

KENTUCKY OFFICE FOR REFUGEES
WILSON FISH SERVICE PLAN: FY2016

B. WF-TANF/K-TAP DIFFERENTIAL

1. How many K-TAP cases does your agency project to serve in FY2016 that will be eligible for the differential payment? How many individuals do these cases include?

IC Bowling Green project to enroll 175 individuals in the K-TAP program, and these clients would be eligible for the TANF differential. This number includes asylees and secondaries who qualify. It is projected that these 175 individuals shall come from 35 cases.

2. Which staff positions at your agency will be responsible for implementing this new cash assistance available to K-TAP refugees?

The new KTAP cash assistance will be done by Sr. WF CM and assigned WF Case managers. Supplemental program manager will oversee all WF program services under a close collaboration with agency Director and KOR staff.

3. Describe the projected initial eligibility determination process for both new arrivals and secondary migrants.

All KOR/ORR programs are initially introduced to clients within 5 days from the date of U.S arrival. On the day of the determination meeting, the assigned case manager introduces clients to Program Managers. Each program coordinator gives a concise and precise introduction of the program and based on the family composition and preference, clients make their personal selection and program coordinator make final decision based on both clients' preference and program eligibility requirements. Sr.WF CM or the assigned WF staff review clients' immigration status, family composition and time eligibility.

On the other hand, determination process for secondary cases is done the same way as that of primary cases. However, further information from previous enrollments are required. Sr.WF CM or assigned case manager make follow-up with DCBS or previous resettlement agency in making sure TANF case from previous state was closed or else client will not be able to apply for such benefits in current state (KY). After all the needed information are obtained the assigned case manager assist client with TANF application/enrollment and as soon as the enrollment is done Sr.WF CM is informed and WF TANF/KTAP differential orientation is completed with client. Sr.WF CM notify KOR of the enrolment and TANF enrollment verification and KTAP deferential check request is made and sent to KOR for KTAP deferential approval.

4. Describe the projected enrollment and orientation process for the K-TAP differential payment.

Sr.WF CM or WF staff will be responsible for K-TAP Differential orientation and enrollments. The enrollment will be detailed and all components of WF TANF/KTAP

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Differential orientation will be utilized and fully covered. Orientation and enrollment will be facilitated using proper language interpreter. Client's responsibilities and expectations will be emphasized. WF TANF/KTAP recipients will work closely with Empl. Program Manager and clients will be motivated to accept the earliest available job opening. WF TANF/KTAP Deferential benefits will be terminated as soon as client is terminated from DCBS TANF/KTAP program. Sr. WF CM or assigned WF staff will notify clients of the intent for program discontinuance and necessary referral will be made accordingly. KOR will be notified and copy of the termination letter will be given to clients in their language or by the use of language interpreter

5. How will the checks be distributed? What controls will be in place to ensure that checks are distributed to the proper refugee?

K-TAP Deferential checks will be handled same way as RCA checks. Sr. WF CM or assigned WF staff will be responsible in ensuring that clients' checks are properly handled and distributed. When clients' checks are received, WF staff will notify clients directly or by notifying the assigned case manager. Clients will be advised to pick-up their personal checks but in case of emergency, immediate family member will be allowed to pick-up client's check. In addition, clients will have to send the chosen family with an official Identification and a written note stating that he/she allowed the family member to pick up the check. The family member will sign the check receipts and the check will be handed to the family member. The check and receipt will be hand-over to the family member and WF staff will make copy of the client's identifications, attach with check receipts and place the same in client's file; and original check receipt will be mailed to KOR

6. Describe the projected monthly eligibility determination process after clients receive their first check. How will you determine if they are still receiving K-TAP and eligible for the differential? How will you communicate with the local DCBS office after you learn the client goes to work to see when/if their K-TAP payments will end?

The agency works closely with DCBS and Kentucky Works Program (KWP) in making sure that our clients are in compliance with KWP requirements and needed support are offered and the IC assigned KTAP staff will make needed follow-ups with KWP in making sure that clients are in compliance with KTAP program and continue to receive TANF benefits. In case of KTAP discontinuance due to noncompliance, earned income and etc.; agency's assigned KTAP staff will be responsible to report the changes to both clients' case manager and Sr. WF CM and he will accordingly notify KOR of the changes so necessary adjustments could be implemented. Supplemental services program manager will continue to work closer with KOR in making necessary follow-ups on all WF program services and vice versa

7. Briefly describe the main challenges anticipated in regards to communication with the local DCBS office and/or Kentucky Works Program in regards to the implementation of the K-TAP differential.

As of now, there are no known challenges in implementing KTAP Differential. The supplemental service manager made follow-up with DCBS KWP coordinator on detail clarification of "earned income" and was told that an earned income which affects

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clients' benefits is solely based on FI and therefore, the calculated KTAP Deferential doesn't exceed Federal Poverty Level and therefore KTAP Deferential would not by any means affect clients public benefits such as SNAP, KTAP and medical insurance.

8. What controls will be in place to ensure that refugees who are ineligible due to earned income, noncompliance with K-TAP or time expired do not continue receiving the differential payment?

Although WF TANF/KTAP recipients are responsible to inform the assigned case managers and WF coordinator of any changes that may have taken place in their WF benefits, the Case Managers and Sr.WF CM are required to conduct monthly follow up of all K-TAP cases in order to document any change in their status. By doing this, the staff will be able to immediately identify changes and take the appropriate steps to ensure that clients who are not eligible do not receive benefits. If verification is pending, then the Sr.WF CM will hold the KTAP Deferential check until proper verification of KTAP benefits is obtained. If client is employed and no longer qualify for KTAP benefits or if KTAP benefits are discontinued for any reasons, then WF TANF/KTAP Differential will be discontinued and KOR will be notified accordingly. WFCM or Sr. WF CM, using proper language interpreter, will verbally notify client of the Intent to Terminate benefits. The letter of "Case Closure" will be issued and reason for benefit discontinuance will be explained. In addition, client will be informed and referred to available mainstream resources as needed and will be advised to see the assigned case manager or WF staff in case of need and if time is still eligible.

9. Describe how your agency assists K-TAP refugees who are pursuing SSI. How do you follow up, once a client is approved for SSI, to ensure timely transfer of benefits?

Such cases are very rare. Most SSI/SSIDs cases do not qualify for KTAP benefits but in some case they are enrolled in Medical Review Team KTAP program (MRT). However, in most cases the assigned case managers assist clients in SSID applications and other processing such as completing paperwork, translation and interpretation, transportation to and from Social Security Administration, medical evaluations appointments as well as other follow-ups as needed. The assigned case worker communicates with social security administration for necessary medical updates from the attending physician. As soon as SSID benefits are approved and Reward Letter is received then the assigned case manager notifies WF coordinator and the same is reported to DCBS for prompt adjustments of the benefits.

10. Does your agency assist K-TAP refugees with obtaining employment exemptions from the K-TAP office? How does this process work?

We never did because DCBS told us that all KTAP recipients are expected to be employable and in case a client is a medical case then SSID application is to be completed. However, this

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year, we had a KTAP client with medical condition, she was to obtain medical recommendation for the SSID application to be obtained. The client was in need of cash assistance and agreed to assume minor volunteer assignments in order to continue to receive TANF/KTAP benefits while waiting for her SSID claim to be completed and approved. DCBS KWP coordinator observed client's difficulties in mobility and promised to find out if KTAP policy will have an option that will exempt the client from working but continue to earn KTAP benefits until SSID benefits are approved. The agency is still waiting for a feedback on this regard.

11. Describe the process the agency will use to manage a K-TAP client who is out of compliance. Who makes the final decision to sanction a client? When would the differential be terminated? How is the client notified of the sanction and appeal process?

Usually TANF/KTAP sanctions are solely done by DCBS KWP office. Clients receive the sanction notification from DCBS/KWP offices and if the reason for the sanction is unclear or with no supportive information then the case manager in collaboration with client make necessary follow-ups with the DCBS KWP coordinator and necessary verifications are obtained and submitted to KWP offices. In most cases clients' benefits are restored. The agency offers language interpreters as need.

I. INTENSIVE CASE MANAGEMENT

1. Provide a brief summary of the ICM population your agency served in FY2015. What were common challenges seen regarding barriers to self-sufficiency?

The agency served a total of 41 clients under the ICM program. Most of the enrolled clients were medical cases such as those with mental health and other health concerns. Other enrollment reasons include housing, elderly, and disable, unemployed due to illiteracy in English language, etc. Common barriers to becoming self-sufficient were seen on clients with mental challenges and other chronic illness that took long to recover and some of these illness were not expected to be totally treated but managed over time. We also had difficulties in getting support from clients' family and relatives. Assigned case managers had several times reported to have little to no genuine support from clients' family. Case managers and Supplemental services manager continue to educate family members about the importance of working with case managers in offering the needed support to their family members. Also as ICM enrollees, their family members and the entire refugee population continue to be educated on how ICM works and how to fully benefit from the program; ICM clients will