



**CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR COMMUNITY BASED SERVICES  
DIVISION OF FAMILY SUPPORT  
COA ACCREDITED AGENCY**

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**Janie Miller**  
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**File Location**

Operation Manual

Volume I MS 1200 Cash Assistance and Other Related Program Claims

Volume I MS 1210 How to Calculate a Cash Assistance and Other Related Program Claim

DATE: October 17, 2011

SUBJECT: Claims for Transportation Assistance

TRACKING #: 11-09-013

The following is in response to the e-mail dated September 6, 2011, concerning the above subject. The situation and question are summarized below.

**SITUATION:** Our claims workers have asked the following questions regarding transportation assistance and possible claims. We've had some discrepancies with case managers filing claims for transportation payments and want everyone to be on the same page. Volumes I, III and IIIA state a claim is established when issued to an ineligible client.

**QUESTION 1:** When initial transportation for current month and following month is issued and the worker finds out the client did not participate at all, is there a claim?

**RESPONSE:** No, there would be no claim. There may have been reasons why the individual did not attend the KWP activity. The worker should begin conciliation and discuss any barriers or issues the individual may have that prevented participation. The individual was eligible for transportation at the time it was issued.

**QUESTION 2:** If the individual had participated but did not complete all the required hours, is there a claim?

**RESPONSE:** No, there would be no claim. Failure to meet participation is not a reason to establish a claim.

**QUESTION 3:** If transportation is issued for the following month and the client then requests K-TAP be discontinued (before cut-off of current month), is there a claim?

**RESPONSE:** No, there would be no claim. The individual was eligible for transportation assistance at the time it was issued.

**QUESTION 4:** If form PA-33, Verification of Kentucky Works Participation, is returned, in September to verify August participation and the worker realizes the information has been forged, do we establish a claim for the transportation they received in July for August, or for the transportation they received in August for September, or both?

**RESPONSE:** There would be no claim for either month. At the time the transportation payments were issued, the individual was eligible. In this situation, when the worker realized the September PA-33 was forged, transportation for October should not be issued. The worker should begin the conciliation process with the individual. If the worker discovered form PA-33 was forged after transportation was issued, a claim would be pursued on this payment (for October).

Volume I, MS 1200 and 1201 will be revised.

FSSB/TF/CS

There are no clarifications currently associated with Volume II.

There are no clarifications currently associated with Volume IIA.

There are no clarifications currently associated with Volume III.



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Operation Manual  
Vol. IIIA MS 4650 MONITORING AND TRACKING PARTICIPATION

DATE: June 23, 2011

SUBJECT: Required Hours for KWP Participation

TRACKING #: 11/04/063

The following is in response to your e-mail dated April 28, 2011 concerning the above subject. The situation and question are summarized below.

**SITUATION:** In some instances, KWP individuals complete the required number of weekly hours to meet their KWP participation requirement; however, when we divide the monthly hours by 4.33 to calculate participation for the month, the weekly average does not meet the weekly requirement because of the number of days in the month.

**QUESTION:** How many hours per week or month do we need to tell an individual to participate to ensure he/she meets the KWP participation requirement?

**RESPONSE:** Individuals must meet their requirement of 20/30/35 hours per week. The hours per week are the minimum requirement to meet participation. When you divide the total monthly hours by 4.33, if the average is 19.01/29.01/34.01 or greater, round up. Do not conciliate or sanction. The individual is considered to have met the weekly requirement.

VOL IIIA MS 4650 will be revised for clarity.

FSSB/TF/MMB

There are no clarifications currently associated with Volume IV.

There are no clarifications currently associated with Volume IVA.