

El Paso County Department of Human Services  
Intra-Department MOU

**Between:** Office of Employment and Family Support  
Office of Early Childhood Initiatives and Adult Services  
Office of Administrative Services and Assistance Payments  
Office of Child and Family Services  
Office of Youth and Family Services

**Subject:** Families/children involved with Child Welfare needing accelerated benefits processing.

**Purpose:** To establish a process for accelerating the processing of Assistance Programs applications for families being served in Child Welfare Program areas 4 and 5 who meet accelerated processing criteria.

**Date:** July 31, 2007

**Background and Basis for the Agreement:** The agency understands that families involved in Child Welfare often have self-sufficiency needs. The agency provides a variety of assistance programs including but not limited to Food Stamps, Medicaid, Financial Assistance for families and adults, child care, etc. These programs have standard processing timelines which may not meet the needs of families who have come to the attention of the child welfare system. The need to "accelerate benefits" is defined as "a medical/dental emergency, court order, regulatory requirements, maintain a kin/kin-like placement, child/children returning home from foster care or to avoid a foster home placement."

**Goal:** The agency is committed to assisting families who have come to the attention of the child welfare system with accelerated benefits processing when necessary. To accomplish this, child welfare staff will assist the family to complete the application process and assistance payments staff shall make the processing of these applications a priority.

**Business Process:** Staff shall work in cooperation to accelerate benefits for identified families. All necessary documentation needs to be provided with the appropriate application and consideration given that the family must be eligible for the benefits. Accessing these services at times can be complex and time consuming. This procedure is designed to meet the agency expectation of seamless transition between programs.

**Roles and Responsibilities:**

**The Caseworker/Kinship Worker:**

1. Once a family/child has been designated as needing accelerated benefits, the caseworker/kinship worker or designee shall complete the Accelerated Benefits Request Form (ABRF). The SPA 1 or Medicaid application will be completed as soon as possible to protect the application date and the family's access to services. The caseworker is responsible for submitting (at a minimum), the Accelerated Benefits Request Form and the SPA 1 or Medicaid application to the Application Initiation (AI) worker. The caseworker is encouraged to submit the entire completed application (SPA 2) and any required documentation (birth certificate, drivers' license, etc.) to the AI worker.
2. The caseworker/kinship worker will be advised which Intake Technician will be responsible for processing the application. The caseworker/kinship worker will also receive a list of any additional paperwork or documentation needed to complete the application process and assist the applicant in obtaining said documents. The caseworker will hand deliver all documents and/or applications to the Intake Technician. The Caseworker/kinship worker

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shall be responsible for reminding the family of their accelerated appointment and ensure the family is able to attend the appointment. If the family is unable to attend, the caseworker/kinship worker shall notify the Intake Technician for rescheduling. Any relevant changes in the status of the applicant household will be reported to the Intake Technician within 24 hours.

3. Caseworkers will be responsible to report any delays to the Court on cases where a Court order for assistance programs has been made. If a case is court ordered to be expedited, any difficulties or delays on the part of the client will be reported to the Court in the next written status report. Technicians and their supervisors are to be notified if the case has been "court ordered."

4. Caseworkers and supervisors will receive training from staff development on high level program groups and benefit program areas. Training of staff will also include a review of the documentation and certification necessary to complete the application process. Initial training for all staff will be completed within 30 days of the initial adoption of the MOU, to include all divisions and CPA staff.

**The Application Initiation (AI) Unit:**

5. The AI unit is designated as the single entry point for all accelerated applications. AI will be responsible for reviewing the applications and completing the inquiry within CBMS. The application will be assigned to an Intake Technician for processing and a face to face appointment scheduled if required by program rules. AI will designate a primary and back-up staff person to accept applications.

6. The Application Initiation will notify the Intake Technician and Supervisor as well as the Caseworker and Supervisor of appointment time/date. Application Initiation Supervisor will be responsible for tracking all Accelerated Processing applications received.

**Intake Technician and Supervisor:**

7. Acceleration of the application process is based on the understanding that the Assistance Payments Intake staff has guidelines, processing times and caseload expectations and that the processing of these applications will take precedence over the above listed competing priorities. A primary and back up Intake Technician will be designated for each High Level Program group.

8. The Intake Technician will process the application within 2 business days of receipt of all required documents. The applicant will be notified in writing of all document requests with a copy also sent to the caseworker/kinship worker. If the application is approved the Intake Technician will notify the caseworker/kinship worker of the Ongoing Technician assigned to maintain the applicants case.

9. Any processing delays will be communicated to the Caseworker/kinship worker and their supervisors. The Intake Worker's supervisor is responsible for monitoring the application process.

**Conflict Resolution Process:**

10. Individual conflicts will be mediated by the supervisors involved and if required the program managers.

**Term of this Agreement:** To be renewed annually with an initial review at 90 days by November 13, 2007. The agreed upon processes shall continue to be reviewed for any updates or changes in the actual process.

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Signed by:

_____ Manager, OAAP (Love)	_____ Date
_____ Manager, OEFS (Schnell)	_____ Date
_____ Manager, OEFS (Percy)	_____ Date
_____ Administrator, OECIAP (Spaulding)	_____ Date
_____ Manager, FAP (Rhodus)	_____ Date
_____ Manager, OCPS (Bengtsson)	_____ Date
_____ Manager, OYS (Schiedel)	_____ Date
_____ Manager, PQI (Lanning)	_____ Date