



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

Karl F. Dean
Mayor

Cynthia Croom
Executive Director



Metropolitan Action Commission
1624 5th Avenue, North
Nashville, TN 37208

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Media Contact: Lisa Gallon
(615) 862-8860, Ext 144 office
(615) 566-4710 cell
Lisa.gallon@nashville.gov

Agency to make Temporary Change to Intake to Ensure Timely Assistance *Timely processing key to maximizing additional funding for Families in need*

NASHVILLE, Tenn. – With nearly 1000 applications for utility assistance received in the last 10 business days, the Metropolitan Action Commission is adjusting its intake process to ensure families receive the help they need as soon as possible.

For one week, beginning Monday, January 5, energy assistance customers and customers in jeopardy of being evicted or facing possible foreclosure due to past due mortgages will receive priority service. This will enable the agency to significantly reduce the number of pending applications on hand as well as continue to assist residents with the most urgent need.

“With nearly 200 people coming to us each day for help mostly with utilities, rent and mortgages, we need to make some temporary changes to the way we handle all requests so that families will not have to wait extreme amounts of time for assistance, said Cynthia Croom, Metropolitan Action Commission Executive Director.

The majority of the customers seeking assistance will not notice any change in the way the agency operates. Staff will continue to accept applications for all programs. Applications that were not processed this week will be processed the following week.

“It is imperative that we address this issue now given the large volume of requests we expect to have over the next few months. We believe making this adjustment will also reduce the call volume of customers wanting to know the status of their applications,” said Croom.

By mid January the agency expects to have served nearly 6,000 customers, which would exceed the total amount that the agency served all of last year. As of Wednesday, Metro Action had assisted 5,632 families. Last year the agency assisted 5,993 families.

Metro Action expects to make a significant impact on the increased applications being received; therefore customers will not experience any noticeable change to the intake process.

The agency reported earlier this week the receipt of an additional \$3.1 million in energy assistance funds to help more families in need of help with their utility payments. It is expected that 8,360 additional customers will come to the agency for assistance.

“It is imperative that we take the time necessary to get the applications processed as quickly as possible so that we can get these much needed funds to the families, said Croom.

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