# Animal Relief Fund Client Requirements

We are pleased to serve you by offering veterinary assistance through our Animal Relief Fund program. Below is the information we will need to qualify you for the program:

1) Please complete the application and include the medical issue your pet is experiencing on the application.
2) Please submit proof of income for everyone living in your household. Proof of income can include copies of check stubs, bank statements with your name and direct deposit amounts, Social Security or Disability award letters, or tax returns. ***If you are sending in a copy of your tax return, please ensure your social security number is blocked out and not visible.***
3) Please provide one form of proof of residency. Proof of residency can include a utility bill (water, gas, electric, etc. *cell phone bills not accepted*), car registration, official documents or property tax document.
4) There is a $50 copay (per medical and prescription medication voucher) to use the program. You can pay the copay over the phone by calling 575-647-4808 or if you would like to pay by cash or money order, you can call to schedule an appointment. If you are mailing your payment, please make the money order out to DACHS and mail to P.O. Box 1176, Las Cruces, NM 88004. Vaccination vouchers do not require a copay. ***We do not accept personal checks for vouchers.***
5) We are funded through grants from foundations and donations from private donors, and for reporting and PR purposes, need photos of the pets we serve. Please email your favorite photo of your pet who is receiving assistance to dachsoffice@gmail.com. You can also text your photo to 575-940-1470 (text only line). Photo requirements are listed below.

Questions? Please feel free to call (575) 647-4808 or email dachsoffice@gmail.com. We are here to help pets receive medical care they deserve and help keep the people and pets in our community together!

**Clients Within HUD Income Guidelines:** Pet owners whose household income falls within the HUD income guidelines will qualify under the following scale.

| 1-Person Household | $39,550 | 5-Person Household | $61,050 |
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| 2-Person Household | $45,200 | 6-Person Household | $65,550 |
| 3-Person Household | $50,850 | 7-Person Household | $70,100 |
| 4-Person Household | $56,500 | 8-Person Household | $74,600 |

### Doña Ana County Humane Society Animal Relief Fund Photo Submission Guide:

When submitting your pet's photo, please use the following guidelines:

- Please ensure there are no people or other pets in your photo.
- Your pet's face should be fully visible in the photo.
- While we understand different phones and cameras have different capabilities, we cannot accept blurry or out of focus photos. Please try your best to keep your camera (and your pet) still when you take your photo.
- To the best of your ability, try and get a close photo of your pet. We want to see the cute furry faces you love! If you must include background, please try your best to ensure the background is clutter-free. Blank walls, floors, or parks/grassy lawns make great photo backgrounds.

# Here are some examples of ACCEPTABLE Animal Relief Fund photos:



# Here are some UNACCEPTABLE Animal Relief Fund photos:

# Doña Ana County Humane Society Animal Relief Fund Guidelines

**Proof of Income:** In order to financially qualify for the Animal Relief Fund (ARF) program, clients must provide proof of income for every income earning person in the household. Types of acceptable forms of proof of income are:

- Check stubs
- Social Security or disability award letter
- Unemployment benefit letter
- Retirement benefit letter
- Tax returns (social security numbers must be hidden or covered)
- Please note qualification for the program is based on the total income of all members of the household.

**Proof of Residency:** Assistance is provided to Dona Ana County residents only. For this reason, we require clients provide proof of residency. Types of acceptable forms of proof of residency are:

- Utility Bill (Water, Gas, Electric, Propane, Internet, Cable or satellite)
  **\*Cell phone bills are not accepted\***
- Car registration
- Official document (government issued documents such as for SSI or SSDI)
- Property tax document/bill

**Pet In Need of Assistance:** The pet must live in the same household as the client that applies for the funding. We are not able to provide assistance to stray or found animals.

**Medical Care Vouchers:** Medical care vouchers, which require a $50 copay, cover up to $250 toward veterinary costs. Clients can qualify for a second medical care voucher (with an additional $50 copay) if the treatment costs will exceed $250. We are able to provide assistance for one pet per household, per year, based on the date of service. The client is responsible for paying the veterinary clinic directly for any expense beyond DACHS' cap when services are rendered. The ARF voucher covers follow-up care for up to 60 days, as long as credit remains on the voucher. **DACHS does not cover spay/neuter procedures or reproductive medical issues that were preventable through spaying/neutering. With the exception of wellness exams, procedures must be medically necessary to be covered (i.e. no cosmetic surgeries). DACHS also does not cover medical issues preventable through vaccinations.** These preventable problems include, but are not limited to: rabies, parvo, upper respiratory infection, distemper, pregnancy and

<mark>pregnancy-related problems. While ARF covers **veterinary recommended euthanasia**, it does not cover cremations. Please contact us at dachsoffice@gmail.com for a copy of our euthanasia policy.</mark> Those who need spay/neuter services should call SNAP at (575) 524-9265.

**Vaccination Vouchers:** DACHS offers a separate vaccination voucher for pets in need of their annual vaccinations. Vaccination vouchers require no copay and cover up to $50 towards the pet's vaccination costs. One voucher is available per household, per year, based on the date of service. <mark>The vaccination vouchers are good for vaccines only, and do not cover microchips, office visits, or any other service.</mark>

**Prescription Medication Vouchers:** Aid for long-term prescription medication assistance for pets is also available to qualifying clients. This prescription medication voucher covers up to $750 of prescription medication, including prescription food, over a 6-month period, Clients can qualify for this voucher every 6 months.

**Copayments:** Clients must pay a $50 copay **per** medical & prescription medication voucher for use of the program. Copays can be paid over the phone through debit or credit card or through cash or money order made out to DACHS. We do not accept personal checks.

**Payment for Treatment:** DACHS does not disburse checks to individuals for amounts that have already been paid to veterinary offices for services rendered. Clients must qualify for the program prior to their pet receiving treatment. Veterinarians will invoice DACHS directly for treatment costs incurred by ARF clients and DACHS will pay invoices on behalf of clients. The name listed on the voucher MUST match the name on the account at the veterinary clinic in order for the voucher to be paid. Failure to pay your chosen veterinary clinic any amounts above the DACHS cap may result in your being denied use of the program for future cases.

**Presenting Vouchers at the Time of Treatment:** The client must present voucher(s) to the veterinary office in order for voucher(s) to be applied toward the bill. If no voucher is submitted to the veterinary office, the client is responsible for the full cost of treatment. DACHS can also email vouchers directly to the veterinary office, if requested by the client.

**Tracking use of your voucher:** The client is responsible for tracking the usage of the voucher(s) they receive. While many of our veterinary partners try to track the use, it is not their responsibility to do so. Because of delays in billing, DACHS does not always know what is left on a voucher. Clients are responsible for tracking the use and not going over the amount issued to them by DACHS. Any amount used over DACHS' cap is the responsibility of the client.