MANUAL MATERIAL TRANSMITTED					
MANUAL: Income Maintenance			CHANGE NUMBER: 100		
DELETE			INSERT OR CHANGE		
PAGES	CHAPTER	DATED	PAGES	CHAPTER	DATED
231-232	19.6	1-98	231-232	19.6	1-98
DATE: 12/97			TO: ALL INCOME MAINTENANCE MANUAL HOLDERS		

The first sentence of the last paragraph on page 231 of Chapter 19.6, Low-Income Energy Assistance, (c., Deactivating the Social Security Number) is incorrect. This revision contains the corrected sentence: "Whenever a Regular or Emergency LIEAP case has been previously entered as an approval into the LIEAP System the social security number of that case must be DEACTIVATED in order to enter subsequent case actions."

3. Terminal Entries

    In order to comply with Federal requirements on
    reporting case data, Emergency LIEAP denials must now
    for the first time be entered into the LIEAP system.
    In order to do this, the following procedure regarding
    case entries must apply:

    a. Approvals

        When the case is found eligible for both Regular
        and Emergency LIEAP, (or either component) the
        approvals (or either) must occur on one household
        number using code 1 to designate the approval(s).
        This no different than what has been done in the
        past.)

    b. Denials

        When a Regular or Emergency LIEAP case is being
        denied to prevent duplicate payment, it is NOT
        entered into the terminal. Instead, the worker
        will complete the ES-NL-A notification letter and
        give or mail it to the applicant. Otherwise, all
        other denials are processed as indicated below:

        --Regular LIEAP denials will be entered on a
        separate household number using code 2 to
        designate a Regular LIEAP denial.

        --Emergency LIEAP denials will be entered on a
        separate households number using code 3 to
        designate an emergency LIEAP denial.

        If it is necessary to enter subsequent denials of
        the same benefit group, a different household
        number must be used for each denial.

    c. Deactivating the Social Security Number

        Whenever a Regular or Emergency LIEAP case has
        been previously entered as an approval into the
        LIEAP terminal, the social security number of that
        case must be DEACTIVATED in order to enter
        subsequent case actions. Contact Esther Crim at
        558-3292 who will deactivate the security
        number(s) on the case. Afterward, the worker will
        enter the case action using a DIFFERENT OR
        SEPARATE case number.

EXCEPTION: The only time this procedure does not apply is when a case is approved for Regular and Emergency LIEAP. In this situation, as indicated above, the approvals will be entered on the SAME case number and deactivation of the Social Security number is unnecessary.

d.   Obtaining the LIEAP Screen

As indicated #2 above, terminal entries will be made in the dash-spaces while the response from the system will appear on the screen where the line spaces are located on the form. In order to bring the black data transmission outline up on the screen for a new entry, the terminal operator will enter "WENG".

e.   Quick and Efficient Entries

The instructions outlined below permit LIEAP data to be entered into the LIEAP Client and Payment Information System quicker and more efficiently. This procedure may be used to enter data from a new case not on file or for cases already on file that have a dumpsheet:

Dumpsheet Cases

-     Activate the LIEAP system (WENG) and update the first case by entering the required data.