

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION	TEMPORARY CASH ASSISTANCE MANUAL	
REFERRALS-206	COMAR 07.03.03.16	APPLICATION- 200

206.1 REQUIREMENTS

- A. To meet the needs of the family, the case manager makes referrals within the local department and to outside agencies and service providers.
- B. Referrals may be made during the application process or anytime thereafter.
- C. Referrals as a result of an assessment, can be made to the following agencies:
 1. Child Support Enforcement Administration- (CSEA)
 - a. Provides services to establish paternity and to establish and enforce child support orders
 - b. Services are provided:
 - i. At no cost for current TCA and MA families
 - ii. At no cost for former TCA and MA families who have kept at least one child support case open with CSEA
 - iii. For a one-time-only fee of \$25 for all other families
 - c. Compliance with CSEA requirements is required for TCA and MA families that include a child with an absent parent
 2. Community and Educational Resources
 - a. Each local department has compiled lists of many resources
 - b. Use of the services by the customer is optional unless it is tied to work and education requirements
 3. Disability Advocacy Program
 - Provides free legal services to disabled individuals receiving TCA or Temporary Disability Assistance Program (TDAP) in applying for SSI or Social Security disability
 4. Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Services

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- a. Provides preventative health services for children on a recommended schedule
 - b. Services are available through the family's Managed Care Organization (MCO) or local health departments
 - c. Use of the services is optional, but Primary Prevention Initiative (PPI) disallowances are imposed if pre-school children (birth to 6 years of age) do not have annual health check-ups
 - d. A PPI one-time-only bonus payment can be issued annually based on a health check-up for children six years old and older.
5. Family Planning
- a. Case managers give the pamphlet, "The Choice Is Yours" to every applicant
 - b. Applicants who are not of child bearing age may need it for other family members
 - c. Give telephone numbers and locations for other services upon request
 - d. Emphasize to applicants and customers that the Primary Prevention Initiative (PPI) health one-time-only bonus payment can be issued annually based on a check-up at a family planning clinic or from their family physician
 - e. Some local departments have the "Three for Free" program which provides free condoms
 - f. Use of family planning services is optional
6. Family Violence Counseling
- a. Provides counseling and other services for families with members who are victims of family violence and may or may not still be in a family violence situation
 - b. A trained family violence expert is in each local department
 - c. Counseling services may be in-house or from other service providers
 - Each local department has a list of outside counseling services

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- d. Compliance with the family violence counseling requirement is mandatory for exemptions from the work and time limit requirements
7. Work Programs
- a. Activities vary depending on the local department
 - b. Follow local procedures for making referrals
 - c. Most TCA adults are work mandatory
8. Legal Services
- a. Free or reduced cost legal services may be available for customers who appeal local department decisions
 - b. Every notice sent to customers states how to access legal services
 - c. Referrals are also appropriate when an applicant or recipient needs professional legal help
 - d. Each local department has a list of free and low-cost legal services (such as Legal Aid)
 - e. Use of these services is optional
9. Office of Home Energy Program, Maryland Energy Assistance Program (MEAP) and Electric Universal Services Program (EUSP)
- a. Provide financial assistance for heating fuel and/or utility costs to low income families and individuals
 - b. Available for those who are responsible for paying the heating bill and/or electric bill and for those who pay rent with heating costs included
 - If heat included in rent, MEAP is applied to a rent reduction
 - c. Available year round
 - d. Applications are taken at different locations (community action agencies, local government agencies and DSSs) throughout the State
 - Each Energy Assistance office and local department establishes local procedures to verify income and benefit amounts of local department customers
 - e. Refers to other local non-profit agencies, such as local Fuel Funds, when MEAP/EUSP is not sufficient

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- f. Use of the service is not required
 - If the local Emergency Assistance to Families and Children (EAFC) plan includes grants for energy related emergencies, customers must apply for MEAP/EUSP first
10. Social Services – Local departments
- a. Provides counseling and other intervention services for families and children
 - b. Referrals are made using local procedures
 - c. Adult and Child Protective Services are mandatory; all other services are voluntary
11. Special Supplemental Nutrition Program for Women, Infants and Children (WIC) administered by the Department of health and Mental Hygiene (DHMH)
- a. Provides vouchers for certain types of foods which are redeemable at grocery stores
 - b. Available for pregnant women and children up to age 5
 - c. Give applications to families with children
 - d. Use of the program is voluntary
12. Subsidized Housing
- a. Provides low-cost housing based on income
 - b. Each local department has a list of subsidized housing contacts
 - Provide the information to customers but advise them there is usually a waiting list.
 - c. Use of the service is optional
13. Substance Abuse Screening and Treatment
- a. Provides screening and residential or out-patient treatment for alcohol or drug abuse
 - b. Screening by an Addictions Specialist stationed in the DSS of TCA adult and minor parents is mandatory.

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- c. Addictions specialists make referrals to treatment programs using the **DHR/FIA 1177** form or through local procedures
 - d. Use of the treatment services is required for TCA adult and minor parents with an identified abuse problem
14. The Telephone Lifeline program (Tel-Life) Lifeline is a federal program that helps limited income consumers pay for telephone (both landline and wireless) service. The cost of the program is shared by all telephone customers. In Maryland the program is called Tel-Life.
- a. As of December 2, 2016, Tel-Life provides lower cost basic service, landline or wireless (home phones or cell phones) or broadband (internet) or a bundle of the two services.
 - i. Extra features, such as call-waiting, are not allowed
 - ii. Can be used for a new phone or existing service, landline or cell phone.
 - b. Available to FSP, TCA, TDAP, PAA, MEAP, EUSP, free and reduced proce school meals programs and SSI families as well as to recipients of Section 8 (housing), Veterans Pension Program, Veterans Survivor's Benefit Program and some tribal programs.
 - c. Applications are available at Verizon offices, cell service providers, local departments, or Tel-Life at DHR
 - i. Tel-Life number at DHR is 410-767-7442
 - ii. Verizon number is 1-800-525-0145
 - iii. English or Spanish application available at https://www.verizon.com/cs/groups/public/documents/adacct/ll_app_md_013117_fed_state.pdf
 - iv. Information about lifeline for customers supplied by Verizon.

“You may qualify for assistance in paying your home telephone bill with a government assistance program known as Lifeline service. Lifeline is a government assistance program that is offered in conjunction with the Maryland Public Service Commission and the Federal Communications Commission. Verizon Maryland LLC offers the following Lifeline-supported services as an Eligible Telecommunications Carrier: - Basic Tel-Life Service is available for as low as \$0.66 per month for 30 outgoing local calls and \$0.10 per local

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call over the 30 call limit. Value-added services are not allowed (for example, Call Waiting and Caller ID). 50% discount on connection fees. - Enhanced Tel-Life Service is \$10 per month for unlimited local calls. This plan allows customers to order two value-added services (ex. Call Waiting and Caller ID) at current rates. 50% discount on connection fees. Eligibility: - Marylanders who have been certified by the Maryland Department of Human Resources (DHR) to receive one of several public assistance benefits may apply for this program. To contact DHR, call 1- 800-332-6347. Income level may qualify, too. An application for Verizon Lifeline Service may be obtained by contacting Verizon at www.verizon.com/lifeline or by phone at 1.800.VERIZON. To find out more information, you may also call the Universal Service Administration Company (USAC), which administers Lifeline for the FCC by calling 1.888.641.8722 or by accessing its website at www.LifelineSupport.org. Some restrictions apply. Taxes and surcharges may also apply. Customers will not be required to pay the federal subscriber line charge. Full terms and rates for these services, including terms of eligibility, are as set forth in federal and Maryland statutes and regulations and in Verizon's tariffs on file with the Maryland Public Service Commission. Rates as stated here are effective as of March 1, 2015. But, the rates and other terms are subject to change in the future. Only eligible consumers may enroll in the Lifeline program. Lifeline customers must recertify qualification each 12 months. You may qualify for Lifeline service if you can show proof that you participate in certain government assistance programs or your annual income is 135% or below the Federal Poverty Guideline. If you qualify based on income, you will be required to provide income verification. Proof of participation in a government assistance program requires your current or prior year's statement of benefits from a qualifying state or federal program; a notice letter or other official document indicating your participation in such a program; and/or another program participation document (for example, benefit card). Proof of income requires your prior year's state or federal tax return; current income statement from an employer or paycheck stub; a statement of Social Security, Veterans Administration, retirement, pension, or Unemployment or Workmen's Compensation benefits; a federal notice letter of participation in General Assistance; a divorce decree; a child support award; and/or another official document containing income information. In addition, the Lifeline program is limited to one discount per household, consisting of either wireline or wireless service. You are required to certify and agree that no other member of the household is receiving Lifeline service from Verizon or

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another communications provider. Lifeline service is a non-transferable benefit. Lifeline customers may not subscribe to certain other services, including other local telephone service and an inside wiring maintenance plan. Consumers who willfully make false statements in order to obtain the Lifeline benefit can be punished by fine or imprisonment, or can be barred from the program. © 2014 Verizon Call Verizon at 1.800.VERIZON to apply and for additional program details. All rates, terms and conditions included in this notice are subject to change. For current Verizon Lifeline information and rates, visit www.verizon.com/tariffs”

206.2 VERIFICATION

- A. No verification is required for referrals
- B. Narration in the case record and in the Independence Plan is required
- C. Verification that a service was used may be needed when it affects eligibility

EXAMPLES:

Example 1 Molly Smith applies for TCA for herself and her 2-year-old son. She is 5 months pregnant and has left her abusive husband, but still wants to get child support from him. She has been moving from one relative to another. The case manager makes the following referrals:

- Family Violence Counseling
- Child Support Enforcement Administration
- WIC for both Mrs. Smith and her son
- EPSDT
- Housing Services
- Family Planning

Note: A referral to work programs may be made if Mrs. Smith wants to be referred or the family violence expert recommends work activity as part of the family’s safety plan.

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Example 2 Rachel Randall applies for TCA for her two pre-school grandchildren. Mrs. Randall is not in need. The case manager makes the following referrals:

- Child Support Enforcement Administration
- Family Planning (provide the pamphlet)
- WIC for the children
- EPSDT

Example 3 Ms. Truman applies for herself and her pre-school daughter, Bess. Ms. Truman provides a medical report (402-b) stating that she can never work. Ms. Truman knows she probably will not live to see her daughter become an adult and she is very worried about her future since Bess's father is deceased. Ms. Truman and Bess's father were never married to each other. In addition to a referral to the local Social Security office to apply for benefits for Bess on her deceased father's account, referrals are made to:

- The Disability Advocacy Program - Ms. Truman needs to apply for SSI for herself
- WIC for Bess
- Social Services for counseling and social work assistance to help Ms. Truman with making plans to take care of Bess in the event of her (Ms. Truman's) death.
- Family Planning