



Division of Family Resources

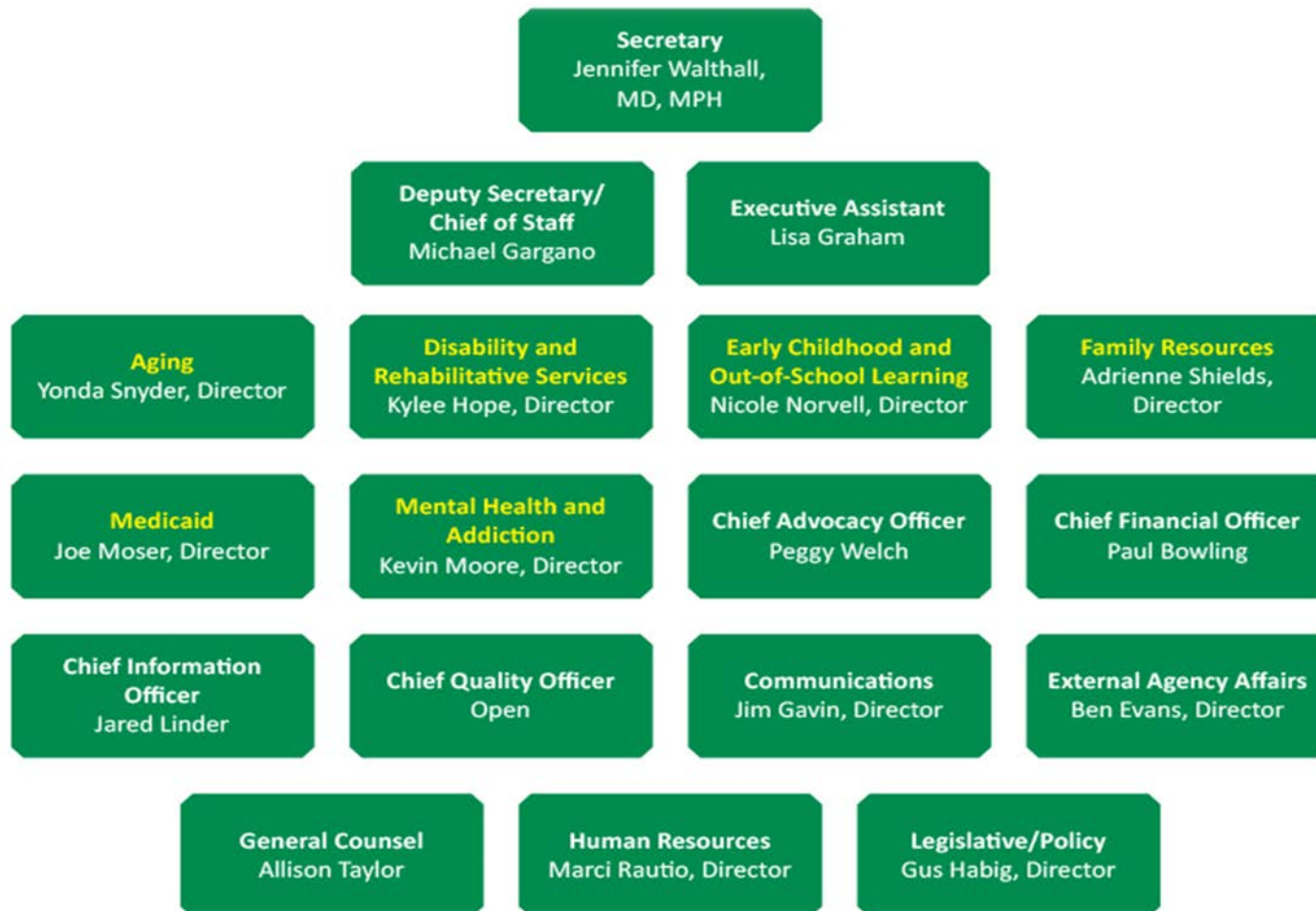


LEADERSHIP

**ADRIENNE SHIELDS, DIRECTOR,
DIVISION OF FAMILY RESOURCES (DFR)**

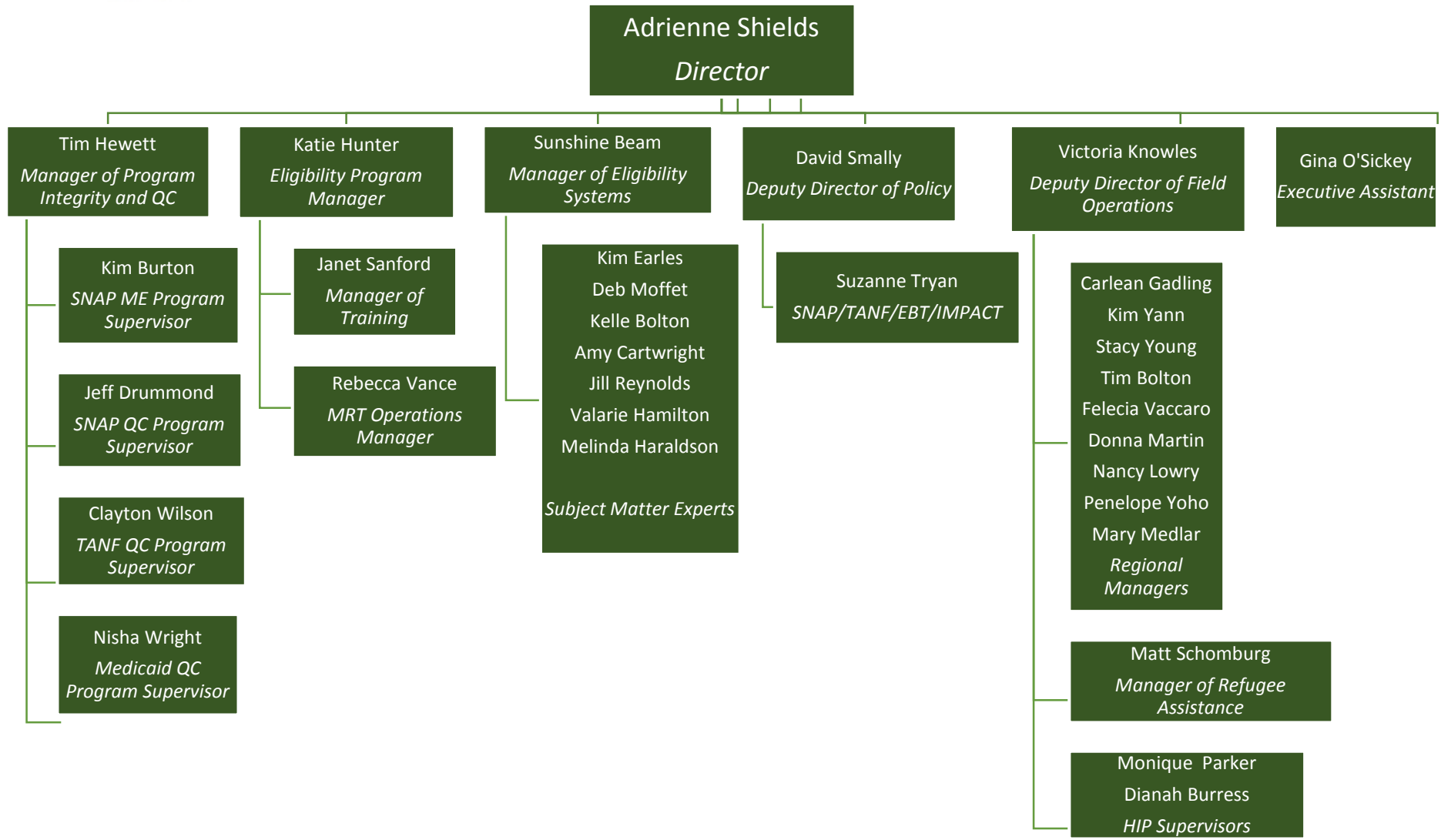


Family & Social Services Administration





Division of Family Resources





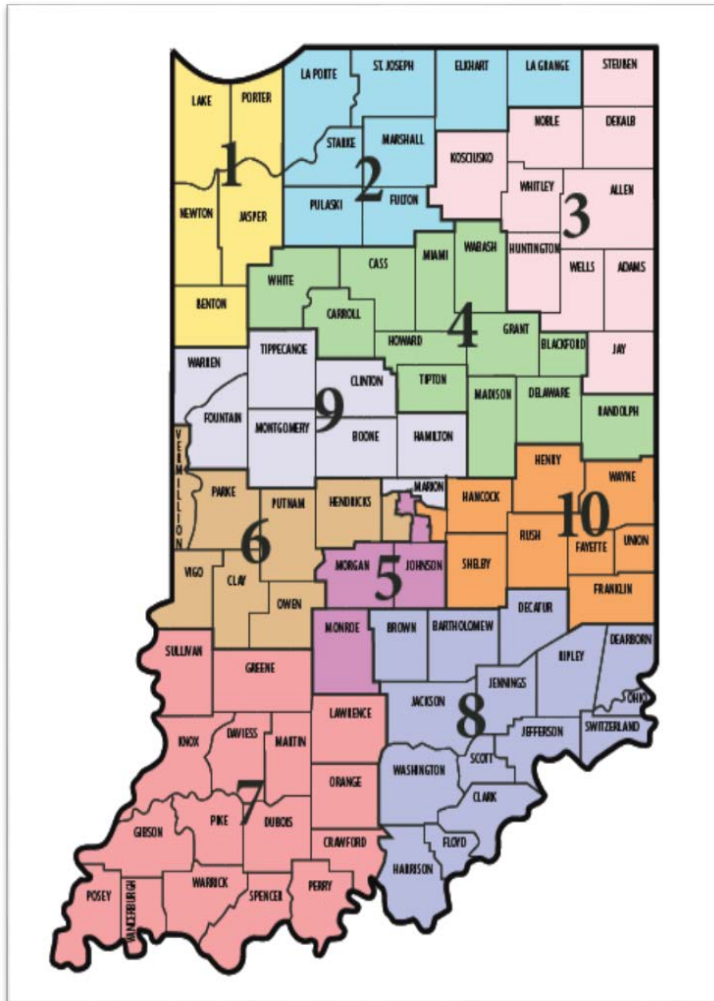
Role of the Division of Family Resources

The Division of Family Resources is responsible for determining eligibility for SNAP/TANF and Medicaid/Health Coverage programs.

The Division's overarching focus is the support and preservation of families by emphasizing self-sufficiency and personal responsibility.



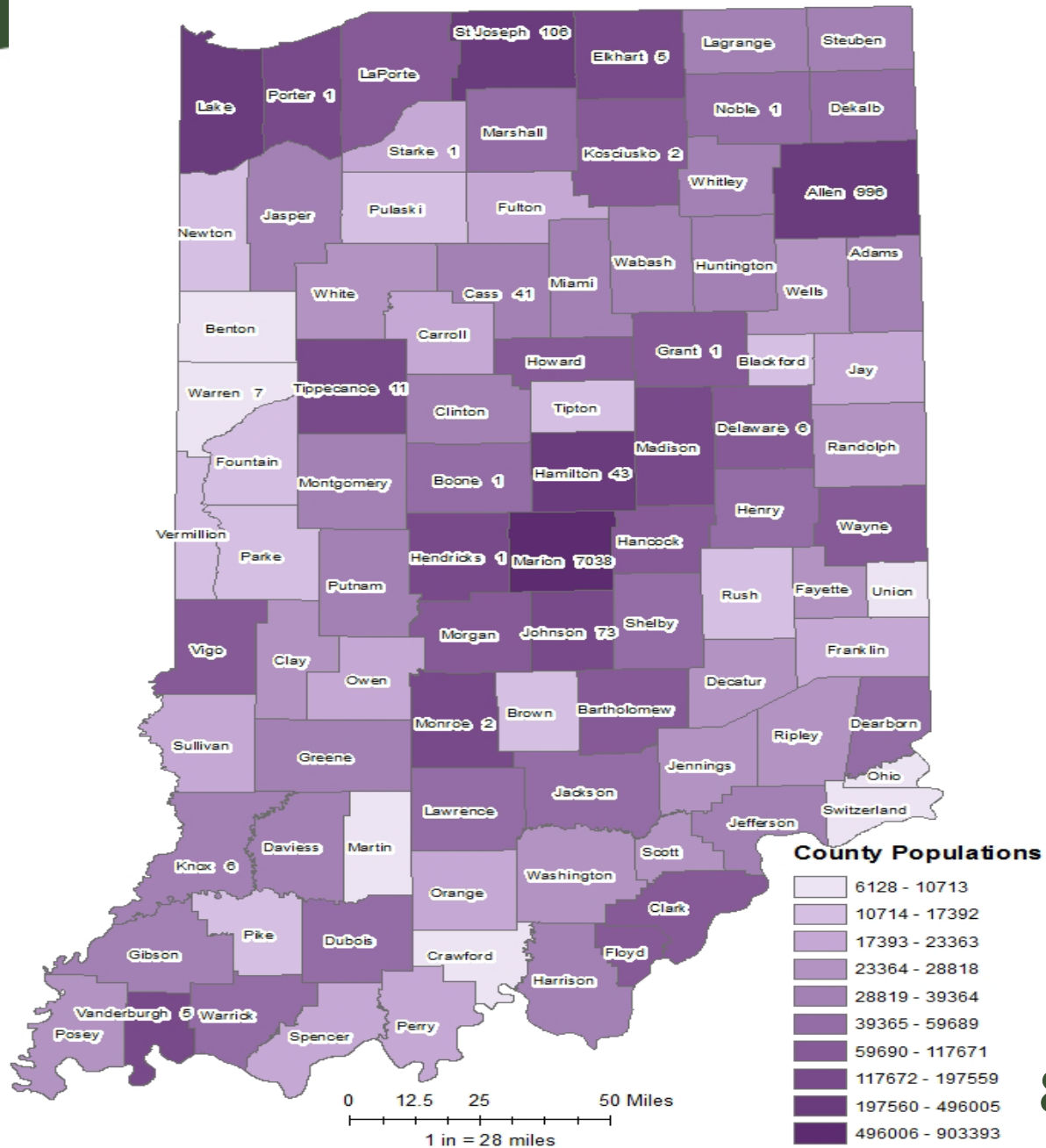
Division of Family Resources



- **Region 1: Lake**
- **Region 2: St. Joseph**
- **Region 3: Allen**
- **Region 4: Grant**
- **Region 5: Marion**
- **Region 6: Vigo**
- **Region 7: Vanderburgh**
- **Region 8: Clark**
- **Region 9: Tippecanoe**
- **Region 10: Wayne**



Refugee Totals by County 2012-2016





LOCAL OFFICE REFUGEE SUPPORT

- Language Line
- Signage
- Applications (English, Spanish, Burmese)
- Bilingual employees



FINANCE

Refugee Cash Assistance

- Determined by client Eligibility System and distributed through the EBT system
- A third party EBT vendor distinguishes payments and is reimbursed monthly by wire transfer
- RCA Administration is indirect costs for agency-wide program support. These costs are calculated according to the approved Public Assistance Cost Allocation plan

Refugee Medical Assistance

- Eligible RMA recipients are identified in the client eligibility system
- A third party Medicaid billing vendor distinguishes medical expenses for Medicaid and Refugee Medical in the system
- Refugee Medical Assistance costs are charged to the specific federal program in the accounting system using the refugee cash/medical project code.



FINANCE

Refugee Social Service and Refugee Targeted Assistance

- Refugee Social Services and Targeted Assistance expenditures are contracted services handled by the resettlement agencies within the state
- Program director and divisional controller ensures that services being rendered are allowable cost according to the ORR federal regulations and the uniformed administrative requirements
- Vendor claims are reviewed by program management upon approval to ensure service were adequately rendered according to the contract agreement
- Projects set up for the Refugee Social Service and Targeted Assistance grants to capture associated costs. All federal funding sources are set up in the accounting system according to the federal award



The Indiana State Refugee Resettlement Team

- ✓ FSSA
- ✓ ISDH
- ✓ Local County Health Departments-2
- ✓ Resettlement Agencies-3



RESETTLEMENT AGENCY TEAMS

Exodus Refugee Indianapolis – Dual site representing both EMM and CWS

USCCB Catholic Charities Indianapolis

USCCB Catholic Charities Fort Wayne/South Bend



INDIANA ARRIVALS

Arrivals FY 2016 →1912
Projected Arrivals FY 2017→999

Exodus Refugee Indianapolis

FY 2016 arrivals→947
FY 2017 arrivals→905 >(445)

Exodus Refugee Bloomington

FY 2016 arrivals→0
FY 2017 arrivals→60 >(0)

USCCB/Catholic Charities Indianapolis

FY 2016 arrivals→676
FY 2017 arrivals→670 >(323)

USCCB/Catholic Charities Fort Wayne

FY 2016 arrivals→289
FY 2017 arrivals→255 >(132)

USCCB/Remote placement

FY 2016 arrivals→0
FY 2017 arrivals→35 >(20)



RA MONITORING

Subsequent to State Letter 16-04, the Indiana refugee program set out to establish a new monitoring plan that would provide a basis for monitoring at the State level that would encompass the overall goals of ORR in its national monitoring focus

MONITORING CATEGORIES:

- Case Documentation and Integrity
- Employment and Self Sufficiency
- Documentation to meet ORR Reporting Requirement
- Health screening and follow-up documentation.

The Monitoring Summary Tool provides the resettlement site a monitoring report summary and rating in these four areas and a total monitoring score. The Monitoring Summary Tool will also list recommendations or corrective actions.



TEAM MEETINGS

Indianapolis- Quarterly Exodus and Catholic Charities combined

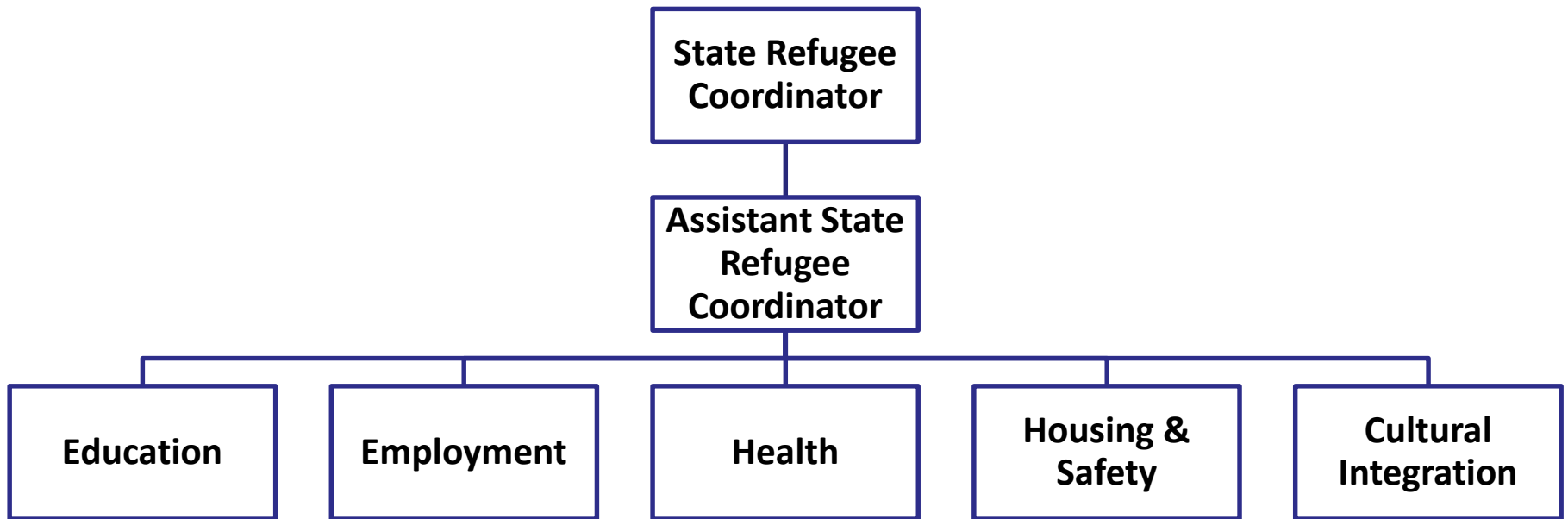
- Two meetings are held at RA locations
- One meeting is held at a local community partnering agency
- One Summit is held at a larger venue facility and includes Coordinated Service Plan committee meetings

Fort Wayne - Quarterly meetings Catholic Center

- Three meetings are held at Catholic Center
- One Summit is held at a larger venue facility



COORDINATED SERVICE PLAN





RESETTLEMENT TEAM ACCOMPLISHMENTS

- ✓ FORT WAYNE REFUGEE HEALTH SUMMIT
- ✓ INDIANA DRIVERS LICENSE INITIATIVE
- ✓ INDIANA CERTIFIED NURSING ASSISTANT PROGRAM
- ✓ INDIANA REFUGEE TRANSPORTATION INITIATIVE



TANF/RCA/SNAP

GENERAL ELIGIBILITY PROCESS

- Applications can be submitted online, in person in a local office, or an individual can request an application be mailed.
- Individuals are notified by mail of the date, time and method (in person or via telephone) of their interview.
- Interview is conducted-Propio language services are utilized for all interviews for LEP individuals.
- If further verifications of financial or non-financial eligibility requirements are required, the client receives a written request and has 13 days to provide.
- If no further verifications are necessary, the case can be authorized (approved or denied) at the time of interview.
- Clients receive notice via mail of their case status, length of certification, right to appeal, etc.



TANF

- Indiana has an Applicant Job Search requirement for TANF-individuals who are not exempt from work requirements are required to participate in job readiness and job search activities as a condition of eligibility for TANF (does not apply to RCA).
- Refugee individuals who are applying for TANF in Indiana are exempted from the AJS requirement upon initial application and are exempt from state work requirements for 6 months from the date of entry into the US.
- This exemption is in place to allow refugee TANF recipients to first work with resettlement agencies to acclimate culturally and receive ESL classes, etc. to make the client's participation in work programming more likely to be successful.
- The current average monthly payment per household for TANF is \$215.92.



SNAP

- Indiana reinstated time limited benefits policy as of July1, 2015. Indiana resettlement agencies were advised of this impending change far in advance of the change occurring. The resettlement agencies expressed concern about the ability of the 120 or so refugees who at that time would have been identified as ABAWD, to successfully comply with the ABAWD requirements.
- As a result, Indiana put a process in place to identify refugee individuals who would otherwise (if not a refugee) be identified as an Able Bodied Adult Without Dependents (ABAWD).
- ABAWDs are subject to time limited benefits if not working or participating in state employment and training services for at least 80 hours per month
- In accordance with an ORR memo, refugees in Indiana who are working with an ORR funded employment and training program are not considered ABAWD, and are therefore not subject to the time limits.



SNAP continued

- At the time of the SNAP interview, the eligibility worker will obtain verification of the client's participation in an ORR funded employment/training program and will assign a work registration code that does not subject the client to time limits.
- The form that is used to verify participation in the ORR funded program has been distributed to the resettlement agencies so that they can provide it to the client in advance of the interview, and therefore prevent this from causing a delay to case processing.
- The current average monthly issuance per household for SNAP is \$266.74.



Medical Coverage for Refugees

Division of Family Resources has one Health Coverage application.





Medical Assistance

ELGIBILITY PROCESS

- A refugee's eligibility for Medical is first considered for all traditional categories of assistance other than Refugee Medical Assistance.
- The worker will refer refugees who are 65 years of age or older, or who are blind or disabled, to the SSA to apply for assistance under the SSI program.
- Eligibility determination for verified refugees is based on income, resources, age and disability determination.
- The Division of Family Resources will base eligibility for refugee medical assistance on the applicant's income and resources at the time of application.
- Only if criteria is not met in a traditional category will a refugee be determined under Refugee Medical Assistance for 8 months.