

Applying for Emergency Financial Assistance Through DHS/TANF

The TN Department of Human Services is making financial assistance available to families that have been significantly impacted by the COVID-19 pandemic. Eligible families can apply for up to 2 months of emergency cash assistance.

Eligible families must meet the following requirements:

1. Employed as of **March 11, 2020** and then lost your employment or at least **50%** of your earned income as a result of the COVID-19 pandemic.
2. Have a child under the age of 18 or a pregnant woman.
3. Have a valid Social Security Number.
4. Have less than **\$2000** in resources.
5. Have gross and/or unearned monthly income less than 85% of the State's Median Income. Below is an income guide for households.
 - Gross Monthly Income of less than \$2,696 for a household of one.
 - Gross Monthly Income of less than \$3,526 for a household of two.
 - Gross Monthly Income of less than \$4,356 for a household of three.
 - Gross Monthly Income of less than \$5,185 for a household of four.
 - Gross Monthly Income of less than \$6,015 for a household of five.

Process to file for emergency financial assistance

1. Go to https://tdhs.service-now.com/relief?id=relief_registration. You will need a phone number and a valid email address to set up an account.
2. Once the application and verification has been submitted, you will receive an **email** notification of an approval or denial within 5 days.
3. If approved, you will receive an Electronic Benefit Transfer Card (EBT) within 5-7 days by mail.
4. If you are unable to apply online, DHS is taking appointments only for in person applications. You will need to call the Knox County DHS Office at **(865) 594-6151** between the hours of **7:30am-4:30pm** to schedule an in-person application that will be done at the Knox County DHS Office located at:
2700 Middlebrook Pike, Ste. 200
5. Local offices will have employees available to respond to questions or applications via telephone.

The Emergency Cash Assistance is funded by the Temporary Assistance for Needy Families Program and provides:

- \$500 for a household of 1 to 2 persons
- \$750 for a household of 3 to 4 persons
- \$1000 for a household of 5 or more persons