

Veteran Financial Assistance: Program Guidelines

Intent

Veterans Financial Assistance provides support to veterans who are without enough financial resources to meet their obligations. Financial assistance is provided as a **ONE-TIME** grant.

Use of Funds

Support may be available for expenses such as housing, utilities, dental care, in-home services, moving and cleaning, vehicle repairs, and transportation. Upon approval, payments will be made directly to the creditor or vendor on your behalf.

Limitations

Funds are not paid directly to clients, and the amount awarded is determined on a case-by-case basis. In some cases, the full requested amount may not be approved. Funds cannot be used for property tax payments, rent or lease deposits, nor can they cover the full cost of major medical bills or funeral expenses. Funds cannot be used for capital construction or capital improvements; this includes replacing (rather than repairing) appliances or equipment that could improve home value.

This support is a one-time benefit and is not provided on an ongoing basis.

Required Documentation

- All services provided require veterans' DD214 as proof of service. Please be aware that some fund sources may have eligibility restrictions based on discharge status.
- Be prepared to show proof of relation for dependents (e.g. marriage, birth, or death certificate) or proof of identity for veterans (photo ID).
- Veteran or dependent must be a Colorado resident. If the Financial Assistance budget is reduced, eligibility may be restricted to Boulder County residents.
- Clients must furnish all receipts for transactions on their behalf.

Important Reminders

- The **Use of Funds** and **Limitations** as described above are not exhaustive.
- All requests are reviewed and evaluated on a case-by-case basis.
- The submission of an application does **NOT** guarantee that requested financial assistance will be granted.
- For further assistance, Boulder County Veteran Services can also provide direct referrals to other partnering organizations within the community.

Prioritization and Waitlists

Veteran Assistance Grant funds must prioritize underserved veterans. For the purposes of this grant, underserved veterans include the following groups:

- Women Veterans
- Veterans living in rural or remote areas
- Incarcerated Veterans
- LGBTQ+ Veterans

- Ethnic and Minority Veterans
- Native American Veterans
- Veteran 65+

As a standard practice, priority will be given to clients from recognized underserved veteran groups. If funds run out, a waitlist will be established. Once additional funds become available, clients from underserved populations will be served first.

Confidentiality and Data

All employees of Boulder County Veteran Services sign a client confidentiality agreement upon hire. Financial Assistance applications are submitted through the [Boulder County Veteran Services – Financial Assistance Form](#) via Microsoft Forms for Government. This platform ensures data security by encrypting information both in transit and at rest. Only authorized employees with approved access can view your information after submission.

Right to Refuse Services

We are pleased to serve you as you have served our country; however, we reserve the right to rescind or refuse services and withdraw representation and services if you:

- Threaten, abuse, mistreat, or harass VSO and County Staff.
- Knowingly present fraudulent material, evidence, or statements.
- Initiate any action which results in a conflict of interest while pursuing financial assistance.
- Fail to cooperate with VSO staff.
- Create or become involved in any situation that makes it inappropriate for VSO staff to continue as your representative.

Feedback & Complaints

We view complaints, comments, and compliments as an opportunity to improve our services. We are committed to the provision of quality services to Veterans and their dependents throughout Colorado.

Any individual who receives services through BCVS has the right to raise concerns and have their complaints listened to and responded to in an open and non-judgmental way. Complaints and compliments may be directed to vso@bouldercounty.gov or 303-441-3890; feedback can also be provided via an [online form](#). The feedback will be reviewed by the program manager, who will respond to the client within 10 working days of receiving the complaint.

If a veteran believes they have been discriminated against, or would like to file a complaint in relation to the Veteran Assistance Grant please contact:

Lisa Stamm, DVA Grants Manager
Lisa.Stamm@dmva.state.co.us
 720-628-1480