

# Department of Human Services

Family and Community Services  
Special Programs and Division Updates  
November 2022

# Introductions

John Hahn, Regional Training Administrator,  
Region 3

Torrance Sawyer, SNAP Accuracy Coordinator,  
Region 3

Heather Greiner, Staff Development Specialist,  
Peoria/Woodford FCRC

# DHS Divisions

Developmental Disabilities

Early Childhood

**Family & Community Services**

Mental Health

Rehabilitation Services

Substance Use Prevention and Recovery

# Important Documents for you

[Help is Here](#)

[Manage My Case](#)

[IL444-0034 Consent to Release Information](#)

[IDHS: Program Standards Summary Desk Aid](#)

# Important Documents

[HFS 3792 Health Benefits for Workers with Disabilities \(HBWD\)](#)

[IL444-5175 SNAP Work Rules](#)

[IL444-2689 Request for Crisis Assistance](#)

[DHS 3337 Crisis Assistance Program and Expedited Services for SNAP](#)

# Health Benefits for Workers with Disabilities (HBWD)

# Health Benefits for Workers with Disabilities (HBWD)

This program is for persons with disabilities who are working and have income and resources above the limits for regular medical eligibility. Premium payments are required based on countable income.

The HBWD program has its own set of Income Standards and Resource Limits.

- Current gross monthly income limit: \$3,964
- Non-exempt resource limit: \$25,000

# Health Benefits for Workers with Disabilities (HBWD)

To be eligible for medical assistance under HBWD, an individual must meet the following eligibility requirements:

- Age 16 through 64 years
- Declared disabled by SSA or Client Assessment Unit (CAU)
- Meet all other AABD nonfinancial eligibility requirements.
- Must be considered employed.
  - In addition to providing proof of income, the person must show proof of payment FICA, IMRF or the equivalent of a retirement fund



# Health Benefits for Workers with Disabilities (HBWD)

If the following situations exist, a person may be enrolled in the program without providing proof of current employment or self-employment:

- Person has proof of starting a new job within 60 days of date of application. Eligibility begins when employment begins, and the premiums are paid; **or**
- Person is unable to work due to medical reasons after enrollment begins.

# Health Benefits for Workers with Disabilities (HBWD)

Monthly premiums depend on the source of your income					
Income from work	Other income like SSI or SSDI				
	\$0-250	\$251-500	\$501-750	\$751-\$1,000	\$1,001 - \$1,250
\$0-250	\$0	\$19	\$38	\$56	\$75
\$251-500	\$6	\$25	\$44	\$63	\$81
\$501-750	\$13	\$31	\$50	\$69	\$88
\$751-1,000	\$19	\$38	\$56	\$75	\$94
\$1,001-1,250	\$25	\$44	\$63	\$81	\$100
\$1,251-1,500	\$31	\$50	\$69	\$87	\$106
\$1,501-1,750	\$38	\$57	\$76	\$94	\$113
\$1,751-2,000	\$44	\$63	\$82	\$100	\$119

**Example:** If you receive \$900 each month from your job and \$1,000 each month from Social Security, your monthly premium will be \$75.00 (yellow box).

# Are there co-payments?

A customer may be charged a \$3.90 copayment for each of the following medical services:

- visit to a doctor;
- brand name prescription (\$2.00 for generic or over the counter prescription);
- inpatient hospital services (per day);
- emergency room visits for non-emergency care.

# Application Information

Log onto the web site at [www.hbwdillinois.com/](http://www.hbwdillinois.com/) or call 1-800-226-0768 (TTY: 1-866-8440) to receive an application. *The call is free.*

Your coverage can start up to three months before you applied, if you were working and pay the premiums for those months.

# Changes to Medical Programs

# All Kids Share, Prem 1 & 2

Effective July 01, 2022, All Kids Share, Premium 1 and Premium 2 Programs are obsolete.

Children receiving All Kids Share, Premium 1 and Premium 2 were transitioned to All Kids Assist.

The All Kids Assist program's income limits increased to 318% of the FPL to accommodate the transition (this was previously income limit for All Kids Premium Level 2).

# Health Benefit Coverage for Immigrants

Extended to include those between the ages of 42-64

Not eligible for medical because of Citizenship/  
Immigration requirements

Requires the same financial eligibility factors as ACA  
Adult

# Health Benefit Coverage for Immigrants

Not a U.S. citizen

Not eligible for health benefits through Medicaid due to immigration status

Resident of Illinois

Income is at or below 100% FPL

Non-exempt resources are \$2,000 or less for one person, \$3,000 or less for 2 people, plus \$50 for each additional household member



# COVID Waivers for Medical<sup>1</sup>

Program	Waiver	Standard Policy
AABD Medical	Auto renewal	Customer redetermination required
FHP	Auto renewal	Customer redetermination required
ACA Adult	Auto renewal	Customer redetermination required
AABD Spenddown	Suspended	Will return
AABD Medical	Resources suspended	Will return

<sup>1</sup> Currently, all medical coverage will continue unless the customer requests cancellation, moves out of state, or is deceased.

# SNAP Work Rules

# SNAP Work Rules

Food and Nutrition Services is now requiring states to use one consolidated notice to explain the SNAP Work Provisions, Work Requirement, SNAP Employment and Training (SNAP E & T) Program, Appeal Rights and the Nondiscrimination Statement.

*SNAP Work Rules (5175)* is the consolidated notice to be issued to nonexempt SNAP recipients who must comply with the work rules. *SNAP Work Rules* has 6 pages to cover the program information required to be in the notice.

# SNAP Work Rules

Family Community Resource Centers are responsible for ensuring all procedures surrounding the use of SNAP Work Rules are followed.

When a SNAP household includes a member who does not qualify for a Work Provisions or Work Requirement exemption at initial application, redetermination, or when an exemption is lost during the certification period, the caseworker must follow the procedures listed on the following slide:

# SNAP Work Rules

1. Identify which person in the SNAP household is subject to a Work Provisions and Work Requirement work rule
2. Complete and issue the correct pages of SNAP Work Rules (IL444-5175)
3. ***Provide an oral explanation to the SNAP household of the applicable work rule that applies to each nonexempt person***
4. Explain the other program information included with the notice.

# Updates to SNAP

# Standard Deductions

2022	2021
1-4 people: \$186	1-3 people: \$170
5 people: \$218	4 people: \$177
6 or more people: \$251	5 people: \$208
	6 or more people: \$239

# Utility Standards

Type of Utility	Standard Amount as of 10/2022	Previous Standard Amount
Heat/AC Standard	\$626	\$529
Limited Standard	\$412	\$341
Single Standard	\$66	\$59
Telephone Standard	\$81	\$44



# SNAP Allotments

NUMBER IN HOUSEHOLD	MAXIMUM BENEFIT AMOUNT AS OF 10/2022	PREVIOUS MAXIMUM BENEFIT AMOUNT
1	\$281	\$250
2	\$516	\$459
3	\$740	\$658
4	\$939	\$835
5	\$1,116	\$992
6	\$1,339	\$1190
7	\$1,480	\$1316
8	\$1,691	\$1504
9	\$1,902	\$1692
10	\$2,113	\$1880
+1	+\$211	+\$188

# COVID Waivers for SNAP

Waiver	Standard Policy
No interview required <sup>1</sup>	As of 4/1/2022, interviews are required for initial applications, but not redetermination applications.
Full allotment for all households	Actual budgeted allotments
Suspend telephonic signature	Will return in certain offices
Statewide exemption of the SNAP time limited work requirement	Will return (current date slated for 7/1/2023)
Suspend Midpoint reports	Will Return

<sup>1</sup> If identity is not verified or if mandatory verifications are not present or are questionable, an interview is still required to process an application.

# TANF Crisis Assistance/ Emergency Shelter

# TANF Crisis Assistance/ Emergency Shelter

There are two programs that provide assistance in a crisis:

1. Crisis Assistance
2. Emergency Shelter

In addition, the replacement value of food destroyed in a disaster may be approved.

Crisis Assistance is limited to TANF families.

Emergency Shelter is available to TANF families.

# TANF Crisis Assistance/ Emergency Shelter

Request for Crisis Assistance Form IL444-2689 must be completed by the customer.

For Crisis Assistance, the FCRC must issue a written decision notice within 2 workdays from the date of decision.

For Emergency Shelter, the FCRC must issue a written decision notice within 45 days from the request date.

If the need for assistance results from a client's refusal to accept employment or training for employment without good cause, they are ineligible for the program.

# TANF Crisis Assistance/ Emergency Shelter

A homeless family or person who plans to live in Cook County may qualify for Emergency Shelter if they receive TANF.

- The shelter must be provided by a private or social service agency with whom IDHS has a written agreement to provide this service. The private or social service agency must report to the Family Community Resource Center any aid provided. They must report it on the first workday after the aid is provided.

# TANF Crisis Assistance/ Emergency Shelter

Crisis Assistance payments may be provided to a family which is receiving or is determined eligible to receive TANF benefits and demonstrates an "immediate" need under one of the following circumstances.

- If a family lacks food because of fire, flood, or other disaster; the disaster does not render the family homeless, and the need cannot be met through the SNAP Program (food cannot be approved to replace lost or stolen SNAP benefits).

Item Needed	Circumstance Causing Crisis
Rent	<ul style="list-style-type: none"> <li>• Fire, flood, or other natural disaster</li> <li>• Eviction or court order to leave home</li> <li>• Domestic or sexual violence</li> </ul>
Furniture	<ul style="list-style-type: none"> <li>• Fire, flood, or other natural disaster</li> <li>• Domestic or sexual violence</li> </ul>
Household Supplies	<ul style="list-style-type: none"> <li>• Fire, flood, or other natural disaster</li> <li>• Domestic or sexual violence</li> </ul>
Clothing	<ul style="list-style-type: none"> <li>• Fire, flood, or other natural disaster</li> <li>• Domestic or sexual violence</li> <li>• Lost or stolen cash</li> </ul>
Food	<ul style="list-style-type: none"> <li>• Fire, flood, or other natural disaster</li> <li>• Domestic or sexual violence</li> <li>• Lost or stolen cash</li> <li>• Overnight lodging or travel during the day required to obtain medical care.</li> </ul>
Lodging	Overnight lodging to obtain medical care.
Transportation	Travel required to obtain medical care.



# TANF Crisis Assistance/ Emergency Shelter

A person must be financially and non-financially eligible for TANF to be eligible for Crisis Assistance.

When the family does not have an active TANF case, the local office will determine eligibility for TANF. If the family meets both TANF and Crisis Assistance eligibility requirements, the worker will approve TANF without a 30-day wait and immediately issue the Crisis Assistance payment.

# Ukrainian Humanitarian Parolees

# Ukrainian Humanitarian Parolees

The Additional Ukrainian Supplemental Appropriations Act of 2022 (AUSAA) allows Ukrainian Parolees and Non-Ukrainian qualifying Parolees to receive federal benefits even though they do not meet existing immigration requirements.

They must meet all financial and non-financial requirements to receive federal benefits.

Eligibility for benefits remains until the end of the individual's parole term unless amended by law or gaining other refugee related category or status.

# Eligible Customers

- Citizens or nationals of Ukraine who the Dept of Homeland Security has paroled in the U.S. between 02/24/2022-09/30/2023
- Non-Ukrainian individuals who last habitually resided in Ukraine who DHS has paroled in the U.S. between 02/24/2022-09/30/2023
- Spouses or unmarried children under 21 of Ukrainian citizens, nationals of Ukraine, and non-Ukrainian individuals who are paroled in the U.S. after 9/30/2023
- A parent, legal guardian, or primary caregiver of an unaccompanied refugee minor or an unaccompanied child to Ukrainian citizens or nationals of Ukraine and non-Ukrainian individuals who are paroled into the U.S. after 09/30/2023

Immigration Status or Category of Applicant	Acceptable Documentation
<p>Ukrainian citizen or national who received humanitarian parole (known as a Ukrainian Humanitarian Parolee, or UHP).</p>	<ul style="list-style-type: none"> <li>• Form I-94 noting humanitarian parole (per INA section 212(d)(5) or 8 U.S.C. § 1182(d)(5))</li> <li>• Foreign passport with DHS/CBP admission stamp noting "DT"</li> <li>• Foreign passport with DHS/CBP admission stamp noting Uniting for Ukraine or "U4U"</li> <li>• Foreign passport with DHS/CBP admission stamp noting Ukrainian Humanitarian Parolee or "UHP"</li> <li>• Form I-765 Employment Authorization Document (EAD) receipt notice with code C11</li> <li>• Form I-766 Employment Authorization Document (EAD) with the code C11</li> </ul>
<p>A non-Ukrainian individual who last habitually resided in Ukraine and received humanitarian parole.</p>	<p>Any one of the forms or stamps listed above for UHPs and documentation of last habitual residence in Ukraine. Acceptable documentation indicating last habitual residency in Ukraine includes an original Ukrainian government-issued document, such as a current driver's license or identification card.</p>

# Additional Assistance

Ukrainians and Non-Ukrainians that enter the U.S. from Ukraine may qualify for cash and food assistance under the Victims of Trafficking, Torture, and Other Serious Crimes (VTTC) program if they are not eligible for assistance under the AUSAA.

# Call Center System

# Call Center System

Past practice: Customers would call the local office number and would leave a message. Caseworkers would return calls within 48 hours.

Issue: Larger offices were not returning calls within 48 hours, causing additional calls to be made or customers to come into the local office.



# Call Center System

IDHS expanded its call center capabilities to include local offices.

Each local office now has a dedicated number of workers who take local office and statewide calls throughout the day. The number of workers taking calls ranges from 1-7 depending on local office size.

# Call Center System

When a customer calls the local office number, they will be guided through the Interactive Voice Response (IVR) system.

The IVR system is an automated phone system that interacts with callers to guide them to the correct channels.

# Helpful Notes for Customers

1. P-EBT benefit questions are not handled at the local office level. To contact someone regarding P-EBT benefits, call (833) 621-0737.
2. LINK card issues are different than SNAP benefit issues. If a customer needs to talk to someone about benefits not being on their card, they should follow the prompts regarding SNAP benefits.

# Helpful Notes for Customers

3. Some larger offices may have clerical staff answering calls who may not be able to access their case. There are additional caseworkers returning those calls within 24 hours.
4. Even when calling the local office, a customer may be speaking to another caseworker in the state. They will still be able to assist.

# Helpful Notes for Customers

5. If calling to file an application over the phone, customers can expect to be on the phone with a caseworker for 30-45 minutes. We recommend using [abe.Illinois.gov](http://abe.Illinois.gov) for all new applications.

# Questions?

Thank you for joining  
us today!



State of Illinois