Add and Manage MOE Determinations Step Action Table

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User

MOE Coordinator, CW Eligibility Worker, CW Generalist Worker.

Process

This step action table describes the actions needed to add a new MOE (Maintenance of Effort) Determination record if one is needed and does not appear on the MOE Initial Due List. The step action table will also describe the actions needed to view, edit, and complete the MOE Determination details, which includes: Summary; Household Members; Eligibility Factors; Eligibility Summary; Notes; and Entitlements.

Introduction

- The Add Initial MOE Determination pop-up window allows the worker to create and initiate a new MOE record with basic details. The worker will then be redirected to the MOE Determination details page to complete the determination, or the worker can revisit the details page at a later time to complete the determination.
- The MOE Determination Details Page provides access to view, edit and complete a MOE Determination using the different sections. Use the left navigation pane to jump directly to each section.
- On the MOE Determination Details page, the icon for Determination Summary in the Navigation Pane will be gray if the MOE Determination has not been initialized, and will be green after the MOE Determination is initialized.
- On the MOE Determination Details page, the icon for Household Members in the Navigation Pane will be gray if the MOE Determination has not been initialized. After the MOE Determination is initialized the icon will be red until there is one individual with HOH (Head of Household) marked yes, and all of the individuals in the household have a Relationship to the HOH (i.e. none of them can be Not Entered). When these conditions are met, the icon will be green.
- On the MOE Determination Details page, the icon for Eligibility Factors in the Navigation Pane will be gray until all questions are answered. It will be red if any questions are answered "No" (except for the title XX question, which does not affect eligibility), or if any "Unknown" checkbox is checked. If all of the questions (with the exception of the Title XX question) are answered "Yes" then the icon will be green.
- On the MOE Determination Details page, the icon for Eligibility Summary in the Navigation Pane will display the same icon as the icon in the Eligibility Summary Status column.
- On the MOE Determination Details page, the icon for Notes, and Entitlements in the Navigation Pane will always be gray.
- On the MOE Determination Details page, each section can be collapsed and then expanded once collapsed. All sections will be expanded by default.

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Add Initial MOE Determination:

- A badge count showing the number of MOE initial due determinations in the table will display next to the table header.
- The county filter will default to the worker's primary affiliated county/agency, and the options in the drop-down menu will be other counties the worker is affiliated with.
- Columns in the MOE Initial Due table can be sorted or filtered using the icons to the left of each column heading.
- The Trails record (FAR, Traditional or Prevention) must be currently open to add a determination. If the record is not open, when the worker attempts to save the determination a message displays, "The Trails Type, Trails ID is not currently open. A MOE determination can only be added to an open Trails Type".
- If an Initial MOE determination has been created in the last 12 months for the Trails record AND the initial MOE determination was created on or after the current open date for the record (Case, FAR or Prevention), when the worker attempts to save the determination, a message displays, "An initial MOE determination already exists for the Trails Type, Trails ID within the last 12 months."

Add Initial MOE Determination

Step	Action
1	In the *Left Navigation* panel. • Click **MOE.** • Click **Initial Due.**

2	On the *Maintenance of Effort* page, *MOE Initial Due* table.
	• Add Initial MOE Determination.
	    o Click **Actions** drop-down arrow.
	    o Click **Add Initial MOE Determination**

3	In the *Add Initial MOE Determination* pop-up window. • Click the **Trails Type*** drop-down arrow. • Select the appropriate Trails Type option. • Click in the **Trails ID*** field. • Type the trails ID. • Click in the **Family Name*** field. • Type the family name. • Click **Save**. **Note:** Clicking the **Cancel** button will close the pop-up window without saving the information added. The worker will be required to confirm the addition of the MOE Initial Determination.
4	In the *Confirmation* pop-up window. • Click **Yes, Add** to add the MOE initial determination • Click **Cancel** for the record not to be added. The *Confirmation* pop-up window closes, and the *Maintenance of Effort Determination* details page displays.
5	On the *Maintenance of Effort Determination* details page. • The initial MOE determination has been created. • To return to the MOE Initial Due table, click **Back to Workspace**. The *Maintenance of Effort* page, *MOE Initial Due* table displays.

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Manage MOE Determination Details – Summary:

- The Summary section has three actions available via the drop-down menu.
    - **Generate MOE Determination** – This will launch the crystal report MOE determination form. This functionality was designed as part of Human Trafficking.
    - **Generate Income Affidavit** – This will launch the crystal report Income Affidavit. This functionality was designed as part of Human Trafficking.
    - **Delete MOE Determination** – This will delete the current determination and return the worker to the MOE Initial Due List. This option is only available when the MOE Determination has not been accepted.

Manage MOE Determination Details – Summary

Step	Action
1	In the *Left Navigation* panel. • Click **MOE.** • Click **Initial Due.**
2	On the *Maintenance of Effort* page, *MOE Initial Due* table. • Click the **Due Date** link for the Initial MOE Determination that requires viewing, editing, or completing.

3	On the *Maintenance of Effort Determination* details page, *Summary* section.
	• The **Determination Type** field will always display *Initial*, and will be read only.
	• The **Determination Year** will display *only the year* of the *case open date*, and will be read only.
	• The **County** field will display the county from the MOE Initial Due List or primary county assigned to the case. The worker can click the **County** drop-down arrow.
	• Select the appropriate option from the list of counties affiliated with the worker.
	• The **Initiated By** field will display the *worker name* and *current date and time*, and will be read only.
	• The **Assigned To** field will display the *worker name*. The worker can click in the **Assigned To** field.
	• Begin typing the **name** in the field and a drop-down list of all workers (with a CW Eligibility Worker profile) in any county affiliated with the worker filling out the determination will display that you can choose from to populate the field.
	• The **Trails ID** field will display the *Case ID, FAR ID or Prevention ID* (based on the Trails Type value) from the Add Initial MOE Determination, or from the MOE Initial Due List (or Case if accessed from a case), and will be read only. **Note:** The **Trails ID** is a link to view the case, assessment, or prevention.
	• The **Trails Type** field will display the *Case, FAR, or Prevention* from the MOE Initial Due List or Case, and will be read only.
	• The **Open Date** is read only and will display an *open date* based on the following:
	    o *Traditional/FAR cases* – case connection approval date for the assessment that opened the case history span in which the MOE was created.
	    o *Prevention cases* – case open date for the span in which the determination was created.
	    o *FARs* - referral date.
	• The **Family Name** field displays the *last name* from the case, FAR, or prevention, using last name from the Case Name field on the MOE Initial Due List, and will be read only.
	• The **Due Date** field will display the *date the determination is due*, using the Due Date on the MOE Initial Determinations List, and will be read only.

4	Use the links in the left navigation panel or the scroll bar to continue to the **Household Members** section.

Manage MOE Determination Details – Household Members:

- The Household Members section is where a worker can view and edit the Household Members on a MOE Determination record.
- In the section header, there will be a badge count showing total number of Household Members.
- The Household Members section has three actions available via the drop-down menu.
    - **Add/Remove Clients** – this launches the Add/Remove Clients pop-up window.
    - **Add/Remove Collaterals** – this launches the Add/Remove Collaterals pop-up window.
- The Household Members section displays a table with the following columns that contain read only information:
    - **Name** – this column displays the *name of the client*. The name is a link which opens the *Client Details* page for this client.
    - **Type** – this column displays *Client* or *Collateral*, based on the case information if they were brought over from the case household, or on whether they were added from the Add/Remove Clients pop-up window or the Add/Remove Collaterals pop-up window.
    - **DOB** – this column displays *birth date* from client or collateral record. If marked as deceased (date of death entered) then under the DOB write "Deceased as of [Date Deceased]".
    - **Age** – this column displays *current age* calculated from DOB, and will display in months up to age 2, then display in years.
    - **SSN** – this column displays the *Social Security Number* of the Client or Collateral.
    - **HOH** – this column displays the *Yes/No* toggle indicating this person is the head of the household. Only one person can have this field marked Yes.
    - **Relationship to HOH** – this column displays *the relationship of this person to the head of the household* on the case.
    - **Annual Income** – this column displays the *annual income* for the individual.
    - **Citizenship** – this column displays the *Citizenship Status* for this client and is based on the client record. The field will be blank if collateral.
- Below the table the following information displays**:**
    - **Head of Household Address** – this contains the concatenated address of the person designated Head of Household on the case. This includes all fields in the address record.
    - **Total Annual Income** – this contains the total of all of the annual income amounts in the Annual Income column in this section. This column is read-only on the front-end of Trails and is automatically calculated/updated as the sum of all the yearly work income and yearly non-work income for each of the Household members.

Manage MOE Determination Details – Household Members

Step	Action
1	On the *Maintenance of Effort Determination* details page, *Household Members* section. ***Add/Remove Clients.*** • Click the **Actions** drop-down arrow. • Select **Add/Remove Clients**. The *Add/Remove Clients* pop-up window displays, which contains a list of all clients (those with a role of Client) on the record for the Case, FAR, or Prevention. **Note:** When the pop-up window opens, the Select box is checked next to all clients who are currently in the MOE Household Members list. • To add a client to the MOE Household Members list, **click the check box next to a client name**. • To remove a client from the MOE Household Members list, **uncheck the box next to a client name**. **Note:** Existing clients will be left checked so that they will remain on the MOE Household Members List. • Click **Save**. This will return the worker to the MOE Household Members list, and save all clients with a checked box next to their name to the Household Members List. • Click **Cancel.** This will return the worker to the MOE Household Members list without saving the record.

2	On the *Maintenance of Effort Determination* details page, *Household Members* section.
	Add/Remove Collaterals.
	• Click the **Actions** drop-down arrow.
	• Select **Add/Remove Collaterals**.
	The *Add/Remove Collaterals* pop-up window displays, which contains all Collaterals (those with a role of Collateral) on the record for the Case, FAR, or Prevention.
	Note: When the pop-up window opens, the Select box is checked next to all Collaterals who are currently in the MOE Household Members list.
	• To add a collateral to the MOE Household Members list, **click the check box next to a collateral name**.
	• To remove a collateral from the MOE Household Members list, **uncheck the box next to a collateral name**.
	• If required, to add new collateral that is not currently in the list, click **Add Collateral** button.
	    o The *Add Relative/Kin Collateral* pop-up window displays.
	    o Use the fields in the pop-up window to create a new person.
	    o Click **Add.**
	    o The *Add Relative/Kin Collateral* pop-up window closes, and the new person will be added to the MOE Household and also to the Case Household.
	Note: Existing Collaterals will be left checked so that they will remain on the MOE Household Members List.
	• Click **Save**. This will return the worker to the MOE Household Members list, and save all Collaterals with a checked box next to their name to the Household Members List.
	• Click **Cancel**. This will return the worker to the MOE Household Members list without saving the record.
	Note: Any collaterals added from the MOE determination will also be added to the Case.

3	Use the links in the left navigation panel or the scroll bar to continue to the **Eligibility Factors** section.

Manage MOE Determination Details – Eligibility:

- The worker will complete the Eligibility Factors that affect the MOE Determination by answering a set of questions contained in the section.

Manage MOE Determination Details – Eligibility Factors

Step	Action
1	On the *Maintenance of Effort Determination* details page, *Eligibility Factors* section. • ***Question One****: An emergency exists, defined as a child is at risk of removal from their home into publicly funded care or supervision?* **Note:** The Yes or No toggle options will be conditionally enabled if the case is Traditional or FAR. The options will be disabled and do not factor in determination for a "Prevention" case type. ○ Click **Yes** or **No**, if required.
2	• ***Question Two****: Household income is less than $75,000 per year?* **Note:** The Yes or No toggle options will be read only and automatically calculated. The toggle will default to Yes if total income for Household family members is less than $75,000. Otherwise, the toggle will default to No. If the case type is "Prevention", a checkbox called "Unknown" will display, and checking this box would disable the household income question and make the child ineligible based on household income.
3	• ***Question Three****: The Child/Youth lives with parent(s) or other specified relative within 5th degree of relationship?* ○ Click **Yes** or **No**. **Note:** If the case type is "Prevention", a checkbox called "Unknown "will display and checking this box would disable the parent or specified relative question and would make the child ineligible based on lives with parent or specified relative. The Yes or No toggle options will be disabled if "Unknown" is checked.

4	• ***Question Four**: U.S. Citizen, Lawful Permanent Resident, Qualified Immigrant, or Refugee?* **Note:** The Yes or No toggle options will default to Yes if at least one client in MOE household members has one of the following citizenship values: "U.S. Citizen", "Qualified Immigrant", "Lawful Permanent Resident", "Naturalized US citizen", or "Refugee". o Click **Yes** or **No**, if required. **Note:** If the case type is "Prevention", a checkbox called "Unknown "will display and checking this box would disable the citizenship question and would make the child ineligible based on citizenship.
5	• ***Question Five**: Colorado is the current State of residence of the Household?* **Note:** The Yes or No toggle options will be read only and Yes or No displaying will be based on Head of Household Address that is entered in Household Members section.
6	• ***Question Six**: Title XX – is the household income less than 200% of poverty?* o Click **Yes** or **No**. **Note:** This question does not factor into the MOE Eligibility decision, and the link displayed below the question opens the Federal poverty guidelines.
7	Use the links in the left navigation panel or the scroll bar to continue to the **Eligibility Summary** section.

Manage MOE Determination Details – Eligibility Summary:

- The worker will be able to view the MOE Eligibility Summary information, which will be split in to two sections: The Eligibility Factors section and the Eligibility Status section.
- The Eligibility Summary will be read only for a caseworker or casework supervisor.
- The Eligibility Summary will have one action available via the drop-down menu.
    - **Accept and Lock Determination**.

Manage MOE Determination Details – Eligibility Summary

Step	Action
1	On the *Maintenance of Effort Determination* details page, *Eligibility Summary* section. The *Eligibility Factors* section displays three columns: • **Status** – This column will display the same icon displayed for this section on the Navigation Pane, including the same color. • **Determination Factor** – This column will be: *Summary*; *Household Members;* and *Eligibility Factors*. • **Failed Reason** – If an Eligibility Factor failed, this column will show the reason for the failure. If it is blank, the Eligibility Factor did not fail. **Note:** This field is always blank for the Summary factor and the Household Members factor. This field will show “Not all questions answered Yes” for Eligibility Factors if any Eligibility Factors question (other than the Title XX question) is blank, answered “No”, or has “Unknown” checked.

2	On the *Maintenance of Effort Determination* details page, *Eligibility Summary* section.
	The *Eligibility Status* section displays the following fields:
	• **Eligibility Status** (read-only) – this field is calculated from the eligibility factors.
	  ○ If all eligibility factors are "Yes" – then *Eligibl*e will display in the field. **Note:** Title XX question on Initial MOE (question 6) does not count toward eligibility.
	  ○ If any eligibility factors are "No" or "Unknown" is checked (other than Title XX), then *Not Eligible* will display in the field.
	• **Effective Date** – this field will default to the Open Date in the Summary section.
	  ○ Click in the **Effective Date*** field.
	  ○ Type the Start Date with a MM/DD/YYYY format or enter the date using the calendar option. **Note:** If the date selected is prior to the Case Open date (for a Case), or prior to the Referral Date (for a Referral), a will message that says, "This date cannot be prior to the current Case Open Date for a Case or prior to the Referral Date for an FAR" and the date will not be accepted. If the date selected is a future date a message will display that says, "This date cannot be in the future" and the date will not be accepted.
	• **Date Determined** (read-only) – this field will be populated with the date and time when determination was accepted.
	• **Determined By** (read-only) – this field will be populated with the name of the user who accepted the determination.
	• **Income Verified Sources**
	  ○ Click the **Income Verified Sources*** drop-down arrow.
	  ○ Select the appropriate Income Verified Sources option.
	Note: This field is required before a determination status can be accepted, unless the case is a "Prevention", and the "Unknown" checkbox was checked for Income, then this field will not be required.
	• **CBMS Case ID**
	  ○ If required, click in the **CBMS Case ID** field.
	  ○ Type the case ID from the Colorado Benefit Management System.
	• **Comments**
	  ○ If required, click in the **Comments** field.
	  ○ Type comments up to 4,000 characters.

3	Use the links in the left navigation panel or the scroll bar to continue to the **Notes** section.

Manage MOE Determination Details – Notes:

- The worker will be able to view read only details of notes added to a MOE Determination record in a table split in to three columns:
    - **Date Entered** – this field will display the date the note was first created, which will also be a link to edit the note.
    - **Entered By** – this field will display the name of the worker who created the note
    - **Comments** – this field will display the text of the note, and if the note is longer than can be displayed on the screen, the worker can hover their cursor over the field to see the entire text of the note.
- The Eligibility Summary will have one action available via the drop-down menu.
    - **Add Note**.

Manage MOE Determination Details – Notes

Step	Action
1	On the *Maintenance of Effort Determination* details page, *Notes* section. ***Add New Note.*** • Click the Actions drop-down arrow. • Click **Add Note**. The *Add Note* page displays.

2	On the *Add Note* page. • **Type** – This field always displays *Note* and cannot be edited. • Click in the **Date Occurred*** field. • Type the date associated with the note using a MM/DD/YYYY format or enter the date using the calendar option. • Click in the **Time Occurred*** field. • Type the time associated with the note using a HH:MM AM or PM format or enter the date using the time look up. • Click in the **Completed By*** field. The name of the worker who is entering the note displays by default. • If required, type the name if the worker who is entering the note. • Click the **County/Agency** drop-down arrow. The County/Agency defaults to the primary county associated with the worker. • Select the appropriate County/Agency in the state option. • **Created Date** – This field displays the date the note is being created and cannot be edited. • **Created By** – This field displays the name of the worker who is entering the note and cannot be edited. • **Updated Date** – This field displays the date of the last modification to this note and cannot be edited. • **Updated By** – This field displays the name of the worker who last updated this note and cannot be edited. • Click the **Purpose*** drop-down arrow. • Select the appropriate Purpose option. • **Method** – This field always displays *N/A*. • **Location** – This field always displays *N/A*. • **Status** – this field always displays *N/A*. • Click in the **Comments/Summary*** field. • Type appropriate comments or summary in the field. • Click **Save & Return to MOE Eligibility** – The note will save and the worker will return to the *Notes* section. • Click **Cancel** – The *Note* page will close and the worker will return to the Notes section with no updates saved.
3	On the *Maintenance of Effort Determination* details page, *Notes* section. ***Edit Note.*** • Click the **Date** under Date Entered for the note that requires editing. The *Edit Note* page displays.

4	On the *Edit Note* page. • Edit the editable fields on the page as required • Click **Save & Return to MOE Eligibility** – The edited note will save and the worker will return to the Notes section. • Click **Cancel** – The Note page will close and the worker will return to the Notes section with no updates saved. • Click **Delete** – The note will be deleted and the worker will return to the Notes section.
5	Use the links in the left navigation panel or the scroll bar to continue to the **Entitlements** section.

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Manage MOE Determination Details – Entitlements:

- The Entitlements section has a filter with 2 options:
  - **Open Entitlements** (default) – This shows entitlements currently open for clients who are part of the Moe Household Members list – i.e. with no end date.
  - **All Entitlements** – This shows all entitlements for clients who are part of the Moe Household Members list regardless of end date.
- The Entitlements section has an Actions dropdown:
  - **Add Entitlement** - This option is not available to a case worker assigned to the case or to a supervisor affiliated with the county.
- There is a table in the Entitlements section, which displays a list of Entitlements. The badge count at the top of the list displays the number of entitlements in the list. The list is sorted by all Open records first, then by Start Date descending and features the following columns:
  - **Start Date** – This also acts as a link to view/edit the entitlement.
  - **End Date**
  - **Client Name**
  - **Client ID**
  - **Entitlement**
  - **County/Agency**
  - **Status**
  - **Medicaid Category**
  - **Comments**

Manage MOE Determination Details – Entitlements

Step	Action
1	On the *Maintenance of Effort Determination* details page, *Entitlements* section. ***Add Entitlement***. • Click the **Actions** drop-down arrow. • Click **Add Entitlement**. The *Add Entitlement* pop-up window displays.

2	In the *Add Entitlement* pop-up window. • Click in the **Start Date*** field. • Type the start date using a MM/DD/YYYY format or enter the date using the calendar option. **Note:** The date must be within the span covered by the WRI entitlement. • Click in the **End Date** field. • Type the end date using a MM/DD/YYYY format or enter the date using the calendar option. **Note:** The date must be within the span covered by the WRI entitlement • Click the **Entitlement*** drop-down arrow. • Select the appropriate Entitlement option. **Note:** The options will always MOE or WRI. It can be MOE Eligible or MOE Not Eligible or WRI. • Click the **County/Agency*** drop-down arrow. • Select the appropriate County/Agency option. **Note:** The options will include any county to which the worker is currently affiliated, and defaults to the primary county associated with the worker. • Click the **Status*** drop-down arrow. • Select **Open** or **Closed**. **Note:** The worker will make a selection based on the End Date. If the End Date is in the future or blank the status is “Open”, if the End Date is today’s date or in the past this field would show “Closed”. • **Created By** – This field displays name of worker creating this record and cannot be edited. • **Date Created** – This field displays the date this entitlement is created and cannot be edited. • **Modified By** – This field displays the same name that is added to the Created By field and cannot be edited. • **Date Modified** – this field displays the same date that is added to the Date Created field and cannot be edited. • If required, click in the **Comments** field. • Add Comments up to 2,000 characters. • Click the **Add** button – This will save entitlement record and close the pop-up window, returning the worker to the Entitlements section. • Click the **Cancel** button – This will close the pop-up window and return the worker to the Entitlements section without saving any information.