



WEST VIRGINIA DEPARTMENT OF

**HUMAN  
SERVICES**

# **Program Resource Guide**

A guide to the programs and services provided by the  
West Virginia Department of Human Services (DoHS)  
Bureau for Family Assistance (BFA).

**“You have not lived today  
until you have done  
something for someone  
who can never repay you.”**

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JOHN BUNYAN





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# BUREAU LEADERSHIP

## **Commissioner**

Janie Cole

## **Deputy Commissioner of Programs and Policy**

Kent Nowwiskie

## **Deputy Commissioner of Field Operations**

Tina Mitchell

## **Deputy Commissioner of Finance**

Melissa Rosen

## **Deputy Commissioner of Quality Assurance**

Penny Wagoner

## **Director of Human Resources**

John Osborn

## **Assistant to the Commissioner**

Tina Amburgey

# ABOUT US



## **Mission Statement**

The Bureau for Family Assistance (BFA) provides services and supports that help West Virginians overcome barriers to stability and self-sufficiency.

## **Vision**

A West Virginia built on stable and self-sufficient families creating thriving communities.

## **Values**

We serve West Virginians with integrity, innovation, accountability, and respect.

# BFA PROGRAMS



## WV WORKS

WV WORKS provides monthly cash assistance to eligible families. Most people who receive a monthly WV WORKS benefit also receive Supplemental Nutrition Assistance Program (SNAP) benefits and Medicaid, but these are not guaranteed based only on receipt of WV WORKS.

To determine eligibility and apply for benefits, visit the WV Path website at <http://www.wvpath.wv.gov> or contact your local DoHS office. See pages 21-25 for a list of county offices.

For more information, visit our website:

<https://dhhr.wv.gov/bfa/programs/Pages/WV-WORKS.aspx>

# SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM



## (SNAP)

The Supplemental Nutrition Assistance Program (SNAP) is administered by DoHS and governed by federal law and regulations of the U.S. Department of Agriculture, Food Nutrition Services. SNAP provides monthly benefits to help eligible households buy food. Eligibility to receive benefits is based on household size, income, assets and some household expenses as determined by the federal government. The asset limit for SNAP is \$2,750 for households.



For more information,  
visit our website:  
[https://dhhr.wv.gov/bfa/  
programs/Pages/SNAP.aspx](https://dhhr.wv.gov/bfa/programs/Pages/SNAP.aspx)

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# SNAP

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NOTE: Most households will not be subject to the asset limit; however, if at least one person is at least age 60 or disabled, the asset limit is \$4,250. Most people must pass a gross income test and then a net income test. Before total income is compared to the federal net income limits, certain deductions are applied to the income, such as: 20% earned income disregard, child care costs, excess shelter/utility costs, court-ordered child support paid out, etc.

The amount of SNAP benefits issued to eligible persons is based on household size and countable income, after all deductions are applied. Households with an elderly or disabled person are given special consideration. In addition to the higher asset limit, there is no gross income test and more excess shelter/utility costs can be deducted, and medical expenses over \$35 per month.

SNAP benefits may only be used to purchase food for human consumption and seeds/plants to grow food at home. SNAP benefits cannot be used for household items, grooming products, tobacco, alcohol products, pet food, etc.

For more information, visit our website: <http://www.dhhr.wv.gov/bfa/programs/pages/SNAP.aspx>



# MEDICAID



Medicaid provides medical care in the community or in an institutional setting, such as a nursing home, to individuals who otherwise may not be able to afford the care. A variety of services are provided, according to state and federal guidelines, depending upon the individual or family circumstances. Recipients of Supplemental Security Income (SSI) automatically qualify for Medicaid. In addition, other individuals or families may apply for and receive Medicaid if eligible and it is provided under a number of coverage groups. Medicaid is administered at the federal level by the Centers for Medicare and Medicaid Services (CMS) under the U.S. Department of Health and Human Services.

There are many ways to qualify for Medicaid. Some of these coverage groups are mandatory, required by CMS to be provided by each state, and some are optional. With the combination of the mandatory and optional coverage groups, and those for which West Virginia has received waivers from federal requirements, West Virginia offers coverage to a wide range of groups.

Apply online at <http://www.wvpath.wv.gov>. For questions or application assistance, contact your local DoHS office. See pages 21-25 for a list of county offices.

For more information, visit our website: <https://dhhr.wv.gov/bfa/programs/Pages/Medicaid.aspx>



# MEDICAID FOR LONG TERM CARE

There are four types of Medicaid for Long Term Care coverage:

- SSI-Related Medicaid (pays for nursing home care)
- Home and Community Based Care for aged, blind and disabled individuals (HCB Waiver)
- Intermediate Care Facility/Individuals with Intellectual Disabilities (ICF/IDD)
- Intellectual and Developmental Disabilities (I/DD)

The individual must meet certain medical criteria, as well as the financial requirements. For information about how to apply for this program, contact your local DoHS office. See pages 21–25 for a list of county offices.

Find more information on our website:

<http://www.dhhr.wv.gov/bfa/programs/Pages/Medicaid.aspx>



# MEDICARE PREMIUM ASSISTANCE



This program assists individuals with the cost of Medicare premiums, co-pays and deductibles. The individual must meet certain financial requirements.

To determine eligibility and apply for benefits, visit the WV Path website at <http://www.wvpath.wv.gov> or contact your local DoHS office. See pages 21-25 for a list of county offices.

For more information, visit our website:

<https://dhhr.wv.gov/bfa/programs/Pages/Medicare-Premium-Assistance.aspx>

# UTILITY ASSISTANCE

## LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

LIEAP assists eligible households with the cost of home heating through direct cash payments or payments to utility companies on their behalf. A crisis component is available for households without resources facing the loss of a heating source. Eligibility for both program components is based on a combination of factors, including income, type of heating payment, and total heating costs.



The Division of Family Assistance Policy (DFAP) operates LIEAP in each of the DoHS field offices for a short time each winter, usually beginning with a mail-out to targeted households. In addition, DFAP contracts with the Community Action network and with regional Agency on Aging offices to perform outreach and accept LIEAP applications at their local sites.

Visit our website to learn more: <https://dhhr.wv.gov/bfa/programs/Pages/LIEAP.aspx>

# UTILITY ASSISTANCE

## LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

The Low-Income Household Water Assistance Program (LIHWAP) is a federally funded program that assists eligible state residents in paying water or wastewater bills. Eligibility for LIHWAP benefits is based on income, household size and whether the household is responsible for paying water or wastewater bills.

To qualify, the household must meet all program guidelines, which includes an applicant's annual income being at or below 60 percent of the State Median Income. Face-to-face interviews in a local DoHS office are also required.

If a utility vendor provides multiple services, an itemized bill will be required. LIHWAP can only be used for water and sewer payments.



Visit our website to learn more: <https://dhhr.wv.gov/bfa/programs/Pages/LIEAP.aspx>



# CHILD CARE ASSISTANCE



The WVDoHS Bureau for Family Assistance Division of Early Care & Education manages a statewide system of Child Care Resource and Referral agencies, which provide resource information and financial assistance to eligible families. Financial assistance covers the majority of the cost of direct care and protection of children while parents work, attend training, or are otherwise unable to provide care. The agencies also educate consumers on selecting appropriate child care and refer parents to providers in their area.

For more information about child care assistance and Resource and Referral agencies, visit <https://dhhr.wv.gov/bfa/ece/Initiatives/Pages/default.aspx>

For information about how to become a child care provider, visit <https://dhhr.wv.gov/bfa/ece/Pages/default.aspx>



# CHILD CARE TIERED REIMBURSEMENT

The Child Care Tiered Reimbursement System is a quality initiative that offers higher subsidy payments to child care programs that demonstrate they meet higher standards of care. Programs that are licensed as a center or facility and registered family child care homes are eligible to apply for a higher quality tier level. West Virginia currently has three quality tier levels: Tier I reimbursement rates for licensed or registered programs, Tier II rates for programs that meet a state-specific set of quality standards, and Tier III reimbursement rates for programs that are accredited by an approved accrediting agency. For more information, contact Elizabeth Teel at [Elizabeth.D.Teel@wv.gov](mailto:Elizabeth.D.Teel@wv.gov).

For more information about child care provider programs, visit <https://dhhr.wv.gov/bfa/ece/Pages/default.aspx>



# SCHOOL CLOTHING ALLOWANCE

The School Clothing Allowance (SCA) program provides vouchers for clothing appropriate for school such as pants, shirts, skirts, dresses, shoes, coats, underwear and other basic clothing. Piece goods may be purchased to make clothing if the family desires. Purchases made with the vouchers are exempt from sales tax and some stores offer discounts to customers who use the vouchers in their stores. Applications will be accepted from July 1 through July 31 or as designated by the West

Virginia Department of Human Services. Vouchers must be redeemed by October 31 of the current program year. Clothing cannot be returned for cash (only exchanged).



To determine eligibility and apply for benefits, visit the WV Path website at <http://www.wvpath.wv.gov> or contact your local DoHS office. See pages 21-25 for a list of county offices.

Visit our website to learn more:

<https://dhhr.wv.gov/bfa/programs/Pages/School-Clothing-Assistance.aspx>





# 20% DISCOUNT PROGRAM

The Special Reduced Rate Service Program (20% Utility Discount Program) was established by West Virginia state government to assist eligible participants in receiving a 20 percent discount from their gas, electric and water companies. If you are a recipient of SNAP and over age 60, SSI and over age 18, or WV WORKS, you may be eligible.

To determine eligibility and apply for benefits, visit the WV Path website at <http://www.wvpath.wv.gov> or contact your local DoHS office. See pages 21-25 for a list of county offices.

For more information, visit our website:  
<https://dhhr.wv.gov/bfa/programs/Pages/default.aspx>



# BURIAL ASSISTANCE

The burial assistance program assists with payment(s) up to \$1000 toward the cost of funeral expenses for an indigent adult or child. The program benefits are determined by the burial rate and, when applicable, the amount which exceeds the maximum allowable.

Additional information may be found in the latest Funeral Director's Handbook, which may be found on our our website: <https://dhhr.wv.gov/bfa/programs/Pages/Burial-Assistance.aspx>

# EMERGENCY ASSISTANCE

The Emergency Assistance program is used to assist individuals and families in financial crises when they are without available resources. The program is designed to provide short-term emergency financial assistance to eligible individuals and families, for the purpose of obtaining items or services needed to eliminate an emergency. Items of need include rent, utilities, food, household supplies, clothing, transportation and medical service. Assistance is limited to one 30 consecutive day period during any 12 consecutive months.

To determine eligibility and apply for benefits, visit the WV Path website at <https://www.wvpath.wv.gov> or contact your local DoHS office. See pages 21-25 for a list of county offices.

For more information, visit our website:  
<https://dhhr.wv.gov/bfa/programs/Pages/Emergency-Assistance.aspx>



# WEST VIRGINIA OTHER NEEDS ASSISTANCE (ONA) PROGRAM

Funds are awarded for necessary expenses and serious needs caused by disaster. This includes medical, dental, funeral, personal property, transportation, moving, storage, and other expenses that are authorized by law. To receive money for needs other than housing that are the result of a disaster, you must have accepted assistance from all other sources for which you are eligible such as insurance proceeds, or proceeds from the Small Business Administration (SBA).

To determine eligibility and apply for benefits, visit the WV Path website at <https://www.wvpath.wv.gov> or contact your local DoHS office. See pages 21-25 for a list of county offices.

For more information, visit our website:  
<https://dhhr.wv.gov/bfa/programs/Pages/default.aspx>



# WVDoHS COUNTY OFFICES

**Barbour County DoHS Office**

Phone: 304-457-9030

**Calhoun County DoHS Office**

Phone: 304-354-6118

**Berkeley County DoHS Office**

Phone: 304-267-0100

**Clay County DoHS Office**

Phone: 304-587-4268

**Boone County DoHS Office**

Phone: 304-369-7802

**Doddridge County DoHS Office**

Phone: 304-873-2031

**Braxton County DoHS Office**

Phone: 304-765-7344

**Fayette County DoHS Office**

Phone: 304-465-9613

**Brooke County DoHS Office**

Phone: 304-794-3060

**Gilmer County DoHS Office**

Phone: 304-462-0412

**Cabell County DoHS Office**

Phone: 304-528-5800

**Grant County DoHS Office**

Phone: 304-257-4211

# WVDoHS COUNTY OFFICES



**Greenbrier County DoHS Office**  
Phone: 304-647-7476

**Jackson County DoHS Office**  
Phone: 304-373-2560

**Hampshire County DoHS Office**  
Phone: 304-822-6900

**Jefferson County DoHS Office**  
Phone: 304-724-2600

**Hancock County DoHS Office**  
Phone: 304-794-3060

**Kanawha County DoHS Office**  
Phone: 304-746-2360

**Hardy County DoHS Office**  
Phone: 304-538-2391

**Lewis County DoHS Office**  
Phone: 304-269-6820

**Harrison County DoHS Office**  
Phone: 304-627-2295

**Lincoln County DoHS Office**  
Phone: 304-824-5811

**Jackson County DoHS Office**  
Phone: 304-373-2560

**Logan County DoHS Office**  
Phone: 304-792-7095

# WVDoHS COUNTY OFFICES



Marion County DoHS Office

Phone: 304-368-4420

Mingo County DoHS Office

Phone: 304-235-4680

Marshall County DoHS Office

Phone: 304-843-4120

Monongalia County DoHS Office

Phone: 304-285-3175

Mason County DoHS Office

Phone: 304-675-0880

Monroe County DoHS Office

Phone: 304-772-3013

McDowell County DoHS Office

Phone: 304-436-8302

Morgan County DoHS Office

Phone: 304-258-1350

Mercer County DoHS Office

Phone: 304-425-8738

Nicholas County DoHS

Phone: 304-872-0803

Mineral County DoHS Office

Phone: 304-788-4150

Ohio County DoHS Office

Phone: 304-232-4411

# WVDoHS COUNTY OFFICES



Pendleton County DoHS Office

Phone: 304-358-2305

Randolph County DoHS Office

Phone: 304-637-5560

Pleasants County DoHS Office

Phone: 304-684-9244

Ritchie County DoHS Office

Phone: 304-643-2934

Pocahontas County DoHS Office

Phone: 304-799-2540

Roane County DoHS Office

Phone: 304-927-0956

Preston County DoHS Office

Phone: 304-329-4340

Summers County DoHS Office

Phone: 304-466-2807

Putnam County DoHS Office

Phone: 304-586-1520

Taylor County DoHS Office

Phone: 304-265-6103

Raleigh County DoHS Office

Phone: 304-256-6930

Tucker County DoHS Office

Phone: 304-478-3212



# WVDoHS COUNTY OFFICES



Tyler County DoHS Office

Phone: 304-758-2127

Wood County DoHS Office

Phone: 304-420-2560

Upshur County DoHS Office

Phone: 304-473-4230

Wyoming County DoHS Office

Phone: 304-732-6900

Wayne County DoHS Office

Phone: 304-272-6311

Webster County DoHS Office

Phone: 304-847-2861

Wetzel County DoHS Office

Phone: 304-455-0920

Wirt County DoHS Office

Phone: 304-275-6551



WEST VIRGINIA DEPARTMENT OF

**HUMAN  
SERVICES**

**For general questions,  
call the BFA Commissioner's Office:  
(304) 205-6357**

**For more information,  
visit the BFA website:  
<https://dhhr.wv.gov/bfa>**