

Application Checklist

[Families First](#), Tennessee's [Temporary Assistance for Needy Families \(TANF\)](#) program, is a workforce development program that helps [qualifying](#) families with children reach self-sufficiency. The program empowers participating families by providing temporary cash assistance, transportation, child care assistance, educational supports, job training, employment activities, and other services that can lead to a foundation for economic stability. Use this checklist to track your application process.

☒ 1. Complete and Submit the Application

Your application can be completed online using the [One DHS Customer Portal](#) OR you may complete and submit a printed application by mail or at an office. *See page 2 for details.*

☐ 2. Complete the Eligibility Interview

You must complete an eligibility interview to participate in Families First. A case worker will contact you regarding the interview within 10 days of receiving your completed application or you can schedule your interview on the One DHS Customer Portal.

☐ 3. Submit Verification Documentation

You must submit personal information that shows proof that you need and qualify to receive benefits. This may include records of social security numbers, identification, citizenship, residence, income, resources, age, school attendance for children and adults in your household. Verification information can be uploaded using the [One DHS Customer Portal](#) or copies of personal records can be submitted at a local office or by mail. *See page 2 for details.*

☐ 4. Complete Personal Responsibility Plan

Applicants must sign a Personal Responsibility Plan (PRP) to proceed. The PRP outlines how you will utilize Families First benefits and resources to move your family toward economic stability. Some applicants may also complete an Individual Opportunity Plan. *See page 2 for details.*

☐ 5. Your Application is Processed (Approved or Denied)

Once your 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 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](#). **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, TN Dept of Human Services, 1843 Foreman Dr., Suite 102, Cookeville, TN 38501. 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.



Help Uploading Documents

Customers can use the QR code to visit the TDHS Resource Library page on the TDHS website. This online resource offers videos, flyers, brochures and instructions about TDHS programs.

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 available at a TDHS office. Forms can be delivered to a local TDHS office or mailed to Family Assistance, TN Dept of Human Services, 1843 Foreman Dr., Suite 102, Cookeville, TN 38501

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, and other requirements. Some participants may also be required to develop an 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 [One DHS Customer Portal account](#) or by contacting our Family Assistance Service Center at 833-772-8347.

Learn More at [TN.Gov/HumanServices.html](#)

The TDHS website has details about programs managed by the department. Our Virtual Assistant, Ava, is available to guide you to the answers you need.

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