

## **PLEASE HELP US TO HELP YOU & YOUR FAMILY**

### **NOTE: The following applications are automatically rejected by our system:**

- Applications that are illegible
- Applications with missing information
- Applications with a yahoo or .mil address
- Applications with only one phone number listed in PART I
- Applications missing service member's work phone number in PART II
- Applications missing name of service member's command in PART II
- Applications missing name of service member's Commanding Officer in PART II

## **FREQUENTLY ASKED QUESTIONS – PLEASE READ**

**Q: Why do I need to complete an application in order to receive assistance?**

A: All 501(c)3 nonprofit organizations are bound by certain rules and regulations established by federal, state, and local agencies. The application is a part of this requirement.

**Q: Why do I need to include proof of military I.D and dependent verification with my application?**

A: This ensures that we are providing services only to bona-fide military service members and their sponsored dependents.

**Q: Why do I need to include a copy of my service member's deployment order with my application?**

A: To the extent possible, we aim to serve the families with a deployed service member first. The deployment order assists us in identifying these families.

**Q: My service member's deployment order contains multiple pages, which page(s) do I need to include with my application?**

A: The only page you need to include with your application is the one that shows your service member is currently deployed. You do not need to include copies of travel orders, command rosters, or any other information with your application.

**Q: Why do I need to submit an application/verification every time I register for a program?**

A: This assures that we have a record of your request, and your family's current information.

**Q: Why do I need to provide detail information for my child/children on the application?**

A: At Homefront America, we pride ourselves in "going the extra mile" to ensure that your child/children will only receive goods/services that are appropriate for his/her age and gender. By providing us with the detail information, we can better serve your children.

**Q: Why can't I register my civilian family member(s) for your programs?**

A: Our organization's charter only permits us to provide assistance to bona-fide military personnel and their sponsored dependents.

**Q: My family is not in your area. Is my family eligible to participate in your programs?**

A: This depends on the program. The best thing to do is to contact us if you are not a local family, but would like to benefit from our programs.

## **FREQUENTLY ASKED QUESTIONS – PLEASE READ**

**Q: I understand Homefront America assists families of E5 and above. Is this true?**

A: Yes. We made this decision after an extensive study of E5 and above families. Listed below are a few of our findings from the study.

- E5 and above families are often refused services by other organizations simply because of their service member's pay grade.
- E5 families usually have larger sized families, with many of them being blended families.
- E5 families usually have older children with needs that can often place a heavy burden on their family's budget.

**Q: We are an E5 or above family. How can my family apply for your programs?**

A: All families, regardless of their pay grade, must submit an application for the applicable program(s). In addition, they must demonstrate that they have a bona-fide need for the program(s).

**Q: Why do I need to provide you with a minimum of two working phone numbers?**

A: Too often, we receive non-working phone numbers. By providing us with multiple numbers, we can better serve your family. **Please note that applications with only one phone number listed will not be considered.**

**Q: My family only has one phone number, what should I do?**

A: You can provide us with the phone number of a friend, neighbor, family member, etc. This is important in case we need to contact you regarding an important issue. **Please be sure to ask the person if you can use his/her phone number first.**

**Q: Why can't I use my yahoo or .mil email address?**

A: For some reason, we get a high rate of returned emails from Yahoo and .mil email addresses. **Please note that applications with a yahoo or .mil email address listed will not be considered.**

**Q: What should I do if I only have a yahoo or .mil email account?**

A: You need to create a new email account such as a gmail, hotmail, or any other email account. **Please be sure to check this email account EVERYDAY for updates as this is how we communicate with our families.**

**Q: I do not know the name of my service member's command or the name of his/her CO, what should I do?**

A: You need to ask your service member or contact the command for this information. This is important information you should have for your own records anyway.

**Q: I do not know the name or contact information of my FRO or Ombudsmen, what should I do?**

A: You need to ask your service member or contact the command for this information. This is important information you should have for your own records anyway.

**Q: Can I call, text, or email your office to see if my application was received, and check on its status?**

A: Due to the large number of requests we receive for our programs, and the limited number of volunteers we have, we are unable to return calls, emails, text messages, etc to confirm receipt of your application.

**Q: How will I know if my application is accepted?**

A: You will receive an e-mail notification from us when your application is accepted. **This is why you need to provide us with an email address that you check EVERYDAY**

**Q: If my application does not get accepted, will I be notified?**

A: Due to the number of applications we received for our programs, we are only able to notify those families whose applications are accepted.

## **FREQUENTLY ASKED QUESTIONS – PLEASE READ**

**Q: Can I e-mail or fax my application and document verifications to you?**

**A: No, we ONLY accept applications via first class USPS mail. Please note that fax, email, certified mail applications, or applications requiring a live signature will not be considered.**

**Q: What address do I use to mail my application and document verifications?**

**A:** The mailing address is listed on the application.

**Q: I forgot to send my document verifications with my application. Can I send them in separately?**

**A:** We do not have the labor resources to match “piecemeal” paperwork. You will need to resubmit your application in its entirety.

**Q: Can I submit the same request to another organization(s) that I submitted to your organization?**

**A:** We do not restrict our families as to which organization(s) they wish to submit their applications. However, if your family is accepted by another organization for the same service(s) that you are requesting from us, we respectfully ask that you contact us immediately so that we can re-direct the resource to benefit another family.

**Q: If I have a question, how can I contact you?**

**A:** The best way to contact us is to email us via our website at [info@homefrontamerica.org](mailto:info@homefrontamerica.org)

**LAST, BUT NOT LEAST, IF ANY OF YOUR CONTACT INFORMATION CHANGES AFTER YOU HAVE SUBMITTED YOUR APPLICATION TO US, PLEASE EMAIL YOUR NEW INFORMATION TO US AT [INFO@HOMEFRONTAMERICA.ORG](mailto:INFO@HOMEFRONTAMERICA.ORG)**

**PLEASE KEEP A COPY OF THIS FAQ FOR YOUR REFERENCE  
DO NOT SEND IT TO US WITH YOUR REQUEST**

# HOMEFRONT AMERICA, INC

A 501(c)(3) nonprofit corporation – Tax Exempt #:54-2178448

## PROGRAM APPLICATION

**APPLICATION MUST BE COMPLETE & ALL FIELDS FILLED IN. ENTER N/A IF NOT APPLICABLE**

**Before proceeding further, please note that Homefront America does not provide financial Assistance**

### PART I: APPLICANT INFORMATION *(If you are the spouse applying, please list your name as the applicant)*

Last Name	First	M.I.	DOB	Referred By	(provide full name of referral)
Home Address	City			St	Zip
<b>MINIMUM OF TWO DIFFERENT PHONE NUMBERS REQUIRED AND YOUR PRIMARY PERSONAL E-MAIL ADDRESS</b>					
Day Phone	Evening Phone	Cell Phone	E-Mail Address (do not use .mil or yahoo address)		

### PART II: SERVICE MEMBER INFORMATION

Last Name	First	M.I.	DOB	Branch of Service	
Rank	Pay Grade	Yrs of Svc			
Mbr's Work Phone	Mbr's Cell Phone	Mbr's E-Mail Address (do not use .mil or yahoo address)			
Members Command	Name of Command's CO				
Is member currently deployed	Number of times deployed since 09/11				

### PART III: OTHER INFORMATION *(FRO, Ombudsman, Friend, Neighbor, or Family Member)*

<b>K 9'AI GH&lt;5J 9'5 G97CB85FM7CBH57HfCH&lt;9F H&lt;5B MCI F GDCI G9E: CF I B: CF 9G99B '7-F 7I A GH5B79G</b>					
Last Name	First	Relationship			
Day Phone	Evening Phone	Cell Phone	E-Mail Address (do not use .mil or yahoo address)		

### PART IV: SPONSORED DEPENDENT INFORMATION

<b>LIST ONLY THE NAME(S) OF SPONSORED DEPENDENT(S) FOR WHICH SERVICE(S) IS/ARE BEING REQUESTED</b>					
First Name, M.I.	Relationship	Age	First Name, M.I.	Relationship	Age
Total monthly household gross income from all sourcesž]bVM X]b[ '65G/'65<.					
Total number of dependents sponsored by service member:					

### PART V: PROGRAM INFORMATION

Have you received prior assistance from Homefront America?
If yes, check the box(es) next to the program service(s) received
Backpacks    Christmas    Computer Donation    Dental    Easter    Other:
Indicate the program service(s) that you/your family are currently requesting:
Have you or will you be submitting the same request to another agency
If preferred, you may use the space below to describe the nature and purpose of your request. (Use additional sheets if necessary)

**PART VI: APPLICANT'S CERTIFICATION (Please acknowledge your understanding of the following items by checking each of the boxes below):**

**I understand that:**

all information will be used solely for the purpose of determining my/my family's eligibility for this program  
all information will be subject to verification  
all information must be submitted on 8 1/2" x 11" sheets  
unless it is required by law or to assist in facilitating this request, my information will not be shared or sold to a third party without my written consent  
should Homefront America elect to use my and/or my family member's testimonials, photo images of me and/or my family members, I/we will not be compensated for their usage  
my information may be retained by Homefront America for future program notifications  
should this request be approved based upon inaccurate information, statements, omissions, or other misrepresentation that I have knowingly provided, I will be required to repay Homefront America in full for all benefits made to me

**By affixing my signature below, I certify that:**

the information provided on this application is true to the best of my knowledge  
if request is granted, the goods and/or services received will be not be transferred or sold to a third party upon request, I will provide Homefront America with an acknowledgement for service(s) received, along with a photo(s) of me/my family for forward to my sponsor within seven days from the date of goods/services received  
Should I receive the same/similar benefit from another organization, I will notify Homefront America immediately  
I will fully release, discharge, and hold harmless Homefront America, Inc and each of their affiliates, including but, not limited to their sponsors, volunteers, officers, and directors (collectively, "Releasees") from any and all claims and liability that may arise as a result of my/my family accepting the requested assistance and/or participation in the event  
I have read and understand the aforementioned conditions

\_\_\_\_\_  
**Signature of Applicant**

\_\_\_\_\_  
**Date**



- ★ Did you complete **ALL** fields on the application?
- ★ Did you put "N/A" in the fields that do not apply to you?
- ★ Did you sign, **AND** date your application?

**The following documents MUST be submitted with this application. Please make sure that all attached documents are legible and on 8.5 x 11 paper. **BLACK OUT ALL SSN****

**Military ID of Applicant (Required – Front and Back)**

**Current Deployment Orders (Required – If Deployed)**

**Any form of document (i.e. insurance card, DEERS Statement, etc) to verify dependent(s) listed on the application is/are sponsored dependent(s) of the service member.**

**Mail to: Homefront America, Inc. - 27375 Paseo La Serna, San Juan Capistrano, CA 92675**

**APPLICATIONS SUBMITTED WITHOUT THE ABOVE REQUIRED ATTACHMENTS WILL NOT BE PROCESSED. NO EXCEPTIONS. (FAXED OR E-MAILED COPIES WILL NOT BE PROCESSED)**

**SUBMISSION OF THIS APPLICATION DOES NOT GUARANTEE SERVICE**