

Title of Proposed Rule: Changes to Rule as a Result of 2017 Legislation (12 CCR 2509-7)
CDHS Tracking #: 17-06-16-07
Office, Division, & Program: OCYF, DCW Phone: 303.866.2866
Rule Author: Paige Rosemond E-Mail: paige.rosemond@state.co.us

STATEMENT OF BASIS AND PURPOSE

Summary of the basis and purpose for new rule or rule change.

Explain why the rule or rule change is necessary and what the program hopes to accomplish through this rule.

To be in compliance with legislation passed during the 2017 legislative session, Child Protection Teams rule needs to be repealed.

State Board Authority for Rule:

Code	Description
26-1-107, C.R.S. (2015)	State Board to promulgate rules
26-1-109, C.R.S. (2015)	State department rules to coordinate with federal programs
26-1-111, C.R.S. (2015)	State department to promulgate rules for public assistance and welfare activities.

Program Authority for Rule: *Give federal and/or state citations and a summary of the language authorizing the rule-making function AND authority.*

Code	Description
26-1-111, C.R.S. (2015)	State department to promulgate rules for public assistance and welfare activities.
19-3-308, C.R.S. (2017)	Makes child protection teams optional.

Does the rule incorporate material by reference? Yes No
Does this rule repeat language found in statute? Yes No

If yes, please explain.

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REGULATORY ANALYSIS

1. List of groups impacted by this rule.

Which groups of persons will benefit, bear the burdens or be adversely impacted by this rule?

County Departments of Human/Social Services

2. Describe the qualitative and quantitative impact.

How will this rule-making impact those groups listed above? How many people will be impacted? What are the short-term and long-term consequences of this rule?

County Departments of Human/Social Services will now have the option as to whether or not and how they utilize Child Protection Teams. Therefore, County Departments of Human/Social Services may be positively impacted as resources utilized to coordinate and facilitate this process can be reallocated elsewhere.

3. Fiscal Impact

*For each of the categories listed below explain the distribution of dollars; please identify the costs, revenues, matches or any changes in the distribution of funds even if such change has a total zero effect for any entity that falls within the category. If this rule-making requires one of the categories listed below to devote resources without receiving additional funding, please explain why the rule-making is required and what consultation has occurred with those who will need to devote resources. **Answer should NEVER be just "no impact" answer should include "no impact because...."***

State Fiscal Impact (Identify all state agencies with a fiscal impact, including any Colorado Benefits Management System (CBMS) change request costs required to implement this rule change)

In regards to Child Protection Teams, there is no fiscal impact to the State as they are not a process initiated or facilitated by the State.

County Fiscal Impact

This change could potentially have a positive fiscal impact and resources may not be utilized to facilitate and participate in Child Protection Teams. Therefore, these resources may be utilized elsewhere.

Federal Fiscal Impact

There is not fiscal impact to the federal government as these changes only impact State level practice.

Other Fiscal Impact (such as providers, local governments, etc.)

NA

4. Data Description

List and explain any data, such as studies, federal announcements, or questionnaires, which were relied upon when developing this rule?

The Office of the State Auditors' (OSA) 2014 Child Welfare Performance Audit helped to inform the statutory change to make Child Protection Teams optional as opposed to mandatory.

5. Alternatives to this Rule-making

*Describe any alternatives that were seriously considered. Are there any less costly or less intrusive ways to accomplish the purpose(s) of this rule? Explain why the program chose this rule-making rather than taking no action or using another alternative. **Answer should NEVER be just "no alternative" answer should include "no alternative because..."***

There were extensive efforts to modify the Child Protection Teams process via prior unsuccessful rule promulgation, prior unsuccessful statutory changes, and through the Department's memorandum series. The repeal of the rule is in alignment with the recommendations of OSA's audit and what was learned through the prior attempts to modify the process.

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OVERVIEW OF PROPOSED RULE

Compare and/or contrast the content of the current regulation and the proposed change.

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Compare and/or contrast the content of the current regulation and the proposed change.

 **New**  **Revision**  **Technical Change**  **Repeal**

Rule section and Page #	Type of Change/Modification	Old Language	New Language or Response	Reason/Example/Best Practice	Public Comment None/Detail
7.601.6	Repeal	7.601.6 CHILD PROTECTION TEAMS A county department of [HUMAN OR] social services receiving fifty (50) or more referrals of child abuse and neglect per year shall have a multi-disciplinary child protection team in accordance with Sections 19- 1-103(22) and 19-3-308(6), C.R.S.	7.601.6 CHILD PROTECTION TEAMS A county department of [HUMAN OR] social services receiving fifty (50) or more referrals of child abuse and neglect per year shall have a multi-disciplinary child protection team in accordance with Sections 19- 1-103(22) and 19-3-308(6), C.R.S.	SB 17-016 modified the use of Child Protection Teams to optional.	Yes, the public was included in stakeholder and legislative committee meetings during the legislative process.
7.601.7	Revision		7.601.7 6		
7.601.8	Revision	If a child is determined eligible for services, the county department shall document the child's funding source eligibility on the Department's automated reporting system. This activity shall occur for each child opened on the department's automated reporting system. Eligibility shall be documented for each funding source for which the child is eligible. Eligibility criteria and required time frames for determination are found in subsections 7.601.81 through 7.601.84.	7.601.8 7 If a child is determined eligible for services, the county department shall document the child's funding source eligibility on the Department's automated reporting system. This activity shall occur for each child opened on the department's automated reporting system. Eligibility shall be documented for each funding source for which the child is eligible. Eligibility criteria and required time frames for determination are found in subsections 7.601.871 through 7.601.874.		
7.601.81	Revision	F. Eligibility Factor - Relinquishment If a child is relinquished to the county	7.601.8 71 F. Eligibility Factor - Relinquishment If a		

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		<p>department, the county shall petition the court to judicially remove the child even though the parent relinquished the child to the agency. Children relinquished to the county department can be Title IV-E eligible when: 1. The child had last been living with the parent within six (6) months of the date court proceedings were initiated. 2. The court order contains the findings shown at Section 7.601.81, B, 2. 3. The child meets other eligibility factors.</p>	<p>child is relinquished to the county department, the county shall petition the court to judicially remove the child even though the parent relinquished the child to the agency. Children relinquished to the county department can be Title IV-E eligible when: 1. The child had last been living with the parent within six (6) months of the date court proceedings were initiated. 2. The court order contains the findings shown at Section 7.601.871, B, 2. 3. The child meets other eligibility factors.</p>		
7.601.82	Revision		7.601.8 72		
7.601.83	Revision		7.601.8 73		
7.601.84	Revision		7.601.8 74		
7.601.9	Revision		7.601.9 8		

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STAKEHOLDER COMMENT SUMMARY

Development

The following individuals and/or entities were included in the development of these proposed rules (such as other Program Areas, Legislative Liaison, and Sub-PAC):

CDHS Legislative Liaison, DYC, DCW, Prime Sponsors – Senators Cheri Jahn and Tim Neville, and Representatives Tracy Kraft-Tharp and Dan Nordberg, Senate Health & Human Services Committee, and House Public Health Care & Human Services Committee, 2015 Legislative Committee, Child Protection Task Group, Sub PAC, PAC, CDHS Community Partner Announcement to 4000 stakeholders, Ombudsman’s Office, Rocky Mountain Children’s Law Center, multiple webinars

This Rule-Making Package

The following individuals and/or entities were contacted and informed that this rule-making was proposed for consideration by the State Board of Human Services:

CDHS Policy Advisory Committee (PAC), Child Welfare Sub PAC, County Departments of Human/Social Services

Other State Agencies

Are other State Agencies (such as HCPF or CDPHE) impacted by these rules? If so, have they been contacted and provided input on the proposed rules?

Yes No

If yes, who was contacted and what was their input?

Sub-PAC

Have these rules been reviewed by the appropriate Sub-PAC Committee?

Yes No

Name of Sub-PAC	Child Welfare		
Date presented	6/8/17		
What issues were raised?	None		
Vote Count	<i>For</i>	<i>Against</i>	<i>Abstain</i>
If not presented, explain why.			

PAC

Have these rules been approved by PAC?

Yes No

Date presented	6/8/17		
What issues were raised?	None		
Vote Count	<i>For</i>	<i>Against</i>	<i>Abstain</i>
If not presented, explain why.			

Other Comments

Comments were received from stakeholders on the proposed rules:

Yes No

(12 CCR 2509-7)

~~7.601.6~~ ~~CHILD PROTECTION TEAMS [Eff. 1/1/15]~~

~~A county department of [HUMAN OR] social services receiving fifty (50) or more referrals of child abuse and neglect per year shall have a multi-disciplinary child protection team in accordance with Sections 19-1-103(22) and 19-3-308(6), C.R.S.~~

7.601.76 COUNTY RESPONSIBILITIES FOR CASE DOCUMENTATION [Eff. 1/1/15]

- A. There shall be case documentation in all active cases as required by the individual Program Area.
1. Frequency of case documentation of case activity will be at a minimum every six (6) months and more often as needed, according to the case plan or Family Service Plan.
 2. Summary documentation updating a case record shall be done at least every six (6) months or whenever a case is transferred from county to county, between workers in a county, or when a case is closed.
 3. For cases in Program Areas 4, 5, and 6, when there is a change in caseworker or a transfer of a service case to another county, the new caseworker shall have telephone or in-person contact with the child and/or provider within thirty (30) calendar days after the change or transfer.
- B. A written narrative summary of case activity shall include, but is not limited to, the following (a court report containing the same information will suffice):
1. Ongoing assessment of individual and/or family functioning;
 2. Assessment of progress toward objectives and goals;
 3. Chronology of significant events including dates of occurrence;
 4. Method of intervention/treatment and impressions of effectiveness;
 5. Changes and/or refinements of case plan;
 6. Type and extent of court involvement; and
 7. Other significant individuals or agencies involved.
- For cases in Program Areas 4, 5, and 6 in which an Administrative Review is substituting for a court review, the county shall assure that a written summary containing the above information is complete and present in the case file. The county shall submit this written summary with the Administrative Review findings to the court.
- C. A case plan/agreement for each service period shall be developed which contains all of the required information.
- D. Documentation of all pertinent contact sheets shall be prepared and prior to the periodic summary of such activities.
- E. Evaluation and reassessments pertaining to each service period shall be conducted which reflect case movement toward the long-term goal.

F. A written summary shall be completed within thirty (30) calendar days of closure which shall include:

1. Summary of contacts;
2. Reason for closure;
3. Summary of services provided; and
4. Assessment of effectiveness of services in terms of client's stated goals including, where possible, the client's assessment of the experience.

7.601.87 COUNTY RESPONSIBILITIES TO DETERMINE AND DOCUMENT FUNDING SOURCE FOR THE PURPOSE OF REPORTING SERVICES AND TO GAIN MAXIMUM FEDERAL REIMBURSEMENT [Eff. 1/1/15]

If a child is determined eligible for services, the county department shall document the child's funding source eligibility on the Department's automated reporting system. This activity shall occur for each child opened on the department's automated reporting system. Eligibility shall be documented for each funding source for which the child is eligible.

Eligibility criteria and required time frames for determination are found in subsections 7.601.81 through 7.601.84.

7.601.871 Title IV-E Foster Care [Eff. 1/1/15]

Title IV-E of the Social Security Act provides federal matching funds to help pay for the cost of foster care for eligible children. It also pays for training and administrative costs associated with the delivery of services to Title IV-E eligible children.

A. Eligibility Verification and Documentation

1. Verification of the child's citizenship or alien status is required. Other information received by the county department to support a Title IV-E eligibility determination does not require verification unless it conflicts with other information in the possession of the department. If such a conflict occurs, the county department shall use verification procedures provided in the rules for the Colorado Works Program to resolve the conflict (Section 3.140, et seq.; 9 CCR 2503-1).
2. The county department shall document each of the eligibility factors on the state prescribed form. The county must ensure that a copy of the signed voluntary placement agreement or court order and any required verification are present in the case file.
3. The county department shall use the following eligibility effective dates in the state automated case management system:
 - a. The eligibility effective date of the child for Title IV-E shall be the first day of the month in which all eligibility criteria for the child are met, but can be no earlier than the first day of placement.
 - b. The date of eligibility of the placement for reimbursements through Title IV-E is the first day of the month in which all the Title IV-E provider eligibility criteria are met.
 - c. With respect to the court order/petition, the date that is used is the date of the court order or the date a petition is filed for custody of the child which eventually leads to a court ordered removal of the child from the home.

B. Title IV-E Eligibility Criteria for a Child - Initial Determination

1. The child was removed from his/her parent(s) or other specified relative either by:
 - a. A voluntary placement agreement entered into by the child's parent or legal guardian; or,
 - b. Order of the court.
2. The first court ruling sanctioning the removal of the child from the home must contain findings to the effect that:
 - a. Continuation in the home would be contrary to the welfare of the child; or,
 - b. Out-of-home placement is in the best interests of the child.

If this "best interests" determination is not recorded in the first written court order, signed by a judge or magistrate, pertaining to the removal of the child from the home, a transcript of the findings and orders from the court proceeding is the only other documentation that can be accepted to verify that the required judicial determination was made. Neither affidavits nor subsequent "nunc pro tunc" orders are acceptable verification for meeting the "best interests" requirement.

3. There must be an order of the court within sixty (60) calendar days after the date the child is placed in out-of-home care with a finding to the effect that:
 - a. Reasonable efforts were made to prevent the removal of the child from the home; or
 - b. An emergency situation exists such that the lack of preventative services was reasonable; or,
 - c. Reasonable efforts to prevent the removal of the child from the home were not required. (See Section 7.304.53, B, 3, for circumstances in which the court may determine, that reasonable efforts to prevent removal are not required).

If a "reasonable efforts to prevent the removal" determination was made by the court as required, but was not recorded in the original written court order signed by the judge or magistrate pertaining to that judicial determination, a transcript of the findings and orders from the court proceeding is the only other documentation that can be accepted to verify that the required determination was made. Neither affidavits nor subsequent "nunc pro tunc" orders are acceptable verification for meeting this "reasonable efforts" requirement.

4. The county is granted legal custody of the child or the child is in out-of-home care under a voluntary placement agreement.
5. The child must have lived with a parent or other specified relative from whom the child is removed through a voluntary placement agreement or court-ordered custody with the county department in the month, or within the six (6) months preceding the month, in which the voluntary placement agreement was signed or court proceedings were initiated to remove the child.
6. A child removed through a "constructive removal" shall be determined Title IV-E eligible if all other applicable criteria for Title IV-E eligibility are met.

A constructive removal occurs when all of the following apply:

- a. The child resides with a non-parent caretaker who is not the legal custodian or guardian of the child;
 - b. The child is court ordered into the custody of the county department or placed through a voluntary placement agreement; and
 - c. The child remains in the home of the caretaker who serves as the out-of-home care provider to the child after the county is awarded custody or obtains the agreement for voluntary placement.
7. To be eligible for Title IV-E, the child must be determined eligible for Aid to Families with Dependent Children (AFDC) in accordance with the July 16, 1996, regulations (and exceptions as allowed).

C. Title IV-E Eligibility Criteria of a Provider

For the placement costs of a Title IV-E eligible child to be claimable through Title IV-E funding the provider must be a Title IV-E eligible provider. An out-of-home provider must be fully licensed or fully certified to be a Title IV-E eligible provider.

Placement costs of Title IV-E eligible children placed with provisionally licensed or provisionally certified out-of-home care providers will not be claimable through Title IV-E foster care as they are not fully licensed or fully certified providers.

Administrative costs for an otherwise Title IV-E eligible child who is placed in less than fully licensed or fully certified out-of-home care placements are not claimable through Title IV-E funding, except when the child is placed with a relative and the relative is pursuing full foster care certification. Administrative costs can be claimed for up to six months while the child remains in placement with a provisionally certified relative provider.

Administrative costs are not claimable through Title IV-E funding for children who are placed in facilities that are not Title IV-E eligible facilities, such as a detention placement, except for the calendar month in which a child moves from a facility that is not eligible for Title IV-E funding to a Title IV-E claimable out-of-home care facility.

D. AFDC Eligibility Tests

Title IV-E requires that eligibility for Aid to Families with Dependent Children (AFDC) must be determined in accordance with the regulations as in effect on July 16, 1996, and exceptions as allowed. See AFDC rules from July 16, 1996. The AFDC eligibility month is the month court proceedings leading to the removal were initiated or the month in which a voluntary placement agreement was signed.

- 1. Living with a Relative - The child must have lived with a parent or other specified relative:
 - a. During the month in which court proceedings to remove the child were initiated or a voluntary placement agreement was signed; or,
 - b. Sometime within the six (6) months preceding the month in which court proceedings to remove the child were initiated or a voluntary placement agreement was signed.
- 2. Deprivation of Parental Support - The child must be deprived of parental support or care of one or both parents by reason of:
 - a. Death;
 - b. Incapacity - physical or mental;

- c. Continued absence from the home; or
- d. Unemployment - deprivation due to unemployment exists when:
 - 1) Both of the child's natural or adoptive parents resided in the removal home in the month the voluntary placement agreement was signed or court proceedings were initiated to remove the child from the home; and,
 - 2) The household income, after AFDC income tests are applied, is less than the need standard for the household.

3. Determination of Need

The income and resources of the household members of the removal home must be within the allowable standards for an AFDC assistance unit. Refer to the AFDC rules from July 16, 1996, to determine which members of the household are considered in the determination of income and resources.

- a. Resources - The family must have less than \$10,000 in countable resources.
- b. Income Test - The household income after AFDC income tests are applied must be less than the need standard for the household.

4. Additional AFDC Eligibility Factors

- a. Age - The child must be under eighteen (18) years, or if over eighteen (18) but not yet nineteen (19) years of age, must be a fulltime student in a secondary school or in the equivalent level of vocational or technical training and expected to complete the program before age 19. Such children are eligible for Title IV-E though the month of completion of the educational program.
- b. Citizenship - The child must be a United States citizen, naturalized citizen, or qualified alien to be eligible of Title IV-E. Refer to Section 3.140 of the Income Maintenance rules (9 CCR 2503-1).
- c. Residency - The child must be a resident of Colorado. If the child's residency is from another state, that state is responsible for determining Title IV-E eligibility of the child.

E. Eligibility Factor - Voluntary Placement Agreement

- 1. A voluntary placement agreement must be completed and signed by the parent(s) or legal guardian and the county department.
- 2. Eligibility for Title IV-E foster care can begin no earlier than the signature date of the voluntary placement agreement.
- 3. Voluntary placement agreements are limited to ninety (90) calendar days. If placement of the child is to continue beyond ninety (90) calendar days, the county department must obtain a petition to review the need for placement that leads to a court order granting the county department legal custody.
- 4. There must be an order by the court within one hundred eighty (180) calendar days of the child's placement in foster care that "continued placement is in the best interests of the child", or words to that effect. If such an order is not made by the court within the allowable one hundred eighty (180) calendar days, the child is not eligible for Title IV-E foster care reimbursement for the remainder of the child's placement in out-of-home care.

F. Eligibility Factor - Relinquishment

If a child is relinquished to the county department, the county shall petition the court to judicially remove the child even though the parent relinquished the child to the agency. Children relinquished to the county department can be Title IV-E eligible when:

1. The child had last been living with the parent within six (6) months of the date court proceedings were initiated.
2. The court order contains the findings shown at Section 7.601.81, B, 2.
3. The child meets other eligibility factors.

G. Minor Parent and Child in Mutual Care

A child residing in mutual out-of-home care with his/her adult parent is not considered removed from the parent because the child continues to reside with the parent in the same residence; therefore, the child is not IV-E eligible.

When the parent is a minor and the minor parent has been determined eligible for Title IV-E foster care, the child's placement costs are reimbursable through Title IV-E foster funding as an extension of the minor parent's cost of care.

H. Required Time Frames

1. The county department is responsible for determining the eligibility of every child entering out-of-home foster care within forty-five (45) calendar days of the placement date unless good faith efforts have been made and recorded in the child's record.
2. Counties shall redetermine eligibility using the state prescribed form every twelve (12) months from the date the child enters foster care.

I. Referral to Child Support Enforcement

The county department shall refer every child determined eligible for Title IV-E foster care to the county department's Child Support Enforcement Unit for child support services, except when the:

1. Child is in continuous placement for less than thirty-one (31) days.
2. Child's absent parent is unknown.
3. Best interests of the child would not be served, such as when parental rights have been terminated or the Family Services Plan documents that family contact is inappropriate.
4. Child's deprivation status under Title IV-E eligibility is "Unemployment".

J. Redetermination of Title IV-E Eligibility Requirements

1. A court order must remain in effect which grants legal custody of the child to the county department or a petition to review the need for placement was filed and the court has ordered legal authority for continued placement within one hundred eighty (180) calendar days of the date a child entered out-of-home care by voluntary placement agreement.
2. Effective March 27, 2001, there must be an order of the court finding that the county department has made reasonable efforts to finalize a permanency plan. This finding must be made within twelve (12) months of the date the child enters foster care, and every twelve (12) months thereafter while the child remains in out-of-home care. If twelve (12)

months elapse without this judicial determination, eligibility for Title IV-E foster care temporarily ends. Title IV-E eligibility can resume the 1st day of the month in which the finding is made.

K. Redetermination of Provider Eligibility

An out-of-home care provider must be licensed or certified to be a Title IV-E eligible placement. Placement costs for a Title IV-E eligible child are only Title IV-E claimable when a child is placed with a Title IV-E eligible provider.

Effective September 1, 2000, provisionally licensed or provisionally certified out-of-home care providers will not be claimable placements through Title IV-E foster care as they are not fully licensed or fully certified.

L. Reasonable Candidates

Reasonable candidates for foster care, for the purposes of Title IV-E program, are children determined to be at risk of imminent placement out of the home as defined in Section 19-1-103(64), C.R.S. Administrative costs may be claimed for children who are determined to be at imminent risk of removal from the home through a voluntary placement agreement or court-ordered custody with the county department. A determination must be made as to whether the child is at imminent risk of removal from the home no less frequently than every six (6) months. Reasonable efforts shall be made to prevent the removal of the child from the home until such time that pursuing removal of the child from the home becomes necessary.

7.601.872 Supplemental Security Income (SSI) [Eff. 1/1/15]

Supplemental Security Income is a federal monthly award granted to a child 0–21 years of age who has a verified disability.

- A. Recipients of Social Security Administration (SSA) death benefits or Supplemental Security Disability Income for Dependents (SSDI) shall not be coded in this fund source.
- B. The county department shall make application to the Social Security Administration for any child who is believed to meet Supplemental Security Income eligibility criteria. Application for Supplemental Security Income is required for all children enrolled in the Children's Habilitation Residential Program (CHRP) waiver.
- C. Concurrent eligibility for Title IV-E foster care and Supplemental Security Income (SSI) is allowed.
- D. Required Time Frames - Application for benefits shall begin within forty-five (45) calendar days of the child's out-of-home placement in appropriate cases.

7.601.873 Title IV-A Emergency Assistance [Eff. 1/1/15]

The county department shall determine eligibility for the Title IV-A Emergency Assistance Program anytime services are provided or purchased for families with children at risk of placement or when the worker transfers an intake case for on-going services.

A. Eligibility Factors

The eligibility determination shall be documented on the state prescribed form and shall include:

1. Whether an emergency exists, defined as the removal of a child from his or her home into publicly funded care or state or county supervision, or risk of such removal as determined by the responsible state or county agency officials.

2. Whether the child has lived with a relative anytime within the six (6) months preceding the Title IV-A Emergency Assistance application. See the Income Maintenance manual for requirements of relative (9 CCR 2503-1).
3. Whether the family's total gross annual income is under \$75,000.

B. Maintenance of Effort (MOE)

Expenditures of services to or on behalf of eligible members of an Emergency Assistance eligible family can be attributed to the State's TANF Maintenance of Effort requirement if a child is living in the household with the parent or other adult relative. The Maintenance of Effort entitlement shall be recorded in the state automated case management system if a case is opened for the child.

C. Required Time Frames

The county shall complete the eligibility determination within thirty (30) business days of case opening. The eligibility effective date can be no earlier than the date when the application is initiated.

7.601.874 Without Regard to Income [Eff. 1/1/15]

The Without Regard to Income entitlement shall be the default funding stream when a case is opened in the state automated case management system.

7.601.98 COUNTY RESPONSIBILITIES TO REPORT FRAUD – RECOVER MONIES OWED [Eff. 1/1/15]

- A. County departments shall refer, within ten (10) working days, to the appropriate investigatory agency and the district attorney any alleged discrepancy which may be a fraudulent act or suspected fraudulent act by a staff member, client, former client, or provider of services.
- B. County departments shall seek recovery for the total amount of services costs if the county department finds that the individual was not eligible for the service or if fraud is established.
- C. County departments shall take whatever action is necessary to recover payments when staff members, current or former clients and/or providers owe money to the state and/or county department because of overpayments, ineligibility and/or failure to comply with applicable state laws, rules or procedures.
