



# TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

The Welfare Transition Program, also known as the Temporary Assistance for Needy Families – or TANF, provides cash benefits to eligible families with dependent children.

TANF is a federally-funded, temporary cash assistance program designed to provide financial aid to customers in need – but it's also a work-based program that emphasizes self-sufficiency and personal responsibility.

Customers seeking TANF assistance must first apply with the Florida department of children and families (Florida DCF) by calling 1-866-762-2237 or by applying through the department's website at [myflfamilies.com](http://myflfamilies.com)

Eligibility for TANF is based on factors such as income and the number of children in the household. Also, in the state of Florida, there is a lifetime limit of forty-eight months, or four years, for receiving cash assistance.

Florida DCF is the only organization that can start or end temporary cash assistance benefits and definitively answer questions about your case. CareerSource Northeast Florida only partners with DCF for the employment and training portion of the program – and is required to report all noncompliance to Florida DCF.

All TANF applicants must create an account on the one-stop service tracking system, called the osst client website. There, applicants will complete their work registration.

At that time, applicants are provided an opportunity to identify any needs or barriers to employment – and also share their personal work history, education and skills to better access their potential job opportunities.

To find out more about the process, visit [careersourcenefl.com](http://careersourcenefl.com), click on the job seeker tab – then click on the TANF tab, and choose the applicant section.



The goal of the TANF program and careersource northeast florida is to engage participants in their efforts to seek employment – which can include training and other resources to eliminate any barriers to employment. Those individuals who accept the cash assistance payment, will be assigned to 35-40 hours of work activity per week.

For those who want to opt off from receiving temporary cash, contact dcf 1-866-762-2237 or report it through [myflfamilies.com](http://myflfamilies.com)

Additional TANF support may also include assistance with childcare, transportation and job training.

TANF applicants who are employed full time, or have a current offer of full time employment, who also have a one-time emergency, may inquire about up front diversion services. If qualified and approved, the customer receives a one-time payment of up to \$1,000 – but cannot reapply for TANF aid for three months after receiving the diversion payment.

They will also have to complete a screening packet and return it within three business days along with all documentation of the qualified emergency need they are experiencing. Up front diversion payments cannot be given to anyone who has already received temporary cash assistance for the month.

Participants who receive cash assistance are required to comply with all program rules and timelines or face sanctions which may affect receiving food stamps or TANF assistance.

A level 1 penalty can lead to the loss of temporary cash assistance for 10 days and the loss of food stamps for 1 month.

A level 2 penalty can lead to the loss of temporary cash assistance for 1 month and the loss of food stamps for 3 months.

And, a level 3 penalty can result in the loss of temporary cash assistance for 3 months and the loss of food stamps for 6 months.

Any TANF participants who are penalized must serve their sanction period and come back into compliance before the penalty can be lifted.



More information about these penalties can be found on our website beneath the job seeker tab. Just click on the welfare transition program/TANF link.

CareerSource Northeast Florida's TANF hours are from eight thirty am to four thirty pm monday through friday. The offices are closed for lunch every weekday from noon to one p.m.

Also, there are computers available for participants to use in the resource rooms at all careersource northeast florida career centers.

If you have additional questions or need to speak directly with a TANF team member, please call (904) 213-3900.



# LOCATIONS

Career Centers are open and welcoming customers.  
Check our website for [current hours](#).

## CAREERSOURCE NORTHEAST FLORIDA CAREER CENTERS

### BAKER COUNTY

1184 South 6th Street  
Macclenny, FL 32063  
Phone: (904) 259-9309  
Fax: (904) 892-8182

### CLAY COUNTY

1845 Town Center Blvd., Suite 150  
Fleming Island, FL 32003  
Phone: (904) 213-3888  
Fax: (904) 892-8185

### DUVAL COUNTY GATEWAY

5000 Norwood Avenue, Suite 2  
Jacksonville, FL 32208  
Phone: (904) 924-1710  
Fax: (904) 892-8265

### SOUTHSIDE

11268 Beach Blvd.,  
Jacksonville, FL 32246  
Phone: (904) 997-3100  
Fax: (904) 892-8184

### WELFARE TRANSITION AND SNAP SERVICES CENTER

5000 Norwood Avenue, Suite 2  
Jacksonville, FL 32208  
TANF (904) 213-3900  
SNAP (904) 798-9230  
Fax: (904) 892-8272

### NASSAU COUNTY

96042 Lofton Square Court  
Yulee, FL 32097  
Phone: (904) 432-0009  
Fax: (904) 892-8268

### PUTNAM COUNTY

400 Highway 19 North, Suite 53  
Palatka, FL 32177  
Phone: (386) 530-7089  
Fax: (386) 892-8269

### ST. JOHNS COUNTY

525 State Road 16, Suite 109  
St. Augustine, FL 32084  
Phone: (904) 819-0231  
Fax: (904) 892-8271

## CAREER DEVELOPMENT CENTERS AT AREA CAMPUSES

### FLORIDA STATE COLLEGE AT JACKSONVILLE

#### DEERWOOD CAMPUS

9911 Old Baymeadows Road,  
Room D2420  
Jacksonville, FL 32256  
Phone: (904) 356-5627 ext. 2951

#### DOWNTOWN CAMPUS

101 W. State St., Room A-1120  
Jacksonville, FL 32202  
Phone: (904) 356-5627 ext. 2954

#### KENT CAMPUS

Student Success Center  
3939 Roosevelt Blvd., Room G155  
Jacksonville, FL 32205  
Phone: (904) 356-5627 ext. 2950

#### NORTH CAMPUS

4501 Capper Road, Building E,  
Room 150  
Jacksonville, FL 32218  
Phone: (904) 356-5627 ext. 2958

#### SOUTH CAMPUS

11901 Beach Blvd., Room U-106  
Jacksonville, FL 32246  
Phone: (904) 356-5627 ext. 2956

### ST. JOHNS RIVER STATE COLLEGE

#### ORANGE PARK CAMPUS

283 College Dr. A0006  
Orange Park, FL 32065  
Phone: (904) 276-6765

#### PALATKA CAMPUS

5001 St. Johns Ave., Bldg. V,  
Room 0107B  
Palatka, FL 32177  
Phone: (386) 312-4257



Scan this code with your Smartphone  
for more free resources.

A proud partner of the AmericanJobCenter network

CareerSource Northeast Florida is an equal opportunity employer/agency. Auxiliary aids and accommodations for people with disabilities are provided. FRS users dial 711. For program funding details in compliance with the Stevens Amendment, please visit <https://careersourcenortheastflorida.com/about>.