



Information and Frequently Asked Questions- Concrete Goods and Services

Concrete goods and services funding supports a family in gaining access to basic necessities needed to assist in meeting their immediate needs. These goods and services are identified as a critical need by the family in conjunction with SSW assessment and exploration of other community supports and resources.

Referral Process:

1. The SSW completes the **Community Action Council Referral for Concrete Goods and Services** and ensures all supportive documentation is attached.
2. The SSW sends the referral to the supervisor (FSOS) for approval. Upon FSOS approval, the referral is sent to the identified regional gatekeeper for review.
3. Regional gatekeepers review the referral to ensure that it meets the definition of critical and basic needs, and ensures supportive documentation is complete and accurate.
4. Upon regional gatekeeper approval, the signed referral and supportive documentation is sent to the Child Protection Branch (DCBSChildProtection@ky.gov) for final review/approval utilizing the subject line:
 - a. **Case Name – CPS Referral (ex: Jon Smith – CPS Referral) or;**
 - b. **URGENT: Case Name – CPS Referral (ex: URGENT: Jon Smith – CPS Referral).**

Note: Without approval and signatures from the FSOS and regional gatekeeper, the referral will be denied without further processing. All necessary documentation should be included when the referral is sent to the FSOS and regional gatekeeper.

Note: An urgent referral is one where the child(ren) is likely to enter out-of-home care (OOHC) or be removed if a need is not met. Please do not list referrals as urgent, if the immanency cannot be justified in the email or on the referral.

5. Once the Child Protection Branch reviews and approves the referral, it will be sent to the Community Action Council (CAC) for payment processing. SSWs should **NOT** contact the local CAC to request funds.

Notes Regarding Referrals:

- The Child Protection Branch will include the SSW, FSOS, and regional gatekeeper on the notification to the CAC when a referral is approved for payment processing.
- Please allow two weeks before reaching out to inquire about the status of a referral.
- If supportive documentation is missing, the Child Protection Branch or CAC will only reach out **once** for documentation.
- Failure to provide documents within 15 calendar days will result in the referral being closed and unpaid.

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Mandatory Supportive Documentation List:

Housing Assistance:

- ❖ A rental agreement or lease.
- ❖ A statement of current amount due.

Household Items:

- ❖ An online shopping cart to show items being requested. (printable list showing item, cost, and total cost.)

Transportation Assistance:

- ❖ A car title.
- ❖ Proof of valid driver's license and insurance.
- ❖ A detailed statement of vehicle repairs needed.
- ❖ Kelly Blue Book value to show worth of the car (if requesting vehicle purchase).
- ❖ A bill of sale.
- ❖ Private sellers and dealerships will need to obtain and provide a W-9 form.

Utilities:

- ❖ An invoice/bill with the account number, amount due, name of the account holder, name of vendor to be paid.

Special notes regarding W-9s:

- A W-9 should have the vendor's contact information so that the CAC has the correct vendor/address for payment. If the vendor is noted to be in poor standing with the state, funds are not available for use.
- If SSW is in contact with the vendor, the W-9 can be requested to be included with the referral and documentation to the CAC. The CAC can and will request the W-9, but this will delay payment if the vendor is not responsive or the contact information for the vendor is incorrect.

Can I close my case if my referral for funding is pending payment to the vendor?

This depends on the specific case circumstances and should be discussed on a case-by-case basis during consultations with the FSOS. In some cases, it may be appropriate to close the case while waiting for payment to be issued. In cases where the pending funding is to alleviate a safety threat or concern, it may be more appropriate to keep the case open and monitor for safety. The CAC may have a backlog of referrals to complete, run into issues where payments to the vendor cannot be processed, or another unforeseen circumstance where the CAC cannot pay for the needed goods or service.

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ELIGIBLE FOR ASSISTANCE:

- SECURITY DEPOSITS
- RENTAL PAYMENTS (PAST DUE/ONE (1) MONTH)
- UTILITY DEPOSITS
- UTILITY MONTHLY STATEMENTS
- INSURANCE
- PHONE BILLS
- INTERNET
- EMERGENCY HOUSING FUNDS
- PEST CONTROL/EXTERMINATION
- CAR REPAIRS
- GAS CARDS
- WEATHERIZATION
- MEDICATION COSTS
- TRANSPORTATION TO APPOINTMENTS
- BEDS AND BEDDING
- KITCHEN APPLIANCES
- CLEANING SUPPLIES
- GROCERIES
- CLOTHING

Note regarding monthly expenses: Referrals will be approved for one (1) month at a time. Funds are not available for monthly expenses on an ongoing basis. Initial funding allows the family and SSW time to access further assistance or plan for future expenses. If an additional referral is needed, one may be submitted but adequate justification is needed and the total of the two referrals together shall not exceed \$4,000.

INELIGIBLE FOR ASSISTANCE:

- CHILD SUPPORT
- LEGAL FEES/FINES
- GIFT CARDS
- DRUG SCREENS
- COURT ORDERED SERVICES
- PARENTING CLASSES
- FAMILIES WHERE CASES ARE CLOSED PRIOR TO REFERRAL
- SAFETY NET CLIENTS
- FOSTER PARENTS
- NON-CRITICAL NEEDS AND SERVICES

- ❖ If requesting gas cards, please specify on the referral which gas station the family prefers to use.

APPROVED VENDORS:

- ANY RETAILER CONVENIENT FOR THE FAMILY, INCLUDING BUT NOT LIMITED TO:
 - WALMART
 - LOWES
 - HOME DEPOT
 - AMERICAN FREIGHT
 - TARGET
 - AMAZON
 - CAC MAY HAVE A LIMIT ON AMAZON PURCHASES. IF THE MONTHLY LIMIT HAS BEEN MET CAC WILL NOT BE ABLE TO MAKE THE PURCHASE UNTIL THE FOLLOWING MONTH. IT IS HIGHLY SUGGESTED TO USE OTHER STORES IF AVAILABLE DUE TO THIS LIMIT.

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BASIC REFERRAL INFORMATION

What should be included on the referral?

- ❖ Reason for the need.
- ❖ How the request will benefit the family.
- ❖ What other resources have been sought.
- ❖ Informal budget and sustainability plan.

It is mandatory to exhaust local and community resources prior to making the referral and the justification needs to be explained on the referral.

Without the ability to demonstrate future sustainability, the referral will be denied.

There is a question on the referral referencing an informal budget and plans for the family to meet their own basic needs. This may provide insight into other services or available supports that may be beneficial for the family, such as daycare assistance, WIC, insurance, etc. Another great resource is 211 (www.211.org) which has resources in every region.

The delivery/shipping/pick up address should be included if the request is for the goods to be delivered or picked up. Including the address will decrease the need to request additional information.

What is the limit that can be requested and how many referrals can be made for a family?

Up to \$4,000 per household/ per calendar year. Families can have two (2) referrals per calendar year, but the total amount between the referrals cannot exceed \$4,000 for the year.

Can I tell every family I work with that they have \$4,000 to spend and ask them how they want to spend it?

No, every family does not have \$4,000 to spend. This funding is not guaranteed, and SSW should carefully mention its availability when talking with families.

What if the parents are separated but each household needs something? Can both households receive \$4,000?

If the parents share joint custody of the child(ren), they can both receive up to \$4,000 with proper documentation and justification on the referral.

How are these funds dispersed?

The CAC will pay the vendor directly. Referrals that do not list a vendor will not be approved for payment. There are times that the CAC may need to follow up with the vendor specifically for documentation; if this is the case, there may be a slight delay in the process. It is important when listing a vendor to ensure the correct contact information is captured to expedite this process.

What is the process for the CAC to complete a referral and issue payment to a vendor?

When the CAC receives a referral, they will:

1. Review the referral for signatures and vendor information.
2. Ensure the correct supportive documentation is received. If not, a follow-up with the SSW for clarification may be necessary.,
3. Reach out to the vendor directly to request a W-9 to ensure the vendor is in good standing with the state and that the mailing address is correct.
4. Once the W-9 is received, they will submit the request to th fiscal department. Payment is generally issued within one (1)-two (2) weeks.

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How do I submit a referral for clothes, groceries, cleaning supplies, etc.?

Include on the referral an online cart from the budget-friendly retailer with any items that are being requested. Doing this will allow the CAC to review the referral, access the retailer, and order the items. It is easiest when a cart can be accessed through log in information. The request can be set for delivery or pick up, depending on the retailer and availability.

Can I make a request for name-brand items such as Nike, Abercrombie, Victoria Secret, Old Navy? And/or can I request items such as a PlayStation, X-box, new computer gaming system, tablet, etc.?

Most often these types of requests are not appropriate. This fund is meant to assist families with critical, immediate needs to support safety within the home. Because the funds are limited, care is taken to ensure that funding is available to help families who have a need for things such as utilities, a car repair, groceries, etc. If SSW feels a request is justified, the referral should include a detailed explanation about why it is appropriate

Will the CAC pay for utilities in someone's name who is not a household member?

If an invoice is not in the client's name, it is important to provide an explanation in the referral. Lack of clarification may result in a delay in processing as CAC will need to follow up with the SSW for additional information.

How long will this funding be available?

This funding can end at any time. If funding ends, all referrals will be put on hold and no new referrals will be accepted until more money becomes available. This is why it is important that these funds only be requested for emergent or imminent situations and all community resources should be explored first. It is important to be aware that although a referral is made, there is no guarantee of payment approval. Please do not promise families or providers that funding will be issued.

Can I make a request for a parent's home if the children are in OOHC?

If a request will expedite the return of children to the home, it will be considered. The request should be specifically related to something that will assist the children returning home. For example, payment for rent may not be approved for a family who first needs to complete numerous case plan items prior to reunification. Requests will be considered on a case-by-case basis.