

GEORGIA DEPARTMENT OF JUVENILE JUSTICE	Transmittal # 18-12	Policy # 24.6
Applicability: <input checked="" type="checkbox"/> All DJJ Staff <input type="checkbox"/> Administration <input type="checkbox"/> Community Services <input type="checkbox"/> Secure Facilities	Related Standards & References: OCGA § 15-11-420 Department of Human Services Online Directives Information System, Volume I-TANF MT 28-08/2012; Volume III-FS MT-37-01/14; Volume II/MA, MT 47_01/14; MAN3540 05/15	
Chapter 24: FEDERAL PROGRAMS	Effective Date: 7/10/18 Scheduled Review Date: 7/10/19	
Subject: BENEFIT APPLICATIONS FOR PRE-ADJUDICATED YOUTH	Replaces: 3/22/18 Division of Finance	
Attachments: A – Application for Benefits (DHS Form 297) B – Change Form C – Georgia Gateway Community Resource Handbook D – Georgia Gateway Transaction Authorization	APPROVED:  <hr/> Avery D. Niles, Commissioner	

I. POLICY:

DJJ serves as an Umbrella Organization and Community Partner Resource for the Department of Human Services and Division of Family and Children Services utilizing the Georgia Gateway system. The Department of Juvenile Justice shall offer the online application or a household application change to determine eligibility for Medicaid, Food Stamps, Childcare, and Parent Services for pre-adjudicated youth in RYDC and youth receiving intake, probation, and commitment supervision services in the community.

II. DEFINITIONS:

Department of Human Services (DHS): State agency responsible to provide Georgians with customer-focused human services, child protection, adult protection, child welfare, and 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 Gateway 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 children, assistance to low income families, and 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 Georgians. An Umbrella Organization is listed in Georgia Gateway web portal as a Community Partner Resource.

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Georgia Gateway: Georgia Gateway 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), Cash Assistance (TANF), Child Care Assistance (CAPS), and Food Stamps (SNAP).

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

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

Georgia Gateway Transaction Authorization Form: Responsibility, verification, and acknowledgement by the Applicant/Recipient prior to the submission of their Georgia Gateway 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, is a program that provides monthly benefits to low-income households to help pay for the 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 Services (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 Gateway Tracking Number: Also known as the Web ID Number, the Gateway system generated tracking number provided after the completion of a transaction.

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

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III. PROCEDURES:

- A. The Division of Community Services will identify at least one staff person per CSO/MSC to be trained as a Georgia Gateway Individual User to complete Gateway transactions for the purposes of this policy.
1. The Community Case Manager shall notify a DJJ Georgia Gateway Individual User when a youth/family needs to submit a case change or new application through Georgia Gateway.
 2. Upon notification from community staff, the Georgia Gateway Individual user must respond to the JPPS within 72 hours.
- B. The Division of Community Services staff designated as a Georgia Gateway Individual User must obtain authorization from the Applicant/Recipient prior to any Georgia Gateway Transactions.
1. The Georgia Gateway Transaction Authorization Form must be completed prior to all transactions, including benefit inquiries. Georgia Gateway transactions should be completed by the Individual User within 30 days of the initiated transaction.
 2. The Georgia Gateway Transaction Authorization Form must be retained for a period of three years from the date such authorization is received.
 3. The Georgia Gateway Transaction Authorization Form must be placed in the DJJ HIPAA file for all youth/families with DJJ involvement.
 4. The Transaction Authorization Form will also be maintained by the Juvenile Program Manager or supervisor of the Georgia Gateway Individual User and stored in a cabinet behind a locked door for all youth/families with and without DJJ involvement (independent court youth).
 5. All Georgia Gateway Transaction Authorization Forms will be emailed to djggateway.applications@djj.state.ga.us by the close of business for recording purposes.
 6. The Georgia Gateway Individual User will print a copy of the Georgia Gateway Transaction Authorization Form to be given to the Applicant/Recipient for their records, if requested.
- C. For Youth Receiving Intake, Probation, or Community Supervision Services and Pre-adjudicated RYDC youth:
1. The Division of Community Services staff designated as a Georgia Gateway Individual User must first screen potential eligibility for benefits prior to completing an on-line application or transaction.

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2. The Georgia Gateway Individual User will set an in-person appointment with the youth family to complete the Gateway application/transaction.
3. Prior to the Gateway Transaction appointment, the Georgia Gateway 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.
4. The Georgia Gateway Individual User will enter all pertinent accurate information provided from the applicant (legal guardian/youth) for the completion of the Georgia Gateway transaction. The Individual User will enter the data provided by the applicant into the Georgia Gateway transaction via the web portal.
5. The Georgia Gateway Individual User will scan into the Georgia Gateway system all related documentation provided by the Applicant/Recipient required for the processing of the transaction. The Gateway Tracking Number and Receipt Number will be needed to upload documents into Georgia Gateway system.
6. The Georgia Gateway Individual User will ensure that electronic signature of the Georgia Gateway transaction is only completed by the guardian or youth applying for benefits.
7. After completion and submission of the Gateway transaction, the Gateway Individual User must record the Gateway Tracking number and Receipt number. The Gateway Tracking Number and Receipt Number must be **immediately** emailed to djggateway.applications@djj.state.ga.us along with the DJJ Worker's name, email and phone number for eligibility processing by the Economic Support Specialist.
8. The Gateway Individual User will document in JTS Case Notes the completion of the Georgia Gateway transaction and receipt of Georgia Gateway Transaction Authorization Form, Tracking Number and Receipt Number. The Georgia Gateway 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.
9. The Office of Federal Programs and Economic Support Specialists will process the Georgia Gateway transaction within 30 days.
10. The Georgia Gateway applicant will be required to participate in a phone interview with the Economic Support System for eligibility determination purposes.
11. If additional information is needed to process the Gateway transaction, the DJJ Economic Support Specialist will contact the assigned DJJ worker.
12. The status of the Gateway transaction can be viewed in the Gateway System by the Gateway Individual User.

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- D. For Medicaid, Food Stamps, and CAPS application processing for youth confined in a YDC or in a RYDC serving long term YDC confinement dispositions returning to the community, see DJJ Policy 24.2, GA Gateway Administration and Benefit Applications for YDC Youth.
- E. For Medicaid application processing for YDC youth stepping down to residential placement, see DJJ Policy 24.1, Medicaid Application /IV-E for Youth in Non-Secure Residential Programs. The Regional Medicaid Eligibility Specialist will continue processing Medicaid/Title IV-E Applications (Forms 223 and 224) to apply for Medicaid for Step-Down youth being release from RYDC/YDC or in the community into a residential program.
- F. For Placement Youth transitioning to the community from non-secure residential placement, Georgia Gateway can be utilized 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 to Georgia Families for up to one (1) year after leaving placement. The Regional Medicaid Eligibility Specialist will process a Continuing Medicaid Determination decision for the youth once notified that the youth has left placement and has returned to the community.
- G. The Department of Juvenile Justice will not be permitted to provide the Applicant/Recipient with any DHS/DFCS policy related information. The 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.
- H. Any trouble shooting matters are to be reported to the Office of Federal Programs via email djggateway.applications@djj.state.ga.us .

IV. LOCAL OPERATING PROCEDURES REQUIRED: NO