



NC Department of Health and Human Services

SCCA County Training: Common Monitoring Errors

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W>Welcome

Subsidy TA Consultant County Training Topics :



OVS/OLV



Voucher(s)



Signature Requirements



County Transfers

Online Verification System (OVS/OLV)

Topic of discussion:

- Why use OVS/OLV?
- The use of social security number.
- What to do when OVS returns insufficient data?
- Case documentation when reviewing OVS.

The use of Social Security Numbers



Social Security Numbers (SSN)s are not required for determining eligibility. However, SSN's may be requested in specific cases.

- Child only cases
- Applicants/recipients cannot be forced to provide SSNs.
- Applicants/recipients may voluntarily provide the social security number of the children for whom assistance is requested and to identify individuals in the home.
- If not provided, the unearned income must be verified using the Verification Hierarchy.

OVS/OLV can be used to review information such as new hire and benefits

- Electronic Verification (OVS/OLV) is required for all programs and all unearned income types.
- Childcare workers must use OVS/OLV for verification and to explore unearned and/or benefit income.
- Failure to include unearned income from income computation results in:
 - Parental fee error
 - Income calculation error
 - Worker error
 - Potential county responsible over/underpayments

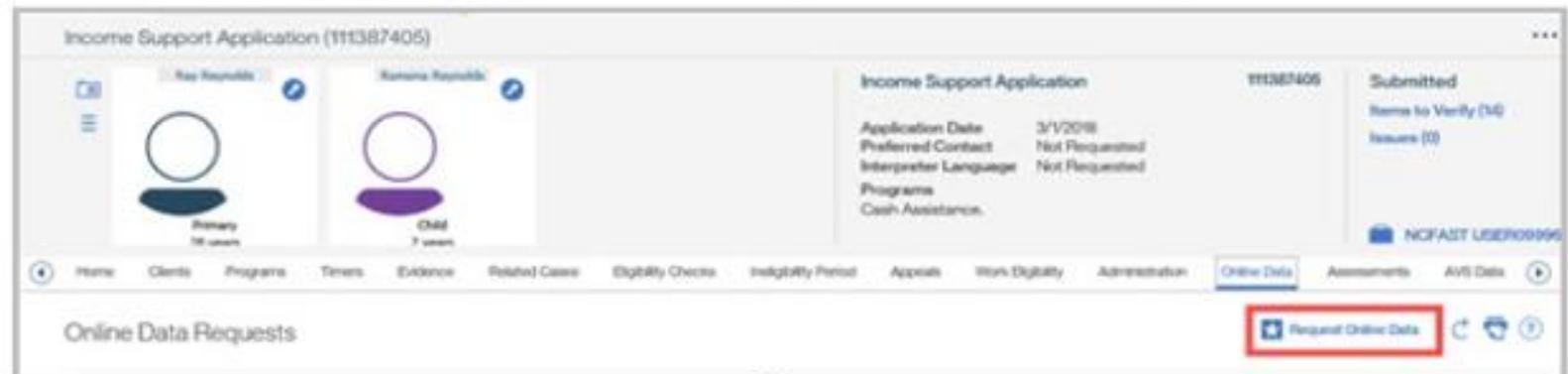


Requesting and Viewing Online Data (OVS)

1. Navigate to the Income Support Application or Insurance Affordability Application. Click the **Online Data** tab.



2. The Online Data page displays. Click the **Request Online Data** hyperlink.



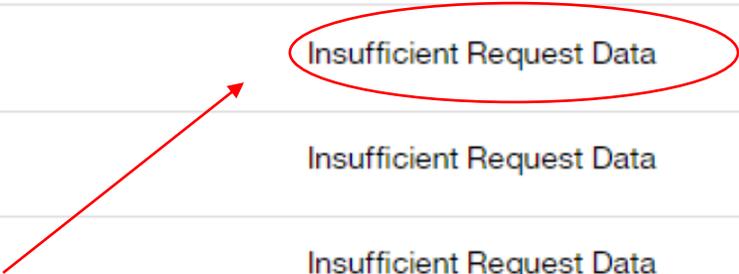
Reviewing Results

4. Click the **List Actions Menu** then select **View**.

The screenshot displays the 'Online Data Requests' interface. The navigation bar includes: Home, Clients, Programs, Timers, Evidence, Related Cases, Eligibility Checks, Ineligibility Period, Appeals, Work Eligibility, Administration, Online Data (selected), Assessments, and AVS Data. The main content area is titled 'Online Data Requests' and features a 'Request Online Data' button. The data is organized into four columns: 'PROGRESSING REQUESTS', 'NEWLY FILED WITH REQUESTS', 'REQUESTED WITH TWO REQUESTS', and 'in Progress'. The first row shows a request for 'Reynolds' with a list of programs: ACTS, SOCR, SOLGIC, SOLGIS, ESC, DMV, EPICS, SDX, LIEAP, NEWHR, DOC, BENDEX, CIP. A red box highlights the 'View' button in the actions menu for this row. The second row shows another request for 'Reynolds' with programs: SOLGIS, ESC, SDX, BENDEX, SOLGIC.

Reviewing Results

Online Data System	Result
▶ ACTS	No Results Found
▶ BENDEX	Insufficient Request Data
▶ NEWHR	No Results Found
▶ SDX	Insufficient Request Data
▶ ESC	Insufficient Request Data
▶ SOLQIS	Insufficient Request Data
▶ ESCWS	Insufficient Request Data



Steps to take when OVS/OLV returns insufficient data.



Steps for Handling Insufficient OVS/OLV Data:

1. Request SSN:
 - If OVS doesn't provide enough data, request SSN from the applicant.
2. Inform Applicant:
 - Clarify that SSNs are solely for household identification purposes.
3. Ensure SSN Entry:
 - If provided, confirm SSN entry on the Person page Evidence tab in NC FAST.
4. Verification Hierarchy:
 - If not provided, use Verification Hierarchy to verify unearned income.

Case Documentation When Reviewing OVS/OLV

- Workers must document the use of OVS/OLV in the case file.
- The worker must document the steps taken to obtain benefit or unearned income verification if OVS/OLV cannot be run due to the lack of an SSN.
- Documentation should include the results of OVS/OLV, any additional verification steps taken, and the outcome of the eligibility determination.



OVS/OLV for Verification

Verification of income is a crucial step in determining eligibility for Subsidized Child Care Assistance.

Electronic Verification (OVS/OLV) is the primary income verification source for income received through Child Support (ACTS), Social Security (BENDEX/SDX/SOLQIS), Employment Security Commission (ESC), New Hire (NEWHR), Unemployment Insurance Benefits (UIB) known as ESCWS.

The Work Number can be requested at application and recertification if this is a resource used by your agency.



verify

OVS/OLV Summary

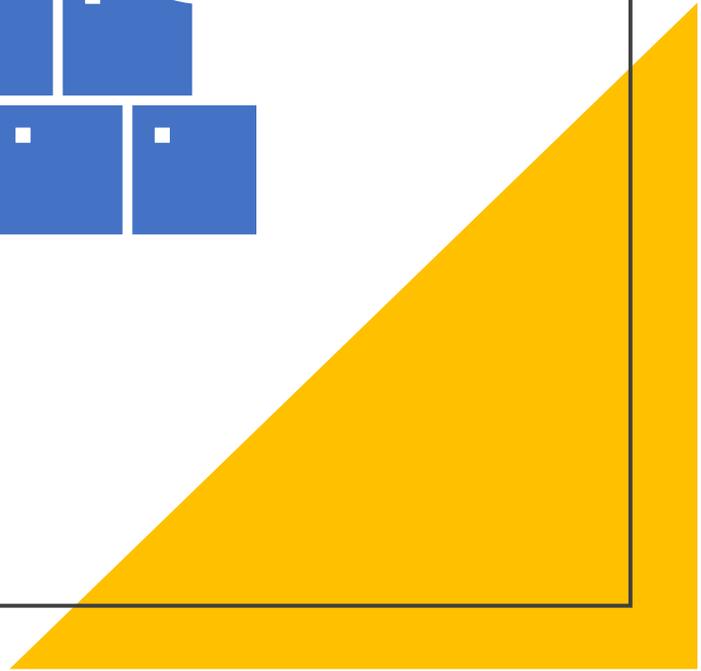
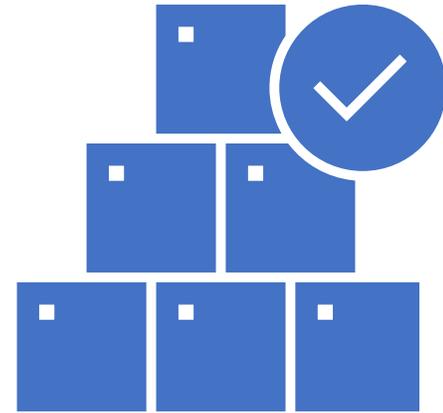
OVS/OLV is a valuable tool for verifying eligibility for Subsidized Child Care Assistance.

1. Child care workers are required to use OVS/OLV for verification and explore unearned and/or benefit income using the verification hierarchy.
2. Workers must follow specific procedures when using OVS/OLV and document their actions in the case file.
3. Workers must document the verification process and maintain accurate and consistent eligibility determinations.

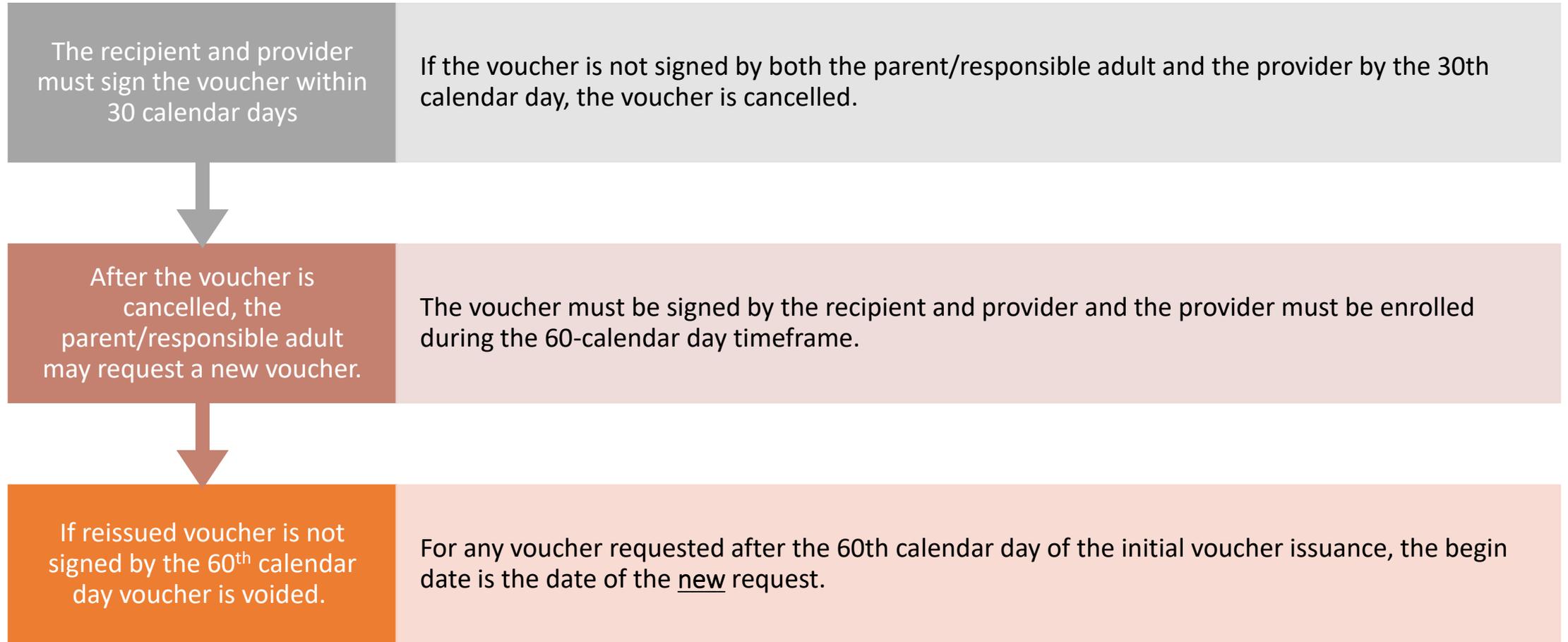
Questions



Voucher Procedures



Voucher Signature Timeline



How to issue voucher

- New functionality and does not back date
- A voucher is needed for each child receiving



Questions



Break





Signature Requirement



DCDEE-0456/ NC FAST Signature Page

- Paper application DCDEE-0456:
 - When the application is received in the agency legible make sure that the **applicant has signed the application.**
- **Face-to Face interview:** It is recommended that application is completed in NC FAST. Print the application and obtain the **applicant signature.**

Your Signature and Statement of Understanding

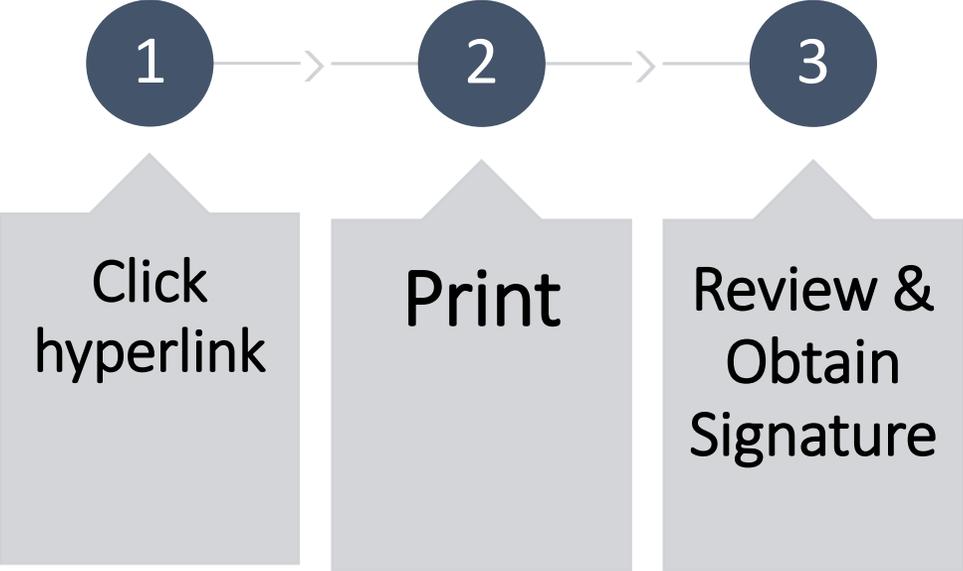
By signing this application I am saying that:

1. I have told the truth on this form.
2. I agree to give information about what I have said so that my application can be processed.
3. I give permission to social services to get proof of what I have said from any person, agency, or business. Other person, agencies, or businesses include but are not limited to: employers, banks, savings and loans, landlords, etc.
4. I understand my expenses may be used to figure my Food and Nutrition Services amount. If I do not tell you about some of my expenses and/or verify them, they may not be used in the budget to calculate the amount of my benefits.
5. I have read and understand the North Carolina Public Assistance Rights and Responsibilities form found at: <http://info.dhhs.state.nc.us/olm/forms/dss/ncfast-20009.pdf>

Signature _____

Date _____

NC FAST 20009 NC Rights and Responsibilities



Section 7: Acknowledgment of Rights and Responsibilities

I understand my rights and responsibilities as explained in the previous sections.

Applicant Signature: _____ Date: _____

Representative: _____ Date: _____

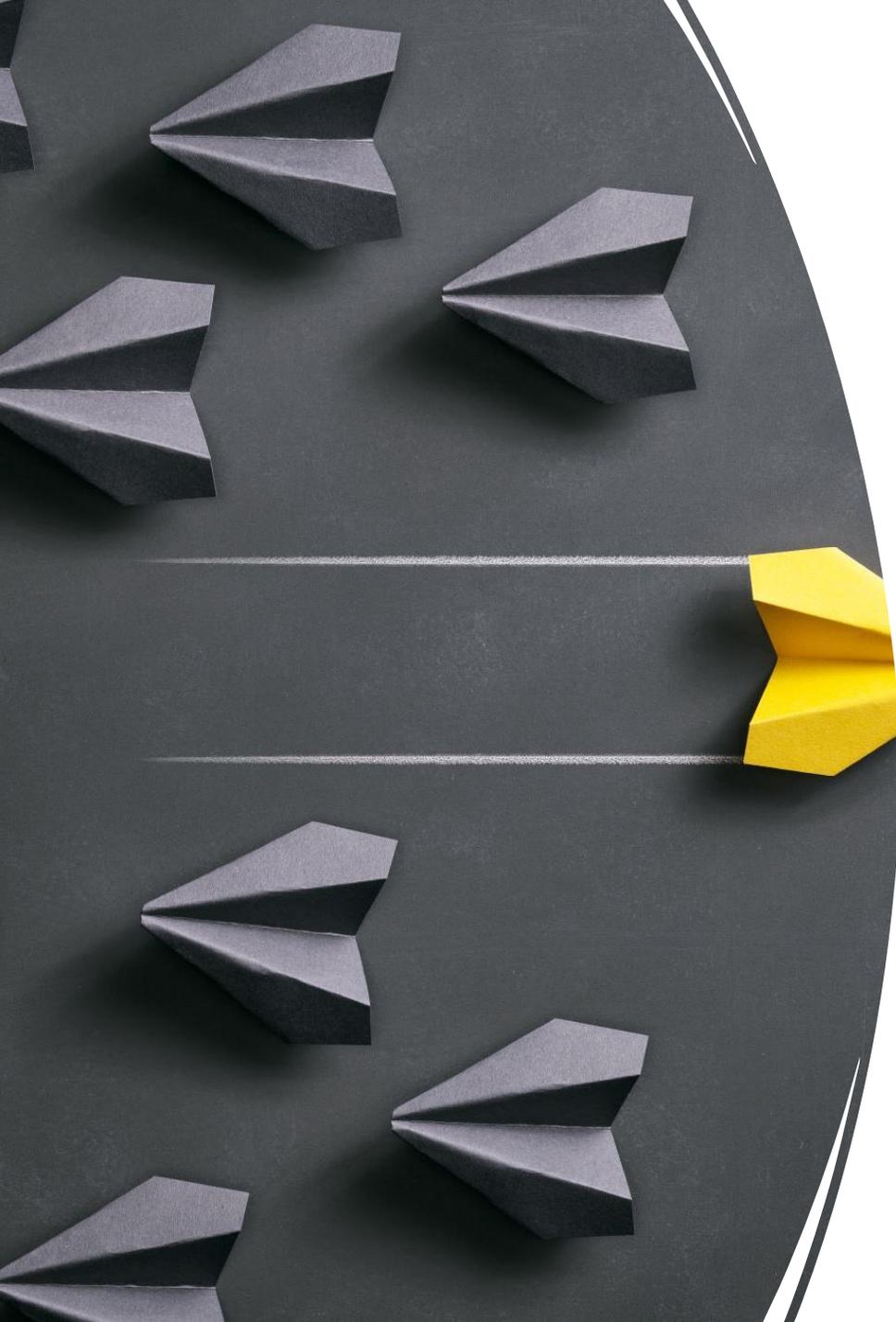
Caseworker: _____ Date: _____

County Transfers



County Transfers

- When a family moves from one county to another within the state and continues to need subsidized childcare, the family's eligibility for SCCA and their case shall continue with no interruption in eligibility and the case shall be transferred to the new county.
- The family shall not be placed on a waiting list in their new county.
- Recipients are required to report changes to their DSS/LPA including when they move from one county to another within the state.



County Transfers

County Transfers have the potential to impact spending within counties. Each county should closely monitor their spending in NC FAST.

DCDEE will also closely monitor transfers that occur across the state and the impact that transfers have on county's spending. If the case transfer results in a county overspending or underspending, the county should contact DCDEE for assistance.

Sending County Transfers

When a recipient reports a move from one county to another, the **original** county of residence should collect information from the recipient about the move which include the following:

- 1-Ensure that all changes and updates reported to the current county have been completed.
- 2-Obtain the new address of the Case Head to ensure transfer to the correct county.
- 3-Update the new address in NC FAST prior to transferring the case.
- 4- Consult with client to determine whether the child will remain with the current provider and make any necessary changes.
- 5-Ensure that all documentation has been added to the case and any documents needed are uploaded into the system

Sending County Transfers Continued:

A case with the following conditions listed below cannot be transferred and a warning notice will display if any of these conditions exist than the transfer will be cancelled. After adjusting these conditions, start a new transfer.

- **Pending applications on the Integrated Case.**
- **In-edit evidence on the Evidence Dashboard.**
- **The Product Delivery Case (PDC) has a status of: Open, Pending Closure, Approved, Submitted, or Suspended.**

How To Send A County Transfer

1. Begin the transfer by navigating to the Integrated Case page for the Case Head whose case is being transferred.
2. Click the Tab Actions Menu then select County Transfer.
3. The County Transfer pop-up appears
4. Select the new County from the drop-down list.
5. Click Search.
6. The County Transfer pop-up re-appears, and now displays a list of one or more county public offices for the selected county. Click the radio button next to the Public Office(s) you would like to transfer the application to. Note: Select the county that the client resides in; do not select a contract county's LPA agency name.
7. Click Save.
8. The County Transfer Confirmation pop-up appears. The pop-up displays a warning statement: After transferring the case, you will no longer be able to update Person Details. Are you sure you want to transfer this case?
9. Click Yes.
10. NC FAST creates a County Transfer Task and sends it to the Child Care County Transfer Work Queue in the new county.
11. NC FAST reassesses the PDC, creating Changed Decisions that the Child Care worker in the new county must accept before any updates can be made to the transferred case.

How To Receive A County Transfer:

1. The owner of the Child Care Case Transfer work queue opens the Child Care County Transfer task and goes to the Integrated Case Home page to assign the transferred case to a Child Care worker as the new Case Owner.

Note: The Child Care worker who is the new case owner can update Person page and Case Details on the Integrated Case.

2. The new case owner must accept the Decisions Details on the PDC of the transferred case to un-obligate funds from the old county and obligate funds from the new county.

Note: The change in funding obligation is set to occur on the first day of the month after the month of transfer. Failure to accept the changed Decision Details as soon as the new case is received may cause delays in updating the changed payment months. The change in funding county and date are viewable on the Service Plan and the Integrated Case. Note: Once the transfer is complete, the new funding county displays on the Integrated Case home page in the Context Panel.

Receiving County Transfers

- Once the original county has entered the transfer in NC FAST:
 - a. The childcare supervisor in the **new** county of residence will receive the transfer in a work queue and assign the transfer case to a worker as noted in the previous slide.
 - b. The worker in the **new** county of residence must review the case and contact the recipient.
 - c. If errors are found by the worker in the **new** county of residence upon review of the transferred case, the error must be corrected and dated the first day of the month the new county of residence is financially responsible for the transfer case.

Monitoring Corrections - County Transfer Cases

If an error(s) is **not** corrected by the receiving county of residence and the error is cited during a monitoring, **the county being monitored** will be responsible for making corrections back to the point the error occurred.

A good case management practice would be to complete a 2nd Party review at time of transfer by both counties.

Monitoring Corrections

– County Transfer Cases

- Because of varying circumstances and case specifics, the Program Compliance Consultant will determine and work with all involved counties to ensure that any error(s) found during monitoring is corrected.
- Financial responsibility for errors may be shared by both the original and new county of residence if the corrections are for a current and ongoing certification period. If the error resulted in incorrect payments to the provider for one or more months the original county was funding the case and for one or more months the new county was funding the case.



Questions



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Contact Information

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- Subsidy Services Section

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- Raleigh, NC 27609 (physical)



Contacts

- For Policy questions:
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**We appreciate
your attendance
and participation!**

Thank You!
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