

FAMILY SERVICES TEAM - RELATIVE CARESIVERS

How To: (and Other Helpful Hints)

1. **Secure a Child's Birth Certificate** - Cost for Colorado Birth Certificate: \$17.00 for 1st copy and \$6.00 for second copy.
 - a. In person: El Paso County Health Department, 305 S. Union Blvd. 80910 (across from Memorial Park); 8:00 a.m. - 4:15 p.m. M-F; 575-8492. Due to stricter regulations it is advised that you call the number listed to secure full instructions from the detailed recording.
 - b. Online: www.elpasocountyhealth.org/vitalstats/ - credit card payment is required for online orders.
 - c. For out of state or born abroad birth certificates call 1-866-870-8727 or online go to: www.vitalchek.com

2. **Get a Social Security Card or a Replacement Social Security Card** - 574-9279 or 1-800-772-1213 (7 a.m. - 7 p.m.) Online: www.socialsecurity.gov ; 1049 N. Academy Blvd. 80909 (north east corner of Academy and Galley); open M-F, 9 a.m. - 4 p.m. For a new or replacement card, form SS-5 must be completed. Form is available by telephone request, internet, or at the office location. Similar to Medicaid regulations, SS also requires evidence documents. Details regarding required documents are located on page 3 of the SS-5 form.

3. **Secure a Colorado Picture ID** - Can be acquired at the Department of Motor Vehicles. Two forms of proof of identification are required: proof of age - such as a birth certificate, passport, military ID, resident alien card, U.S. state issued photo or driver's license ID, and proof of name. If your name is different from the proof of age document, provide a marriage or divorce certificate, or a court order of a name change, or a state issued driver's license or ID.

4. **Get a Replacement EBT (Electronic Benefits Card) Card** - If you have lost your EBT card, call your technician and also the customer service number 1-888-328-2656 to stop someone from using your card. Additionally, questions can be answered through the "Your Colorado Quest Card" brochure that you received when your card was activated at the DHS office. ATM fees are about \$1.50 per transaction. When using the customer service desk at Safeway, King Soopers and Wal-Mart, there is no fee.

5. **Completing Monthly Status Report (MSR), Change Form and Re-determination Packet**
Be sure to complete and return your MSR by the 7th of each month. Notice that on the front page of the MSR, there is information regarding the date that your next MSR is due. Keeping a record of this date will help you determine when your next MSR should be arriving in the mail. Therefore, if one has not arrived (it usually comes the end of the previous month that it is due) contact your Technician by phone. Complete, sign and return change forms even if you have no changes to report. An annual RRR is required for each program (Child Only, Food / Assistance and Medicaid) and should arrive in the mail about 45 days *before* it is due. Complete, sign, date and return as soon as possible. This will provide additional time for your technician to enter information in the computer and not disrupt your services.
6. **Get Power of Attorney, Guardianship, or Legal Custody of a Child** - For information regarding these matters, leave a message at 444-5226 and a caseworker or the grandparent advocate will return your call to discuss your individual situation.
7. **Secure Child Support** - Child Support Enforcement / Policy Studies Inc. (PSI) - 30 E. Pikes Peak Ave., 80903 - 457-6331. Under TANF regulations, the children's parents are financially responsible for their children. When there is an open TANF Child Only case, a child support referral is made through the Department to PSI. As a result, the State of Colorado will attempt to secure child support through court orders or modify current orders, such as making you the payee as caregiver of the child(ren). To check payment status, call Colorado Family Support Registry: 1-800-374-6558.
8. **Locate a Medicaid Provider** - Primary physician - contact Health CO 1-888-367-6557; Specialist and billing questions: call Customer Service at 1-800-221-3943.
9. **Apply for WIC** - 305 S. Union Blvd. (El Paso County Health Department) - 578-3225. Walk- in or call to do prescreen and schedule intake appointment. Children eligible for Medicaid are eligible for WIC. Children up to 5 years old; you will need a copy of one of the following: child's B.C., SS card, immunization record, Medicaid card. The adult will need to provide a picture State ID or Driver's License.
10. **Apply for Head Start** - Applications available at Community Partnership for Child Development (CPCD), 2330 Robinson St. 80904; 635-1536 ask for enrollment; open M-F 8-5 (evening appointments available); for children 3 and 4 years old; eligibility based on child's income; programs available in school districts: 2,3,8,11,20 and Ellicott. Once enrolled, there are additional family programs available through Community Partnership for Child Development.

11. **Find Child Care** - Contact Child Care Connections (CCC) at 638-2057 or 444-8178. A complete list of licensed centers and home providers is available from CCC or from your TANF Child Only Technician. Eligibility for the Colorado Child Care Assistance Program (CCCAP) may have been determined at the time of your Intake appointment or, if you have secured employment since that time; contact your TANF Child Only Technician to discuss child care funding options. CCCAP message information line is 444-5918.

12. **Advocate for Child in School** - If your child is having difficulty in school, you can request a staffing through the teacher, social worker, counselor or principal. You can also request an advocate and or a screening for special education services. It is recommended that you meet your grandchild's principal and teacher(s) first to let them know that you are available and interested in your grandchild's progress, etc. Check with the teacher to see if they *prefer* to communicate with you by phone, email, in person, or through written notes. For further information or discussion leave a message on our Warmline, 444-5226.

13. **Access Special Needs Evaluations** - Contact the Child Development Center of Colorado Springs, 3090 N. Academy Blvd. 80917, for evaluations of developmental delays for ages birth to 18 years. Evaluations are covered through Medicaid. For preschool age children you can also contact your local school district. Child Find, 520-2338, through District 11 offers this service. Early Childhood Connections/Resource Exchange, 577-9190, provides support and services for families with children under age 3 with developmental delays.

**El Paso County Department of Human Services
MOU
Kinship Family Assessment and Family Services Team**

Between: Kinship Assessment Team and Family Services Team.

Subject: Collaboration of two units to support relative caregivers.

Purpose: To clarify roles between Kinship Assessment Team and Family Services Team.

Date: May 9, 2007

Background and basis for the agreement: To streamline and clarify the process of serving the relative caregiver to meet their financial and emotional needs.

Principles of the agreement: Working together as a collaborative unit to ensure that clients receive timely services, relevant to the specific needs of the caregiver which we believe is the best way to serve the child.

Business processes: TANF Child Only applications, Medicaid applications, Safety and Permanency Assessments, SAFE Tool Home Studies, FST referrals, Special Needs Payments, Access of Trails and CBMS, Follow MOU for accelerated Medicaid application.

Roles and Responsibilities:

Duties of the Kinship Assessment worker	Duties of the FST worker
Refer families for TANF/Child Only applications, Support Services, Childcare Assistance (related to TANF), Budgeting and Resources using FST referral form.	Technical staff determines eligibility for financial programs for relatives. Caseworkers, Technicians and Advocate determine needs of families on "as needed basis".
Assist families to acquire documents needed for TANF/Child Only application or Medicaid applications and sign off confirming documents viewed as required.	Technical staff to review documents for eligibility and file in CBMS case.
Assess Kinship Providers for safety and permanency for child welfare placements	Assessing, referring and supporting kinship providers .
Be available for case consultation as needed.	Be available for case consultation as needed and attend TDMs as requested.
Train Kinship Families for certification - Core Trainings by Caseworkers and Orientation by combined efforts of Supervisor and FST Grandparent Advocate.	Offer community supportive services and training for relatives to provide advocacy, education and support to relatives. Grandparent Advocate assists with Kinship Orientation
Referral to Subsidized Permanent Custody and attend any staffings related to process.	Determine Subsidized Permanent Custody eligibility. Monitor and manage Subsidized Permanent Custody cases.
Refer families to Grandparent Advocate or Caseworkers as appropriate to discuss legal authority options.	Inform and assist families with legal options such as Guardianship and Allocation of Parental Responsibility.

Conflict Resolution Process:

Caseworkers and supervisors will confer if necessary.

Term of this agreement: To be reviewed annually.

Signed by:

_____ **Date:** _____
Manager

_____ **Date:** _____
Manager