

Designing and Integrating Benefits Coordination into a Kinship Navigator Program

April 2023

 CHAPIN HALL
AT THE UNIVERSITY OF CHICAGO

 OhioKAN KINSHIP &
ADOPTION
NAVIGATOR

Presenters



Amber Robinson (she/her)
Benefits Coordinator
OhioKAN at Kinnect



Samantha Steinmetz (she/her)
Policy Analyst
Chapin Hall

What we'll cover:

Brief overview of OhioKAN Kinship & Adoption Navigator Program

The data behind benefits coordination

How Benefits Coordination was designed and integrated into an existing kinship navigator program

What Benefit Coordination within OhioKAN looks like today

Gap and barrier tracking

The future of Benefits Coordination

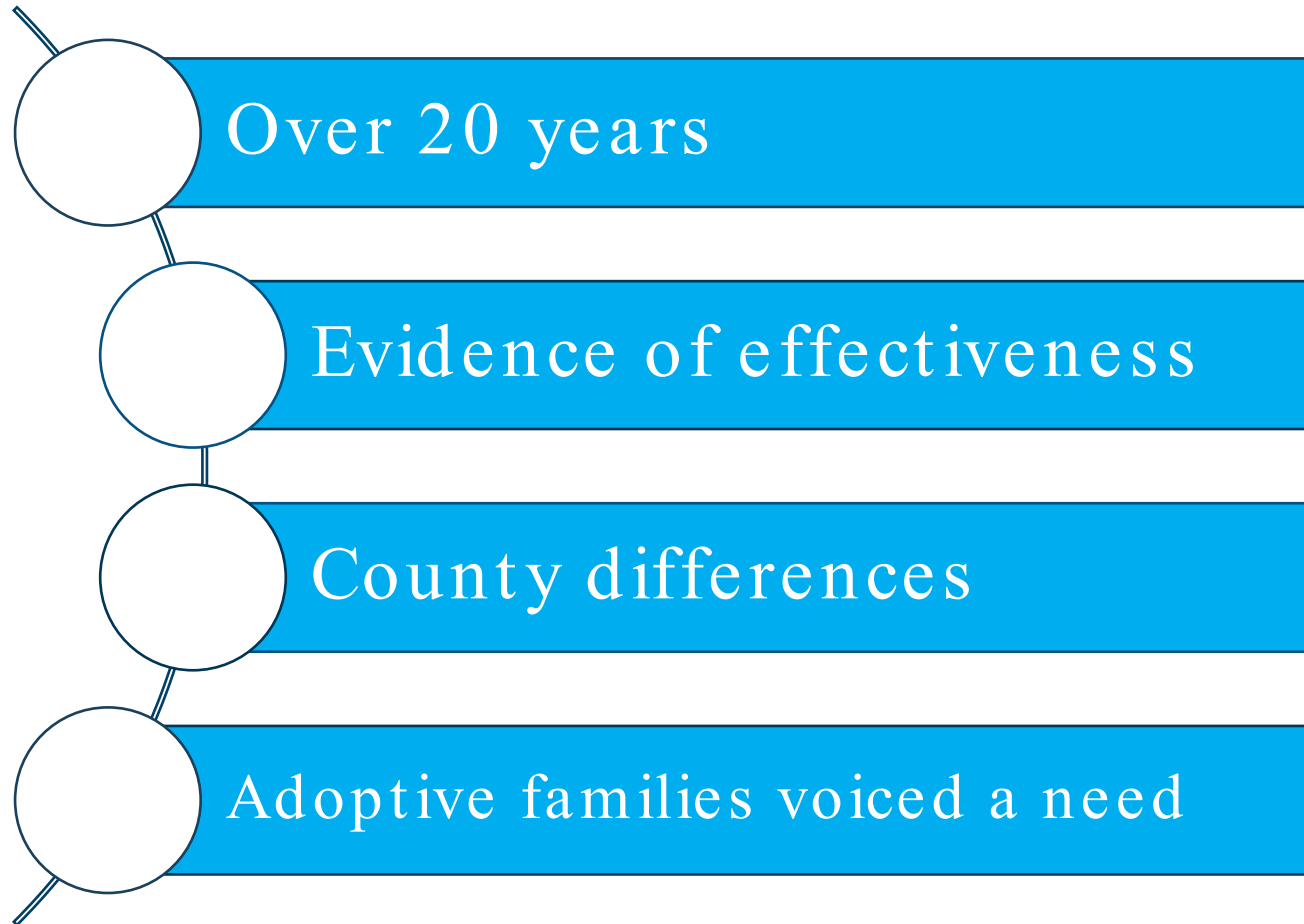
Presentation Details:

Break for Q&A in the middle and at the end



= key design decision points

Ohio Navigator History



Program Highlights

#1 Who OhioKAN Serves

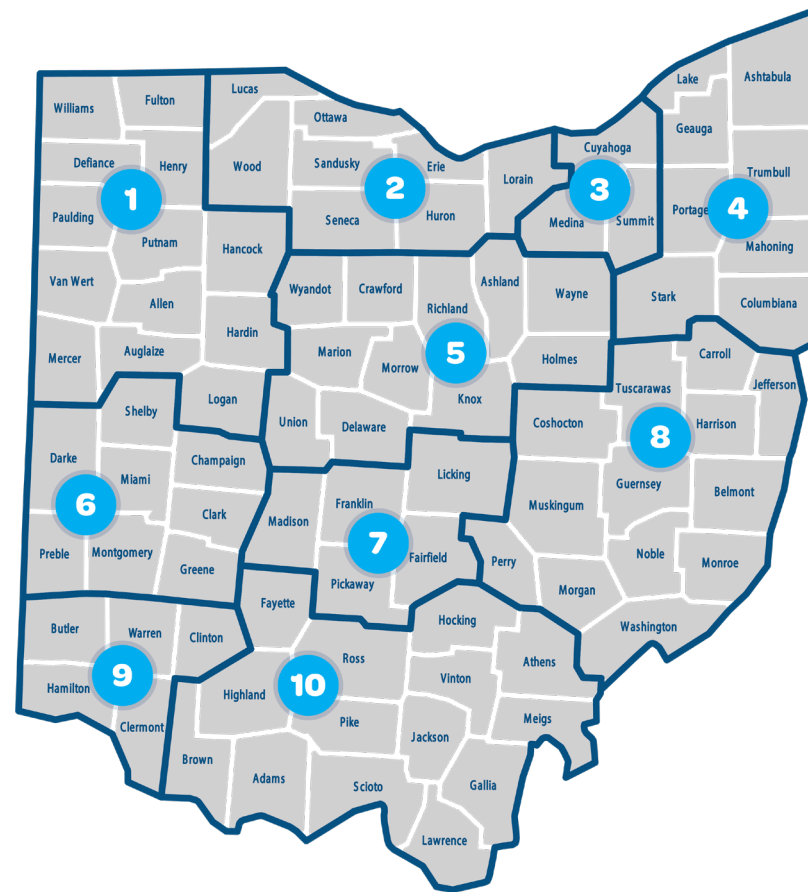
Any kinship and
adoptive family
residing in Ohio

Both formal
and informal
kinship families

Families who
have adopted
privately,
publicly or
internationally

Program Highlights

#2 Statewide Program



Program Highlights

#3 Three Levels of Service



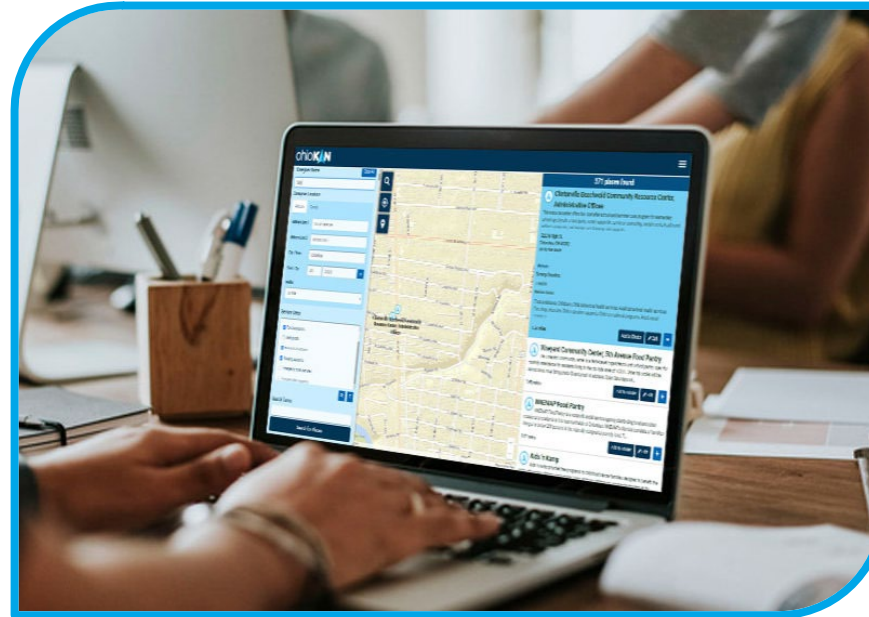
INFORM

CONNECT

COLLABORATE

Program Highlights

#4 Community Capacity Building



Question for the audience:

We want to know more about you!

Raise your hand if you support a kinship navigator program.
What is the name and location of the program?
What is your role?





Designing Benefits Coordination: The Data





Designing Benefits Coordination

The Data

National
benefits
access:

- In 2019, **83%** of individuals eligible for SNAP accessed the program⁽¹⁾ and **57%** of families eligible for WIC received the benefit⁽²⁾



Designing Benefits Coordination

The Data

National
benefits
access:

- In 2019, **83%** of individuals eligible for SNAP accessed the program⁽¹⁾ and **57%** of families eligible for WIC received the benefit⁽²⁾
- In 2020, only **21%** of families experiencing poverty received TANF cash assistance⁽³⁾



Designing Benefits Coordination

The Data

Economic &
Concrete
supports:

- Each additional \$1,000 that states spend on public benefit programs annually per person living in poverty is associated with a **4% reduction in child fatalities due to maltreatment**. Public benefits are also positively associated with reductions in foster placements ⁽⁴⁾



Designing Benefits Coordination

The Data

Economic &
Concrete
supports:

- Each additional \$1,000 that states spend on public benefit programs annually per person living in poverty is associated with a **4% reduction in child fatalities due to maltreatment**. Public benefits are also positively associated with reductions in foster placements ⁽⁴⁾
- Mothers who receive TANF and are eligible to receive full child support paid on behalf of their children (without a decrease in benefits) are **10% less likely to have a screened-in maltreatment report** than mothers who are eligible to receive only partial child support payments ⁽⁵⁾



Designing Benefits Coordination

The Data

OhioKAN:

Since September 2020, **72% of families**, when calling OhioKAN for the first time, have identified **basic needs** as "somewhat challenging" or "very challenging" for their family.



Designing Benefits Coordination

The Data

OhioKAN:

Since September 2020, **72% of families**, when calling OhioKAN for the first time, have identified **basic needs** as "somewhat challenging" or "very challenging" for their family.

- Basic needs are defined as: housing, utilities, transportation, clothing, food, furniture, etc.
- Very challenging means that a family needs support right away.
- Somewhat challenging means that additional support could be helpful.



Designing Benefits Coordination: The Role of a Benefits Coordinator





Designing Benefits Coordination

The Role

Train Navigator Staff

- Answer initial questions
- Send applications
- Initial problem-solving

Work with Families

- Solve difficult problems
- Coordinating programs
- Sharing knowledge
- Connections to state and county benefit staff

Integrate Benefits Coordination

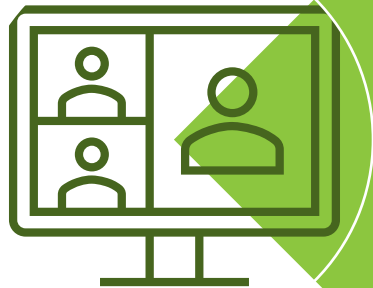
- Train all staff to listen benefits needs and solutions
- Escalate barriers to state and county representatives

Designing Benefits Coordination

Phase 1: Onboarding & Education



1. Benefits education



2. State and county contact meetings

Learning Spreadsheet

Benefits Coordination Education: Federal						
Benefit:	What the benefit provides:	Qualifying population / income level:	Qualifying time period:	Primary instructions for referral:	Documents Needed	Website:
SSI	Financial assistance - a federal income supplement program funded by general tax revenues (not Social Security taxes). It is designed to help aged, blind, and disabled people, who have little or no income. It also provides cash to meet basic needs for food, clothing, and shelter.	A person who is neither married (as determined by Social Security) or head of a household and: under age 18; or under age 22 and is a student regularly attending school (as determined by Social Security). To be eligible for SSI benefits, a child must	When the child attains age 18, they are evaluated on impairments based on the definition of disability for adults (see definition of disability for adults). If the child is already receiving SSI payments, they must review the child's medical condition	(1) Online at https://www.ssa.gov	(1) Social security card or number (2) Proof of Age (3) Citizenship or Alien Status Record (4) Proof of Income (5) Proof of Resources (6) Proof of Living Arrangements (7) Medical Sources (if filing blind or disabled) (8) Work iHistory (9) Other Sources - If you are applying as a disabled child, or on behalf of a disabled child, we need the names, addresses, and telephone numbers of people (for example, teachers or caregivers) who can provide information about how the child's medical condition affects his or	Supplemental Security Income Benefits
SSI for Children	Financial assistance - provides monthly cash payments to help meet the basic needs of children who have a physical or mental disability or who are blind. If you care for a child or teenager with a disability, and have limited income and savings or	(1) Children under age 18 that meet Social Security's definition of disability for children and there are limited income and resources in the household. (2) The child must have a physical or mental condition(s) that very	Payments are made monthly. The monthly maximum Federal amounts for 2021 are \$794 for an eligible individual, \$1,191 for an eligible individual with an eligible spouse, and \$397 for an essential person. Household	(1) Applying for SSI requires 2 steps. You will need to complete the online Child Disability Report AND, with the help of a Social Security representative, complete an Application for SSI. The report usually takes about an hour to complete and collects information about the child's disabling condition and how it	(1) Same as above. (2) When you apply for SSI payments for your child based on a disability, you will be asked for detailed information about the child's medical condition and about how it affects the child's ability to perform daily activities. You will also be asked to give permission to the doctors, teachers, therapists, and other professionals who	https://www.ssa.gov/benefits/disability/apply-child.html
SSDI	Financial assistance - pays benefits to you and certain family members if you are "insured," meaning that you worked long enough – and recently enough - and paid Social Security taxes on your earnings	(1) An individual must have paid Social Security taxes on his or her wages long enough to qualify for benefits. Generally, this means that claimants must have a fairly consistent	The Social Security Administration (SSA) has instituted a five month waiting period to ensure that benefits are not paid to people with short-term disabilities. The SSA	(1) You can apply online (2) by call	(1) Birth certificate and SS card/number (parent and child depending on if applying using parent's earnings record) or other proof of birth (2) Proof of U.S. citizenship or lawful alien status if you were not born in the United States (3) U.S. military discharge paper(s) if you had military service before 1968 (4) W-2	https://www.ssa.gov

Learning Spreadsheet

Benefits Coordination Education: Kinship & Adoption						
Benefit:	What the benefit provides:	Qualifying population / income level:	Qualifying time period:	Primary instructions for referral:	Documents Needed	Website:
Kinship Programs	Kinship Care refers to a temporary or permanent arrangement in which a relative or any non-relative adult who has a long-standing relationship or bond with the child and/or family, has taken over the full-time, substitute care of a child whose parents are unable or unwilling to do so. Kinship Care includes those relationships established through an informal arrangement, legal custody or guardianship order, a relative foster care placement or kinship adoption.					
Kinship Support Program (KSP)	(1) The kinship support program (KSP) is an ODJFS program that provides financial payments to eligible kinship caregivers for the placement of children in their home.	A kinship caregiver who is not certified as a foster caregiver. a. The child is in the temporary, permanent, or legal custody of a public children	(1) For not more than 9 mos if placed in care on or before Dec 29, 202; not more than 9 mos if placed in home between Dec 29, 2020 and Sept. 29, 2021. Not more than	(1) Kinship caregivers do not need to apply for KSP payments. Eligible kinship caregivers will be identified and paid based on the information entered into the Statewide Automated Child Welfare Information System	N/A - No application needed. Automatic payment once entered into SACWIS.	https://jfs.ohio.gov/oc/KinshipSupportProgramFAQ.stm
Kinship Caregiver Program (KCP)	(1) The kinship caregiver program (KCP) assists kinship caregivers with providing and maintaining a home for a child in place of a child's parents by providing reasonable and necessary relief of child caring functions through FAMILY STABILIZATION and FAMILY CAREGIVING services.	(1) Each child living with a kinship caregiver shall make up a PRC assistance group of one; and • Income of the child shall not exceed 200%	A redetermination of TANF/PRC eligibility for KCP shall be required no less than every twelve months from determination of initial eligibility.	(1) KCP shall be incorporated into a county agency's prevention, retention and contingency (PRC) plan and designed by the county agency and the public children services agency (PCSA) to be consistent with the provisions of	Varies by county	https://emanuals.jfs.ohio.gov/CashFoodAssist/CAM/Chapter2000/5101-1-24-30.stm
Kinship Permanency Incentive Program (KPIP)	The Kinship Permanency Incentive (KPI) program was created to support children in the homes of family or friends who have committed to caring for them when birth parents cannot. KPI provides time-limited incentive payments to families caring for their kin. KPI payments are in addition to Ohio Works First (OWF) cash assistance	Eligibility requirements for Ohio's Kinship Permanency Incentive Program include: The court must have awarded legal custody	(1) Eligible kinship caregivers will receive an initial payment to defray costs of initial placement and may receive subsequent payments at six-month	The JFS 01501 "Application for Kinship Permanency Incentive" (rev. 7/20179/2017). (2) Verification that the caregiver has obtained legal custody or guardianship on or after July 1	Documentation of income that is referenced in Section II of the applicaiton (kinship caregiver and their spouse, and any child suport they pay out). Legal Custodian/Guardian Documentation may be obtained	https://ohio.gov/wps/portal/gov/site/residents/resources/kinship-care

Navigator One Sheets



Supplemental Nutrition Assistance Program (SNAP)

Snapshot

- Food assistance. Helps eligible low-income Ohioans stretch their food budgets and buy healthy food.
- Family's income must be at or below 130% of FPL.
 - Some families above this limit may qualify if an individual in their household is elderly or disabled.
- Must submit an application to receive benefit.
- Standard amount of time to receive benefit is 12 months (though this varies), and there is a need to recertify at specified time.

Overview:

- The SNAP benefit is for food assistance, helping families cover food expenses at most grocery stores. Families can use their SNAP benefit card (EBT card) to pay for certain foods, but it does not cover every food item, and does not cover toiletries, diapers, etc.
- Only one application is needed per household unless multiple families are living under one roof.

Eligibility Requirements:

- Family's income needs to be at or below 130% of the Federal Poverty Line, and the standard length of time to receive SNAP benefits is one year. On the SNAP application acceptance letter there will be a note about when the family needs to re-apply for the benefit.
- Families need to apply to receive this benefit, but families who are already eligible/receiving Ohio Works First (OWF), Social Security Income (SSI), Disability Financial Assistance (DFA), Prevention, Retention, and Contingency (PRC), or any other TANF funded service (except CCDGB) is considered "categorically eligible" for SNAP benefits because they have already been determined eligible for another means-tested program.
- There are differing eligibility requirements / length of time SNAP can be received for individuals who are not parents or caretakers and are also not currently working.

Documentation Needed:

- SSN or proof of applying for one
- Income from pay stubs, tax records or child support notices, etc.
- Identity, for example, driver's license or state ID
- Housing and utility cost documents
- Any childcare or dependent care costs
- Any child support you pay for children not living with you
- Any medical expenses, including prescriptions, for those with disabilities or for those over age 60
- The county agency may verify information provided by contacting other agencies or [people](#), and may ask to provide other documents.

Ways to apply:



Kinship Permanency Incentive Program (KPIP)

Snapshot

- Financial support to Kinship Caregivers.
- Eligible Kinship Caregivers can potentially receive eight incentive payments in six-month intervals.
- Kinship Caregiver must apply to their local PCSA for each KPIP payment (every six months).
- Income must not be more than 300% of FPL.
- Caregiver must have permanent custody or guardianship of the child.

Overview:

- KPIP was designed to support Kinship Caregivers in their decision to make permanent commitments by helping defray some of the costs of caring for children.
- Kinship Caregiver must [submit an application](#) to their local PCSA for each KPIP payment (every six months).
 - After the Kinship Caregiver submits their application, a child-specific home assessment is required. Each child must have a home assessment completed and approved by the PCSA to be eligible for KPIP.
- The maximum number of payments a Kinship Caregiver can receive for a child is eight. There is no time limit (except when the child ages out) for the caregiver to receive the eight payments, which allows for gaps in eligibility.
- Initial payments are \$525 per kinship child and ongoing payments are \$300 per kinship child.
 - These amounts are evaluated each fiscal year and are subject to change based on the state budget. Amounts are published in an annual procedure letter.

Eligibility Requirements:

- The Kinship Caregiver has been awarded permanent custody or guardianship of the child on or after 7/1/2005
 - Temporary custody does not meet the eligibility requirement.
- The public children services agency must have completed the Relative or Non-Relative Substitute Placement Approval Process, inclusive of a criminal background check, as well as completion of an application form.
- A public children services agency must have conducted a home assessment and approved the child's placement.
- The Kinship Caregiver's gross income does not exceed 300% of the federal poverty guidelines.
- The child resides with the Kinship Caregiver.
- The Kinship Caregiver resides in Ohio.

Documentation Needed:

- Income kinship caregiver and their spouse, and any child support they pay out).
- Legal Custodian/Guardian Documentation (may be obtained from clerk of court that handled the case).

Ways to Apply:

Family One Sheets



Benefits Sheet

Supplemental Nutrition Assistance Program (SNAP)

The SNAP benefit is for food assistance, helping families cover food expenses at most grocery stores. Families can use their SNAP benefit card (EBT card) to pay for certain foods, but it does not cover every food item, and does not cover toiletries, diapers, etc. Only one application is needed per household unless multiple families are living under one roof.

Overview

- Helps eligible low-income Ohioans stretch their food budgets and buy healthy food.
- Gross family income must be at or below 130% of Federal Poverty Guidelines (FPG).
 - If your family is above this limit, you may qualify if an individual in their household is elderly or disabled.
- Standard amount of time to receive benefit is 12 months (though this varies), and there is a need to recertify at specified time.

Eligibility Requirements

- Gross family income must be at or below 130% of the Federal Poverty Guidelines (FPG).
 - For example, this means that for a family of four, gross monthly income cannot exceed \$2,871.
 - Gross monthly income means monthly income before taxes or deductions are taken out.
- The standard length of time to receive SNAP benefits is one year.
- On the SNAP application acceptance letter there will be a note about when your family needs to re-apply for the benefit.
- You need to apply to receive this benefit, but if your family is already eligible/receiving Ohio Works First (OWF), Social Security Income (SSI), Disability Financial Assistance (DFA), Prevention, Retention, and Contingency (PRC), or any other TANF funded service, you are considered "categorically eligible" for SNAP benefits because you have already been determined eligible for one of the mentioned programs.
- There are differing eligibility requirements/lengths of time SNAP can be received for individuals who are not parents or caretakers and are also not currently working.

Documentation Needed

- Social Security Number or proof of applying for one.
- Income from pay stubs, tax records or child support notices, etc.
- Identity, for example, driver's license or state ID.
- Housing and utility cost documents.



Benefits Sheet

Kinship Permanency Incentive Program (KPIP)

KPIP provides financial support to kinship caregivers. Eligible kinship caregivers can potentially receive eight incentive payments in six-month intervals. You must apply through your local PCSA for each KPIP payment (every six months). Gross family income must be at or below 300% of the Federal Poverty Guidelines (FPG). As the kinship caregiver, you must have permanent custody or guardianship of the child.

Overview

- The KPIP program is designed to promote a permanent commitment by a kinship caregiver(s) through becoming guardians and custodians over minor children who would otherwise be unsafe or at risk of harm if they remained in their own homes.
- KPIP helps defray some of the costs of caring for children.
- As a kinship caregiver, you must apply through your local Public Children's Service Agency (PCSA) for each KPIP payment (every six months).
 - After submitting your application, a child-specific home assessment is required.
 - Each child must have a home assessment completed and approved by the PCSA to be eligible for this benefit.
- The maximum number of payments you can receive for a child is eight. There is no time limit (except when the child ages out) for you to receive the eight payments, which allows for gaps in eligibility.
- Initial payments are \$525 per kinship child and ongoing payments are \$300 per kinship child.
 - These amounts are evaluated each year and are subject to change.

Eligibility Requirements

- You have been awarded permanent custody or guardianship of your child on or after 7/1/2005.
 - Temporary custody does not meet the eligibility requirement.
- The Public Children Services Agency must have completed the Relative or Non-Relative Substitute Placement Approval Process, inclusive of a criminal background check, as well as completion of an application form.
- A public children services agency must have conducted a home assessment and approved your child's placement.
- Gross family income must be at or below 300% of the Federal Poverty Guidelines (FPG).
 - For example, this means that for a family of four, the gross monthly income cannot exceed \$6,625.

Federal Poverty Guideline & Benefits Cheat Sheet

FEDERAL POVERTY GUIDELINES

2023 Annual

Household/ Family Size				Medicaid: Parents				SNAP & CSFP	Medicaid: Adults				PFCC			Medicaid: Children w/o insurance	HEAP				WIC	Medicaid: Pregnant Person & KCP & TEFAP & Help Me Grow			Medicaid: Children w/ insurance						KPIP
	25%	50%	75%	90%	100%	125%	130%	133%	135%	138%	142%	150%	156%	175%	180%	185%	200%	206%	225%	250%	275%	300%	325%	350%	375%	400%					
1	\$3,645	\$7,290	\$10,935	\$11,592	\$14,580	\$18,225	\$18,954	\$19,391	\$19,683	\$20,120	\$18,132	\$21,870	\$22,745	\$25,515	\$26,244	\$26,973	\$29,160	\$30,035	\$32,805	\$36,450	\$40,095	\$43,740	\$47,385	\$51,030	\$54,675	\$58,320					
2	\$4,930	\$9,860	\$14,790	\$15,678	\$19,720	\$24,650	\$25,636	\$26,228	\$26,622	\$27,214	\$24,292	\$29,580	\$30,763	\$34,510	\$35,496	\$36,482	\$39,440	\$40,623	\$44,370	\$49,300	\$54,230	\$59,160	\$64,090	\$69,020	\$73,950	\$78,880					
3	\$6,215	\$12,430	\$18,645	\$19,764	\$24,860	\$31,075	\$32,318	\$33,064	\$33,561	\$34,307	\$30,852	\$37,290	\$38,782	\$43,505	\$44,748	\$45,991	\$49,720	\$51,212	\$55,935	\$62,150	\$68,365	\$74,580	\$80,795	\$87,010	\$93,225	\$99,440					
4	\$7,500	\$15,000	\$22,500	\$27,000	\$30,000	\$37,500	\$39,000	\$39,900	\$40,500	\$41,400	\$37,212	\$45,000	\$46,800	\$52,500	\$54,000	\$55,500	\$60,000	\$61,800	\$67,500	\$75,000	\$82,500	\$90,000	\$97,500	\$105,000	\$112,500	\$120,000					
5	\$8,785	\$17,570	\$26,355	\$31,626	\$35,140	\$43,925	\$45,682	\$46,736	\$47,439	\$48,493	\$43,572	\$52,710	\$54,818	\$61,495	\$63,252	\$65,009	\$70,280	\$72,388	\$79,065	\$87,850	\$96,635	\$105,420	\$114,205	\$122,990	\$131,775	\$140,560					
6	\$10,070	\$20,140	\$30,210	\$36,252	\$40,280	\$50,350	\$52,364	\$53,572	\$54,378	\$55,586	\$49,932	\$60,420	\$62,837	\$70,490	\$72,504	\$74,518	\$80,560	\$82,977	\$90,630	\$100,700	\$110,770	\$120,840	\$130,910	\$140,980	\$151,050	\$161,120					
7	\$11,355	\$22,710	\$34,065	\$40,878	\$45,420	\$56,775	\$59,046	\$60,409	\$61,317	\$62,680	\$56,292	\$68,130	\$70,855	\$79,485	\$81,756	\$84,027	\$90,840	\$93,565	\$102,195	\$113,550	\$124,905	\$136,260	\$147,615	\$158,970	\$170,325	\$181,680					
8	\$12,640	\$25,280	\$37,920	\$45,504	\$50,560	\$63,200	\$65,728	\$67,245	\$68,256	\$69,773	\$62,652	\$75,840	\$78,874	\$88,480	\$91,008	\$93,536	\$101,120	\$104,154	\$113,760	\$126,400	\$139,040	\$151,680	\$164,320	\$176,960	\$189,600	\$202,240					
9	\$13,925	\$27,850	\$41,775	\$50,130	\$55,700	\$69,625	\$72,410	\$74,081	\$75,195	\$76,866	\$67,132	\$83,550	\$86,892	\$97,475	\$100,260	\$103,045	\$111,400	\$114,742	\$125,325	\$139,250	\$153,175	\$167,100	\$181,025	\$194,950	\$208,875	\$222,800					
10	\$15,210	\$30,420	\$45,630	\$54,756	\$60,840	\$76,050	\$79,092	\$80,917	\$82,134	\$83,959	\$71,612	\$91,260	\$94,910	\$106,470	\$109,512	\$112,554	\$121,680	\$125,330	\$136,890	\$152,100	\$167,310	\$182,520	\$197,730	\$212,940	\$228,150	\$243,360					
11	\$16,495	\$32,990	\$49,485	\$59,382	\$65,980	\$82,475	\$85,774	\$87,753	\$89,073	\$91,052	\$76,092	\$98,970	\$102,929	\$115,465	\$118,764	\$122,063	\$131,960	\$135,919	\$148,455	\$164,950	\$181,445	\$197,940	\$214,435	\$230,930	\$247,425	\$263,920					
12	\$17,780	\$35,560	\$53,340	\$64,008	\$71,120	\$88,900	\$92,456	\$94,590	\$96,012	\$98,146	\$80,572	\$106,680	\$110,947	\$124,460	\$128,016	\$131,572	\$142,240	\$146,507	\$160,020	\$177,800	\$195,580	\$213,360	\$231,140	\$248,920	\$266,700	\$284,480					
13	\$19,065	\$38,130	\$57,195	\$68,634	\$76,260	\$95,325	\$99,138	\$101,426	\$102,951	\$105,239	\$85,052	\$114,390	\$118,966	\$133,455	\$137,268	\$141,081	\$152,520	\$157,096	\$171,585	\$190,650	\$209,715	\$228,780	\$247,845	\$266,910	\$285,975	\$305,040					
14	\$20,350	\$40,700	\$61,050	\$73,260	\$81,400	\$101,750	\$105,820	\$108,262	\$109,890	\$112,332	\$89,532	\$122,100	\$126,984	\$142,450	\$146,520	\$150,590	\$162,800	\$167,684	\$183,150	\$203,500	\$223,850	\$244,200	\$264,550	\$284,900	\$305,250	\$325,600					

2023 Monthly

Household/ Family Size				90%	100%	125%	130%	133%	135%	138%	142%	150%	156%	175%	180%	185%	200%	206%	225%	250%	275%	300%	325%	350%	375%	400%
	1	\$304	\$608	\$911	\$1,094	\$1,215	\$1,519	\$1,580	\$1,616	\$1,640	\$1,677	\$1,511	\$1,823	\$1,895	\$2,126	\$2,187	\$2,248	\$2,430	\$2,503	\$2,734	\$3,038	\$3,341	\$3,645	\$3,949	\$4,253	\$4,556
2	\$411	\$822	\$1,233	\$1,479	\$1,643	\$2,054	\$2,136	\$2,186	\$2,219	\$2,268	\$2,041	\$2,465	\$2,564	\$2,876	\$2,958	\$3,040	\$3,287	\$3,385	\$3,698	\$4,108	\$4,519	\$4,930	\$5,341	\$5,752	\$6,163	\$6,573
3	\$518	\$1,036	\$1,554	\$1,865	\$2,072	\$2,590	\$2,693	\$2,755	\$2,797	\$2,859	\$2,571	\$3,108	\$3,232	\$3,625	\$3,729	\$3,833	\$4,143	\$4,268	\$4,661	\$5,179	\$5,697	\$6,215	\$6,733	\$7,251	\$7,769	\$8,287
4	\$625	\$1,250	\$1,875	\$2,250	\$2,500	\$3,125	\$3,250	\$3,325	\$3,375	\$3,450	\$3,101	\$3,750	\$3,900	\$4,375	\$4,500	\$4,625	\$5,000	\$5,150	\$5,625	\$6,250	\$6,875	\$7,500	\$8,125	\$8,750	\$9,375	\$10,000
5	\$732	\$1,464	\$2,196	\$2,636	\$2,928	\$3,660	\$3,807	\$3,895	\$3,953	\$4,041	\$3,631	\$4,393	\$4,568	\$5,125	\$5,271	\$5,417	\$5,857	\$6,032	\$6,589	\$7,321	\$8,053	\$8,785	\$9,517	\$10,249	\$10,981	\$11,713
6	\$839	\$1,678	\$2,518	\$3,021	\$3,357	\$4,196	\$4,364	\$4,464	\$4,532	\$4,632	\$4,161	\$5,035	\$5,236	\$5,874	\$6,042	\$6,210	\$6,713	\$6,915	\$7,553	\$8,392	\$9,231	\$10,070	\$10,909	\$11,748	\$12,588	\$13,427
7	\$946	\$1,893	\$2,839	\$3,407	\$3,785	\$4,731	\$4,921	\$5,034	\$5,110	\$5,223	\$4,691	\$5,678	\$5,905	\$6,624	\$6,813	\$7,002	\$7,570	\$7,797	\$8,516	\$9,463	\$10,409	\$11,355	\$12,301	\$13,248	\$14,194	\$15,140
8	\$1,053	\$2,107	\$3,160	\$3,792	\$4,213	\$5,267	\$5,477	\$5,604	\$5,688	\$5,814	\$5,221	\$6,320	\$6,573	\$7,373	\$7,584	\$7,795	\$8,427	\$8,679	\$9,480	\$10,533	\$11,587	\$12,640	\$13,693	\$14,747	\$15,800	\$16,853
9	\$1,160	\$2,321	\$3,481	\$4,178	\$4,642	\$5,802	\$6,034	\$6,173	\$6,266	\$6,406	\$5,594	\$6,963	\$7,241	\$8,123	\$8,355	\$8,587	\$9,283	\$9,562	\$10,444	\$11,604	\$12,765	\$13,925	\$15,085	\$16,246	\$17,406	\$18,567
10	\$1,268	\$2,535	\$3,803	\$4,563	\$5,070	\$6,338	\$6,591	\$6,743	\$6,845	\$6,997	\$5,967	\$7,605	\$7,909	\$8,873	\$9,126	\$9,380	\$10,140	\$10,444	\$11,408	\$12,675	\$13,943	\$15,210	\$16,478	\$17,745	\$19,013	\$20,280
11	\$1,375	\$2,749	\$4,124	\$4,949	\$5,498	\$6,873	\$7,148	\$7,313	\$7,423	\$7,588	\$6,341	\$8,248	\$8,577	\$9,622	\$9,897	\$10,172	\$10,997	\$11,327	\$12,371	\$13,746	\$15,120	\$16,495	\$17,870	\$19,244	\$20,619	\$21,993

Designing Benefits Coordination

Phase 2: Developing Trainings



1. Schedule benefits trainings available for all staff by providers



2. Survey staff on comfort level with benefits programs



3. Develop benefits trainings

Benefits Trainings

Medicaid Overview

A state and federally funded health care coverage plan that provides medical insurance to low-income and medically vulnerable individuals.





5

What Services are Covered?



7

Ways to Apply

-  Apply online Ohio Benefits Portal at Benefits.ohio.gov
-  In person Local CDJFS
-  By mail or visiting Local CDJFS JFS-07200 "Request for Cash, Food, and Medical Assistance"
-  Via phone Local CDJFS
Medicaid Consumer Hotline
1-800-324-8680.

Source: benefits.gov

Benefits Trainings

Ohio Benefits Self-Service Portal Objectives

At the end of this section, you will be able to:

- Use the self-service portal for applying for cash, medical, and food assistance benefits.
- Use the PFCC self-service portal when applying for child-care assistance.
- Check eligibility and assist families in applying for benefits.

Portal Tips

An account must be created to apply or update an application.

Inform families of what documents are useful to upload so that case can be processed as quickly as possible.

Encourage families to choose a username and password that is easy to remember.

Link account

9 sections

Applications can be completed by the applicant, guardian, and authorized representative.

34

PFCC Self Service Portal: Sections

About You

Emergency Contact

Household Members

Income/Activity

Who Needs Care

Application Summary

E-Sign Application

Eligibility for PFCC is determined within 30 days from the date the application is received by the CDJFS.

38

Designing Benefits Coordination

Phase 3: Integrating Processes



1. Put direct questions about benefits in initial assessment for all families

Which federal, state, local benefits do you access now?

List all applicable benefits in initial assessment and ask follow up questions

We have a benefits coordinator on staff to assist with benefits needs. Would you like me to schedule a meeting with them?

Designing Benefits Coordination

Phase 3: Integrating Processes

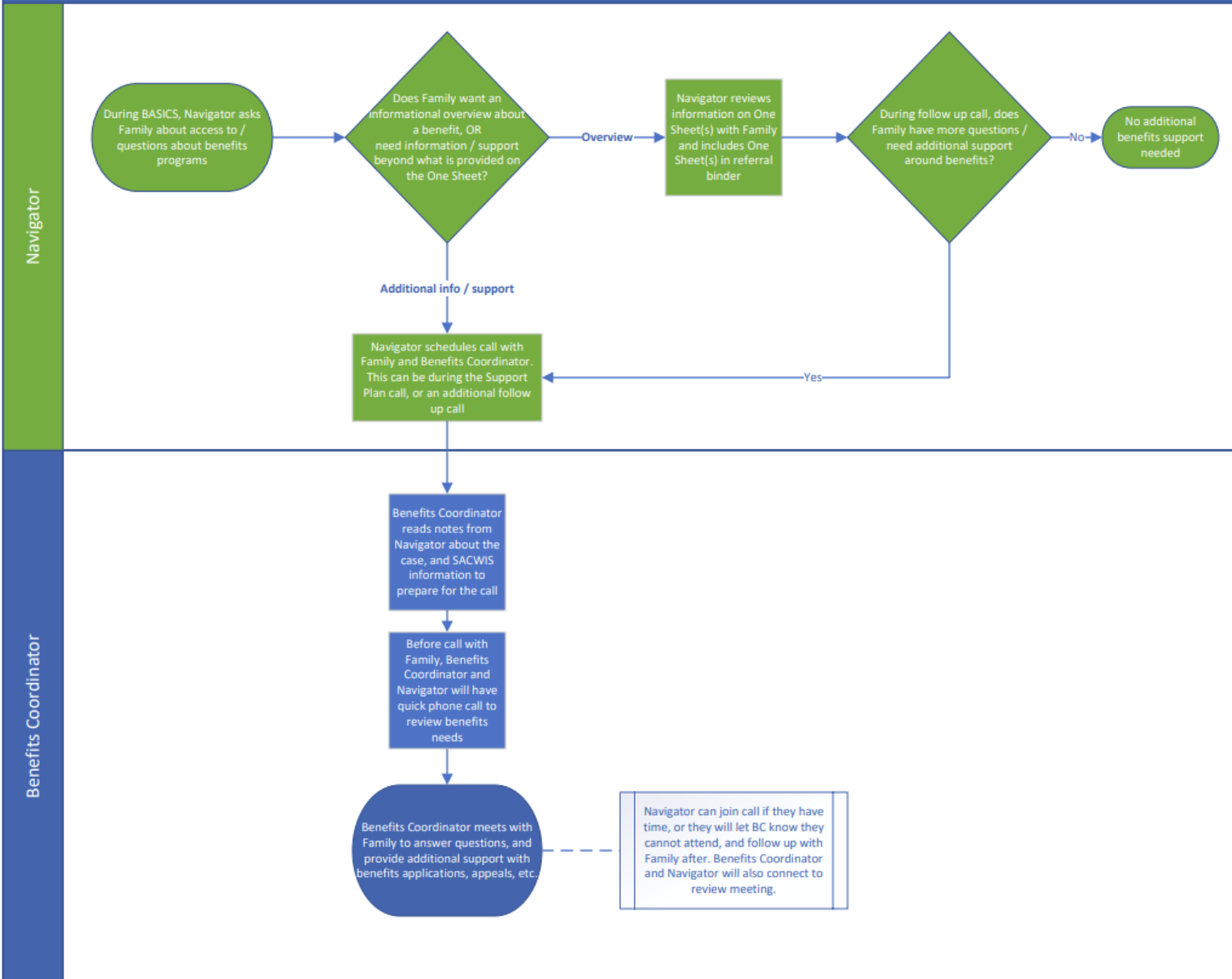


2. Develop process for Navigator to communicate with Benefits Coordinator



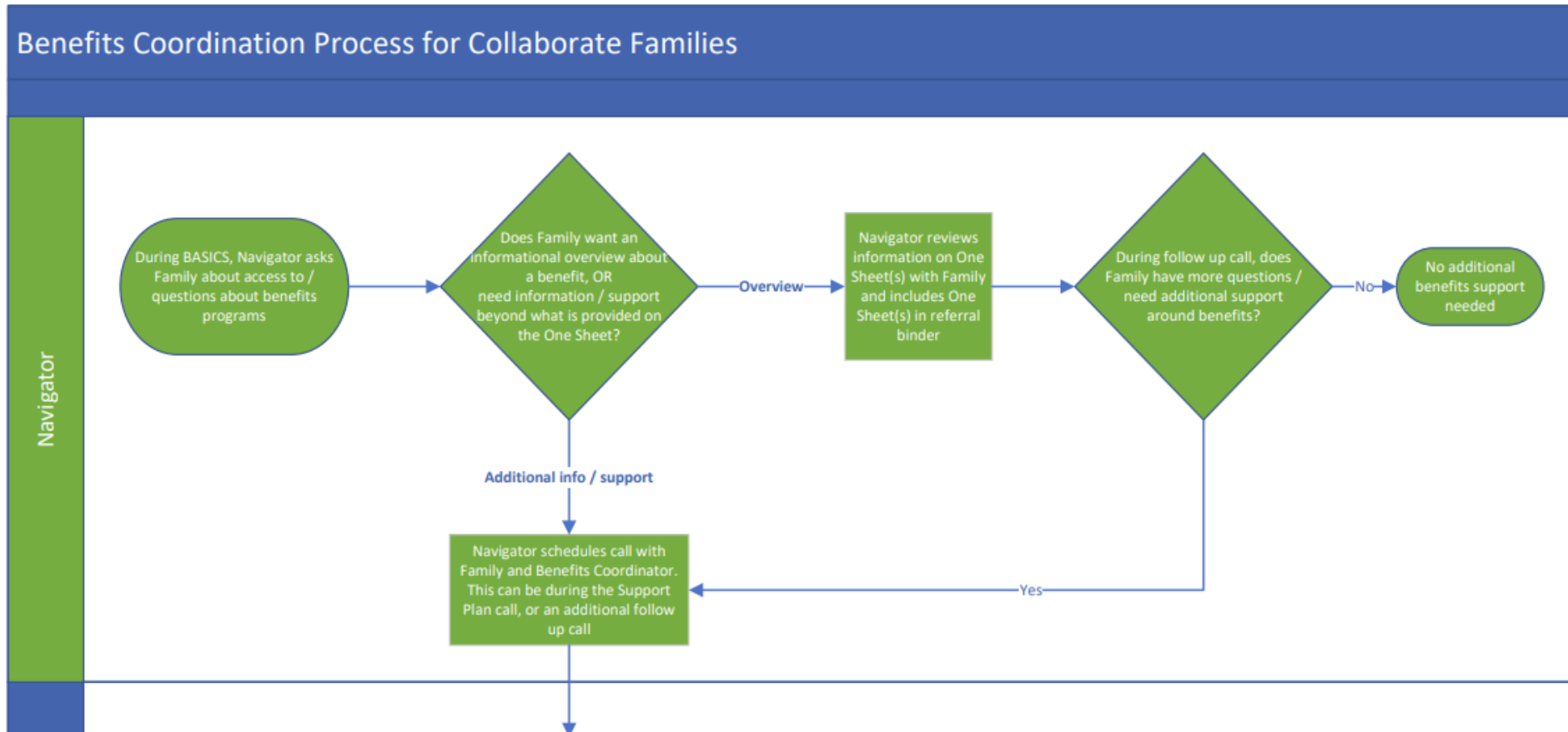
3. Schedule recurring office hours for staff to ask questions to Benefits Coordinator

Benefits Coordination Process for Collaborate Families



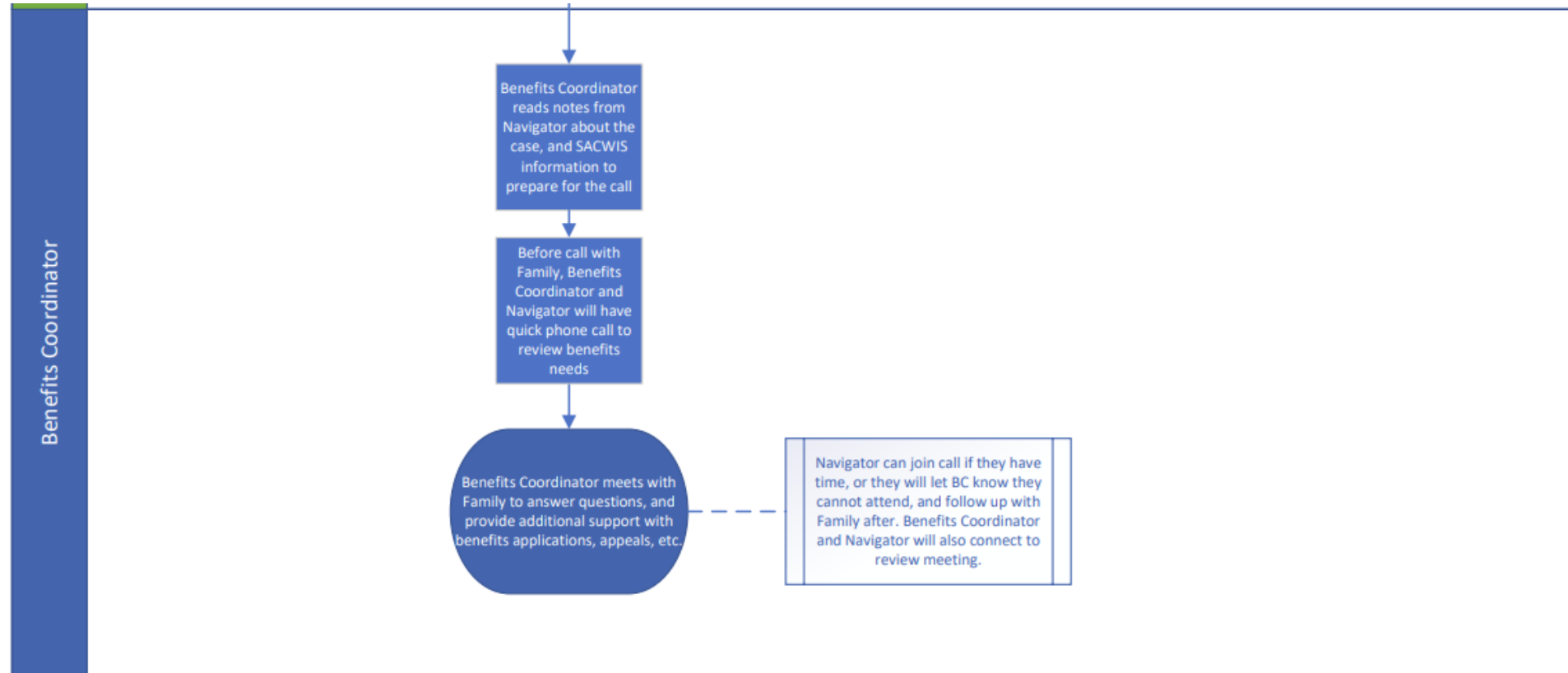
Designing benefits coordination

Phase 4: Full Workflow



Designing Benefits Coordination

Phase 4: Full Workflow



Designing Benefits Coordination

Phase 4: Full Workflow



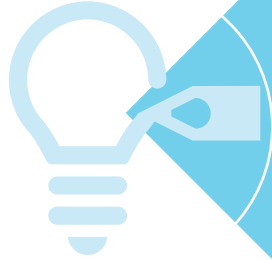
1. Navigators consistently communicating about benefits to families and have practice assisting with application process



2. Benefits Coordinator regularly works with families who need additional assistance accessing benefits programs

Designing Benefits Coordination

Phase 4: Full Workflow



3. Meets with Navigators to check in about gaps and barriers, questions



4. Tracks gaps and barriers on state-wide level, escalates



5. Trains new hires, provide refresher trainings

Questions or reflections so far?

Is your program in the process of developing and integrating benefits coordination services?

Or does your program have similar supports for families?

Raise your hand and let us know!





Implementing Benefits Coordination: The Work Today





Daily Responsibilities

Benefits phone calls with families

Benefits trainings and onboarding trainings for staff

1:1 with Navigators

Benefits Open Office Hours

Regional Coordinator Gaps/Barrier meetings

Benefits presentations upon request: RAC's SAC, regional teams, external partners

Coordination with other agencies to assist with remedying barriers to access

Data Tracking & CQI

Planning meetings with Benefits Coordination Team

Staying up-to-date on benefit program changes and sharing information with the team



Integrating Benefits Coordination: Tracking Gaps and Barriers





Tracking Gaps and Barriers



Tracking family calls



Tracking benefit gaps and barriers during monthly RC meetings



Using data to inform CQI discussions, iterate BPM, and present to SAC, RAC's, etc.

Question for the audience:

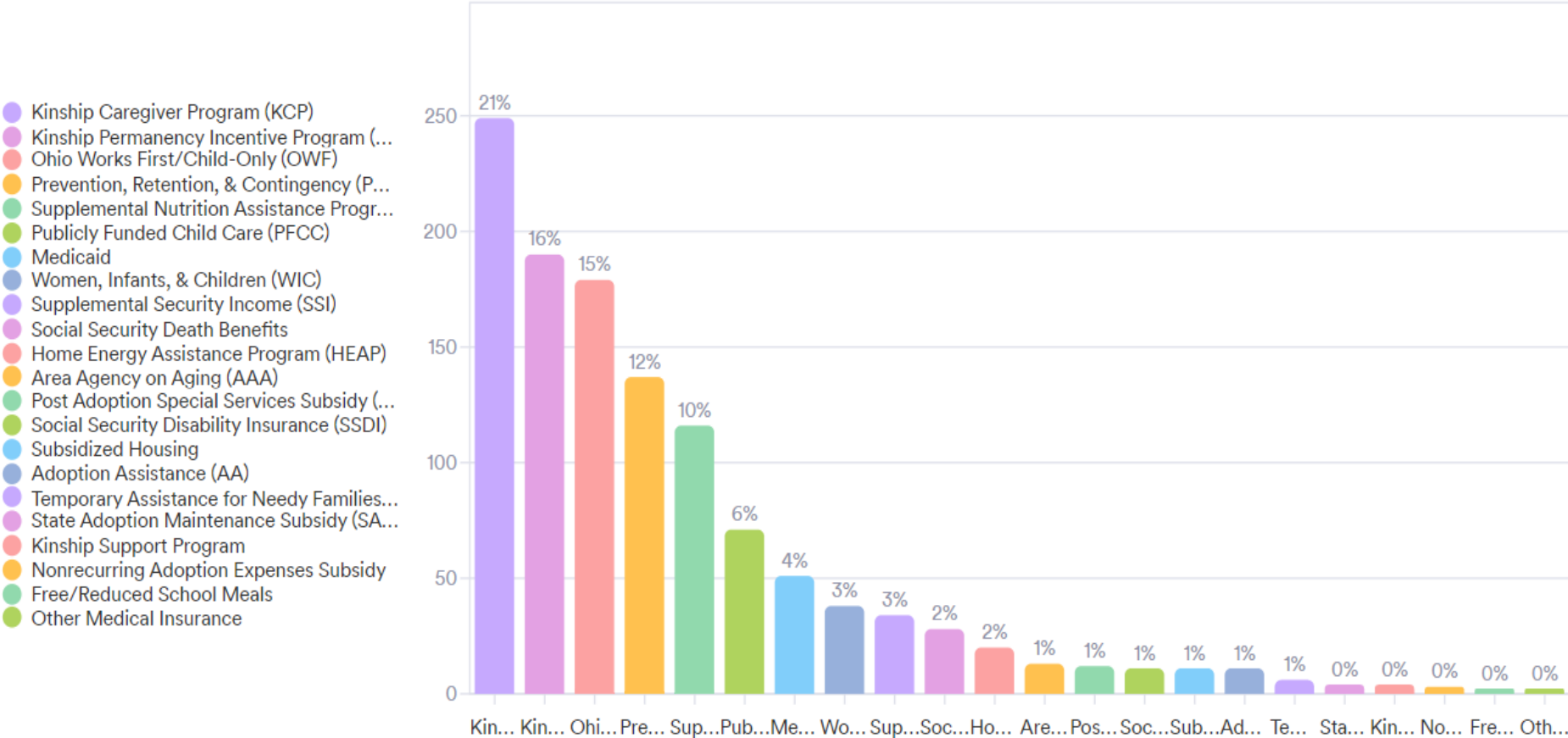
What do you think is the top benefit need for OhioKAN Kinship & Adoption Families? Raise your hand when you hear the correct response!

- Financial assistance
- Housing support
- Health insurance
- Food assistance
- Childcare support



Gaps and Barriers Tracking

Benefit Program



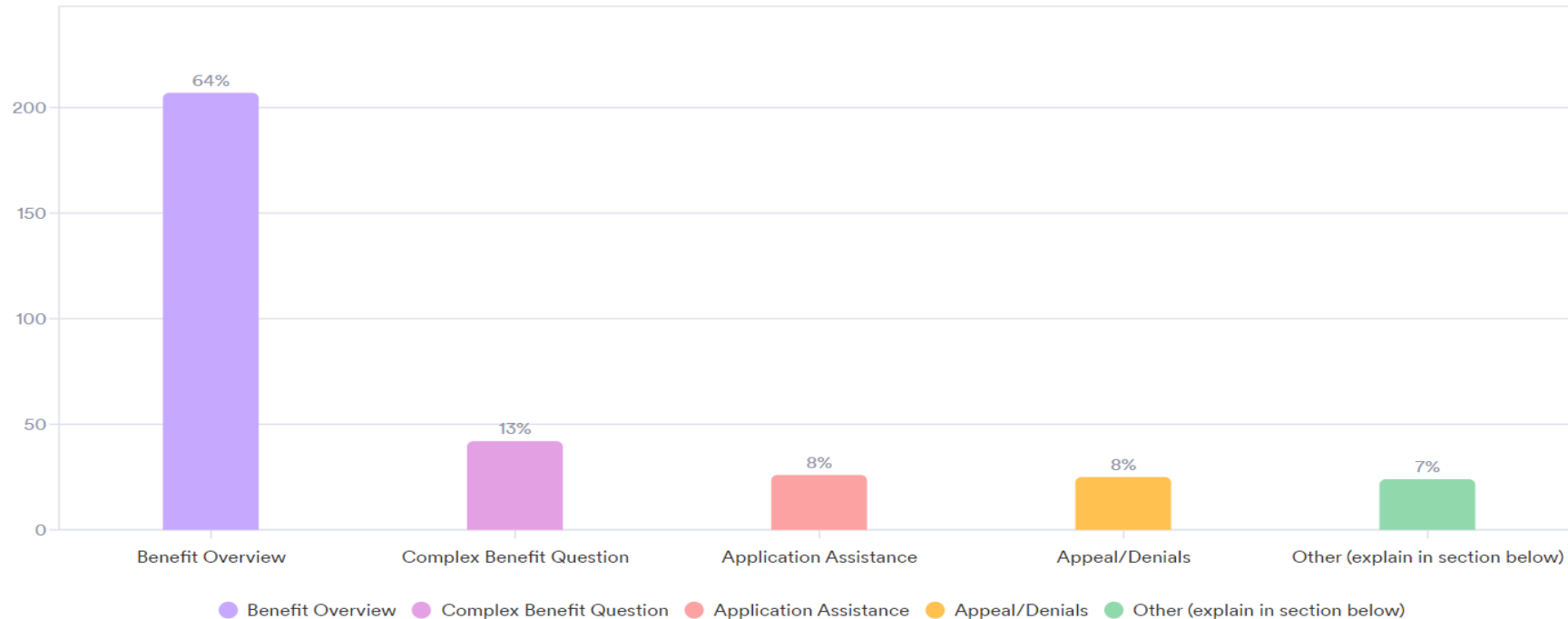
Gaps and Barriers Tracking



Top 3 Benefit Gaps/Barriers: KCP

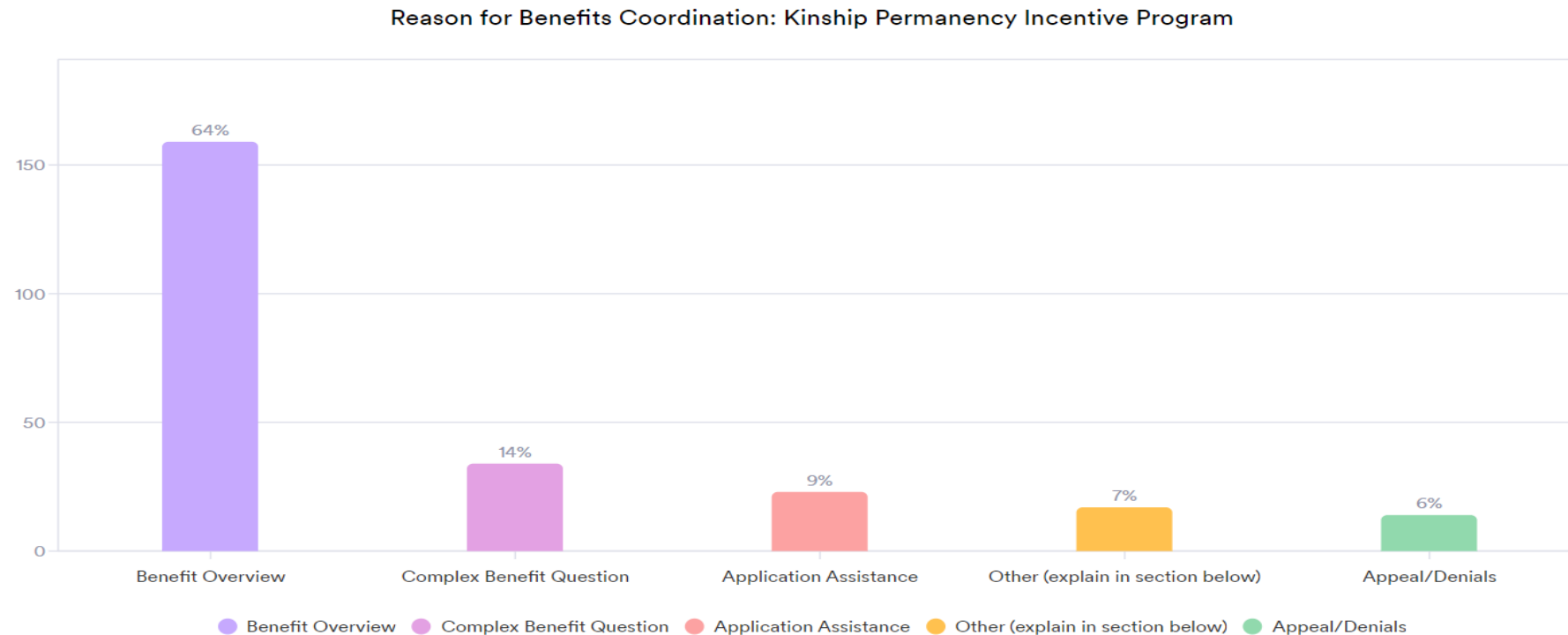
Caregiver has been getting the runaround from both counties regarding accessing KCP. She was told by various representatives from both counties that they couldn't assist, didn't know about the program, or that the other county should be helping.

Reason for Benefits Coordination: Kinship Caregiver Program



Top 3 Benefit Gaps/Barriers: KPIP

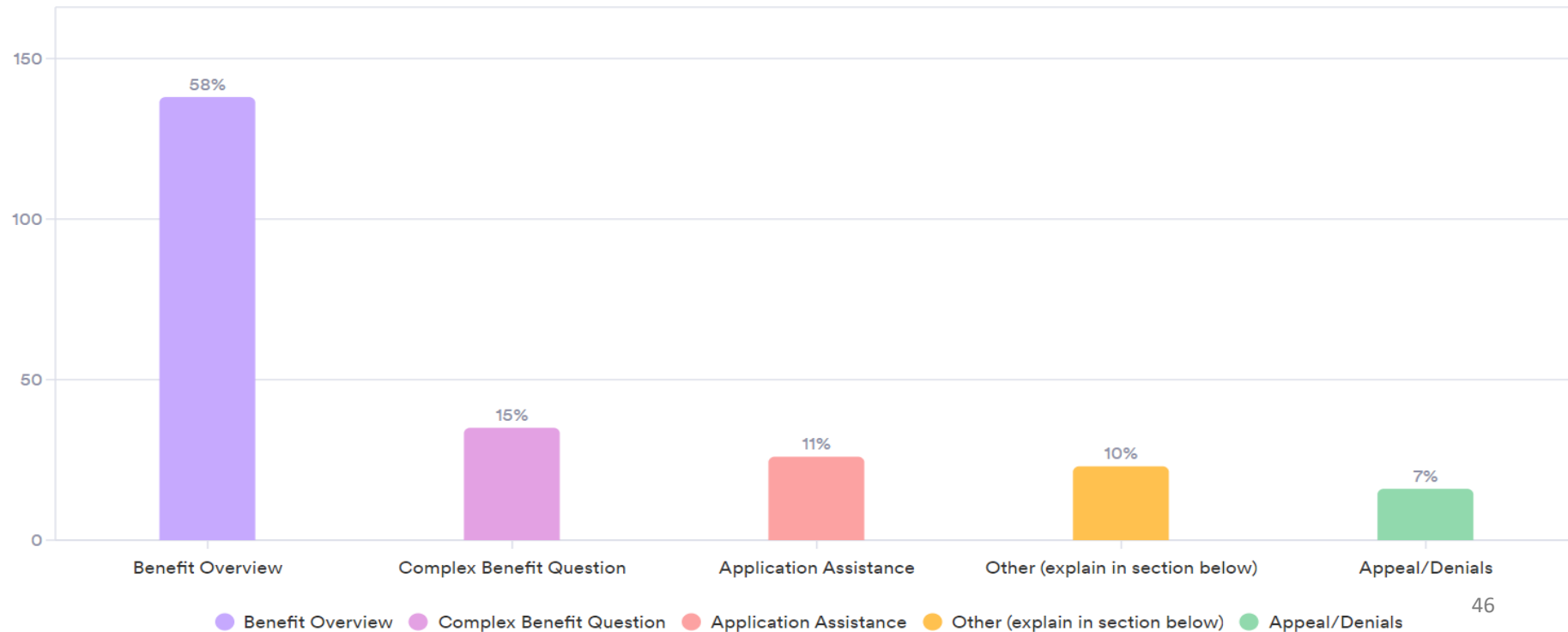
A caregiver who had a service episode with us in June called twice regarding KPIP. The caregiver wanted to know the timeline as it had been around 8 weeks since the application was submitted. When the family talked to the PCSA, they stated that they could not find the caregiver's application and referred the caregiver back OhioKAN.



Top 3 Benefit Gaps/Barriers: OWF

A caregiver called agency to apply for OWF Child-Only. The caregiver reported that the representative stated that she did not know what she was talking about and hung up on her. She was frustrated when she called us again seeking further advice on this benefit.

Reason for Benefits Coordination: Ohio Works First/Child-Only





Benefits Coordination:

A Look Toward The Future



Future of Benefit Coordination

Continuing to integrate benefit coordination into all levels of OhioKAN

Supporting more kinship and adoption families across the state

Hired a second Benefits Coordinator

Presenting benefit gaps/barriers to Statewide and Regional Advisory Councils

Building more collaborative partnerships

Presenting OhioKAN's Benefit Coordination model to other human service systems

OhioKAN Theory Of Change



Navigation services are provided in an equitable and culturally responsive way

 **Roadmap to Support Families**

Roadmap to Support Communities 

Inform families about publicly available resources statewide and local resources

Promote community awareness of OhioKAN and reduce stigma for seeking equitable and inclusive support

Connect eligible families with referrals to programs and services

Children experience positive outcomes

Local human service systems are more aware of and responsive to K&A families

Establish community partnerships to ensure the effective implementation of OhioKAN

Collaborate with families seeking more engagement to offer individual advocacy and support

Caregivers feel supported and able to care for their families in ways that are important to them

A robust, tailored, equity-oriented and continuously improving service array is available and accessible across Ohio

Build community level awareness and develop connections with places families already are



3 Key Takeaways

Value of providing support around connecting families to benefits programs

Intentional integration of benefits support throughout the family-serving program

Tracking and elevating barrier and access issues

Questions & Reflections



Citations

- (1) Foster, T. B., Knop, B., & Bhaskar, R. (2021, February 2). Access and Eligibility for Supplemental Nutrition Assistance Program Varies County by County. Demographic SNAPshot: Not Everyone Eligible for Food Assistance Program Receives Benefits. Retrieved from <https://www.census.gov/library/stories/2021/02/demographic-snapshot-not-everyone-eligible-for-food-assistance-program-receives-benefits.html>
- (2) Gray K., Balch-Crystal E., Giannarelli, L., and Johnson, P. (2022). National- and State-Level Estimates of the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) Eligibility and WIC Program Reach in 2019. Prepared by Insight Policy Research, Contract No AG-3198-D-16-0095. Alexandria, VA: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, Project Officer: COR Grant Lovellette. Available online at: www.fns.usda.gov/research-analysis.
- (3) Shrivastava, A., & Thompson, G. A. (2022, February 18). National and State Level Estimates of WIC Eligibility and Program Reach in 2019. TANF Cash Assistance Should Reach Millions More Families to Lessen Hardship. Retrieved from <https://www.cbpp.org/research/income-security/tanf-cash-assistance-should-reach-millions-more-families-to-lessen>
- (4) Puls, H. T., Hall, M., Anderst, J. D., Gurley, T., Perrin, J., & Chung, P. J. (2021). State spending on public benefit programs and child maltreatment. *Pediatrics*, 148(5), e2021050685.
- (5) Cancian, M., Yang, M. Y., & Slack, K. S. (2013). The effect of additional child support income on the risk of child maltreatment. *Social Science Review*, 87(3), 417-438.