

STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

BULLETIN NO.: 17-08

FROM:  Sean Brown, Deputy Commissioner
Economic Services Division

DATE: 3/15/2017

SUBJECT: Reach Up Procedures

CHANGES ADOPTED EFFECTIVE 4/1/2017

INSTRUCTIONS

- Maintain Manual - See instructions below.**
- Proposed Regulation - Retain bulletin and attachments until you receive Manual Maintenance Bulletin: _____**
- Information or Instructions - Retain until _____**

MANUAL REFERENCE(S):

These new procedures are part of the Corrective Action Plan for the KPMG Reach Up audit. The procedure outlines steps on how to process a Reach Up Case when the participant is being admitted to or is leaving the Lund Residential Program.

Manual Maintenance

Reach Up Procedures

Remove

Nothing

Insert

P-2271 pgs. 1-3 (17-08)

4/1/17

Bulletin No. 17-08

P-2271

P-2271 Lund Residential Program and Reach Up Participants

Families who are eligible for Reach Up and reside at Lund can qualify to receive assistance for the cost of their shelter expenses at Lund. Reach Up funds will be paid to the Lund Residential Program on behalf of the participant, outside of ACCESS.

Lund Residents must complete the Reach Up Application, Interview, Orientation and provide all necessary verifications needed to determine eligibility before the grant can be approved.

All Lund cases are approved by Benefit Programs Specialists primarily assigned to process Lund cases. Their worker number and phone number will be listed in the case warning.

The Benefit Programs Specialists primarily assigned to process Lund cases will have weekly contact with a Lund worker to determine and prepare for any upcoming needs: initial applications, departures, interim reports, and reviews. Interim reports and reviews do not require a face to face meeting and the documents will be sent directly to the Benefit Programs Specialists primarily assigned to Lund cases to process.

If it's identified that a participant is entering or leaving the Lund residential program the Benefit Programs Specialists primarily assigned to process Lund cases will set up a time to visit the facility and meet with the participants face to face.

A. Admission to Lund Residential Program

Update ACCESS for all new Lund Residents as follows:

1. Transfer the case location to Burlington: GB1, by entering SPEC/C/XFER.
2. The Benefit Programs Specialists primarily assigned to process Lund cases will ask a Supervisor to have the case locked for their specific worker's number.
3. Change Mailing Address to:
C/O LUND Family Center
P.O. Box 4009
Burlington, VT 05406
4. Change Physical Address to:
LUND Family Center
76 Glen Road
Burlington, VT 05401

Shelter Expense form (202H) is not required for Reach Up participant residing at Lund.

A. Admission to Lund Residential Program (Continued)

5. Update phone number to: 802-864-7467. If participant has a phone, enter it as an alternate number.

6. Enter all applicable panels and add an Institution Panel, by entering STAT/C/INST. Enter code 30 for INST TYPE and fill in the ADDMISSION DATE on the panel.

Example:

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INST Panel Tip: get HELP for ASSOCIATED DATE field using <SHIFT>+<F12>
03/06/17 08:21      INSTITUTION      Question 02 ( INST. 01 )
                    ( Last updated:  /  /      :  ; ASPADB )

PERSON NAME                LTC APPLICATION DATE  #DAYS
MINNIE MOUSE                MM DD YYYY              0

INST TYPE                INST DESCRIPTION                ASSOCIATED DATE
  30                      ERROR - NO DESCRIPTION FOUND      01 01 2017

CLINICAL NEED ASSESSMENT:  LEVEL OF CARE                DETERMINATION DATE
                               MM DD YYYY

LONG TERM CARE EXPENSE DEDUCTIONS  AMOUNT                REVIEW MONTH
          $$$$$$ €€                MM YYYY
Health Insurance Premiums:         _____
Spousal Allocation:                 _____
Non-covered Medical Expenses:       _____
Home Maintenance/CMA:               _____
Legal Dependents:                   _____

Press <Shift>+<F10> to Choose Another Member of the Household
    
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7. Place a WARN on the case by entering WARN/C with 99/99/9999 as an end date. The warn should state:

“LUND cases are locked and changes can only be made by worker XYZ. Please contact worker XYZ with any changes or questions at 123-1234 or by email”

8. Lund Family Center provides meals for their residents and if the family has been receiving 3SquaresVT assistance, their 3SquaresVT grant should close. To close the benefit, enter STAT/C/RBEX. For Room and Board Expense Type, enter 3-Board, 3 Meals.

9. Remove all household members who are not moving with the participant to Lund, by entering a leave date on the member’s panel.

B. Approving Reach Up benefits for Lund Residents:

When the interview and orientation has been completed and all verifications (ex: Child Support Form 137) have been received, the Benefit Programs Specialists primarily assigned to process Lund cases will approve the Reach Up benefit. Processing Lund cases should be a priority and benefits should be approved no later than 3 days after all the required verifications have been submitted.

The Benefit Programs Specialists primarily assigned to process Lund cases will check INQD/D/Reach Up to assure that no Reach Up benefit was issued directly to the participant through ACCESS.

C. Closing Reach Up Lund grant

Upon leaving or being discharged from Lund, the Reach Up Lund grant will close. The Lund Family Center must verify the participant's leave date (when the participant physically left) and the discharge date (last day that the Reach Up grant covers the participant's costs) before the participant can start receiving their own Reach Up benefit.

If the participant wishes to receive benefits she is required to re-apply for assistance. The Benefit Programs Specialists primarily assigned to process Lund cases will assist the participant in the process. In case the participant leaves the program abruptly and re-applies for benefits on her own, the Benefit Programs Specialists (BPS) receiving the new application must send the Benefit Programs Specialists primarily assigned to process Lund cases a copy of the 202 application. Participants are eligible for pro-rated benefits after they complete a new interview, orientation and provide all necessary verifications. The Benefit Programs Specialists primarily assigned to process Lund cases will process the case in cooperation with the BPS who is processing the new application.

The Benefit Programs Specialists primarily assigned to process Lund cases will remove the INST panel by deleting it.

The Benefit Programs Specialists primarily assigned to process Lund cases will calculate the prorated benefit that the family is entitled to by using manual budgets. The new benefit amount will be sent to the COPS unit who will adjust the Reach Up grant amount. The pro-rated benefit will be issued to the participant through Controlled Vendor Payments. Continuing benefits can be approved through ELIG/D/RUFA in ACCESS.

If the participant sent in their new application before physically leaving the Lund residential program, the 3SquaresVT application should be denied and re-approved from the day that they left the program.

The Benefit Programs Specialists primarily assigned to process Lund cases will email a Supervisor to remove the restriction from the case. This will allow other staff members to make changes to the case. The worker will also remove the case WARN that he/she added about the participant residing at LUND.