

I'm Laticia McLellan, the CPI specialist here at the Office of Child Welfare.

And Jennifer Press, our statewide revenue maximization specialist, will be training today on investigative tennis eligibility.

Jennifer's got to discuss why what's the current situation for 10 if she's going to go through the spot that reference 10 of activities, she's going to talk about information that needs to be collected in order to successfully complete the Tanna, and then how you document all the information you collected within this fan.

Hi.

Good afternoon.

Before we actually delve into Tanis eligibility for investigations, I'm also going to talk a little bit about the big picture of the wide our current situation in regards to funding our child well for system for Florida, while also continuing to make that connection to the role you play in it and the importance of it.

So back in 2,019, we sunset it under a title for a waiver demonstration project that we are on as a state for over 10 years.

That demonstration waiver allowed us to receive title for funding and use it in ways more flexible than the Social Security Act permits.

When that waiver was anticipated, the sunset back in 2,019, we projected an anticipated loss of over 90,000,000 dollars in title for funding.

And so with that, we realized we needed to capitalize on every federal funding stream possible and reduce the spending of general revenue dollars in our state funds.

And so with that, the state created implemented a path Forward initiative which created and implemented programs and efforts to do just that capitalize on federal funding.

So I'm going to go through just briefly, all the elements of that passport initiative speak about the war that was going to help make up that 90,000,000 dollar loss and kind of a status of where we're at with that.

And if you ask it to catch my presentation at last year's Child Protection Summit, you already know that we're not quite meeting all of the targets that were outlined in the past for initiative.

And it's important to note that because even with the projections and the targets that were outlined, if we had or hitting them at 100% perfection, we still did not anticipate that all of the programs its efforts would make up that 90,000,000 dollars. And so the fact that we're not meeting our targets just as to the for gap of funding which we have.

And so the first program that I'm going to talk about was the implementation of Level one Licensure.

So this was geared to transition are relative and non relative placements and caregivers to become licensed caregivers.

And with that, they would then be receiving a foster care maintenance payment, just like any other licensed foster parent. I'm in the state of Florida.

And where it's important there is that we are not meeting our Level one license, your target at all.

And so as far as your role playing in that, you are our front line, our first contact with locating relatives and non relatives to take placement of a child and what you determine needs to be sheltered or brought into care.

And so you're that first introduction to our caregivers about Level one licensure and that benefit and support to them.

And so that's important.

As far as your contest to continue to promote that solid home deputies and getting the background checks going for our placements, that way we can quickly successfully establish that caregiver as a Level one caregiver.

Also, I'm going to talk with Level one about our Guardianship Assistance Program, which is a different program implemented with Path four.

This program is a benefit for caregivers who close out in permanent guardianship to become the legal Guardian of a child who does not successfully reunify or close out to adoption either. I mean, I talk about these two benefits together because they're both intended to cover the same funding stream and benefit or replace, actually.

And that's the relative caregiver benefit that is available to relative caregiver.

So economic self sufficiency.

And also the non relative caregiver program, which is available for non reality caregivers, the relative carrier program

next funded with Santas funds, but the non real caregiver program is strictly state funded through general revenue.

I mean, so the thought process, if we are licensing all of our relative and nonrelative caregivers, they're receiving a boss care maintenance payment during the time of Idaho.

And if they go to to permanent guardianship, they would then start receiving that gap payment, which both of those could potentially be claimed under Title four E and not using their cannot funds and not using state general revenue, which would free up those funds to be used in another way to help close that gap.

The next program is candidacy.

This actually is one of the areas we're actually doing exceeding targets and doing very well in your role in this candidacy.

Claiming is just another federal claim stream are your in home safety plans and the work that you're doing with the random moment sampling.

So the combination of those efforts, we are exceeding our target. So kudos to all of you and your work with our home safety Plan completion assistant and completing those random moment sampling.

The next program actually was not a new program as part of the top board, but it converted our existing extended foster care program, which previously was strictly funded again with that general revenue state dollars.

And we converted our program to four E so that we could start claiming federal dollars for our extended foster care population.

And then with that, we did have a projected target as far as our eligibility claiming, we're not quite meeting it either.

The final piece of that passport initiative is not a new program, but more effort.

And that was to increase our title for eligibility rate to a higher rate.

And I'm going to talk about both EFC and that 40 rate improvement in a little bit as far as connecting the dots to you and what role you play.

But again, still not meeting that Mark with the four rate improvement. So with all of this talk about needing to capitalize all the federal funding streams, we did also now taking a closer look at our cannot eligibility.

So Tanis funds cover a significant portion of your positions.

So CPI positions as well as Hotline positions.

So that's where it's very critical that we claim and draw down as much can it funds as possible.

I mean, how we do that, we take all of the Tennis eligibility determinations that are completed insistent, and they're used to create a statistic.

So an eligibility rate that, like I just mentioned, and that is used to draw down the percentage of Tenet funds based off of that eligibility rate in that statistic.

So to give you an idea, a pull down some data for our state fiscal year from 19 to 20 and the total budget for Hotline and CPI, you can tell us a significant number over 266,000,000 dollars. And based off this breakdown, you can see that Tanis

fund a significant portion, and we have to use other funds to cover the rest of the cost.

So 668% is the TANF share that is used to cover the CPI Hotline budget. So we look at a current situation and we break down that is 68%.

We kind of try to look at where we can actually improve that.

I took just investigation Tanith eligibility out of Is and pull down that data.

And I look just at the number of children who closed in an investigation, whether it be an in home or other investigation type for the month of December 2,020.

And you can see over 19,700 children close out in an investigation type for that month.

And looking at just investigation and eligibility, you can see the data here only shows that we're actually claiming and able to claim over top of 10 for that population.

And so that right there tells us that we have some improvements that could possibly be made.

And so when I delved into actually why our investigation Tennis are eligible at that rate, I found key pieces of information of where some focus could be made to improve that rate.

So what I found is that the Tan of eligibility did not have citizenship documented for the child, which makes the child ineligible, even though the person management other areas of this 10 clearly documented that child as a citizen.

And so that might just be a timing issue of data entry and Fisten. I noticed an inaccurate indication of who the child

was residing with and who the child residing with is part of an eligibility determination, that child needing to be living with a parent or specified relative.

And I found that that question was being marked no, even though it was clear in the investigation details and narrative that the child clearly was living with a parent, also, the thing for residency cannot not indicating the child was that in Florida, even though, again, it was clear in the investigation the child was.

And the last one is that unable to obtain option on the can of page and the selection of it.

And we're actually going to talk more in depth on this topic.

And so obviously, we're not maximizing our Tanic claims when we are not.

You know, completing the 10 is completely inaccurately.

And so for all the reasons I just mentioned, that's where it becomes problematic of not maximizing our federal funding streams. And so back to that unable to obtain so that should only be utilized when all efforts are exhausted with collecting income information for family.

And so not only is it problematic for our cannot eligibility, but that directly ties into the title free eligibility determinations as well.

And so when you are not able to collect that information from the parent and makes it very difficult for the CBCS to complete that for E eligibility determination.

And so then, essentially we're losing out on two federal

funding streams because the child wouldn't be eligible for Kenneth Nor for.

And so we're losing out on the front end with the tenth as far as the investigation.

But the 40 pieces is an ongoing impact where the child enters into foster care at birth or before one years of age.

That impact is possibly a 21 year impact.

And so the child is ineligible for foster care all of the years and board payments that are being made during that child's time and foster care would be ineligible if that child entered extended foster care.

That same eligibility determination follows the child all the way to age 21, and then the same if the child results in an adoption or goes into the Garden Ship Assistance program.

That one title for eligibility determination that's made at the very beginning of case allows that child all the way through all of the other possible programs and benefits that that child may receive.

So obviously, for is a hot topic.

As part of the Path Board initiative, we actually have been following up with each CBC and region and meeting with them on each of their targets in each one of the Path Forward initiative. And so as a result of those meetings on the free aspect of it, you actually might already be seeing or feeling the results of that out of those meetings.

There's possibly new forms that were being talked about being created for to be used during that case transfer, stating



process to pass along that information, or even new processes to track cases that were being staffed over where there was missing information.

Those are all different things that were talked about during those meetings as ways that four E eligibility determinations and that eligibility rate could be increased in that final effort. That was talked about in all of those meetings with regarding CLS.

And I want to share this with you all as another option to help you obtain that information.

And if you're already doing it, great.

If not, this would be kind of the left effort in trying to obtain the information from a parent who's not being as forthcoming.

We need them to be about their income.

And that approach would be speaking with CLS preparation for your shelter hearing, or if it's out of Raymond, whatever hearing it might be for CPI obviously would be shelter possibly arrangement. But asking CLS to engage the court with helping us obtain that information from the parent, whether that's the attorney agreeing to obtain that information from the client, whether it's the courts putting the parents under oath and getting it during the hearing, whatever that mechanism is, CLS has agreed to help us bring this issue up to the court. So that one we can improve our can of eligibility and our fore eligibility rates.

Okay, so we're talking about So.

And so it's not just sent that mandates the completion of

your eligibility determination for cannot.

It also is on policy.

So that's a Cop 170 15 please check it out if you haven't already. It does require an investigation Tanith on every investigation except into institutional and special condition to refer.

And so you're in home and your other investigation does require a Tan of eligibility on everyone, regardless of how long or a prior investigation.

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It might have been completed on a prior investigation.

Now every single one requires him.

So covers what information is required to be collected that fits and data entry pies, and then also requires the review of by a supervisor at the case closure process.

I wanted to take note here.

As far as the policy on this and data entry, I do want to acknowledge that I understand there are areas and regions that have agreements with the CBC as far as CBC step entering data and Piston.

So I just want to acknowledge and understand that.

But I think it's important also to note that this is important not just for cases that are being transferred to CBCS.

I know I've talked a lot about them and the impact on on eligibility and for CBCS data collection, but this is much more important as well for cases that aren't transferred to CBCS that don't meet that level of need.

But he can still has to be completed.

And so the information collection and efficient data entry would be your responsibility for all of those cases.

So I'm still very important to pay attention.

All right.

So Let's get into what information needs to be collected.

So I broken it down into the areas of eligibility criteria.

And so the first one is regarding the child needing to be under the age of 18, a Florida resident and a Us citizen, or a qualified noncitizen.

There was a question in the prior training about the definition of a qualified non citizen, so I would refer you back to that same CFO that the TANF eligibility CFO has definitions for a qualified non citizen, and that federal definition.

And so obviously, we need to collect the date of birth, where the child is living, and their sectionship information.

The next section is regarding where the child was living and who they are living with.

So that investigation home.

To be eligible, the child has to be living with a specified relative. So that definition actually includes a parent.

So a parent or relative within five degrees of relationship to the child, and that could be by blood, marriage, or adoption.

What was the home?

Where is it?

We don't need to be concerned that it needs to be standard brick and mortar, traditional home.

The home might be a car, might be a tent under a bridge in a shelter.

It doesn't matter as far as where the family is living is more about the family unit.

And so speaking of the family unit who was living in the home, we need to collect the information on all of the household members who consider to be in that family unit, sharing resources and income to maintain that household.

So typically the parents, siblings, child, so on, and so forth. The next piece of information is about what benefits the family might already be receiving.

When we get going through each of the distant documentation pieces, you'll see that this is a criteria or question that automatically makes the family eligible.

And so just by collecting this piece of information of whether the family receives temporary cash assistance or if they're living with the relative and they're getting relative caregiver funds already, we collect that information.

It can document it on the tenant, and that will make the family automatically eligible, because to receive either of those programs, you have to meet the same criteria.

And so if you're eligible for one, then we can say you're eligible for our tenant as well.

So the final piece of information collection I know is the most difficult.

So the family's income.

It's the most difficult, but the most critical, as I mentioned,

because it both impacts Tanith and for eligibility.

So income is broken down into two pieces and unearned income.

So first, we'll talk about the earned, and that includes wages, tips, bonuses, selling blood or plasma, and even self employment. What I have listed here is the minimum information that's needed in order to document this income and system and for it to properly be used in the eligibility determination for both Kenneth and 40.

So obviously, the type, whether it's full time or part time, be the most common.

But there are those other options.

The most critical piece that's typically missed, and what causes us to have to use that unable to obtain functionality is how much they're making and how frequently they're receiving it. And so that would be the piece that we would hope to focus on the most and try to improve getting that piece of information the effective from date in two days.

And so when we're collecting this information is that child the child, depending on what month the child is removed.

If that income was first received or last received in that same month, that's when it's most important to be more precise on getting the exact date that the payment was received.

And so that impacts how FiSan calculate income when mostly when it's being entered as hourly, weekly or biweekly and system or any other manner except monthly.

And a system has to do the calculation to make it a monthly amount. But if you have a situation where your parents indicates

that they've been working for three months, they get paid every Friday, then certainly we would move forward with the best indication of when that first date that payment was received, the first Friday of the month that they said that they started working would be sufficient.

Any pieces of the puzzle that we can put together to get this information is in and be able to have this one, use the eligibility and potentially make them eligible.

And we definitely want to take advantage of that.

The last piece that you'll need to collect or at least document, is the source of verification.

So where did you receive the information from?

Alright, so speaking of unearned income now, Social Security benefits, most common type of under an income typically could be retirement.

I wanted to note and pinpoint the child support payments that's actually considered income to the child.

And we would want to know exactly what child child support payments are being made in regards to because that's important for who it gets documented.

Insistent under, so it would get entered under the child.

The payments are being made for.

So with under income, they are entered as monthly amounts.

And so that's the amount we would want to collect from the parent. And again, the same concept for effective from an effective two dates.

It's the first and last date that that payment was received,

not so much for earned income like when they started working.

And again, collecting that information, knowing where we got the information from is important.

Right?

So once you've collected all your information, then we go to Piston and the documentation piece.

So obviously you're very familiar with this page.

This is an investigation page and the tenant is accessed through the Actions column.

That's on the right hand side.

Obviously, I hope you all know that already.

And so I talked about policy and what types of investigations tannish are required for being in home and other.

But then also there's an editing system and policy reads the same is that a cannot eligibility is required for each child that has the role of victim on the investigation.

And so that becomes important to realize a note when we get to the actual cannot eligibility page that this fin is looking for, that can is based off of that initial role on your investigation being victims.

And so if we Select that Tan of Piper link on the right side of the page you're brought to this Tanis eligibility page for investigations, at the very top of the page is a complete checkbox. Definitely do not want to Select that until you've made it all the way through the page and verify that all of the documentation is reflected accurately.

And you have the eligibility determination that you but you

answered the questions to be.

So when you first get to the page, probably go straight to the household information section where you're starting to verify that data is documented, as is in to access the page, the person management page to where this information to be updated. You just simply can use the hyperlink that's in that first column.

But my eyes would go directly to the date of birth column, making sure that the date of birth is populating.

Then also to the last column, which is the U S Citizenship or qualified non citizen column.

This is the one where I indicated that I found that that check box was not being reflected as checked.

But then go back to the Person management page and the citizenship had been documented.

So again, just the timing of the tennis being completed and Person Management page being updated to reflect the citizenship likely the cause of that.

And so, again, as I said, every child with the role of victim has to have an eligibility determination.

And so in that eligibility applies to column is where he was select.

I need to make sure that every victim child is selected.

So if you see that there needs to be information updated and you Select the hyperlink of the child's name, you are then taken to the person management page for the trial.

So on the basic tab and in the basic box of the page, that's



where you document both the birth date so the date of birth populates and the citizenship information for the child.

For the address, you would then go to the address tab to document the primary residence on the child.

We're going to talk about more about the address shortly.

So underneath that household information box on your tennis eligibility page starts to questions that correlate to each of the eligibility criteria for Tana.

The first one is the one asking whether who the child was living with, was it with a parent or a specified relative at the time of your investigation?

Again, on that specified relative definition, that same code 70 15 has a definition of a specified relative.

So if you ever have a question, you can refer back to it again, any time that the child was living with the parent specified relative, that response should be Yes.

And when you document the relationship, it's helpful.

Hint, if you Select mother or father and that information is documented and linked on the Child's Person Management page, on that additional tab, it'll actually populate the name of the parent for you.

So one less step with having a search and link and populate the parent's name.

So that's question number one, question number two, ask if the child is residing in the state of Florida.

And so I've said we would go back to the address.

And so this question is actually populated based off of the

primary residence address on the address tab for the child.

I want to make it important to note that this question is not populating.

Yes, for you.

Two things that I would tell you to check first is make sure that the address type is actually primary residence and not any other address type, such as secondary residence, mailing address, or any of those address types.

It has to be the primary residence.

And then the second piece is making sure that the start date of that primary residence is equal to or prior to the effective date of your Canon.

If this address started today in your investigation, you know, is from 45 days ago, that's when your tenth at that date is going to populate from.

And this is not going to recognize that an address as 45 days ago, and it's going to have a no response to question two. So again, this question is not populating.

You're going straight to the person management address habit and checking those those two things.

The other thing to note is that if you have multiple victim children for your investigation, this will populate from the youngest child person management page.

As you know, you do.

One investigation cannot, and then it generates for every child. And so it's the youngest child person management page that this question will populate from.

Okay, so on to question three.

Question 3, the question about the Temporary Cash Assistance and Relative Period program.

So, again, if family was receiving either of those benefits and you respond, Yes, the tent is automatically eligible.

And you don't need to go to question four.

But I want to again caution you that despite family receive one of those programs and being Canet eligible, we still need you to collect all that income and asset information to pass along to the CBCS for the title for eligibility determination.

So then a caution there.

Okay to wrap up question number four again, about that income information. I understand the hardest recent information to collect, but the most critical M.

And Here's a unable to obtain checkbox.

Again, just to reiterate, please, please, please do not utilize that checkbox.

And so all efforts are exhausted, including the new ask to engage CLS with the courts and possibly even your CBC partners who have access to different systems as well.

And maybe the CBC can identify missing pieces to the income puzzle and can help you out there.

The next set of fields that we talk about are the family size and the estimated family income.

First, I do want to note that those fields, as you can see, they are a blue shade, but a little bit different blue.

And so that the blue indicates that the fields required,

but they're a little different shade because those fields are not modifiable from this page, they both populate from different area.

And so it's not a fit then defect that you're not able to type in those fields.

And so what would be required is to go to the pages that those fields to populate from, starting with family size.

If you expand the assets in Employment arrow, it expands all of the participants who are included on your investigation.

And those boxes are where you Select who is included in the household for your investigation.

And and based off the number of boxes selected.

So the number of participants that's going to populate your family size, the estimated family income that populates based off of the income and assets and appointment pages for all of the participants that you selected.

So it will total up all of the income under the various participants and reflect the total here in this field.

And so the easiest way to access that assets and employment pages is to Select the hyperlinks underneath the assets and appointment drop down or expand.

And so if you do Select that hyperlink, you are brought to this asset and employment page where you can see that there are two tabs.

So whether you're entering under income or employment is how you dictate which time you go to each tab has it insert button at the bottom of the page.

And as you Select the insert, you are then brought to another pop up page.

And so on this page, this is for the under income.

And so you would Select that type of under income and document your source of verification.

And so what I want to reiterate and here is that self reported information from the parents is absolutely sufficient in order to document the information insisted and utilize it.

If you don't have any indication or information that disputes contradict to information that's being reported to you by the parent, then we absolutely proceed with it.

So in that situation, you would Select other as your source of verification and just documented it was self reported.

And then the date that it was reported to you for under income, as I indicated, that's entered at the monthly amount.

So you would enter that amount in that monthly amount blue field, and then document the effective start, which, again, is the date that that amount was first received.

If it's ongoing, then you would leave your effective and date blank.

Obviously, or if not, you would enter the amount it was last received. And again, that just becomes critical when if it was received or laugh received, first received, or last received in the month the child was removed.

If not not as critical, we would just do our best estimate to enter in that date as close to accurate as possible, whereas reported for the employment so earned income under that tab,

I just wanted to note that the insert button for employment is all the way at the bottom of the page.

So you do have to Scroll.

And it's not the first insert button that you'll come to me. So I just wanted to note that eliminate any frustration or confusion with how to enter employment information.

But again, just like with the unearned, once you Select the insert button, you are then taken to another pop up page where you enter the employment information.

Something definitely to note here and make sure of is that we do not need the exact employer name in order to move forward with utilizing the income information for our cannot eligibility.

And for if you just have a general idea of what type of work is fine, whether it's babysitting or maybe they do landscaping, we would just enter the best information you have.

I mean, that goes the same for the employment address.

It is a required field, but not should be the reason why we don't enter the information in distant and utilizing it for the eligibility determination.

And so two different options, the type of employment or the address varied, such as babysitting.

You would enter something like I have where it varies, or if it's unknown, you just put zeros and put unknown and put as much information as accurate as you do know.

Okay, so going back up to the top of the page, the most critical pieces are definitely the type.

So he frequently or what type of employment of its Fuller

part, the gross income and how frequently they're receiving it very important.

And then also to note that if you're entering it as an hourly amount, the number of hours per week is required as well.

And then this, then we'll do all of the conversions to a monthly amount for both Kenneth and for for re eligibility.

You have other fields as well that are not required unless it's applied.

And so if they're receiving a gratuities tips, self employed, documenting operating costs, everything relevant or appropriate should be documented as reported to us.

So once all of that information is documented for the filing income, you go back to your investigation.

And and this is where you're going to check and verify that the eligibility determination is what you believe.

It should be based off of today's training and reviewing a policy.

So in that box is where you will see that determination of whether it's eligible and eligible and to be eligible.

The child pulls also from the household information box in that citizenship column that I spoke about.

So that box has to be checked.

Both questions one and 2 have to be Yes to be eligible.

And then as far as question number three, again, question number three is Yes, then automatically eligible.

But if it's no, so they're not receiving cash assistance to the real of caregiver program.

The net income that estimated family income has to be less than 200% of the federal poverty level that's established for that family size.

And so this example, that family size is two.

And so the income that was populated just over 969 dollars was below that threshold for family size of two.

And that federal poverty level is updated every year as of July one.

St, And so I actually maintain those amounts and distant for Fishman to be able to calculate off of the accurate amount for each family size.

And so those amounts are also issued every year.

The memorandum.

So just about a few weeks ago, you should have received that memo with the updated cannot form and indicating that, though information has been updated in a system so that you can do your tenant eligibility determination as of July one St, that wraps up the training.

As far as Kenneth eligibility, what information needs to be collected, how it should be documented in this fin and the overall requirements for 10 of eligibility.

If at any point you have any questions after today's training or you'd like some assistance with Fisten, please do not hesitate to reach out to either Laticia or myself.

We can offer that technical assistance with bison prior to you close in your investigation and freezing it so that we can make sure it's accurate.



And then we can help determine whether or not something that you're seeing just needs information documented somewhere else or possibly a defect where we would help do a help desk ticket to document.

That what we're seeing.

So again, thank you for your time.

Thank you for all your efforts that you're already making into your dedication to helping us maximize every federal funding stream as possible so that we can continue to offer high quality services to our families.