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**FOR IMMEDIATE RELEASE**

October 6, 2021

**Navajo Family Assistance Services Continues to Accept  
Navajo School Clothing and Supplies Applications**

**Window Rock, Ariz.** – The Navajo Family Assistance Services (NFAS) have received numerous applications for Navajo School Clothing and Supplies (NSCS) since they released the applications on August 27, 2021. “The NSCS Application Portal alone has received over 2,000 applications and every day we receive more by fax, email, mail and drop-offs. We have been receiving non-stop phone calls inquiring about whether or not applications have been received. Be aware that it will take some time for NFAS staff to respond due to the number of applications being processed,” stated Raeann Metteba, NFAS Manager.

After an NFAS application is submitted, it is reviewed for required eligibility information. “Rather than deny an NSCS application for missing information, an NFAS staff member will first, call or email applicants to provide missing documentation,” stated Metteba. When an application passes the review process applicants will be sent an award letter in the mail. The application will then be submitted to the Navajo Nation Office of the Controller for payment. When the payment is processed, Navajo Nation checks will be sent via postal mail.

Applicants should not anticipate an immediate payment. The Navajo Nation is in the midst of closing its fiscal year, leaving the Office of the Controller with overwhelming payment requests. “The payment process is quite lengthy. Mostly because it is still a manual process. The Division of Social Services is on a mission to automate all NFAS’ services. When that is accomplished the payment process time will be cut tremendously,” stated Deannah Neswood-Gishey, Executive Director.

NFAS is also collecting and assessing applications for the Low Income Home Energy Assistance Program (LIHEAP), Community Services Block Grant (CSBG), General Assistance, and Burial Assistance. “We kindly ask applicants to limit their inquiries and wait for their award letters. If there is an issue with your application an NFAS staff member will reach out to you,” stated Metteba.

NFAS will continue to accept school clothing applications until funds are expended. Communications will be released when NFAS will discontinue accepting NSCS applications.

Applicants may email their inquiries to [nndss.info@navajo-nsn.gov](mailto:nndss.info@navajo-nsn.gov) when they cannot reach a staff member by telephone at (928) 871-6851, 6847, 6821 or 7635.

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*The Navajo Division of Social Services (NDSS) is under the Executive Branch of the Navajo Nation's three-branch government. Under the leadership of the NDSS Executive Director, NDSS programs and departments provide social services and human services, consistent with professional social work ethics and values, and human services in accordance with Navajo cultural values to help reduce and alleviate hardship.*

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