



Living Independently through Financial Empowerment (LIFE) Program Additional Q&A

WWP SECURITY

1. Will EA specialists have access to the information to complete the application?

We don't have a specification of who must process LIFE applications; each agency should use whichever process works best for them. Workers who are only EA Workers or EA Supervisors in WWP will not have access to LIFE cases and will have to obtain the proper WWP security access to be able to work on the LIFE program. Follow procedures outlined in [OM 21-23](#) if requesting security profiles solely for the purpose of administering the LIFE program.

APPLICATION PROCESSING

2. Do we have to send out 3 consecutive checks or can we just send 1 check for \$3,500?

WWP and the STAR system will automatically send 3 checks to every participant. Sending 1 check is not an option.

3. Are these documents not to be scanned into ECF and only stored under lock and key?

Correct, at this time ECF does not have the proper security to maintain the necessary confidentiality these cases require.

4. Any way to track pending requests?

Each agency can track pending requests in the way it best suits their agency processes.

5. Will WWP automatically calculate the income to the 200% FPL if the participant is currently not enrolled in W-2?

There is no income test required if the applicant is either currently receiving or has received in the past 12 months one of the public benefits listed in section 3.2 of the [LIFE Program and Policy Guide](#).

If the 200% FPL income test must be applied due to no receipt of public benefits (see section 3.3 of the [LIFE Program and Policy Guide](#)), workers must enter income in WWP. Eligibility will automatically be determined in WWP using 200% FPL based on household size and income entered on the RFA.

6. If a participant manually disenrolls prior to receiving all 3 payments, they can reapply, but will they only be able to receive the remaining checks?



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Correct. If they choose to disenroll, they can reapply but will only receive the remaining checks. WWP only allows each individual to receive 3 checks total.

7. If a participant requests this program, but doesn't have a DV situation, do we still create an RFA and deny an application?

Yes.

8. If it hasn't been created already, can there be a separate appointment code created for LIFE applicants? Or is there an existing code that DCF suggest we use - for example, PO?

PO can be used if an agency chooses to use CWW scheduling, but only if the applicant is already in CWW. Agencies must not create an RFA in CWW solely for the purpose of the LIFE program.

9. If two adults are applying from the same DV relationship, how do we determine which adult would be eligible? Meaning both clients are claiming a DV situation and as such are applying for funds – can both parents be eligible? What if the checks are sent to the same address?

W-2 agencies do not need to make the determination of who is eligible if both adults apply. All individuals can be determined eligible if they meet all nonfinancial and financial eligibility requirements. Mailing address should not be considered for the eligibility determination.

10. Is there a requirement that the DV be reported to law enforcement or another agency?

No, unless information is shared that falls under mandated reporting guidelines.

ELIGIBILITY

11. Does an applicant need to pass for all 3 months or just the month in which they sign the RFA?

Eligibility is a point in time as of the application date.

12. Is eligibility a household determination? If so, how will AG group be determined if both client and abuser are included in W-2 or EA household?



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The AG for the LIFE program is the applicant and their children. See section 2.4 of the [LIFE Program and Policy Guide](#) for more information.

13. Does the DV have to have been reported to the police or have an open case?

No, there is no requirement for a police report or open case for eligibility.

14. If the mom is a survivor of DV and she's not on any public assistance but her children are because of their unemployed father, would she be eligible?

Presumptive eligibility based on receipt of public benefits is based on the applicant's receipt, not the children, unless it's a child-only benefit such as Free and Reduced Lunch. If the applicant is not financially eligible based on receipt of public benefits, financial eligibility is determined based on the gross income test. (See Chapter 3 of the [LIFE Program and Policy Guide](#))

15. Does the child of the parent applying have to be alive?

Yes. Eligible applicants must have at least one minor child or be currently pregnant.

16. Is there a timeframe for when they have had to experience a DV situation?

No, there is no specific timeframe. Eligible individuals are those who have left or are leaving a DV situation who have a need that stems from that situation, such as finding a safe environment for the family.

17. Are victims of DV still eligible for this program above and beyond their regular W-2?

Yes.

18. What does application look like if you choose No for US Citizen question? Will the same exemptions apply for SSN verification as with W-2?

Correct. Qualified non-citizen policy and SSN exemption policy mirror W-2 and EA. The drop-down values in WWP match this policy.

CONTRACT/AGENCY EXPECTATIONS

19. Is it that applications need to be completed by end date of Aug 31st, and they will receive the full 3 payments after that? Or will applications end 3 months prior?



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DCF will be constantly monitoring funding and we will update agencies as we approach the August 31 date.

20. Besides being in contact with local DV agencies what are the marketing expectations for W2 agencies regarding this program?

There are no specific requirements or expectations, but we want to market this as much as we can. We ask that W-2 agencies connect with and ensure other local programs are familiar with LIFE, utilizing your agency's existing connections to make service known.

DCF is strongly encouraging W-2 agencies to develop strong relationships with local DV agencies, as they often touch people before W-2.

21. If an agency has a policy question regarding LIFE, what avenue should be used to ask a question? The share point website can sometimes take up to 10 days for a response and that will not be timely enough if we have a RFA that needs to be processed within the 5 working days.

Agencies should be working with Regional staff and using the established procedures using the [BWF Policy Question SharePoint](#). "LIFE" has been added as a topic to select when adding a question to SharePoint.

The RFA does not have to be processed in 5 days; you will have 30 days to submit the RFA, although we encourage you to submit as quickly as possible as the population we are serving's safety is often at-risk.

Note: The 5-day timeframe is that a meeting with the applicant needs to occur 5 days after initial contact.

For situations where urgency is required, workers can indicate when entering the question in SharePoint a rationale for why you need a response sooner than the standard response time.

22. Are staff required to have any additional training prior to enrolling an applicant in the LIFE Program, and Is the "A Trauma Informed Lens" training required for each staff?

There is no required training. However, DCF strongly recommends all individuals who will be working on LIFE applications take the November 11 training workshop from Sojourner Family Peace Center. This is a training tailored to W-2 agencies and the LIFE program.

The training was recorded, so if you could not attend live you may still participate.



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23. Is this available for staff to practice on in WWP training environment?

Yes. The LIFE RFA process is available in the training environment as of November 11, 2021. See the [Help Desk email from 11/8/2021](#) for more information.

Additionally, the [LIVING INDEPENDENTLY THROUGH FINANCIAL EMPOWERMENT \(LIFE\) RFA PROCESSING – Reference Guide](#) is available in the PTT Learning Center.

24. Are there any case management/follow-up expectations for the 3 months (i.e. discussing referrals, outcomes, what the client is using the money for)

DCF is looking into options to do follow-up to gauge success/outcomes, which is why we are asking each participant permission to be contacted at a later date. There are no expectations for the agencies during the three months of payments other than to provide referrals if the participant reaches out, and to assist in the case of a lost, stolen, or destroyed check.

25. Will DCF monitor LIFE applications? If so, what will this process look like?

Yes, the process is being established. Similar to case file documentation, it will be just eligibility.

26. Are there outcomes that agencies will be expected to meet? Numbers served, referrals given, other "successes?"

Agencies are expected to process all requests in the established time frames. There are no additional performance expectations.

27. Will the funding provided to agencies be tied to an expected amount of clients served? Will funding be split amongst the agencies based on caseload sizes? When and how will funding be provided to agencies?

Agencies will receive contract amendments, and they may be reamended once we see where participants are receiving services. DCF will be constantly monitoring spending to ensure all of the state's allocation is spent.

28. Any projections on what kind of workload requirements this may create for our W2 staff?

It will greatly depend on the demand and amount of applications in the contractor's geographical area. DCF anticipates that each appointment will take a total of an hour to complete eligibility, talk through the program, and discuss potential referrals.



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29. Also, is this program financially limited, only a certain number of individuals can receive this assistance?

Funding is limited. An estimated 4,000 individuals can receive this benefit before funding runs out.

OTHER

30. Do recipients have to pay taxes on the money received?

LIFE benefits are not taxable income.

31. Do you know how this assistance will affect other income-based assistance programs, like Housing Assistance?

BWF confirmed it will not be counted income for the major means-tested programs such as Healthcare, FoodShare, Child Care, and HUD programs.

32. Are there any follow-up steps the survivor has to do after receiving funds? Follow-up visits?

No, there is no required follow-up for recipients.