

## Child and Family Services Policy Manual: Substitute Care for Children Emergency Assistance Services

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<b>Background</b>	<p>From 1968 through 1996, the Title IV-A Federal Grant included a program of Emergency Assistance specifically designed to assist families through an emergency or crisis. In 1997, the Federal government removed these Emergency Assistance services from the Title IV-A grant, and, instead, included them in the Temporary Assistance for Needy Families (TANF) Block Grant. The funds are to be used for situations involving abuse and/or neglect requiring the removal of the child, placing a Child Protection Specialist in the home to prevent the removal, expediting the early return of the child to the home or preventing the need for protective services.</p>
<b>Inter-Agency Shared Costs</b>	<p>Emergency Assistance (EA) funds can be used for CFS division's share of costs attributed to children for whom we share responsibility with other agencies. The funds cannot, however, be used for any child in the juvenile justice system who has been removed as a result of the child's alleged, charged or adjudicated delinquent behavior or who has otherwise been determined to be in need of State supervision by reason of the child's behavior.</p>
<b>Funding</b>	<p>EA funds may be used to supplement IV-E funds, for a child/family eligible for both programs, by covering services not eligible for IV-E funds.</p>
<b>Services Provided</b>	<p>EA can be used under the following conditions:</p> <ul style="list-style-type: none"> <li>• when taking necessary action to prevent the need for the child's removal;</li> <li>• placement in out-of-home care;</li> <li>• when preventing the need for protective services or more expensive long-term care and services; or</li> <li>• services to re-unify the child with his or her family.</li> </ul> <p>The kinds of services provided to meet the emergency situation include:</p> <ul style="list-style-type: none"> <li>• family preservation/family support services;</li> <li>• home-based services;</li> </ul>

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- skill building services (such as parenting skills, budgeting skills, homemaker skills, etc);
- day care;
- counseling;
- psychological or other evaluations of families;
- prior approved medical service;
- social services;
- substitute care, including family foster care, group home care, shelter care, transition centers if the child is not in a locked setting;
- training;
- therapy;
- temporary transportation;
- homemaker services; and
- other community based services.

These social services are often referred to as “soft” services and do not start a “time clock” for the family served.

### **Services Excluded**

The following types of assistance will not be provided by child protective services because the county Office of Public Assistance (OPA) is the authorized entity to process requests for these items/services:

- basic needs such as food, rent, utilities, household supplies, personal care items;
- replacement of necessary appliances such as refrigerators; or
- replacement of necessary household furnishings

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**NOTE:** These more tangible services are often referred to as “hard” services and, when provided on a one-time only emergency basis, they also do not start a “time clock” (OPA) for the family served. Refer the family to the Office of Public Assistance if these services are needed. The family will not be eligible, however, if they are already receiving Emergency Assistance-funded services through CPS unless all services were authorized within the same 30 days from the application date.

**Eligibility Period** If the family is determined to be eligible, the funding for services may be available to address an emergency situation for a period not to exceed 12 months from the month of application (but not more than 364 days).

**Application Process** After staff have determined that an emergency exists and the family/child is eligible, federal funds are available to pay for services provided to families and children to alleviate the emergency. In order to meet the federal requirements for the service delivery element of Emergency Assistance, the following forms must be completed:

- DPHHS-HCS/FA-020 Emergency Assistance Request (DOCGEND405); and
- DOCGEND406 - Emergency Assistance Notice of Decision

The FA-020 must be completed and signed. This form is available on CAPS as DOCGEND405. **Verification of date of birth, citizenship, social security number, relationship and address must be obtained either through TEAMS or hard copy.**

The parents or guardian must sign the FA-020 to request services. If the parents or guardians are unavailable, with the parents’ permission, the responsible Child Protection Specialist may sign the FA-020. If the parents or guardians decline or refuse to sign the FA-020 after having the program explained to them, use of EA will require Regional Administrator approval and will include the children only.

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Service Authorization Period	<p>The service authorization period begins on the date the application is signed by the parents, guardians or responsible Child Protection Specialist on their behalf. <b>Make sure the application date on CAPS matches the signature date.</b> All assistance and services to be provided <b>must be identified on CAPS screen EAWD within the first 30 days</b> from the date of application or they will not be allowed during the current 12-month period of eligibility. Forward authorized applications to the appropriate Program Assessment Specialist or designee immediately. The authorization process must be completed within 30 days.</p>
Eligibility Determination	<p>In order for a family to be eligible, staff must document that:</p> <ul style="list-style-type: none"><li>• the Emergency Assistance is necessary to prevent abuse or neglect of the child;</li><li>• the application is filed by an adult member of the child's family or if they are unavailable, and with the parents' approval, the application may be signed by the responsible Child Protection Specialist;</li><li>• the child is a minor child (minor child is defined as an individual who is under age 21);</li><li>• the child is currently living with one or both parents (or a specified caretaker relative, i.e., grandparent, an adoptive parent, a stepparent, an aunt, an uncle, or a cousin); OR the child has lived with a specified caretaker relative within the most recent 6 months;</li><li>• the child and all household members are US Citizens or qualified aliens as defined in ARM 37.78.220;</li><li>• the services needed are not a result of a parent's/specified caretaker's refusal (without good cause) to accept employment or training for employment within the past 30 days;</li><li>• the family does not have the liquid (readily accessible) resources immediately available to pay for services</li></ul>

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needed by the family (acceptable verification is a signed and dated statement by the specified caretaker relative);

- the family has not applied for and received Emergency Assistance funds more than once within the current twelve (12) month period (verified through TEAMS).
- the TANF funding will provide no direct monetary value to the family (examples of “direct monetary value” would be ongoing cash assistance, ongoing child care vouchers, ongoing rent vouchers, or any ongoing payments which provide basic needs);

### Authorization Process

Before approving a family for Emergency Assistance, the child's worker Child Protection Specialist must have established that an emergency situation exists and that the family is eligible for Emergency Assistance as determined by the above criteria. The Child Protection Specialist Supervisor or Program Assessment Specialist approves the types of services that may be available to the family through Emergency Assistance.

Once the approval/denial process is complete, DOCGEN406 will be completed by the Program Assessment Specialist and must be sent to the family to notify them of the decision.

If approved, it will interface with TEAMS that night for further processing.

### TEAMS INQUIRY

The Regional Program Assessment Specialist will access the CAP2 screen to determine the family's prior use of EA. If the family received EA within the prior 12 months, CAP2 will display 'EM' in the PGM field; the prior request date in the APP RECVD field and the last day of that month in the STATUS DATE field; 'CL' will be displayed in the STS field. **The family is not eligible.**

### Responsibility

The completion of the appropriate CAPS screens is the responsibility of the Child Protection Specialist in the county of service.

### CAPS PROCEDURES

To complete the necessary screens on CAPS, you must first make each family member a client on CAPS. Parents and siblings of the eligible child living in the household must be entered on PERD, CLID, ADDD and RELL. As indicated on

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page 4 of this section, “parents” could be the specified caretaker relative, i.e. grandparent, an adoptive parent or anyone who is defined in section 405-1. Social security

numbers and birth dates of all family members must be entered before the application process can be completed and authorization given. For newborn children, the TEAMS client ID number with two zeros preceding it may be used as a temporary social security number. This allows the application to interface with TEAMS. If the newborn child is not known to TEAMS, then the birth date with one zero preceding it will be used as a temporary social security number.

Once this information has been entered, and you have the child in the global, go to TIID, the TEAMS interface screen. Enter an “a” on the appropriate line to add an application. Pressing “enter” will take you to the EARD screen. Information on the child should automatically be pulled into this screen. To add other family members, press “F10” (the copy feature). This should take you back to the RELL screen. On RELL, type “c” for copy, on the lines next to other family members so that their names will be copied to the application screen. Pressing “enter” will take you back to EARD to confirm information has been copied. **On EARD, make sure the client signature date corresponds with the actual date the client signed the application.**

Next complete the EAR2 screen, which asks the appropriate questions to confirm the eligibility of the family. Pressing “enter” will take you to the EAWD screen on which you should identify any possible services that the family may need during the 364 days of eligibility. **In order to serve all possible family members, the child should be listed on the HCS/FA-020/DOCGEND405 in the line defined as “SELF”. The child’s name (not the specified caretaker relative’s) should be listed at the top of the request form and the child’s last residential address.**

Signature on  
Application

After completing these screens, a copy of DOCGEND405 (form HCS/FA-020) will be printed and should be signed by an adult family member; if they are unavailable and with their permission, the responsible Child Protection Specialist may sign.

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**NOTE: Some offices prefer to take a blank copy of the application (Form HCS/FA-020) to be completed by hand when gathering the necessary information from the family members. They obtain the necessary signature on the handwritten application. Either way is acceptable, so long as (a) there is a signed application on file; and (b) all information is entered on CAPS.**

The Child Protection Specialist completes CAPS screens TIID, EARD, EAR2 and EAWD as explained above, when the decision has been made that an emergency exists and that purchased services will be delivered to the client. The CAPS screens shall be completed by the assigned Child Protection Specialist before purchased services are actually delivered.

Supervisor or  
Program  
Assessment  
Specialist Approval  
on CAPS

Completion of the above mentioned screens sends an ALERT to the supervisor or Program Assessment Specialist who will approve, or disapprove, the application for funding upon receipt of faxed, hard copy, or DOCGEN application. If the parent/guardian/representative declined or refused to sign the request, use of EA requires Regional Administrator approval. Upon approval, the CELL screen is updated so that the EA funds can be accessed. The Program Assessment Specialist will complete DOCGEN 406 and send the approval letter to the family. A signed copy of the approval letter and a copy of the application will be attached to the specified child on DOCGEN by the Program Assessment Specialist. If this is a reapplication put a comment in the document description when saving the application to DOCGEN.

Child Support  
Referrals

If an eligible child is placed in a placement in which EA funds will be used for more than 3 months, a child support referral must be made. Complete the SIID screens indicating that this is an EA referral, with expiration date and submit it electronically through CAPS to CSED.

**Record Keeping**

A paper file must be maintained for each family receiving Emergency Assistance. This file should include the signed and dated application and a copy of the approval/denial letter.

References:

MCA 53-2-201, MCA 53-4-211, MCA 53-4-212,  
Mont. Admin. R. 37.78.207  
Mont. Admin. R.37.78.220

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Mont. Admin. R. 37.78.601

Mont. Admin. R. 37.78.602

45 CFR 233.50, 45 CFR 260.31

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