

**"NO WRONG DOOR"**



DEPARTMENT *of*  
**SOCIAL SERVICES**

With You. For You. Building a **Stronger Louisiana**

**Staff Orientation**

**2007**

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# No Wrong Door Concepts

## Purpose and Basic Principles:

- To deliver Louisiana's human services in a way that helps citizens attain safety and independence through the most efficient processes.
- To improve DSS business processes such as reducing the duplication of data entry to fully support improvement in our delivery of human services.
- To change policy & processes only if doing so results in better DSS performance and improved client outcomes.
- To utilize new web-based technology to support No Wrong Door, NWD.

## Motivation:

- Improved and permanent outcomes relative to our citizens' ability to be safe, healthy, independent and productive.
- The state's current design, infrastructure, operations and service delivery venues are set up to meet stand-alone needs.
- Citizens requesting services will benefit from a system of service that is more comprehensive.

## Model:

- Expertise and program integrity among each service will continue to be valued. At the same time, the complex and interrelated needs of our citizens must be the priority.
- Provide upfront, comprehensive screening followed by multi-disciplinary team case management.



# Screening & Referral Process

The Department of Social Services has developed web-based screening tools that are available statewide to clients, providers, community partners and staff. The screening tools are designed to assist in identifying clients' needs and locating available resources and services.

The screening and referral process is structured to identify and make an initial link to the services clients need in the most efficient way possible.

## **FIND NEEDED SERVICES (FNS) TOOL**

### **211 Information**

The 211 Statewide Information and Referral System is available throughout the state for use by staff, clients, and the community at large. Individuals are able to retrieve statewide information about resources and their availability by dialing 2-1-1. The 211 system provides information as prompted by the needs for which callers are seeking assistance. After providing the required information, the individual is given information on how to contact the appropriate resource.

The Find Needed Services (FNS) is a tool used to assess clients' needs comprehensively. The FNS tool, built into one of the Department's information systems, A Comprehensive Enterprise Social Services System (ACESS), contains a series of questions about a client's current situation and needs. The FNS function is founded upon information provided by the 211 Statewide Information and Referral System providers. The resource information that supports the FNS tool will be updated on a monthly basis, so it is a valuable tool for helping staff to identify currently available resources in their communities.

A list of the regional 211 providers is contained in "Appendix A."

### **Where the FNS tool is located and how to use**

The FNS tool is available on the DSS Services Home Page and clients are able to access the screening tool and complete the information at a time that is convenient for them. The FNS tool is used in the same manner whether it is a DSS staff member or a client or provider completing the screening process. However, the results of any screening performed by a DSS staff member can be saved to a PDF document and printed out for the client (This is discussed further in the next section).

The client is not required to enter identifying information to use the tool. The user, either client or staff member, checks the box beside the service or need that the client is interested in receiving and is then prompted to move to the next screen. For each category of service that has been selected, there will be questions that the user should answer. Once all questions have been answered, the system will display a list of service providers that MAY be able to assist the client.

From the DSS Home Page, click here



## **When to use FNS tool**

The FNS tool will be offered to every client served by DSS either at the initial point of contact, or as soon as possible thereafter. In emergent situations or when responding to complaints of child abuse or neglect, the FNS tool's application will not be expected to take precedence over other more time-sensitive safety concerns. In these situations, staff will use their professional judgment in determining if and when the use of the FNS tool is appropriate.

If a need is discovered during the screening process, the client is not obligated to apply for or to accept the service.

While the FNS tool will be offered to all clients, the client can choose whether or not to participate in this screening process. Clients will not be denied DSS services or access to DSS services if they do not participate in the FNS process. A client can request to be screened for services at any time. If the client requests to be screened at a later time, a new FNS screening will have to be completed and the FNS documentation form updated. If a request is made, it should be granted. In subsequent personal contacts with clients, staff should offer the FNS tool.

Staff should clearly explain that the screening and referral process does not automatically qualify or make the client eligible for services.

## **Documentation of FNS results and referrals**

When needs and services are identified, to the extent it compliments a case plan objective, staff should offer to make appointments for clients for services provided both within and outside of DSS when appointments are allowed.

At the conclusion of the FNS screening, a list of available services and resources will be provided. At the bottom of this results screen, multiple options for proceeding will be displayed:

- **Print Screen** – This option allows staff to print the results of the screening form for a client without creating a form that will be saved in the DSS database.
- **Create PDF Form** – This option allows staff to document referrals both within and outside of DSS and save it in a DSS database. Included on this form are client identifying information, the list of services or resources, and whether an appointment has been made. A sample of this documentation form is attached as “Appendix D.”

- **Cancel** – This option allows staff to discard the screening results.

Once the client has been screened, the results of the screening and any service needs identified as a result of the FNS should be documented in the client's case record in the customary manner of each agency. One copy of the web-based FNS documentation form is provided to the client and another copy may be filed in the client's case record.

For clients who are potentially eligible for additional DSS services, staff should follow up at the next face-to-face contact with the client to ensure the client's needs were addressed. Any follow-up contact should be documented in the case record.

### **Searching Database for Prior FNS Results**

The FNS tool does not have a history capability built into it; therefore, any information entered in the system cannot be accessed after the listing of services or resources is generated. However, if a PDF documentation form was created, a staff member may search the database to review this form. A copy of the inquiry screen is contained within "Appendix D."

### **Alternate uses of the FNS tool**

In cases of hardship, when a client is being seen in the home, or when the client is unable to go to the office, staff should:

- Offer to complete the FNS tool with the client over the phone once the staff member returns to the office **OR**
- Make an appointment for the client to come into the office at a later date if the client is interested in the FNS screening **OR**
- Explain the 211 Statewide Information and Referral System to the client and provide telephone numbers for contacting the appropriate 211 agency.

Staff may have enough information after meeting with the client to complete the FNS tool without the client being present. If resources are identified, the client should be contacted and made aware of the available resource. Staff should complete the web-based FNS Documentation Form when the screening is conducted over the telephone.

## **Non-use of the FNS tool**

When the FNS is offered to a client, either in person or by telephone, and they decline to be screened, staff should document the client's refusal in their case record. This documentation is for the purpose of allowing staff who are working with clients who are receiving services from more than one DSS agency to obtain a comprehensive look at the needs of those clients.

When dealing with a client that does not wish to be screened, a client who cannot be located, or when the safety of the worker is a factor, staff may be unable to screen the client. When these situations occur, it should be clearly documented in the client's case record.



# **Referrals & Appointments for Multiple Needs Clients**

## **Assisting clients with Louisiana Rehabilitative Services, Office of Community Services, & Support Enforcement Services services**

If an LRS, SES, or OCS need is identified, staff should offer to contact the appropriate office by phoning a designated contact number (see “Appendix B”) to make that office aware that assistance is needed, to ask any questions regarding eligibility, schedule an appointment, or conduct a telephone interview when the OFS-4APP has been completed. The applicant will be given their FNS documentation form that includes the appointment time, or times when walk-ins are acceptable. The location of the office (see “Appendix B”) should be provided to the client, and the client should also be informed of any verification or documentation needed by that specific office. This information is contained in “Appendix C.”

If a client wishes to report abuse or neglect to OCS, the DSS worker should assist the client in making the report at that time by providing the proper OCS telephone number, or if the client is in the office, helping the client make the telephone call to OCS.

## **Assisting clients with Family Assistance services**

The Family Assistance section of the Office of Family Support provides cash assistance (FITAP), Kinship Care Benefits (KCSP), Child Care Assistance (CCAP), and Food Stamp Benefits (FS).

Screening client in Person – DSS staff should provide the client a copy of the application for all Family Assistance services, the OFS-4APP, or the individual application for the Child Care Assistance Program, the CCAP2. Depending on the client’s preferences and availability:

1. The client may fill out the OFS-4APP or CCAP2 and sign the application.
  - In this case, DSS staff should ensure the completed OFS-4APP or CCAP2 is scanned, faxed or delivered within 24 hours to the OFS office where the client would like to be interviewed. If the client completes the OFS-4APP or CCAP2, the client will be able to finish the application process via a telephone interview. If Family Assistance staff is available, the telephone interview will be conducted upon receipt of the application. The application date is the date the OFS-4APP or CCAP2 is received by the Family Assistance office.
2. If the client does not have the time or capacity to complete the OFS-4APP or CCAP2, they can complete the first page and sign the application. By doing this, the application date (date the form is received by OFS) is protected.

- The client is not assured a telephone interview without a completed OFS-4APP or CCAP2 application. If the client completes the first page and signs the application, DSS staff should call the OFS office to secure an appointment and scan/fax/deliver the OFS-4APP or CCAP2 to the OFS office within 24 hours. The application date is the date the OFS-4APP or CCAP2 is received by the Family Assistance office.

Screening client via phone – DSS staff should offer to mail the OFS-4APP or CCAP2 to the client and make an appointment with the Family Assistance office. Staff should inform the client that they can download the application at [http://www.dss.state.la.us/Documents/OFS/4APP\\_rev08\\_06.pdf](http://www.dss.state.la.us/Documents/OFS/4APP_rev08_06.pdf). DSS staff will also inform the client of any documentation that is needed to verify the information contained in the application (See “Appendix C”).

### **Assisting Clients with Non-DSS Services**

When the results of the FNS tool indicates a need for resources or services that cannot be provided by DSS, staff should assist the client in connecting with these resources. If the results of the FNS tool indicate that the resource accepts appointments, staff should offer to contact the resource and make an appointment. If the service provider does not take appointments, or the client wishes to arrange for services independently, DSS staff should print out the results of the FNS tool for the client.

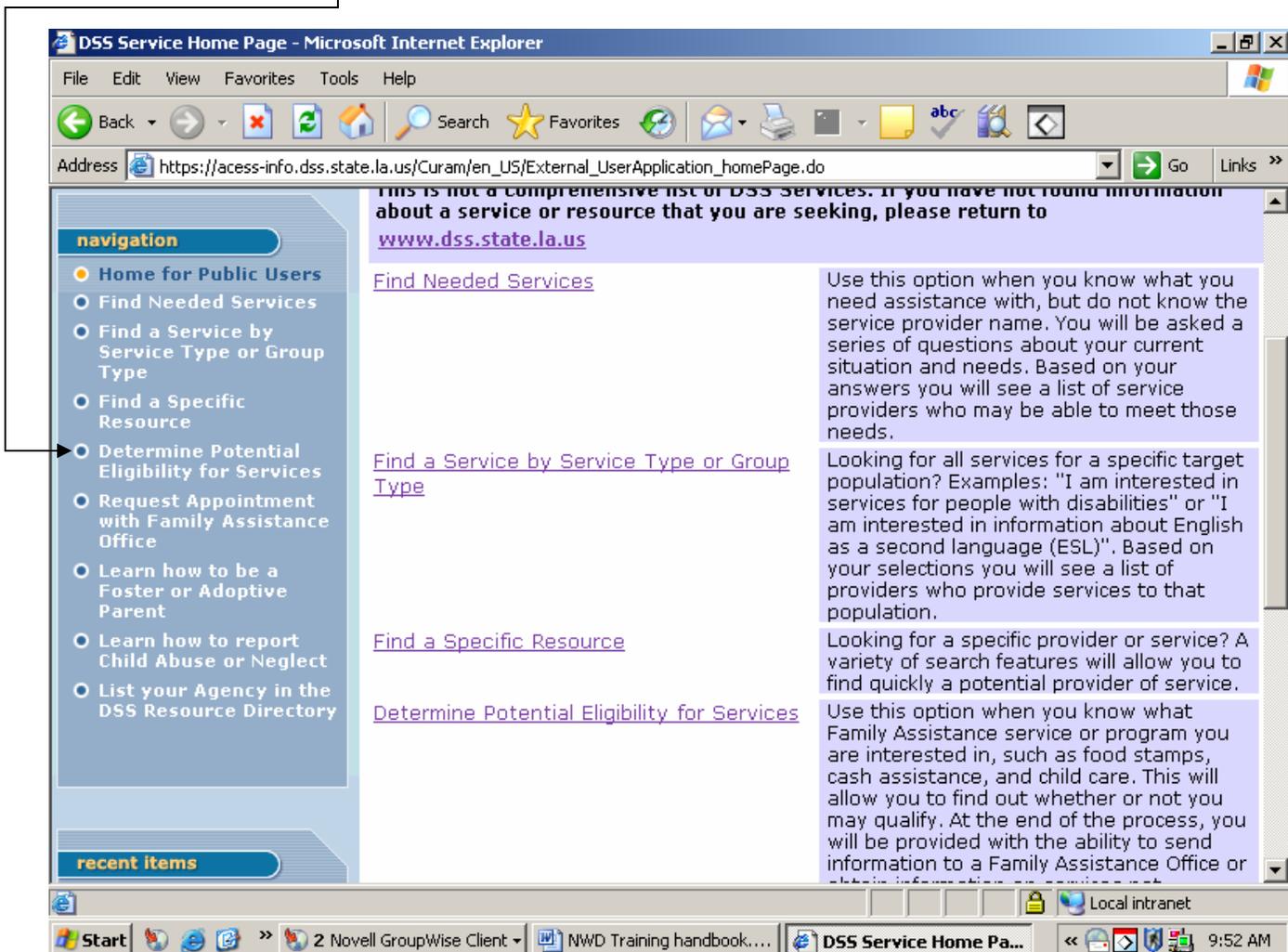
The FNS results MAY NOT be shared with providers outside of DSS without the specific written consent of the client.



## Screen for Potential Eligibility

Like the FNS tool, the Screen for Potential Eligibility (SPE) tool is available on the DSS Services Home Page to any citizen, community partner or DSS staff member. This tool is a screening device that allows for calculation of potential eligibility for income-based programs in Louisiana, including Child Care Assistance, FITAP, Food Stamp benefits, and Medicaid. Users should enter demographic, household, and income information to approximately estimate eligibility for such benefits. **The SPE tool estimates potential eligibility and is not a final determination of eligibility or ineligibility for benefits.**

Once the Find Service Resources page is accessed from the DSS Home page, the screen below is displayed. To access the Screen for Potential Eligibility, click on the fifth button on the left.



The use of the SPE tool by DSS staff should be left to the staff's discretion. If the staff deems it helpful and appropriate to use the tool rather than proceed with an application, they are encouraged to do so. The use of the SPE tool would be particularly helpful to OCS and LRS staff. However, it is not mandated to use this tool as part of the DSS screening and referral process.

When clients agree to be screened for potential eligibility they shall be assured that the information they are providing is confidential and will not be shared with anyone outside of the Department unless requested by the client.

In no instance will the client be denied the right to apply for any program regardless of their participation in the SPE or results of the SPE process.

## Changes to Internal Office Procedures for OFS

- Staff will conduct interviews every day of the week
- Staff will offer clients the option of making an appointment for their Food Stamp, Child Care Assistance, or FITAP interview
- Staff will enter data in L'AMI while interviewing clients
- Staff will utilize external sources of verification, including LINKS and The Work Number, to obtain needed information. These sources should be checked before a client is asked to supply this information.



## DSS Agencies & the Services Provided

On the following pages, the three (3) DSS agencies and the services they provided are listed. Eligibility requirements are included for many of the DSS programs. This same information is also available and can be printed out for clients directly from the DSS website.



## Office of Community Services (OCS)

OCS provides for the public child welfare functions of the state and administers the federal grants for services directed at meeting the special needs of Louisiana's most vulnerable citizens. The programs include:

**Adoption Services:** seeks adoptive home placement of children who are in the Department of Social Services' custody and are legally free for adoption. Services include the assessment of families who apply to adopt, matching available children with available homes, preparing children for placement, and providing services to our adoptive children and families before, during, and after placement is made.

**Child Protection Services:** Investigation of child abuse and neglect and provision of short term concrete services to children and families. These services are legally mandated, specialized investigations and social services for children who are alleged to be neglected, abused, exploited, or without proper custody or guardianship. The investigation process begins with a report of child abuse and/or neglect of a child living in a family, day care center and restrictive care facilities, or a foster home. Reports are received by the local office which has the responsibility to investigate the report.

**Family Services:** social services provided to families and children in their own homes in order to address problems of abuse/neglect and promote the safety of the children within the family unit. Such services are appropriate in situations where the abuse/neglect is not assessed to be of the nature and extent which would place one or more of the children in immediate danger of serious harm if services are provided to the family, and in which the parents or responsible caretakers demonstrate a willingness to change. Family services are provided to families in which an allegation of child neglect and/or abuse has been validated, and the family is thought to need more long term services. In some limited situations, families can voluntarily elect to participate in these services when child abuse or neglect has not been validated. Services are generally provided for six months or less.

**Foster Care:** a protective service provided to children in custody of DSS. It provides substitute, temporary care for a planned period of time when a child must be separated from their own parents or relatives because of abuse and/or neglect. Children stay in foster care until they can be reunited with his/her parents or is provided with another type of permanent living situation such as being placed with a relative or adoption.

## **Louisiana Rehabilitation Services (LRS)**

**LRS** assist persons with disabilities in their desire to obtain or maintain employment and/or achieve independence in their communities by providing rehabilitation service and working cooperatively with businesses and other community resources. Program includes:

**Blind Services:** provides both vocational rehabilitation and independent living services to eligible individuals who are blind or visually impaired.

**Independent Living:** provides services to individuals with significant disabilities to enhance their ability to live independently.

**Community and Family Support:** a sub-program of Independent Living, which provides individuals with severe disabilities with the ability to become independent in the community by providing services in an integrated setting at a cost lower than the cost of institutionalization.

To qualify for the Community and Family Support Program, an individual:

- Must have a severe physical and/or cognitive disabilities
- Must be age 22 and over, whose disability was manifested after the attainment of age 22, but prior to age 55

**Personal Care Attendant Program:** provides a personal care attendant to persons with severe disabilities to assist them with their activities of daily living.

To qualify for the State Personal Care Attendant (PCA) Program, an individual must:

- Have a severe disability
- Be between the ages of 18 and 55
- Have made an application for Title XIX services
- Need not less than 14 hours nor more than 35 hours per week of personal attendant care services
- Have written documentation from their treating physician that clearly states the person is medically stable and is capable of directing the activities of a PCA

- Have received skilled nursing facility or intermediate care facility services for at least 90 days during the 12 months prior to receiving personal care attendant services. If the person has not received the required services at either facility, the individual must show evidence of needing personal care attendant services on a permanent basis in order to achieve activities of daily living.

**Louisiana Commission for the Deaf:** Ensures that Louisiana's public and private services are accessible to deaf, deaf-blind, hard of hearing, and speech impaired citizens through the use of interpreter services and the Telecommunication Access Program.

To qualify for services:

All Deaf people, Deaf/Blind people, hard of hearing and speech impaired people are eligible to apply for accessibility services. Upon application, determination of disability and eligibility, applicants will complete a service plan with a regional case worker. Accessibility services for each eligible consumer that will be coordinated and purchased by the Commission will be managed by the case worker of a Regional Service Center.

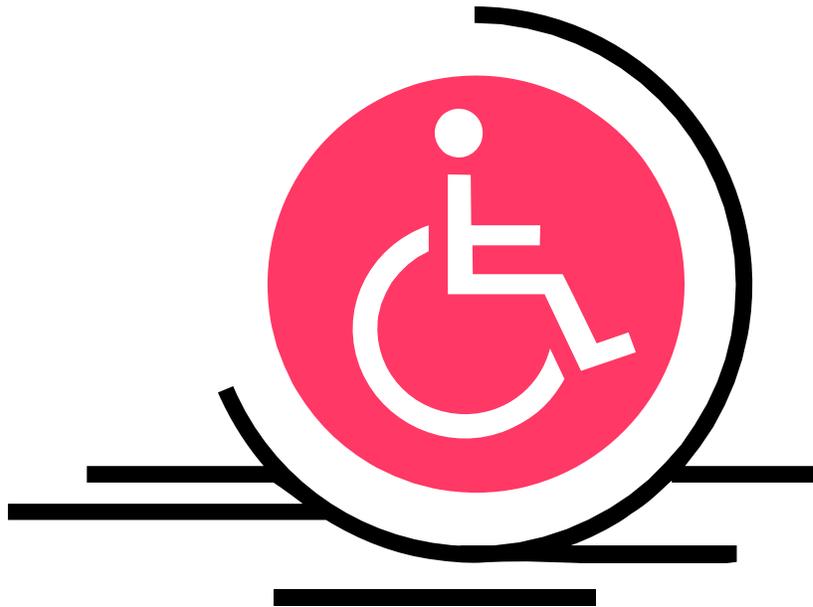
**Randolph-Sheppard Business Enterprise Program:** a sub-program of Blind Services that provides career opportunities for qualified individuals in the food service field.

**Traumatic Head and Spinal Cord Injury Trust Fund (THSCI) Program:** provides services in a flexible, individualized manner to Louisiana citizens who survive traumatic head or traumatic spinal cord injuries. This program enables individuals to return to a reasonable level of functioning and independent living in their communities.

**Vocational Rehabilitation:** provides comprehensive rehabilitation services to assist individuals with disabilities prepare, secure, retain or regain employment that are consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual.

To be eligible for vocational rehabilitation services, the individual must:

- Have a physical or mental disability which for the individual constitutes or results in a substantial impediment to employment; and
- Be able to benefit from vocational rehabilitation services in terms of employment; and
- Need vocational rehabilitation services to prepare for, enter, engage in, or retain gainful employment



## Office of Family Support (OFS)

**Family Assistance Division:** administers a variety of programs that assist eligible individuals and families with obtaining cash, education, food, training/work related activities and child care. The FA Program includes:

**Family Independence Temporary Assistance Program (FITAP):** provides cash assistance and supportive services to families with children when the financial resources of the family are insufficient to meet subsistence needs.

FITAP eligibility criteria:

- Residence - the client must be living in the state.
- Citizenship - the client must be either a U.S. citizen or a qualified alien lawfully admitted for permanent residence.
- Need - a family must be considered financially needy to be eligible. It is not necessary that a parent be incapacitated, absent or unemployed.
- Enumeration - all applicants or recipients must provide or apply for a Social Security number for each member of the assistance unit.
- Age - children must be under the age of 18 to be eligible or in school and able to complete the course of study or obtain a GED by the 19th birthday.
- Relationship - in order to receive FITAP assistance for a child, an individual must be a qualified relative by meeting certain relationship requirements, i.e., must be related by blood, marriage or adoption.
- Home - it must be verified that the child actually lives in the same home with the qualified relative.
- Support Enforcement Services - the client must assign any child support and medical support rights to the state, and must cooperate with the agency's Support Enforcement Services division in establishing paternity and obtaining child support and medical support from the absent parent(s), unless good cause has been established.
- Resources - the client is ineligible if countable resources of the assistance unit, including cash, bank accounts, real property other than home property, etc., exceed \$2000.00. Effective June 1, 2002, all vehicles are exempt.

- Income - monthly countable income, both earned and unearned, cannot exceed the flat grant amount for the number of persons in the assistance unit. Total countable income is subtracted from the flat grant amount to determine the client's grant amount. The allowable earned income deductions are:
  - Standard earned income deduction of \$120 for each employed member.
  - Time-limited deduction of \$900 for six months for each employed member.
- Immunization - sufficient evidence of immunity or immunization against vaccine-preventable diseases according to the Office of Public Health schedule, or evidence that such an immunization program is in progress, must be provided for each recipient under the age of 18.
- Parenting Skills Training - each applicant/recipient who is pregnant or has a child under the age of one must attend parenting skills training.
- Time Limits - the family is ineligible to receive assistance if a parent or either parent in a two-parent family has received benefits for 24 of the prior 60 months. There is a 60 month lifetime limit if the assistance unit includes a parent/caretaker relative.
- Minor parent restriction - minor unmarried parents and their children must reside in the home of a parent, legal guardian, other adult relative or in an adult-supervised living arrangement in order to qualify for assistance.
- Applicants/recipients age 18 and over must cooperate in screening for the use of illegal drugs, and, if necessary, drug testing, education and rehabilitation.

**Kinship Care Subsidy Program (KCSP):** provides cash assistance for eligible children who reside with qualified relatives other than parents.

A child may meet the eligibility requirements for both the Family Independence Temporary Assistance Program (FITAP) and Kinship Care Subsidy Program (KCSP) but may only receive assistance in one program.

To receive KCSP for a child:

- The child must live in the home of one of the following qualified relatives (either biological or adoptive): grandfather or grandmother (extends to great-great-great), brother or sister (including half), uncle or aunt (extends to great-great), stepfather, stepmother, stepbrother, stepsister, first cousin, including first cousin once removed, and nephew or niece (extends to great-great), or the legal spouse of the above-listed relatives.
- The child must have income of less than \$280.00 per month.
- The child must be under 18 years of age.

- The child must be a resident of Louisiana.
- The child must be a citizen of the United States or a qualified alien.
- The qualified relative must provide proof of immunity or immunization against vaccine-preventable disease for each child under 18 years of age.
- The qualified relative must possess or obtain within one year of certification, either legal custody or guardianship or provisional custody by mandate of the eligible child who is living in the home. Legal custody or guardianship must be granted by a court and verified through court records or other reliable documents. Provisional custody by mandate is a notarized authorization made by the child's parent or parents to a person of legal age to provide care, custody, and control of a minor child. Certain requirements must be met for the execution of this document. Provisional Custody by Mandate is valid for one year or until ended by the parent.
- The family must have an annual income of less than 150% of the federal poverty threshold in accordance with the qualified relative's family size. Income from all sources is considered in determination of eligibility. This includes income from Social Security, Veteran's Affairs, Railroad Retirement, wages and any other regular income.
- The qualified relative must assign to the state rights to child support from any other person and must cooperate with Support Enforcement Services in obtaining child support for the child unless good cause is established.
- The qualified relative must not have been convicted of or released from incarceration for a felony of possession, use or distribution of a controlled substance within the past year.
- The qualified relative must furnish or apply for a Social Security number for the child.
- The parent(s) of the child must not live in the home of the qualified relative.

**Strategies to Empower People Program (STEP):** assists FITAP recipients with employment-related support and activities that lead to self-sufficiency, which include any paid subsidized and unsubsidized employment, unpaid work experience, on-the-job training, job search/job readiness, vocational education, GED/secondary education, and employment education.

**Food Stamp Program:** provides monthly benefits that help low-income households buy food.

To qualify for Food Stamps, households must meet certain tests, including resource and income tests.

- Resources:

Households may have \$2,000.00 in resources, such as a bank account. Households may have \$3,000.00 if at least one household member is age 60 or older or includes a disabled member. Certain resources are not counted, such as a house, vehicles and the resources of people who receive Supplemental Security Income (SSI) or households which include someone who receives Family Independence Temporary Assistance Program (FITAP), Kinship Care Subsidy Program (KCSP) or Strategies to Empower People Program (STEP) benefits.

- Income:

Households have to meet income tests unless any member is receiving FITAP, KCSP, STEP benefits, or all members are receiving SSI. Most households must meet both the gross and net income tests, but a household with a person who is 60 years old or older or a person who is receiving certain types of disability payments only has to meet the net income test. Households, except those noted, that have income over the amounts listed on the following page cannot get food stamps.

- Additional eligibility requirements for the Food Stamp Program:

- Residence - the client must be living in the state of Louisiana.
- Citizenship - all household members must be U.S. citizens. Only certain aliens are eligible.
- Enumeration - households must provide or apply for Social Security numbers for each member before certification.

Work Registration - all able-bodied adults, with specific exceptions, must register for work and accept suitable employment.

<b>Household Size</b>	<b>Maximum Gross Monthly Eligibility Standard</b>	<b>Maximum Net Monthly Income Eligibility Standard</b>
<b>1</b>	\$ 1,062	\$817
<b>2</b>	1,430	1,100
<b>3</b>	1,799	1,384
<b>4</b>	2,167	1,667
<b>5</b>	2,535	1,950
<b>6</b>	2,904	2,234
<b>7</b>	3,272	2,517
<b>8</b>	3,640	2,800
<b>Each Additional Member</b>	+369	+284

Gross income means a household's total, non excluded income before any deductions have been made. Net income means gross income minus allowable deductions.

**Child Care Assistance (CCAP):** provides assistance to parents to help pay for the child care they need to work or attend school/training.

To qualify for CCAP:

- You must be responsible for paying child care costs for a child under 13, or a disabled child under 18, who lives with you
- You, your spouse, and any other parents of children who live in your home, must work or attend an educational or training program, or need child care assistance to look for work. If not participating in one or a combination of these activities, do these persons receive disability income?
- Your household's monthly gross earned income (before any deductions from paycheck) and unearned income must less than the amount listed on the chart for your household size

2 persons-\$2147	4 persons-\$3158	6 persons-\$4169	8 persons-\$4358
3 persons-\$2653	5 persons-\$3664	7 persons-\$4264	9 persons-\$4453

**Disability Determinations Services:** provides decisions on behalf of the Social Security Administration regarding the eligibility of applicants for Disability Insurance Benefits and Supplemental Security Income disability benefits.

**Support Enforcement Services:** provides for location of non-custodial parents, establishment of paternity and child/medical support orders, enforcement of support orders, and collection and distribution of payments.

Who does SES help?

- Any parent or person responsible for a child who needs services.
- Anyone who receives FITAP or Medicaid automatically receives child support enforcement services and assigns rights of support to the state.
- Anyone who does not receive FITAP or Medicaid may apply for SES services and pay an application fee of \$25.



# NOTES

## APPENDIX A

There are six (6) 211 providers statewide and telephone numbers that can be used if 211 cannot be dialed directly. They are:

### **Lake Charles/Alexandria Areas**

Provider: Volunteer Center Southwest Louisiana

Serves: Calcasieu, Cameron, Allen, Jefferson Davis, Beauregard, Rapides, and Vernon parishes

Call 211 or (337) 310 – INFO or toll-free (866) 310-INFO

### **Shreveport Area**

Provider: Centerpoint Information & Referral/211

Serves: Caddo, Bossier, Webster, Claiborne, Bienville, Natchitoches, Sabine, Grant, Red River, DeSoto and Winn parishes

Call 211 or (318) 227-2100

### **Monroe Area**

Provider: United Way of Northeast Louisiana/United Way 211

Serves: Caldwell, Catahoula, Concordia, East Carroll, Franklin, Jackson, LaSalle, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union and West Carroll parishes

Call 211 or (318) 322-0400 or toll-free (800) 644-9886 or (318) 325-3869

### **New Orleans Area**

Provider: VIA Link Inc.

Serves: Jefferson, St. Bernard, Lafourche, Orleans, Plaquemines, St. Charles, St. John the Baptist, St. Tammany, Tangipahoa and Washington parishes

Call 211 or toll-free 1-800-749-2673 (COPE) or (504)-269-2673

### **Baton Rouge Area**

Provider: Baton Rouge Crisis Intervention Center

Serves: Ascension, Assumption, East Baton Rouge, East Feliciana, Iberville, Livingston, Pointe Coupee, St. Helena, St. James, West Baton Rouge and West Feliciana parishes

Call 211 or (225) 923-2114 or toll free 1-877-923-2114

### **Lafayette Area**

Provider: Southwest Louisiana Education

Serves: Avoyelles, Evangeline, St. Landry, Acadia, Lafayette, St. Martin, Vermilion, Iberia, St. Mary and Terrebonne parishes

Call 211 or (337) 232- HELP

## **APPENDIX B**

### **Calcasieu Parish**

#### **Louisiana Rehabilitation Services**

3616 Kirkman Street  
Lake Charles, LA 70607

Contact Name:

Contact Telephone Number:

#### **Support Enforcement Services**

1417 Gadwell Street  
Lake Charles, LA 70601

Contact Name:

Contact Telephone Number:

#### **Office of Community Services**

1919 Kirkman Street  
Lake Charles, LA 70601

Contact Name:

Contact Telephone Number:

## APPENDIX C

What Must be Verified and Examples of Proof	Food Stamps	FITAP (Cash)	KCSP (Cash)	Child Care	RMA
<b>Identity</b> – driver’s license, work or school ID, ID for health benefits or another social services program, voter’s registration card, check stub, or birth certificate	√				
<b>Age/Relationship</b> - birth certificate, baptismal certificate, or hospital birth records of the person to be included. If not your own child, birth records to prove how the child is related to you		√	√	√	
<b>Social Security Number</b> - copy of the social security card or papers you received at the hospital for a newborn	√	√	√	√	√
<b>Alien status</b> - if not a U.S. citizen, forms or cards from INS that prove the person is a legal alien	√	√	√	√	√
<b>Wages</b> - last 4 pay check stubs or employer’s statement for each person who works	√	√	√	√	√
<b>Self-employment</b> - income tax returns, sales records, quarterly tax records, personal wage record	√	√	√	√	√
<b>Other income such as contributions, child support, alimony, Social Security, SSI, VA, retirement checks, Unemployment Compensation (UCB)</b> - award letters, court orders, statements from contributors	√	√	√	√	√
<b>Housing expenses</b> - rent receipts, mortgage papers, homeowners insurance papers, and property tax papers	√				
<b>Dependent care expenses</b> - receipts or statements from the dependent care provider	√	√		√	
<b>Medical expenses</b> - receipts, pharmacy printouts for last 3 months, doctor bills or other papers that show medical expenses for household members who are disabled or over age 59	√				
<b>Child support payments made to someone outside your home</b> - court order or other legal papers and proof that you are making payments such as cancelled checks or wage withholding statements	√	√	√		
<b>Immunization</b> - shot, school, or doctor’s records		√	√	√	
<b>Resources</b> – current bank statements, papers that prove ownership and value of property that you own (other than where you live), papers for any other type of resource such as stocks, bonds, certificates of deposit, etc.	√	√			√
<b>Legal custody</b> - court order or other legal papers			√		
<b>Home</b> - proof of who lives in the home; such as current school records, landlord’s written statement or the name and phone number of two people (not related to you) who know your situation		√	√		
<b>Job Search</b> – a written statement, signed by the person who needs child care to look for work, indicating the number of hours each week he will actively look for work				√	
<b>School Attendance or Job Training</b> – a statement from the school or job training program indicating the number of hours of the attendance each week and anticipated date of completion for any person who needs child care in order to attend school or job training				√	

# APPENDIX D

Date of Screen

Find Needed Services Results

DOB



Last Name  First Name  Middle

Address

City  State  APT  ZipCode

Based upon the screening you just completed, you may be eligible for services or resources provided by the following agencies:

Acadian Outreach Center - Naomi House **(337) 237-7618**  
P.O. Box 2747  
Lafayette, Louisiana 70502

Appointment

Not Applicable  Not Made  Made

Date  Time

Need being met:

Federal Dept. of Social Ser. - Family Independence **(888) 524-3578**  
The U.S. Department of Health and Human Services 200 Indepe  
Washington, D.C., Louisiana 20201

Appointment

Not Applicable  Not Made  Made

Date  Time

Need being met:

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Lafayette Council on Aging Congregate and

**(337) 262-5990**

160 Industrial Pkwy.

Lafayette, Louisiana 70508

Appointment

Not Applicable  Not Made  Made

Date

Time

Need being met:

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Lafayette Parish Office of Family Assistance

**(337) 262-5111**

Brandywine VI Complex 100825 Kaliste Saloom Road

Lafayette, Louisiana 70508

Appointment

Not Applicable  Not Made  Made

Date

Time

Need being met:

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Responsibility House

**(504) 324-6265**

P.O. Box 640548

Kenner, Louisiana 70064

Appointment

Not Applicable  Not Made  Made

Date

Time

Need being met:

USDA Food & Nutrition Services

**(703) 305-2062**

3101 Park Center Dr Room 926

Alexandria, Virginia 22302

Appointment

Not Applicable  Not Made  Made

Date

Time

Need being met:

Well, The

**(337) 235-1559**

P.O. Box 2747

Lafayette, Louisiana 70502

Appointment

Not Applicable  Not Made  Made

Date

Time

Need being met:

DSS Representative

DSS Telephone

Print Form