



1871 EMERGENCY ASSISTANCE SERVICES	
Chapter: Services for Children, Youth, and Families	Section: Direct and Purchased Services
 <p>New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: 17-68 Effective Date: December 2017 Scheduled Review Date:</p>	<p>Approved:  Joseph E. Ribsam, Jr., DCYF Director</p>
Related Statute(s): RSA 170-G Related Admin Rule(s): Related Federal Regulation(s): SSA Title IV-A	Related Form(s): DCS FORM 765(a), DCS FORM 805; FORM 1155, FORM 1870, and FORM 1871 Bridges' Screen(s) and Attachment(s):

The Division believes that all children and youth belong with their family when it is safe for them to be so. Therefore, DCYF strives to maintain children/youth who are involved with DCYF in their own home when it can be done safely. Emergency Assistance is a federal program under Title IV-A of the Social Security Act established to prevent destitution of children/youth and their families. The goal of Emergency Assistance is to preserve or reunite the family as soon as possible if a child/youth is removed from the home. State general funds are allowable as TANF Maintenance of Effort (MOE) for community-based services provided to families experiencing child abuse, neglect, abandonment, or CHINS, and who are experiencing an emergency or crisis situation. Additionally, Title IV-A federal funds are available for the cost of community-based services provided for families who are experiencing delinquency and for short-term placements provided to eligible families and children/youth.

Purpose

This policy establishes a mechanism for authorizing services for which federal reimbursement is available for families who are experiencing an emergency or crisis situation involving child abuse, neglect, abandonment, CHINS or delinquency to prevent removal of a child/youth at imminent risk of removal from the home; or an emergent situation where the continued presence in the home is not in the best interest of the child/youth.

Definitions

"Assistance Group" means the individuals living together, with or without benefit of a dwelling, whose needs, income, and resources are considered and combined together when determining eligibility and the amount of financial or medical assistance to be allotted.

"Authorization of Emergency Assistance Services" means the formal action by the Department of Health and Human Services of allowing a family to receive Emergency Assistance Services, as recorded on Form 765(a) by the Division of Client Services (DCS), or Form 1870 by the Division for Children, Youth and Families (DCYF).

"CPS" means the Bureau of Field Services' Child Protective Services within DCYF.

"CPSW" or **"Child Protective Service Worker"** means an employee of DCYF who is authorized by the Division to perform functions of the job classification Child Protective Service Worker.

"DCYF" or the **"Division"** means the Department of Health and Human Services' Division for Children, Youth and Families.

"JJS" means the Bureau of Field Services' Juvenile Justice Services within DCYF.

"JPPO" or **"Juvenile Probation and Parole Officer"** means an employee of DCYF who is authorized by the Division to perform functions of the job classification Juvenile Probation and Parole Officer.

"Placement" means the removal of a child/youth from his/her normal place of residence to reside in a court-ordered substitute care setting under the placement and care responsibility of DCYF.

"Specified Relative" means blood relatives and half-blood relatives, including preceding generations to the fourth degree of kinship, specifically:

- (1) Father, mother, brother, sister, stepfather, stepmother, stepbrother, stepsister, grandmother (including great and great-great), grandfather (including great and great-great), uncle (including step, grand or great), aunt (including step, grand or great); and/or
- (2) Nephew, niece, and first cousin, only. In accordance with federal regulations and state law, degrees of kinship do not apply to nephews, nieces, and cousins when determining if the individual meets the definition of specified relative. Therefore, a specified relative would not include, for example, such relations as first cousins once removed, second cousins or grandnephews; and/or
- (3) Adoptive parents and their relatives to the same degree as blood relatives; and
- (4) Spouses of any persons named above, even after the marriage has been terminated by death or divorce.

"SSI" means Title XVI Supplemental Security Income provided by the Social Security Administration in the form of monthly payments to a disabled child or youth who meets the eligibility requirements.

Policy

- I. Under Title IV-A, the family must:
 - A. Be experiencing an emergency situation due to child abuse, neglect, or abandonment;
 - B. Have a child/youth who is at imminent risk of removal from the home;
 - C. Be experiencing an emergent situation where removal from the home is in the best interest of the child/youth; or
 - D. Have a CHINS petition or court order.
- II. The goal of Emergency Assistance is to keep the family together or reunite the family as soon as possible if a child/youth must be removed. See examples of "emergency" in part V-C.
- III. Emergency Assistance Services may be provided for up to 364 days in 12 consecutive months.
 - A. The 364-day period begins when the first Emergency Assistance Service begins.

- B. For services and placement needed beyond the 364-day period, ancillary services via funds other than Title IV-A Emergency Assistance must be authorized by the CPSW/JPPPO, unless a new need is documented and the individual meets all Emergency Assistance criteria.
- IV. The following services/placements may be authorized under Emergency Assistance:
- A. Accompanied Transportation Services (IV);
 - B. Adolescent and Family Support (CA);
 - C. Child In-Home Care (FM);
 - D. Family-Based Services (HS);
 - E. Intensive Day Programming (DU), when not covered by Medicaid;
 - F. Outreach and Tracking (MT);
 - G. Child Health Support Services (HM);
 - H. Respite Care (RS);
 - I. Foster Care Board and Care, when not covered by Title IV-E (FH);
 - J. Supplemental Foster Care (AF);
 - K. Therapeutic Foster Care Board and Care, when not covered by Title IV-E; and/or
 - L. Residential Treatment Programs, excluding the portion paid by Medicaid for Medicaid eligible children (EF, IG, GH, JJ, RH, EM, SA, SP, IP, EH, MA, and RC).
- V. To be eligible for Emergency Assistance Services, a child/youth must meet all of the following conditions:
- A. Has not received Emergency Assistance through the Division of Client Services within the prior 12 months;
 - B. At least one family member must be eligible for TANF, Supplement Nutritional Assistance Program benefits (SNAP), medical assistance, SSI, or the family has gross earned income below 800% of the 1994 federal poverty level. Household gross earned income includes only the income of the child/youth's parents who live in the home and the earned income of child/youth for whom the application was signed;
 - C. Be experiencing an emergency or unusual crisis situation that is expected to be resolved within 364 days, due to one of the following reasons:
 - 1. A credible report of child abuse, neglect, or abandonment has been received and Emergency Assistance Services are needed. Credible reports include:
 - (a) Those received from the Central Intake Unit referral log as well as any other written reports made by an outside source; or

- (b) The discovery of a child protection emergency through a home visit by the CPSW/JPPO that is documented in the case record; or
 - 2. A child or youth is at imminent risk of removal from the home and Emergency Assistance Services are needed to maintain the child/youth in the home.
 - (a) Removal must be imminent in order for Emergency Assistance to be authorized and must be verified by a clear notation in the referral log on Bridges documenting an emergency situation placing the child/youth at risk of being removed imminently if services are not provided; or
 - 3. Removal from the home is in the best interest of the child/youth as documented by court reports or the case record;
- D. The emergency must not have been caused by the caregiver's refusal to accept employment or training for employment within 30 days of application without good cause, as defined in the [Family Services Children's Eligibility Manual \(FSCEM\)](#), when such refusal led to the emergency condition;
 - E. The child/youth lives, or did live with, a specified relative within six (6) months prior to the date the parent or guardian signed the "Application for IV-A Funding for Services," Form 1870; and
 - F. The "Application for IV-A Funding for Services," Form 1870, must be signed by the family within 10 working days of the documented emergency.
 - 1. If the child/youth's caretaker is unavailable or otherwise refuses to cooperate, the CPSW/JPPO must sign on behalf of the child/youth by signing the appropriate line on the form.

VI. Children and Youth in Placements:

- A. Only the child/youth's earned income is included in the Emergency Assistance Financial Eligibility Test for the children/youth removed from the home.
- B. Emergency Assistance Services may be provided to the child/youth's family to the extent that the goal of the services is family reunification.

VII. Form 1870, "Application for IV-A Funding for Services" is to be used as follows:

- A. To apply for Emergency Assistance, the child/youth's caregiver or guardian completes "Application for IV-A Funding for Services," Form 1870;
- B. The section labeled "office use only" is then completed by the CPSW/JPPO;
- C. The CPS/JJS Supervisor must certify that based on initial review, an emergency exists; and
- D. The Fiscal Specialist certifies which eligibility conditions are met by checking the statements listed under "For DCYF Fiscal Specialist Use Only" on the "Application for IV-A Funding for Services," Form 1870.

- E. If the family refuses or is unavailable to sign within 10 business days from the date of the emergency/court order, the CPSW/JPPPO signs the "office use only" section.
 - F. If the child/youth is placed and an "Application for IV-A funding for Services," Form 1870, has not been secured, the Fiscal Specialist may sign the form on the child/youth's behalf and process it.
 - G. Although the "Application for IV-A Funding for Services," Form 1870 is signed on the child/youth's behalf, the family must sign within 60 calendar days, to be entitled to Emergency Assistance Services.
 - H. In the event that a CPS or JJS case is subsequently opened, the CPSW/JPPPO is to have the family sign a new "Application for IV-A Funding for Services," Form 1870.
- VIII. No Emergency Assistance Services may be provided before the authorization date on the "Application for IV-A Funding for Services," Form 1870.
- A. If the child/youth and family need services prior to that date, ancillary services via state funding must be used.
- IX. Emergency Assistance payments for housing related needs may be available through the Division of Client Services (DCS) for families eligible for TANF and meeting all other DCS requirements.
- X. Thirty Day Authorization Period:
- A. Federal regulations require that all of a family's Emergency Assistance benefits, either payments or services, be authorized within a 30-day period.
 - B. Fiscal Specialists must verify and document if TANF Emergency Assistance payments have been authorized by DCS within the past 12 months or if DCS has authorized TANF Emergency Assistance payments within 30 days of the DCYF application date.
 - C. For families meeting the requirements for Emergency Assistance, the 30-day period begins when the first Emergency Assistance payment is authorized or service is used, whichever occurs first, and whether the emergency services are authorized by DCS or DCYF.
 - 1. If the family has not applied for Emergency Assistance payments, the 30-day period begins with the date services are authorized as Emergency Assistance by DCYF. The date authorized is entered by the CPSW, JPPPO, Fiscal Specialist, or Supervisor on the "Application for IV-A Funding for Services," Form 1870.
 - 2. If the family has an open Emergency Assistance payment case with DCS prior to completion of the "Application for IV-A Funding for Services," Form 1870, the 30-day period start date is the date the first payment is authorized by DCS. This date is entered on the "Application for IV-A Funding for Services," Form 1870, by the Fiscal Specialist.
 - D. Families are entitled to both Emergency Assistance payments and Emergency Assistance Services, if they meet the eligibility requirements for each type of benefit requested and verify their emergency situation (such as a shut off notice for payment of a back utility bill or a credible report of abuse) for family preservation services.

1. If the family has not applied for Emergency Assistance payments, TANF eligible families must be informed of the availability of Emergency Assistance through DCS for housing-related needs.
 2. For Emergency Assistance Services, Form 1870 "Application for IV-A Funding For Services," is completed and sent with supporting documentation to the Fiscal Specialist, within 30 days of the initial authorization for Emergency Assistance Services or payments.
 3. If the family has an open DCS Emergency Assistance payment application when the application for DCYF Emergency Assistance Services is received, Emergency Assistance Services need to be authorized within 30 days of the date the first Emergency Assistance benefit is authorized.
- XI. The Fiscal Specialist shall complete/open a "Service Authorization" in Bridges for each child eligible for Emergency Assistance Services.
- XII. Emergency Assistance Services are authorized in the Bridges system by entering all required information (i.e., individual number, DO code, determined eligible date), on the IV-A Eligibility screen. This screen will set the 364-day counter based on the first date of service or the determined eligible date, whichever occurs last.

Assessment/New Case Procedures

- I. The CPSW/JPPPO shall:
- A. Request that the child's parent, caregiver relative, or guardian sign and date "Application for IV-A Funding for Services," Form 1870, within 10 business days of the date the "Intake/Assessment Information" Form 1155, is determined credible by the Intake Unit, a petition or court order is granted, another documented report is received from an outside agency of an emergency condition, or there is the discovery of a service need through a home visit by the CPSW/JPPPO:
 1. For families who refuse to sign the application or are unavailable to sign, the CPSW/JPPPO must sign on their behalf within the 10 business-day period.
 2. However, the family must sign the application before Emergency Assistance Services are authorized.
 - B. Request the child's parent, caregiver relative, or guardian sign and date "Application for IV-A Funding for Services," Form 1870, within 10 business days of the emergency condition or removal from the home.
 1. If the child's parent, caregiver relative, or guardian refuses to sign the "Application for IV-A Funding for Services," Form 1870, the CPSW or JPPPO must sign.
 2. TANF funded Emergency Assistance Services may only be provided to the child/youth in placement.
 - C. Inform the family of the availability of DCS Emergency Assistance payments, if applicable;

- D. Notify the Fiscal Specialist of cases expected to be opened for services so that the Fiscal Specialist can ensure timely verification of the household's earned income via Financial Statements or Employment Security crossmatch information;
 - E. Submit a completed "Application for IV-A Funding for Services," Form 1870, to the Fiscal Specialist for a IV-A eligibility determination; and
 - F. Upon receipt of completed IV-A packet from the Fiscal Specialist, file the packet in section VI of the case file.
- II. If the parent/guardian refuses to sign the application, the refusal must be documented on the "Application for IV-A Funding for Services," Form 1870, and the application filed in Section VI of the case file.

Ongoing Case Procedures

- I. The Fiscal Specialist shall:
- A. Access New HEIGHTS, print, and retain the following eligibility screens:
 - 1. TANF financial and/or medical assistance; and
 - 2. Food Stamps, Social Services or Child Day Care through DCS;
 - B. Attach all available information to the "Application for IV-A Funding for Services," Form 1870;
 - C. Request verification of the responsible parents' earned income. This can be accomplished by requesting the Financial Statement pertaining to the period of eligibility or through an Employment Security crossmatch for the period in question, copies of pay stubs from employers, or a completed wage verification form or letter;
 - D. Check the New HEIGHTS system to determine if the child/youth and their family have received TANF within the prior 12 months. If yes:
 - 1. Check and print the eligibility screens for the previous six (6) months; and
 - 2. Attach the documentation to the "Application for IV-A Funding for Services," Form 1870;
 - E. Check the New HEIGHTS system to determine if the child/youth and their family have received Emergency Assistance Services within the prior 12 months. If yes:
 - 1. Check the case file for the date of authorization for those services on Form 1870; and
 - 2. Indicate the results on the "Application for IV-A Funding for Services," Form 1870;
 - F. Review the income verification received for family's not receiving TANF, Supplement Nutritional Assistance Program benefits (SNAP), medical assistance, or SSI, to insure the family's income is below 800% of the 1994 Federal Poverty Income Guidelines;

1. When financial affidavits are unavailable, the Fiscal Specialist shall verify that the income in the Employment Security crossmatch is still current by comparing the place of employment indicated on the crossmatch with information provided by the family and note the crossmatch by indicating "Current Employer;"
 2. If the place of employment has changed and the Financial Statement is unavailable, the Fiscal Specialist shall request pay stubs, tax returns or other current verification to document income;
- G. Send the "Notice of Decision" (NOD), DCS Form 805, to the CPSW/JPPPO when the "Application for IV-A Funding for Services," Form 1870, is completed and document in the "Emergency Assistance Log," Form 1871, by entering the following information for each new case:
1. Case number assigned;
 2. The child/youth's name;
 3. The date reviewed; and
 4. The deadline date for obtaining a signature from the parent or guardian. This date is 10 business days after the newly documented need;
- H. Submit logs monthly (by the 10th of each month) to Fiscal Unit Supervisor; and
- I. Review the "IV-A Eligibility Report," HMMR630A, on a monthly basis to trigger a review of potential ongoing IV-A eligibility.