

DCF - A to Z

Helpful Information for
Your Kansas clients

Presented by Rebekah Gaston
Civil Attorney, Topeka Family Legal Project
Kansas Holistic Defenders
www.kansasholisticdefenders.org

KANSAS HOLISTIC DEFENDERS



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- KHD was established as a non-profit, holistic, public defender office representing poor and working-class people charged with misdemeanors in Douglas County District Court
 - Founded in early 2022
 - First office of our kind in Kansas
 - Our holistic approach ensures clients receive person-centered assistance to help them be successful during and after the resolution of their cases.
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Topeka Family Legal Project



Preventative legal services

- Goal: connect families with high-quality legal services to ensure children and parents have the resources they need to remain stable and healthy
- Who we serve: Families with children who live in Shawnee County
- Cases include housing security (evictions, security deposit theft, etc.), income supports and income security, education and IEPs, expungements, debt collection
- Preventative legal services are designed to provide services to parents and families to prevent a crisis that could lead to a report to the DCF hotline
 - Create and empower **mandated supporters**
 - Avoid foster care and family separation
 - Examples of preventative legal services: Housing, income and debt collection issues, public benefits, education, expungement

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Disclaimer: This is all public information, available on DCF's website

Home | Services | Agency Information | Contacts | COVID-19 | P-EBT

Search This Site...

Kansas
Department for Children and Families

THRIVE WITH US
CLICK HERE TO VISIT OUR CAREER PAGE & APPLY TODAY!

**APPLY FOR SERVICES
SOLICITAR SERVICIOS**

Check your eligibility and apply for services including:

- Food assistance
- Cash assistance
- Child care assistance
- LIEAP

Print Page

Child Support Services Program Information Child Support Handbook Kansas Payment Center Child Support Services	Economic & Employment Services Emergency Water Assistance Cash Assistance Child Care Food Assistance Work Programs	Prevention & Protection Services Services Foster Care Adoption Data Reports Foster Care Licensing Adult Protective Services	Rehabilitation Services Employment Services Independent Living Deaf and Hard of Hearing Disability Determination Services	Office of the General Counsel Report Fraud Online	Family Crisis Response Helpline
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Type here to search

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Administration

Secretary Laura Howard

Marc Altenbernt
General Counsel

Dan Lewien
Dep. Secretary
Operations

Tanya Keys
Dep. Secretary
Family Services

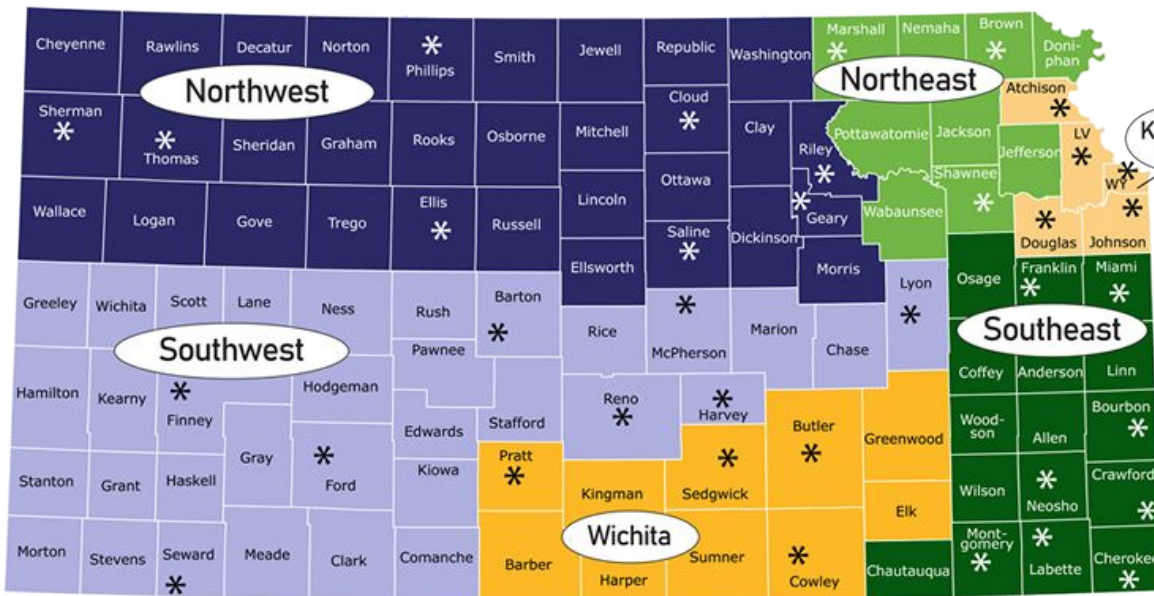
Mike Deines
Senior Director of Public
and Governmental Affairs

[Executive Contact Information - Contacts \(ks.gov\)](https://www.dcf.ks.gov/DCFContacts/Pages/Executive-Contacts.aspx)

<https://www.dcf.ks.gov/DCFContacts/Pages/Executive-Contacts.aspx>

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DCF Regions



* DCF Service Center

Regional Directors

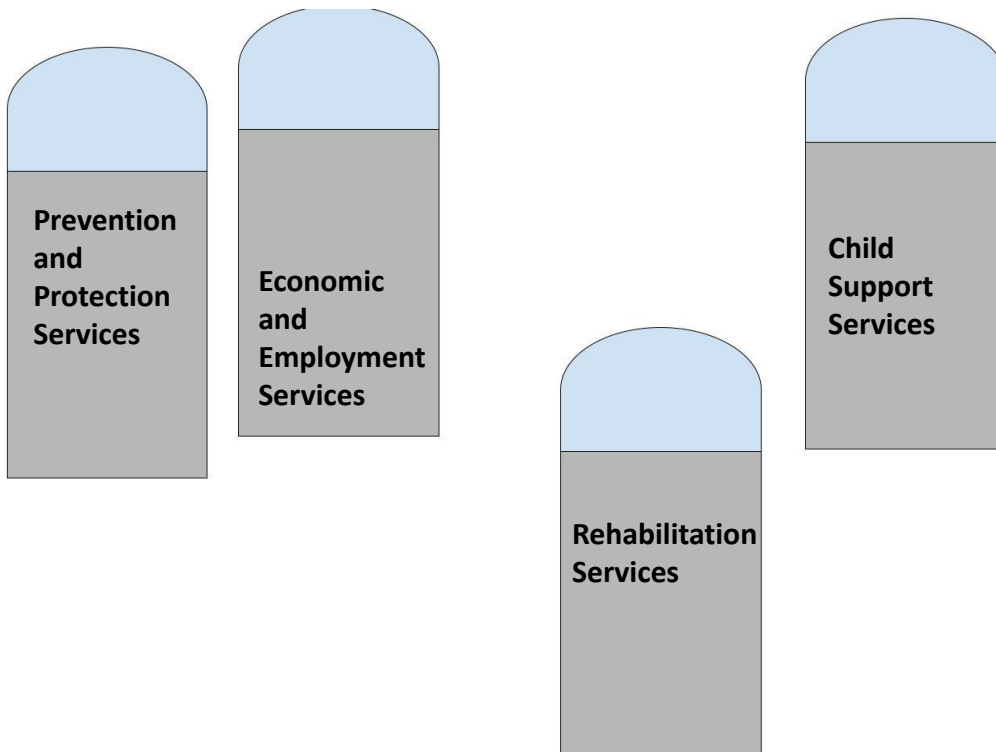
- **Kansas City**
Shanelle Dupree
913-942-3558
- **Northeast**
Caroline Hastings
785-291-3116
- **Southeast**
Anita Cooper
620-212-6773
- **Northwest**
Pamela Beach
785-776-4011 x201
- **Southwest**
Stacey Tweedy
620-765-7214
- **Wichita**
Dee Nighswonger
316-337-6138

DCF's Four major program areas



- Economic and Employment Services
 - Policies: [KEESM \(ks.gov\)](http://KEESM.ks.gov)
- Rehabilitation Services
 - Vocational Rehabilitation handbook: [VRHandbook.pdf \(ks.gov\)](http://VRHandbook.pdf.ks.gov)
- Child Support Services
 - Policies: [Kansas Child Support Services \(ks.gov\)](http://Kansas Child Support Services.ks.gov)
- Prevention and Protection Services
 - Policies: [CFS PPM2 \(ks.gov\)](http://CFS PPM2.ks.gov)

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Program Area 1:

Economic and Employment Services



- **SNAP** (Supplemental Nutrition Assistance Program; a/k/a Food Assistance, f/k/a Food Stamps)
- **TANF** cash assistance (Temporary Aid for Needy Families)
- **Child Care Assistance**
- **LIEAP** energy assistance (seasonal - through March 31 in 2023)
- USDA Commodity Food Programs
- * **Emergency Water Assistance Program**
- * Pandemic-EBT
- Employment Services

* Time-limited federal COVID relief

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Applying for EES programs



- **Written application**
 - Printable version at [ES-3100_08-22.pdf \(ks.gov\)](#)
 - Available at all DCF Service Centers
- **Online in KEES “Self-Service” Portal: [Self Service Portal Home Page \(ks.gov\)](#)**
 - Client needs email address to create user account
 - Can use portal to check application status, report changes to case
 - Resources:
 - Brief assessment of eligibility for various programs: [Household Information \(ks.gov\)](#)
 - Video tutorials on using the portal: [Self Service Portal Home Page \(ks.gov\)](#)
 - Frequently Asked Questions: [FAQs.pdf \(ks.gov\)](#)
- **Harvesters’ SNAP Hotline: 1-877-653-9522**

DCF does not have staff available to take applications over the phone, but Harvesters’ hotline can answer most SNAP food assistance questions and staff can provide remote assistance with SNAP applications

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Compliance to maintain SNAP, TANF, etc.



- Change reporting requirements
 - Income
 - Household composition
 - Address

- Options for reporting changes:
 - Online - in self-service portal
 - Email: DCF.LawrenceEES@ks.gov
 - Phone: 1-888-369-4777
 - By mail: Form available at [ES-1512_05_17.pdf \(ks.gov\)](#)
 - In person at DCF office

If changes are not reported within time limits, benefits may be terminated and clients may be required to pay back any overpayment of benefits.

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EES Employment Services



- **TANF Employment Services**
 - Mandatory participation (by Congress)
 - Intensive Case Management, including vocational training and assistance obtaining/maintaining transportation and housing
- **GOALS**
 - For SNAP clients with children in their household
 - Voluntary program
 - Intensive case management, with many similarities to TANF ES
- **SNAP Employment & Training (E&T)**
 - SNAP clients without children in their SNAP households
 - Mandatory for able-bodied adults without dependents who are working less than 30 hours per week (by 2022 KS Legislature)

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Program Area 2: Rehabilitation Services



- Vocational Rehabilitation
- Transition services
 - [CFS PPM2 0604 Rehabilitation Services - CFS PPM2 \(ks.gov\)](#)
 - shall facilitate the transition of students who are receiving special education services to vocational rehabilitation services
 - transition must be planned before the youth leaves school.
 - Youth age 14 and older that are in the custody of DCF may be eligible for KARS services. Regional PPS staff will:
 - Consult the Rehabilitation Services Manual for information about eligibility and services.
 - Coordinate the inclusion of Kansas Rehabilitation Services in the case conferences of potentially eligible youth, as needed.
- Disability Determination Services

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Program Area 3: Child Support Services



- Privatized
 - Establishment and Enforcement
- DCF has small number of in-house staff, but majority of work is done by two contractors, Young Williams and Maximus
 - Young Williams has the contract for most counties, including Douglas
 - Maximus has the contract for 4 largest counties (Shawnee, Johnson, Wyandotte, Sedgwick)

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Program Area 4: Prevention and Protection Services



- Abuse and Neglect Hotline
- Child Protective Services Investigations
- Adult Protective Services Investigations
- Foster Care Administration -
 - Actual case management privatized since 1997
- Independent Living for Adults who experienced foster care after age 15
- Mobile Crisis Response Helpline - *new in 2021*

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Prevention and Protection Services Investigations



- Report made via hotline or online mandated reporter form
 - 800-922-5330
- Protection Report Center staff take reports, gather background information on family history with the agency
- Report is screen in or out
- If screened in, assigned to regional CPS/APS staff for investigations
 - Immediate danger - Same day - CFS PPM2 1510: [CFS PPM2 \(ks.gov\)](https://www.ks.gov/cfs-ppm2)
 - All other abuse/neglect reports - 72 hours - CFS PPM2 1510: [CFS PPM2 \(ks.gov\)](https://www.ks.gov/cfs-ppm2)
 - Family in Need of Assessment (Non-abuse/neglect):
 - 7 working days - CFS PPM2 1640: [CFS PPM2 \(ks.gov\)](https://www.ks.gov/cfs-ppm2)

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Prevention and Protection Services: Kansas Practice Model



- Strengths-based framework to structure decision making, support safety planning and engage families
 - **Team Decision Making**
 - Family Finding
 - Signs of Safety
 - Structured Decision Making
 - Implemented in 2019
 - **Foundation for making decisions regarding family separation based on evidence**
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Prevention and Protection Services: Independent Living



- For Adults 18+ who experienced foster care after age 15
 - Foster care contractors have IL case manager for youth currently in care and 6 months after
 - DCF IL case managers take over cases at 6-month mark
 - Benefits
 - Monthly subsidy, currently up to \$700 (SFY 2024 budget request for \$1,077)
 - Medicaid until Age 26
 - We Kan Drive Pilot
 - Youth Advisory Councils
 - Young adults (ages 15 to 20) who are or were placed in DCF custody
 - Kansas Youth Advisory Council (KYAC) and Regional Youth Advisory Councils (RYAC)
 - [KANSAS YOUTH ADVISORY COUNCIL Handbook \(ks.gov\)](#)
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Prevention and Protection Services: Mobile Crisis Response



- Services for families with **children and young adults (ages 20 and younger) who are experiencing a mental health crisis**
 - **Continuum of services available**
 - **By phone**
 - Professional support and problem solving to help resolve child's behavioral health crisis
 - Recommendations for community-based services or stabilization
 - **Mobile response**
 - In-person, mobile response services
 - **Emergency response**
 - EMS, law enforcement or mobile crisis response
-

[KS-DCF Mobile Crisis Helpline Flyer.pdf](#)

The other side

- **Operations**
 - Grants and Contracts
 - Office of Fiscal Management
 - **Office of General Counsel**
 - Fraud Division
 - Administrative Hearings
 - Audit Services
 - **Public and Governmental Affairs**
 - Legislative Affairs
 - Communications
 - Customer Service Department
-



Office of General Counsel: Administrative Appeals



1. Policies (CFS PPM2)

- a. 0230 Administrative Appeals
 - i. Fair hearing for any applicant/client/inmate/taxpayer
 - ii. Submit request within 30 days of final action
- b. 2502 Allowable Case Findings
 - i. Unsubstantiated
 - ii. Affirmed
 - iii. Substantiated
- c. 2511 Case Finding Decision Points

2. Forms

- a. Available on Office of Administrative Hearings site - <https://oah.ks.gov>
 - i. [REQUEST FOR ADMINISTRATIVE HEARING \(ks.gov\)](#)
 - ii. [FAQs - Kansas Office of Administrative Hearings \(oah.azurewebsites.net\)](#)

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Office of General Counsel: Structure



- Central Office Attorneys
- Regional Attorneys
- Fraud Department

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Public and Governmental Affairs: KORA Requests



- **DCF Open Records webpage**, with links to online and printable forms:

<https://www.dcf.ks.gov/Records/Pages/KORA.aspx>

- **Policy** (CFS PPM2 0309 Public Records)

- Pursuant to the Kansas Open Records Act (K.S.A. 45-215 et seq.) it is DCF policy to provide access to public records and, unless otherwise prohibited, all public records may be inspected and copied by any person.

Public records include manual provisions, contracts, and Secretary's Letters. Information concerning or identifying specific individuals are not public. Personnel records, social service case information, treatment records are examples of records which contain personal information about individuals and are not, therefore, public. Communications to or from agency attorneys are not public records.

A request for records must be responded to by DCF staff within three days indicating, if the records are not produced, the cause of any delay and the earliest date when the records shall be available.

It is permissible to require individuals seeking access to schedule a convenient time for review. Anyone inspecting a public record shall, upon request and payment of an authorized fee, be provided a copy. The DCF fee policy is set out at K.A.R. 30-2-12. However, the office need not provide the copies immediately upon demand, but as soon as possible without disrupting flow of essential operations.

Public and Governmental Affairs: Client Services



Best Universal Customer Service Option in the Agency

- Reliable pathway to get connected to the information your client is seeking
- By phone
 - 1-833-765-2003
- By email
 - DCF.CustomerService@ks.gov.

Staff will create a "customer service ticket" for every call/email

Alphabetically

A is for Administrative Appeals

B is for Bureaucracy

C is for Customer Service

D is for Data

E is for Economic and Employment Services

F is for Fraud

G is for Grants

H is for Hotline; Helpline

I is for Independent living

J is for _____

K is for Kansas Practice Model

L is for Legislative Oversight

M - Mandatory Supporters

N is for "Non-Medical Application"

O is for Open Records

P is for Prevention and Protection services

Q is for Quality Assurance

R is for Reorganization

S is for School Meals Data Matching

T is for Transition-Aged Youth

U is for Utility Assistance

V is for Voc rehab & Voter registration

W is for Website

X is for _____

Y is for Youth Advisory Councils

Z is for _____



Questions?



For clients with disabilities



1. Rehabilitation Services
 - Adult employment: Vocational Rehabilitation
 - Young adults 14+: Pre-ETS
2. EES programs
 - Screening tool: 16 short questions: [Household Information \(ks.gov\)](https://ks.gov)

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For divorce clients



1. Income supports
 - Screening tool: 16 short questions: [Household Information \(ks.gov\)](https://ks.gov)
2. If domestic violence concerns:
 - “good cause”
3. Underutilized programs
 - Child care assistance -
 - Eligibility recently expanded
 - Families with income up to 250% FPL

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For adults who experienced foster care



1. Independent Living program

- Monthly stipends
- Housing vouchers
- Eligible for Medicaid until age 26

2. Other income supports

- SNAP
- LIEAP

3. Adoption Records and Birth Certificates

- CFS PPM2 0314 Adoption and Foster Care Records and Searches
- [CFS PPM2 \(ks.gov\)](#)

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For parents



1. Of young children

- Child Care Assistance
- Other income supports

2. Whose children have been reported to DCF child abuse hotline

- Parent advocate program
- TDM

3. Who don't know what to do to help their children

- Family Mobile Crisis Response

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For criminal defense clients



1. Convictions affecting eligibility for income supports

- SNAP - Drug felonies after 7/1/15
- TANF

2. Convictions creating presumption of unfitness for CINC

- KSA 38-2271

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Questions!! or Hypotheticals?

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Thank you!

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