

Emergency And Special Assistance Program

**19.1 DEFINITIONS ..... 1**

**19.2 EMERGENCY ASSISTANCE .....2**

A. INTRODUCTION .....2

B. GENERAL ELIGIBILITY REQUIREMENTS .....2

    1. Emergency Need Requirement .....2

    2. Time Limitation .....2

    3. Residency and Citizenship .....3

    4. AG’s Subject To A Penalty .....3

    5. Income.....5

    6. Assets.....8

    7. Available Community Resources.....12

    8. Other Department Benefits.....14

    9. Referrals to Children and Adult Services.....14

    10. Work Stoppage And Strikes .....15

    11. Specific Eligibility Requirements For Federally Matched Emergency Assistance (Title IV-A) .....15

    12. Defining the Elimination Of The Emergency/Vendor Refuses To Eliminate The Emergency .....15

    13. Emergency Needs Created by Natural Or Man-Made Disasters or Disorders .....16

C. APPLICATION PROCESS .....17

    1. Application Forms .....17

    2. The Intake Interview .....18

    3. Who Must Complete the Application .....18

    4. The Assistance Group .....18

    5. Action on the Application .....19

D. SPECIFIC ITEMS OF NEED .....19

    1. Shelter .....20

    2. Utilities And Bulk Fuel.....26

    3. Food .....32

    4. Household Supplies Or Furnishings .....33

    5. Clothing .....34

    6. Child Care .....35

    7. Transportation .....35

    8. Emergency Medical Care .....37

**19.3 RESERVED FOR FUTURE USE .....43**

<b>19.4</b>	<b>RESERVED FOR FUTURE USE</b>	55
<b>19.5</b>	<b>INDIGENT BURIAL PROGRAM</b>	56
A.	INTRODUCTION	56
B.	ELIGIBILITY REQUIREMENTS	56
1.	Residence	56
2.	Need	56
3.	Responsible Relatives	57
4.	Maximum Allowable Payment	57
5.	Interment Plans	58
6.	Application Submittal Deadline	59
C.	BURIAL RATE	59
D.	DEVELOPMENT OF RESOURCES	59
1.	Resources Obtained For Burials	61
2.	Resources Due The Department	61
3.	Resources Due The Funeral Director	63
E.	APPLICATION PROCESS	64
1.	General Instructions	64
2.	Liability Of Responsible Relatives	64
3.	Completion Of Form DFA-BU-1, Application For Burial Benefits	65
4.	Completion Of Form DFA-BU-2, Affidavit Of Responsible Relative	67
5.	Decision On The Application	68
F.	BURIAL PAYMENT PROCESS	69
1.	Responsibilities Of The Funeral Director	69
2.	Responsibilities Of The Income Maintenance Worker	69
3.	Responsibilities Of The Financial Clerk	69
G.	CORRECTIVE ACTION	71
<b>19.6</b>	<b>RESERVED FOR FUTURE USE</b>	72

<b>19.7</b>	<b>SPECIAL REDUCED RESIDENTIAL SERVICE RATE (20% UTILITY DISCOUNT PROGRAM)</b> .....	73
A.	GAS AND ELECTRIC COMPANIES .....	73
1.	Introduction.....	73
2.	Operation.....	73
3.	Application Form .....	74
4.	Role Of The Local Office .....	74
B.	WEST VIRGINIA AMERICAN WATER .....	74
<b>19.8</b>	<b>TEL-ASSISTANCE</b> .....	85
A.	INTRODUCTION.....	85
B.	STATE ADMINISTRATION .....	85
C.	LOCAL OFFICE RESPONSIBILITY .....	85
D.	ELIGIBILITY REQUIREMENTS .....	85
E.	APPLICATION PROCESS .....	86
1.	eRAPIDS Issued Applications .....	86
2.	Walk-In Applications .....	86
F.	CLOSURE PROCESS .....	87
G.	TELEPHONE COMPANY RESPONSIBILITY .....	87
1.	Notification Eligibility.....	87
2.	Question of Eligibility .....	87
3.	Hearing Process .....	87
H.	FORMS .....	87
I.	PARTICIPATING TELEPHONE COMPANIES.....	88
<b>19.9</b>	<b>LIFELINE</b> .....	89
A.	INTRODUCTION.....	89
B.	STATE ADMINISTRATION .....	89
C.	LOCAL OFFICE RESPONSIBILITY .....	89

D.	ELIGIBILITY REQUIREMENTS .....	89
E.	APPLICATION PROCESS .....	90
1.	eRAPIDS Issued Applications .....	90
2.	Walk-In Applications .....	90
F.	CLOSURE PROCESS .....	91
G.	TELEPHONE COMPANY RESPONSIBILITY .....	91
1.	Notification of Eligibility .....	91
2.	Question of Eligibility .....	91
3.	Hearing Process .....	91
H.	FORMS .....	91
I.	PARTICIPATING TELEPHONE COMPANIES.....	92
<b>APPENDIX A</b>	<b>EMERGENCY ASSISTANCE INCOME LIMITS .....</b>	<b>A-1</b>
<b>APPENDIX B</b>	<b>COUNTIES SERVED – UTILITY PROGRAM .....</b>	<b>B-1</b>
<b>APPENDIX C</b>	<b>HOSPITALS WITH BORDER STATUS FOR MEDICAID .....</b>	<b>C-1</b>
<b>APPENDIX D</b>	<b>PUBLIC FORMS .....</b>	<b>D-1</b>
	DFA-67-A, Burial Billing Form	
	DFA-BU-1, Application for Burial Benefits	
	DFA-BU-2, Affidavit of Responsible Relative	
	DFA-TA-2, Tel-Assistance Application	
	DFA-TA-3, Tel-Assistance Fact Sheet	
<b>APPENDIX E</b>	<b>RESERVED FOR FUTURE USE</b>	