



CONNECTING FAMILIES QUESTIONS

The following series of questions designed to help gather information needed to connect a person to the right place for services. Be sure to tailor your questions to meet their needs and circumstances. Refer to the **agency cross reference** tool then see if you need additional information to determine potential eligibility before sending them to a resource.

1. How can I help you?
2. What is your name and phone number? (in case we get disconnected)
3. To verify - you are looking for information/help with.....
4. Do you have children?
 - How old are they? or What grade are they in?
 - Are any of your children receiving services at school? (special education, speech, Title I, etc.)
5. Where do you live? (What city, county, or school district/school does your child(ren) attend?)
6. Is this the first place you called for this?
 - Who else did you contact?
 - What happened?

Additional questions you may need to ask...

- Do you have income? (or Are you employed?) *
- What is your annual income? *
- Do you currently receive any public assistance? *

** Many programs have income eligibility criteria. If someone is receiving any public assistance, does not have income or are low income (below federal poverty levels) they may be eligible for other income based programs. You may need to ask what income level they are at to see if a resource is an option for them. (Even a guess can be helpful)*

See Federal poverty guidelines on the back of this page. There are a number of programs that will accept incomes up to 200% -250% above the poverty level. When referring them to a resource you can say they might eligible for services. They would need to ask the agency to be sure.

- Do you have health insurance? (Medicaid or private?)
- Is anyone in the home a veteran or a dependent of a veteran? (Is the person in need a veteran?)
- Do you have access to a computer or the internet? (Are online resources helpful?)



2022 Federal Poverty Level (FPL)

This helps families identify where they fall within the FPL to determine if they might be eligible for Medicaid or various income based public programs.

Family Size	100%	150%	200%	250%	400%
1	\$13,590	\$20,385	\$27,180	\$33,975	\$54,360
2	\$18,310	\$27,465	\$36,620	\$45,775	\$73,240
3	\$23,030	\$34,545	\$46,060	\$57,575	\$92,120
4	\$27,750	\$41,625	\$54,638	\$69,375	\$111,000
5	\$32,470	\$48,705	\$65,500	\$81,175	\$129,880
6	\$37,190	\$55,785	\$76,940	\$92,975	\$148,760
7	\$41,910	\$62,865	\$84,380	\$104,775	\$167,640
8	\$46,630	\$69,945	\$93,820	\$116,575	\$186,520

For households with more than 8, add \$4,720 for each additional person.

FPL = federal poverty line.