



## 211 Information on Financial Assistance – For Individuals & Families

**Unemployment Insurance:** Individuals unemployed due to COVID-19 are encouraged to apply for unemployment benefits, even if they would not normally be eligible. Eligibility will be determined on a case-by-case basis. To file a claim, visit [www.filectui.com](http://www.filectui.com) and click the blue button. For faster claim processing, individuals should try and obtain a return-to-work date from the employer, as well as the employer's registration number (if not available, enter 99-999-95) , and answer 'YES' to the question about whether there is a definite return to work date. If there is not a definite date, filers should enter 04/01/2020. For a comprehensive guide to unemployment benefits, visit <http://www.ctdol.state.ct.us/DOLCOVIDFAQ.PDF>. **Don't have access to file a claim online?** Can a family member, friend, or neighbor help? If not, the social services department at your city or town may be able to assist. To find the contact information for social services in your town, click [here](#), enter your zip code or town, and press the search button.

**Temporary Family Assistance (TFA):** Low-income families residing in Connecticut with children under age 18 may be eligible for Temporary Family Assistance (TFA) through the Department of Social Services (DSS). TFA is a time-limited cash assistance program that provides monthly cash for basic needs such as food, shelter, clothing, and employment assistance. Unsure if you are eligible for TFA? Complete the 2-1-1 Navigator at <http://www.211navigator.com/>. The DSS field offices are currently closed to the public, but individuals can apply for TFA online at [connect.ct.gov](http://connect.ct.gov) or by calling the DSS Benefits Center at 1-855-6-CONNECT.

**Tax Assistance:** The Internal Revenue Service (IRS) has extended the deadline for filing until July 15, 2020. For more information, visit [www.irs.gov/coronavirus](http://www.irs.gov/coronavirus). Individuals who have not yet filed and may be eligible for a refund, should consider filing now. Filers of all incomes can complete their taxes online for free at [www.myfreetaxes.com](http://www.myfreetaxes.com). Households with earnings less than \$56,000 can also look to have their taxes filed for free by a trained volunteer through the Volunteer Income Tax Assistance (VITA) program. Most VITA sites are currently closed, but some are still offering the service 'virtually.' For more information, visit <https://uwc.211ct.org/taxhelp/>.

**Other State and Federal Benefit Programs:** Individuals struggling financially are encouraged to check to see if they might be eligible for other state and federal benefits, which can help reduce a household's monthly expenses. A quick way to get a sense of what benefits an individual may be eligible for is to complete the 2-1-1 Benefits Navigator at [www.211navigator.com](http://www.211navigator.com).

**Insurance Grace Period:** The Connecticut Insurance Department (CID) is requesting all insurance companies that offer insurance coverage in Connecticut (health, life, auto, property, etc) to immediately provide customers with a 60-day grace period without interest or penalty to pay their insurance premiums. Callers with additional questions can call the CID Consumer Helpline at 800-203-3447.

**Having Trouble Paying the Bills?** The Consumer Financial Protection Bureau (CFPB) has helpful tips for households on how they can protect themselves financially from the impact of COVID-19, including suggestions about contacting lenders and service providers proactively. Click [here](#) to review the tips.

**Legal Assistance:** Individuals seeking legal information can visit <https://ctlawhelp.org/en/coronavirus>. If legal assistance is required, call Statewide Legal Services at 1-800-453-3320.