



# CRITICAL FINANCIAL ASSISTANCE



Nathan Nenninger was in sixth grade when the Sept. 11 terrorist attack occurred. The event impacted him so greatly that when he was about to graduate high school, he joined the Army National Guard.

That was 11 years ago, and since then, Nathan has spent much of his service on active duty orders, including deployments to Afghanistan in 2016 and a recent deployment to Iraq in 2019. He just returned to his wife and three kids from the Iraq deployment and was set to begin new orders on April 1.

Those orders were put on hold because of COVID-19. Then the family's financial struggles at home surfaced and he started worrying about paying his bills. He was already behind because the military had mistakenly paid him too much and they garnished part of his recent checks. He received a list of resources from the Army National Guard and found Operation Homefront. He applied to the CFA program and was relieved to receive \$3,300 to cover rent and utilities.

"Operation Homefront has really helped," he said. "It made all the difference in the world for me and my family. We didn't lose the house or have utilities shut off."

Nathan said now he will not have to worry about whether his family is taken care of as he proceeds to St. Louis on orders to help Missouri in their fight against the novel coronavirus.

## OVERVIEW

Service members deserve the peace of mind that comes with knowing their family will not have to weather an urgent financial crisis alone. Operation Homefront's Critical Financial Assistance program helps military families address critical financial shortfalls. Most often, this means assistance with mortgage payments, rent, utilities, car repairs, home repairs, overdue bills, critical baby items, and groceries. Our process is managed by professional caseworkers who:

- Validate financial needs before support is provided
- Provide assistance in the form of grants, not loans
- Pay directly to service providers, or provide a grocery card to families

Those receiving financial assistance are also provided financial education to help break the cycle of recurring crisis and to assist in achieving long-term self-sustainability.

## AT A GLANCE

Who is eligible?

- Actively serving military members in pay grades E1 to E6 with legal dependents or single, wounded, ill or injured service members
- Post-9/11 wounded, ill, or injured service member with medical documentation and an honorable discharge within the last 7 years.
- Home repair assistance is available to any post- 9/11 honorably discharged wounded, ill, or injured veteran.

Most requested forms of assistance in 2020



## RESULTS

In 2020, we fulfilled nearly **3,000 requests** from families, providing more than **\$2.4 million** in assistance. Since 2011, we have fulfilled nearly **47,000 requests** from families, providing over **\$30.6 million** in assistance.

## WITH YOUR SUPPORT

Through the generous support of the **Bob & Dolores Hope Foundation, Cheerios, Chobani, Driven Brands Charitable Foundation, Food Lion, Love's Travel Stops, Oak Foundation, Pillsbury, The Coca-Cola Foundation, The Home Depot Foundation, The SpartanNash Foundation, Wounded Warrior Project, Walmart Foundation**, and other partners and donors, Operation Homefront is able to help deserving military families meet critical financial needs and work toward a more stable financial future. The need continues.

Find out how you can help at [OperationHomefront.org/needs](https://OperationHomefront.org/needs).

## PROGRAM EFFICIENCY

# 90%

of Operation Homefront's expenditures go directly to programs supporting military families.

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