



COMMUNITY SERVICES AGENCY

Shelby County Community Services

SHELBY COUNTY COMMUNITY SERVICES AGENCY (CSA)

PROGRAM ASSISTANCE GUIDE



Utility Assistance Program (LIHEAP)

This program helps with utilities owed on active utility accounts. Crisis assistance for cut-off notices is also available for seniors, disabled, and those with children 5 and under as long as the accounts are active.

- ◆ Legal resident of Shelby County
- ◆ Meet household income for Federal Poverty Guidelines
- ◆ Active utility account
- ◆ No previous assistance received during the same program year which is October 2023 - September 2024

**APPLY ONLINE FOR REGULAR ASSISTANCE at www.shelbycountycsa.org
APPLY IN PERSON ONLY FOR CRISIS CUT-OFF ASSISTANCE.**

Rent/Mortgage Assistance Program (CEAP)



This program helps prevent evictions and foreclosures by assisting with arrears owed once per program year Oct 2023 - Sept 2024 for qualifying households.

- ◆ Legal resident of Shelby County
- ◆ Meet household income for 125% Federal Poverty Guidelines
- ◆ Proof of an uncontrollable financial circumstance in the last 120 days that effected your ability to pay rent/mortgage

CEAP IS AVAILABLE ONLINE ONLY BY RESERVING A SLOT ON THE FIRST MONDAY OF EVERY MONTH AT 8 A.M. CENTRAL TIME. NO WALK-INS ACCEPTED. SLOTS ARE LIMITED AND THE ONLINE PORTAL WILL CLOSE WHEN AT CAPACITY.

Visit us online at www.shelbycountycsa.org/en/rent-mortgage to learn more.



Supportive Services

Households seeking resources and skill sets that help them achieve long-term stability and independence may qualify for case management and wrap-around services. Service plans are client-driven and may encompass linkage to health/wellness, nutrition, prescription assistance, education, financial planning, youth support, and job skills development.

- ◆ Legal resident of Shelby County
- ◆ Meet household income for 125% Federal Poverty Guidelines
- ◆ Resides in Permanent Housing
- ◆ Proven need and desire to achieve economic stability

MUST COMPLETE AN INTEREST FORM ONLINE www.shelbycountycsa.org/en/supportive-services

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



VISIT US ONLINE AT
WWW.SHELBYCOUNTYCSA.ORG
CALL US AT
901-222-4200

Direct Appropriation Grant (DAG)

This program helps secure utilities in your name by assisting with a delinquent utility account. You must need the assistance for the purposes of finalizing new housing with a new utility account.

- ◆ Legal resident of Shelby County
- ◆ Meet household income for 125% Federal Poverty Guidelines
- ◆ Have a balance on an inactive utility account
- ◆ No previous assistance received during Oct 2023 - Sept 2024
- ◆ Proof a housing opportunity has been applied for and approved

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

COVID EVICTION PREVENTION PROGRAM

Financial assistance for qualifying households at risk of eviction due to an income hardship related to COVID-19 looking to achieve housing stability and avoid homelessness.

- ◆ Legal resident of Shelby County
- ◆ Meet household income for HUD Area Median Income limits
- ◆ Proof of COVID related hardship and current income
- ◆ Active lease agreement in Shelby County and rental ledger (no mortgages accepted)

**MUST BOOK AN APPOINTMENT ONLINE FOR SCREENING www.shelbycountycsa.org
NO WALK-INS ACCEPTED**

INCOME GUIDELINES BY PROGRAM

Program
Utility Assistance (LIHEAP)

160% State Median Income

Family Size	Annually	Monthly
1	\$28,141.00	\$2,345.08
2	\$36,800.00	\$3,066.67
3	\$45,459.00	\$3,788.25
4	\$54,118.00	\$4,509.83
5	\$62,776.00	\$5,231.33
6	\$71,435.00	\$5,952.92
7	\$80,094.00	\$6,674.50
8	\$88,753.00	\$7,396.08
*Additional Person Add:	\$ 8,659.00	\$ 721.58

PROGRAM YEAR LIVE ON OCT 1st

Programs
Rent/Mortgage Assistance (CEAP)
Direct Appropriation Grant (DAG)
Supportive Services

125% Federal Poverty Guidelines

Family Size	Annually	Monthly
1	\$18,225	\$1,519
2	\$24,650	\$2,054
3	\$31,075	\$2,590
4	\$37,500	\$3,125
5	\$43,925	\$3,660
6	\$50,350	\$4,196
7	\$56,775	\$4,731
8	\$63,200	\$5,267

PROGRAM YEAR LIVE ON OCT 1st

Program

COVID-SPECIFIC Eviction Prevention Program (EPP)

PROGRAM YEAR LIVE ON OCT 23rd

80% HUD Median Income

Family Size	Annually
1	\$45,400
2	\$51,850
3	\$58,350
4	\$64,800
5	\$70,000
6	\$75,200

