



## **Vegas Strong Resiliency Center Financial Assistance Disbursement Policy**

### **PURPOSE**

- To aid in the healing process by providing financial assistance for the basic physical needs of the survivors of Route 91 during a financial emergency that could cause further, serious disruption to their stability.
  - The most often requested service at the Vegas Strong Resiliency Center is financial assistance.
  - Many survivors of Route 91 are fighting to stay afloat and provide for their basic physical needs such as a shelter, food, transportation to and from work or appointments and basic utilities.
  - It is difficult for survivors to focus on their own healing process when their basic physical needs are not being met or are threatened.
  - The need for financial assistance is often symptomatic of the underlying trauma, however financial instability further undermines the healing process.
  - Providing financial assistance in small increments for basic physical needs will further assist the healing process of Route 91 survivors.

### **PARAMETERS**

- Financial assistance will only be provided after navigator/victim advocate assisting survivor has reviewed all other viable resources and programs that could provide for the survivors immediate need.
- Each individual survivor will only qualify for assistance up to an amount of \$500 for each occurrence, twice in any twelve consecutive month period.
- Each individual survivor can use the assistance program up to four times in their lifetime.
- Navigator/victim advocate assisting survivor (also called applicant) will conduct a reasonable investigation into whether the applicant is a survivor of Route 91 by making

- an inquiry and reviewing the survivor’s circumstances, including, but not limited any of the following available pieces of information:
  - Whether or not the applicant attended Route 91 on 1 October as an attendee or service provider,
  - Whether or not the applicant has suffered physical or mental injury as a result of Route 91 that has caused a disruption in the financial stability of the applicant,
  - Whether or not the applicant has qualified for their state’s Victim of Crime Compensation Program,
  - Whether or not the applicant is a caregiver of someone mentally or physically injured as a result of Route 91,
  - Whether or not the applicant has a significantly close relationship to someone who was mentally or physically injured at Route 91 such that it is reasonable that their financial stability has been disrupted.
- Navigator/victim advocate will conduct a reasonable investigation into the applicant’s needs, including, but not limited to reviewing any relevant bill statements, legal notices, demands for payment in order to determine the applicant’s needs.
- Navigator/victim advocate will conduct a reasonable investigation into any other resources and/or benefits that may be available to applicant in order to exhaust those resources/benefits first.
  - This may include a request for income documentation, asset information, bank statements and documents regarding other payment obligations.
- Navigator/victim advocate will assist applicant in looking for long-term solutions to any ongoing financial needs which may include a referral for financial counseling services.
  - This may include a request for documentation regarding the applicants overall financial situation in order to determine if future financial services are needed.
- Upon determination of need and qualification for program, navigator/victim advocate will present the case to the Vegas Strong Resiliency Center Director for review and approval.
- Approval may be given for small dollar or value amount not to exceed \$500 per occurrence to purchase:
  - groceries,

- payment of utilities,
- bus passes or other transportation expenses,
- rent, or
- moving assistance.
- If needed assistance is for basic needs to be purchased at a store, survivor will be provided with a store gift card at a location accessible by survivor.
- Payment of utilities will be done directly to the utility company by the Vegas Strong Resiliency Center on behalf of survivor.
  - Survivor will need to provide proof of the outstanding bill & proof of residency at the utility address (if the utility is not in the survivor's name).
  - No payment of utilities will be authorized until an attorney with the Legal Aid Center of Southern Nevada has reviewed the relevant bills and charges to ensure survivor's rights are protected and any outstanding amounts are in fact due.
- Bus passes will be purchased on behalf of the survivor.
  - Other transportation costs could include assistance for gas, vehicle payments and/or insurance.
    - Any assistance provided for vehicle payments will require that an attorney from the Legal Aid Center of Southern Nevada review any relevant documents pertaining to the outstanding bill to ensure survivor's rights are protected and all amounts demanded are in fact due.
    - Vehicle payments will be paid directly to the lender on behalf of the survivor.
    - Vehicle payment assistance will not be provided if the vehicle has already been repossessed and such payment is not likely to get the vehicle returned to the survivor.
    - Insurance payments will be made on behalf of the survivor directly to the insurance company.
- Rent will be paid directly to the landlord or management company.
  - Rental assistance will only be provided after a thorough review of any current pending legal proceedings or demands for payment by an attorney with the Legal

- Aid Center of Southern Nevada to ensure survivor's legal rights are protected and that over-payment is not being sought.
- If survivor has already been served an order of eviction and payment will not prevent them from being removed from the property, any assistance qualified for under this program will be approved for moving assistance.
- In the event there are insufficient funds to pay all approved applications, all approved applications will be paid on a pro-rata basis until all funds are exhausted.