



CARES ACT

Program Update



November 5, 2020

Tribal Citizens,

The Central Council of the Tlingit & Haida Indian Tribes of Alaska is honored to serve you during these unprecedented times through our new CARES Act Need-Based programs. Our staff are working diligently to process all applications. Additional staff are being hired to respond to the high volume of emails and phone calls being received and to speed up the application processing time. **As of this morning, 797 payments have been processed and 1,784 applications have been entered into the client database.**

Unfortunately, a significant amount of applications have been received incomplete which has slowed the processing time. Currently, applications can take up to four weeks to process, however, we expect this time frame to shorten as more staff are hired. **In order to expedite the application process, please make sure to complete the following:**

- Update your address by sending an email to depttbe@ccthita-nsn.gov or by completing the address update form at www.ccthita-nsn.gov/services/overview/forms/form-update-contact.
- Complete the application and make sure to sign it and enter your enrollment number.
- Complete the vendor form and make sure to select "Client".
- Include proof of expenses (i.e., utility bills, rent invoice, or internet bill).
- Submit your application to caresrelief@ccthita-nsn.gov along with all supporting documents.

Note:

- Once submitted, you will receive an auto-reply email.
- A confirmation will be sent once your application has been processed.
- If additional information is needed to process your application, we will contact you.
- If you discover that you did not submit a document with your application, please resubmit your application with all supporting documents.

Gunalchéesh, Háw'aa for your patience!