Part II: Understanding the process for SNAP, TANF, and Health coverage

Session 4 in Indiana Library Federation’s Helping Hoosiers training series
OUR HELPING HOOSIERS TRAINING SERIES

www.ilfonline.org/page/hh

A training series intended to help staff in libraries and local units of government help people affected by job loss and family changes due to COVID-19.
HOW LIBRARIES, TOWNSHIP TRUSTEES, AND OTHER UNITS OF GOVERNMENT HELP

• Provide information about FSSA programs
• Provide access to computers and internet
• Provide application assistance, but the APPLICANT MUST SUBMIT THE APPLICATION (Only Authorized Representatives or Licensed Healthcare Navigators may complete and submit applications on behalf of clients.)
• Provide assistance in photocopying and faxing verification documents to the FSSA Document Center, 1-800-403-0864
• Refer to the toll-free FSSA number for questions or to a Healthcare Navigator for health coverage application assistance
• Refer to 2-1-1 or 1-866-211-9966 or www.in211.org
SUPPORTS FROM LIBRARIES

• Public Library Wi-Fi in Parking Lots – www.ilfonline.org/page/Wi-Fi-map

• Area for using computer/internet, with option for one-on-one assistance (Zoom, telephone)

• Development of postcard or handout with key info
  • FSSA programs https://fssabenefits.in.gov/bp/#/ and 1-800-403-0864
  • Login and passwords, especially if new email was created
  • Date of application
  • What to expect next

• Community Resource Page (on web and handout)

• What else?
WELCOME THE FSSA/DFR STAFF TEAM

- Monique Prezzy
- CJ Schroeder
- Nikita Bedgood
- Jessica Murdock
- Heather Gibbs
LET’S PRACTICE
Test your knowledge of terms

SNAP
- Health coverage for low-income children and pregnant women

Medicare
- Able-bodied Adult Without Dependents

TANF
- Cash and supportive services for very or no income families

HIP
- Health coverage for low-income adults 19-64
- Program that allows the participant to purchase food

Hoosier Healthwise
- Health coverage for seniors and people with disabilities

ABAWD
- Health coverage for low-income people (many types)

Medicaid
- Health coverage for low-income people (many types)
How did you do?

- **Hoosier Healthwise** - Health coverage for low-income children and pregnant women
- **TANF** - Cash and supportive services for very or no income families with minor children
- **HIP, Healthy Indiana Plan** - Health coverage for low income adults 19-64
- **SNAP, Supplemental Nutrition Assistance Program** - Program that allows the participant to purchase food
- **ABAWD - Able-bodied Adult Without Dependents** (eligibility category in SNAP)
- **Medicare** - Health coverage for seniors and people with disabilities
- **Medicaid** – Health coverage for low-income (HIP, Hoosier Healthwise, Medicaid for Aged, Blind and Disabled)
Other Key Terms

- **Presumptive Eligibility** – Presumed to be eligible to receive emergency or pregnancy health coverage while documents are received.

- **FPL, Federal Poverty Level** – A measure of income used to determine eligibility for federal and state eligibility programs.

- **Income Threshold** – Applicants may earn up to an income threshold as a percentage of federal poverty level.

- **Authorized Representative** – An individual or organization appointed or designated by the applicant to serve as an authorized representative on their behalf.
FSSA BENEFITS PORTAL
https://fssabenefits.in.gov/bp/#/

WELCOME TO THE FSSA BENEFITS PORTAL
Apply for SNAP, Cash Assistance, Health Coverage, or check the status of your case

APPLY FOR SNAP AND/OR CASH ASSISTANCE ONLINE
APPLY FOR HEALTH COVERAGE ONLINE
GO TO GATEWAY TO WORK
CASE INFORMATION
Scenarios:

1. **Jessica** is a single mother of two works at restaurant that has closed her location. Children are young.

2. **Raymond** is a 61-year-old man whose position at parts plant was furloughed. He is proud and doesn’t want to ask for help.

3. **Jerome and Maria** are a married couple with two children. Youngest child has special needs. Joe makes $12/hr and works full-time. Maria previously worked as a dental hygienist making $17/hr, but has stayed home with kids since spring break. Maria doesn’t think she can go back because the special needs day care is closed.

4. **Sydney** is keeping her 6-year-old nephew while her sister going through some things and then was sick with COVID. Sydney was working until furloughed by the hotel, which worked out well because she needed to stay home to help with eLearning for her nephew.
Where do you start?

Are you familiar with any of the programs that might be able to help?

Have you already applied for any of the programs the might be able to help?

Did you know that you may put in some of your information online to see if you might qualify for help?

The Division of Family Resources has a Benefit Screening portal. I can show/tell you how to get to it and you can take it from there.
Scenario 1

**Jessica** is a single mother of two who works at a restaurant that has closed her location. Children are young.

For which FSSA services might she apply?

What other resources might you refer?
Scenario 1

Jessica is a single mother of two who works at a restaurant that has closed her location. Children are young. Child support is irregular.

For which FSSA services might she apply?
TANF, SNAP, Hoosier Healthwise for kids. Healthy Indiana Plan for her.

What other resources might you refer?
Unemployment, 2-1-1, food pantry
**Income and Resource Chart**

Indiana Library Federation leads, educates, and advocates for the advancement of library services for the benefit of Indiana residents.
Scenario 2

**Raymond** is a 61-year-old man whose position at parts plant was furloughed. He is proud and doesn’t want to ask for help.

For which FSSA services might he apply?

What other resources might you refer?


**Scenario 2**

**Raymond** is a 61-year-old single man whose position at a parts plant was eliminated. He is proud and doesn’t want to ask for help.

**For which FSSA services might he apply?**
SNAP, Healthy Indiana Plan

**What other resources might you refer?**
Unemployment, 2-1-1, food pantry, job search
Scenario 3

Jerome and Maria are a married couple with two children. Youngest child has special needs. Joe makes $12/hr and works full-time. Maria previously worked as a dental hygienist making $17/hr, but has stayed home with kids since spring break. Maria doesn’t think she can go back because the special needs day care is closed.

For which FSSA services might they apply?

What other resources might you refer?
Scenario 3

Jerome and Maria are a married couple with two children. Youngest child has special needs. Joe makes $12/hr and works full-time. Maria previously worked as a dental hygienist making $17/hr, but has stayed home with kids since spring break. Maria doesn’t think she can go back because the special needs day care is closed.

For which FSSA services might they apply?
SNAP, possibly health coverage if none

What other resources might you refer?
Possibly Unemployment, 2-1-1, food pantry, job search, etc.
Scenario 3

Sydney is keeping her 6-year-old nephew while her sister going through some things and then was sick with COVID. Sydney was working until furloughed by the hotel, which worked out well because she needed to stay home to help with eLearning for her nephew.

For which FSSA services might she apply?

What other resources might you refer?
Best Practices

Empathize. Whether you are the first person or the tenth person they asked for help, libraries welcome all.

• That must be difficult for you and your family.
• I am sorry you are going through this situation.
• It is hard to ask for help. We want to help you find the right resources.

Answer what you know. Refer when you don’t.

• I am not the expert in this area but I want to help you get the right information. Let me give you the number to ____ (FSSA, 2-1-1).
• I don’t know, but I want to help you find it. Let me show you where you may look on the website.

Be tentative.

• I am not sure. Here are some resources that may help.
• From what you described, you might qualify. Try the screening tool to check.
• I can’t tell you if you would qualify, but I can show you where to start.
LET’S PRACTICE IN THE PORTAL
TIPS FOR SUBMITTING AN ELIGIBILITY APPLICATION

- Use the pre-screening tools to get an idea of which benefits you may be eligible to receive
- Use legal names
- Complete application questions as thoroughly as possible
- Include all household members of the residence on the application and answer all questions regarding those individuals, regardless if they are applying for assistance
- Provide the following documents:
  - Verification of Citizenship (Birth Certificate) for new Health Coverage or Cash applicants
  - Identification verification for all new applicants (State issued ID)
  - Income verifications (last 30 days of income if still working, possibly 3 months prior if applying for health coverage)
  - Verification of resources and expenses (checking/savings accounts, rent/mortgage, utilities)
  - USCIS immigrant status verification for immigrant applicants
TIPS FOR SUBMITTING AN ELIGIBILITY APPLICATION

✓ Submit documents all with the application and include the name, SSN, and application number at the top of the verification document.

✓ Notify client of FSSA phone number 1-800-403-0864, outbound calls come from this number, and incoming calls are routed through this number.

✓ Be aware that SNAP, TANF (CASH), and some types of Health Coverage will require an interview be completed before benefits can be approved.

✓ Open all mail received from DFR - 70% of SNAP application denials are for failure to provide requested information.
Applying for Benefits
Tips for Libraries:

Resident should have all info ready (names, DOBs, SSNs, income) before starting.

May start, save, and return.
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The client will scroll through the rights and responsibilities and mark the check box if they agree.

Tips for Libraries:
If you are helping with entry, make sure the client reads and completes anything where it includes to click anything that says "affirm," "swear," "acknowledge" or "submit."
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Health Coverage application process is similar. Notice additional household information.
DOCUMENT ASSISTANCE
Pending Verifications

- Income
- Resources
- Citizenship
- Indiana Residency
- Tax Relationships
- Household Composition
Tips for Document Services

When Faxing Documents:
• Program your fax machine for speed dial to 1-800-403-0864 FSSA
• Do not add a separate cover sheet (Use FSSA letter with Bar Code)
• If adding a separate sheet (or no cover sheet) be sure each page has First Name, Last Name, and SSN
• Applicant should note what date it was faxed in

When dropping documents at FSSA Offices:
• Do not submit any originals
• Applicant should note what date it submitted

Ideas for Libraries:
• Create a one-pager with application and referral info
• Help resident record date of application, which programs, email and password (if would forget), and reminder to check postal mail
Reporting Information

Statewide DFR
Telephone/FAX:
1-800-403-0864

FSSA Document Center
P.O. Box 1810
Marion, IN 46952

State Local Offices
Mon-Fri 8am to 4:30pm
Find local office [https://www.in.gov/fssa/files/DFR_Map_and_County_List.pdf](https://www.in.gov/fssa/files/DFR_Map_and_County_List.pdf)
YOUR QUESTIONS AND TIPS