

## APPLICATION PROCESS

1. Call **817-531-5620**. Best to call during the early morning hours as we can only take a limited number of calls. Our Call Center opens at 8:00 am Monday – Friday except holidays. Please stay on the line if you are placed on hold as your call will be answered in the order it was received.
2. Be ready to provide basic information such as name, address, date of birth, number of people in your household.
3. A TCDHS caseworker will call you back to complete a Telephone Pre-screening Interview.
4. If potentially eligible, you will be issued an Application Packet which will consist of an Application, forms for verification purposes, and a list of other documents required. You have the option of picking up the packet at our office, having it mailed, or having it faxed.
5. When we receive your entire Application and documents, we will review them and determine if you **MAY** be eligible for assistance.
6. If potentially eligible, you will be scheduled a face-to-face interview. For certain programs, your assistance can be completed by mail.
7. Application and Assistance procedures are strictly confidential.

## SPECIAL NOTICES

TCDHS does not discriminate on the basis of race, color, sex, religion, or disability.

We are **NOT** an emergency service. It may take two weeks or longer before you receive assistance. We are working to find long-term solutions.

Turning in all necessary information does not guarantee that you will be assisted.

A scheduled appointment does not guarantee that you will be assisted.

All programs are subject to reduction / increase in duration of assistance, amount of assistance, and income guidelines depending on available funding.

Even though an applicant may qualify under general guidelines, other policy restrictions may disqualify a family from receiving assistance.



TARRANT COUNTY  
DEPARTMENT OF HUMAN SERVICES  
817.531.5620



## Tarrant County Department of Human Services



*Social Work Services for basic needs today  
and Planning Solutions for tomorrow!*

**Call Center**  
**Monday - Friday**  
**8:00 a.m. - 3:30 p.m.**

**817.531.5620**



**TARRANT COUNTY DEPARTMENT OF HUMAN SERVICES (TCDHS)** is the County's general assistance program. The mission of TCDHS is to provide social services and economic assistance to individuals and families. Financial assistance is provided to eligible households for rent, mortgage, utilities, and hygiene items on a limited basis.

#### **ELIGIBILITY REQUIREMENTS**

There are basic requirements to be met in order to receive assistance. These include but are not limited to the following:

- Tarrant County resident;
- U.S. Citizen or permanent documented resident;
- Adult over 18 or emancipated minor;
- No accessible resources or assets;
- Must apply for SNAP and other resources;
- Must be disabled or registered for work;
- Must meet specific income guidelines and/or;
- All income is counted and must be verified. This includes child support, child's SSI, TANF, income of any person living in the household, ongoing contributions from outside sources, income tax refunds, as well as other income or benefits.

#### **REQUIRED DOCUMENTS**

Listed below are documents that you may be required to provide depending on your situation. Other documents not listed may also be required:

- Picture I.D.;
- Social Security Card;
- Rent/Lease/Mortgage Information;
- Check Stubs;
- Utility Bills;
- Physician's Statements;
- Employer's Statements;
- Work Registration Verification and/or;
- Income Verification.

# CATEGORIES OF ASSISTANCE

#### **DISABLED**

Clients must have current written verification from a MD or DO that they are unable to work. Clients with long-term disabilities are required to apply for Social Security benefits and may be assisted until they receive a decision from the Administrative Law Judge.

#### **UNEMPLOYED**

Unemployed clients must have no ongoing income, including unemployment benefits. They will be required to do job search contacts and attend employment classes. There is a 30-day waiting period for clients who have quit their job or were terminated.

#### **NEWLY EMPLOYED**

Clients, who have been unemployed and have just been hired to a new full-time position but have not received their first paycheck yet, may be eligible for assistance under this category.

#### **CRISES**

This assistance permits intervention when an unanticipated, time-limited situation occurs which is unplanned and could not be prevented, that causes deprivation of basic human needs such as food, shelter, and utilities.

#### **SPECIAL UTILITY ASSISTANCE PROGRAM (SUAP)**

Applicants receiving Social Security benefits or similar income who meet income guidelines may be eligible for limited utility assistance during the months of Jan-Aug under this program. All adults living in the household must verify that they are on Social Security or are permanently disabled.

#### **ELECTRIC ASSISTANCE**

When funding is available, clients who meet the income guidelines may be eligible for limited assistance with their electric bill.

#### **LIFE THREATENING ILLNESS**

This program is for families who have lost access to a previously steady income because a family member is suffering from a terminal illness and as a result, the family is behind on their rent/mortgage and/or utilities.

#### **BURIAL/CREMATION**

This service is provided only when there are absolutely no other resources from the estate of the deceased or from family members. This program provides a simple burial (graveside service) or cremation through participating county-approved funeral homes, cemeteries, and crematories to qualifying clients.

**ALL CLIENTS MUST MEET SPECIFIC FEDERAL POVERTY INCOME GUIDELINES.**

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