



COMMUNITY SERVICES AGENCY

Shelby County Community Services

# SHELBY COUNTY COMMUNITY SERVICES AGENCY (CSA)

## PROGRAM ASSISTANCE GUIDE



### Utility Assistance Program (LIHEAP)

This program helps with your utilities and can pay up to \$1,000 on your active MLGW utility account.

- ◆ Legal resident of Shelby County
- ◆ Meet household income for Federal Poverty Guidelines
- ◆ Active utility account
- ◆ No previous assistance received during the current program year

Visit us online at [www.shelbycountycsa.org](http://www.shelbycountycsa.org) to learn how to submit an application.

### Rent/Mortgage Assistance Program (CEAP)

This program helps prevent evictions and foreclosures and can pay up to \$1,500 once a program year.

- ◆ Legal resident of Shelby County
- ◆ Meet household income for Federal Poverty Guidelines
- ◆ Experienced an uncontrollable circumstance
- ◆ No previous assistance received during the current program year

Visit us online at [www.shelbycountycsa.org](http://www.shelbycountycsa.org) to learn how to submit an application.



### Self-Empowerment for Resilient Families (SERF)

This program is designed to help you become economically independent through hands on coaching with certified social workers.

- ◆ Legal resident of Shelby County
- ◆ Meet household income for Federal Poverty Guidelines
- ◆ Long-term Commitment

Visit us online at [www.shelbycountycsa.org](http://www.shelbycountycsa.org) to learn how to become a candidate for SERF.



SHELBY COUNTY  
COMMUNITY SERVICES AGENCY  
1188 MINNA PLACE  
MEMPHIS, TN 38104



VISIT US ONLINE AT  
[WWW.SHELBYCOUNTYCSA.ORG](http://WWW.SHELBYCOUNTYCSA.ORG)  
CALL US AT  
901-222-4200



# Homeless/Displacement Assistance Program

This program helps individuals that are in need of housing. You may be eligible to receive assistance, up to \$5,000 towards your rent and deposit.

- ◆ Legal resident of Shelby County
- ◆ Meet household income for Federal Poverty Guidelines
- ◆ Homeless or Displaced

Call us at 901-222-4212 to learn how to request assistance.



# Direct Appropriation Grant (DAG)

This program can help you get utilities in your name by paying up to \$1,000 on your delinquent utility account.

- ◆ Legal resident of Shelby County
- ◆ Meet household income for Federal Poverty Guidelines
- ◆ Have a balance on an inactive utility account
- ◆ No previous assistance received during the current program year
- ◆ Homeless and seeking to obtain housing

Call us at 901-222-4236 to learn how to submit an application.

# Medical Prescription Program

This program helps with prescription medication your insurance does not cover or if you do not have prescription health coverage. You can receive up to \$1,000 once a program year.

- ◆ Legal resident of Shelby County
- ◆ Meet household income for Federal Poverty Guidelines
- ◆ Actual prescription or refillable bottles
- ◆ No previous assistance received during the current program year

Visit us online at [www.shelbycountycsa.org](http://www.shelbycountycsa.org) to learn how to submit an application.

# FEDERAL POVERTY GUIDELINES (FPG)

## 60% SMI

Programs	Family Size	Annually	Monthly
Utility Assistance Program (LIHEAP)	1	\$26,469.00	\$2,205.75
	2	\$34,613.00	\$2,884.42
	3	\$42,757.00	\$3,563.09
	4	\$50,902.00	\$4,241.84
	5	\$59,046.00	\$4,920.50
	6	\$67,190.00	\$5,599.17
	7	\$75,334.00	\$6,277.84
	8	\$83,478.00	\$6,956.50
*Additional Person Add:		\$ 8,144.00	\$678.6

## 200% FPG

Programs	Family Size	Annually	Monthly
Rent/Mortgage Assistance (CEAP)	1	\$27,180.00	\$2,265.00
	2	\$36,620.00	\$3,051.67
	3	\$46,060.00	\$3,838.33
	4	\$55,500.00	\$4,625.00
	5	\$64,940.00	\$5,411.67
	6	\$74,380.00	\$6,198.33
	7	\$83,820.00	\$6,985.00
	8	\$93,260.00	\$7,771.67
*Additional Person Add:		\$9,440.00	\$736.67

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