**Military Family Relief Fund**

**Operational Holiday Program (OHP) - 2022**

**Frequently Asked Questions**

***Application***

**Q:** How can I submit my application?

**A:** You can submit your application by:

* Email at [MFRF@dva.in.gov](mailto:MFRF@dva.in.gov)
* Fax at (317) 232-7721
* Mail at 777 N. Meridian Street, Suite 300, Indianapolis, IN 46204
* In-Person at 777 N. Meridian Street, Suite 300, Indianapolis, IN 46204

**Q:** What is the preferred method to submit my application?

**A:** Email at [MFRF@dva.in.gov](mailto:MFRF@dva.in.gov), but all the methods listed above are acceptable.

**Q:** How do I check the status of my application?

**A:** The best way to check the status of your application is to email the MFRF team at [MFRF@dva.in.gov](mailto:MFRF@dva.in.gov).

**Q:** Is there someone who can help me with my application?

**A:** Yes.There aremany people who can help you with your application. You can contact the MFRF team at [MFRF@dva.in.gov](mailto:MFRF@dva.in.gov) or you can contact your country veteran service officer (CVSO). You can find your CVSO at <https://www.in.gov/dva/locate-your-cvso/>.

**Q:** Will I be notified when my application is received?

**A:** Yes, if you submit your application by email.

**Q:** How will I know if I need to submit additional information?

**A:** You will be notified by email if you need to submit additional information.

**Q:** How long will it take for my application to be processed?

**A:** 2-3 weeks is the normal processing time.

**Q:** How will I be notified of the final decision once my application has been processed?

**A:** You will be notified of the final decision by email.

***Dependent Children***

**Q:** What is a dependent child for OHP?

**A:** A veteran’s biological child, stepchild, an adopted child, or an illegitimate child if the veteran’s parentage of the child is established according to the regulations set forth by the U.S. Department of Veterans’ Affairs.

**Q:** My grandchildren live with me, are they considered dependents for OHP?

**A:** No. The law that governs the MFRF Program does not include grandchildren as dependents.

**Q:** My partner’s (girlfriend/boyfriend/fiancé) children live with me, are they considered dependents for OHP?

**A:** No. The law requires that the couple be married for the partner’s children to be the veteran’s dependents for OHP.

**Q:** The IRS considers the children living in my house dependents but they are not my biological children, stepchildren, or adopted children. Are they dependent for OHP?

**A:** No. The IRS’ definition of dependent is different that the definition OHP is required by law to use.

***Available Assets***

**Q:** What is considered an available asset?

**A:** An available asset is an account, investment, or other item that could be used to meet the financial needs of the veteran/veteran’s family. In other words, an available asset is something that could be used by the veteran or veteran’s family to pay the bills that the MFRF Program is being asked to pay.

***Poverty Guideline***

**Q:** How do I determine the poverty guideline limit for my household?

**A:** The poverty guideline limit is based on the veteran and veteran’s spouse’s federal gross income. The poverty guideline limit is based on the number of individuals in the household and is twice the federal poverty guideline.

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| --- | --- |
| **Number of People in the Household** | **MFRF Poverty Guideline Limit** |
| 1 | $27,180 |
| 2 | $36,620 |
| 3 | $46,060 |
| 4 | $55,500 |
| 5 | $64,940 |
| 6 | $74,380 |
| 7 | $83,820 |
| 8 | $93,260 |
| Each Additional Person in the Household | Add $4,720 |

**Q:** What is gross income?

**A:** Gross pay is the amount you get before anything comes out of your pay.

**Q:** Why does the MFRF Program use my gross income instead of my take home pay?

**A:** The Indiana law requires the MFRF Program to use a household’s gross income, not take home pay.

**Q:** I receive VA Compensation from the United States Department of Veterans’ Affairs. Does that get included in the poverty guideline calculation?

**A:** No. VA Compensation is not included in the poverty guideline calculation since it is non-taxable.

**Q:** I receive benefits from the Social Security Administration. Does that get included in the poverty guideline calculation?

**A:** No. Social Security is not included in the poverty guideline calculation since it is non-taxable.

***Final Decision & Appeal***

**Q:** How will I be notified of the final decision once my application has been processed?

**A:** You will be notified of the final decision by email. If you do not have an email address, the MFRF Team will mail you the final decision letter.

**Q:** If I disagree with the final decision, what can I do?

**A:** Appeal. There is an appeal process in place if you disagree with the final decision. You will need to write a statement saying that you want to appeal and why you disagree with the decision. Email that statement to [MFRF@dva.in.gov](mailto:MFRF@dva.in.gov).

**Q:** How does the appeal process work?

**A:** After IDVA receives your appeal letter, a hearing will be scheduled with an administrative law judge (ALJ) who is an independent third person who will hear the facts of the appeal and make a decision. All hearings are held on the telephone. About ten days after the hearing, the ALJ will email his/her decision to IDVA and the veteran.