



Unmet Needs Program FAQ

What does the Unmet Needs Program do?

- Unmet Needs provides grants (not loans) and referrals to other organizations to active duty or recently discharged service members and their immediate families to assist with basic life needs.

Who is eligible to receive assistance?

- To receive a grant, the service member has to be on active duty or discharged from active duty within 72 months prior to applying, and negatively affected by their military service. Everyone is eligible to receive referrals and resource information.

Who is not eligible to receive assistance?

- Service members and veterans who have not been on active duty, or discharged from service within the last 72 months, are not eligible for this program.

How can I contact the Unmet Needs Program?

- The Unmet Needs program is located in the Veterans of Foreign Wars National Headquarters in Kansas City.

Mailing Address:

Unmet Needs Program
406 W. 34th Street
Kansas City, MO 64111

Toll Free Number: 866-789-6333

FAX Number: 816-968-2779

Email Address: unmetneeds@vfw.org

Website: www.vfw.org/UnmetNeeds/

How do I get an application for the Unmet Needs financial grant?

- The application can be found online at www.vfw.org/UnmetNeeds/ by clicking the Unmet Needs application. Completed applications must be signed, have all the required documents, and can be mailed, faxed or attached to an email.

How does the Unmet Needs application process work?

- Once an application has been completed and submitted with the necessary documents, the Unmet Needs caseworker reviews it and contacts the applicant. All applications are verified with the Point of Contact, and all expenses are verified with the creditors. Payments are sent directly to the creditor to ensure proper disbursement of donations.

Who is the Point of Contact?

- For active duty members, the Point of Contact is the senior member of the service member's chain of command, E-8 or above, family assistance center coordinator, family readiness group, or a medical hold caseworker. For those who are no longer in the military, the Point of Contact can be a social worker, case manager, VA representative, or a VFW service officer.

What additional documents are needed for the Unmet Needs Program to process an application?

- A copy of the service member's most recent active duty orders or DD-214(member copy 4), copies of bills that they need assistance with, a written statement from the point of contact verifying the hardship, and the program's Terms and Conditions signed by applicant. Depending on the situation, additional documentation may be requested.

What kind of expenses does the Unmet Needs Program assist with?

- Unmet Needs assists with any expenses that are classified as “basic life needs”, which includes, but is not limited to the following: housing expenses such as mortgage, rent, repairs, insurance, vehicle expenses such as payments, repairs, insurance, utilities and primary phone, food and incidentals, children’s clothing, diapers, formula, necessary school or childcare expenses, and medical bills, prescriptions and eyeglasses – the patient’s portion for necessary or emergency medical care only.

What kind of expenses does the Unmet Needs Program not assist with?

- Unmet Needs does not assist with any expenses that are not classified as "basic life needs", which includes, but is not limited to the following: cable, internet, secondary phones, payday or personal loans, college tuition or student loans, credit cards, store charge cards, taxes, personal or otherwise, negative bank accounts, over draft charges, or reimbursements for items already purchased.

How long does the application process take?

- The applications are processed in the order in which they are received. The Unmet Needs office takes no more than 20 business days to process the applications after receipt of all required documentation. Caseworkers cannot move forward with a case until a completed application and all supporting documentation is received.

What is the normal timeline for helping an individual through Unmet Needs?

- The length of time to process a request for assistance depends upon the information provided on the application and the amount of research conducted. After verification of the emergency from the service member’s point of contact and contacting creditors, a check is normally processed within 5-7 business days. The process may be expedited if circumstances demand it.

How many times can I apply for the Unmet Needs Grant?

- Applicants can apply once every 18 months, and only twice total. Second requests for assistance **must be caused by a new situation or new deployment.**

Does Unmet Needs assist after a natural disaster?

- The Unmet Needs Natural Disaster Assistance (i.e. flood, fire, earthquake and tornado) provides grants in the amounts of \$300.00 for power loss or damage to home, or \$500.00 for the total loss of primary residence. In order to qualify, service members must submit the single page application within 30 days of the state-declared natural disaster and a copy of their most recent DD-214 or orders, showing that they served on active duty within the past 72 months.

How can I help?

- Contact your local VFW State Department or local VFW Post to let them know you’re here to help. You can also send a monetary donation to the VFW Foundation to support the Unmet Needs Program.

Donations can be made:

By mail:

VFW Foundation
406 West 34th Street, Ste. 920
Kansas City, MO 64111
Memo – Unmet Needs

Online:

Head to www.vfw.org/Contribute or click the direct link below:
https://secure2.convio.net/vfw/site/Donation2?idb=303560528&df_id=1700&1700.donation=form1

By Phone:

Call the VFW Foundation office directly at 816-756-3390