

STANDARD OPERATING PROCEDURE

LOCAL OFFICE



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SOP: Start of Day

#	Step	Description
1.	Clear Voice Mail and Return Messages	<p>Overall: Respond to client contact and handle client needs at earliest possible time, including conducting needed interviews if connected by telephone</p> <ol style="list-style-type: none"> 1. Whenever possible, answer the phone when it rings to reduce the time needed to clear messages and return calls 2. If a client is on the phone and needs an interview, complete the interview if possible – this provides better customer service, frees up calendar time later, and avoids phone tag. 3. Check voice messages and respond throughout the day to reduce the backlog that must be dealt with at the beginning of the day. This will eliminate multiple messages/calls from the same person.
2.	Review Emails and Respond as Necessary	<p>Overall: Review policy/procedure updates, tips and quizzes. Respond, as appropriate, to all emails within 1 business day.</p>
3.	Check Alerts	<p>Overall: Identify and work alerts that must be completed for day. Use sort function to sort out alerts that indicate action is needed. Examples include Mail received, VR due, and EF contract signed. Work these alerts first.</p> <p>Close alerts from list that are not urgent. Examples include interface alerts, application received, and UC case now assigned. Interface alerts will be worked at time of interview/processing.</p>
4.	Complete work on pending caseload	<p>Overall: Take action on any case pending 30 or 60 days as appropriate. Process all cases that are ready to be processed.</p> <ol style="list-style-type: none"> 1. Sort cases by application received date to ensure cases are being processed timely 2. If active SNAP case, all review dates should be aligned with SNAP recert date, as long as the other cases do not exceed their review month maximum-per policy (6 or 12 months). ADC cases cannot have a review period that exceeds 6 months. AABD review periods can be shortened but cannot exceed 12 months. Child care cases cannot have a review period shorter than 12 months, but can have a longer review period to align with SNAP recert date not to exceed 18 months. When approving AABD, ADC and Child Care review dates must be updated in the expert system. When approving an ADC, AABD or SNAP program case, the active child care program case must be reviewed to align review dates with SNAP. Example: <p>Current SNAP certification period is 4-1-2021 through 9-30-2021. ADC/AABD/CC application received and approved 6-1-2021. Certification period for ADC would be 6-1-2021 through 9-30-2021, AABD would be 6-1-2021 through 3-31-2022 and child care would be 6-1-2021 through 9-30-2022.</p>

		<ol style="list-style-type: none"> 3. If active Child Care case, all authorization end dates will align with the review due date. Do not take any action on CC-W/I program cases. These are assigned to IMFC staff. 4. Close all VRs where the verifications have been received or are no longer needed. This will eliminate confusion for the client if they are viewing correspondence via their on-line account. Exception: do not close open VR's regarding verifications for overpayments. 5. When running budgets, run budgets on all EA program cases, as applicable, so that changes made are updated in all budgets. Example: If updating income, run all budgets to capture the new income. If updating rent, run SNAP and AABD budgets to capture the updated expense. 6. Always run the come-up month when processing budgets. 7. Once eligibility determination has been made for all assigned program cases and/or application is denied at day 30, put program case(s) back in change management mode following the Denial Timeline Chart (on EARL). If an ADC program case is in active status; however, a participant has been referred to EF, the case should remain assigned until notification has been received regarding participation. If the client failed to participate as required, take the appropriate action prior to returning case to change management mode. Exception is an ADC case with EF involvement in active, exempt or transitional status. These master cases (including all EA program cases) should be assigned to the ADC gatekeeper position (#2659229) for distribution to an assigned ADC worker. Once the ADC/EF case is approved, case can be to the ADC gatekeeper position even if other programs are still pending, as long as case has been worked as far as it can. Example: ADC approved but LIHEAP is still pending due to VR for EO household member. VR is not yet due at the time the ADC case is approved. All alerts have been worked and no further action can be taken at that point. Case can be transferred to ADC gatekeeper. 8. Expedited SNAP cases in which not all required elements are marked as verified must remain in assigned status until final verification is received and marked as such or case is closed for failure to provide. 9. All cases that can be processed must be processed prior to pulling new cases from the queue. 10. Prior to returning a case to CM mode, check for future dated alerts that can be cleared.
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5.	Cases returned for corrections	<p>Cases with the following errors will be returned to the supervisor of the worker that made the error. These errors are due to SSW not completing the work on the case. They are not necessarily benefit errors.</p> <ul style="list-style-type: none"> ✓ Expedited closing in error due to verifications not being updated. ✓ ADC assigned cases. ✓ Duplicate benefits. ✓ All cases in which a CSE referral is required but was not sent ✓ Expert not updated at time of interview <p>Cases returned for corrections must be acted on within 2 business days. If the case was returned from an assigned worker, the case should be reassigned to the same worker when all corrections have been made. If a VR is required to correct the case, the VR must be sent within 2 business days and corrective action taken no later than day 12 following the VR being sent. If the case is unable to be corrected the same day it's received, the worker will assign themselves (LO) or their supervisor (CSC) to the case until the case has been corrected.</p> <p>If a VR was sent and all EA program cases not assigned appropriately complete the work on the case at the time the alert/work task is pulled. Send an email to the supervisor of the person that did not assign the cases as a learning moment.</p> <p>Cases needing a correction based on NEARS review must be acted on within 2 business days from review of NEARS with Supervisor/Lead Worker.</p>
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SOP: Pulling Cases

#	Step	Description
Overall Intent: Pull one case at a time and work it as far as possible		
1.		Pull case from EA Processing queue based on your designated assignment for either Initial applications or Review/Recert applications. Double check that all EA program cases, regardless of status, have been assigned to you as the primary worker. Do not change assignment on CC-W/I program cases. These are assigned to IMFC staff.
2		Review the case and application – note areas needing follow up questions. Review must include: <ul style="list-style-type: none"> ✓ Review that the correct application is tied to the program case ✓ Review that application received date is correct. ✓ Review application to determine if client has an EBT card. If client indicates an EBT replacement card is needed, request replacement EBT card immediately. ✓ Review to determine if interview was completed in the CSC. ✓ If applicable, review past few narratives to determine if further information or action is needed.
3	Attempt a minimum of 1 cold calls to complete interview at that time, if an interview is needed.	<p>If Application is not complete – or needing an interview -</p> <p>If Connection: Complete interview, update expert and work as far as possible, including updating the interview tracker, narrating immediately after interview, completing collateral contact for verification and if appropriate, sending necessary verification request. If client failed to answer EBT question, clarify during interview if EBT replacement card is needed. Process the case if all verifications are received.</p> <p>**In the event the client indicates they would like a face to face interview, inform them they may walk into their nearest local office to complete a face to face interview. Provide them with the address of the nearest local office. Inform the client that you will be sending an interview appointment letter for a few days out per our regulations; however they may walk into the local office prior to that time. Send the interview appointment letter allowing 5 days mail time. This will allow for the NOMI to go out in the event the client does not go to the local office.</p> <p>No Connection: Leave voice message with contact information. Always send an interview appointment letter when scheduling an interview appointment. Schedule the interview as soon as possible but no later than 17 days from application received date. This will be a call out interview, if client has a phone number listed –SSW will put the interview on their Outlook calendar to complete. Five days mail time must be allowed, using the 5 Day Mail Time Calendar on EARL. The exception would be if an email address is provided (see below). If an email will be sent to inform the client of their interview date/time; only 2 days mail time must be allowed. Narrate cold call attempts. If client returns call the same day and interview is completed, delete interview appointment letter and update interview tracking.</p> <p>Special Instructions:</p> <ol style="list-style-type: none"> 1. If client provides an email address, an email will be sent to the client notifying them of their interview date and time. If an email address is not included on the current application, but there is an

		<p>email address in NFOCUS, use the email in NFOCUS. This must be done even if the client is receiving correspondence via email. Email must follow the script found in "Fields Guides and More Documents"-Email Correspondence on EARL. If an email is bounced back as undeliverable, the interview tracker and interview letter on NFOCUS must be updated to allow for 5 days mail time the same day the letter is created. The email should be copied into correspondence using add image. The email address does not need to be authenticated before sending the email interview appointment notification. If an email is bounced back as undeliverable, close the email on NFOCUS.</p> <ol style="list-style-type: none"> 2. Letters: The following should be added in the comment section notifying client of set interview time: ““If the scheduled interview time does not work for you, please call (worker’s direct phone number) to reschedule your interview with (worker’s name). While your application is pending, (worker’s name) will be your assigned worker. Once your application has been processed, your case will return to the universal caseload.” 3. Workers are expected to complete the scheduled interview at the time they established. Set reminders for 15 minutes prior to scheduled interview. If worker is absent, Supervisor or Lead Worker will check calendars and assign out any scheduled interviews to be completed that day. 4. Review application for LIHEAP eligibility. Process LIHEAP as far as possible including emailing providers, updating expert and/or sending a VR. <p>If Review Application is complete and no interview is needed-</p> <ol style="list-style-type: none"> 5. Review application to determine if client has an EBT card. If the client did not respond to that question, attempt contact to determine if they have an EBT card. If attempted contact is unsuccessful, add comment to Notice of Action that client will need to contact FIS if replacement EBT card is needed. 6. Correspondence preference has been updated on NFOCUS (email, text and/or US Postal service). If no options are chosen on a review/recertification application, leave preferences as they currently are. Example: <ol style="list-style-type: none"> a. Client previously requested text message as correspondence preference. Current application indicates they wish to receive email correspondence and no other preferences are checked. Close text message preference and add email preference. b. Client previously requested email as correspondence preference. Current applications indicates they wish to receive text message and no other preferences are checked. Close email preference and add text message preference. c. Client previously requested text message as correspondence preference. No preferences are indicated
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		<p>on current application. Leave text message as client preference.</p> <p>d. Client submits multiple applications in the same day. One indicates preference for text and one indicates preference for email. Update preferences to include both email and text.</p> <ol style="list-style-type: none"> 7. Review other programs for upcoming review due dates. If review for another program is due the following month, complete review for that program along with current review. 8. Review application for LIHEAP eligibility. Process LIHEAP as far as possible including emailing providers, updating expert and/or sending a VR. 9. Complete person/address clearance to determine if household composition needs to be clarified. A person search must be done for all household members, including children. The address search will be done with just the house numbers and the zip code. This will alleviate missing any matches due to different spellings of the street name. If another household is found to be currently living at the same address; both master cases must be updated with current household information for LIHEAP purposes. Use prudent person if client declares no others in the home. 10. Review history of case including documents received, interfaces, narrative, expert and current budgets. 11. If clarifying information is needed, attempt to contact client by phone to clarify. If unsuccessful in reaching by phone, send VR informing client what information is needed and that they can provide via phone call to worker or submit documentation. 12. If client answers yes or leaves the answer blank to the question "If you are not registered to vote where you live now, would you like to apply to register to vote?" Send a speed note with the link to register on-line: https://www.Nebraska.gov/apps-sos-voter-registration/, Also include a paper Voter Registration form with the speed note. A printable PDF version is available at https://sos.nebraska.gov/elec/pdf/vr-fillable.pdf . Always narrate client response to voter registration offer and any action taken. 13. Always review the reporting requirements for SR SNAP households. They are: when household income exceeds 130% FPL for a month, gambling winnings, and changes in work hours if household contains an ABAWD. 14. If verification is needed attempt to verify using The Work Number and/or collateral contact. If The Work Number and/or collateral contact is unsuccessful, use prudent person principle to determine if a VR should be sent. All current income must be verified. Narrate collateral contact attempts. If client reports new or terminated employment, ask when they will receive their first/last paycheck. Wait to request information from The Work Number until that time. 15. Update expert with changes listed on application. Example: update shelter and/or utility expenses based on client statement. 16. Review any open VR's to determine if requested information will be required before processing. Verifications requested on an open Overpayment VR must be provided prior to eligibility determination. Client must be given another 10 days to provide
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		<p>the verifications requested on the Overpayment VR when completing a review/recertification. Complete a new VR (do not resend the original Overpayment VR). In addition to any other verifications being requested, check “other” and add comments that previously requested verifications must be provided prior to eligibility determination. Document the previously requested verifications still needed in the comments.</p> <p>17. If no further verifications are needed, process eligibility.</p> <p>18. If application is processed at time of pull, narrate under Review/Recert heading. If VR is needed, narrate actions taken to point of VR under Application heading. When application is able to be processed, narrate updates under Review/Recert heading. Narrative should be completed following the Narrative Documentation Guide.</p> <p>19. If review completed and no changes are needed, a budget must be run to update the review due date.</p> <p>20. Once eligibility for all requested programs has been determined, put case back in change management mode. Exception is an ADC case with EF involvement in active, exempt or transitional status. These master cases should be assigned to the ADC gatekeeper position (#2659229) for distribution to an assigned ADC worker. Once the ADC/EF case is approved, case can be to the ADC gatekeeper position even if other programs are still pending, as long as case has been worked as far as it can. Example: ADC approved but LIHEAP is still pending due to VR for EO household member. VR is not yet due at the time the ADC case is approved. All alerts have been worked and no further action can be taken at that point. Case can be transferred to ADC gatekeeper.</p> <p>21. Prior to returning case to change management mode, check for future dated alerts and close if no further action is needed (ie-return case to UC).</p>
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Interviews

- ✓ At time of interview:
 - a. Review history of case, including interfaces, narrative, expert and current budgets. Check for employment verification with The Work Number. If client reports new or terminated employment, ask when they will receive their first/last paycheck. Wait to request information from the work number until that time.
 - b. Review other programs for upcoming review due dates. If review for another program is due the following month, complete review for that program along with current review.
 - c. Review any open VR's to determine if requested information will be required before processing. Verifications requested on an open Overpayment VR must be provided prior to eligibility determination. Client must be given another 10 days to provide the verifications requested on the Overpayment VR when completing a review/recertification. Complete a new VR (do not resend the original Overpayment VR). In addition to any other verifications being requested, check “other” and add comments that previously requested verifications must be provided prior to eligibility determination. Document the previously requested verifications still needed in the comments.

- d. Verify address. Update on NFOCUS if different. Ask if mailing address is same as physical address. If not, update mailing address. Complete an address search to determine if other households are living at client's address. The address search will be done with just the house numbers and the zip code. This will alleviate missing any matches due to different spellings of the street name.
- e. Verify phone number and if it is a cell phone number. If so, enter the phone number in cell phone field in NFOCUS.
- f. Review correspondence preference. Update changes in NFOCUS.
- g. Review with client if any other people are living in the household. If so, add them to the master case as EO. If client does not know, or does not wish to provide other information than the client's name, ask the client's approximate age and use the birth date of 1/1/(appropriate year) on NFOCUS. Review with client how rent and utility expenses are shared.
- h. Ask client "If you are not registered to vote where you live now, would you like to apply to register to vote?" If reply is yes, offer the link to register on-line: <https://www.Nebraska.gov/apps-sos-voter-registration/>, If they prefer a paper Voter Registration form, a printable PDF version is available at <https://sos.nebraska.gov/elec/pdf/cr-fillable.pdf> . Always narrate client response to voter registration offer and any action taken.
- i. Determine if any further information needed from client. Always attempt a collateral contact if client is agreeable to that. If client is not agreeable to a collateral contact, or the collateral contact is unsuccessful, review with client what verifications are required to process the application and the various means of submitting the verifications.
- j. Update information in expert received during interview either during or immediately following interview. Example: close any resources client declares they no longer have, update shelter expenses based on client statement, living arrangement, etc.
- k. Update expedited indicator, if applicable.
- l. Update Interview Tracker
- m. Act on and close all open alerts and WTs. If unable to process pending case at time of interview, alerts requiring a budget be run (IUC starts/stops, BDE/SDX income starts/stops, etc.) will remain open until budgets are run.
- m. Request replacement EBT card if client indicates they no longer have one.
- n. Once eligibility has been determined, put case back in change management mode. Exception is an ADC case with EF involvement in active, exempt or transitional status. These master cases should be assigned to the ADC gatekeeper position (#2659229) for distribution to an assigned ADC worker.
- ✓ Interviews will only be conducted on those cases required to complete an interview per the [EA Eligibility Review Chart](#).
- ✓ When completing a phone application use the comment box to add clarifications on questions asked. Example: Client reports they are employed and answers all questions on application. However, they also tell you they are temporarily not working due to surgery and will be off for six weeks. That clarification should be added to the comment box. Interview narrative will be done in NFOCUS.
- ✓ When completing a phone application, include the phone number the client called from in the phone application narrative. This will allow calls to be found and reviewed if necessary.
- ✓ When completing an interview with an e-application use the interview notes to add clarification received during interview. Example: Client reports they are employed and answers all questions on application. However, during the interview they report they are temporarily not working due to surgery and will be off for six weeks. That clarification should be added to the interview notes. Interview narrative will be done in NFOCUS.

- ✓ When completing an interview for ADC, review with client whether they have previously had a Reliacard for ADC, AABD, or LIHEAP payment. If so, determine whether the client still has that Reliacard. If they do not, inform them they will need to call US Bank at (855) 233-8382 to request a replacement card. Inform the client it may take 7 to 10 days to receive the replacement card.
- ✓ Check to see if client has authenticated their My Account.

This is done by:

- Go to the Person Detail Screen
- Click on Client Preferences on the right side of the screen
- If no preference has been indicated, review the script with the client

If not-review the following script at the end of the interview:

Before I let you go, I wanted to let you know about some new updates regarding how DHHS communicates with you and your family. With the DHHS Online My Account, you can view correspondence and notices without having to wait for them to be sent through the mail.

Would you be interested in receiving an email to notify you whenever DHHS sends you correspondence?

(If the client indicates they would be interested, ask-)

Do you already have a "MY account" set up online and have you authenticated your account by activating your PIN?

If yes: Great, I can add (or update) your email now and you can log onto My Account to update your email preference and view correspondence. Going forward you will receive an email anytime DHHS creates correspondence for you! Then you can simply log into your account and view your correspondence without having to wait for it to arrive by mail. Please understand that once you update that preference, you will no longer receive correspondence from DHHS in the mail, except for certain documents that must be mailed.

If no: I will add your email address now. You will need to contact our Production Support team at 1-888-281-6629 to have your PIN reset. You can request the PIN be emailed to you so you can begin using your My Account immediately. Once you receive your new PIN, log on to www.AccessNebraska.ne.gov. Use the PIN to validate your account, and update your preference to receive an email instead of paper mail. Going forward you will receive an email anytime DHHS creates correspondence for you! Then you can simply log into your account and view your correspondence without having to wait for it to arrive by mail. Please understand that once you update that preference, you will no longer receive correspondence from DHHS in the mail, except for certain documents that must be mailed.

Verifications

- ✓ Paystubs will only be requested when we do not currently have 30 consecutive days of pay within the last 3 months or if those paystubs are no longer reflective of current pay.

When requesting paystubs on a VR the request will be for “the most current 30 days of pay”.

- ✓ Follow the “[Verification of Earned Income](#)” process.
- ✓ When denying a SNAP case for failure to provide verification, include a short narrative stating reason for denial.
- ✓ When denying a SNAP case for failure to provide verification and client has submitted some but not all requested verifications, add a comment to the Notice of Action to indicate what verifications are still needed.
- ✓ Do not close cases for failure to provide when the VR was requesting verification to determine a past overpayment.
- ✓ When verification requested on an Overpayment VR has been provided, notify the assigned Overpayment worker via email that the verifications have been received.
- ✓ When sending out correspondence which includes a return envelope, use only return envelopes addressed to the Omaha ANDI Center. Local office return envelopes should not be used.
- ✓ When utility bills are received, per VR for LIHEAP, always review data on NFOCUS to ensure we have the most up to date information listed for utility providers/accounts and dwelling types.
- ✓ When address change is reported, request updated verification of utility provider either by using the Energy Email Utility or requesting a copy of the utility bill from the client. Utility providers are requesting we do not call to obtain verification.
- ✓ When reviewing an EA-150 that was returned by a financial institution, check to determine if interest income or other unearned income should be included in the budget(s).

Processing

- ✓ Do not check the case out until address has been verified and updated, if necessary. This will ensure the notice is mailed to the most current address.
- ✓ When adding comments to a Notice of Action, print and mail the notice locally. This will ensure the client receives a notice with comments in the event that MLTC creates a notice the same day after your notice was created.
- ✓ Let the system work for you by auto-denying program case(s) on day 30 when an interview was not completed and a NOMI was sent. This saves time each day and avoids timeliness and CAPER errors.
- ✓ If a request for deposit assistance for an energy bill or a crisis request is received, pend in the expert system if unable to process immediately. This allows the client to view the status of the request in real time via their “my account”.
- ✓ When creating Notice of Action for multiple programs, always group the notices so all programs are included in a single notice.

Work Tasks

- ✓ When working a work task that needs a VR sent and cannot be completed the same day, assign all the EA program cases to yourself (pending, active, closed/denied). Once the verification has been received or the VR due alert is received, take the appropriate action and return the case to change management mode. Assigning the case to yourself until the appropriate action has been taken ensures action will be timely; thus avoiding over/underpayments.

- ✓ When address change has been reported, request updated utility provider information. Update the dwelling type in NFOCUS, if applicable.
 - When working the ABAWD alerts regarding receiving 3 months of benefits, attempt one cold call with the client to clarify whether their situation has changed in regard to meeting an ABAWD exemption. If unable to reach the client or they have not declared a change, close the case for the next possible month and document your attempt. The worker must also review interfaces, narratives for unclear information, and document imaging to review if there is anything that may lead to a possible exemption.

Over/Underpayments

- ✓ All underpayments should be processed by the worker identifying the underpayment. All potential overpayments must be referred to the overpayment team using the Overpayment Referral Template on EARL. The exceptions are:
 - If an overpayment and underpayment are discovered at the same time, send a referral to the Overpayment team, as the underpayment may offset the overpayment.
 - If a duplicate issuance was created and case was returned to worker that created the duplicate issuance. That worker will also complete the overpayment and A/R. (Exception to this during the timeframe that emergency supplemental SNAP benefits are issued. All overpayments must go to the Overpayment Team during this time period.)
- ✓ Calls/walk-ins inquiring about an overpayment or requesting to appeal an overpayment: let the client know you will have the overpayment worker contact them within 1 business day to review the overpayment with them. Send an email to the overpayment worker, with a cc to their supervisor, including the client's name, mc #, phone number and the best time to call the client within normal business hours.
- ✓ Do not close open VRs regarding verifications for overpayments unless the verification has been received and you are the person completing the overpayment.
- ✓ When overpayment has been established, complete [overpayment referral template](#) on EARL and mark as complete.
- ✓ All potential overpayments must be reviewed by either a Supervisor or Lead worker prior to sending the referral.

Returned Mail

- ✓ Double check the address on NFOCUS. Does it match the most recent application or reported change of address? Is the suffix correct on the street name? Is the zip code correct? Is there a different mailing address that needs to be closed or updated?
- ✓ If you determine that we have the most recent address correctly entered in NFOCUS, attempt to call the client to let them know their mail is being returned. If unable to reach the client, leave a voice message notifying them that mail is being returned and ask them to call the CSC or their assigned worker to update the address within 10 days.
- ✓ If we have an email address on file, also send an email notifying the client their mail is being returned using the following script:

“Your mail is being returned to us by the post office for the following reason: (use the reason indicated on the envelope). You may update your address by calling

(800) 383-4278 and speaking directly to a worker. You may also go on-line at www.ACCESSNebraska.ne.gov and report your correct address electronically.”

Or for Spanish Speaking Clients:

“Su dirección de correo está siendo devuelto a nosotros por la oficina de correo por la siguiente razón: (use the reason indicated on the envelope). Usted puede actualizar su dirección llamando al (800) 383-4278 y hablar directamente con un trabajador. También puede ir en línea en www.ACCESSNebraska.ne.gov y reportar su dirección correcta electrónicamente.”

- ✓ The email should be copied into Document Imaging using the Add Image function.
- ✓ Follow the Unclear Information directions for narrative.
<https://dhhsemployees/sites/CFS/Policy/EA/SNAP/SNAP%20Documents/Unclear%20information%20Desk%20Guide.pdf>

ADC Cases

- ✓ When approving ADC payee cases, always update the payee to the adult in the household prior to approving budgets. Payees should never be children.
- ✓ When verifying school attendance for 16/17/18 year old in an ADC case and parents are not participating in EF, keep case assigned to yourself or your calendar person until verification is received or child has participated with EF. If child is participating with EF, assign case to EF Gatekeeper for ongoing assignment.
- ✓ When processing ADC case with an 18 year old child in the household, set an alert for the first day of the month of anticipated graduation date, to close the child for the following month, if appropriate.

On-going Assigned Cases

If a client walks into a local office or a call is received from a client whose case is assigned to an ongoing ADC, Refugee, Assisted Living Facility or Treatment Center worker, use the following script to inform the client of the change. If the client has a question that does not require any action, answer the question at the time you are talking to the client. If the client is reporting a change that will require an action, transfer them to their assigned worker.

Walk-In Client requiring action to the case:

I see that your case is now assigned to _____. Their phone number is _____. You should have received a letter with their name and contact number. If you haven't, you will be receiving it shortly. You may use a phone in our lobby to call them now, if you wish. If you reach their voice mail, please leave your name and phone number and your call will be returned within one business day.

As a reminder, you can also check the status of your benefits, report a change, or complete an application online at www.ACCESSNebraska.ne.gov.

Walk-in client that does not require action to the case –

I see that your case is now assigned to _____. You should have received a letter with their name and contact number. If you haven't, you will be receiving it shortly. I can go ahead and answer your question now; however, in the future, please contact your assigned worker at (phone number).

If you reach their voice mail, please leave your name and phone number and your call will be returned within one business day.

As a reminder, you can also check the status of your benefits, report a change, or complete an application online at www.ACCESSNebraska.ne.gov.

Call requiring action to the case –

I see that your case is now assigned to _____. You should have received a letter with their name and contact number. If you haven't, you will be receiving it shortly. I can transfer you now to them. If you reach their voice mail, please leave your name and phone number and your call will be returned within one business day.

As a reminder, you can also check the status of your benefits, report a change, or complete an application online at www.ACCESSNebraska.ne.gov.

Call that does not require action to the case –

I see that your case is now assigned to _____. You should have received a letter with their name and contact number. If you haven't, you will be receiving it shortly. I can go ahead and answer your question now; however, in the future, please contact your assigned worker at (phone number).

If you reach their voice mail, please leave your name and phone number and your call will be returned within one business day.

As a reminder, you can also check the status of your benefits, report a change, or complete an application online at www.ACCESSNebraska.ne.gov.

Notifying Assigned Worker of Client Contact –

When a client that has an assigned ADC SSW calls or walks into the local office, the person that receives the call will set an alert notifying the assigned SSW the client called using the descriptions listed below. The alerts on an assigned ADC caseload will be checked at a minimum of every two hours and within ½ hour of the end of the day to ensure these alerts are handled the same day and calls returned the same day. This will allow for more efficient coverage of these calls if the assigned worker is out of the office.

Non-urgent alerts:

- Subject line: enter 'client call'
- Body of alert: enter brief description along with 'please see narrative from xx-xx-xxxx.'
- Ex: CHANGE REPORTED - PLEASE SEE NARRATIVE FROM 7-19-2016

Urgent alerts

- Set an alert and send an email to the SSW and SSS.

- Subject line enter: 'client call urgent'
- Body of alert: brief description along with 'please see narrative dated xx-xx-xxxx.'
- Ex: SHUT-OFF FOR 7-19-16 - PLEASE SEE NARRATIVE FROM 7-19-16
- Some examples of urgent needs include shut-off notices, eviction notices, childcare that needs to start the next day, client reports no call back from assigned worker.

LIHEAP/LIHWAP/CRISIS Requests

- ✓ If a request for deposit assistance for an energy bill or a crisis request is received, pend in the expert system if unable to process immediately. This allows the client to view the status of the request in real time via their "my account".
- ✓ If client is required to pay a portion of the shut off amount prior to approving crisis a VR must be sent notifying client of the amount they are to pay and that verification is required prior to DHHS paying anything. If client fails to provide verification; send an email to the provider requesting verification prior to denying the crisis for failure to provide.
- ✓ When utility bills are received, per VR for LIHEAP, always review data on NFOCUS to ensure we have the most up to date information listed for utility providers/accounts. Update dwelling type in expert, if applicable.
- ✓ When address change is reported, request updated verification of utility provider either by using the Energy Email Utility or requesting a copy of the utility bill from the client. Utility providers are requesting we do not call to obtain verification.
- ✓ When sending an email using the Energy Email Utility, cc the ANDI Center. The ANDI Center will index the response to ensure timely action is taken.
- ✓ Index the initial email to DI.
- ✓ Prior to sending an email to the utility provider, check DI to determine if a request has already been sent. If so, wait until the end of the next business day and review if a response has been received. If no response, send another request. If no response to second request has been received by the end of the following business day, send a policy question to LIHEAP requesting assistance in getting the response.
- ✓ LIHWAP must be discussed when talking with clients that have not already received LIHEAP assistance to determine if they are interested in receiving LIHWAP payment reduction assistance. The conversation and client response must be documented in narrative. If doing a review or other action that does not involve talking with the client, there is no need to reach out to client for this discussion

AABD/PMT

When reviewing an application for Economic Assistance programs, review to determine if the client indicates they are disabled or age 65 or older. On the Electronic Application, this information can be found in the Household Member Information section. On an EA/RA the information is found in Section 3, question 6. On a paper EA-117, the information can be found in question 28. If the client indicates they are disabled:

- ✓ Review to determine if they have been found disabled by Social Security Administration. This information can be found in either SDX or BDE; or
- ✓ Have they been determined disabled by the Medicaid State Review Team and have an active Medicaid case on NFOCUS?
- ✓ Is their income less than \$801 for a single person household or \$1,170 for a married couple
- ✓ Are their resources under \$2,000 for a single person household or \$3,000 for a married couple?
- ✓ Do they pay a housing expense (does not include utilities)?

If your client meets these criteria; they may be eligible for an AABD payment grant. Use the script below to inquire whether they would be interested in applying for an AABD case assistance grant.

Script FOR AABD PAYMENT (Grant)

- **AABD Script**

It appears you may be eligible for an AABD cash assistance payment. AABD is a program to assist those individuals who are age 65 or older; or how have been declared blind or disabled by the Social Security Administration. You may also qualify for this program if you have been approved by the Medicaid State Review Team and have an active Medicaid case. In order to eligible for an AABD payment, you (and spouse) must be financially eligible. If your income is lower than \$801 (for one person household) or \$1,170 (for a married couple), you may be eligible for this program. In addition, you may be eligible for an AABD payment if you have a one-time or ongoing special need for medical mileage reimbursement for transportation; furniture or appliances; moving expense, guardian/conservator fee; cost of home repair; automobile liability insurance; and/or medical expenses for your spouse (who is not eligible for assistance) or other family member in your home who provides for your well-being. Would you be interested in applying today to see if you are eligible?

Child Support Enforcement Referrals

Child Support Enforcement: In order to be eligible for the Child Care Subsidy Program and/or SNAP, an applicant with children with a parent absent from the home is required to apply for and cooperate with Child Support Enforcement Services (CSE). Cases where a client is only receiving Child Care and no other Economic Assistance programs are considered non-public assistance for CSE. A CHARTS referral must be submitted on all pending Child Care cases with an absent parent if there is not already an open CSE case. A CHARTS referral must be submitted on all SNAP cases with an absent parent if there is not already an open CSE case once the SNAP program is approved.

Active Program: When a SSW is taking action on an active Child Care case and it is determined that the CSE referral process was not followed, the SSW must complete the CSE referral immediately. The Child Care program must remain open through the end of the eligibility period. The SSW must add a narrative stating that the client must have an open CSE case by

the next eligibility period and an attempt should be made to contact the client to let them know they will need to have a CSE case open by the next eligibility period and this contact attempt should be narrated. If this contact is made and there is no open CSE case at the next redetermination then the case will need to be denied accordingly.

What does this mean for EA staff?

The SSW must explain to the client, once a CSE referral is sent, that they will receive a letter in the mail from CSE informing them they need to apply for CSE services. The SSW must inform the client that if they fail to apply for CSE services their child care services will be denied or closed.

SSW's may refer client to make an electronic application by going to:
DHHS Public Website, select "Child Support Enforcement" on the left side of the page, go to "Quick Links" on right hand side and select "Apply **for Child Support Services**"

Some information received from CSE:

- Electronic CS applications are quickest way to start the CSE process as iCHARTS is programmed to do many steps automatically.
- CSE referral from NFOCUS to iCHARTS is an overnight process.
- Once CSE referral is received a letter will be sent informing clients of the need to cooperate with CSE. They must cooperate within 30 days of date of referral or CC eligibility may be affected.
- Until a CSE application is received, there will not be a case on iCHARTS or it will show in "closed" status.
- Once an application is received by iCHARTS and pending, CSE has up to 20 days to take action on the application.
- If SSW has questions about a CSE referral they will review iCHARTS to find assigned CSE worker and email them for an update on the client's status so that CC eligibility may be determined. If SSW is unable to find assigned CSE worker, contact CSE Supervisor in the area that client/Custodial Parent lives in (see below)
 - Grand Island and Hastings – Keith Powell – 402-462-1840
 - Lincoln and Beatrice – Rachael Peterson – 402-471-5271
 - Norfolk and Fremont – Janet Reigle – 402-370-3130
 - North Platte and Gering – Jennifer Calvin – 308-696-0004
 - Child Support Services Omaha – Mike Tatten – 402-341-4554

Miscellaneous

- If another State requests benefit history information and refers to "PARIS" in the subject line/body of an email or call, please refer them to the AccessNebraska Questions Mailbox. The staff that facilitate the AN mailbox are members of the PARIS Review team and will take the appropriate action with regard to the request.
- Never provide clients with information regarding a fraud referral. If a client has a question regarding a fraud referral, they must speak to someone in Special Investigative Unit. The phone number is (402) 595-3789.
- If client calls or walks into local office to report an address change, ask "If you are not registered to vote where you live now, would you like to apply to register to vote?" If reply is yes, offer the link to register on-line: <https://www.Nebraska.gov/apps-sos-voter->

[registration/](#), If they prefer a paper Voter Registration form, a printable PDF version is available at <https://sos.nebraska.gov/elec/pdf/cr-fillable.pdf> . Always narrate client response to voter registration offer and any action taken.