

BENEFITS BINDER

2023

Work Supports Committee



www.nkysafetynet.org

PURPOSE OF THE BENEFITS BINDER.....	1
HELPFUL TIPS & REMINDERS FROM THE WORK SUPPORTS COMMITTEE	1
CABINET FOR HEALTH AND FAMILY SERVICES (CHFS)	2
DEPARTMENT OF COMMUNITY BASED SERVICES (DCBS)	2
CHILD/ADULT PROTECTIVE SERVICES REPORTING	2
OFFICE OF THE OMBUDSMAN AND ADMINISTRATIVE REVIEW (OOAR)	2
PUBLIC BENEFIT PROGRAMS ADMINISTERED THROUGH DCBS:	4
DOCUMENTATION REQUIRED WHEN APPLYING FOR BENEFITS	4
INCOME & POVERTY GUIDELINES.....	4
ESSENTIAL DOCUMENT CHECKLIST TOOL FOR PUBLIC BENEFITS APPLICATIONS.....	5
SNAP (SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM).....	7
CUSTOMER PATHWAY: HOW TO APPLY FOR THE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)	8
KTAP (KENTUCKY TRANSITIONAL ASSISTANCE PROGRAM).....	10
CUSTOMER PATHWAY: HOW TO APPLY FOR THE KENTUCKY TRANSITIONAL ASSISTANCE PROGRAM (KTAP)	12
CHILD SUPPORT	14
CUSTOMER PATHWAY: CHILD SUPPORT.....	16
CCAP (CHILD CARE ASSISTANCE PROGRAM)	18
CUSTOMER PATHWAY: HOW TO APPLY FOR THE CHILD CARE ASSISTANCE PROGRAM (CCAP).....	19
KENTUCKY MEDICAID.....	21
CUSTOMER PATHWAY: HOW TO APPLY FOR MEDICAID BENEFITS.....	22
KCHIP - KENTUCKY'S CHILDREN'S HEALTH INSURANCE PROGRAM	23
CUSTOMER PATHWAY: HOW TO APPLY FOR KCHIP	25
HOW TO APPLY FOR PUBLIC BENEFITS ADMINISTERED THROUGH DCBS:.....	27
ONLINE: KYNECT BENEFITS.....	27
TELEPHONE: FAMILY SUPPORT TOLL-FREE NUMBER	27
IN-PERSON AT A DCBS OFFICE:.....	27
MEET WITH A KYNECTOR OR AN INSURANCE AGENT:	27
HOW TO FIND A KYNECTOR	28
FEDERAL & STATE GOVERNMENT BENEFITS	29
UNEMPLOYMENT INSURANCE	29
CUSTOMER PATHWAY: HOW TO APPLY FOR UNEMPLOYMENT INSURANCE.....	30
EMPLOYMENT SERVICES:.....	31
WIC (WOMEN, INFANTS, AND CHILDREN)	32
CUSTOMER PATHWAY: HOW TO APPLY FOR WIC	34
MEDICARE	35
WHAT'S THE DIFFERENCE BETWEEN MEDICARE & MEDICAID?.....	37
RENTAL HOUSING BENEFITS IN NORTHERN KENTUCKY	38
KENTON COUNTY	38
CAMPBELL COUNTY & PENDLETON COUNTIES.....	38
CITY OF NEWPORT	38
BOONE COUNTY.....	38
OTHER HOUSING AUTHORITY OFFICES IN KENTUCKY	39
HOMELESSNESS SERVICES FOR THOSE EXPERIENCING OR AT-RISK OF.....	40
SHELTERS IN NORTHERN KENTUCKY.....	40
AT-RISK SERVICES:	40
SHELTERS RESOURCES IN CINCINNATI	40

PROGRAMS FOR SENIORS & DIFFERENTLY ABLED	41
DAIL (DEPARTMENT OF AGING AND INDEPENDENT LIVING).....	41
SENIOR MEDICARE PATROL (SMP)	42
SHIP (STATE HEALTH INSURANCE ASSISTANCE PROGRAM).....	43
SOCIAL SECURITY DISABILITY INCOME (SSDI) & RETIREMENT, SURVIVORS, AND DISABILITY INSURANCE (RSDI)	44
INFORMATION FOR ADVOCATES, ATTORNEYS, AND THIRD PARTIES	48
BEHAVIORAL HEALTH AND SUBSTANCE USE DISORDER:	48
RESOURCE GUIDE FOR THOSE FACING ADDICTION AND THEIR LOVED ONES NKY HATES HEROIN.....	48
FOOD PROGRAMS	49
USDA COMMODITIES.....	49
THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP).....	49
THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) PROVIDERS	50
SOUP KITCHENS	51
COMMODITY SUPPLEMENT FOOD PROGRAM (CSFP)	52
COMMODITY SUPPLEMENT FOOD PROGRAM (CSFP) PROVIDERS	53
VETERANS BENEFITS	55
KENTUCKY DEPARTMENT OF VETERANS AFFAIRS	55
VETERAN EMPLOYMENT SERVICES	55
VETERANS HEALTH SERVICES.....	56
MENTAL HEALTH CARE: BEHAVIORAL HEALTH	56
VETERANS CRISIS LINE	56
VETERAN HOUSING ASSISTANCE.....	56
GOODWILL’S SERVICES FOR VETERANS.....	56
CELL PHONES & INTERNET CONNECTIVITY PROGRAMS	57
AFFORDABLE CONNECTIVITY PROGRAM	57
LIFELINE CELL PHONE PROGRAM	57
KENTUCKY COMMISSION ON HUMAN RIGHTS	58
HOW TO CONTACT KCHR	58
OBTAINING ESSENTIAL DOCUMENTS	59
IDENTIFICATION CARD	59
HOMELESS IDENTIFICATION CARD	59
FINDING A LICENSING REGIONAL OFFICE	59
SOCIAL SECURITY NUMBER AND CARD.....	60
US SOCIAL SECURITY ADMINISTRATION OFFICES.....	61
OBTAINING A BIRTH CERTIFICATE	62
PRINTABLE FORMS.....	64
KYNECT RESOURCES	64
GLOSSARY OF ACRONYMS	65

Any and all information in this Benefits Binder is provided for informational purposes only and is not to be relied upon as a professional opinion whatsoever.

If you have suggestions for edits or additions, please contact Jared@codekentucky.org

Purpose of the Benefits Binder

The Benefits Binder contains basic information on the most common government benefits available in Northern Kentucky. The purpose of this project is to provide a quick reference guide for direct service workers so they can be better equipped when assisting their clients obtain government assistance.

Each benefit listed below contains a description of the benefit, a link to the original source of the information, and a “Customer Pathway” that can be provided to customers/clients.

There is also an “Essential Documents Check List” that can be provided to help customers/clients remember what documents might be required when applying. The Essential Documents Check List can be filled out using the Benefits Crosswalk (*Crosswalk will be updated for 2024 soon*).

Helpful Tips & Reminders from the Work Supports Committee

- **Tip!** Encourage clients to use [kynect](#) to apply for benefits. On [kynect.ky.gov](#) they can pre-screen for eligibility, apply for benefits, upload verification documents, access messages from DCBS and report changes.
- **Tip!** If a client cannot verify their identity through Experian when setting up a Kynect account, they can 1) go to their local DCBS office to be manually verified or 2) Meet in-person with a [Kynector](#) who can assist with manual identity verification (manual ID proofing).
- **Reminder!** Remind clients if they are receiving government benefits in another state, they must cancel those benefits before applying for benefits in a new state. They should get verification of their request to stop benefits.
- **Tip!** Even if a client doesn't have all of their documents, they should still apply for a benefit if it will help their family. There is usually alternative verification documentation that can be accepted. Here are a few printable [DCBS forms](#)
- **Reminder!** Remind clients to check their postal mail, email (and spam folders!) often after applying for a benefit.
- **Tip!** Clients can go online to check the mail that is delivered to their mailing addresses (PO BOX, DCBS, ESNKY, ECT). [USPS Informed Delivery](#)
- **Reminder!** Remind clients to be patient when applying. Only government agencies can approve or deny benefits, and application processing times can be 30 days.
- **Reminder!** Customers and clients should save receipts of documents that are dropped off at DCBS office.
- **Tip!** If there is a waiting list (or prioritization list), still apply. The list moves and you never know when the customer or client will come up next!
- **Reminder!** If contact information changes, ensure clients notify providing and any agency waiting list they are on.
- **Reminder!** Clients have the right to request translators as needed. Most agencies allow authorized representatives to assist with applying for or staying eligible for benefits.
- **Tip!** Some services count unborn babies as part of the household. Encourage clients to get verification of pregnancy from their medical professional and update applications accordingly.
- **Reminder!** OMBUDSMAN is available for questions about CHFS programs, investigating customer complaints and working with CHFS management to resolve them, advising CHFS management about patterns of complaints and recommend corrective action when appropriate.

CABINET FOR HEALTH AND FAMILY SERVICES (CHFS)

Department of Community Based Services (DCBS)

The department provides family support; child care; child and adult protection; eligibility determinations for Medicaid and food benefits; and administration of an energy cost-assistance program. With offices in every county, the department provides services and programs to enhance the self-sufficiency of families; improve safety and permanency for children and vulnerable adults; and engage families and community partners in a collaborative decision-making process.

Mission

The mission of the Department for Community Based Services is to build an effective and efficient system of care with Kentucky citizens and communities to:

- Reduce poverty, adult and child maltreatment and their effects;
- Advance person and family self-sufficiency, recovery and resiliency;
- Assure all children have safe and nurturing homes and communities; and
- Recruit and retain a workforce and partners that operate with integrity and transparency.

Child/Adult Protective Services Reporting

- ❖ To report child/adult abuse and neglect call: (877) 597-2331 or (800) 752-6200
- ❖ To report child/adult abuse and neglect online make a report here:
<https://prd.webapps.chfs.ky.gov/reportabuse/OutofHours.aspx>

Office of the Ombudsman and Administrative Review (OOAR)

CHFS & DCBS

The CHFS Ombudsman and Administrative Review (OOAR) is an advocate for citizens and works to ensure those seeking public services are treated fairly.

They answer questions about CHFS programs, investigate customer complaints and work with CHFS management to resolve them, advise CHFS management about patterns of complaints and recommend corrective action when appropriate.

The Office of the Ombudsman aims to be conscientious and responsive and provide meaningful feedback to Cabinet staff to improve customer service and satisfaction and Cabinet effectiveness.

Contact Information

- Phone:(502) 564-5497
- Fax:(502) 564-9523
- Toll Free:(800) 372-2973

Mailing Address

275 E. Main Street, 2E-O
Frankfort, KY 40621
Office of the Ombudsman Administrative
Review
Email CHFS.Listens@ky.gov

Long-Term Care Ombudsman

The Kentucky Long-Term Care Ombudsman program advocates for residents of nursing homes, personal care homes and family care homes, improving care and encouraging positive change at all levels.

Far too many long-term-care residents suffer psychological, physical, and other types of abuse and neglect. More than 80 trained volunteer ombudsmen regularly visit Kentucky long-term care facilities, monitor conditions, and care and give a voice to those unable to speak for themselves.

Use the ombudsman listing by county to find a LTC ombudsman in your area.

Long-term care ombudsman services are coordinated through the Office of the State Long Term Care Ombudsman. The program also oversees 15 district programs affiliated with Area Agencies on Aging and Independent Living. The program receives federal, state and local funding and does not charge for services.

Responsibilities

- The responsibilities of long-term care ombudsmen include:
- Identifying, investigating and resolving complaints made by or on behalf of residents;
- Providing information to residents about long-term care services;
- Representing the interest of residents before governmental agencies and seeking administrative, legal and other remedies to protect residents;
- Analyzing, commenting on and recommending changes in laws and regulations pertaining to the health, safety, welfare and rights of residents;
- Educating and informing consumers and the general public about long-term care issues and concerns and facilitating public comment on laws, regulations, policies and actions;
- Promoting development of citizen organizations to participate in the program;
- Providing technical support to develop resident and family councils that protect the well-being and rights of residents; and
- Advocating for changes to improve residents' quality of life and care.

Contact Information

- Phone:(859) 277-9215
- Fax:(859) 272-0060
- Toll Free:(800) 372-2991

Mailing Address

3138 Custer Drive, Suite 110

Lexington, KY 40517

Kentucky Long-Term Care Ombudsman (DAIL):
Sherry Culp, State Long-Term Care Ombudsman

Email sherryculp@ombuddy.org



PUBLIC BENEFIT PROGRAMS ADMINISTERED THROUGH DCBS:

Documentation Required When Applying for Benefits

If someone is applying for public assistance, they will be required to provide documentation with their application (income, household size etc.).

Each program and states have different eligibility and application requirements. Typically, most programs require the following:

- ID (Identification Card): <https://drive.ky.gov/Pages/index.aspx>
- Social Security Card: <https://www.ssa.gov/>
- Birth Certificate: <https://www.chfs.ky.gov/agencies/dph/dehp/vsb/Pages/birth-certificates.aspx>
 - *Tip: If born in the state of KY, DCBS may be able to access the birth certificate*
- Verification of all earned and unearned income in the home
- Verification of household/residence, and relationship in some cases.
- Find common DCBS forms here [Help Articles \(ky.gov\)](#)

Income & Poverty Guidelines

U.S. Federal Poverty Guidelines are usually used for determining eligibility for benefits and resources, however, sometimes some programs use State Median Guidelines. Please check with each program accordingly to verify income guidelines.

HHS Poverty Guidelines for 2023 (Income limit)

Source: [Health and Human Services Department Notice](#) dated 01/19/2023

Persons in family/household	Poverty Guideline
1	\$14,580
2	\$19,720
3	\$24,860
4	\$30,000
5	\$35,140
6	\$40,280
7	\$45,420
8	\$50,560

*For families/households with more than 8 persons, add \$5,140 for each additional person.

If your customer or client needs assistance obtaining essential documents, see page 59.

Essential Document Checklist Tool for Public Benefits Applications

Please note:



- This list is not all inclusive and does not constitute anything official from any agency.
- Each individual agency requires their own set of documents.
- Clients should apply for benefits needed immediately even if any documents are missing to preserve application date (benefits often issued from date agency received application).

<input type="checkbox"/>	ID for Head(s) of Household
<input type="checkbox"/>	ID for Individual(s) being served (if applicable)
<input type="checkbox"/>	Birth Certificates for those receiving benefits
<input type="checkbox"/>	Social Security Card for all HH members
<input type="checkbox"/>	Rent, Mortgage or Lease statement (amount paid per month)
<input type="checkbox"/>	Proof of Residency & HH composition (lease agreement)
<input type="checkbox"/>	Mailing Address (up to date)
<input type="checkbox"/>	Working Phone Number
<input type="checkbox"/>	Earned Income Documentation (all HH members)
<input type="checkbox"/>	Bank & Asset Statements (bank, stocks, bonds, retirement, etc.)
<input type="checkbox"/>	\$0 Income Certification/Verification
<input type="checkbox"/>	Social Security or VA award letter (most current)
<input type="checkbox"/>	Authorized Representative Documentation (ID)
<input type="checkbox"/>	Utility Bills (cell phone included)
<input type="checkbox"/>	Verification of Educational Enrollment or Class Schedule
<input type="checkbox"/>	Proof of Citizenship (if applicable)
<input type="checkbox"/>	Immigration Status documentation (if applicable)
<input type="checkbox"/>	Refugee Status documentation (if applicable)
<input type="checkbox"/>	Veteran Status and/or Military Documentation
<input type="checkbox"/>	Latest Known Location Information of Other Parent
<input type="checkbox"/>	Other

2023 Benefits Crosswalk

	SNAP	CCAP	KTAP	Medicaid	CSFP TEFAP	Child Support	WIC	Emerg. Housing	VA	SSI	SSDI	UI
ID for Head(s) of Household	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
ID for Individual(s) being served												
Birth Certificates for those receiving benefits	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Social Security Card for all HH members								<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
Rent , Mortgage or Lease statement (amount paid per month)	<input checked="" type="checkbox"/>											
Proof of Residency & HH composition (lease agreement & verificaiton of relationships)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mailing Address (up to date)								<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Working Phone Number								<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Earned Income Documentation (all HH members)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Assett Documentation (Bank, stocks, bonds, retirement etc)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
\$0 Income Certification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Social Security or VA award letter (most current)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				
Authorized Representative Documentation (ID)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Utility Bills (cell phone included)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				
Verification of Educational Enrollment or Class Schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
Proof of Citizenship	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Immigration Status documentation		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Refugee Status documentation		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				
Veteran Status and/or Military Documenation										<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Absent Parent Location (known or unknown documentation)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>						
Medical and/or Prescription Expenses	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>								

Please Note:

- This crosswalk is for 2023 and in the process of being updated for 2024.
- This list is not all inclusive and does not constitute anything official from any agency.
- Clients should apply for needed benefits immediately, even if missing any documents on crosswalk

SNAP (Supplemental Nutrition Assistance Program)

The Supplemental Nutrition Assistance Program (SNAP) helps low-income people buy food for healthy meals at participating stores. Kentucky SNAP benefits increase household food buying power when added to the household's income.

Requirements

Any household meeting citizenship, basic income, and other requirements may be able to receive SNAP benefits. Below are the most common guidelines for qualification, exceptions may apply based on age or special circumstances.

Work Registration

Household members who are 18 to 59 years old must participate in work registration. In some circumstances even 16- or 17-year-olds need to work register. Some exceptions may apply.

The [SNAP Employment & Training](#) program can satisfy the SNAP work requirement if the participant enrolls in GED classes, college courses, or training in a trade such as welding or plumbing.

Resources

A household may have no more than \$2,250 in cash and assets. If a household member is 60 or older, the household may have no more than \$3,500 in cash and assets.

Income

Household size determines the amount of income a household can receive and still be eligible to receive SNAP benefits. Money from wages or other payments to household member are income. Your household may qualify for deductions from the household's income, such as rent, utilities, child support, and childcare costs. If your household includes senior citizens (age 60 or older) or people with disabilities, you may be able to deduct medical costs.

Can I get SNAP benefits right away?

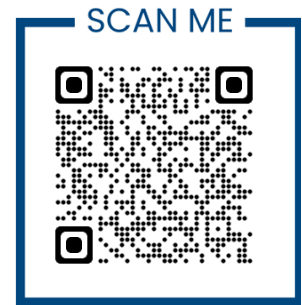
You may qualify for SNAP benefits soon after applying under certain circumstances:

- Your household's monthly rent/mortgage and utilities costs are more than its gross monthly income.
- Your household's gross monthly income is less than \$150 and resources, such as cash or bank accounts, total \$100 or less.
- Your household includes members who are destitute migrant or seasonal farm workers.

Legal Rights


As a SNAP applicant, you have the right to:

- Submit a SNAP application the same day you contact DCBS to apply for this benefit.
- Receive approval or denial of their SNAP application within 30 days of applying.
- Receive SNAP benefits within a few days if you meet certain qualifications.
- Request a fair hearing if you disagree with any action taken in your case.





Customer Pathway: How to Apply for the Supplemental Nutrition Assistance Program (SNAP)

Date	August 15, 2023
Owner	SNA Work Supports Committee
Authors	SNA Work Supports Committee
<p>Programs</p> <p>SCAN ME</p> 	<p>The Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps, helps low-income people buy food for healthy meals at participating stores. SNAP benefits increase household food buying power when added to the household's income.</p> <p>A household is any person, family or group of people who live and buy and eat food together. Adult children older than 21 who live with their parents may qualify for their own SNAP benefit accounts if they purchase and prepare food separately from their parents. Adult siblings living together, but not with their parents, who purchase and prepare meals separately may also have separate SNAP benefit accounts.</p> <p>The following people must be included in one household account, regardless of whether they purchase and prepare meals separately:</p> <ul style="list-style-type: none"> • A spouse of any household member. • Parents living with their natural, adopted or stepchildren who are age 21 or younger. • Children younger than 18 who are dependents of an adult household member.
Eligibility	<p>Any household meeting basic income and other requirements may be able to receive SNAP benefits.</p> <ol style="list-style-type: none"> 1. Citizenship - Only U.S. citizens and some legal foreign residents of the United States may receive food benefits. 2. Work Registration - Anyone in a household who is 18 to 59 years old and can work must register for, look for and accept work. There are some exceptions to this requirement. 3. Resources - A household may have no more than \$2,250 in cash and bank account assets. If a member of the household is 60 or older, the household may have no more than \$3,500 in resources. Some resources not used to calculate household assets include the dwelling, its contents and personal belongings. Vehicles are also excluded. 4. Income - The amount of money a household can receive and still be eligible to receive SNAP benefits depends on household size. Money from wages or other payments to any household member is counted as income.

<p>Ways to Apply for SNAP:</p>	<ol style="list-style-type: none"> 1. Online: kynect.ky.gov 2. Phone: (855) 306-8959 3. In-Person at any Family Support Office. 4. Print an application off the internet and mail it in. 		
<p>Local DCBS Family Support Offices:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><u>Boone County</u> Address: Victory Centre 8311 US Hwy 42, 1ST Floor Florence KY, 41042 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: (859) 371-0265</p> <p><u>Grant County</u> Address: 505 South Main St. Williamstown, KY 41097 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 824-7910</p> <p><u>Campbell County</u> Address: Water Tower Square, 601 Washington Ave Newport KY, 41071 Family Support & Foster Care 4th Floor Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 292-6684</p> </td> <td style="width: 50%; vertical-align: top;"> <p><u>Kenton County</u> Address: 130 W. 43rd Street Covington, KY 41015 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 292-6365</p> <p><u>Carroll County</u> Address: 1714 Highland Ave. Carrollton, KY 41008 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (502) 732-8708</p> <p><u>Gallatin County</u> Address: PO Box 875 100 West Market Street Warsaw, KY 41095 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 567-2341</p> </td> </tr> </table>		<p><u>Boone County</u> Address: Victory Centre 8311 US Hwy 42, 1ST Floor Florence KY, 41042 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: (859) 371-0265</p> <p><u>Grant County</u> Address: 505 South Main St. Williamstown, KY 41097 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 824-7910</p> <p><u>Campbell County</u> Address: Water Tower Square, 601 Washington Ave Newport KY, 41071 Family Support & Foster Care 4th Floor Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 292-6684</p>	<p><u>Kenton County</u> Address: 130 W. 43rd Street Covington, KY 41015 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 292-6365</p> <p><u>Carroll County</u> Address: 1714 Highland Ave. Carrollton, KY 41008 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (502) 732-8708</p> <p><u>Gallatin County</u> Address: PO Box 875 100 West Market Street Warsaw, KY 41095 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 567-2341</p>
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<p>Language Assistance</p>	<p>Free language assistance and/or other aids and services are available upon request. For assistance, call 1-855-306-8959 or (TTY) 1-800-627-4720. After the recorded message, you will reach someone who can help you with an interpreter</p>		
<p>SNAP Employment and Training</p>	<p>If you want to get your GED, take college courses, or train in a new field or trade such as welding or plumbing, when completing your SNAP application ask about SNAP E&T. If approved, you will receive a letter notifying you when to meet with your local SNAP E&T provider: Northern Kentucky Area Development District. SNAP recipients who participate in SNAP E&T work one on one with a coach to discuss options and work toward personal goals.</p>		
<p>Sources</p>	<p>Supplemental Nutrition Assistance Program - Cabinet for Health and Family Services (ky.gov)</p>		

KTAP (Kentucky Transitional Assistance Program)

Kentucky Transitional Assistance Program (KTAP) is the monetary assistance program established using federal funds from the Temporary Assistance for Needy Families (TANF) block grant.

KTAP provides financial and medical assistance to needy dependent children in Kentucky and the parents or relatives with whom the children live.

KTAP also helps families find jobs or get training that leads to a job.

A family can receive KTAP benefits for 60 months (five years) in a lifetime. Each month a family receives KTAP benefits counts toward the 60-month lifetime limit. For example, a family may receive KTAP benefits for 24 months, stop and later receive 36 more months of benefits.



Supportive Services

KTAP payments to families are based on family size and income. In addition to the monetary grant, KTAP recipients also may qualify for supportive services such as childcare and transportation assistance through the Kentucky Works program.

Some other benefits available to qualified KTAP recipients include:

- Vehicle Repair and Expenses- Up to \$3,000 and can pay up to 6 months of vehicle insurance (each 12 months)
- Transportation (monthly)
 - Five days or less a month is \$50
 - Six days or more in a month is \$300
- Access to Child Care costs assistance
- \$500 Educational Bonus
- Access to UKTAP to help remove barriers to work
- \$600 allowance for various fees related to work, school, or volunteering responsibilities (i.e., school supplies, uniforms, shoes, etc.)
- Up to \$1500 Relocation Assistance (RAP)
- Work Incentive Funds (WIN) - \$200 for up to 12 cumulative months
- Fee Payments- up to \$400 (testing fees, parking passes, job training fees, ect)

Source <https://apps.legislature.ky.gov/law/kar/titles/921/002/017/>

Source <https://kypolicy.org/kentuckys-basic-cash-assistance-program-just-got-a-much-needed-update/>

Requirements

To qualify for KTAP, an applicant must have low or very low income, be a Kentucky resident, U.S. citizens or qualified alien, unemployed or under employed (working for very low wages), a parent/relative caregiver responsible for children up to age 18 (or 19 if school attendance requirements are met).

Monthly Gross Income Limits – KTAP

Family Members	Monthly Gross Income Limits	Maximum Payment Amounts
1	\$890	\$372
2	\$1021	\$450
3	\$1169	\$524
4	\$1315	\$656
5	\$1462	\$766
6	\$1608	\$864
7	\$1754	\$964

Source: <https://kypolicy.org/kentuckys-basic-cash-assistance-program-just-got-a-much-needed-update/>

KTAP Policy

Cooperate with Child Support Enforcement to find your child(ren)'s absent parent. You must also cooperate with Child Support Enforcement to collect child support.



Forward child support payments to the Cabinet for Health and Family Services within 10 days of receipt. Failure to do so may result in collection and a decrease in KTAP benefits.

Give consent to the Department of Community Based Services (DCBS) to track your employment. You also give consent for DCBS to track other work preparation activities.

Tip! If cooperation in child support activities could result in physical or emotional harm to the parent or child, there is a Good Cause for Non-Cooperation exemption. (See: <https://www.chfs.ky.gov/agencies/dcbs/dfs/Documents/OMVOLIII.pdf>)

Contact Information

275 E. Main St. 3E-I
Frankfort, KY 40621
Phone: (502) 564-3440
Fax: (502) 564-9810
Toll Free: (855) 306-8959

	<p align="center">Customer Pathway: How to Apply for the Kentucky Transitional Assistance Program (KTAP)</p>
<p>Date</p>	<p>August 15, 2023</p>
<p>Owner</p>	<p>SNA Work Supports</p>
<p>Authors</p>	<p>Christina Powers Ready to Work Program Coordinator at Gateway Community and Technical College</p>
<p>Programs</p> 	<p>Kentucky Transitional Assistance Program (KTAP) is the monetary assistance program established using federal funds from the Temporary Assistance for Needy Families block grant. KTAP provides financial and medical assistance to needy dependent children in Kentucky and the parents or relatives with whom the children live. KTAP also helps families find jobs or get training that leads to a job.</p> <p>A family can receive KTAP benefits for 60 months (five years) in a lifetime. Each month a family receives KTAP benefits counts toward the 60-month lifetime limit. For example, a family may receive KTAP benefits for 24 months, stop and later receive 36 more months of benefits.</p> <p>KTAP payments to families are based on family size and income. In addition to the monetary grant, KTAP recipients also may qualify for supportive services such as childcare and transportation assistance through the Kentucky Works program. Relocation assistance, educational bonus, work incentive bonus and employment retention assistance benefits also are available to qualified KTAP recipients.</p>
<p>Eligibility</p>	<p>To qualify for KTAP, an applicant must have low or very low income, be a Kentucky resident, U.S. citizens or qualified alien, unemployed or under employed (working for very low wages), a parent/relative caregiver responsible for children up to age 18 (or 19 if school attendance requirements are met).</p> <p>Please apply even if you do not think the qualifications are met! There are many things that are taken into consideration.</p>
<p>How to apply for KTAP?</p>	<ol style="list-style-type: none"> 1. Online: kynect.ky.gov 2. Phone: (855) 306-8959 3. In-Person at any DCBS Family Support Office.

Local DCBS Family Support Offices:

Boone County

Address: Victory Centre 8311 US Hwy 42,
1ST Floor Florence KY, 41042
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: (859) 371-0265

Grant County

Address: 505 South Main St.
Williamstown, KY 41097
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 824-7910

Campbell County

Address: Water Tower Square, 601 Washington
Ave Newport KY, 41071
Family Support & Foster Care 4th Floor
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 292-6684

Kenton County

Address: 130 W. 43rd Street
Covington, KY 41015
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 292-6365

Carroll County

Address: 1714 Highland Ave.
Carrollton, KY 41008
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (502) 732-8708

Gallatin County

Address: PO Box 875
100 West Market Street
Warsaw, KY 41095
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 567-2341

<p>Other Information</p>	<p>What happens when a KTAP recipient goes to work?</p> <p>The KTAP check does not always stop when the recipient finds employment. Earnings may not be counted for 6 months. When earnings are counted, certain deductions are allowed. A family member also may receive additional assistance to enable the recipient to continue working.</p> <p>What happens if KTAP is discontinued due to work?</p> <p>The family still may qualify for programs such as Medicaid and food stamps (SNAP). The family may get work incentive reimbursements for up to nine months. Child care assistance may be provided as long as the family meets the guidelines for the Child Care Assistance Program.</p>
<p>Language Assistance</p>	<p>Please tell us if you need assistance because you do not speak English or have a disability. Free language assistance and/or other aids and services are available upon request. To receive free interpreter services, call 1 (866) 291- 8931. For other assistance, call 1 (855) 306-8959 or (TTY) 1 (800) 627-4720.</p> <p>Si no habla inglés o tiene una discapacidad, usted puede solicitar asistencia lingüística y/u otros servicios gratuitamente. Para recibir servicios de interpretación gratuitos, llame al 1 (866) 291-8931. Para otro tipo de ayuda, llame al 1 (855) 306-8959 o al (TTY) 1 (800) 627-4720.</p>
<p>Sources</p>	<p>https://chfs.ky.gov/agencies/dcbs/dfs/fssb/Pages/ktap.aspx</p>

Child Support

Kentucky Child Support Enforcement has an interactive [website](#) where you can apply for child support services, estimate a child support obligation, make your child support payments, report address changes, upload court orders and other legal documents, verify payment history and past due child support amounts and request updates on ongoing child support actions.

Child Support Enforcement in the Department for Income Support provides assistance to parents with minor children seeking financial support from a noncustodial parent. **Every child has a legal right to financial support from both parents.** Here are some [Frequently Asked Questions](#) about Child Support



How to Apply for Child Support Enforcement Services

Child support enforcement services are automatically provided to current and former recipients of K-TAP and public medical assistance. Your K-TAP caseworker will refer your case to the appropriate child support office.

Those not receiving K-TAP or medical assistance can apply for child support enforcement services on the Kentucky Child Support interactive website or go to their local office to complete an [application](#) for child support services. The following forms should also be completed by the applicant:

- [Authorization and Acknowledgement of No Legal Representation](#) explains that county attorneys employed by the Cabinet for Health and Family Services represent the state and not the applicant.
- [Custodial Parent Affidavit](#) is a sworn statement of the amount of support paid to the custodial parent.
- [Authorization for Electronic Deposit of Child Support Payments](#)

How to Calculate Your Child Support Obligation

A calculation tool is available on the [Kentucky Child Support Interactive Website](#).

You also may use the following forms to calculate the amount of child support a noncustodial parent must pay. The CS-71.1 is only used when one parent has 100 percent of the total income for the family. When printing these forms, you must also print a copy of the Child Support Guidelines Table to complete the worksheet.

- [CS-71](#) - Worksheet For Monthly Child Support Obligation
- [CS-71.1](#) - Worksheet For Monthly Child Support Obligation Exception
- [CS-71](#) - Worksheet For Monthly Child Support Obligation in (Spanish)
- [CS-71.1](#) - Worksheet For Monthly Child Support Obligation Exception (Spanish)

[Child Support Guidelines](#)

Where to Send Child Support Payments

Payments can be made on the [Kentucky Child Support Interactive Website](#).. Please make checks payable to the Kentucky Child Support Enforcement Program and send to the following address:

P.O. Box 14059
Lexington, KY 40512-4059

How to Request a Review and Modification

A written request for a review must be submitted to the local child support office handling your case, along with income information such as W2s, tax returns, and pay stubs. Proof of day care expenses and health insurance costs should also be provided with the review request whenever possible.

There must be a substantial and continuing change that results in the support obligation going up or down by 15% or more before the local office will file a legal action to change the amount.

If a participant on a case requests an increase in child support and it is found that the new child support amount actually qualifies for a decrease, the child support office may then proceed with action to decrease the child support. The same applies when a participant requests a decrease and the case actually qualifies for an increase.

Private Wage Withholding Cases

Private attorneys must use the [Federal Income Withholding Order](#) to notify an employer of an income withholding. Private attorneys refer to the [Procedural Instructions](#) to complete the form for a Kentucky child support order.

Child Support Contacts

Child Support Enforcement

Non-IV-D Unit
P.O. Box 2150
Frankfort, KY 40602
(800) 248-1163
Child Support Contacts

Child Support Enforcement Hotline

(800) 248-1163, available 8 a.m. - 4:30 p.m. Eastern time
[Kentucky Child Support Interactive website](#)

CHFS Office of the Ombudsman

(800) 372-2973
[Email the Ombudsman's office](#)

Custody and Visitation Hotline

(844) 673-3470,
available 9a - noon
and 1 - 5 p.m.
Monday-Friday

KY Paternity Acknowledgement Program

(502) 564-2285

KY New Hire Reporting Center

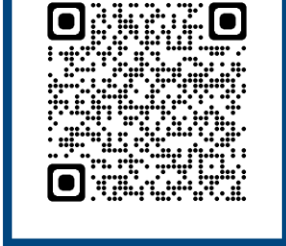
(800) 817-2262
[Kentucky New Hire Reporting website](#)

Other Resources:

[Child Support Fact Sheet](#)



Customer Pathway: Child Support

Date	December, 2023
Owner	SNA Work Supports Committee
Authors	SNA Work Supports Committee
<p>Programs</p> <div data-bbox="168 699 451 995" style="border: 2px solid blue; padding: 5px; margin: 10px 0;"> <p style="text-align: center; color: blue; font-weight: bold;">SCAN ME</p>  </div>	<p>Every child has a legal right to financial support from both parents.</p> <p>The Child Support Enforcement Agency provides the following services:</p> <ul style="list-style-type: none"> • Location of noncustodial parents • Location of the custodial parent for establishment of paternity in a putative father case • Establishment of paternity, including genetic testing • Establishment of child and/or medical support orders • Enforcement of child and/or medical support orders • Collection and enforcement of current and past-due child support obligations • Enforcement of medical support, specifically ensuring health insurance coverage is obtained when ordered • Collection and enforcement of medical expenses when there is a Judgment for the actual amount of expenses owed • Collection and enforcement of current and/or past-due spousal support when a spousal support order exists, child is living with the spouse/ex-spouse, and • Child Support Enforcement is collecting support for the child • Review for possible modification of child/medical support obligations <p>Note: Child support enforcement services are automatically provided to current and former recipients of K-TAP and public medical assistance</p>
Eligibility	Anyone who has physical custody of a child and needs help establishing the identity of the father of the child, establishing a child support order or collection of current or past-due child support is eligible to receive child support services
How to Apply for Child Support Enforcement Services?	<ol style="list-style-type: none"> 1. Kentucky Child Support Interactive Website 2. Paper Application 3. In-Person <p>The following forms should also be completed by the applicant:</p> <ul style="list-style-type: none"> • Authorization and Acknowledgement of No Legal Representation • Custodial Parent Affidavit • Authorization for Electronic Deposit of Child Support Payments

<p>Support Contacts</p>	<p>Child Support Enforcement Hotline (800) 248-1163, available 8 a.m. - 4:30 p.m. Eastern time</p> <p>Custody and Visitation Hotline (844) 673-3470, available 9a.m. - noon and 1 - 5 p.m., Monday-Friday</p> <p>KY Paternity Acknowledgement Program (502) 564-2285</p> <p>KY New Hire Reporting Center (800) 817-2262 Kentucky New Hire Reporting website</p> <p>CHFS Office of the Ombudsman (800) 372-2973</p>
<p>Other Resources</p>	
<p>Language Assistance</p>	
<p>Sources</p>	<p>Child Support Enforcement - Cabinet for Health and Family Services (ky.gov)</p>

[CCAP \(Child Care Assistance Program\)](#)

Eligibility

Applicants must meet eligibility requirements in [922 KAR 2:160](#). An applicant can determine if they are eligible by using the [Prescreening Tool](#). To apply, please call toll free (855) 306-8959 or visit [kynect](#).

Child Care Costs

Once approved for CCAP, the child care provider should notify the family of its share of child care costs. Payments may be weekly, bi-weekly, monthly or another regular schedule. Multiple charges may make up a payment to a child care provider.

Tuition

The amount the child care provider charges for services. Typically, this is a weekly amount charged to all families. It's important to note a family receiving CCAP cannot be charged more or less than private-pay families. If you suspect the tuition amount is not the same, please report this to the [Division of Regulated Child Care](#).



State Maximum Rate

The daily maximum rate the state will pay. This amount varies and families can find the value in the DCC-300, Kentucky Child Care Maximum Payment Rate Chart.

Co-pay

The portion of the state rate a family is responsible for paying based on income before taxes and family size. A co-pay breakdown can be found in [922 KAR 2:160](#) Child Care Assistance Program.

Overage



The amount left over if the child care provider charges more in tuition than the state maximum rate and any co-payment due. Depending on the amount of tuition, a family may not be responsible for an overage.

Enrollment/application/material fees, etc.

An additional fee a child care provider may charge for operating expenses. CCAP usually will not cover these additional optional expenses a child care provider may choose to charge. However, in some circumstances, the enrollment fee can be paid. Enrollment fees can be paid for KTAP or child care protection cases approved by DCBS Family Support or DCBS Protection and Permanency. The enrollment fee must be requested by the provider in writing to the [billing department](#) and include the child's name, case number and the amount. Enrollment fees can be paid only once in a 12-month period and are limited to a family amount of \$100 per year.

Find out more about the Child Care Assistance Program here:

[CCAP Eligibility Flyer](#) | [Spanish CCAP Eligibility Flyer](#) | [CCAP Tip Sheet](#) | [Spanish CCAP Tip Sheet](#)

	Customer Pathway: How to Apply for the Child Care Assistance Program (CCAP)
Date	December, 2023
Owner	SNA Work Supports Committee
Authors	SNA Work Supports Committee
Programs <div style="border: 2px solid blue; padding: 5px; display: inline-block;"> <p style="text-align: center; margin: 0;">SCAN ME</p>  </div>	<p>CCAP helps low income families pay for child care</p> <p>Qualifications:</p> <p>You are eligible for Kentucky CCAP if you meet the following conditions:</p> <ol style="list-style-type: none"> 1. Your child is a resident of Kentucky and either a U.S. citizen or qualified legal immigrant. 2. Your child is under 13 years of age. There is an exception for children 13 to 19 years of age if your child has a disability.
Eligibility	<p>You fit one of the following scenarios:</p> <ul style="list-style-type: none"> • you work an average of 20 hours per week as a single parent and your income is less than child care income limits. • you work an average of 40 hours per week as a couple and your income is less than child care income limits. • you are a teen parent attending high school or pursuing a GED • you currently participate in the SNAP Employment & Training program • you are an adult who is a full-time student at a certified trade school or accredited college or university • you participate in Kentucky Works activities • you need child care as a support for child protective/preventative services • you are looking for employment

<p>Ways to Apply for CCAP:</p> <p>Paper Applications: English Application Spanish Application</p>	<ol style="list-style-type: none"> 1. Online: kynect.ky.gov 2. Apply via phone. Call 1 (855) 306-8959 to speak with a caseworker. 3. Print out the CCAP application and mail, fax, or hand deliver to your local DCBS office. 4. Apply in-person. Visit your local DCBS office. 		
<p>Local DCBS Family Support Offices:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><u>Boone County</u> Address: Victory Centre 8311 US Hwy 42, 1ST Floor Florence KY, 41042 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: (859) 371-0265</p> <p><u>Grant County</u> Address: 505 South Main St. Williamstown, KY 41097 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 824-7910</p> <p><u>Campbell County</u> Address: Water Tower Square, 601 Washington Ave Newport KY, 41071 Family Support & Foster Care 4th Floor Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 292-6684</p> </td> <td style="width: 50%; vertical-align: top;"> <p><u>Kenton County</u> Address: 130 W. 43rd Street Covington, KY 41015 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 292-6365</p> <p><u>Carroll County</u> Address: 1714 Highland Ave. Carrollton, KY 41008 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (502) 732-8708</p> <p><u>Gallatin County</u> Address: PO Box 875 100 West Market Street Warsaw, KY 41095 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 567-2341</p> </td> </tr> </table>		<p><u>Boone County</u> Address: Victory Centre 8311 US Hwy 42, 1ST Floor Florence KY, 41042 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: (859) 371-0265</p> <p><u>Grant County</u> Address: 505 South Main St. Williamstown, KY 41097 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 824-7910</p> <p><u>Campbell County</u> Address: Water Tower Square, 601 Washington Ave Newport KY, 41071 Family Support & Foster Care 4th Floor Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 292-6684</p>	<p><u>Kenton County</u> Address: 130 W. 43rd Street Covington, KY 41015 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 292-6365</p> <p><u>Carroll County</u> Address: 1714 Highland Ave. Carrollton, KY 41008 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (502) 732-8708</p> <p><u>Gallatin County</u> Address: PO Box 875 100 West Market Street Warsaw, KY 41095 Office Hours: Monday-Friday, 8:00am - 4:30pm Family Support Call Lines (855) 306-8959 Fax: Family Support (859) 567-2341</p>
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<p>Language Assistance</p>	<p>To receive free interpreter services, call (866) 291- 8931. For other assistance, call (855) 306-8959 or (TTY) (800) 627-4720</p>		
<p>Sources</p>	<p>Child Care Assistance Program for Families - Cabinet for Health and Family Services (ky.gov)</p>		

Kentucky [Medicaid](#)

What is the Medicaid program?

Good health is important to everyone. If you can't afford to pay for medical care right now, Medicaid can make it possible for you to get the care that you need so that you can get healthy and stay healthy.

Medicaid is available only to certain low-income individuals and families who fit into an eligibility group that is recognized by federal and state law. Medicaid does not pay money to you; instead, it sends payments directly to your health care providers. Depending on your state's rules, you may also be asked to pay a small part of the cost (co-payment) for some medical services. In general, you should apply for Medicaid if you have limited income and resources. You must match one of the descriptions below:



Pregnant Women

Apply for Medicaid if you think you are pregnant. You may be eligible if you are married or single. If you are on Medicaid when your child is born, both you and your child will be covered.

Children and Teenagers

Apply for Medicaid if you are the parent or guardian of a child who is 18 years old or younger and your family's income is limited, or if your child is sick enough to need nursing home care, but could stay home with good quality care at home. If you are a teenager living on your own, the state may allow you to apply for Medicaid on your own behalf or any adult may apply for you. Many states also cover children up to age 21.

Person who is Aged, Blind, and/or Disabled

Apply if you are aged (65 years old or older), blind, or disabled and have limited income and resources.

Apply if you are terminally ill and want to get hospice services. Apply if you are aged, blind, or disabled; live in a nursing home; and have limited income and resources. Apply if you are aged, blind, or disabled and need nursing home care, but can stay at home with special community care services. Apply if you are eligible for Medicare and have limited income and resources.

Other Situations

Apply if you are leaving foster care and need health coverage. Apply if you are a family with children under age 18 and have limited income and resources. (You do not need to be receiving a welfare check.)

Apply if you have very high medical bills, which you cannot pay (and you are pregnant, under age 18 or over age 65, blind, or disabled).

Medicaid Programs and Services: [Qualified Medicare Beneficiaries](#), [Long-Term Care Facilities](#), [Intermediate Care Facilities - Intellectual Disabilities](#), [1915\(c\) Waiver Programs](#), [Breast and Cervical Cancer Treatment Program](#), [Behavioral Health and Substance Abuse](#), [Medicaid Works](#), [Medical Transportation](#), [Presumptive Eligibility](#)




Customer Pathway: How to Apply for Medicaid Benefits

Date	12/29/2023
Owner	SNA Work Supports Committee
Authors	SNA Work Supports Committee

Programs

SCAN ME



Kentucky Medicaid is a state and federal program that provides health care for eligible low-income residents including children, families, pregnant women, the aged and the disabled.

Federal poverty levels are used to determine your eligibility for certain programs and benefits including Medicaid

Family Size	2023 Income
1	\$14,580
2	\$19,720
3	\$24,860
4	\$30,000
5	\$35,140
6	\$40,280
7	\$45,420
8	\$50,560

How to Apply in KY:

a) kynect.ky.gov
 b) In-person at DCBS office in your home county
 c) Phone: (855) 306-8959

Local DCBS Family Support Offices:

Boone County
Address: Victory Centre 8311 US Hwy 42, 1ST Floor Florence KY, 41042
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: (859) 371-0265

Kenton County
Address: 130 W. 43rd Street Covington, KY 41015
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 292-6365

Grant County
Address: 505 South Main St. Williamstown, KY 41097
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 824-7910

Carroll County
Address: 1714 Highland Ave. Carrollton, KY 41008
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (502) 732-8708

Campbell County
Address: Water Tower Square, 601 Washington Ave Newport KY, 41071
Family Support & Foster Care 4th Floor
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 292-6684

Gallatin County
Address: PO Box 875 100 West Market Street Warsaw, KY 41095
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 567-2341

Source	Kentucky Cabinet for Medicaid Services (link to web site).
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KCHIP - Kentucky's Children's Health Insurance Program

Children's health is important to everyone, but barriers to health care access may prevent you from coverage. KCHIP is a free health insurance program for children under the age of 19 without health insurance who qualify for help.



Who is eligible?

Uninsured children under 19 who live in families with an income at or less than 218% of the federal poverty level are eligible. Not sure if you qualify? Visit kidshealth.ky.gov to check specific KCHIP income limits.

When determining your income, be sure to calculate before taxes are taken out. Speak with your employer to confirm your salary or wage.

What is covered by KCHIP?

Prescriptions, well-care checks and immunizations, hospital stays, provider and dental visits, mental health services, glasses and vision care, speech, and physical therapy, and much more.

How do you apply?

Find and print an application at kynect.ky.gov/benefits.
Call 1-844-407-8398 toll-free to request an application.

Applications can also be picked up at any local health department, provider's office, hospital, pharmacy, or school.

What do you need to apply?

- Proof of income
- Proof of expenses for child care or disabled adult living at home
- Health insurance information
- Proof of citizenship
- Proof of identity.

Tips for First-Time KCHIP Users

Congratulations! You have successfully applied for the Kentucky Children's Health Insurance Program and you're ready to fulfill your child's medical needs. KCHIP covers a myriad of services, including your child's dentist's appointments. It's about that time of year for your child's biannual appointment, but you want to be prepared for what to expect. Here are three tips to make your experience an easy and convenient appointment for you and your child.

Make sure to have your KCHIP health care card on hand

Every KCHIP member should receive in the mail a white wallet-size plastic card, signifying your child's acceptance of KCHIP benefits. Remember to keep to this card with you at all medical appointments, as it allows your child to avoid charge for health services. Don't let anyone else use your child's card. If you lose your child's card, immediately contact your caseworker to order a new one.

KCHIP Appointment Tips

Expect to wear a mask upon entering the office, as well as your dentist wearing the necessary safety equipment during your appointment

Safety should be everyone's concern as the pandemic continues throughout the country. Medical appointments require all patients to wear a mask upon entry to their office. For your safety, the safety of your children, and all other patients at the facility, bring a mask to all appointments. Your dentist will be wearing protective gear as well, expect masks, face shields, and gloves to be worn during the appointment.

If you have any questions, do not hesitate to ask your child's dentist

Your child's dentist is a professional healthcare provider, and is used to questions regarding care, coverage, and benefits. Establishing a comfortable relationship with your child's office will further make your child's experience at the dentist's office a comfortable one. Questions can also be asked about KCHIP by calling (877) 524-4719 at the KCHIP toll-free hotline.

KCHIP Covers Telehealth Visits

Parenting during the COVID-19 pandemic is a challenge. And moms and dads whose children have medical needs during this state of emergency know that getting kids to understand what's happening at a virtual checkup isn't easy. The good news is that, yes, the Kentucky Children's Health Insurance Program covers telehealth visits, and yes, you can prepare your child, so these visits are easier on everyone. Here are five tips:

- Prepare for the visit
 - Have everything you need - like medical records, list of symptoms, prescription names, and of course what questions you have - ready for the doctor or nurse.
- Practice with your child
 - Contact a relative using similar technology you will use for the doctor's visit to get your child familiar. Talking to a screen and seeing someone talk back can be confusing for a child at first.
- Find the right space
 - Use a quiet, well-lit room or area during your visit so your doctor can see and hear you clearly.
- Get online early
 - Make sure your connection is good, so you don't have technology troubles and have to postpone your appointment.
- Ask your client to ask their child to bring a toy
 - Have a book or toy for your child to play with during the visit, so you can focus on conversations with the doctor and taking notes about follow-up care.

**Thanks to technology – and KCHIP – our kids can continue to safely get the medical attention they need during the COVID-19 emergency. Learn more about KCHIP at kidshealth.ky.gov or kynect.ky.gov/benefits, or call toll-free at (877) 524-4719. You may also contact a kynector in your county with any Medicaid-related related questions.*

Find more information about KCHIP here: <https://kidshealth.ky.gov/Pages/index.aspx>



Customer Pathway: How to Apply for KCHIP

Date August 15, 2023

Owner SNA Work Supports Committee

Authors SNA Work Supports Committee

Programs



The Kentucky Children's Health Insurance Program (KCHIP) is free health insurance for children younger than 19 without health insurance. Children in families with incomes less than 213 percent of the federal poverty level are eligible.

A family is considered a child or children and the natural, adoptive or step-parents residing in a household. Due to changes in the Affordable Care Act, effective Jan. 1, 2014, KCHIP eligibility is determined using the Modified Adjusted Gross Income and family size based on the tax filing unit of the household.

We know your children's health is important to you; but, you may be facing barriers to health care access, like cost or lack of coverage through your employer. Whatever the

Children need health insurance. If you think your children may qualify, apply today.

Eligibility

KCHIP Income Limits

Number of Family Members (include parents and children)	Total Monthly Family Income (before taxes)	Total Annual Family Income (before taxes)
1	\$2,588	\$31,056
2	\$3,500	\$42,000
3	\$4,413	\$52,956
4	\$5,325	\$63,900
5	\$6,237	\$74,844
6	\$7,150	\$85,800
7	\$8,062	\$96,744
8	\$8,974	\$107,688

<p>How to apply for KTAP?</p>	<p>A. Download paper application Make sure to print your completed application. (en Español)</p> <p>B. Apply online through kynect</p> <p>C. Call toll-free (844) 407-8398 to request an application.</p> <p>D. Pick up an application at any local health department, doctors offices, hospitals, pharmacies and schools.</p> <p>E. Request an application packet online.</p> <p>If you prefer, visit your local Department for Community Based Services Office to apply for KCHIP. Be sure to take all required information and documentation with you.</p>
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Local DCBS Family Support Offices:

Boone County

Address: Victory Centre 8311 US Hwy 42,
1ST Floor Florence KY, 41042
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: (859) 371-0265

Grant County

Address: 505 South Main St.
Williamstown, KY 41097
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 824-7910

Campbell County

Address: Water Tower Square, 601 Washington Ave Newport KY, 41071
Family Support & Foster Care 4th Floor
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 292-6684

Kenton County

Address: 130 W. 43rd Street
Covington, KY 41015
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 292-6365

Carroll County

Address: 1714 Highland Ave.
Carrollton, KY 41008
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (502) 732-8708

Gallatin County

Address: PO Box 875
100 West Market Street
Warsaw, KY 41095
Office Hours: Monday-Friday, 8:00am - 4:30pm
Family Support Call Lines (855) 306-8959
Fax: Family Support (859) 567-2341

<p>Language Assistance</p>	<p>For help filling out your application, call toll-free (855) 459-6328 or contact us by e-mail</p>
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<p>Sources</p>	<p>Kid's Health (ky.gov)</p>
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HOW TO APPLY FOR PUBLIC BENEFITS ADMINISTERED THROUGH DCBS:

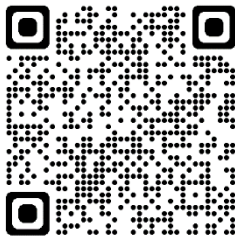
Online: kynect benefits

The Commonwealth's space for clients to connect with Kentucky state benefits. Apply and manage your health, food, household expenses, and child care benefits online anywhere.

www.kynect.ky.gov/benefits

Programs you can apply for on kynect:

- Food Assistance (SNAP)
- Cash Assistance (KTAP)
- Child Care Assistance (CCAP)
- Medicaid and KCHIP



Telephone: Family Support toll-free number (855) 306-8959

Call Service lines are open to assist clients with Medicaid, SNAP, and other public assistance benefits Monday-Friday 8 a.m. - 4:30 p.m. Est. In addition to regular hours, Call Service lines are also open Saturdays, 9a.m. - 2p.m. Est.

In-Person at a DCBS Office:

Visit your local DCBS office. Use this [search tool](#) to find your local DCBS office so you can:

- Submit a paper application for benefits
- Complete an interview
- Submit documents

Meet with a kynector or an Insurance Agent:

A Commonwealth of Kentucky kynector or Insurance agent can help you apply for a Qualified Health Plan or APTC and may help you apply for Medicaid.

How to Find a Kynector

Use this [search tool](#) to find a kynector or please call 855-4kynect (1-855-459-6328). Kynect resources is the place for storm victims and anyone who needs help and access to support programs in your area such as food, transportation, housing, employment, finances, physical and mental health and much more.

For a list of current KYNECTORS, visit: https://kynect.ky.gov/benefits/s/auth-reps-assisters?language=en_US and Search by “County”

Kynect Contact List as of 12/30/23

Kynector's Name	Address	Phone	Email	County
Tammie Wade	Gateway Community & Technical College - Edgewood Student Service Center Office: E105D	502-545-5051	twade@kypca.net	All
Carla King	251 Hwy 330 Falmouth, KY 41040	859-638-5903	cking@nkcac.org	Pendleton
Vickie Flynn	437 West 9th St Newport, KY 41071	859-380-5405	vflynn@nkcac.org	Campbell
Lisa Meier	6555 Nicolas St Florence, KY 41042	859-250-6325	lmeier@nkcac.org	Boone
Seliza Krull	LLC	859-653-0279	skrull@nkcac.org	Kenton
Jillian Wellman	13455 Alexandria Pike Butler, KY 41006	859-652-5217	jwellman@nkcac.org	Campbell
Karlyn Yocum	LGSH	859-957-4660	kmmcoy@nkcac.org	Kenton
Shelly Biddle-Martinez	100 Davis Dr Warsaw, KY 41095	859-567-4660	sbiddle-martinez@nkcac.org	Gallatin
Lauren Keith	109 South Madison St Owenton, KY 40359	502-484-2116	lkeith@nkcac.org	Owenton
Sandy Deaton KYNECT Program Manager	1116 N Main St Williamstown, KY 41097	859-242-1992	sdeaton@nkcac.org	Kenton

FEDERAL & STATE GOVERNMENT BENEFITS

Unemployment Insurance

Unemployment Insurance (UI) is temporary financial assistance for people who are unemployed through no fault of their own.

Effective July 1, 2023, eligible claimants will now receive between 16 weeks and up to a maximum 24 weeks of benefits depending on the State Average Unemployment Rate (SAUR).

Effective July 2, 2023, the minimum rate is \$39 and the maximum rate is \$665 per week, regardless of how high the wages are.



Tip! Read the [Claimant Guide: Your Rights & Responsibilities When Claiming Unemployment Insurance Benefits](#)

To be eligible for benefits you must:

- (1) Be unemployed or working less than full-time
- (2) Have earned enough money to establish a valid claim
- (3) Be unemployed through no fault of your own
- (4) Be able to work, available for work, and looking for work

Weekly Unemployment Insurance Benefits Calculator: [click here](#)



How to Apply for Unemployment Insurance:

Online: kcc.ky.gov

Phone: 502-875-0442 | Phone Hours: Monday - Friday 7:30 a.m. - 5:30 p.m., EST

The Unemployment Insurance Process



	<h2 style="text-align: center;">Customer Pathway: How to Apply for Unemployment Insurance</h2>
Date	August 15, 2023
Owner	SNA Work Supports Committee
Authors	SNA Work Supports Committee
<p>Programs</p> <div style="border: 2px solid blue; padding: 5px; text-align: center;"> <p>SCAN ME</p>  </div>	<p>Unemployment Insurance (UI) is temporary financial assistance for people who are unemployed through no fault of their own.</p> <p>Eligible individuals may receive between 16 and 24 weeks of UI benefits during one benefit year.</p> <p>Your benefit amount is based on how much money you made during a specified period “Base Period”, as reported by your employer. The maximum benefit amount is \$665 per week. The minimum is \$39 per week.</p> <p>Unemployment Insurance eligibility is determined on a week-to-week basis. You must meet all work search requirements for each week that you request benefit payments in order to receive benefits.</p> <p>Claimants enrolled in a vocational school or training may request approved training status to exempt them from work search requirements for a specific period.</p>
Eligibility	<p>To be eligible for benefits you must:</p> <ol style="list-style-type: none"> (1) Be unemployed or working less than full-time (2) Have earned enough money to establish a valid claim (3) Be unemployed through no fault of your own (4) Be able to work, available for work, and looking for work
Ways to Apply for U.I.:	<p>You can file your claim:</p> <ol style="list-style-type: none"> A. Online at KCC.KY.GOV B. Phone at 502-875-0442 (Available Mon – Fr, 7:30am – 5:30pm) <p>After you file your claim, the Office of Unemployment Insurance determines if your claim is valid and mails a Monetary Determination to your address on file.</p>
Language Assistance	<p>Claimants who are deaf, hard of hearing, deafblind, or have a speech disorder may call toll-free 800-648-6057 for Telecommunications Relay Service</p>
Sources	<p>Kentucky Career Center</p>

Employment Services:

Citizen Connect: Kentucky unemployment insurance claimants must register with Citizen Connect to ensure program eligibility. Create your free account to take advantage of educational and workforce-related services.

Kentucky Career Portal: The Kentucky Career Center now offers job seekers the ability to search for jobs by location on the new Kentucky Career Portal. Employers can create an account and post jobs for free.

Kentucky Career Centers: If you need in-person job search or resume assistance, please visit any Kentucky Career Center during normal business hours. No appointment is necessary, and walk-ins are welcome. Find a [Kentucky Career Center](#) office near you.

If you need immediate assistance, contact: KentuckyCareerCenterSupport@ky.gov or call (502) 564-0871, Monday - Friday, 8 a.m. to 4:30 p.m. EST.

Office of Vocational Rehabilitation | 859-292-6513

OVR provides vocational rehabilitation services to eligible individuals with disabilities to assist with entry or re-entry into employment and productivity in the workplace and community.

SNAP Employment and Training: All SNAP recipients age 16 to 60 are eligible to participate. SNAP E&T may be for you:

- If you need help meeting a SNAP work requirement
- If you want to get your GED or take college courses
- If you want training in a new field or trade such as welding or plumbing
- If you want budgeting and financial training
- If you're having a hard time finding a job because of barriers in your past
- If you want to find a job and don't know where to start
- If you want advice on your current job or career

Kentucky Campus Compact AmeriCorps VISTA | 859-572-7837

Through AmeriCorps VISTA, Kentucky Campus Compact is able to expand our reach and place over 50 VISTA members to member colleges and universities as well as nonprofit organizations throughout Kentucky communities that are combating poverty.

KyCC VISTA members achieve the AmeriCorps anti-poverty goals through indirect service activities in the areas of economic development and opportunity, organizational capacity building, Pre-K to Post-Secondary educational programming, nutritional and community health awareness, leadership development, and assisting veteran and military families.

Work Ready Kentucky Scholarship: The Scholarship is available to KY residents with a high school diploma or working on their GED that do not already have an associate's degree or higher. Apply at Kheaa.com

WIC (Women, Infants, and Children)

WIC is a supplemental food program that provides nutrition counseling, breastfeeding support, education, nutritious foods and referrals to healthcare services. WIC improves the health of pregnant, breastfeeding, postpartum women, infants and children up to age 5.

Starting March 1, 2023, Kentucky WIC will return to only offering Similac Infant Formulas. Kentucky WIC will continue to allow larger can sizes of Similac to be purchased through April 30th, 2023.



Eligibility for WIC

Persons who receive Medicaid or SNAP automatically meet the income requirements for the WIC Program

2023 Income Guidelines					
Household Size	Annually	Monthly	Twice-Weekly	Biweekly	Weekly
1	\$26,973	\$2,248	\$1,124	\$1,038	\$519
2	\$36,482	\$3,041	\$1,521	\$1,404	\$702
3	\$45,991	\$3,833	\$1,917	\$1,769	\$885
4	\$55,500	\$4,625	\$2,313	\$2,135	\$1068
5	\$65,009	\$5,418	\$2,709	\$2,501	\$1251
6	\$74,518	\$6,210	\$3,105	\$2,867	\$1434
7	\$84,027	\$7,003	\$3,502	\$3,232	\$1616
8	\$93,536	\$7,795	\$3,898	\$3,598	\$1799

**Persons who receive Medicaid or SNAP automatically meet the income requirements for the WIC Program.*

How do I apply for WIC?

Contact your [local health department](#). Staff will:

- Ask for your identity and residence. You will be asked to show ID and proof of Kentucky residency.
- Ask your household income to see if you meet income guidelines. You will meet these if you show proof of any of the following:
 - You receive SNAP, KTAP, or Medicaid, or
 - A pregnant woman or infant in your household receives Medicaid, or
 - A member of your household receives KTAP, or
 - Have a household income equal or less than 185% of the U.S. Poverty Income Guidelines.
 - Do a simple health and diet screening to see if you have a nutritional or health risk.

WIC Pre-Screening Tool: [WIC PreScreening Tool \(usda.gov\)](#)

English, Español and multiple other languages

How WIC Supports Breastfeeding

WIC promotes, supports and encourages mothers to breastfeed their babies for the many proven health, nutrition and emotional benefits to both mothers and babies. Breastfeeding is the best way to both nourish and nurture your baby.

Currently, more than half of U.S. infants benefit from the WIC nutrition program.

Learning to breastfeed takes practice for your client and their baby.

Basic breastfeeding information

For more details, talk to your obstetrician or pediatrician, a lactation consultant, nurse, nutritionist, other health professionals or other women who have breastfed.

WIC Farmers Market Nutrition Program


Since 1992, the WIC Farmers Market Nutrition Program has promoted local farmers markets and helped bring locally grown fresh fruits and vegetables into the homes of WIC participants. Each summer, local health departments issue \$30 to eligible WIC recipients for the purchase of locally grown fruits, vegetables and fresh-cut herbs. We have [126 Farmers Markets](#) in 79 counties across Kentucky accepting WIC farmers market benefits.

Notice

Need help? If you have difficulty understanding or reading English or have a disability, free language assistance or other aids and services are available upon request. Please contact your local WIC clinic or the State WIC Office at (877) 597-0367. If you have a disability and need assistance calling us, contact the State Relay Number at 711 or for TTY to voice, call (800) 648-6056



Customer Pathway: How to Apply for WIC

Date	August 15, 2023
Owner	SNA Work Supports Committee
Authors	SNA Work Supports Committee
<p>Programs</p> 	<p>WIC is a supplemental food program that provides nutrition counseling, breastfeeding support, education, nutritious foods and referrals to healthcare services. WIC improves the health of pregnant, breastfeeding, postpartum women, infants and children up to age 5</p> <p>WIC Farmers Market Nutrition Program: Each summer, local health departments issue \$30 to eligible WIC recipients for the purchase of locally grown fruits, vegetables and fresh-cut herbs.</p> <p>Affordable Connectivity Program: WIC participants automatically are eligible for the ACP which provides a discount up to \$30 per month toward internet services and other benefits.</p>
Eligibility	<p>Meet income guidelines. You will meet these if you show proof of any of the following:</p> <ul style="list-style-type: none"> ◆ Receive SNAP, KTAP, or Medicaid, or ◆ A pregnant woman or infant in your household receives Medicaid, or ◆ A member of your household receives KTAP, or ◆ Have a household income equal or less than 185% of the U.S. Poverty Income Guidelines
How to Apply for WIC	<p>Contact your local health department (LHD)</p> <p>Staff will:</p> <ul style="list-style-type: none"> • Ask your identity and residence. Need ID and proof of Kentucky residency. • Ask your household income to see if you meet income guidelines. • Do a simple health and diet screening to see if you have a nutritional or health risk.
<p>Campbell County Health Center 1098 Monmouth Street, Newport, KY 41071 859-431-1704 Kenton County Health Center 2002 Madison Avenue Covington, KY 41014 859-431-3345 Boone County Health Center 7505 Burlington Pike Florence, KY 41042 859-363-2060 Grant County Health Center 234 Barnes Road Williamstown, KY 41097 859-824-5074</p>	

Medicare

Medicare is available for people aged 65 or older, younger people with disabilities and people with End Stage Renal Disease (permanent kidney failure requiring dialysis or transplant). Medicare has two parts, Part A (Hospital Insurance) and Part B (Medicare Insurance). You are eligible for premium-free Part A if you are age 65 or older and you or your spouse worked and paid Medicare taxes for at least 10 years. **You can get Part A at age 65 without having to pay premiums if:**

- You are receiving retirement benefits from Social Security or the Railroad Retirement Board.
- You are eligible to receive Social Security or Railroad benefits, but you have not yet filed for them.
- You or your spouse had Medicare-covered government employment.

Medicare has four parts:

- Part A (Hospital Insurance)
- Part B (Medicare Insurance)
- Part C (Medicare Advantage Plans)
- Part D (Drug Coverage)



Parts of Medicare

Part A premium (Hospital Insurance) helps cover:

- Inpatient care in hospitals, skilled nursing facility care, hospice care, and home health care.
- Most people don't pay a premium for Part A coverage. This is sometimes called "premium-free Part A." You won't pay a Part A premium if you:
 - Qualify to get (or are already getting) retirement or disability benefits from Social Security (or the Railroad Retirement Board).
 - Get Medicare earlier than 65.
 - Are 65 or older and you (or another qualifying person, like your current or former spouse) paid Medicare taxes while working for a certain amount of time (usually at least 10 years).
 - If you don't qualify for premium-free Part A, you might be able to buy it.

Part B Premium (Medical Insurance) helps cover:

- Services from doctors and other health care providers
- Outpatient care
- Home health care
- Durable medical equipment (like wheelchairs, walkers, hospital beds, and other equipment)
- Many preventive services (like screenings, shots or vaccines, and yearly "Wellness" visits)

Part B Premium

You'll pay a premium for Part B coverage every month, even if you don't get any Part B-covered services. The monthly premium can change each year and may be higher depending on your income.

Most people don't get a bill from Medicare because they get the premium deducted automatically from their Social Security, Railroad Retirement Board, or Civil Service Retirement check. If you don't get any of these payments, you'll get a bill for your Part B premium so you can pay Medicare directly.

Estimate your Part A and Part B Medicare eligibility & premiums at this link [Eligibility & Premium Calculator | Medicare](#)

Part C premium

Monthly premiums for Part C coverage vary based on which plan you join. The premium amount can change each year.

Part D Premium (Drug coverage)

Since January 1, 2006, everyone with Medicare, regardless of income, health status, or prescription drug usage has had access to prescription drug coverage.

Helps cover the cost of prescription drugs (including many recommended shots or vaccines). You join a Medicare drug plan in addition to Original Medicare, or you get it by joining a Medicare Advantage Plan with drug coverage. Plans that offer Medicare drug coverage are run by private insurance companies that follow rules set by Medicare.

Monthly premiums for Part D coverage vary based on which plan you join. The premium amount can change each year. You may also have to pay an extra amount each month based on your income.

Learn more about what Medicare costs.

Eligibility

To find out if you are eligible and your expected premium, go the <https://www.medicare.gov/> eligibility tool.

If you (or your spouse) did not pay Medicare taxes while you worked, and you are age 65 or older and a citizen or permanent resident of the United States, you may be able to buy Part A. If you are under age 65, you can get Part A without having to pay premiums if:

You have been entitled to Social Security or Railroad Retirement Board disability benefits for 24 months. (Note: If you have Lou Gehrig's disease, your Medicare benefits begin the first month you get disability benefits.)

You are a kidney dialysis or kidney transplant patient.

While most people do not have to pay a premium for Part A, everyone must pay for Part B if they want it. This monthly premium is deducted from your Social Security, Railroad Retirement, or Civil Service Retirement check. If you do not get any of these payments, Medicare sends you a bill for your Part B premium every 3 months.

Medigap - Medicare Supplemental Insurance

Extra insurance you can buy from a private company that helps pay your share of costs in Original Medicare. Policies are standardized, and in most states named by letters, like Plan G or Plan K. The benefits in each lettered plan are the same, no matter which insurance company sells it.

Your Medicare options

When you first sign up for Medicare and during certain times of the year, you can choose which way to get your Medicare coverage. There are 2 main ways:

Original Medicare	Medicare Advantage (also known as Part C)
<p>Original Medicare includes Part A and Part B. You can join a separate Medicare drug plan to get Medicare drug coverage (Part D). You can use any doctor or hospital that takes Medicare, anywhere in the U.S. To help pay your out-of-pocket costs in Original Medicare (like your 20% coinsurance), you can also buy supplemental coverage, like Medicare Supplement Insurance (Medigap), or have coverage from a former employer or union, or Medicaid.</p>	<p>Medicare Advantage is a Medicare- approved plan from a private company that offers an alternative to Original Medicare for your health and drug coverage. These “bundled” plans include Part A, Part B, and usually Part D. In most cases, you’ll need to use doctors who are in the plan’s network. Plans may have lower out-of- pocket costs than Original Medicare. Plans may offer some extra benefits that Original Medicare doesn’t cover — like vision, hearing, and dental services.</p>

What’s the difference between Medicare & Medicaid?

Medicare is a medical insurance program for people over 65 and younger disabled people and dialysis patients. Medicaid is an assistance program for low-income patients' medical expenses for those under 65 with certain disabilities or conditions. Medicaid is a joint federal and state program that provides health coverage for some people with limited income and resources. Medicaid offers benefits, like nursing home care, personal care services, and assistance paying for Medicare premiums and other costs.

*If you qualify, you can have both Medicare and Medicaid.

RENTAL HOUSING BENEFITS in NORTHERN KENTUCKY

Kenton County

Covington Housing Authority

Address: 2300 Madison Ave, Covington, KY 41014

Phone: (859) 491-5311

Website: hacov.org/

- Housing Choice Vouchers (Section 8): [Online Application Here](#)
- Project-Based Assistance Program: [Public Housing](#)
- Senior Housing

[Lincoln Grant Scholar House](#) | Northern Kentucky Community Action Commission| 859-581-6607

Housing for single parents who are full-time college students

Campbell County & Pendleton Counties

Campbell County Department of Housing Administers Section 8 Housing Assistance in Campbell and Pendleton Counties. *(CCDH Does Not Provide Assistance in the City of Newport)*

Address: 1098 Monmouth St, Room 235, Newport, KY 41071

Phone: 859-261-5200

Website: <https://campbellcountyky.gov/department/index.php?structureid=31>

- Housing Choice Vouchers (Section 8):

City of Newport

Neighborhood Foundations

Address: 30 E 8th St, Newport, KY 41071

Phone: (859) 581-2533

Website: <https://www.neighborhoodfoundations.com/>

- Housing Choice Vouchers (Section 8):
- Senior Housing
- Housing for those with disabilities
- [Northern Kentucky Scholar House](#)

Boone County

Boone County Assisted Housing

Address: 2950 Washington Street, Burlington, KY 41005 (3rd Floor)

Phone: 859-334-2105

Website: [Assisted Housing \(boonecountyky.org\)](#)

- Housing Choice Vouchers (Section 8)

Other Housing Authority Offices in Kentucky

Williamstown, KY - [Office Location — Housing Authority of Williamstown \(hawilliamstown.com\)](http://www.hawilliamstown.com)

- Address: 514 Helton heights, Williamstown, KY 41097
- Phone: (859) 823-1511

Dry Ridge, KY - <https://www.drhousing.org/>

- Address: 300 Meadowview Circle, Dry Ridge, KY 41035
- Phone: 859-824-4432

Owenton, KY -

- Address: [100 Gaines Village Dr, Owenton, KY 40359](http://www.owentonky.com)
- Phone: [502 484-2939](http://www.owentonky.com)

Cynthiana, KY - <https://chaky.org/>

- Address: 148 Federal Dr, Cynthiana, KY. 41031
- Phone: (859) 234-5388

Cincinnati, OH Housing - [CMHA \(cintimha.com\)](http://www.cmha.com)

- Address: 2538 Hackberry St, Cincinnati, OH 45206
- Phone number: [513 977-5003](http://www.cmha.com)

*Please visit the local housing authority website to get further details for your service area.

Kentucky Housing Corporation (KHC) offers a variety of rental assistance programs to assist low-income families in securing affordable rental housing through programs such as Project-Based Contract Administration and Housing Choice Vouchers.

Tenant-Based Rental Programs <https://www.kyhousing.org/Rental/HCV/Pages/default.aspx>

KHC provides rental assistance directly to applicants through the Housing Choice Voucher (HCV) program, also known as Section 8. This provides a voucher that moves with the recipient to different rental units that accept it.

Project-Based Rental Programs <https://www.kyhousing.org/Rental/HCV/Pages/default.aspx>

KHC's Project-Based Contract Administration (PBCA) program provides rental assistance to specific complexes for low-income residents. The subsidy is paid directly to the owner on behalf of the resident. The rental subsidy does not follow the resident from property to property.

Rental Partners <https://www.kyhousing.org/Rental/Rental-Partners/Pages/default.aspx>

Through the execution of federal Housing Assistance Payment (HAP) contracts, KHC is able to provide rental assistance through the PBCA program and the Tenant-Based Rental Assistance (TBRA) program.

Homelessness Services for Those Experiencing or At-Risk of Shelters in Northern Kentucky

[Fairhaven Rescue Mission](#): 260 W Pike St, Covington, KY 41011 | 859-491-1027

Men | overnight shelter up to 14 days | shower | laundry | clients are subjected to a breathalyzer | Need ID

[Emergency Shelter of Northern Kentucky](#) 436 W 13th Street, Covington, KY 41011 | 859-291-4555

Men 18+ and Women 18+ from November - March

[Welcome House Inc.](#): 1132 Greenup St. Covington, KY 41011 | 859-431-8717

Women and Children's Shelter | Family Promise shelter through churches and congregations | VA beds

[ION Center](#): 835 Madison Ave. Covington, KY 41011 | 24 Hour Hotline: 859-491-3335

No-cost shelter for individuals and families fleeing partner violence.

[Madonna House of Northern Kentucky](#): 859-344-1191

Women with children | one-year live-in program to mothers and their children at a reduced monthly rate.

Brighton Center's [Homeward Bound](#) (Youth) 859-581-1111

24-Hour Emergency shelter for runaway, homeless, abused, neglected, and dependent youth ages 11-17.

At-Risk Services:

[St. Vincent De Paul: Homeless Assistance Program \(HAP\)](#)

This new program provides up to 3 nights in a hotel, food, bus passes and clothing vouchers to a person experiencing homelessness. This program also strives to connect these neighbors to one of our partners who specialize in helping individuals and families find stable and permanent housing.

Call the Assistance Phone Line at **(859) 341-3219** | Operates from 10 a.m. to 2 p.m., Monday - Friday.

[Welcome House: 859-431-8717](#)

Tenant Based Rental Assistance - Rent, Security and Utility Deposit Assistance for qualified households

Rapid Re-Housing - connects families and individuals experiencing homelessness to permanent housing through a tailored package of time-limited financial aid and targeted supportive services.

Permanent Supportive - supports people with serious mental illnesses or other disabilities who need professional care, advocacy, and assistance to live stably in their communities.

[Northern Kentucky Community Action](#): 859-484-8450

Tenant Based Rental Assistance

Shelters Resources in Cincinnati

[Central Access Point \(CAP\) Helpline](#): 513-381-SAFE or 513-381-7233

Those who are experiencing homelessness, and those who are at imminent risk of homelessness, can call and be connected to shelter beds or services across multiple agencies and facilities. Intake Specialists can place households on beds in shelters and CAP works to identify the service that can best meet a household's needs.

PROGRAMS FOR SENIORS & DIFFERENTLY ABLED

DAIL (Department of Aging and Independent Living)

The Kentucky Department for Aging and Independent Living (DAIL) oversees administration of statewide programs and services on behalf of Kentucky elders and individuals with disabilities:

- Programs & Services
- Assisted Living Community Information and Certification
- Caregiver Support Services
- Hart-Supported Living
- Long-Term Care Ombudsman
- Participant Directed Services
- Traumatic Brain Injury Trust Fund
- Office of Dementia Services

Divisions

Guardianship & Quality Living

Agencies

Area Agencies on Aging and Independent Living

Assisted Living Services

Assisted living communities may provide:

- Help with personal daily living activities
- Assistance with household and related activities incidental to daily life such as housekeeping, shopping, laundry, chores, transportation and clerical/recordkeeping assistance.
- Daily meals and snacks.
- Scheduled social activities determined by client preferences.
- Help with self-administering medication.

In partnership with Kentucky's Area Agencies on Aging and Independent Living, community mental health centers, Center for Independent Living and other community partners, DAIL provides leadership and addresses issues and circumstances that stand in the way of elders and individuals with disabilities achieving the best possible quality of life.

Because locating, understanding and accessing public programs and services can be difficult, DAIL helps streamline processes and provides one-on-one assistance by phone. We help clients find the most appropriate programs and services for their needs.

We also have tried to make our website as user-friendly and functional as possible by providing information and links to other resources of interest to elder Kentuckians, people with disabilities and their families.

<https://www.chfs.ky.gov/agencies/dail/Pages/aaail.aspx>

Aging and Independent Living (DAIL), Department contact

275 E. Main St. 3E-E

Frankfort, KY 40621

Phone:(502) 564-6930

Fax:(502) 564-4595

Email: dail.general@ky.gov



Senior Medicare Patrol (SMP)

The Senior Medicare Patrol is a grant- funded national program funded by the Administration for Community Living and the U.S. Department of Health and Human Services.

Senior Medicare Patrol (SMPs) empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

Their work focuses on three main purposes: Conducting outreach and education, engaging volunteers, and receiving beneficiary complaints. The Kentucky senior Medicare Patrol is available to share resources, present to senior centers/ groups, and attend community events.

What do we do?

Outreach & Education

SMP staff and volunteers regularly attend local conventions, expos, and community events in order to spread the word about Medicare fraud. We also regularly present educational material to seniors and caregivers at senior centers around Kentucky.

Engage Volunteers

The SMP is a national volunteer program with over 5000+ volunteers nationwide. SMP volunteers perform a wide array of services for the SMP, from doing administrative tasks to assisting beneficiaries with their questions about Medicare fraud.

Case work

Beneficiaries come to the SMP for assistance and guidance with concerns about Medicare fraud. The SMP helps Beneficiaries through the processes of determining if fraud has occurred and reporting it to the paper authorities.

Become an SMP Volunteer:

SMP volunteers may serve Medicare beneficiaries, their families, and caregivers in many ways

- Assist with administration
- Distribute information
- Staff exhibits
- Make group presentations
- Counsel
- Manage complex interaction
- To volunteer call: 877-603-6558



Contact Information

Name: Michelle List Phone Number: (502) 574-6960 Email: michelle.list@louisvilleky.gov Website: https://www.smpresource.org/	Name: Katie Deno (Volunteer Supervisor) Phone Number: (859) 491-8303 ext. 2336 Email: kdeno@brightoncenter.com https://www.brightoncenter.com/programs/senior_services/senior-medicare-patrol
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SHIP (State Health Insurance Assistance Program)

The Kentucky State Health Insurance Assistance Program (SHIP) provides information, counseling and assistance to seniors and disabled individuals, their families and caregivers. This service is provided at no charge by local, well-trained counselors.

The program seeks to educate the general public and Medicare beneficiaries, so they are better able to make informed decisions about their health care. SHIP does not sell any health insurance products.

SHIP Goals

- Educate seniors on health insurance coverage, benefits and consumer rights.
- Provide assistance and education on a one-on-one basis or through educational forums.
- Protect consumers against fraud or misdirected collections; and
- Empower consumers to make informed health insurance choices.
- Services provided by SHIP
- One-on-one counseling by telephone or in person.
- Presentations to community groups.
- Printed educational and informational materials; and
- Referrals (connections to other agencies).

What can SHIP do for you?

The KY SHIP has partnered with the Department for Public Health Kentucky Prescription Assistance Program (KPAP) to become a partner site. The KPAP helps qualified persons access prescription drug programs offered by drug manufacturers, discount programs and discount pharmacy programs.

Through the KPAP partnership, SHIP will help those who qualify and/or their families access available prescription drugs for free or at reduced cost. Our service area includes all 120 counties.

Please call the statewide SHIP Hotline at (877) 293-7447 (option #2) or call DAIL at (502) 564- 6930 and ask for a SHIP counselor.



Social Security Disability Income (SSDI) & Retirement, Survivors, and Disability Insurance (RSDI)

The Basics About Disability Benefits

The **SSDI program** pays benefits to you and certain [family members](#) if you are “insured.” This means that you worked long enough – and recently enough - and paid Social Security taxes on your earnings.

The **SSI program** pays benefits to adults and children who meet our requirements for a qualifying disability and have limited income and resources.

While these two programs are different, the medical requirements are the same. If you meet the nonmedical requirements, monthly benefits are paid if you have a medical condition expected to last at least one year or result in death.



How to apply:

Whether you apply online, by phone, or in person, the disability benefits application process follows these general steps:

You gather the information and documents you need to apply. We recommend you print and review the [Adult Disability Checklist](#). It will help you gather the information and documents you need to complete the application.

1. You complete and submit your application.
2. We review your application to make sure you meet our [basic requirements](#) for disability benefits.
3. We confirm you worked enough years to qualify.
4. We evaluate any current work activities.
5. We process your application and forward your case to the Disability Determination Services office in your state.
6. This state agency makes the disability determination decision.
7. To learn more about who decides if you have a disability, read our publication [Disability Benefits](#).
- 8.

Once You've Applied

Processing time for disability applications vary depending on the nature of the disability, necessary medical evidence or examinations, and applicable quality reviews.

Once we receive your application, we'll review it and contact you if we have questions. We might request additional documents from you before we can proceed.

Look For Our Response

When the state agency makes a determination on your case, you'll receive a letter in the mail with our decision. It generally takes three to six months for an initial decision. If you included information about other family members when you applied, we'll let you know if they may be able to receive benefits on your record.

Check The Status

You can check the status of your application online using your personal my Social Security account. If you are unable to check your status online, you can call us 1-800-772-1213 (TTY 1-800-325-0778) from 8:00 a.m. to 7:00 p.m., Monday through Friday.

SSDI & RSDI Con't

Appeal A Decision

You have the right to appeal any decision we make about whether you're entitled to benefits. You must request an appeal in writing within 60 days after you receive the notice of our decision. There are four levels of appeal:

- Reconsideration.
- Hearing by an administrative law judge.
- Review by the Appeals Council.
- Federal Court Review.

Learn More or Appeal a Decision [Understanding SSI - Appeals Process \(ssa.gov\)](#)

Check Application or Appeal Status [Check application or appeal status | SSA](#)

Information You Need to Apply

Before applying, be ready to provide information about yourself, your medical condition, and your work. We recommend you print and review the [Adult Disability Checklist](#). It will help you gather the information you need to complete the application.

- Information About You
- Your date and place of birth and Social Security number.
- The name, Social Security number, and date of birth or age of your current spouse and any former spouse. You should also know the dates and places of marriage and dates of divorce or death (if appropriate).
- Names and dates of birth of children not yet 18 years of age.
- Your bank or other [financial institution's Routing Transit Number](#) and the account number.
- Information About Your Medical Condition
 - Name, address, and phone number of someone we can contact who knows about your medical conditions and can help with your application.
 - Detailed information about your medical illnesses, injuries, or conditions:
 - Names, addresses, phone numbers, patient ID numbers, and dates of treatment for all doctors, hospitals, and clinics.
 - Names of medicines, the amount you are taking, and who prescribed them.
 - Names and dates of medical tests you have had and who ordered them.
- Information About Your Work
 - The amount of money earned last year and this year.
 - The name and address of your employer(s) for this year and last year.
 - The beginning and ending dates of any active U.S. military service you had before 1968.

SSDI & RSDI (CON'T)

Information You Need to Apply (Con't)

- A list of the jobs (up to five) that you had in the 15 years before you became unable to work and the dates you worked at those jobs.
- Information about any workers' compensation, black lung, and similar benefits you filed, or intend to file for. These benefits can:
 - Be temporary or permanent.
 - Include annuities and lump sum payments that you received in the past.
- Be paid by your employer or your employer's insurance carrier, private agencies, or federal, state, or other government or public agencies.
- Could be referred to as:
 - Workers' Compensation.
 - Black Lung Benefits.
 - Longshore and Harbor Workers' Compensation.
- Civil Service (Disability) Retirement.
- Federal Employees' Retirement.
- Federal Employees' Compensation.
- State or local government disability insurance benefits.
- Disability benefits from the military. These include military retirement pensions based on disability but not Veterans' Administration (VA) benefits.

Documents You Need to Provide

Along with the information listed above, we may ask you to provide documents to show that you are eligible, such as:

- Birth certificate or other proof of birth.
- Proof of [U.S. citizenship or lawful alien status](#) if you were not born in the United States.
- U.S. military discharge paper(s) if you had military service before 1968.
- W-2 forms(s) or self-employment tax returns for last year.
- [Medical evidence](#) already in your possession. This includes medical records, doctors' reports, and recent test results.
- Award letters, pay stubs, settlement agreements, or other [proof of any temporary or permanent workers' compensation-type benefits you received](#).

We accept photocopies of W-2 forms, self-employment tax returns, and medical documents, but we must see the originals of most other documents, such as your birth certificate. (We will return them to you.)

Do not delay applying for benefits because you do not have all the documents. We will help you get them.

SSDI & RSDI (CON'T)

Documents You Need to Provide (Con't)

1. To start your application, go to our [Apply for Benefits](#) page, and read and agree to the Terms of Service. Click "Next."
2. To start your application, go to our Apply for Benefits page, and read and agree to the Terms of Service. Click "Next."
3. On that page, review the "Getting Ready" section to make sure you have the information you need to apply.

Select "Start A New Application."

- We will ask a few questions about who is filling out the application.
- You will then sign in to your personal my Social Security account, or you will be prompted to create one.
- Complete the application.
- You can use the online application to apply for disability benefits if you:
 - Are age 18 or older.
 - Are not currently receiving benefits on your own Social Security record.
 - Are unable to work because of a medical condition that is expected to last at least 12 months or result in death.
 - Have not been denied for disability in the last 60 days.

Note: If your application was recently denied, our [Internet Appeal](#) application is a starting point to request a review of the determination we made.

You may be able to file online for SSI at the same time that you file for SSDI benefits. Once you complete the online process described above, a Social Security representative will contact you if we need additional information.

Other Ways You Can Apply:

Apply With Your Local Office

You can do most of your business with Social Security online. If you cannot use these online services, your local Social Security office can help you apply. You can find the phone number for your local office by using our [Office Locator](#) and looking under Social Security Office Information. The toll-free "Office" number is your local office.

Apply By Phone

Call 1-800-772-1213 (TTY 1-800-325-0778) from 8:00 a.m. to 7:00 p.m., Monday through Friday, to apply by phone.

If You Do Not Live in the U.S. Or One of Its Territories

Contact the [Federal Benefits Unit for your country of residence](#) if you live outside the U.S. or a U.S. territory and wish to apply for retirement benefits.

Mailing Your Documents

If you mail any documents to us, you must include the Social Security number so that we can match them with the correct application. Do not write anything on the original documents. Please write the Social Security number on a separate sheet of paper and include it in the mailing envelope along with the documents.

SSDI & RSDI (CON'T)

Information for Advocates, Attorneys, and Third Parties

If you are an Advocate, Attorney, or Third-Party Representative and you are helping someone prepare an [online Social Security benefit application](#), there are know. Bout Advance Designation?

You should be aware of another type of representation called [Advance Designation](#).

Advance Designation allows capable adult and emancipated minors who are applying for or receiving Social Security benefits, Supplemental Security Income, or Special Veterans Benefits the option to choose up to three people in advance who could serve as their representative payee, if the need arises.

In the event that you can no longer manage your benefits, you and your family will have peace of mind knowing that someone you trust may be appointed to manage your benefits for you. If you need a representative payee to assist with the management of your benefits, we will first consider your advance designees. We must still fully evaluate them and determine their suitability at that time.

You can submit and update your advance designation request when you apply for benefits or after you are already receiving benefits. You may do so through your personal [my Social Security](#) account, contacting us by telephone at 1-800-772-1213 (TTY 1-800-325-0778), or at [your local office](#).

[Social Security Outreach Access & Recovery \(SOAR\)](#)

Welcome House | 859-431-8717

The Social Security Outreach Program (SSO) uses the SOAR method to assist homeless or at-risk individuals with mental or physical disabilities to complete applications for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI). Together with the Social Security Administration and Disability Determination Services, the program provides access to stable and permanent income, medical insurance, and social services coordination. Approved program participants could be required to have a Payee and refer to Payee Services for further assessment.

[Behavioral Health and Substance Use Disorder:](#)

The Department for Medicaid Services offers services to assist beneficiaries with behavioral health and substance use disorder treatment needs. Contact your managed care organization (MCO) for information and assistance accessing these services and more

- Screening
- Assessment
- Psychological Testing
- Crisis Intervention
- Residential Crisis Stabilization
- Day Treatment
- Peer Support
- Intensive Outpatient Program
- Outpatient Therapy for Individuals, Groups, and Families

Additional services may be available from the Department for Behavioral Health and Intellectual Disabilities. Call (502) 564-4527 for additional information.

[Resource Guide for those facing Addiction and their loved ones | NKY Hates Heroin](#)

FOOD PROGRAMS

USDA COMMODITIES

The Northern Kentucky Area Development District (NKADD) is the state designated food bank for Northern Kentucky. With this designation, NKADD administers and oversees the Commodity Supplemental Food Program (CSFP) and The Emergency Food Assistance Program (TEFAP) in our eight-county region.

The Emergency Food Assistance Program (TEFAP)

The Emergency Food Assistance Program (TEFAP) is a Federally funded program whose purpose is to provide supplemental food to low-income households. The amount of TEFAP commodities received in our region is based on the on the percentage of low- income households and the unemployment rate. Households whose total monthly income is less than 130% of the poverty level, the same scale used to determine eligibility for food stamps, may receive a monthly package of commodity foods. The TEFAP program also provides food to local soup kitchens. There is no income requirement to receive a meal at a soup kitchen.

Eligibility

To learn more about TEFAP contact a distribution site or soup kitchen in your county. Please note that recipients can receive TEFAP commodities only one (1) time per month – multiple TEFAP site visits in the same month shall result in disqualification from program. There is no restriction on visits to soup kitchens.

[USDA Food and Nutrition Service | Food and Nutrition Service](#)

TEFAP Income Guidelines: [Commodities Program – NKADD](#)

Income Guidelines			
Household Size	Annually	Monthly	Weekly
1	\$18,954	\$1,580	\$365
2	\$25,636	\$2,137	\$493
3	\$32,318	\$2,694	\$622
4	\$39,000	\$3,250	\$750
5	\$45,682	\$3,807	\$879
6	\$52,364	\$4,364	\$1,007
7	\$59,046	\$4,921	\$1,136
For Each Add'l Family Member	\$6,682	\$557	\$129

The Emergency Food Assistance Program (TEFAP) Providers

Boone County	
Burlington Baptist - Susan Poston 3031 Washington St Burlington, KY 41005 859-586-6529	
Campbell County	
Brighton Center – Eric Owsley 799 Ann St Newport, KY 41072 859-491-8303	Care Mission, Inc – Jerri Glahn 11093 Alexandra Pk Alexandria, KY 41001 859-635-0818
Holy Spirit Outreach - Connie Goetz 825 Washington Ave Newport, KY 41071 859-261-0818	St. Bernard Food Pantry - Dennis Daniel 401 Berry St Dayton, KY 41074 859-291-4393
St. John Lutheran Church - Bob Stuck 5977 Lower Tug Fork Rd Melbourne, KY 41059 859-635-5013	
Kenton County	
Action Ministries - Kay Mistler 4375 Baron St Covington, KY 41015 859-261-3649	Be Concerned - Dan Clifford 1100 Pike St Covington, KY 41011 859-291-1340
Covington Salvation Army - Wannessa Moore 1806 Scott Blvd Covington, KY 41014 859-261-0835	Esperanza Latino Center of NKY - Reid Yearwood 234 W Pike St Covington, KY 41011 859-261-0862
Generations Church - Chastity 4161 Richardson Rd Independence, KY 41051 859-869-1143	United Ministries - Dave Laake 525 Graves Ave Erlanger, KY 41018 859-727-0300
Pendleton County	
Butler Baptist - Daryl Mullins 107 Peoples St Butler, KY 41006 859-472-5540	Pendleton County WAP - Mary McDowell 200 Shelby St Falmouth, KY 41040 859-609-9639

The Emergency Food Assistance Program (TEFAP) Providers

Carroll County	
Food Pantry of Carroll County- Ruth Baxter 113 3rd St Carrollton, KY 41008 502-732-7000	

Gallatin County	
Sparta Baptist - Walter Ortholf 138 Hwy 467 W Sparta, KY 41086 859-643-5611	Hathaway Court Apartments – Stephanie Meadows 1200 Highway Ave. Covington KY, 41011 (859) 491-0052
Catholic Charities Mobile Food Pantry St. Joseph 602 Main St Warsaw, KY 41095	Warsaw Baptist Church - Ken Ritchie 106 W High St Warsaw, KY 41095 859-567-2401

Grant County	
Helping Hands - Larry Jones 214 Barnes Rd Williamstown, KY 41097 859-823-0286	Catholic Charities Mobile Food Pantry – John Hehman St. William 6 Church St Williamstown, KY 41097

Owen County	
Catholic Charities Mobile Food Pantry St. Edward Mission 1335 Hwy 22-E RR-4 Owenton, KY 40395	Meeting the Needs - Becky Mefford 910 Hwy 22 East Owenton, KY 40359 502-484-4017

Soup Kitchens

Campbell County Henry Hosea House – Bruce Stelzer 901 York St. Newport KY, 41071 (859) 261-5857	Kenton County Parish Kitchen – Mindy Garcia 1561 Madison Ave. Covington KY, 41015 (859) 581-7745
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Commodity Supplement Food Program (CSFP)

The Commodity Supplemental Food Program (CSFP) is a Federally funded program with the goal of improving the health of **low-income individuals aged 60 or older**. This is accomplished by supplementing their diets with a monthly package of nutritious foods to include fruits, vegetables, grains, proteins and dairy.

Eligibility

To receive a CSFP package, contact a local distribution site to become certified for the program. If the distribution site's caseload is full, eligible persons may join the waitlist. Eligible participants will be asked to fill out a form certifying income and showing proof of age and residency, and this certification is valid for six (6) months. CSFP Participants are automatically eligible for the TEFAP program and may receive both one (1) time per month.

[Commodity Supplemental Food Program | Food and Nutrition Service \(usda.gov\)](https://www.usda.gov/food-nutrition-service/commodity-supplemental-food-program)

Seniors (60 and over) based on 130% Federal Poverty Income Guidelines

CSFP Income Guidelines [Commodities Program – NKADD](#)

Income Guidelines			
Household Size	Annually	Monthly	Weekly
1	\$18,954	\$1,580	\$365
2	\$25,636	\$2,137	\$493
3	\$32,318	\$2,694	\$622
4	\$39,000	\$3,250	\$750
5	\$45,682	\$3,807	\$879
6	\$52,364	\$4,364	\$1,007
7	\$59,046	\$4,921	\$1,136
For Each Add'l Family Member	\$6,682	\$557	\$129

Commodity Supplement Food Program (CSFP) Providers

Boone County	
Florence Senior Center – Christine Miskell 7431 US 42 Florence KY, 41042 (859) 282-4061	Walton Senior Center – Diana Tripp 44 N. Main St. Walton KY, 41094 (859) 485-7611
Campbell County	
Brighton Center 741 Central Ave. Newport KY, 41072 (859) 491-8303	Campbell Co. Senior Center – Marsha Dufeck 3504 Alexandria PK. Highland KY, 41076 (859) 572-4300
Clifton Hills – Peggy Bramble 29 18TH St. Newport KY, 41071 (859) 581-2533	Grand Towers – Peggy Bramble 1359 Grand Ave. Newport KY, 41071 (859) 581-2533
Highland Village - Gale Halsey 515 Main Ave. Highland Heights KY, 41076 (859) 581-2533	St. John Lutheran Church – Bob Stuck 5977 Lower Tug Fork Rd. Melbourne KY, 41059 (859) 635-5013
Kenton County	
Covington Salvation Army – Wannessa Moore 1806 Scott Blvd. Covington KY, 41014 (859) 261-0835	Hathaway Court Apartments – Stephanie Meadows 1200 Highway Ave. Covington KY, 41011 (859) 491-0052
United Ministries – Dave Laake 525 Graves Ave. Erlanger KY, 41018 (859) 727-0300	
Pendleton County	Carrol County
Butler Baptist Church – Pat Lynch 107 Peoples St. Butler KY, 41006 (859) 472-5540	Carrol Co. Senior Center Distr Site - Joe Gilbert 113 3RD St. Carrollton KY, 41008 (502) 732-7000
Gallatin County	
City of Warsaw – Carolyn Marksberry 303 E. Main St. Warsaw KY, 41095 (859) 567-5900	

Grant County

Sherman Full Gospel – Peggy Draper
3185 Dixie Hwy
Crittenden KY, 41030
(859) 991-3536

Owen County

Meeting the Needs – David Lilly
910 Hwy 22 East
Owenton KY, 40359
(502) 750-1735

Veterans Benefits

KENTUCKY DEPARTMENT OF VETERANS AFFAIRS

KDVA provides professional help free of charge to veterans in obtaining and using federal and state benefits to which they are entitled. They help veterans and their dependents make successful claims for benefits, privileges, rights, and other veteran services. Benefits include access to veterans' nursing homes, burial with honors in veterans' cemeteries, benefits counseling, and specific assistance for homeless and women veterans.

[Find a federally accredited representative.](#)

How to find a KDVA representative

KDVA Benefits Division's primary mission is to assist veterans and their family members file for their Federal VA Compensation and Pension Benefits. They have Veterans Benefits Field Representatives (VBFR) across the Commonwealth to assist veterans. You can find the closest [Claims Representative](#)

They are:

- Fully accredited
- Full-time professionals
- FREE
- Expert at representing veterans in appeals. You do not need an attorney!

From the Federal VA: "If you need help filing a claim or appeal, you may want to work with an accredited attorney, a claims agent, or a Veterans Service Officer (VSO). We trust these professionals because they're trained and certified in the VA claims and appeals processes and can help you with VA-related needs. VSOs work on behalf of Veterans and service members—as well as their dependents and survivors."

You should verify accreditation on the VA Office of General Counsel web page: [See who is accredited.](#)

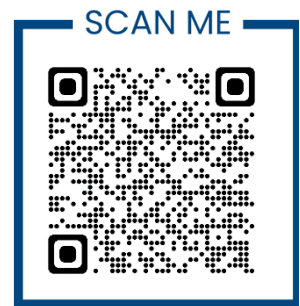
Veteran Employment Services

The Kentucky Career Centers have staff, many of whom are veterans themselves, who are specifically trained to assist veterans and transitioning service members find suitable and sustainable civilian employment.

Available Services

- Career assessments
- Job search assistance
- Interview preparation
- Labor market information
- Resume and cover letter assistance
- Access to computers and internet service
- Translating military experience to civilian responsibilities
- Specialized services for veterans with disabilities through our Office of Vocational Rehabilitation

If you have questions or require additional information, please email veteranservices@ky.gov



Veterans Health Services

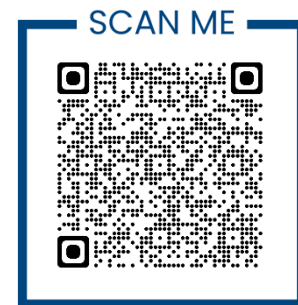
Mental Health Care: Behavioral Health

Cincinnati VA Medical Center - Fort Thomas, KY

1000 South Fort Thomas Avenue
Fort Thomas, KY 41075-2305
859-572-6202 | Clinical Hours: 24/7

Common conditions: addiction, depression, anxiety, trauma, PTSD, bipolar disorder, schizophrenia, OCD

If struggling with issues like PTSD, depression, grief, anger or trauma, we offer counseling and other support. All VA health care facilities offer same-day help. You may qualify even without enrolling in VA health care.



Veterans Crisis Line

If you are a Veteran in crisis or concerned about one, connect with our caring, qualified responders for confidential help. Many of them are Veterans themselves.



Call **988 and select 1**



Text **838255**

Veteran Housing Assistance

[National Call Center for Homeless Veterans](#): 1-877-424-3838

Who Can Call?

- Veterans who are homeless or at risk of homelessness
- Family members, friends and supporters calling on behalf of Veterans
- VA Medical Centers and other VA facilities and staff
- Federal, state and local partners
- Community agencies and providers who serve Veterans who are homeless

Goodwill's Services for Veterans

VA Supportive Services for Veteran Families (SSVF): a VA program designed help veterans who may lose their homes or are recently homeless. It provides rapid re-housing to eligible veterans.

VA funded " Per diem" residential program: This is a residential program operated by Ohio Valley Goodwill. The program is funded by the Department of Veterans Affairs. It is available to eligible homeless veterans in need of intensive services and employment assistance on the way to self-sufficiency. All program participants are pursuing full-time employment in their community.

Homeless Veterans Reintegration Projects (HVRP): designed to help homeless veterans by providing support and assistance in finding employment, obtaining housing and reaching economic independence

Cell Phones & Internet Connectivity Programs

Affordable Connectivity Program

The Affordable Connectivity Program is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.

The benefit provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.

The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.

Learn more about eligibility and how to enroll at <https://www.fcc.gov/acp>



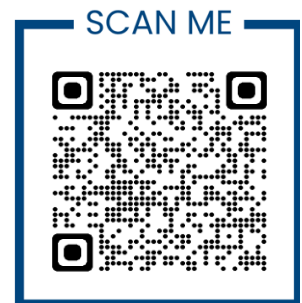
Lifeline Cell Phone Program

Since 1985, the Lifeline program has provided a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family and emergency services. Lifeline is part of the Universal Service Fund.

The Lifeline program is available to eligible low-income consumers in every state, territory, commonwealth, and on Tribal lands.

Eligible consumers can get up to \$9.25 off the cost of phone, internet, or bundled services.

Find more information and a list of providers: <https://www.fcc.gov/general/lifeline-program-low-income-consumers>



KENTUCKY COMMISSION ON HUMAN RIGHTS

Kentucky Commission on Human Rights is the state government enforcement authority of Kentucky Civil Rights Act (KRS 344), the law against discrimination. KCHR takes discrimination complaints from people who believe they are victims of discrimination that allegedly took place in the Commonwealth of Kentucky.

KCHR's mandate is to safeguard all individuals within the state from discrimination because of familial status, race, color, religion, national origin, sex, age 40 and over, or because of the person's status as a qualified individual with a disability as defined in KRS 344.010 and KRS 344.030; Thereby to protect their interest in personal dignity and freedom from humiliation, to make available to the state their full productive capacities, to secure the state against domestic strife and unrest which would menace its democratic institutions, to preserve the public safety, health, and general welfare, and to further the interest, rights, and privileges of individuals within the state.

How to Contact KCHR

If your client needs help with discrimination or you believe they may be a victim of illegal discrimination, contact the Kentucky Commission on Human Rights for help. Ask to make a discrimination complaint.

Call 1.800.292.5566 or visit this website: <https://kchr.ky.gov/Pages/File-a-Complaint.aspx>.

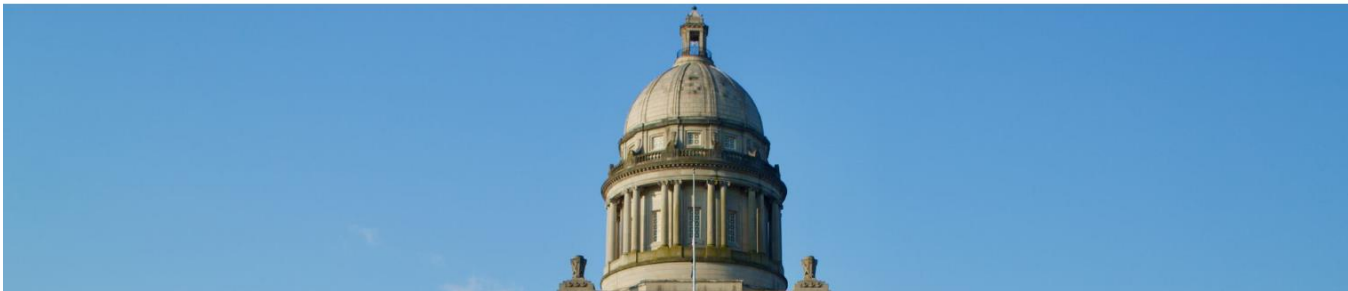
Email kchr.mail@ky.gov.



KENTUCKY COMMISSION ON
HUMAN RIGHTS



[About](#) [File a Complaint](#) [Hall of Fame](#) [Resources](#) [News](#) [Local Commissions](#) [Contact Us](#)



OBTAINING ESSENTIAL DOCUMENTS

ID OR DRIVERS LICENSE

All identification and licensing services have fully transitioned from the Office of Circuit Court Clerk in every county to Driver Licensing Regional Offices throughout Kentucky.

Identification Card

- An ID card may be obtained for a person aged 15 and over at any Driver Licensing Regional Office.
- A birth certificate, Social Security card (photocopies not accepted), and proof of residency are required. Click here for a list of [Valid Proof Documents](#) .
- A parent/guardian must be present if the applicant is under 18 years old.
- The cost of a standard Identification Card at any Driver Licensing Regional office is \$11.50.

Homeless Identification Card

- The ID card can be obtained at any Driver Licensing Regional office.
- Per KRS 186.412(7). Per KRS 186.412 (7), "...the regional office shall issue a color photo personal identification card to any person who is a Kentucky resident and who resides in the county who complies with the provisions of this section and who applies in person."
- It further states that "An application for a personal identification card shall be accompanied by the same information as is required for an operator license"... except if a person does not have a fixed, permanent address, the person may use as proof of residency a signed letter from a homeless shelter, health care facility, or social service agency currently providing the person treatment or services and attesting that the person is a resident of Kentucky."

Finding a Licensing Regional Office

- Regional Offices are open to in-person visits from any Kentucky resident. Appointments are highly suggested, as limited space for walk-ins differs from site to site.
- All offices accept Credit/Debit, Cash, Personal Checks, Certified Checks, and Money Orders
- Avoid a repeat trip by arriving prepared.
 - Learn what documents you need to bring by taking the [Document Guide quiz](#) or reviewing a [list of acceptable documents](#).
- Online and mail-in license renewals are now available. Visit our [compare my options tool](#) to determine which option best fits your needs.

— Visit <https://drive.ky.gov/Pages/Find-An-Office.aspx> to find your nearest office

— Visit <https://drive.ky.gov/Drivers/Pages/Licensing-Transition.aspx> for more Licensing Services and Resources information

— Visit <https://drive.ky.gov/Drivers/Documents/ValidProofDocuments.pdf> for a list of acceptable documents



Social Security Number and Card

The Social Security Administration (www.ssa.gov). Has a mass of information regarding more options on how to apply depending on your background of information. Please visit the website in the sources section at the bottom of this information sheet to help you get the information or documents needed information to assist your application process. Below are the main questions you will need to answer on the website. The system will automatically generate what application steps you need to take, replace a card, or request a number for the first time, visit <https://www.ssa.gov/number-card>

Who is the card for?

An adult or a child?

What type of card do you need?

Original, Replacement, or Corrected?

Citizenship of the whom the card is for?

U.S. Born Citizen, Foreign Born U.S. Citizen, or a Noncitizen?



Social Security Card; Important

You must present original documents or copies certified by the agency that issued them. We cannot accept photocopies or notarized copies. All documents must be current (not expired). We cannot accept a receipt showing you applied for the document.

What original documents do I need?

1. Citizenship

We can accept only certain documents as proof of U.S. citizenship. These include a U.S. birth certificate or a U.S. passport.

2. Age

You must present your birth certificate. If one exists, you must submit it. If a birth certificate does not exist, we may be able to accept your:

Religious record made before the age of five showing your date of birth;

U.S. hospital record of your birth.

U.S. passport.

Anyone age 12 or older requesting an original Social Security number (SSN) must appear in person for an interview. We will ask for evidence to show you do not have an SSN. Here are examples of documents you can use to prove an SSN was never assigned:

If you lived outside the United States for an extended period, a current or previous passport, school and/or employment records, and any other record that would show long-term residence outside the United States could be used to show you do not have an SSN.

If you have lived in the United States and you are applying for an original SSN, we may ask you for information about the schools you attended or we may ask you to provide copies of tax records that would show you were never assigned an SSN.

3. Identity

We can accept only certain documents as proof of identity. An acceptable document must be current (not expired) and show your name, identifying information (date of birth or age) and preferably a recent photograph. For example, as proof of identity we must see your:

- U.S. driver's license.
- State-issued non-driver identification card.
- U.S. passport.

Additional Acceptable Documentation

If you do not have one of these specific documents or you cannot get a replacement for one of them within 10 days, we will ask to see other documents. Any documents submitted, including the following, must be current (not expired) and show your name, identifying information (date of birth or age) and preferably a recent photograph:

- Employee identification card.
- School identification card.
- Health insurance card (not a Medicare card)
- U.S. military identification card.
- Doctor, clinic or hospital record;
- Religious record;
- School daycare center record; or
- School identification card



US Social Security Administration Offices

- 7 Youell St, Florence KY, 41042 (8.1 Miles) Phone Number: (800) 772-7813
- 509 Marketplace Dr, Maysville, KY 41056 (49.1 Miles) Phone Number: (800) 772-1213
- 140 Flynn Ave, Frankfort, KY 40601 (63.8 Miles) Phone Number: (866) 964-1724
- 2241 Buena Vista Rd. Suite 110, Lexington, KY 40505 (71.2 Miles) Phone Number: (899) 530-7754

Language Assistance:

- | | | |
|-------------------------|-----------|--------------|
| • English | • French | • Portuguese |
| • Chinese (Traditional) | • Greek | • Russian |
| • Chinese (Simplified) | • Italian | • Tagalog |
| • Farsi | • Korean | • Vietnamese |
| • Arabic | • Polish | |

Website: [The United States Social Security Administration \(ssa.gov\)](http://The United States Social Security Administration (ssa.gov))

Obtaining a Birth Certificate


The Office of Vital Statistics (OVS) has on file birth records of persons born in Kentucky from 1911 to present day. OVS does not have records of birth prior to 1911, except delayed records of birth established by affidavits and documentary evidence.

Initial Cost per Certificate

- Birth: \$10 US per certificate (non-refundable search fee)
- Stillbirth, Death, Marriage and Divorce: \$6 US per certificate (non-refundable search fee)

Purchase a certificate online, by phone or by fax. These orders will be processed through VitalChek Network, Inc. VitalChek is an independent company that the Kentucky Office of Vital Statistics (OVS) has partnered with to provide you with this service.

VitalChek Information



Warning: VitalChek is the only authorized and approved vendor highly recommended by the Kentucky Office of Vital Statistics for online and telephone ordering. A credit/debit card or an automated clearing house (ACH) is required for payment. Buyer beware if other websites or services are used.

How to purchase Online and by Phone

Visit the VitalChek website or contact VitalChek by phone at (800) 241-8322. To fax orders call toll free (866) 283-7477. VitalChek accepts all major credit cards including American Express, Discover, MasterCard and Visa. VitalChek uses UPS for faster delivery. If a rush delivery is necessary, request delivery by UPS when placing your order. There is an additional fee charged by VitalChek for all orders.

If UPS delivery is requested, additional fees apply.

https://www.vitalchek.com/order_main.aspx?ProviderID=16401&state=ky&eventtype=birth

If ordering in person, further information can be found here

<https://www.chfs.ky.gov/agencies/dph/dehp/vsb/Pages/purchase.aspx>

To directly access VitalChek's website



Information Needed for Certificate Request

- Full name at birth of person born in Kentucky
- The month, day and year of birth
- The county of birth
- The mother's full maiden name
- The father's name (if applicable)

Additional Information Needed:

- Requester's name and address where the certificate is to be mailed
- Telephone number where you can be reached during the day from 8 a.m. to 4:30 p.m. Eastern time
- The number of copies being ordered

Enclose a check or money order payable to the Kentucky State Treasurer to cover the cost of each certificate ordered and mail to:

Office of Vital Statistics

275 East Main Street, 1E-A

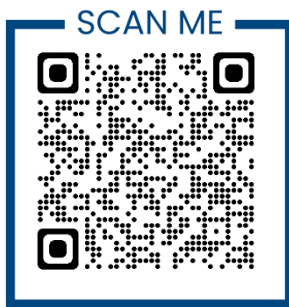
Frankfort, KY 40621

Printable Forms

Find common CHFS, DCBS forms here [Help Articles \(ky.gov\)](#)

KYNECT resources

Kynect resources is a place to find local programs and services. Through a partnership with United Way of Kentucky, kynect resources provide a mobile-friendly, managed directory to connect Kentuckians to the help they need. Scan here to find out more.



GLOSSARY OF ACRONYMS

- **ADA** – Americans with Disabilities Act
- **AP** – Absent Parent
- **CASA** – Court Appointed Special Advocate®
- **CCAP** – Child Care Assistance Program
- **CWD** – Court Designed Worker
- **CET** – Center for Employment Training @ Brighton Center
- **CHFS** – Cabinet for Health & Family Services
- **CoC** – Continuum of Care approach to assistance to the homeless
- **CPS** – Child Protective Services
- **DCBS**- Department for Community Based Services
- **DJJ** – Department of Juvenile Justice
- **DMS** – Department of Medicaid Services
- **DOB** – Date of Birth
- **DV** – Domestic Violence
- **EBT** – Electronic Benefit Transfer
- **EC** – Employment Connections @ Kentucky Career Center
- **EITC** – Earned Income Tax Credit
- **EPO** – Emergency Protection Order
- **FRYSC** – Family Resource and Youth Services Center
- **FS**- Family Support
- **HBE** – Health Benefits Exchange
- **HH** – Household
- **HIPPA** – Health Insurance Portability & Accountability Act of 1996
- **HOH** – Head of Household
- **HUD** – U.S. Department of Housing and Urban Development
- **IPV** – Intimate Partner Violence
- **K- CHIP** – Kentucky’s Children’s Health Insurance Program
- **KTAP** – Kentucky Transitional Assistance Program
- **KWP** – Kentucky Work Program
- **KYNECT** – Kentucky’s Healthcare Connections
- **MCO** – Managed Care Organization
- **NKCAC** – Northern Kentucky Community Action Commissions
- **P&P** – Protection & Permanency
- **PAC** – Parents Attending College @ NKU
- **PHA** – Public Housing Authority
- **RR** – Railroad Retirement
- **RSDI** – Retired Survivor’s Disability Income
- **RTW** – Ready to Work @ Gateway
- **Section 8** – Housing Choice Voucher Program (Housing and Community Development Act of 1974)
- **SNA** – Safety Net Alliance
- **SNAP** – Supplement Nutrition Assistance Program
- **SSA** – Social Security Administrations
- **SSDI** – Social Security Disability Income
- **SSI** – Social Security Income
- **START** – Sobriety Treatment & Recovery Team
- **TANF** – Temporary Assistance to Needy Families
- **TPR** – Termination of Parents Rights
- **UIB** – Unemployed Insurance Benefits
- **UKTAP**- Kentucky’s Targeted Assessment Program (TAP)
- **VA** – Veterans Affairs/ Veterans Administrations
- **WIC** – Women, Infants & Children Nutritional Program