

## Important things to know

We want your family to have the tools you need to succeed. We need to work together to make sure your benefits are accurate and up to date.

Here's what you need to do:

- Complete actions requested by our Work and Training Program.
- Be accurate. If any information you provide is not true or changes are not reported, you could have to repay benefits you received.
- If fraud occurs, your benefits may be taken away for 1-2 years or permanently.
- If you have a situation where a child on your TAFI program should receive child support, you may be required to cooperate with Child Support Services in order to continue receiving TAFI payments.
- If at any point you disagree with action taken on your TAFI program, you have 30 days from the date of the decision to request a hearing.

## Important things you must tell us

### Report changes:

call **1-877-456-1233** or **1-208-334-6700**,  
email [mybenefits@dhw.idaho.gov](mailto:mybenefits@dhw.idaho.gov), or  
fax **1-866-434-8278**

### Let us know when:

- You move or get a new address
- Someone leaves or joins your household
- Your income, or the income of the relative child(ren) you care for, exceeds the limit

Find out more about services that may be available to you!

Visit online at [211.idaho.gov](http://211.idaho.gov)  
or dial **2-1-1**.



Go interactive online at  
[livebetteridaho.org](http://livebetteridaho.org).



# Cash Assistance

Welcome to the Idaho Department of Health and Welfare. We are here to help children succeed by helping families achieve financial stability.

# “Taking care of me is an important job.”

Children are more likely to succeed when they have financial stability. We can help you through hard times and give you the tools you need to build a secure future for you and your family.

## Cash Assistance Benefits

In Idaho, the program that provides cash assistance to eligible households is called **T**emporary **A**ssistance for **F**amilies in **I**daho (TAFI). The TAFI program helps Idaho families make financial ends meet. Eligible families can access their money through two different methods. You can have the money directly deposited into your bank account, or access it from a debit-like card you can use at an ATM, or wherever EBT is accepted.

## How do I apply?

To find out if you are eligible for Cash Assistance, you can apply at one of our locations throughout the state, or call us at **1-877-456-1233**. We will need to know your monthly income, household size, and any resources (such as savings accounts). Any Idaho resident may apply for Cash Assistance benefits.

## How do program requirements help recipients succeed?

While you receive Cash Assistance, you may be required to participate in our Work and Training Program. Participating in the program provides access to tools you may need to obtain employment, resources for furthering your education, or other supports to help you meet your financial goals.

## Who can receive Cash Assistance?

### Families

You can receive TAFI cash assistance on a monthly basis to help make ends meet. The maximum benefit for assistance is \$309 with a lifetime limit of 24 payments. In order to receive this monthly benefit, you must meet the income and resource limits for your family size, and will be required to participate in our Work and Training Program.

If you have a special need for Cash Assistance to help sustain or gain employment or overcome a crisis, there may be other types of assistance available to you. We can help determine if your situation may qualify your family to receive a Diversion payment, which is a one-time TAFI payment to help families with unique circumstances.

### Caretaker

You can receive TAFI assistance in the form of a Caretaker Relative Grant if you are responsible for a relative child's care. Once the Department has established relationship status, individuals can receive the Relative Grant to help offset the cost of caring for the child. The relative child's income and resources cannot go over the income and resource limits, but the adult relative's income and resources may not count towards eligibility.

## The information you provide

Our job is to help Idaho families determine if they qualify for benefits like Cash Assistance. To do this, we use personal information, like your Social Security number, to verify through computer matching programs that the information we have is accurate. We check it regularly to make sure you continue to be eligible for the program.

We are committed to protecting your confidential information. The information you give us may be shared with law enforcement officials and federal or state agencies for official use.

In accordance with Federal law and U.S. Department of Health and Human Services (HHS), the Department of Health and Welfare is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs, or disability.

To file a complaint of discrimination, contact:

HHS, Director, Office of Civil Rights  
Room 506-F  
200 Independence Ave, SW  
Washington, D.C. 20201  
**(202) 619-0403** (voice)  
**(202) 619-3257** (TTY)

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