



Supervisor Cluster Meetings

Operational Support Team

April 2016

What to Expect Today



- Icebreaker
- Ground Rules
- Presentations by OST and Guests
- Lunch
- Break-out Sessions
- Report-out Sessions
- Wrap-up and Dismiss

The Learning Gateway and Available OST Training Courses

Accessing the Learning Gateway



New Users: There is an available NCFAST Learning Gateway Navigation Guide to assist you in creating your account.

- Begin by opening a web browser, entering <https://ncfasttraining.nc.gov/> into the address bar, and clicking the Enter key.
- Click on “Create New Account” and follow the onscreen prompts.
- Carefully answer appropriate questions to ensure correct course enrollment.

Home Page



- **Once you have created your account by following the onscreen instructions, you may log in to the Learning Gateway**
- **When you log into the NC FAST Learning Gateway you will be brought to your login home page.**

The Learning Gateway Home Page



You are not logged in. ([Log in](#))

NC FAST Learning Gateway

NC FAST Learning Management System

- [Home](#)
- [Create New Account](#)
- [My Courses](#)
- [My Profile](#)
- [OST Courses](#)
- [Programs >>](#)
- [Need Help? >>](#)

Login

Username

Password

Remember username

[Log in](#)

[Create new account](#)
[Lost password?](#)

North Carolina DSS and DHHS staff members who use NC FAST can take training courses and track required training from this site.



NC FAST Learning Gateway Navigation Guide

Click below to download a Navigation Guide which will help you set up an account and take courses on the Learning Gateway.

- ### Useful Links
- [FAST Help](#)
 - [NC FAST \(Sandbox\)](#)

Accessing the Available OST Trainings



- Once you have logged into the learning gateway, select “OST Courses” from the top row,



- Then scroll down to the middle of the page until you see:

Operational Support Team

Use the link below to view and take courses in the:

OST Courses Folder

Work First Trainings



- 1. Work First General Overview**
- 2. WFFA Mutual Responsibility Agreements and Initial Assessments.**
- 3. Creating and Managing Outcome Plans Webinar**
- 4. Work First Substance Use and Mental Health Initiative.**
- 5. Work First - Family Cap**
- 6. Work First – Job Bonus**

Work First Trainings Continued



- 7. Work First Services for Low Income Families**
- 8. Work First Benefit Diversion**
- 9. Work First Sanctions**
- 10. Work First Child Support Referrals and Sanctions**

Food & Nutrition Trainings



1. **FNS – Basic Overview**
2. **FNS – 300 Interviewing**
3. **FNS - 300 Application time frames.**
4. **FNS - 300 Expedited Service**
5. **FNS – 300 Filing an application**
6. **FNS – Income Budgeting**
7. **FNS – Medicaid Deduction 4080.14**
8. **FNS – Error Rate Reduction**
9. **Transitional Food & Nutrition Services**

FNS Training Continued



- 10. Generating notices for FNS**
- 11. FNS Services processing timeliness**
- 12. ABAWD- Policy clarifications**
- 13. ABAWD-Technical Training**

Medicaid Trainings



1. Medicaid Overview webinar
2. Wisdom in the New Era of MAGI
3. MAGI Budgeting: 5% Income Disregard
4. MAGI-Reopens
5. MAF- Medically Needy-When to evaluate
6. MAF-M Meeting a Deductible (Spend Down)
7. MAF-M Budgeting, Determining the AU, BU, NU
8. Health Coverage for Workers with Disabilities- HCWD
9. Continuous Period of Institutionalization (CPI) for LTC/PACE/CAP
10. Payment Error Rate Measurement (PERM)

General OST Trainings



- 1. Supervisor Cluster Meeting Fall 2015- Q & A**
- 2. Reports for Supervisors**
 - Key Reports in CSDW
 - Key Reports in XPTR
- 3. County Transfers-FNS, Work First & Medicaid**

NCF Learning Gateway Trainings



- Processing Appeals in NCF
- Program Integrity in NCF
- Quality Assurance in NCF
- Reception Functions in NCF
- Sanctions and Program Integrity Referrals in NCF
- Supervisor Functions in NCF
- System Administration
- Using Calendars in NCF
- Using Reports in NCF
- Using Tasks in NCF

Virtual Trainings



- **NC FAST 101 Navigation**
- **FNS / Cash Assistance**
- **Medical Assistance / Special Assistance**
- **MAGI**



Difficulty Logging In?



Some users may experience difficulty in logging into the gateway. Please take the following steps to clear your cache from your browser:

Clear their browser cache and history

Close/shut down all browsers

Open a new browser

Log into NC FAST

How to Clear Cache for Internet Explorer



- In Internet Explorer, click the Tools button, and then click Internet options.
- Under Browsing history, click Delete.
- Select the types of data and files you want to remove from your PC, and then click Delete.


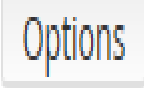
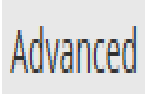
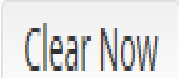
- Note

If you want Internet Explorer to delete your browsing history every time you close it, select the Delete browsing history on exit check box before you click Delete.

How to Clear Cache for Fire Fox



Clear the cache

1. Click the menu button  and choose .
2. Select the  panel.
3. Click on the **Network** tab.
4. In the **Cached Web Content** section, click .

LEAN Overview and Projects



- **OST Representatives are currently undergoing training and certification in the LEAN process tools.**
- **LEAN is a systematic approach to identifying and eliminating wasteful activity (non-value added activities) in the pursuit of perfection through continuous improvement; providing increased value to our patients/customers.**

DHHS/OST LEAN Projects



- **DHHS Travel Reimbursement**
- **DHHS Budget Authorization**
- **Orange County FNS Changes**
- **Orange County FNS Processing**
- **Wake County Work Assignment**
- **Wake County Help Desk**
- **OEO-Office of Economic Opportunity Contracts Flow**
- **NC FAST Help Desk Ticketing**
- **Chatham County Reception & Intake Flow**



- **Reminders**
 - Supervisors should schedule policy training with staff, weekly, monthly, or as needed.
 - When using Forced Eligibility , ensure the paper budget is in the case file.
 - Document cases in NCF system
 - Scan or upload documents into NCF document management system.
 - Utilize job aides to allow the system to make eligibility determinations.

DMA – Continued



- **When evidence is added, caseworkers should ensure they are accepting changes and completing all actions on the case.**
- **Supervisors should ensure that staff are attending all available trainings.**
- **Add income calculations to the comments section of the income evidence.**

DMA – Long Term Care



- Supervisors should ensure workers are completing the 1275 Denial Error report.
- Counties should designate a contact person for LTC issues.
- Based on record reviews, here are the top 3 reasons cases are being denied.
 - The worker has not actually done the LTC yet.
 - The worker has not accepted the changed decision and the case is just waiting.
 - The converted benefit evidence has not been end-dated, even if they did the action months before.
- Knowledgeable staff needs to review cases before telling facilities that there is a system issue.

Division of Social Services (DSS)



- **Reminders**
 - Counties should continue to focus on best practices to support FNS timeliness and payment accuracy.
 - Continue to monitor re-certification timeliness
- **ABAWD**
 - Reports are forthcoming for the 77 counties implementing ABAWD on July 1.
 - Counties are encouraged to consider implementing employment and training programs.
- **Social Service monthly updates newsletter.**



North Carolina Integrated Eligibility Manual

<https://economicbenefits.nc.gov>

North Carolina Integrated Eligibility Manual



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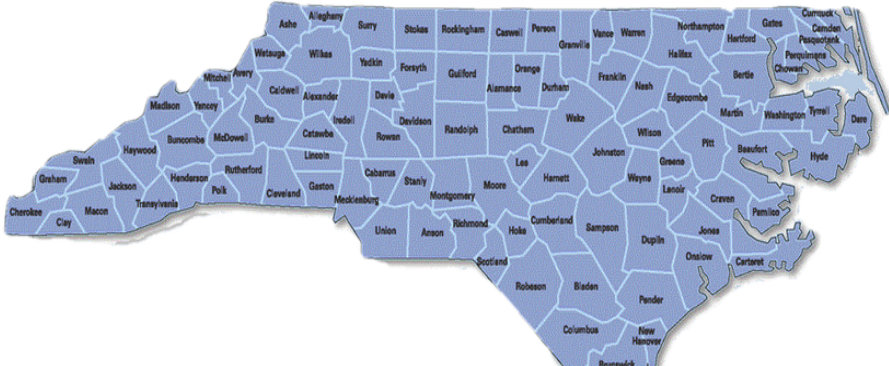
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The North Carolina Department of Health and Human Services (DHHS) has undertaken a large initiative in order to streamline eligibility determination processes for individuals and families applying for and receiving economic benefits.

This falls under the tenets of [Work Support Strategies](#), and is possible with the implementation of



All DHHS economic benefits programs – including Medicaid (Medicaid Aged, Blind, and Disabled; Medicaid Family and Children; NC Health Choice), Food and Nutrition Services (FNS), Work First (WF), Refugee Assistance, Subsidized Child Care, Special Assistance (SA) and Energy Programs (EP) share similar standards for reporting and verifying personal and financial information to establish or maintain eligibility.

A map of North Carolina showing all 100 counties, each labeled with its name. The map is colored in a light blue shade.

North Carolina Integrated Eligibility Manual



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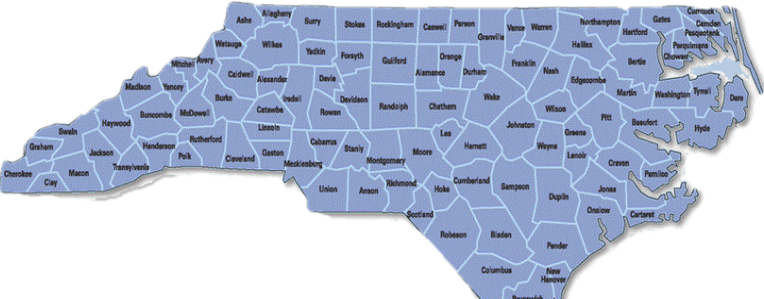
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ABD Medicaid
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Accept Client's
Accessible Liquid Resources
Account Deposit
ACE
Acquisition Act Payments
Act
ACTS
OLV Inquiry
Adjusted
LPR
Adjusted Gross Income
Adjustment
LPR Status
Admin Notice
Administrative Letters
Adobe RoboHelp
Adoption Assistance
Adult Care Expenses
Adverse Affect
Agent Orange
Aid
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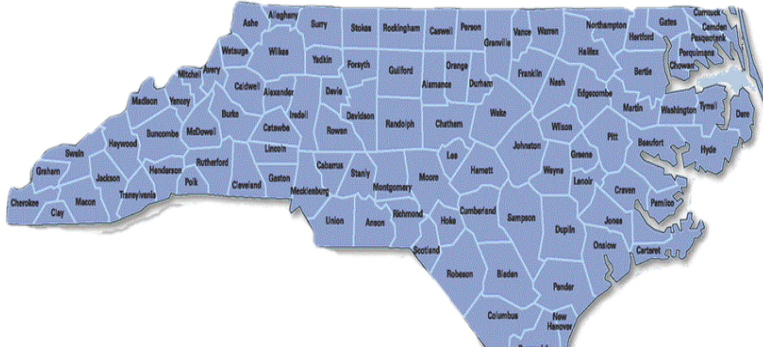
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Adobe RoboHelp
Adoption Assistance
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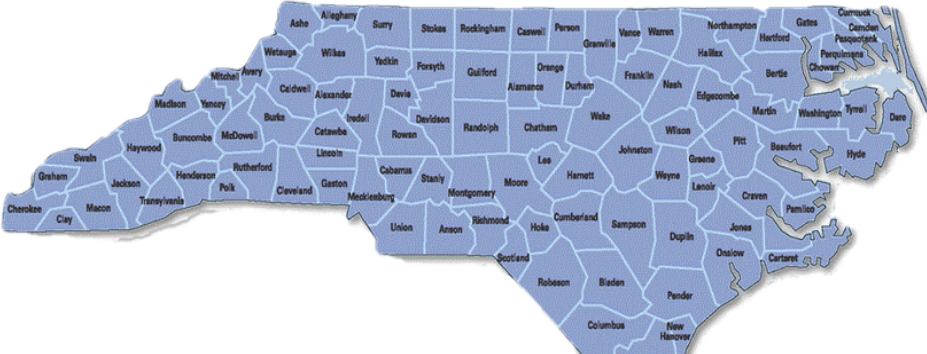
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4040 Non-countable **Income**

Type	Definition
Benefit Diversion	Cash payment assistance alternative temporary non-recurring situation a sources of financial stability.
Campaign Contributions	Donations towards a political camp
Community Development Block Grant (CDBG) Assistance	Funds received by an individual fro purpose. Such as renovation of a p
Disaster Assistance/FEMA Payments	Includes federal emergency situatic catastrophe, or emergency that the federal assistance.
Domestic Volunteer Service Act of 1973	Includes Active Corps of Executive Executive (SCORE), AmeriCorps a Volunteer Program (RSVP), Senior
Education Stipend	Fixed and payments for ser setting. include stipends
Energy Assistance	Community Service Admin P, Project Share, (Progre: ments (HUD).
Experimental Housing Payments, Housing Improvement Grants	Special Housing improvements pro payments.

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Term: Assistance Unit

Base Period
Beneficiary
Budget Unit
Certification Period
Current Income
Date of Change for Income
Earned Income
Financial Unit
Gross income
Intermittent income
Member
Month of Redetermination
Net earned income
Net unearned income
Nonrepresentative Income
Representative Income

Definition: **Assistance Unit**
all individuals who are included in the product delivery case

4010 General Guidelines

The income section provides general income guidelines including verification and budgeting for

- Medicaid Adult (MA)
- Medicaid Family & Children (F&C)
- NC Health Choice (NCHC)
- Food and Nutrition Services (FNS)
- Subsidized Child Care program (S)
- Special Assistance Programs (SA)
- Work First (WF)
- Refugee (RF)
- Energy Programs (EP)

- Evaluate case for all income that will be available during the *certification period*.
- Establish a current and representative estimate of gross earned and *unearned income* that will be available to the budget during the *certification period*.
- Guidelines of what types of income are countable are outlined in 4030.1 Earned Income and 4030.2 *Unearned Income is income not gained by work or delivery of service or product..*

effective 8/13/2013

Term

Definition

Glossary Terms

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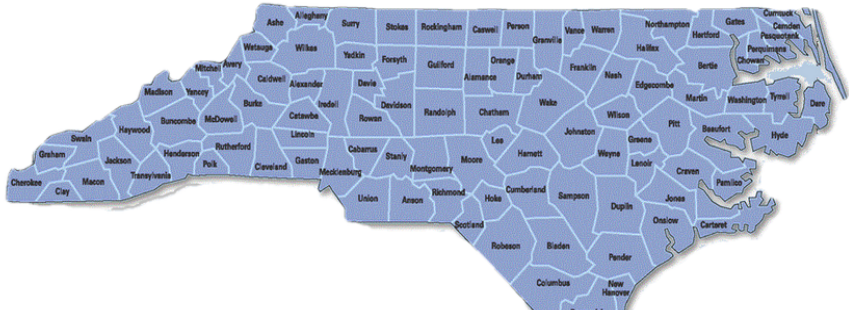
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4030.1 Countable **Earned Income**

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Type	Definition	Exceptions	Special Base Periods	Special Budgeting Notes:
Armed Forces Pay Verification Method	Any taxable income that is received by a member of the Armed Forces, which may include: <ul style="list-style-type: none"> • Combat Pay, • Basic Pay, • Special Pay, • Incentive Pay, • Family Allowances, • Living Allowances: • Basic Allowance for Housing (BAH) 	Subsidized Child Care: <ul style="list-style-type: none"> • BAH/BAS is non-countable. • All other armed forces pay is non-countable as long as the soldier is serving in a combat/hot zone. 		FNS:BAH, BAS, BAA are considered countable income when listed on the Leave and Earnings Statement (LES) whether taxable or non-taxable.

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4030.1 Countable **Earned Income**

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Type	Verification	Special Budgeting Notes:
Armed Forces Pay Verification Method	<ul style="list-style-type: none"> • Work First benefits • Workers Compensation • Work Release Payments • Cash Contributions and Monetary Gifts • In-kind Donations • Winnings from Gambling, Lottery, Bingo, Cash Prizes • Foster care payments • Work Release • Adoption Assistance • Community Spouse/Dependent Income Allowance • Refugee Assistance • Special Assistance • Military Allotments • Armed Forces Pay • Veteran's Benefit 	<ol style="list-style-type: none"> 1. Written or verbal verification from the income source 2. Client's written statement documenting the amount and the period in which it was received 1. Verify with county or state records 1. Copy of the check 2. Most recent bank statement showing direct deposit if gross amount is deposited 3. Award letter 4. Leave and Earnings Statements

Effective 8-13-13

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2500 Recertification

Moving Forward

- Reduce duplication and combine like policies
- Remove examples
- Include only the most common names of items.
- Remove misplaced items.

6000 Incorrect Benefits

3000 Resources

2300 Certification Periods

2400 Responding to Change

7000 Notices

2100 Application Process

Q & A

Break

Guest Presentation

Lunch



Topics:

- 1. Able-Bodied Adults Without Dependent Children (ABAWD)**
- 2. County Transfers**
- 3. FNS Timeliness**

Q & A

**Please complete your evaluation form
before leaving!**

Safe Travels

Questions?

ost.policy.questions@dhhs.nc.gov