Frequently Asked Questions

Does Denver Human Services have anything to help with COVID-19 related expenses?

Denver Human Services is providing Disaster Assistance through our federal Temporary Assistance for Needy Families (TANF) program (referred to as Colorado Works in the state of Colorado).

Disaster Assistance is for Denver residents with children in the home who are denied or will likely be denied for public assistance programs but still meet broad-based TANF eligibility criteria and present a real need for services directly relating to the COVID-19 pandemic.

The need may be related to loss of income due to the pandemic, but loss of income is not necessary. For example, counseling or mental health services may be needed due to any number of pandemic-related realities other than loss of income.

How do I qualify for this program?

To qualify, you must meet the following criteria:

- Your annual household income is less than $75,000
- You have at least one minor child living in your home
- The head of household must be lawfully present in the United States

In addition to the above, the following households are being considered for this aid:

- Households who are eligible for TANF/Colorado Works (and any other additional programs)
- Households who are eligible for Medicaid only (and no additional programs)
- Households who are over income for all programs

Can I still qualify for TANF Disaster Assistance if I receive benefits through other programs (SNAP, Medicaid, TANF, etc.)?

- If your family is eligible for or already receiving TANF/Colorado Works (along with SNAP and Medical Assistance), a case manager will conduct a comprehensive assessment to help determine the needs of your household and provide case management services.
- If a family is eligible for or already receiving SNAP and Medical Assistance but not TANF/Colorado Works, they would not qualify for TANF Disaster Assistance.
- Please note that if your family’s eligibility for other DHS assistance programs will not be impacted if you receive TANF Disaster assistance.

What is the TANF broad-based eligibility criteria used to receive TANF Disaster Assistance?

To be eligible to receive TANF Disaster Assistance, you must:

- Be lawfully present in the US (a short, signed affidavit is required for each adult requesting assistance)
- Have a dependent child in the home (17 or younger – TANF is Temporary Assistance for Needy Families and was designed as a financial assistance program for families which is why a dependent child is needed)
- Have an annual household income of under $75,000 (this amount includes all countable types of income including unemployment, child support, earned wages, and gifts.)
- Reside in Denver County
How do I apply?

The first step in the process is to apply for TANF/Colorado Works online and then to discuss TANF Disaster Assistance during your eligibility interview.

If you already receive TANF/Colorado Works, please reach out to your case manager for more information.

You can apply for TANF/Colorado Works at online at Colorado.gov/PEAK, or you can download a paper application in English, Spanish, or large print. Printed applications can be faxed to 720-944-3094, mailed to Denver Human Services, Attn. Assistance Application, 1200 Federal Blvd. Denver, CO 80204, or, dropped off at any of the drop boxes located at Denver Human Services offices (1200 Federal Blvd., 3815 Steele St., or 4685 Peoria St.). Please note that our offices are currently closed to prevent the spread of COVID-19 and we are offering services by phone and online only.

For new customers, our document runner program is available to Denver residents in need of paper applications for assistance with food (TANF/SNAP/Medicaid), child care (CCAP), utilities (LEAP), EBT cards, and child support services. Residents who need an application delivered to their residence can call 720-944-1520, between 8 a.m. to 4:30 p.m. on weekdays. Once the application is completed, residents can place it in the provided, sealed envelope and call the same hotline to schedule the pick-up. Please note that this service is provided only for new customers. Those with existing DHS cases should call 720-944-4DHS (4347).

What is needed to prove you have a COVID-19 emergency?

If you are denied for public assistance programs but still meet the broad-based TANF eligibility criteria and have a need directly relating to the pandemic, a DHS employee will complete request for TANF Disaster Assistance on your behalf. Depending on the need/request, we may ask you to provide supporting documentation of the expense (e.g. utility bills; rent or mortgage statement; insurance statement).

What expenses can be covered? Other items that I could request from this program?

TANF Disaster Assistance is intended to assist with expenses due to the pandemic. The need may be related to loss of income due to the disaster, but loss of income is not necessary. For example, counseling or mental health services may be needed due to any number of pandemic-related factors other than loss of income.

TANF Disaster Assistance includes, but is not limited to:

- Food
- Shelter (including mortgage or rent)
- Clothing
- Non-covered medical expenses
- Counseling and mental health services
- Educational/developmental opportunities
Transportation (including automotive expenses)
- Work-related supplies.

How long until I know if I am approved? How will I be notified?
It may take up to 30-45 days to process an application for public assistance programs to then determine if the applicant qualifies for TANF Disaster Assistance. The customer can expect to be contacted thereafter to complete an TANF Disaster Assistance request form over the phone if they qualify for the program. Once all information/documentation is received, the customer will be notified of the determination, method of payment(s), and forthcoming notification in the mail.

When approved-how are funds received and does it come to me directly?
TANF Disaster Assistance payments will be issued by Electronic Benefit Transfer (EBT) cards and/or a direct payment to the vendor with check(s). TANF Disaster Assistance benefits may be paid using both methods for a single customer – for example, a check may be issued to a landlord/vendor while the customer also receives an EBT card loaded with benefits for other needs.

Is there a limit on how much I can request?
The maximum TANF Disaster Assistance per-family payment is $4,000.

For how long will this program be available? Can I apply for more help later?
TANF Disaster Assistance is available until the funds are exhausted and this program is intended to assist with a one-time payment for the related expense.

Can I still get help if I don’t have COVID-related expenses?
TANF Disaster Assistance is to assist with needs related to the COVID-19 pandemic. Customers may still qualify for public assistance and other programs to help with needs not related to the pandemic.

Do you have to pay this money back?
We are required to ask you (if you are approved for funding) to attest that the information you provide to us is true and accurate, and make sure that you understand that the benefits may be denied or revoked if you provide false or fraudulent information in seeking disaster benefits. If you provide true, accurate information and are approved for the benefits, you will not need to pay them back. You may be subject to demands for recovery of any benefits paid, including litigation if deemed necessary, if benefits are paid due to false or fraudulent information you have provided.

Are other programs, like food assistance, child care assistance, and Medicaid, affected if a person receives help?
If you receive TANF Disaster Assistance funds, they would not impact the other programs that you may be eligible to receive.

Do all resources have to be exhausted before you can request assistance?
No, you can apply for public assistance programs at any time.
I need more help – with food, clothing, rent, or other expenses. What should I do?

You may be eligible for some of our other programs. Visit Colorado.gov/PEAK to apply for food, cash, medical, and child care assistance. Apply for our emergency rental/eviction assistance program here, and apply for LEAP by visiting Denvergov.org/LEAP. You can also contact Mile High United Way's 211 Help Center.