



The Navajo Nation Office of the Controller

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More than \$293 million paid to Navajo Nation members from Navajo CARES Act Hardship Assistance Program

WINDOW ROCK, Ariz. — As of March 9, more than \$293 million has been distributed to 293,000 applicants of the Navajo CARES Act Hardship Assistance Program, more than 265,000 checks have been mailed and more than 235,000 checks have been recorded as cashed.

In addition, approximately 3,000 checks have been returned to the Office of the Controller due to issues with the U.S. Postal Service (USPS). The issues with USPS are primarily due to check recipients listed on applications not being listed on their post office boxes.

The Office of the Controller also reports more than 4,200 applicants to the Hardship Assistance Program remain on a waiting list because they missed the application deadline. Funds for these applicants is contingent upon any unused funds reverting to the Hardship Assistance Program.

Currently, Navajo Tribal Utility Authority (NTUA) did not spend all of its CARES Act funds granted to them. Such funds could revert into the Hardship Assistance Program but they are also pursuing an effort to keep the funds for projects.

The Support Center also continues to experience a high volume of telephone calls with more than 7,000 calls in the queue at all times. Currently, the Call Center is operating as a 100% call-back basis.

Callers will need to leave their phone number and must answer the call-back from the 1-833-282-7248. Support Center staff are also working through more than 15,000 exceptions or application errors which is holding up funding for those applicants. Most exceptions are due to errors with an applicant's name, Certificate of Indian Blood or with their date of birth.

This week, an additional 18,000 checks were issued and mailed—this amount is included in the 265,000 total checks mailed.

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