Administrative and operational support of the AER programs at installations will be in accordance with 1–13 of this regulation.
- e. AER assistance is available to Soldiers and their eligible Family members as established by the AER Board of Managers, which is outlined below.
  - (1) Assigned to, or living near, an Army installation (within a 50-mile commuting radius) with an AER section, through that AER section.
  - (2) Living or working in a civilian community, on duty with another Service, on leave, or in transient status, through any of the following organizations:
    - (a) AER section.
    - (b) ARC regional call centers.
    - (c) NMCRS auxiliary.
    - (d) CGMA assistance office.
- f. AER's reciprocal agreements with ARC, NMCRS, and CGMA allows Soldiers to receive assistance through the other Military Aid Societies of the other Services.
- g. AER's agreements with NMCRS, and CGMA also provide for Navy, Marine Corps, Air Force, and Coast Guard personnel to receive assistance through AER sections when a NMCRS auxiliary, or CGMA office is not readily available. NMCRS and CGMA will reimburse Headquarters, AER for any assistance given to members of their respective services (see para 2–10).
- h. An AER point of contact will be established at each IMCOM Directorate having an AER section. The point of contact will ensure—
  - (1) AER sections are in compliance with this regulation and any other Headquarters, AER instructions.
  - (2) Coordination is maintained between ACOM, ASCC, and IMCOM Directorate on issues related to AER.
- i. An AER section deals directly with individual applicants and provides emergency financial assistance.
  - (1) A section may be established based on the senior commander's determination that a valid need exists.
  - (2) The garrison commander (or equivalent) will submit a request to establish or close an AER section through their IMCOM Directorate and headquarters, IMCOM to the Director, AER.
  - (3) On approval of the action, the Director, AER, will instruct the responsible commander how to open or close a section.
  - (4) Based on temporary operational and geographic considerations a commander with an AER section may establish a subsection(s) for a period of up to 90 days.
    - (a) The installation or organization Primary AER officer is responsible for operation of the subsections.
    - (b) Assistant AER officers must be appointed to execute AER operations at the specified subsection.

#### **6–7. Appointment of Army Emergency Relief officers**

AER represents a unique and important asset for the Army in demonstrating the interest, involvement, and concern of the Army's leadership for all Soldiers and their immediate military-ID-card-holding Family members.

- a. *Primary Army Emergency Relief officers.* Senior commanders and garrison commanders (or equivalent) with AER sections (both IMCOM managed and non-IMCOM managed installations) will designate a

commissioned or warrant officer, a senior NCO in the rank of sergeant first class or above, or civilian general schedule (GS)–7 or higher as the primary AER officers.

*b. Qualifications.* An individual designated as the Primary AER officers will have the following qualifications:

- (1) Demonstrated integrity in past performance involving financial responsibility.
- (2) Expected tenure to allow a minimum of 18 months in the assignment.
- (3) Ability to relate to and assist unit commanders with problems and emergency financial needs of their Soldiers.
- (4) Sensitivity to and understanding of problems facing Soldiers their Families.
- (5) Interest and skill in human relations.
- (6) Mature judgment.
- (7) Maintain appropriate client confidentiality.

*c. Assistant Army Emergency Relief officers.* Senior commanders and garrison commanders (or equivalent) with AER sections (both IMCOM managed and non-IMCOM managed installations) will designate assistant AER officers based on population served and volume of assistance. The qualifications for the assistant AER officers are the same as in paragraph 3–6b(1) through (7), and in addition to the following:

- (1) Individuals designated may be commissioned officers, warrant officers, NCOs in the rank of staff sergeant or above, or civilians GS–5 or higher.
- (2) The individual does not need be junior to the Primary AER officer when the assignment is part-time.
- (3) The individual must be qualified to act for the Primary AER officer during a temporary absence.
- (4) The number designated will be limited to those needed to perform section duties. Annual case load and workload should be a primary consideration.
- (5) Timely designation is important for submission of required signature cards (DD Form 577) to permit signing of checks when authorized.

*d. Absences.* When the Primary AER officer will be absent more than 90 days, a newly designated Primary AER officer will perform the duties.

*e. Disbursement of funds.* Individuals authorized to disburse AER funds have a fiduciary responsibility for money being distributed. As such, anyone who knowingly authorizes the inappropriate or unlawful disbursement of AER funds may be held personally liable for these funds.

*f. The Army Emergency Relief Undergraduate Scholarship Program.* The AER undergraduate scholarship program provides needs-based grants so unmarried children, spouses, and widow(ers) of Soldiers can pursue postsecondary level studies for an undergraduate college degree, vocational, and technical training, or certification. In general—

- (1) The school to be attended must be accredited or eligible to take part in the programs, under 20 USC 1001 (The Higher Education Act of 1965, as amended).
- (2) Funds available for scholarships are limited and approved yearly by the AER Board of Managers.
- (3) All scholarships are based on an individual's financial need.
- (4) Applicants must apply each year for consideration. Scholarships are awarded on an annual basis. Receipt of a scholarship for one year does not guarantee future scholarships.
- (5) Children must be full-time students.
- (6) Spouses may be part-time students taking a minimum of 6 credit hours per semester, or they may be full-time students taking a minimum of 12 credit hours per semester.
- (7) Funds may be used for traditional classes or online studies.
- (8) Applications may be completed online at [www.aerhq.org](http://www.aerhq.org).
- (9) Applications are accepted from 1 January through 1 April each year, for dependent children; spouses may apply year-round.

## **6–8. Eligibility for Major General James Ursano Scholarship for Dependent Children**

Applicants must meet the following criteria:

- a.* Be an unmarried dependent child of a Regular Army Soldier under the age of 24 for the entire academic year for which they are applying for a scholarship.
- b.* Be an unmarried dependent child of a RC Soldier on continuous AD (serving under 10 USC) during the entire school year for which they are applying for a scholarship.
- c.* Be an unmarried child of a Soldier on the Army retired list because of length of service on AD, physical disability, or reaching age 60 (RC).

- d. Be an unmarried child of a Soldier officially on the Retired Reserve list but not receiving retired pay (“gray-area” retiree).
- e. Be an unmarried child of a Soldier who died on AD or in a retired status as identified in paragraphs 6–7c or 6–7d.
- f. Be a U.S. citizen with legal residence in the United States or an eligible permanent resident of the United States.
- g. Maintain a cumulative grade point average of at least 2.0.
- h. Not be a member of the National Guard, Reserve, or enrolled at a Service Academy.

#### **6–9. Eligibility for Mrs. Patty Shinseki Spouse Scholarship Program**

Applicants must meet the following criteria:

- a. Be a spouse of an active or retired Soldier, or the unmarried spouse of a deceased Soldier and registered in DEERS.
- b. Be a spouse of a RC Soldier who is on continuous AD under 10 USC during the entire school year for which they are applying for a scholarship.
- c. Be a spouse of an Army Soldier who is on the Army retired list because of length of service on AD, physical disability, or reaching age 60 (RC).
- d. Spouses must attend postsecondary school part-time or full-time in an accredited undergraduate program.
- e. Scholarship eligibility for part-time students will be 8 academic years.
- f. Scholarship eligibility for full-time students will be 4 academic years.
- g. Maintain a cumulative grade point average of at least 2.0.
- h. Not be a member of the National Guard, Reserve, or enrolled at the Service Academy.

## **Appendix A**

### **References**

#### **Section I**

##### **Required Publications**

This section contains no entries.

#### **Section II**

##### **Prescribed Forms**

Unless otherwise stated, DA forms are available on the Army Publishing Directorate website (<https://armypubs.army.mil/>).

##### **DA Form 4908**

Army Emergency Relief Annual Fund Campaign (Prescribed in para 5–3d(5)(d).)

## **Appendix B**

### **Internal Control Evaluation**

#### **B-1. Functions**

The functions covered by this evaluation are commander's support of the AER Program. They include the key controls for AER Program execution. (A copy of the AER internal review checklist may be obtained from the AER officer or by requesting an electronic copy from Headquarters, AER via an email to aer@aerhq.org).

#### **B-2. Purpose**

The purpose of this evaluation is to assist commanders and supervisors in evaluating the key controls listed. It is intended as a guide and does not cover all controls.

#### **B-3. Instructions**

Answers must be based on the actual testing of internal controls (such as document analysis, direct observation, sampling, and simulation, or other). Answers that indicate deficiencies must be explained and corrective action indicated in supporting documentation. These key internal controls must be evaluated at least once every 5 years. Certification that the evaluation has been conducted must be accomplished on DA Form 11-2 (Internal Control Evaluation Certification).

#### **B-4. Test questions**

- a. Are the primary AER officers and all assistant AER officers appointed in writing by the current garrison commander?
- b. Are all ACS front desk worker personnel (Assigned to process AER Loans) appointed in writing to provide necessary in-take processing actions for those seeking AER assistance?
- c. Are the AER officers knowledgeable regarding AER policies and procedures as prescribed by AR 930-4?
- d. Have procedures been established locally to safeguard all money, accountable forms (AER Forms 50, 51, and 52), AER section credit card and publication ID number?
- e. Are AER records maintained and disposed of in accordance with AR 25-400-2 and this regulation?
- f. Does the AER officer keep the installation and/or garrison commander informed of AER assistance trends?
- g. Does the AER officer publicize AER and its programs and benefits on a continuing basis throughout the year to Soldiers, Family members, retirees, and survivors?
- h. Is AER included in the CCFSPCC curriculum?
- i. Does the primary AER officer or Assistant AER officer conduct AER briefings during installation in-processing?
- j. Does the AER officer have and maintain a local section SOP for operational requirements that complies with this regulation and local commander's instructions?
- k. Does the AER officer routinely notify the ACS director and the garrison commander when additional personnel are needed for effective operation of the AER section?
- l. Do all Soldiers out process through the AER section upon separation or retirement from the Army?
- m. Does the AER office submit DD Form 139 (Pay Adjustment Authorization) to the local finance office for Soldier's with an unpaid AER balance at least 10 days prior to separation?
- n. Does the AER section accept loan repayments by check and/or money order and immediately forward the payments to Headquarters, AER with a copy of AER Form 50 (AER Loan Repayment Receipt)?

#### **B-5. Supersession**

This evaluation replaces the evaluation previously published in AR 930-4, dated 5 May 2019.

#### **B-6. Comments**

Help make this a better tool for evaluating internal controls. Submit comments to the Deputy Chief of Staff, G-9 (DAIN-ZA), 600 Army Pentagon, Washington, DC 20310-0600.

## **Glossary of Terms**

### **Army Emergency Relief Section**

Section designated by the commander to provide AER assistance to eligible personnel within the framework of established policies prescribed in this regulation.



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