



CARES ACT *Program Update*



October 14, 2020

Tribal Citizens,

The Central Council of the Tlingit & Haida Indian Tribes of Alaska (Tlingit & Haida) is honored to serve you during these unprecedented times through our new CARES Act Need-Based programs. Over 1,400 applications were received in just the first two weeks and are being processed in the order received. Our staff are working diligently to process all applications and is hiring additional staff to respond to the high volume of emails and phone calls received and speed up the application processing time. To date, 325 payments have been processed and 588 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 timeframe to shorten as more staff are hired. In order to expedite the application process, please make sure to complete the following:

- Update your address with Program Compliance / Enrollment by sending an email to depttbe@ccthita-nsn.gov or completing the online address update form at www.ccthita-nsn.gov/services/overview/forms/form-update-contact.
- Complete the application and make sure to sign your application 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 all applications and supporting documents to caresrelief@ccthita-nsn.gov or fax to 1.888.493.5169.

Note:

- Once submitted, you should receive an auto-reply email providing notice that your application has been received.
- A confirmation will be sent once your application has been processed.
- If further 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!