

1. Complete the Application

Applications can be completed online using the [One DHS Customer Portal](#) OR you may submit a printed application by mailing the application. *See page 2 for details.*

2. Complete the Eligibility Interview

The second step toward receiving Families First is completing your eligibility interview. A case worker should contact you regarding the interview within 10 days of receiving your completed application. Interviews can be completed during first contact with your case worker or scheduled for a future date.

3. Submit Verification Documentation

You may be asked to submit documents that verify your social security numbers, identification, citizenship, current residence, income, resources, and relationships for all household members and proof of age, school attendance, and immunization/health check records for all children in your care. Copies of verification documents can be uploaded on the [One DHS Customer Portal](#) or submitted at a local office or by mail. *See page 2 for details.*

4. Complete Personal Responsibility Plan

If all eligibility criteria are met, applicants must sign a Personal Responsibility Plan (PRP) to proceed. The PRP outlines how they will utilize Families First benefits and resources to move their family toward economic stability. Some applicants may also complete a Individual Opportunity Plan. *See page 2 for details.*

5. Application is Processed (Approved or Denied)

Once the application, interview, verification, and Personal Responsibility Plan are completed, your application will be processed. You will be notified of approval or denial of benefits within 45 days of initial application.

6. Reporting Changes

Families First participants are required to report changes to their situation (examples: work, education, income, residency, household composition, resources or other life changes). Changes must be reported to TDHS within 10 days of the occurrence via the One DHS Customer Portal, mail or local office. *See page 2 for details.*

7. Application Recertification (Optional Renewal)

Families First participants are certified to receive benefits for 12 months (*lifetime limitation of 60 months*). If you have not yet reached economic stability at the end of this period and are eligible, you may choose to renew benefits. You will be notified of your renewal date and the associated application, interview and reverification requirements two months prior to the expiration of your Families First benefits. If you choose not to complete the renewal process, your Families First benefits will be discontinued.

Families First

Temporary Assistance for Needy Families (TANF)



Submitting Your Families First Application and Verification Documents:

Tennesseans have three options to submit an application and related verification documentation: **1)** Complete the application and upload documentation online using the [One DHS Customer Portal at OneDhs.Tn.Gov](https://OneDhs.Tn.Gov). **2)** Print and deliver the application and **copies** of verification documents to a [local TDHS office](#) **3)** Print and mail your application and copies of verification documents to: Family Assistance Division Department of Human Services, P.O. Box 620001 Memphis, TN 38181. Visit Tn.Gov/HumanServices/Information-And-Resources/ to download and print the application or contact your local TDHS office to receive an application.

Documentation Needed for Verification:

- **Social Security Number** (example: social security card)
- **Identification and Citizenship:** (examples: driver's license, passport)
- **Current Residence:** lease agreement, utility bill, phone bill, or driver's license
- **Income and Resources** (examples: check stubs, employer statement, proof of property)
- **Other Required Documents:** records that show household relationships, proof of age, attendance and immunization for children in the care of the participant.

Note: Your case worker will provide details about any additional required documentation. If you previously applied to participate in other TDHS administered programs, verification documents may not need to be resubmitted.

Instructions for Uploading Documents

Customers can visit our [@TNHumanServices YouTube channel for video instructions](#) or [download a direction sheet from Tn.Gov/HumanServices/For-Families/Families-First-Tanf.html](#).

When to Report Changes

Families First participants are required to report changes related to income, residency, household composition, work or education status and other resources within 10-days of an occurrence. Changes can be reported using the One DHS Customer portal at OneDhs.Tn.Gov or using a printed Change Reporting Form. Forms can be delivered to a local TDHS office or mailed to Family Assistance Division Department of Human Services, P.O. Box 620001 Memphis TN 38181. Visit [Tn.Gov/jHumanServices/Information-And-Resources/ to download](https://Tn.Gov/jHumanServices/Information-And-Resources/to-download) and print the form or contact your local TDHS office to receive a form.

About the Personal Responsibility Plan and Individual Opportunity Plan

The Personal Responsibility Plan (PRP) is an agreement that outlines how you will use TDHS administered benefits and resources to move your family toward economic stability and includes work and/or training (or exemptions), child support, immunizations/health checks, school attendance (including kindergarten) and other requirements. Some participants may also be required to submit a Individual Opportunity Plan that details additional guidance. A TDHS representative will contact you to formulate your personalized plan(s). **Failure to follow the PRP could mean a termination of benefits.**

Stay in Touch:

One way to stay informed and ensure your benefits reach you is to update your contact information anytime it changes. This can be done through your [TDHS account](#) or by contacting our Family Assistance Service Center at 866-311-4287.



Learn More Online

Our Virtual Assistant, Ava, is available on our website 24/7 to guide you to the answers you need and details about SNAP and other programs for families can found on the website at Tn.Gov/HumanServices/For-Families/.



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