



CRISIS ASSISTANCE PROGRAM

Policy

It is the policy of Osage Nation to provide financial assistance to enrolled members, regardless of residency, struggling in extraordinary times of a crisis with the essential needs. Assistance is available to members who are able to document an emergency/crisis warranting assistance. Crisis should be short-term or temporary and not long term situations. This policy addresses specific types of Crisis situations and not all situations. Each member will experience a crisis differently; therefore the Financial Assistance Department may request various additional information to support the application and / or expenditure

Eligibility

Eligibility requirements include:

- Completed Crisis Assistance application with support documentation
- Current and valid enrollment with Osage Nation Membership Department

Crisis Situations

Assistance may be provided only when an eligible crisis creates a verifiable need and is available up to \$2,000, per applicant, per fiscal year. Assistance is available to address the following crisis situations:

1. Homeless, or a threat of homelessness
2. Unsafe and/or unsanitary living conditions
3. Fire or natural disaster
4. Major car repairs
5. Expense to assist in family emergencies (hospitalizations, displacement, or deaths of immediate family)

1. Homelessness or Threat of Homelessness

- First month's rent, Security Deposit, and utility deposits (must be affordable)
- Delinquent rent/ mortgage

Support documentation for homelessness assistance:

- Rental Statement or Invoice for new proposed housing reflecting total amount due
- New Lease Agreement
Renting of individual rooms can only be for re-entry programs, half-way houses, or sober living facilities (no subletting)



Support documentation for threat of homelessness assistance:

- Rental Statement or Invoice (no subletting situations)
- Current Lease Agreement
- Eviction notice or Notice to Quit
- Mortgage documents in the name of the applicant and/or spouse
- Delinquent mortgage bill and/or foreclosure notice in the name of the applicant and/or spouse

2. Unsafe and/or unsanitary living conditions

- Utility deposits (electric, water, natural gas, propane,)
- Utility bills (electric, water, natural gas, propane)
- Pest control
- Temporary housing due to the unsafe or unsanitary living conditions
- Basic essential needs caused by the unsafe or unsanitary living conditions

For Osage Homeowners:

- Emergency repairs necessary to the basic function of the home and not caused by normal wear and tear of the residence
- Home insurance deductible on an insurance claim to ensure the home is safe and/or sanitary

Support documentation for unsafe and/or unsanitary living conditions

- Utility deposit statements or current utility bill
- Quotes / or estimates from pest control / contractor / licensed professional
- List of basic essential needs

For Osage Homeowners:

- Quotes / or estimates for emergency repairs from a contractor / licensed professional
- Home insurance deductible documentation

3. Fire or Natural Disaster

- Temporary relocation
- Basic essential needs
- Home insurance deductibles
- Repairs to the home caused by the fire or natural disaster
- Debris removal at the home caused by the fire or natural disaster



Support documentation for fire or natural disaster:

- Fire report or publication of natural disaster
- Estimates / Invoices for temporary relocation
- List of essential needs
- Verification of homeownership
- Insurance documentation to show deductible amount
- Quote /Estimate for repair and/or debris removal

4. Major Car Repair

- Towing expenses of a vehicle to a repair shop
- Repairs to ensure the safe and reliable operation of the vehicle (excluding routine car maintenance expenses such as tune ups, tires, oil changes etc...)
- Insurance deductible amounts on insurance claims

Support documentation for major car repair:

- Verification Osage member owns the vehicle
- Copy of current, valid driver's license
- Current insurance verification
- Towing quote
- Estimate or Invoice from a licensed mechanic
- Insurance policy verifying required deductible

5. Family Emergencies

This assistance is on a rare case by case basis and only available to return to the Osage Reservation in extraordinary times of crisis such as the displacement of minors, medical hospitalizations or funerals of immediate family members.

- Travel expense
- Temporary lodging
- Essential needs

Support documentation for Family Emergencies:

- Estimates / Invoices of expense
- Physician statement
- Verification of displacement of minors
- List of essential needs



Application Process

Osage members or legal guardians of Osage members may apply and submit a paper application to:

Osage Nation Financial Assistance
627 Grandview Ave
Pawhuska, OK 74056
Email: Financial-assist@osagenation-nsn.gov
Phone: (918) 287-5325
Fax: (918) 287-5593

Osage members or legal guardians of Osage members may apply and submit a digital application at:

Once an application is received the Financial Assistance team will adhere to the following process:

1. The team will contact the applicant, within (2) business days and request any additional information or process the application to the Director for review.
2. Eligibility for assistance is only determined after all documentation has been submitted and verified.
3. The Director or designee has (2) business days to issue a determination
4. The team will notify the applicant and vendor of the determination.
5. Approved applications are then processed to the Accounting Department. The Accounting Department has two (2) business days to process payment.
6. Payments are issued to the vendor of the service and only in US dollars.

The Crisis Program operates on a fiscal year ranging from October 1st to September 30th. Osage members may apply and applications are processed first come first serve, while funding is available. Application and support documentation can be submitted in person, electronically by email, by mail, or fax. Copies of photo identification will not be accepted via fax due to loss of resolution. It is the responsibility of the member to provide all necessary documentation for eligibility determination and payment processing of the application.

The Crisis Assistance team will work with members to ensure the application is complete and other federally funded resources have been utilized. The team will apply professionalism and exercise



prudence to determine eligibility prior to submitting completed applications to the Director of Financial Assistance for approval.

All Crisis applications, supporting documentation and assistance will be recorded and tracked within the Osage Nation's, Customer Relations Management (CRM) software. Record retention will follow the Osage Nation's schedule for tribal records. Records will be archived within 90 days of the end of each fiscal year.

Appeal Process

Osage applicants who have been denied assistance may appeal the decision in writing to the Director of Financial Assistance, within 10 business days of the notification. Appeal forms will be sent with each denial letter and will also be available on the website at <https://www.osagenation-nsn.gov/what-we-do/financial-assistance>. The Director of Financial Assistance and the Secretary of Social Services will review all appeals. The applicant will be notified in writing by the Financial Assistance Department and that decision is final.

Program Integrity

The Crisis Program is a tribally funded program and subject to an annual appropriation from the Osage Nation Congress. Executive Order No. 16-02 states that "All federal funds are to be expended prior to Osage Nation funds when federal regulation and Osage Nation policy allows." Federally funded assistance programs should be utilized before the tribally funded Crisis Program. The Crisis Program is required to exercise sound judgement when reviewing and approving applications, providing assistance to crisis requests, and ensuring assistance is not a duplication of services, while quickly helping those who need it most.

Applicants are required to cooperate with the program and submit all requested information to support the application. All information contained within the application and received to support the application, will be verified to be true and accurate. This application is considered a protected record pursuant to the Osage Nation Open Records Act at 15 ONC §8-102(I) and as such will be protected from public disclosure. The information within the application, however, may be shared among Osage Nation Departments to enhance services, gather statistical information, and improve communications with our clients. All employees of the Osage Nation sign a confidentiality agreement upon employment with the Nation.

If the applicant is believed to be withholding or concealing information, or information alleging the applicant is received, or if fraud is suspected, the case will be investigated and referred to the Office of the Attorney General for prosecution or recoup of funds. If fraud is verified by a court of competent jurisdiction, the Osage tribal member will be ineligible to receive Crisis Assistance for a minimum of three (3) years.



Osage Nation Crisis Assistance

Program Implementation

The Osage Nation Crisis Program is administered through the:

Osage Nation Financial Assistance Department

627 Grandview Avenue.

Pawhuska, OK 74056

Phone: (918) 287-5325 Fax: (918) 287-5593 Toll free: (888) 822-1248

financial-assist@osagenation-nsn.gov

Definitions

Basic Essential Needs – Basic daily personal needs such as hygiene products, clothing, bedding, gasoline, and food.

Chronic – Persisting for a long-time or constantly recurring.

Eviction – The action of expelling someone, especially a tenant, from a property.

Form W-9 – US Internal Revenue Service document that the Osage Nation must attain to engage in a business relationship with an independent contractor. It requests the name, address, and taxpayer identification information of the contractor and is used to generate end of the year tax forms between the Osage Nation and independent contractors.

Natural Disaster – Sudden and terrible event in nature: hurricane, tornado, high winds, flood, ice storm, and wild fire.

Normal Wear and Tear on Residence – Expected decline in the condition of a property due to normal everyday use. It is deterioration that occurs in the course of living in a property. Examples: Paint, carpet/flooring, appliances, etc.

Routine Car Maintenance – Oil changes, air filters, windshield wiper blades, battery replacement, brakes, brake pads, belts & hoses, tires.

Pest Control services – Bugs, rodents/animals that are threatening the safety and integrity of the home and that can be eradicated by pest control services.

Immediate Family- spouse, (biological, legally adopted, foster and step) parents, grandparents, children, grandchildren, and siblings (including in-laws).



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