



April 8, 2020

**Update # 14**

**Tennessee Department of Human Services Program for Financial Aid for Certain Families that Lost Employment Due to COVID-19**

Friends:

The Tennessee Department of Human Services (TDHS) Emergency Cash Assistance Program may be available to assist certain tenants during the Covid-19 crisis. We have provided information about the program below, and have also posted links to TDHS on our Landlord portal.

**What is the Emergency Cash Assistance Program?**

The Tennessee Department of Human Services (TDHS) is making essential financial resources available to families that have been significantly impacted by Covid-19. On March 26, 2020, the TDHS opened an online application system for families to apply for up to two months of emergency cash assistance.

**Who is eligible for assistance?**

This program is for families. To be eligible, families must

- Have been employed as of March 11, 2020;
- Must have lost employment or at least 50% of their earned income as a result of the pandemic;
- Must include a child under the age of 18 or a pregnant woman;
- Must have a valid Social Security number;
- Must not have resources exceeding \$ 2,000; and
- Gross and/or unearned monthly income must not exceed 85% of the State's Median Income that is currently:
  - Gross Monthly Income of \$2,696 for a household of one
  - Gross Monthly Income of \$3,526 for a household of two
  - Gross Monthly Income of \$4,356 for a household of three
  - Gross Monthly Income of \$5,185 for a household of four
  - Gross Monthly Income of \$6,015 for a household of five

**How can a family apply for assistance?**

The TDHS is currently operating on an appointment only basis because of Covid-19, so families who wish to apply should complete the application for emergency

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cash assistance online at [https://tdhs.service-now.com/relief?id=relief\\_registration](https://tdhs.service-now.com/relief?id=relief_registration). Once the application and verifications have been submitted, no further action is needed. Applicants do not need to call the DHS office for an interview. Applicants will receive notification of denial or approval via email within 5 days. If approved, applicants can expect an electronic benefit transfer (EBT) card to be sent within 10-15 days.

**What kind of verification is required?**

Applicants will be required to upload verification to the application prior to submitting to TDHS. Verification required might include birth certificates, statement or documentation of loss of employment or significant loss of hours due to Covid-19, documentation children are living in the home, or other documentation demonstrating the need for cash assistance.

**What kind of assistance will be awarded to applicants that are approved?**

The Emergency Cash Assistance Program will provide 2 monthly cash payments to families that qualify. The money is funded by the Temporary Assistance for Needy Families Program and provides:

- \$500 for a household of 1-2 persons;
- \$750 for a household of 3-4 persons;
- \$1,000 for a household with 5 or more persons

**Will this program impact any unemployment benefits a family may be receiving?**

No, this assistance is available in addition to any unemployment benefits individuals in the family may be receiving.

**How can a family that applies check the status of its request?**

The TDHS has set up an Emergency Cash Assistance Application hotline for inquiries regarding specific requests. The hotline number is (833) 496-0661.

If you have any questions, please feel free to contact our office. As a reminder, you may also check our website at [painerwater.com/landlord\\_portal](http://painerwater.com/landlord_portal) for updates.

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Sincerely,

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