

Porogaramu y'ishami rishinzwe ubunyangamugayo

Uruhare rwa porogaramu y'ishami rishinzwe ubunyangamugayo (Program Integrity Branch, PIB) ni ukugirango imiryango ya Kentucky ibone inyungu zemerewe, zimenye amategeko yerekeye porogaramu zifasha rubanda, kandi ikoreshe inyungu zijyanye n'amabwiriza y'ibibwira n'imirirre ya Kentucky ya USDA (Food and Nutrition Service, FNS).

PIB yashizweho kugira ngo ishyigikire Ishami rishinzwe Serivisi zigenerwa Abaturage (DCBS) mu gice cy'umukozi mu gusobanura politiki y'ibyifuzo no kongera ubusugire bwa porogaramu y'ubunyangamugayo muri porogaramu zose zifasha rubanda.

PIB igizwe n'igice cy'imicungire y'ibyifuzo hamwe n'igice cyo'ubunyangamugayo & ubusesenguzi.

Igice cy'Imicungire y'Ibyifuzo

Gishinzwe kugenzura iperereza ryuburiganya no gukusanya amafaranga arenga yishyuwe muri porogaramu zinyuranye zifasha rubanda ziyobowe na DCBS zirimo ariko ntizigarukira gusa: Porogaramu y'Ubufasha ku Mirire (Supplemental Nutrition Assistance Program, SNAP), ubufasha bworoshye kubasaza (Simplified Assistance for the Elderly, SAFE), Porogaramu yo Gufasha Inzibacyuho ya Kentucky (Kentucky Transitional Assistance Program, KTAP), Kwita ku bana barerwa n'imiryango itari ababyeyi babo, Kurera Abana, Medicaid, n'ibindi byinshi.

Ninde ufite inshingano zo kwishyura icyifuzo?

Ibyifuzo bishobora gukusanywa ku muntu uwo ariwe wese ukuze murugo rwawe mugihe wakiriye inyungu zirenze izo wagombye kwakira. Ibi kandi birimo abahagarariye bemewe, abahagarariye abagenerwabikorwa mu kigo cyita ku biyobyabwenge n'ibisindisha, umuvandimwe w'umurezi, umuntu urukiko rwategetse, n'ibindi.

Igice cy'Imicungire y'Ibyifuzo

Ibirego bishobora kwishyurwa hakoreshejwe aya mahitamo:

- **Igabanywa ry'Inyungu** Niba urugo rufite ubwoko bw'icyifuzo bufatwa nk'ikosa ry'ikigo cyangwa ikosa ryurugo rutabigambiriye, kandi umunyamuryango wese ubishinzwe ari kwakira neza inyungu za porogaramu ya SNAP cyangwa KTAP, amategeko ya leta adusaba guhita dufata amadorari 10.00 cyangwa 10% ku nyungu zawe za buri kwezi, aribyo aribyo byinshi. Niba urugo rufite ubwoko bwikirego bufatwa nkurenga kubushake bwa porogaramu, amategeko ya federasiyo adusaba guhita dufata \$ 20.00 cyangwa 20% mu byiza byawe bya buri kwezi, icyo aricyo cyose kirenze. Urugo rufite amahitamo yo gusaba amafaranga y'inyongera gukoreshwa hamwe no kugabanya inyungu zisanzwe.
- **Kwishura kuri murandasi.** Kugira ngo wishyure ibyifuzo kuri murandasi, koresha <https://kynect.ky.gov>. Kora konti cyangwa winjire muri konte yawe isanzwe ya inzira ya Kentucky yo kuri murandasi (KOG), hanyuma ujye ku "Birego & Kwishyura" kurutonde rwibumoso.
- **Kugenzura cyangwa gutumiza amafaranga.** Ubu bwishyu bugomba kwishyurwa ku mubitsi wa leta ya Kentucky, kandi ugomba gushyiramo izina ryanditse hamwe na numero y'icyifuzo kuri ubu bwoko bwo kwishyura. Ohereza amafaranga yawe kuri aderesi ikurikira:

Igice cy'Imicungire y'Ibyifuzo

275 E Main St, 3E-I

Frankfort, KY 40621

- **Iyoroheretzwa ku Musoro wa Leta (State Tax Offsets, RIC).** Niba utishyuye cyangwa utishyuye kumasezerano yawe yo kwishyura, icyifuzo cyawe kizoherezwa mubindi bigo kugirango gikusanywe. Niba ibi bibaye, ushobora kwishyuzwa amafaranga yo gukusanya. Ishami ry'imisoro muri Kentucky, Ishami ry'amakusanyirizo, rishobora gufata igice cyangwa igice cyayasubijwe ku imisoro ya Kentucky kugeza igihe amafaranga arengaho yishyurwe yose.
- **Porogaramu ishinze Kwishyura Umutungo wa Leta (Treasury Offset Program, TOP).** Niba utishyuye cyangwa utishyuriye kumasezerano yawe yo kwishyura, icyifuzo cyawe cya SNAP kizoherezwa mubindi bigo kugirango gikusanywe. Niba ibi bibaye, ushobora kwishyuzwa amafaranga yo gukusanya. TOP ni porogaramu ikusanya yashyizweho na leta gufata cyangwa guhagarika ubwoshyu bwa federasiyo (bita offset), nko gusubizwa imisoro yinjira muri reta, umushahara wa reta, hamwe nubwishyu bwubwiteganyirize. Amadeni ya SNAP yoherejwe kuri TOP nyuma yumwenda umaze iminsi nibura 120 cyangwa amasezerano yo kwishyura yarakozwe ariko ntayakurikizwe.

Ibibazo by'inyongera bijyanye n'ibyifuzo?

Turagusabye hamagara Igice cy'Imicungire y'Ibyifuzo kuri 502-564-3440 hagati ya 8:00 z'Igitondo na 4:30 z'Umugoroba ET, kuwa Kuwa Mbere kugeza Kuwa Gatanu, cyangwa woherere imeri kuri chfscms@ky.gov. Menya neza ko washyizemo kandi/cyangwa ko ufite numero yawe y'icyifuzo

Ufite ikibazo kijyanye no kwemererwa cyangwa inyungu zawe zubu zo gufasha rubanda?

Niba ubu urimo kubona ubufasha rusange twifuza kubona ubufasha rusange kandi ufite ibibazo bijyanye nizo nyungu, turagusabye hamagara Inkunga y'umuryango DCBS ukoresheje bumwe mu buryo bukurikira:

- Menyesha umurongo utishyurwa wa serivisi ishinze guhamagara kuri 855-306-8959 hagati ya 8:00 z'Igitondo na 4:30 z'Umugoroba ET Kuwa Mbere kugeza Kuwa Gatanu no hagati ya 9:00 Z'Igitondo na 2:00 z'Umugoroba ET Kuwa Gatandatu;
- Koresha <https://kynect.ky.gov> ukora cyangwa winjira muri konti yawe isanzwe ya \kog maze usabe kuri murandasi; cyangwa
- Jya mu biro bishinze gufasha umuryango byaho Shakisha ibiro bikwegereye kuri https://prd.webapps.chfs.ky.gov/Office_Phone/

Ubufasha bw'ubuvuzi

Niba ufite ibibazo cyangwa impungenge zerekeye ubwishingizi bwawe nubwishyu, turagusabye hamagara 855-4kynect (1-855-459-6328) cyangwa ushobora kubona amakuru yo kwiandikisha uhitamo Gahunda y'ubuzima ku ruhande rw'ibumoso.

Ibyifuzo byo Kwita ku bana

Niba ufite ikibazo kijyanye no kwita ku bana, turagusabye hamagara ishami rishinze ibyifuzo byo kwita ku bana kuri 844-209-2657.

Igice cy'Ubunyangamugayo & Isesengura

Gishinze kugenzura iperereza ry'uburiganya bwubufasha rusange muri porogaramu zinyuranye zifasha abaturage harimo ariko ntibigarukira kuri SNAP na KTAP.

Gucuruza & Gukoresha nabi EBT

Gucuruza ni:

- Igikorwa cyangwa kugerageza kugura, kugurisha, cyangwa guhana inyungu za SNAP, amakarita ya EBT, numero y'ikarita ya EBT, cyangwa Numero Iranga Umuntu (Personal Identification Number, PIN) kugira ngo ubone amafaranga cyangwa utekerezwe birenze ibikoresho by'ibiryo byemewe.
- Guhanahana inyungu za SNAP ugamije kugura ibintu utemerewe, nk'inzoga, isabune, itabi, imbunda, ibisasu, ibiturika, cyangwa ibindi binyabutabire nk'uko bivugwa na 21 U.S.C. 802.
- Kugurisha cyangwa guhana ibiryo byaguzwe hamwe n'inyungu za SNAP.
- Gukoresha ibiryo byaguzwe hamwe na SNAP mu gutegura ibikoresho by'ibiryo ufite umugambi wo kubigurisha.

Gukoresha nabi ni:

- Gukoresha inyungu za SNAP kwishyura kuri konti yinguzanyo, kabone niyo yaba ari ibiryo byemewe bya SNAP.
- Kwemerera umuntu kubona ikarita yawe ya EBT na PIN kugira ngo abikoreshe atari umunyamuryango witsinda ryanyu cyangwa uhagarariye wemewe
- Kugura ibiryo hamwe n'inyungu za EBT zigenewe urugo rwa SNAP ariko ugaha ibyo biryo undi muntu cyangwa urugo.
- Gukoresha inyungu nabi, ariko atari muburyo bujyanye n'ubusobanuro bw'icuruzwa.

Ese ninde inyungu zanjye zakoreshwaho?

Inyungu za EBT zigomba gukoreshwa ku bantu bose mu matsinda yawe y'inyungu. Ntugure ibintu hamwe ninyungu za EBT ku muntu uwo ariwe wese uri hanze y'itsinda ryanyu, kandi ntugomba kwemerera umuntu uri hanze y'itsinda ryanyu utari umunyamuryango wemerewe kubona ikarita yawe ya EBT na PIN.

Ubujura bw'inyungu ni iki?

Gukurura amakuru mu buryo butemewe & kwiyoberanya:

- Kwiba amakuru bibaho mugihe abatekamutwe bongera igikoresho kitemewe ku mashini yo kubikuzza (Automated Teller Machine, ATM), Imashini yo kwishyura ku mucuruzi (Point of Sale, POS), cyangwa PIN padi yo kwiba numero z'ikarita nandi makuru y'ikarita mu makarita ya EBT, amakarita yinguzanyo, cyangwa amakarita yo kubitsa. Ibi bikoresho bishobora gushyirwa mumasegonda kandi bishobora kugorana kubimenya nk'uko byashizweho kugira ngo bise nk'igice cya ATM, imashini ya POS, cyangwa PIN padi.
- Abatekamutwe bashobora gukoresha amakuru yibwe kugirango bakore amakarita y'impimbano bakoresheje amakarita ya rukuruzi atariho ikintu, cyangwa amakarita y'impano yatanze n'abacuruzi batandukanye. Aya makarita ya yiganwe akoreshe mu kwiba amafaranga y'umuntu ku giti cye cyangwa ubufasha bw'inyungu buri kwezi kugira ngo agure haba we ku giti cye cyangwa kuri murandasi

Ubutekamutwe & Kwiyoberanya:

- Ibi bitero bitangwa hakoreshejwe uburyo bwa elegitoronike nka imeri, ubutumwa bugufi, cyangwa guhamagara kuri terefone aho abatekamutwe bagerageza gushuka abantu gutanga amakuru ya konti ya EBT biyita isoko yizewe nka DCBS.

N'iki Nakora kugira ngo mfashe gukumira ubujura bw'inyungu za elegitoronike?

Hariho ibintu byinshi umuntu ashobora gukora kugira ngo afashe gukumira ubujura bw'ikoranabuhanga. Muri byo harimo:

- Kuramo Porogaramu igendanwa ya ebtEDGE. Hamwe na porogaramu igendanwa ya ebtEDGE, abantu bashobora kubona amakuru yinyungu za KTAP na SNAP ako kanya aho ariho hose aho murandasi

iboneka. Koresha mushakisha yawe ya murandasi kugira ngo ugere kuri www.ebtedge.com, hanyuma uhitemo ihuriro ry'ikarita yo kwinjira. Hamwe n'iyi porogaramu, ushobora:

- Reba asigaye yawe mu gihe nyacyo;
- Ongera usuzume amateka yawe yo kohereza no kwakira amafaranga;
- Ongera usuzume amateka yawe yo kubitsa inyungu;
- Hindura PIN yawe;
- Shakisha abadandaza hafi yawe bemera inyungu za SNAP;
- Funga kugura hanze y'igihugu;
- Hagarika kandi uhagarikure ikarita yawe ya EBT kugira ngo uhagarike kugura; na
- Ibindi!
- Kugira ngo umenye byinshi kuri porogaramu igendanwa no kuyukuramo uyu muni, jya kuri <https://www.fisglobal.com/ebtedgemobile>.
- Hindura PIN yawe bihoro.
- Gira ibanga numero y'ikarita yawe ya EBT na PIN kandi ntukabisangize umuntu uwo ariwe wese wo hanze y'itsinda ryanyu. Hisha inyuguti mu gihe winjiza PIN kuri mashini.
- Umukozi wa DCBS ntazasaba numero y'ikarita yawe ya EBT na PIN kubw'impamvu iyo ari yo yose. Niba hari umuntu uguhmagaye akubaza aya makuru, hita UKUPA!

Waba wibwe nubujura bwikoranabuhanga?

Dore ibikorwa ushobora gukora niba ukeka ko wibasiwe n'ubujura bwa elegitoronike:

- Tuma ikarita nshya ya EBT ako kanya ubaze umucuruzi wa EBT, Serivisi ishinze amakuru (FIS), kuri 1-888-979-9949.
- Menyesha ubujura kuri DCBS hamagara kuri serivisi ishinze guhamagara kuri terefoni itishyurwa kuri 855-306-8959 hagati ya 8:00 z'igitondo na 4:30 z'Umugoroba ET Kuwa Mbere kugeza Kuwa Gatatu no hagati ya 9:00 z'igitondo na 2:00 z'Umugoroba Kuwa Gatandatu, cyangwa ujye ku biro bishinze gufasha umuryango. Shakisha ibiro bikwegereye kuri https://prd.webapps.chfs.ky.gov/Office_Phone/

Nabonye imenyeshako inyungu zanjye zabangamiwe.

DCBS yatangiye ubukangurambaga bwo kumenyesha abahawe inyungu ko amakarita yabo ya EBT yangiritse. Binyuze mu isesengura ry'amakuru, ingo zishobora kumenyekana mbere y'ubujura bw'inyungu zabo no kohereza ubutumwa bwa elegitoronike ukoresheje imeri cyangwa ubutumwa bugufi bubamenyesha gutumiza ikarita nshya ya EBT no guhindura PIN yabo. Niba ikarita ya EBT igaragaye ko yabangamiwe, hatitawe ku guhitamo kwabo kuri imeri cyangwa imenyeshako ryanditse, urugo ruzakira imeri cyangwa ubutumwa bugufi buvuye ibi bikurikira:

“Amakuru yawe ya EBT yarahungabanijwe. Hamagara FIS kuri 1-888-979-9949 ako kanya kugira ngo utume ikarita nshya ya EBT hanyuma uhindure PIN yawe.”

Niba wakiriye ubu butumwa, ugomba guhitamo ukora utumiza ikarita nshya ya EBT hanyuma ugahindura PIN yawe ukihagera. Ntabwo ari imenyeshako ryo kwiba inyungu. Ingo zigomba gusuzuma amateka y'ubucuruzi bwa EBT ku bikorwa biteye amakenga. Niba ubujura bukomeye, menyesha ubujura DCBS ubaze kuri serivisi ishinze guhamagara kuri terefoni itishyurwa kuri 855-306-8959 hagati ya 8:00 z'igitondo na 4:30 z'Umugoroba ET kuwa Mbere kugeza Kuwa Gatatu no hagati ya 9:00 z'igitondo na 2:00 z'Umugoroba ET kuwa gatandatu, cyangwa ujye ku biro bishinze gufasha umuryango wawe. Shakisha ibiro bikwegereye kuri https://prd.webapps.chfs.ky.gov/Office_Phone/

Ni gute natanga raporo y'uburiganya?

Kugira ngo umenyeshe uburiganya cyangwa ihohoterwa ry'ubufasha rusange, ushobora guhamagara Ibiro by'Ubugenzuzi Bukuru (Office of the Inspector General, OIG) ku buntu kuri 800-372-2970 hagati ya 8:00 z'Igitondo na 4:30 z'Umugoroba ET.

Amakuru y'Umwirondoro

Igice cy'Imicungire y'Ibyifuzo

Imeri: chfscms@ky.gov

Terefoni: 502-564-3440

Aderesi yo koherezaho:

275 E. Main St. 3E-1
Frankfort, KY 40621

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