

Case Management Question and Answers

1. In one of the last on-line video series, if we are tracking a person for 90 days and tracking began in November and they recertify in January, what happens if the client is over income at the time of recertification? Can we no longer provide assistance? Can we provide assistance in November and December?

Since CSBG is an annual contract, in January you must take a new application (recertify). If the client is over income when you take the new CSBG application in January, the agency should continue to track their income for the 90 day period, but the agency can no longer provide CSBG funded services. However, November and December are within the same program year, so you may continue to provide services to the household during those months.

2. If a client began employment and is in paid orientation training and has not received their first paycheck to begin tracking can we provide financial assistance?

Yes, case managed clients are to receive support. The goal is to help them find a job, keep a job, and move out of poverty. It's crucial to continue to provide support while a household transitions. Support is to be maintained until the client achieves an income level above the 125% income for 90 days. (Exception—see Question 1 for when the transition period falls into another program year).

3. Do lease agreements for rental assistance need to be for a specific length of time? Example: Can we assist a person with a month to month lease?

It depends on whether the agency has a policy on rental assistance which limits the length of time for assistance. Also, the CAP Plan must include this in the Performance Statement. Does the agency's CSBG budget have funds budgeted for TOP on direct client assistance? If the agency has TOP funds budgeted, those may be used for any CSBG eligible cost, including rental assistance. The Department encourages agencies to partner with other organizations/programs that can provide rental assistance. Lastly, take into consideration on whether the rental amount is one that the client can sustain. If it is high, try to find the client more affordable housing.

4. If we are tracking a household who began employment and the company has two mandatory closures (one for Christmas break and one in July) and at 60 days of tracking the client is under 125%, do we begin tracking again for 30, 60, 90 or can we use the next pay cycle in lieu of the missing 2 week pay period and continue the 90 day tracking to show continued employment?

The total income for each month must remain above 125% for three consecutive months. If the client's income falls below 125% for any one month, the 90 day period must start again. The goal is for clients to have at least 90 consecutive days above 125% before ending case management.

5. I have a client who is in college, but during the month of December they were allowed to work more hours at their part-time employment and at the beginning of January their 30 day past income reflected their income for that month placed them above 125%. However, they are now back to their school work schedule which places them under the income guideline at the 60 days or 90 days. Are we allowed to begin assistance again? Do we complete a new intake showing that they are below 125%?

Each program year requires a current application. You will need to wait until their 30 day income shows an income below 125% before providing services for the New Year. This may mean waiting a few weeks in January before recertification to reflect income eligibility.