

**Questions and Answers on  
Family-Centered Case Management Services Plans**

**Q1: What documents are districts required to submit to the Office of Temporary and Disability Assistance (OTDA) to have their Family-Centered Case Management Services (FCCMS) plan proposal reviewed and approved?**

**A1:** Districts must submit both the 2024-2025 Family-Centered Services Program Plan (Attachment B of [24-LCM-07](#)) and the FCCMS Baseline Budget spreadsheet (attached) for a plan proposal to be complete.

**Q2: Are there any required job titles, descriptions or specifications for positions hired under Family-Centered Case Management Services (FCCMS)?**

**A2:** OTDA did not address specific job descriptions in the LCM in the interest of allowing districts the maximum flexibility on details such as whether the new staff would be hired as county employees or through contracts, the details of their job title, job qualifications, and which unit within the district will house them. Potential positions vary greatly, ranging from Licensed Master Social Workers to peer navigators with lived experience, so qualifications can also vary. OTDA understands that districts who plan to hire their FCCMS staff as county employees will have separate requirements to get these positions approved through Civil Service and possibly their local governments, but this is wholly separate from OTDA's process of approving the program plans. Districts should follow all required local procedures that are applicable for creating and filling a new staff position or approving a new job title.

**Q3: Can FCCMS allocations be used to fund existing staff?**

**A3:** The FCCMS funding is intended for districts to create new positions and was established in response to concerns from districts about not having the staffing resources to provide the more in-depth case management activities that Family Assistance (FA) households with increasingly complex needs require. OTDA understands that some districts may have existing staff with appropriate experience, who may apply for the new positions. This would be acceptable if the district backfills the position vacated by the existing staff member. Districts must follow their local posting/competitive processes for hiring.

**Q4: Can staff hired be a certified peer recovery coach, Credentialed Alcoholism and Substance Abuse Counselor (CASAC) and/or registered nurse?**

**A4:** Yes. This initiative provides funding for credentialed or appropriately experienced staff, including peer supports. For some positions, such as peer navigator, there may be no formal credential, but rather a set of skills which meet the criteria established by the district in their plan. For example, lived experience within the community being served and navigating the application process for temporary housing may be a requirement for certain positions. Training in trauma-informed interviewing techniques and cultural competency may also be requirements for some positions.

**Q5: Can a portion of the FCCMS allocations be used to lease a vehicle for caseworkers to meet with applicants/recipients in the field or other appropriate purposes?**

**A5:** Vehicle leases may be permitted, depending on overall plan components. Districts should ensure the request is reasonable and justified as necessary through the program plan. Any use of a vehicle leased with FCCMS funds should only be for TANF program purposes, and any use for non-TANF purposes must be cost allocated.

**Q6: Are districts limited to providing FCCMS on-site at the district office only?**

**A6:** No, duties of these positions may be appropriate to perform in the field. For instance, FCCMS staff may work in the field at community-based facilities or visiting temporary housing locations.

**Q7: If a district plans to release a Request for Proposal (RFP) to contract out these services, how should they submit budget information for the proposed plan?**

**A7:** Districts should indicate that they intend to contract out for services and provide an outline of the RFP specifications in the program plan. Districts should also provide basic budget parameters (salary range and number of staff anticipated to be hired through the RFP) with a 15% limit on administrative expenditures and an estimated cost range for program-related non-salary equipment/space costs. Contracts for FCCMS services may include federally approved indirect cost rates but cannot exceed the overall 15% administrative limit. OTDA understands amendments may need to be made after the successful bid is selected.

**Q8: Does the money for the FCCMS allocations come from the State or Federal funding?**

**A8:** The \$17.2 million allocated for this program was appropriated from federal TANF funds.

**Q9: Will funding for the FCCMS initiative be renewed in 2025-26 and subsequent future State Budgets?**

**A9:** OTDA is aware that the ongoing sustainability of Family-Centered Services funding is a significant consideration for districts in recruiting for these positions. While the renewal of this funding beyond SFY 2024-25 is contingent upon inclusion in future State Budgets, OTDA anticipates that it will be a continuing resource available each year.

**Q10: Are districts required to prove that the families served through this initiative require a higher level of case management care, such as showing they have DCFS or OMH involvement?**

**A10:** As indicated in the LCM, the funds are targeted to support case management services for families who are having difficulty stabilizing their households and transitioning toward greater financial security. The client population receiving FCCMS must be applying for or eligible for TANF or Safety Net Assistance Maintenance of Effort (SNA-MOE), including emergency case types (case types 11, 12, and those type 16 and 17 that are SNA-MOE [i.e., State charge code 63 or 64]). Beyond that, it is entirely up to individual districts as to where to direct these case management services. The LCM provides a list of recommendations of activities and focus areas.

**Q11: What are the administrative reporting requirements from districts to the State? Will this programming be audited and if so, how often and what are the requirements?**

**A11:** After the FCCMS program plans have been approved, each district will be responsible for submitting an annual report that will provide OTDA with information on district progress in applying this funding towards their stated initiatives. This report will contain information on the nature of the services provided by the staff hired under the program, the number of referrals made and households who received services, and other data (pertinent to each program design) on recipients' outcomes such as connections to services, sanctions resolved, housing located and retained, and entries to employment.

OTDA is working on a reporting format, which will include both universal criteria for all districts and space for districts to include data on the district-specific criteria identified in their individual plan. Additionally, OTDA may also conduct reviews of individual programs that may include fiscal and programmatic components.

**Q12: Are TANF and SNA-MOE applicants included in the population eligible to receive FCCMS, or is the program for recipients only?**

**A12:** The staff hired with FCCMS allocations can serve both the applicant and recipient populations for general Family Assistance (FA) and/or Safety Net MOE (see case types listed above). Districts can also choose to target the program toward a specific population who are eligible for FA or TANF 200% services even if they have not applied, if this population has a marked need for services, such as families experiencing homelessness.

**Q13: If the family is receiving case management as part of FCCMS, will they still be required to follow through with the Employment program?**

**A13:** Households receiving FCCMS are still subject to any applicable Federal and State TANF work requirements. Therefore, clients who are non-exempt should be engaged with district Employment programs. However, OTDA would suggest that strong linkages and lines of communication be built between FCCMS Case Managers and Employment unit staff to discuss the timing and types of activity engagement that is appropriate. This will help ensure a coordinated approach to services delivery and avoid any service/activity conflicts. When developing their FCCMS plans, districts might consider directing these staff to help clients reach Employment program goals by providing coaching or other appropriate supports.

**Q14: Can engagement with FCCMS case management be made a client requirement, for example as part of an Independent Living Plan (ILP) for a household experiencing homelessness?**

**A14:** According to 16-ADM-11, “*activities that are included in the ILP must relate directly to the individual or family ending their dependence on THA.*” Therefore, participation in FCCMS could potentially be included as part of an ILP, depending on both the FCS plan and on the ILP. If a district wishes to include participation in FCCMS as part of ILPs, a sample ILP should be included as part of their plan proposal for reference during review. Districts will need to be particularly mindful of mental and physical impairments that could be the basis of a failure to comply with an ILP when tying FCCMS to compliance, as this could result in vulnerable households losing housing.

**Q15: Can FCCMS staff help serve the needs of multiple individuals at once, or must their services be provided individually?**

**A15:** So long as appropriate confidentiality is maintained, and depending on the specifics of a district’s plan, it may be appropriate for the staff to engage multiple people concurrently. For instance, facilitating a specific group activity could be an appropriate duty for FCCMS staff.

**Q16: If a district wanted to spend above their allocation, can the remainder be claimed as regular expenditures?**

**A16:** If the expenditures above the allocation amount are TANF-eligible, they could potentially be claimed under the Flexible Fund for Family Services (FFFS). For this to occur, the district would need to develop a project in FFFS and include it in their FFFS submission. The project description will need to clearly describe how the FFFS project will supplement the FCCMS.

**Q17: If a district doesn’t claim their entire allocation, are the remaining funds carried over into the next State Fiscal Year?**

**A17:** Funding is available for expenditures made between July 1, 2024 and June 30, 2025, claimed by December 31, 2025. While unused funding for that period cannot be rolled into future periods, we anticipate, as noted above, that an additional \$17.2 million will be available to support expenditures for the period July 1, 2025 through June 30, 2026.

**Q18: Will OTDA accept district requests for an extension beyond the August 30, 2024 deadline to submit FCCMS plans?**

**A18:** Yes. Any district that is experiencing barriers in completing their plan, or is hesitant to start, is encouraged to reach out to us, discuss your specific challenges and concerns, and we will work together with you to guide you through development of a viable plan.