

# Lancaster County Veterans Aid Standard Operating Procedures

## 1. Purpose:

- a. As laid out in Nebraska Revised Statutes § 80-102 et seq., the County Veterans Aid (“CVA”) Fund is intended for *temporary emergency assistance* to assist eligible Veterans and their dependents in time of need due to an *unforeseen emergency*. This temporary emergency may include a potential disconnect of utilities, shortage of food, or need for housing. It may also include need for articles of clothing, medical, dental, or funeral expenses in some instances.
- b. The reason for the need for emergency assistance may include the disruption of income, loss of benefits, or an act of God. Use of all other available resources such as savings, and assistance from family and friends should be exhausted before applying for CVA. CVA is normally used to provide for temporary emergency needs not covered by Nebraska Veterans Aid (“NVA”) or other charitable resources.
- c. CVA is intended to be more flexible than NVA, especially for immediate requirements as well as considering net income versus gross income when making an award decision. Additionally, CVA is authorized to pay past due amounts to prevent eviction or utility shut-offs, or to restore utility services, something NVA cannot currently do.
- d. The CVA is administered by the County Veterans Service Office on behalf of the Lancaster County Veterans Service Committee.

## 2. Method:

- a. A Lancaster County Veteran requests CVA using Lancaster CVA guidelines and application with appropriate documentation as required.
- b. A Veterans Service Office Case Worker reviews the request for CVA, determines if it meets the eligibility, intent, and guidelines for CVA, and makes a recommendation to the County Veterans Service Officer (“CVSO”) for amount and type of aid to be provided, or a recommendation that no aid be provided.
- c. CVSO makes a final decision based on Service Officer recommendation, documentation, and facts of the case. CVSO will consider financial need of the applicant; immediacy of need; availability of other sources of aid such as NVA, food banks, and social service agencies; available CVA budget; and any other relevant information.
- d. CVA is distributed in form of payment to utility company, funeral home, or landlord; aid specific voucher; pre-paid debit or gift card; or very rarely as direct payment via county warrant to the Veteran.
- e. The Veterans Service Office Case Worker working the case files documentation of all related forms, receipts, and payment information as appropriate for auditing purposes with the Veterans Service Specialist.

- f. All CVA approvals and denials for the previous quarter will be briefed by the CVSO and voted on for approval by the Veterans Service Committee at each quarterly meeting of the Committee.
  
- g. Should the CVSO deny the application, the Veteran may appeal to the Lancaster County Veterans Service Committee within 10 business days. The appeal must be submitted in writing and should explain why the Veteran feels the aid request should be approved along with any additional evidence. The appeal will be submitted along with the CVSO's comments to the Chairman of the Veterans Service Committee by the CVSO. The Chairman will hold a meeting of the Veterans Service Committee to discuss the denial and vote on whether to grant the aid. A vote by a majority of the members of the Veterans Service Committee to grant the aid is required to approve the appeal.

# Veterans Service Office Case Worker Recommendation (example)

Based on my review of the relevant information and situation in the case of

\_\_\_\_\_, I make the following recommendation:

---

---

---

---

---

---

---

---

\_\_\_\_\_  
Printed Name and Date

\_\_\_\_\_  
Signature

## County Veterans Service Officer Approval (example)

In the case of \_\_\_\_\_, I make the following decision and the applicant's request for County Veteran Aid in the amount of \_\_\_\_\_ is approved in the following amounts/payees:

---

Mark Lakamp, Lancaster County Veterans Service Officer

## County Veterans Service Officer Denial (example)

In the case of \_\_\_\_\_, I make the following decision and the applicants request for County Veterans Aid in the amount of \_\_\_\_\_ is denied for the following reason(s).

---

Mark Lakamp, Lancaster County Veterans Service Officer

Appeals of this decision may be submitted to the Chairman of the Lancaster County Veterans Service Committee within 10 business days. The appeal must be in writing and should explain why the Veteran feels the aid request should be approved along with any additional documentation or evidence. The appeal will be submitted along with the CVSO's comments to the Chairman of the Veterans Service Committee by the CVSO for further discussion and decision by the Lancaster County Veterans Service Committee.