

<b>DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION</b>	<b>TEMPORARY CASH ASSISTANCE MANUAL</b>	
<b>SOCIAL SERVICES 1309</b>	<b>COMAR 07.03.03.07</b>	<b>SUPPORTIVE SERVICES 1300</b>

### **1309.1 GENERAL REQUIREMENTS**

- A. The TCA case manager may refer any assistance unit member for social services, which include, but are not limited to:
  1. Adult Services
  2. Child Protective Services
  3. Family Services
  4. Housing Services
- B. TCA customers automatically meet income requirements for Social Services programs
- C. Once a referral is made, Social Services determines which services to provide.
  - A written agreement is signed by both the customer and the services case manager, indicating the desired goals and how that goal will be achieved
- D. Written service agreements are not required for protective services

### **1309.2 ADULT SERVICES REQUIREMENTS**

- A. The Adult Services program help adults achieve or maintain economic and personal self-sufficiency and dignity
- B. Adult Services programs assist individuals who:
  1. Are 18 or older
  2. Meet income requirements
  3. Have a demonstrated need for the services offered

### **1309.3 SCOPE OF ADULT SERVICES**

- A. Adult Services programs seek to build, sustain, and augment the adult's family and community support systems by enabling and assisting the person to:
  1. Achieve or maintain economic self-support
  2. Achieve or maintain self-sufficiency
  3. Prevent abuse, neglect, self-neglect, or exploitation
  4. Prevent or reduce unnecessary or inappropriate institutionalization or
  5. Secure necessary and appropriate institutional care

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B. Eligible individuals may participate in the following broad categories of services:

1. Information and Referral
2. Crisis Intervention
  - Weekly face-to-face contact for up to 60 days)
3. Case Management
  - Face-to-face contact at least once every 3 months)

#### **1309.4 CHILD PROTECTIVE SERVICES REQUIREMENTS**

- A. Protective Services for Neglected and Abused Children (Child Protective Services/Child Welfare) intervenes without regard to economic circumstances to decrease the risk of continuing physical or sexual abuse or neglect of children
- B. Services are provided regardless of income to:
  1. Children believed to be neglected or abused, including disabled infants with life-threatening conditions who do not receive appropriate nutrition, hydration, medication, or medical care
  2. Parents or other adults having permanent or temporary custody, or parental responsibility, and household and family members
- C. Provision of related services requires a written service agreement, as described in General Requirements
- D. TCA case managers receiving formal or informal reports of, or having reason to suspect, child abuse or neglect **are required** to immediately report allegation and the source of the allegations to the local protective services unit

#### **1309.5 SCOPE OF CHILD PROTECTIVE SERVICES**

- A. The goals of Protective Services goals are to:
  1. Protect children
  2. Assist parents in providing proper care and attention to the child
  3. Prevent or decrease the risk of continuing abuse or neglect
- B. Means to accomplish these goals include:
  1. Offering services, as appropriate, to a family if child abuse or neglect exists or is suspected

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2. Providing an alternative plan of care for the child or children when the parents are unable or unwilling to provide proper care and attention

C. Families in need of protective services intervention may also be in need of the following

Family Investment programs	Home management
Day care for children	Legal services
Family planning	Transportation
Health services, including mental health and substance abuse programs	Housing improvement
Family violence programs	

### **1309.6 FAMILY SERVICES REQUIREMENTS –**

A. The Family Services and Intensive Family Services programs assist families who experience a crisis brought on by:

Natural catastrophe, such as fire or flood	Breakdown in spousal or parent child relationship
Loss of income	Suspected child abuse or neglect by a household member
Lack of shelter	Substance abuse or emotional disturbance of a household member
Physical or mental illness	Delinquency, chronic and violent acting out, chronic truancy, or chronic running away by a child household member
Death, desertion, or abandonment	Catastrophic health, environmental, or financial conditions, such as long-term illness or hospitalization, death of a parent, a parent's loss of employment, long-term lack of housing

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- B. Requires information or referral for assistance from DHR staff or community resources
- C. Families must meet income requirements

### **1309.7 SCOPE OF FAMILY SERVICES**

A. Programs operating under **Family Service** provide the following basic services:

Family, marital, and individual counseling	Formal education or educational degree equivalent programs
Child development and parenting skills training	Home management
Family planning and support counseling	Housing coordination or information
Health care or health care information	Budget management
Employment opportunities	Parent-aides/in-home aides
Employment counseling	Day care and respite care
Vocational training	

B. Intensive Family Services serves families, who do not meet the income requirements, but are otherwise eligible. Intensive Family Services provides the following services when necessary to meet family emergencies:

1. Financial assistance
  - a. Utility bills to prevent shutoffs
  - b. Security deposits
  - c. Moving and storage fees
  - d. Overdue rent to prevent eviction
  - e. Temporary shelter
  - f. Transportation costs
  - g. Interview expenses

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2. Purchased services and commodities
  - a. Psychiatric or psychological evaluations
  - b. Alcohol or drug abuse treatment
  - c. Vocational assessment and training
  - d. Appliances
  - e. Furniture
  - f. Foodstuffs
  - g. Other commodities

C. The Extended Families subprogram serves families who do not meet the income requirements but are otherwise eligible. Extended Families provides comprehensive review and management of the placement of children in foster care with a relative as well as the services listed above under "B."

### **1309.8 HOUSING SERVICES REQUIREMENTS**

- A. Homeless Services provides shelter, food, and social services to families who are homeless or in immediate danger of becoming homeless
- B. Families are eligible for homeless services if they:
  1. Are homeless or facing immediate eviction or foreclosure from their permanent housing
  2. Can document (if facing eviction or foreclosure), the willingness of the landlord or mortgage holder to allow them to remain if payment or arrangement for payment is made
  3. Are in need of the Housing Counselor and Aftercare component of housing services and have applied for or are receiving TCA

### **1309.9 SCOPE OF HOUSING SERVICES**

- A. The Homeless Services Program consists of three components
  1. Emergency and Transitional Housing and Services
  2. Housing Counselor and Aftercare Case Manager
  3. Homelessness Prevention

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- B. When funds are available, Emergency and Transitional Housing and Services arrange for providers, who do not require religious activity as a condition of service, to perform the following services:
1. Provide sleeping accommodations for the family in one of the following types of shelter:
    - a. Emergency crisis for short-term needs
    - b. Transitional for 3 - 24 months
    - c. Day-time
  2. Provide food for the family through any of the following methods:
    - a. Served on the premises
    - b. Arrangement with another provider or restaurant
    - c. Vouchers for groceries
    - d. Cash grant if other methods present a challenge
    - e. Referral to food banks or other distribution sources
    - f. Referral to other agencies when the provider is unable to provide all the services needed
  3. Arrange for transportation as part of the shelter, food, or case management services
  4. Provide case management services including, but are not limited to:
    - a. Needs assessment
    - b. Case plan development
    - c. Linkage to other services
    - d. Advocacy on the customer's behalf
  5. Provide an emergency rent or mortgage subsidy (first or single month's rent or mortgage) once during the state fiscal year that includes:
    - a. Evaluation of the customer's ability to remain in the home or move to other permanent housing
    - b. Contacting the landlord or mortgage holder
    - c. Payment of the amount owed

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C. The Housing Counselor and Aftercare Program assists families and individuals who are experiencing, or are in imminent danger of loss of housing or shelter by providing housing counselors and aftercare case managers

1. Housing counselors in their effort to assist families with securing and maintaining permanent, affordable housing may:
  - a. Assist the customer in the search for and securing of affordable housing
  - b. Provide a current list of housing resources
  - c. Act as advocate for the customer with landlords, property managers, realty companies, and other sources of low-income housing
  - d. Coordinate services, when applicable, with the TCA case manager
  - e. Assist the customer, as needed, with issues contributing to chronic housing problems, such as budgeting and household management
2. Aftercare case managers help families maintain permanent, affordable housing and may:
  - a. Assess customer needs and develop a plan to meet those needs
  - b. Refer the customer for other services
  - c. Monitor provided services and intervene with the provider if necessary
  - d. Maintain regular customer contact for counseling, skills development, and crisis intervention

D. Homelessness Prevention assists families in immediate danger of losing housing or shelter by providing, the following services:

1. Case management
2. Counseling to identify households at risk of becoming homeless
3. Training on budgeting and other life skills
4. Education about tenant rights and responsibilities
5. Cash assistance
6. Other services as deemed appropriate

**ADDITIONAL INFORMATION**

- Application — Family Violence Screening, Substance Abuse, Referrals
- Technical Eligibility — Suitability of Home