

DIVISION OVERVIEW - Integrated Service Delivery

MISSION:

The mission of the Integrated Service Delivery Division (ISD) is to prevent child and adult maltreatment, protect vulnerable children and adults, promote permanent nurturing families, and provide the appropriate resources to meet the self-sufficiency needs of our customers.

PHILOSOPHY:

The philosophy of the Integrated Service Delivery Division is to keep consumers as the focus while connecting them to the appropriate resources and services. We will:

- Secure the safety, permanency, and well-being of children;
- Help consumers identify their needs;
- Encourage personal responsibility;
- Have knowledge about the resources in the community and the services in the agency; and
- Take responsibility for connecting consumers to the resources and services that will meet their needs.

PROGRAMS ESTABLISHED TO ASSIST WITH MISSION:

Child Support Enforcement

24800 - Child Support Enforcement Central Administration

Economic and Employment Support

25100 - ISD Administration and Economic and Employment Support Administration

25200 - Temporary Assistance for Families

25300 - TAF Employment Services

25500 - EES Other Assistance Programs

25600 - Child Care Assistance

25700 - Child Care Quality and Kansas Early Head Start

25800 – SNAP Employment and Training

Rehabilitation Services

26100 - Rehabilitation Services Administration

26200 - Services for the Blind and Visually Impaired

26300 - Disability Determination Services

26400 - Rehabilitation Services - Case Services

26500 - Rehabilitation Services Independent Living

26900 - Rehabilitation Services Grants, Contracts and Other

Children and Family Services

- 27100 - Children and Family Services Administration
- 27200 - Protection Report Center
- 27300 - Prevention Services
- 27400 - Other CFS Grants & Contracts
- 27500 - Reintegration/Foster Care
- 27600 - Adoption Support
- 27700 - Permanent Custodianship
- 27800 - Independent Living
- 27900 - Funds Transfer Summary

Children's Cabinet

- 28000 - Kansas Children's Cabinet

Regional Operations

- 29000 - Field Operations

STATUTORY HISTORY:

KSA 39-708c contains the general powers of the Secretary:

- Develop State Plans, as provided under the Federal Social Security Act, whereby the state cooperates with the federal government in its program of assisting states financially in furnishing assistance and services to eligible individuals; and to cooperate with the federal government on other programs providing federal financial assistance and services in the field of social welfare not inconsistent with the law;
- Sponsor, operate or supervise community work experience programs whereby recipients of assistance shall work out a part or all of their assistance and conserve work skills and develop new skills;
- Develop a Children and Youth Service program and administer or supervise program activities including the care and protection of children who are deprived, defective, wayward, miscreant, delinquent, or children in need of care; and
- Develop plans financed by federal funds or state funds or both for providing medical care for needy persons.

Temporary Assistance for Families and TAF Employment Services. The federal statute governing welfare is the Social Security Act, Title IV, Part A. In order to receive federal TANF funds, states must provide assistance and employment services to needy families, require parents or caretakers to engage in work activities, screen and identify family violence, operate a Child Support Enforcement program, operate a Foster Care and Adoption Assistance program, take actions to reduce out-of-wedlock pregnancies, provide service access to Native Americans, restrict the disclosure of client information, and minimize fraud.

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996, ended the entitlement to public assistance, established a maximum five-year limit on assistance, and established work requirements. The state must meet maintenance of effort expenditure requirements and federal work participation requirements.

The Deficit Reduction Act of 2005 (PL 109-171) reauthorized the Temporary Assistance to Needy Families program and requires states to engage more TANF recipients in productive work activities and establishes stricter guidelines regarding work activities and the caseload reduction credit.

KSA 39-7,103 requires the Secretary to be responsible for the planning, integration, and coordination of employment and related services for public assistance recipients.

General Assistance. Article 7, Section 4 of the Kansas Constitution provides a broad basis for general aid: “The respective counties of the state shall provide, as may be prescribed by law, for those inhabitants who, by reason of age, infirmity or other misfortune, may have claims upon the aid of society.” Cash assistance for General Assistance recipients was terminated June 2011. General Assistance recipients continue to receive medical assistance and mental health services.

Low Income Energy Assistance. PL 97-35, Low-income Home Energy Assistance Act of 1981 requires states to conduct outreach, provide assistance using a progressive benefit structure (lower-income households must be provided higher benefits), intervene in energy crisis situations, and provide low-cost weatherization services. The following populations must be served: welfare recipients, persons receiving federal disability, food stamp recipients, and veterans. Benefits are restricted to households with incomes below the higher of 150 percent of the poverty level, or sixty percent of the state median income.

Refugee Assistance. Title IV, Chapter 2 of the Immigration and Nationality Act contains the provisions of the Refugee Act. The Act requires states to encourage effective resettlement and promote economic self-sufficiency by providing financial assistance, medical assistance, language services, and employment services. The Act also requires states to care for and provide legal responsibility for unaccompanied refugee children. Other federal requirements are administrative.

Adult Protective Services. KSA 39-1437 requires the Department to provide the necessary services to an adult requiring protection. KSA 39-1405 and 1406 are specific to adults in care facilities. These statutes require the Department to provide protective services to residents who are victims of abuse in medical care facilities. KSA 39-1433 requires the Secretary to receive and investigate reports of adult abuse, neglect or exploitation.

Food Assistance. The Food Stamp Act of 1977, 7 USC Sec 2011, et seq., as amended, governs state requirements. The chief constraints placed on states administering Food Assistance Programs include: a prohibition on applying sales taxes to food assistance purchases, becoming subject to payment error penalties, the requirement to operate a Food Assistance Employment and Training Program, providing program coverage for the entire state, and strict adherence to prescriptive federal eligibility criteria and policies. Other, more routine, state requirements center on the requirements for the program's administration, such as providing services to special needs populations, providing services to persons with limited English proficiency, limiting disclosure of client information, providing timely services, and fraud investigations. KSA 75-5364 Electronic Funds Transfer requires the Department to provide food stamp benefits via electronic funds transfer.

Food Assistance Education and Training. Section 6 of the Food Stamp Act, 7 USC Sec 2015(d)(4) mandates States administering the Food Stamp program to implement an Employment and Training program to assist participants in gaining employment skills, training, and work experience.

USDA Food Distribution Assistance. Through five food distribution programs: The Emergency Food Assistance Program (TEFAP), the Soup Kitchen Food Bank Program (SKFP), the Commodity Supplemental Food Program (CSFP), the Charitable Institution Commodity Program (CICP), and the Nutrition Services Incentive Program (NSIP), SRS distributes federal commodity foods to low-income households, charitable institutions, soup kitchens, elderly food programs, pregnant or nursing women, children under age six, and elderly persons sixty or over. These programs are accessed through community organizations which distribute the food for home meal or congregate meal preparation. TEFAP, SKFP, CSFP, and CICP are governed by the Agricultural Act of 1949 and The Emergency Food Assistance Act of 1983, 7 USC Sec 7501, et seq., as amended by PL 107-249, Oct. 23, 2002. NSIP, which is jointly administered by SRS and the Kansas Department on Aging, is governed by the Older Americans Act of 2000.

Child Care Assistance. The pertinent federal statute is the Child Care and Development Block Grant Act of 1990 (42 USC 9801 et seq.), as amended by the Personal Responsibility and Work Opportunity Act of 1996 (PL104-193) and the Balanced Budget Act of 1997 (PL 105-33). To receive federal child care funds, the state must allow parental choice when choosing providers, provide an assurance that child care services are available (by reimbursing providers at rates sufficient to assure their participation), establish sliding family fees, provide consumer education, comply with state and local health/safety requirements, and assist parents who receive public assistance. To receive the entire amount of federal funds allocated to the state, Kansas must meet a state Maintenance of Effort (MOE) requirement, and match federal child care funds. Several other limitations are not included in this description. This program must be reauthorized in 2011. KSA 39-7,109 requires the Secretary to establish child care centers and requires child care centers to be licensed.

Vocational Rehabilitation. The primary federal statute governing rehabilitation services is 29 USC Chapter 16 Rehabilitation Act of 1973, as amended. In order to receive Vocational Rehabilitation services, individuals must have a physical or mental impairment that is a substantial impediment to employment, and be able to benefit in terms of an employment outcome from services received. Services are customized according to an individual plan for employment. Maintenance of Effort (MOE) rules require that state expenditures be no lower than the amount expended by the state two-years earlier. The state agency must establish a State Rehabilitation Council and the functions and composition of this entity are proscribed

by statute. Evaluation standards and performance indicators established by the Rehabilitation Services Administration must be met. The Designated State Unit must have a full-time director and a staff employed on the rehabilitation work of the organizational unit all, or substantially all, of whom are employed full-time on such work. In the event that services cannot be provided to all eligible applicants, an order-of-selection must be established that ensures individuals with the most significant disabilities will be served first. The state must establish a Statewide Independent Living Council and the functions and composition of this entity are proscribed by statute. KSA 39-708c(q) requires the establishment of a Division of Services for the Blind. KSA 75-3339, 75-3340, and 75-3343 provide for the administration of vending stands by blind individuals.

Disability Determination Services. Public Law 96-265, Section 304, Social Security Disability Amendments of 1980 authorizes the Social Security Administration to fund the disability determination of applicants seeking Social Security and/or Supplemental Security Income benefits.

Child Support Enforcement. The Social Security Act, Title IV, Part D (42 USC 651 et seq.) Act requires the state to operate a statewide Child Support Enforcement program that affects both Title IV-D and non-IV-D cases. To receive federal funding, the state must meet the following requirements:

- Have single and separate “IV-D Agency” (CSE Unit);
- Provide a sophisticated automated system that meets detailed requirements for security, interfaces with federal systems, CSE case management, automatic generation of notices/legal actions, financial activities, and reporting;
- Operate a centralized unit for collection and disbursement of support payments (Kansas Payment Center, KSA 23-7,118). Collaborating with Office of Judicial Administration, SRS operates the Kansas Payment Center (KPC) for all support paid under a Kansas order and relieves Clerks of Court of many tasks;
- Enact an extensive list of required state laws, some of which must apply to all Kansas families;
- Apply complex federal rules controlling who (Kansas, another state, HHS, or family) receives money applied to child support debts. The rules are different for each case type (TAF, Medicaid, IV-E Foster Care, GA foster care, Child Care, JJA referrals, incoming interstate and international referrals, and non-assistance applicants for CSE services);
- Use all mandatory procedures for paternity establishment, order establishment (including group health coverage), monitoring and enforcement, payment processing, and modification of orders; and
- Meet federal performance standards for paternity establishment, order establishment, collection of current support, collection of past due support, and cost efficiency.

KSA 39-753 et seq. is the enabling state statute for CSE, and requires the Secretary to provide Title IV-D Child Support Services. It addresses actions by the Secretary, cooperation requirements for other state agencies, and penalties for wrongful collection or use of information.

KSA 39-756 requires Child Support Enforcement services required under Part D of Title IV of the federal Social Security Act to be made available to persons not receiving Public Assistance.

KSA 20-164, 20-165. CSE has significant impact upon the Judicial branch due to the volume of court cases filed by CSE, or in which CSE intervenes (e.g., divorces), in addition to federal mandates affecting Judicial operations (e.g., support guidelines).

Administrative agencies directly affected by CSE include:

- Department of Administration (setoff, payroll, administrative appeals, procurement);
- Department of Labor (unemployment intercept, State Directory of New Hires);
- Juvenile Justice Authority (interagency agreement for referral of juvenile offender cases);
- Department of Health and Environment (vital statistics' data collection and reporting);
- Department of Corrections (work release reports, fatherhood initiatives for prisoners); and
- All licensing bodies (collection of social security numbers and imposition of professional license sanctions).

Child Welfare. KSA 38-2201 et seq., the Revised Kansas Code for Care of Children (child in need of care or CINC code) was adopted in 2006. The CINC code governs the definition of and services for children alleged or adjudicated to be in need of care. KSA 38-2226 requires the Secretary to receive and investigate reports of child abuse and neglect, and determine whether the report is valid and whether action is required to protect the child from further abuse or neglect. KSA 38-2229 requires the Secretary to assess whether the child might otherwise be in need of care and whether the interests of the child requires further action. Further action may include requesting a petition be filed by the county or district attorney. As a result of the petition, the child may be placed in the custody of the Secretary with court recommendations for placement and services. Court oversight continues as long as the child is in the Secretary's custody. The code sets out numerous duties and responsibilities which require collaboration and coordination with law enforcement, prosecutors and the court. Only law enforcement and the court have the authority to remove a child from a custodial parent.

KSA 39-708c(r) requires the Secretary to develop and administer a child welfare program within the framework of the CINC code and, further, requires cooperation with the federal government in order to qualify for federal funds.

The Social Security Act was amended in 1980 by the Adoption Assistance and Child Welfare Act (AACWA). The AACWA authorized appropriations to the States to reimburse the cost of out of home placement for children who had been receiving AFDC prior to placement in state custody (Title IV-E, 42 USC 670-679) and a more limited but also more certain funding stream (Title IV-B Subparts 1 and 2, 42 USC 621-625 and 630-634) for other child welfare services. In order to receive the funds, states are required to submit a comprehensive five year plan for child welfare services in accordance with federal criteria, carry out the plan (42 USC 1320a-2), and submit annual progress reports. In addition to inclusion in the Comprehensive State Plan, a plan setting out compliance with specific criteria for IV-E funds is also required. 42 USC 1320a provides for periodic children and family service reviews, program improvement plans and penalties. The goal of these provisions is to assure the safety of children and facilitate the timely services necessary to prevent long inappropriate stays in foster care. Efforts to avoid lengthy foster care stays resulted in significant amendments to AACWA in 1996 with enactment of the Adoption and Safe Families Act (ASFA).

Federal criteria for Title IV-B and IV-E funds include efforts to identify children in need of services and a method for reporting instances of child maltreatment, expand and strengthen the range of existing services, provide for staff development and training, recruit potential foster and adoptive families that reflect the ethnic and racial diversity of children for whom homes are needed, provide training and support for foster parents, assure foster homes meet specified standards including national, fingerprint based criminal records checks. SRS is required to be evaluated by the judicial system to achieve timely reunification of the child and family or, if reunification is not safely possible, adoption or another alternative permanency. Court oversight includes a judicial determination to the effect that continuation in the home would be contrary to the welfare of the child and that reasonable efforts have been made to maintain the family. All children in care must have an individualized case plan which is reviewed at least every six months with an annual hearing by the court. Further, Title IV-E requires the state to assure that each child meet the financial eligibility criteria prior to use of federal funds for foster care maintenance payments and adoption assistance payments to parents who are adopting a child with special needs or health care for the child. The CINC code incorporates federal requirements as necessary to facilitate access to federal funds including requirements concerning confidentiality and access to information.

Child Abuse and Prevention Treatment Act (CAPTA, 42 USC 5101 et seq.) was originally enacted in 1974 and, most recently, amended and reauthorized in 2003. CAPTA provides Federal funding in support of prevention, assessment, investigation, prosecution, and treatment activities and also provides grants to public agencies and nonprofit organizations for demonstration programs and projects. Specific program criteria set out at 42 USC 5106a focus on collaborative efforts to prevent child abuse and neglect by providing services to support families and on improving the intake, screening, and investigation of reports of abuse and neglect.

Children’s Cabinet. The Kansas Children’s Cabinet created by KSA 38-1901 assists in the development and implementation of a comprehensive service delivery system facilitating cooperation among agencies and communities toward the common goals of serving children and families through evidence based practice, eliminating duplication and efficient use of funds. The Cabinet also advises the Governor and Legislature concerning uses of the children’s initiative fund created by KSA 38-2101 to combat community identified risk factors to the health and welfare of children. The Cabinet also oversees the Children’s Trust Fund which is dedicated to the primary prevention of child abuse and neglect in the state.

American Recovery and Reinvestment Act of 2009. The purpose of this wide ranging act is to preserve and create jobs, to invest in the country’s infrastructure, energy efficiency and science, to provide assistance to the unemployed, and to provide state and local financial relief. An underlying purpose of state financial relief is to minimize reductions to programs during a period of shrinking state resources. Lowering the state matching requirement for Medicaid, thus reducing the burden on state expenditures, is a primary example of this form of federal aid. Within ISD, this same relief was provided for foster care, adoption support, and child support enforcement. Other programs experiencing increases in direct federal funding include TANF, Child Care, Food Assistance, Rehabilitation Services, and Food Distribution.

OVERVIEW OF CURRENT AND BUDGET YEAR INFORMATION

CURRENT YEAR

Disability and Determination Services Recognition

The Disability and Determination Services (DDS) program was awarded a Commissioners Citation from the Social Security Administration. This honor is reserved for excellent performance accuracy, customer service, business efficiency and timeliness in claims processing. This is the sixth straight year that the agency’s DDS has received this citation, an achievement unmatched by any other DDS program in the nation.

SRS Office Closures in FY 2012

The department closed four local service centers due to budget reductions. Five other local offices were designated to close, however, local governments agreed to pay operational costs to keep the offices open. The offices closed are shown in the following table:

SRS Office	County
Coffeyville	Montgomery
Garnett	Anderson
Wellington	Sumner
Lyndon	Osage

Regional Consolidation

To meet continued budget constraints, the department has announced plans to consolidate the six SRS regions into four regions. The current SRS regions sometimes divide judicial districts, which increases the difficulty of managing the Child Support Enforcement and Child Welfare Services programs. Besides aligning SRS regions with judicial districts, the caseload responsibility of each region was evaluated. In the process, the department expects to achieve programmatic and operational efficiencies.

Fraud Prevention Initiative

Preventing benefits fraud is an agency priority. In FY 2013, \$617,642 all funds and \$340,611 SGF was added to fund 13 positions within the Field Operations budget. In FY 2012, half of the annual amount, \$298,887 all funds and \$164,846 SGF, was added, assuming these positions would be phased in during the fiscal year. In addition, ISD programs will contribute to reducing fraud. The Children and Family Services Program will conduct on-going audits of subsidy payments and pursue collection of improper payments identified through the audit process. Audits will be performed on payments for adoption subsidy and permanent custodianship. Economic and Employment Support, which administers the main entitlement and benefit programs, will work with the Director of Fraud Investigators to focus the use of several tools to prevent and identify fraud. These tools include electronic benefit transfer reports, child care outlier reports, work program reports and quality control reviews. In the Vocational

Rehabilitation program, both central office and regional staff regularly review expenditures to identify outliers which warrant further investigation. On-line reports allow real-time access to expenditure information. The case review system monitors whether expenditures were supported by adequate justification/documentation and were in alignment with state policy and federal regulations.

Improve Child Well-being through Differential Response

In traditional child protective systems there is only one response to all child abuse and neglect reports, which results in a formal disposition indicating whether or not maltreatment occurred. Differential response is an approach that allows child protective services to respond in multiple ways to abuse and neglect allegations. Services required to strengthen and build healthy families are therefore more likely to be sought out and accepted by families in need when they are approached in the least intrusive manner that is necessary. In addition, the agency will convene a series of statewide town hall meetings to engage and gain input from our community partners and stakeholders in developing a more comprehensive plan to reduce childhood poverty and improve child outcomes in Kansas. In FY 2013, \$1,037,883 all funds and \$1,000,000 SGF was added to fund 20 social worker positions within the Field Operations budget. In FY 2012, half of the annual amount, \$518,941 all funds and \$500,000 SGF, was added under the assumption that the positions would be phased in during the fiscal year.

Adoption Initiative

In an effort to increase the number of finalized foster care adoptions, an adoption campaign will be launched using a wide array of marketing materials to highlight our children in state care who are the hardest to place with forever families. In order to improve the recruitment of adoptive families, SRS will raise public awareness statewide to dispel the myths of foster care adoption and educate Kansans about the benefits associated with the adoption of a child in state care. For children, adoption provides a stable family that is gained by remaining in a familiar community, school and neighborhood that provides a sense of identity, connection and belonging. Adoptions also decrease the number of children aging out of foster care with no family who have an increased risk of homelessness, incarceration, and poverty.

Public Service Campaign

A public service announcement will be created around the dedicated efforts of Kansas Child Welfare professionals. This campaign will provide a glimpse of the thoughts and feelings that motivate our workers to do the difficult work they do, which makes it possible for our children and vulnerable adults to be safe, supported by their families, and strengthened within their community.

Early Head Start Fatherhood Partnership

Nationwide statistics show that children in father-absent homes are five times more likely to live in poverty. In 2002, 7.8% of children in married-couple families were living in poverty, compared to 38.4% of children in female-householder families. When children are raised with involved, committed and responsible fathers their positive outcomes are greatly increased. As a part of the Governor's Roadmap to decrease childhood poverty, the agency intends to work with our Early Head Start providers statewide to enhance their fatherhood programs by providing increased grant opportunities coupled with program development and support.

Federal Reauthorization of TANF and CCDF

Both the Temporary Assistance to Needy Families (TANF) block grant and the Child Care and Development Fund (CCDF) block grant are due to be reauthorized for by Congress by October 2011. For TANF, this means that Congress will once again examine the funding level for the program as well as the rules that should apply to how states can use the block grant funds and the requirements that states must meet with respect to families that receive assistance in a TANF cash aid program. For the Child Care and Development Fund, the reauthorization debate may also center on funding levels and administrative requirements. With the urgency attached to budget reductions under the recent Budget Control Act, it is difficult to assess the likelihood of reauthorization. It is possible that the programs will be extended for another one-year period, or operate under continuing resolution.

Economic and Employment Reform

Employment-focused policy changes will be implemented to the TANF (Temporary Assistance to Needy Families) program, to help more individuals find employment and achieve self-sufficiency. Through agency efforts to end fraud, waste and abuse in the TANF program, budget savings will be attained. A diversion option will also be added to allow families more choices when facing financial hardships. To ensure equal eligibility requirements for all Kansas households, a policy change also will be made to the eligibility calculation in the SNAP (Food Assistance) program. Child Care Assistance eligibility requirements will be amended to move recipients towards full-time employment and allow more families to achieve self-sufficiency. Efforts by the agency to end fraud, waste and abuse will also lead to budget savings in the Child Care Assistance program.

BUDGET YEAR

Prevention of Child Maltreatment

Embracing the mission to prevent or reduce child maltreatment before it ever occurs so that Kansas children never have to experience foster care, SRS will be directing funding towards primary prevention programs and initiatives that will engage communities and strengthen Kansas families through the incorporation of the so called *Five Protective Factors*, as researched and developed by the Center for the Study of Social Policy. There is a vital need to intensify our efforts to strengthen and enable our families so they can maintain and support their own children in their own homes, thus providing a safe alternative to custody in the child welfare system.

Employment as a Priority Focus

The goal of the Great Expectations Initiative (GEI) sponsored by Vocational Rehabilitation Services is to empower Kansans with significant intellectual disabilities to achieve gainful employment in real jobs in the community. Thus this initiative promotes competitive, integrated employment as an alternative to the HCBS DD waiver waiting list, sheltered work or non-work day services. GEI is currently being implemented in two demonstration sites: the Sedgwick County Developmental Disability Organization, Wichita; and the Disability Planning Organization of Kansas, Salina. With a focus on systems improvement, employment is being emphasized in the process for person-centered planning overseen by targeted case managers. National state-of-the-art practices for job development and supported employment are being implemented and evaluated for their effectiveness in Kansas. At the conclusion of the first phase of this initiative in FY 2013, outcomes and systems change strategies will be evaluated for their effectiveness, and have the potential to influence statewide policies, funding recommendations and service delivery strategies.