

<b>GEORGIA DEPARTMENT OF JUVENILE JUSTICE</b>	Transmittal # 16-15	Policy # 24.2
Applicability: {x} All DJJ Staff {x} Administration {x} Community Services {x} Secure Facilities	Related Standards & References: Department of Human Services Online Directives Information System, Volume III-FS MT-37-01/14; Volume II/MA, MT 47- 01/14; MAN3540 05/15; Georgia COMPASS Community Partner Handbook	
Chapter 24: FEDERAL PROGRAMS	Effective Date: 11/22/16 Scheduled Review Date: 11/22/17	
Subject: Georgia COMPASS Administration and Expedited Benefit Applications for Youth Serving YDC Time	Replaces: 1/5/16 Division of Finance APPROVED:	
Attachments:  A. Compass Individual User Agreement  B. Compass Transaction Authorization Form  C. Georgia COMPASS Community Partner Handbook	  <hr/> Avery D. Niles, Commissioner	

**I. POLICY:**

The Department of Juvenile Justice will serve as an Umbrella Organization and Community Partner Resource for the Department of Human Services and Division of Family and Children Services for the Georgia Common Point of Access to Social Services (COMPASS). The Department of Juvenile Justice shall offer the online application or household application change to determine eligibility for Medicaid, Supplemental Nutrition Assistance Program, Child Care, Parent Assistance, and Temporary Assistance for Needy Families for all youth that are receiving community supervision and returning to the community from restrictive custody in a Youth Development Campus or Regional Youth Detention Center, non-secure residential programs and other Georgians.

**II. DEFINITIONS:**

**Department of Human Services (DHS):** State agency responsible to provide Georgians with customer-focused human services, child protection, adult protection, child welfare, stronger families, and self-sufficiency. DHS includes the Division of Family and Children Services, Division of Aging Services, and the Division of Child Support Services. Georgia COMPASS is offered by DHS to Georgians to access services online and serve as a single point of entry for a wide range of programs.

**Division of Family and Children Services (DFCS):** A Division within DHS responsible for investigations of child abuse, foster and adoption assistance services for abused and neglected

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children, assistance to low income families, individuals for Temporary Assistance for Needy Families (TANF), Food Stamp benefits (SNAP), health, human, and social services such as Medicaid, and a wide range of services for families in crisis.

**Umbrella Organization:** State, County, and Local government agencies, DHS agencies/divisions, and agencies contracted with DHS to provide direct community services to the Georgians. An Umbrella Organization is listed in Georgia COMPASS web portal as a Community Partner Resource.

**Georgia COMPASS (COMPASS):** Georgia COMPASS is designed as a single point of access for Georgians to screen potential eligibility for benefits, complete on-line applications, report changes, and check benefits status. DHS operated online service available to Georgians to apply for and renew health and human service benefits such as federal and state funded insurance (Medicaid), Childcare and Parent Assistance Program (CAPS), and Food Stamps (SNAP). Georgia COMPASS can be used to screen for other DHS services such as Mental Health and Substance Abuse Services, Child Support, Aging Services, Housing Assistance, Supplemental Nutrition Program for Women, Infants, and Children (WIC), home energy assistance, and additional services through Local Community Action Agencies.

**Georgia COMPASS Umbrella Organization Administrator:** The authorized individual responsible for DJJ compliance with requirements for the Umbrella Organization. The Georgia COMPASS Umbrella Organization Administrator has access to Georgia COMPASS to add new users, update information on existing users, and review submissions.

**Georgia COMPASS Individual User:** The authorized individual with access to Georgia COMPASS. The Division of Community Services will identify and designate community staff as Georgia COMPASS Individual Users. The Georgia COMPASS Individual User will be provided a system log in ID and secured password to access the Georgia COMPASS.

**Georgia COMPASS Transaction Authorization Form:** Responsibility, verification, and acknowledgement by the Applicant/Recipient prior to the submission of their Georgia COMPASS transaction via an Umbrella Organization.

**Medicaid:** The federal and state-funded medical insurance program that provides health care services to individuals who meet the requirements for income, resources, and citizenship. Medicaid provides support for pregnant women, children, low income families with children, persons age 65 and older, and people who are blind or disabled. Medicaid also oversees a number of waiver programs that provide home and community based medical, behavioral, and social services to enrollees. As part of the Children's Health Insurance Program (CHIP), Medicaid administers Peach Care for Kids®, a comprehensive, managed, care program for uninsured children in low-income families living in Georgia.

**Supplemental Nutrition Assistance Program (SNAP):** Also known as the Food Stamp Program, the program provides monthly benefits to low-income households to help pay for the

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cost of food. A household may be one person living alone, a family, or several unrelated individuals living together who routinely purchase and prepare meals together.

**Childcare and Parent Assistance Programs (CAPS):** Subsidized child care program to help low income families afford quality affordable child care so that the parent/legal guardian may attend employment and/or attend school or a training program.

**Economic Support Specialist:** Staff responsible for determining eligibility, on-going cases and renewals for social programs offered by DFCS.

**Georgia COMPASS Tracking Number:** Also known as the Web ID Number, the COMPASS system generated tracking number provided after the completion of a transaction.

**Georgia COMPASS Receipt Number:** The COMPASS system generated receipt number provided that serves as notification of transaction submission.

### III. PROCEDURES:

#### A. Administration of COMPASS

1. The Department of Juvenile Justice will serve as a Georgia COMPASS Umbrella Organization and will provide assistance upon request for the completion of a Georgia COMPASS application, review and/or change. Services offered may include providing: informational handouts, paper applications, access to telephones to call the Contact Center, as well as the ability to apply for assistance, renew benefits, report changes, check benefits online, transmit applications and other documents to DHS, copy machine services for related documents, explanation of the application process and processing times, assistance to customers in submitting their application, renewing benefits, reporting changes, verification information and/or documentation, assistance to customers in completing the Georgia COMPASS submission and benefit inquiries for customers.
2. The Office of Federal Programs, in conjunction with the Department of Human Services, will provide training at least semi-annually to the Division of Community Services relating to Georgia COMPASS Procedures.
3. The Office of Federal Programs' designated staff will serve as the Georgia COMPASS Umbrella Organization Administrator. The Office of Federal Program designated staff will be required to complete the Georgia COMPASS Umbrella Organization Administrator Agreement. The Division of Community Services will identify at least one staff per District to be trained as a Georgia COMPASS Individual User to complete COMPASS transactions.

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4. The Department of Juvenile Justice staff will complete Georgia COMPASS training and complete the COMPASS Individual User Agreement prior to issuance of the Georgia COMPASS system log-in Identification. The Georgia COMPASS Individual User Agreement must be printed, signed and retained for a period of five years after the deactivation of Individual User access. The Georgia COMPASS Umbrella Organization Administrator retains all Individual User Agreements.
5. All new requests for a Georgia COMPASS Individual User must be submitted to the Office of Federal Programs for approval by a Georgia COMPASS Umbrella Organization Administrator.
6. The Georgia COMPASS Administrator will provide each Georgia COMPASS Individual User with a COMPASS Logo and an 'And Justice for All' poster. The designated office location for displaying the Logo and Poster is on the official bulletin board. The COMPASS Logo will include the Georgia COMPASS Individual User's name and office location.
7. The Juvenile Program Manager or supervisor of the Georgia COMPASS Individual User must notify the Office of Federal Programs immediately if the Individual User has separated from employment with DJJ or if there is suspicion of fraudulent activity.
8. Georgia COMPASS Administrators and Individual Users are prohibited to conduct unauthorized and/or inappropriate use of their Georgia COMPASS access. The sole purpose and use of the Georgia COMPASS is to screen potential eligibility for benefits, complete on-line applications/transactions, report changes, and check benefits status for the Applicant only. Any violations of the terms of the Georgia COMPASS User Agreements may subject the employee to disciplinary action, including discharge, loss of privileges, termination of contract, legal action for monetary damages or injunction, or both, or any other remedy available to the Department. Criminal prosecution will be initiated if the Georgia COMPASS Administrator or Individual User intentionally discloses information to any unauthorized individual or uses the data for fraudulent purposes (Attachment A, Compass Individual User Agreement).
9. The Office of Federal Programs will audit all transactions submitted by the Umbrella Organization monthly. The Office of Federal Programs will notify the District Director assigned to the Georgia COMPASS Individual User of any audit discrepancies. The Office of Federal Programs can deactivate a Georgia COMPASS Individual User at any time due to unauthorized or inappropriate use of the Georgia COMPASS system until further investigation is conducted and resolved.

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**B. Submitting Benefit Applications for Youth Leaving Secure Facilities After Serving YDC Time**

1. The Office of Federal Programs will notify the Community Case Manager and respective Juvenile Program Manager assigned to the youth at least 120 days prior to the youth's release from restrictive custody in order to provide previous eligibility information.
2. Benefits cannot be applied for through COMPASS until the day the youth is released from long term secure confinement.
3. The Georgia COMPASS Individual User will set an in-person appointment with the youth family to complete the COMPASS application/transaction.
4. Prior to the COMPASS Transaction appointment, the Georgia COMPASS Individual User will inform the applicant and/or their DJJ worker of the documentation the applicant will need to bring to the appointment for benefit eligibility purposes.
5. The Division of Community Services staff designated as a Georgia COMPASS Individual User must obtain authorization from the Applicant/Recipient prior to any Georgia COMPASS Transactions.
  - a) The COMPASS Transaction Authorization Form must be completed prior to all transactions, including benefit inquiries. Georgia COMPASS transactions should be completed by the Individual User within 30 days of the initiated transaction.
  - b) The COMPASS Transaction Authorization Form must be retained for a period of three years from the date such authorization is received.
  - c) The Georgia COMPASS Transaction Authorization Form must be placed in the DJJ HIPAA file.
  - d) The Transaction Authorization Form will be maintained by the Juvenile Program Manager or supervisor of the Georgia COMPASS Individual User and stored in a cabinet behind a locked door.
  - e) All Georgia COMPASS Transaction Authorization Forms will be emailed to DJJOFPCcompass@djj.state.ga.us by the close of business for recording purposes.
  - f) The Georgia COMPASS Individual User will print a copy of the Georgia COMPASS Transaction Authorization Form to be given to the Applicant/Recipient for their records, if requested.

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6. The Division of Community Services staff designated as a Georgia COMPASS Individual User must first screen potential eligibility for benefits prior to completing an on-line application or transaction.
7. The Georgia COMPASS Individual User will enter all pertinent accurate information provided from the applicant (legal guardian/youth) for the completion of the Georgia COMPASS transaction. The Individual User will enter the data provided by the applicant into the Georgia COMPASS transaction via the web portal.
8. The Georgia COMPASS Individual User will scan into the COMPASS system all related documentation provided by the Applicant/Recipient required for the processing of the transaction. The COMPASS Tracking Number and Receipt Number will be needed to upload documents into COMPASS system.
9. The Georgia COMPASS Individual User will ensure electronic signature of the Georgia COMPASS transaction is only completed by the guardian or youth applying for benefits.
10. After completion and submission of the COMPASS transaction, the COMPASS Individual User must record the COMPASS Tracking number and Receipt number. The COMPASS Tracking Number and Receipt Number must be immediately emailed to the DJJOFPCOMPASS@djj.state.ga.us ALONG WITH the DJJ Worker's name, email and phone number for eligibility processing by the DJJ Economic Support Specialist.
11. The COMPASS Individual User will document in JTS Case Notes the completion of the Georgia COMPASS transaction and receipt of Georgia COMPASS Transaction Authorization Form, Tracking Number and Receipt Number. The Georgia COMPASS Transaction Authorization Form should also be uploaded into the JTS Correspondence Module by the close of business and placed in the youth's HIPAA file.
12. The Office of Federal Programs and Economic Support Specialists will process the COMPASS transaction within 24-72 hours.
13. The COMPASS applicant will be required to participate in a phone interview with the Economic Support System for eligibility determination purposes.
14. If additional information is needed to process the COMPASS transaction, the DJJ Economic Support Specialist will contact the assigned DJJ worker.
15. The status of the COMPASS transaction can be viewed in the COMPASS System by the COMPASS Individual User.

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- C. The Regional Medicaid Eligibility Specialist will continue processing Medicaid/Title IV-E Applications (Forms 223 and 224) to apply for Medicaid for youth being released from RYDC/YDC or in the community into a residential program.
- D. Youth transitioning to the community from non-secure residential placement may be offered assistance by the Division of Community Services staff to complete the Georgia COMPASS transaction to determine benefit eligibility only for SNAP (Food Stamps), and CAPS. If the youth remains Medicaid eligible after leaving placement, the youth will be transferred from Georgia Families 360<sup>o</sup><sub>sm</sub> to the Regular Georgia Families CMO for up to one (1) year after leaving placement. The Medicaid Eligibility Specialist will process a Continuing Medicaid Determination decision for the youth after being notified that the youth has left placement and has returned to the community.
- E. The Department of Juvenile Justice will not be allowed to provide Applicant/Recipient with any DHS/DFCS policy-related information. Applicant/Recipient must be directed to submit all eligibility inquiries to the local Division of Family and Children Services office or call the Online Services Hotline at 1-877-423-4746.
- F. The Georgia COMPASS Application website is [www.compass.ga.gov](http://www.compass.ga.gov).
- G. The Department of Juvenile Justice COMPASS Hotline number is 1-(844)-730-5901 and the hours of operations are Mondays from 8:30am-9:30am for the general public.
- H. Any trouble shooting matters are to be reported to the Office of Federal Programs via email [DJJOFPCompass@djj.state.ga.us](mailto:DJJOFPCompass@djj.state.ga.us).

**IV. LOCAL OPERATING PROCEDURES REQUIRED: NO**