# P-2340 SUPPORT SERVICES (con't)(B21-02)

## P-2340A Writing a support services check in ACCESS

Support service checks are written through the ACCESS system. If unsure if a support service check has already been written, check INQD to find out if there is a history of it in ACCESS. This is particularly important if the participant is a recent transfer, or if other staff members have been covering for the case manager while they were out.

Enter CHCK in the FNX field, C in MODE, the head of household's SSN in RPTGRP, and the current month in PERIOD. (Leave COMMAND blank) and Hit Enter.

```
05/25/16 11:28              IV-A SELECT FUNCTION              ASTCA1

     ~~~~  Function Codes (FNX)  ~~~~      ~~~~  Function Codes (FNX)  ~~~~
   ABWD - ABAWD Food Stamp History      MAIL - Send or Read Mail
   APPL - Application                   MANA - Managed Care Maintenance
   CASE - Case Status Display           MONY - Financial Subsystem
   CATN - Case Action Log               NAME - User Name/Number Lookup
   CATS - Cost Allocation/Time Study    PCOL - Premium Collections
   EDS  - Medicaid Management System    PERS - Person Search
   ELIG - Eligibility Results/Approval  PMGT - Premium MGT Report
   FIAT - Fiat Eligibility              PREM - Premium Management
   FUEL - Supplemental Fuel             QUAL - Quality Review
   GAEL - General Assistance            RECO - Recoupment Schedule
   IDEA - System Change Request         REPT - Report Selection
   INFC - Interfaces                    SPEC - Special Functions
   INQB - Benefit History               STAT - Statement of Need
   INQD - Benefit Disbursement History  SUBS - Substitute Reporter/Payee
   IV-D - IV-D Select Function          TODO - Daily To-Do Report
   JFIP - Jobs For Independence         UNLK - Releases Locked Cases
   LOGO - Logoff                        VEND - Vendor Search
        ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
   USER:     FNX: chck MODE: c RPTGRP: HOH SSN    PERIOD: 05 16 COMMAND:
                                                            F8 = MORE
```

Enter RCHP in the Program field, and the SSN of the participant the support service is for, next to Reach Up Client SSN. Hit Enter

```
                                                        ASPSA1
        * * * * *  M O N Y   CHECKWRITE   S U B M E N U  * * * * *

              Reporting Group: HOH SSN

                     Program:   RCHP

                        Period
              ** From **     *** To ***
              MM DD CCYY     MM DD CCYY
              05 01 2016     05 31 2016

         Reach Up Client SSN: SSN of the participant the support service is for

         Entering 'CANC' here will abort check process:   ____
```

In 2 parent families, the "Reporting Group" SSN will always be the head of household's social security number. The "Reach Up Client SSN" will be the social security number of the participant the support service check is for.

## RCHP SELECTION SCREEN

Select an item that corresponds to the check you are writing by placing an "X" on the line. After you have selected your item hit Enter.

Multiple items may be selected if the check is going to the <u>same person</u>.

Example: If you are reimbursing a participant for "Travel Expense" and "Clothing", both items may be selected, and one check can be issued.

```
05/25/16 11:53              RCHP SELECTION SCREEN            ASQSAA1A
              Client:            TONYA                       Page:  1
Opt      Items                  YTD RCHP     YTD PSE    YTD WORK    YTD ORNT
  _   1) Educational/Training Fees
  _   2) Tuition
  _   3) Books/Supplies
  _  51) Clothing/Pers. Appearance
  _  52) Making It Work
  _  53) Travel Expense
  x  54) Vehicle Repair
  _  55) Work Related Equipment
  _  56) Six Month Job Retention
  _  57) Dental/Vision/Med Rec Req
  _  58) Parenting Education
  _  59) Vehicle Insurance
  _  60) Vehicle Registration/Titl
  _  61) Education Incentive Paymt
  _  62) Permit/License/Exam
  _  63) GNG/CAM Vehicles
  _  64) Child Care(incl rec pgms)
('X' up to 5)        YTD Total:            No Childcare/WORK/ORNT/PSE incl
USER: 310     RPTGRP:         FNX: CHCK   MODE: C
RPTGRP NAME: TONYA                        DO:      COMMAND: _____
```

There are additional items on the next page/screen. Hit Enter on the first page and it will automatically bring you to the additional items on the next page. Select an item that corresponds to the check you are writing by placing an "X" on the line and hit Enter. Mark an "X' on any additional items or simply hit Enter to move to the next panel.

```
05/27/16 09:41              RCHP SELECTION SCREEN            ASQSAA1E
              Client:            TONYA                       Page:  2
Opt      Items                  YTD RCHP     YTD PSE    YTD WORK    YTD ORNT
  _  65) Discretionary Traing Fund
  _  66) FDP Activity Incentive
  _  67) DDir Approved Funds
  _  68) PSE Other
  _  69) 'Old' PSE Stipend




('X' up to 5)        YTD Total:            No Childcare/WORK/ORNT/PSE incl
USER:         RPTGRP:         FNX: CHCK   MODE: C
RPTGRP NAME: TONYA                        DO:      COMMAND: _____
```

## RCHP CHECKWRITE SCREEN

Select the component that matches with the Family Development Plan activity the participant is receiving support services for.

Hit the F12 key or shift F12 on "Component" to see a list of options.

```
05/27/16 09:45              RCHP CHECKWRITE SCREEN                    ASQSAA1B
                   CLIENT:          TONYA
    Item Code                  Component  $ Amt       From (Dates of Svc) To
    54) Vehicle Repair          _           00        05 01 2016   05 31 2016




                                       Select shift F12


    USER:        RPTGRP:              FNX: CHCK   MODE: C
    RPTGRP NAME: TONYA                           DO:        COMMAND: _____
```
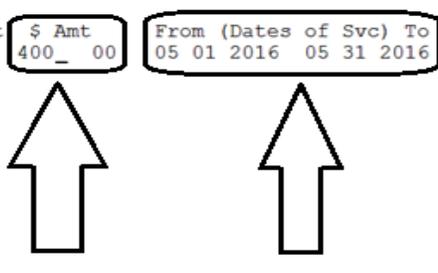
After hitting the F12 key or shift F12 on "Component" to see a list of options, the Valid Component Codes will appear. Place an "X" on the line next to the appropriate activity for which the support service is being issued. If the participant is engaged in more than one activity, and the support service relates to more than one activity, choose only one (you cannot check more than one letter/component code). Hit Enter.

For Reach Ahead recipients and closed participants eligible for the 6-month support services extension, always use component code "V" (Job Retention).

```
+-------------------------------------------------------------------+ ASQSAA1B
|                                                                   |
| 05/27/16 09:51          VALID COMPONENT CODES          ASQSCMPO   | Svc) To
|                                            Shift<F3> to Quit      | 31 2016
|                                                                   |
|   _  J - Orientation           _  P - OJT                         |
|   _  K - Assessment            _. Q - Work Experience             |
|   _  L - Transition            _  R - Post Secondary              |
|   _  M - Education             _  S - Job Search                  |
|   _  N - Job Skill Training    _  T - Employment                  |
|   _  O - Job Readiness         _  U - Self-initiated Education     |
|                                X  V - Job Retention               |
|                                                                   |
|   Please Select one of the Component Codes from this List         |
|                                                                   |
|                                                                   |
+-------------------------------------------------------------------+


    USER:        RPTGRP:              FNX: CHCK   MODE: C
    RPTGRP NAME: TONYA                           DO:        COMMAND: _____
```

You will return to the RCHP CHECKWRITE SCREEN where the component code you selected will appear.

```
05/27/16 09:56              RCHP CHE        SCREEN                    ASQSAA1B
                    CLIENT:                TONYA
     Item Code                    Component    Amt     From (Dates of Svc) To
     54) Vehicle Repair               Q           00   05 01 2016  05 31 2016




     USER:       RPTGRP:            FNX: CHCK   MODE: C
     RPTGRP NAME: TONYA                           DO:       COMMAND: _____
```

Enter the check amount in the "$ Amt" field. There are 5 fields in the dollar section of the check write and 2 fields in the cents. Make sure to enter the correct number of tabs or 0s. For example: to write $400, enter "00400.00".

Enter the date(s) of service in the "From (Dates of Svc) To" field.

Hit Enter.

```
05/27/16 09:56              RCHP CHECKWRITE  SCREEN                   ASQSAA1B
                    CLIENT:                TONYA
     Item Code                    Component  $ Amt    From (Dates of Svc) To
     54) Vehicle Repair               Q      400_  00  05 01 2016  05 31 2016




     USER:       RPTGRP:            FNX: CHCK   MODE: C
     RPTGRP NAME: TONYA                           DO:       COMMAND: _____
```

For Vehicle Repair, use the date the vehicle repairs were completed, or if the check is for Travel Expense for job search, use the dates the mileage reimbursement covers.

### RCHP VALIDCHECK SCREEN

```
05/27/16 10:01              RCHP VALIDCHECK SCREEN              ASQSAA1C
                    Client:              TONYA

                                        ⇩
 Total of Check:     400.00
                                  VENDOR NUMBER:
 Client Name: TONYA               VENDOR NAME: Roy's Service Center ____
      Address:                        ADDRESS: 23 North Pleasant St ____

                                  Middlebury_____ VT
                                             05753____

      MEMO: 54)Vehicle Repair  Q-Work Exprnce   400.00 05/01/16-05/31/16
            This check is for repairs completed on MM/DD/YYYY. If you ha
            ve any questions about this check, please call case manager
            name and phone number. _____
            _____
            _____

 USER:          RPTGRP:              FNX: CHCK  MODE: C
 RPTGRP NAME: TONYA                            DO:       COMMAND: _____
```

Complete the following sections:

- "VENDOR NUMBER": Leave blank.

- "VENDOR NAME": Enter the business/service provider's name if you want the check sent directly to the provider.
    - If you want it sent to the participant, leave this field blank.
    - If you want the check made out to a vendor but are going to mail "care of (C/O)" the participant see below. Enter the vendor's name in this section.

- "ADDRESS": Enter the address you want the check sent to.
    - If you want it sent to the participant, leave this field blank.
    - If sending a check "in care of (C/O)" enter C/O the participant's name in the first line of the address. Then type the participant's address. For example: if you want the check made payable to Dept. of Motor Vehicles or an insurance company but are mailing the check to the participant.

- "MEMO": This field allows you to write a short message including congratulating the participant if appropriate, special instructions, your contact information, or a policy or invoice number. There is a limited amount of space with no expansion or "second page" feature.

The participant's name appears on the check even when it is made out to someone else, so there is no need to identify who the check is for in the MEMO

section. The name has been "blacked out" in the sample ACCESS screen shot below for confidentiality purposes.

Hit Enter.

### RCHP APPROVAL SCREEN

The RCHP APPROVAL SCREEN is your last chance to cancel the check. Review the check the amount, the address, the name of the participant/vendor, and anything you have written in the MEMO section to make sure everything is accurate.

- Type "CANC" in COMMAND and hit Enter to return to the main menu if you wish to cancel the check you are writing or start over.
- Type "PREV" in COMMAND and hit Enter to return to the previous page of the check writing process to make changes.

After reviewing the RCHP APPROVAL SCREEN and confirming all information is accurate. Type your 4-character password, type APP in the COMMAND field, and hit enter.

```
05/27/16 10:10                RCHP APPROVAL SCREEN                 ASQSAA1D
              Client:              TONYA


Check Paid to: Roy's Service Center        Check Amount:    400.00
               23 North Pleasant St
               Middlebury        VT 05753   Check Date:    05/27/16


        FOR: TONYA


   Memo Lines: 54)Vehicle Repair  Q-Work Exprnce   400.00 05/01/16-05/31/16
               This check is for repairs completed on MM/DD/YYYY. If you ha
               ve any questions about this check, please call case manager
               name and phone number.




  USER:        RPTGRP:          FNX: CHCK  MODE: C          PASS: XXXX
  RPTGRP NAME: TONYA                       DO:       COMMAND: APP
```

Document the support service provided in your case notes and save any related estimates, invoices, etc. in the participant's file.

It is recommended that the district support service spreadsheet be updated each time a payment is made.

# Reviewing INQD (Money Disbursement History)

For general information about how INQD works, watch the ACCESS Eligibility Training Video (INQD and INQB) View Benefit Disbursement.

## *INQD*

```
****   M O N Y   INQUIRY - DISBURSEMENT HISTORY   ****          ASPSIB

        For Reporting Group SSN ( XXX XX XXXX )

        Issued from ( MM / CCYY ) to ( MM / CCYY )
                    ( 11 / 2013 ) to ( 12 / 2016 )

        Indicate the types desired using an X

                    ( X )   All types
            ( _ )   ANFC/RUFA including Family Bonus/Parent Share
            ( _ )   IVD PA              ( _ )   PSE/RPSE
            ( _ )   Food Stamps         ( _ )   CSE
            ( _ )   General Assistance  ( _ )   Lund Home
            ( _ )   Medicaid            ( _ )   DEFRA
            ( _ )   Essential Person    ( _ )   EFA
            ( _ )   Fuel                ( _ )   Administration
            ( _ )   IV-D                ( _ )   E&T
            ( _ )   RCHP/WORK/ORNT/WTW  ( _ )   CC
            ( _ )   TCC                 ( _ )   DISP
            ( _ )   Premium Refund      ( _ )   RA

SER: 084 FNX: INQD MODE: D RPTGRP: XXX XX XXXX PERIOD: 10 15 COMMAND: _____
```

Enter the time period the support service payment may have been issued.

Issued from MM/YYYY to MM/YYYY.

For example: 01/2020 to 12/2020 will provide a list of all payments issued in the year 2020. In the screen shot above, all payments issued between November 2013 and December 2016 would be listed.

Place an X next to RCHP/WORK/ORNT/WTW. This will show Reach Up support service payments issued through CHCK C RCHP. In the screen shot above, because "All types" is selected, payments issued through all programs would be listed.

```
01/11/21 12:48                                                    ASPSIB
               *** M O N Y   INQUIRY - DISBURSEMENT HISTORY ***
For SSN:
   Name:                                           Issued from: 01/19 - 12/22
S**Tran Nbr* Issued *Prog*CC*S*Check No* Amount *Type*  From  -   To   *E*A*Wrk
_                08/22/19 RCHP 01 I            44.45   DO  08/01/19-08/31/19
_                09/09/19 RCHP 01 I            99.00   DO  09/01/19-09/30/19
-                10/02/19 RCHP 62 E EBT CASH   24.00   DO  10/01/19-10/31/19
-                02/12/20 RCHP 56 E EBT CASH   50.00   DO  02/01/20-02/29/20
-                05/29/20 RCHP 66 I            50.00   DO  05/01/20-05/31/20
-                10/21/20 RCHP 01 I           668.00   DO  10/01/20-10/31/20




   * Enter L for Link Detail, any other letter for Transaction Detail
USER:      FNX: INQD MODE: D RPTGRP:             PERIOD: 01 21 COMMAND:
```

Each payment will have a transaction number (TRAN NBR)—these have been whited out in the screen shot above. For payments issued as checks, they will list a check number (CHECK NO) as well—these have also been whited out. EBT Cash payments have been issued out in the past, but are not available at this time.

The column listed as "S" shows the status of the payment.
"I" means issued.
"E" means electronic (EBT).
"V" means void (entered by COPS).
"S" means stop payment (also entered by COPS).

Placing an "X" next to any of the listed payments will bring up additional information about the specific payment selected. Press 'enter' multiple times to go through the screens. Eventually it will return to the INQD screen.

```
01/11/21  13:00                                                    ASPSIA
          *** M O N Y     SPECIFIC TRANSACTION INQUIRY  ***    (Disbursement)

   Transaction Type: DO Check (CHCK,C)      Client SSN:
      Amount:          50.00                Name:
      Period:          05/01/20 to 05/31/20
      Program:         RCHP                 District Office: R
      Category:        XS-SSFP Single Parent  Worker Issued:
      Proj Cat Code:   NS-Sngl Par nt mtng Wrk  Proj Cat Date:   05/29/20
      Fund Stream Cd:  S-Soley State Funded Prog
   CHECK/FORM NUMBER:

      Issued:          05/29/20
      Reason:          O
      Status:          I-Issued

   Alternate Payee:


   Transaction Number:                              Batch Number:
   Enter next Transaction here=>( _          ) or Check Number here=>(         )
   USER:      FNX: INQU MODE: D RPTGRP:             PERIOD: 01 21 COMMAND: MORE
```

         *** M O N Y    SPECIFIC TRANSACTION INQUIRY  ***      (Disbursement)

   Transaction Type: DO Check (CHCK,C)      Client SSN:
     Amount:          50.00                  Name:

   Vendor Name:
         Addr:


   REACH UP Participant:
               SSN:




   Transaction Number:                              Batch Number:
Enter next Transaction here=>(            ) or Check Number here=>(            )
USER: 934 FNX: INQU MODE: D RPTGRP:              PERIOD: 01 21 COMMAND: MORE

---

01/11/21  13:07                    Page: 2                              ASPSIA
         *** M O N Y    SPECIFIC TRANSACTION INQUIRY  ***      (Disbursement)

   Transaction Type: DO Check (CHCK,C)      Client SSN:
     Amount:          50.00                  Name:

   Remarks: 66)FDP Actvty Inc  O-Job Readinss    50.00 05/01/20-05/31/20
                 YOU SHOULD BE PROUD OF YOUR HARD WORK.  NICE JOB S
           UBMITTING YOUR PARTICIPATION REPORT

   Item 1    - CODE: 66   Amount:          50.00




   Transaction Number: 78                          Batch Number: 1
Enter next Transaction here=>( _          ) or Check Number here=>(          )
USER:    FNX: INQU MODE: D RPTGRP:              PERIOD: 01 21 COMMAND: