** PROCESSING FVO-115 REFERRAL FORMS**

**WHAT TO DO WHEN THE REFERRING CASEWORKER FAXED FVO REFERRAL 115:**

**Section I on the 115 - Client and C/MWA Information:**

* Confirm all information is completely filled out on the 115 referral form, **including the client’s phone number, date of birth, DCPP case, SSN,** and that all necessary boxes are checked (at least one waiver must be selected). If a client does not have a SSN, ***and*** no SSN is provided on the referral ***and*** a SSN is not available in the Medicaid System (NJMMIS) you will need to create a SSN to get by the FVO System edit - build the SSN as follows: 999-mm-ddyy.
  + Clients can only have one program status at a time (TANF, GA, Child-only, or SSI).
    - Ask the Caseworker if the TANF, Child-only, GA, or SSI case is open and if the client is receiving cash. Document the Caseworker’s response in the system service log. If FAMIS contradicts what the Caseworker stated, update the FVO system to match FAMIS.
      * If a client **does not have an open** TANF, GA, Child-only grant, but they are in application status, the **“applicant”** box should be checked.
      * If the client **has an open** TANF, GA, Child-only grant, or SSI assistance, the **“recipient”** box should be checked.
    - If **SSI** box is checkedand the **requested waiver is for EA Time Limit**,the client is **eligible** for a Risk Assessment. **If the requested waiver is not EA Time Limit**, the client is **not eligible** for a Risk Assessment.
    - If **Child-only case** and the **requested waiver is Child Support**, the client is **eligible** for a Risk Assessment.Client may also seek EA services (not a waiver), adequate to house self and children.Ifit is a **Child-only case** and the **requested waiver is not Child Support**, the client is **not eligible** for a Risk Assessment**.**
    - If client is SSI recipient and has a Child-only case, the client can request both EA Time Limit and Child Support waivers. If this happens, schedule the Risk Assessment and email FVO Director, Ciara Guile, and FVO Liaison, Carol Williams, to determine how to enter the ‘Program’ (SSI/Child-only) in the system.
* If Medicaid is open, document in the service log. (Also copy/paste the Medicaid screen to the service log.)
  + If the “Re-assessment” box is checked, confirm the last assessment date in the FVO System.
  + The re-assessment box should only be checked if the client previously completed an assessment, whether with NCADD-NJ or another contractor.  **If a re-assessment is premature (under 67% of length of waiver) and:**
    - If a new incident occurred/**same abuser**--get information from the referring Caseworker (do not ask for new referral as this would require a new Outcome Report). You will a **schedule follow-up appointment** **(same RA)** with the Caseworker and update the service log; then, update ‘Case Management/Follow Ups’ in the system with the appointment date/time, and email the Risk Assessor (RA) with Carol Williams and Ciara Guile on copy. RA will meet with client and update the Outcome Report.
    - If a new incident occurred/**new abuser**, **schedule a re-assessment** with Caseworker and **obtain a new referral**. Email RA with Carol Williams and Ciara Guile on copy.
    - If no new incident occurred and (1) client is requesting additional waivers; or (2) County is unsatisfied with Risk Score; or (3) County wants FVO Director to review case-- **Do not schedule assessment**, but get good client/Caseworker contact information in order for FVO Director to contact and discuss further. Update service log and email Carol Williams and Ciara Guile.
  + If client had a **previous appointment but did not complete the assessment**, the new referral is still considered to be for an **initial assessment**.
* Alien Residency Status (undocumented) – These individuals do not qualify for GA or TANF until they have been in the country for 5 years.
  + These individuals would **only qualify if they have documented children and are seeking the Child Support Waiver**. Client may also seek EA services (not a waiver), adequate to house self and children.  **Confirm with referring Caseworker that this is a Child-only case and schedule the appointment.** Confirm in FAMIS that this is a Child-only case.
  + If individual is **requesting waivers** **other than Child Support, including Legal Alien Residency Requirement, Schedule an appointment at this time**. Next, fax the legal alien referral to Carol Williams and send a follow-up email to her and Ciara Guile to confirm that it was received.
  + If **both adult and children are undocumented**, we **would not schedule the assessment** but ask the Caseworker to refer client to local DV agency to receive housing/services.
* Confirm the Caseworker’s phone number (including extension) and fax number is current.
* In Monmouth County, Stacie Blair-Inman is the Caseworker for clients seen in the Ocean Twp. office and Susan Russo is the Caseworker for clients seen in the Freehold office. Sometimes the worker signing the referral is not the actual Caseworker. **Always ask the referring worker who is the Caseworker (phone and fax #s) and document this on the referral and in the system.**

**Section II on the 115 - Client and Provider Information:**

* Transportation, child care, and language interpreter boxes should be checked. Review with the Caseworker what has been checked (in some instances they incorrectly check ‘no’ to all). If the client checked ‘Yes’ to transportation or child care, inform the Caseworker that NCADD-NJ does not provide these supportive services and it is up to the County to assist the client. It is not appropriate for a child over 1 year old to attend the assessment. However, there are times a client has no childcare. In these instances, it is strongly recommended to have the child bring games, preferably with headphones.

If client requires a translator/interpreter, document what language. Be sure to **schedule extra time for assessments requiring translators/interpreters** and **do not schedule more than two assessments a day**. Risk Assessors will need a phone in the room to conduct the assessment.

* If Spanish-speaking and you need a translator, call LACC Larenda Gillespie, LACC, (609-477-7014) or Carol Williams (609-477-7022) to see if ACC Tasha Calix is available to translate the assessment. If Tasha is not available, call Carol Williams (609-477-7022) to contact LACC Maria Barron (973-767-5137), and she will assign a translator. If LACC Maria Barron does not have a translator available for the assessment, Carol will contact LACC Sonia Rivera (973-733-4610) and she will assign a translator. If you cannot reach anyone to translate, schedule the appointment but let the referring worker know the appointment date/time may change due to translator’s schedule. Be sure you have good contact information.
* If language other than Spanish, the RA will need to access the Language Line translation service.

In **Middlesex County attempt to schedule the appointment on a date/time when SAI/BHI space is available**—space provided by welfare for FVO assessments requires using a receiver, which is very challenging for client and Risk Assessor.

**Be sure to include the above information in the appointment email you send the RA.**

**Section III on the 115 – WFNJ FVO Required Forms:**

* Caseworkers should be faxing the WFNJ FVO 115 Referral/Outcomes Form, WFNJ FVO 141 Consent Form, and the WFNJ FVO 142 Risk Screening (optional).

**Section IV on the 115 - Temporary WFNJ FVO Program Waivers, Affidavits, Forms:**

* Make sure the Caseworker has checked the requested waiver boxes.
* If 60-month Time Limit box is checked, **ask the referring worker how many months client has been receiving cash: If less than 60 months, ask why the box is checked.** Verify in FAMIS using the TRCK screen to see the WFNJ Combined Clock. Document in the service log how many months the client has clocked. **Remember to service log all of this!**
* If Legal Alien Residency Requirement box is checked, **confirm with the Caseworker that they intended to check this box. Schedule the appointment. Fax the legal-alien referral to Carol Williams and send a follow-up email to her and Ciara Guile to confirm that it was received.**
* If an **EA Time Limit Waiver is requested, ask referring worker if the client has exhausted their time. If not, the client is seeking EA services not the EA Time Limit Waiver. Do not check the EA Time Limit waiver box in the system. The referring worker may not know if the client has exhausted their EA time. In this case, check the EA Time Limit waiver box in the system.**  Document the referring worker’s response in the system service log.

If no waivers are selected on page 1 of the referral, **ask the referring Caseworker if the client is requesting any waivers. If yes, ask the Caseworker to update the Referral, page 1, and fax you the updated referral. Schedule an assessment. If no waivers are requested, you will not schedule the client. If the County Caseworker asks why an assessment appointment cannot be given, inform the Caseworker, “no waivers are requested, so there is no need for a Risk Assessment.” If the Caseworker has questions about that, please instruct them to contact the DFD State representative for their county. Fax the referral to Carol Williams and send a follow-up email to her and Ciara Guile to confirm that it was received. If it is determined that an assessment is appropriate, we will contact the Caseworker and schedule an assessment.**

**Section V: WFNJ FVO Program Rescheduling Risk Assessment Good Cause:**

* As a general rule, the Caseworker should make every attempt to obtain the client’s signature on the 115 and affidavit. Exceptions can be made, but should be reviewed with Carol Williams or Ciara Guile.
* In **Monmouth County/Ocean Twp., not Freehold**, they are going to refer clients for an FVO **reassessment** without the client present. This means you will receive the FVO referrals **without signatures on the 115 or affidavit**. You will need to fax the referral packet to the Risk Assessor and ask her to have the client sign where there are missing signatures. The Risk Assessor will review the documents with the client and then fax the signed forms to the Regional Office at 609-208-2471 and Stacie Blair-Inman at 732-502-5842 or 732-502-5836. If you receive FVO referrals for **reassessment** in other counties without signatures on the 115 or affidavit, ask the referring Caseworker if they plan to have the client sign these pages and fax to us or if they want to handle it the same manner as stated above. If so, you will need to obtain the fax number the Risk Assessor should send the signed forms to and document this in the service log and in the email to Risk Assessor.

**The signed Referral, Page 1 of Form 115, must now be scanned/uploaded into the system.**

* Once you have completed the above steps, schedule the appointment, update the scheduling log, enter the referral in the system, scan/upload signed page 1 of Form 115 to the ‘Referral Information Page’ and the entire referral packet to ‘Documents’ in the system. You will then email the RA if they need to be made aware of any pertinent information such as translator scheduled, space issues, or if the referral packet needs client’s signature, etc. **Note: see the “Scheduling FVO Assessments by County” for additional WFNJ staff to be copied on appointment emails by due to space issues.**

**WHAT TO DO WHEN THE REFERRING WORKER DID NOT FAX FVO REFERRAL 115 FOR INITIAL ASSESSMENT OR REASSESSMENT:**

Complete the “FVO Referral Place Holder” form in its entirety and schedule the appointment in the Scheduling Log.

* Once the referral is received, enter it in the system, scan/upload signed page 1 of Form 115 to the ‘Referral Information Page’ and the entire referral packet to ‘Documents’ in the system, email the RA if they need to be made aware of any pertinent information such as translator scheduled, space issues, or if the referral packet needs client’s signature, etc. **Note: see the “Scheduling FVO Assessments by County” for additional WFNJ staff to be copied on appointment emails by due to space issues.**
* If we do not receive the referral within 24 hours, the LACC or Carol Williams will call the referring worker and ask for it again**. The FVO Risk Assessor cannot conduct an assessment without a referral.**

**REFERRING WORKER RESCHEDULING FVO ASSESSMENT:**

Clients are not **permitted to cancel/reschedule an appointment with us**. Exception: same day/different time. **We do not** **determine if the client shows** **good cause** for canceling/rescheduling or missing an appointment. **Advise the client to call the referring Caseworker** **and provide the Caseworker’s phone number.** Service log your conversation with the client and update RA via email. **Do not cancel the appointment in the system.** If the Caseworker does not call NCADD-NJ to cancel/reschedule the appointment, either the client did not follow up with the Caseworker as advised, or it is because the client did not show good cause and the Outcome Report will reflect a missed appointment. If the Caseworker determines the client’s reason is/was sufficient to miss the assessment, the Caseworker will call the NCADD-NJ to reschedule the appointment. **Exception:** **in Burlington and Mercer Counties** only: when a client calls the NCADD-NJ to cancel/reschedule an assessment or with concerns about transportation/child care, **direct the client to call one of the following point persons at the welfare office:**

**Burlington** **Mercer**

-Zanna Taylor @ 609-518-4775 - Chris Aiken @ 609-989-4320 ext. 1583

- Irene Skacel @ 609-518-4978

-Devon Cappello @ 609-518-4772

If the referring worker is canceling/rescheduling the client for an FVO assessment, inquire why and document in the system. Ask the referring Caseworker to **send us a new referral if it has been** **30 days or longer** since we received the original referral. Cancel/reschedule the appointment in the Scheduling Log and in the system.

* Service log that the Caseworker canceled/rescheduled the appointment.
* Email the RA the canceled/rescheduled appointment date. **Note: see the “Scheduling FVO Assessments by County” for additional WFNJ staff to be copied on appointment emails due to space issues.**