

EP - 430 DATA ENTRY INSTRUCTIONS

Change #2-2010

September 1, 2010

430.01 GENERAL INFORMATION

A. What is LIEAP?

The **Low Income Energy Assistance Program (LIEAP) System** is an on-line system that allows authorized county departments of social services users to make inquiries into energy data, add new data to the database, and make revisions to existing data. When data is keyed, it is edited, and, if error free, updates the database immediately. If the data contains detectable errors, the errors are highlighted and a message is displayed online.

B. Responsibilities

It is the responsibility of the user to ensure correct entry of the information contained on the forms in a timely manner.

C. Security

The Department of Health and Human Services and the State Computer Center have implemented Resource Access Control Facility (RACF) to help protect data in the computer files at Information Technology Services (ITS). The LIEAP System requires the use of a RACF User ID and Password.

To obtain a RACF User ID and Password, have the Security Control Officer contact the Division of Information Resource Management, Systems Coordinators at (919) 855-3200; option two. (For more information, see DSS Administrative Letter 31-88).

All User ID's and Passwords must be kept confidential. If a user forgets his/her User ID/Password, contact the county's Security Control Officer.

D. Confidentiality

All information contained on an input form, printed on any output documents, and keyed into the system is considered to be confidential.

E. Contacts

1. Connection Problems

Contact Information Technology Services (ITS) at 1-800-722-3946 or (919) 754-6000 anytime there is a connection problem.

2. Data Entry

Contact a Systems Coordinator at (919) 855-3200, option two, for the following:

a. Highlighted errors/messages on screen while keying;

b. Long Delays in an application with a clock;

c. An ABEND message; a message is displayed on the screen when someone has performed a function and because of an error condition in the data, that function cannot be performed. This causes that function to come to an abnormal end, forcing the program to stop. Do not clear the screen unless absolutely necessary. If the screen must be cleared,

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screen print the ABEND message and write on the screen print what function (such as new addition, changing or closing a case) was being performed at the time of the ABEND.

430.02 **SYSTEM ACCESS**

A. How to Logon

1. From the BANNER SCREEN:
(TERMINAL ID) IS CONNECTED TO THE STATE NETWORK, key: **SCGCICS**
and press ENTER.
2. The CICS screen appears:
3. Key in the **RACF User ID, RACF Password, and Bill Code (EPA-DHR)**. Press
ENTER.
4. A clear screen appears. Key '**EP01**' and press ENTER. The **LIEAP DATA
ENTRY MENU** appears.

B. How to Logoff

1. From the **LIEAP DATA ENTRY Menu** press the F-3 Key for a clear screen.
2. Key in: LOGOFF and press ENTER.
3. The banner screen will appear.

430.03 **DATA ENTRY**

A. General Information

The forms that are keyed into the Energy System are:

- [DSS-8114](#), Energy Application Form
- DSS-8123, Energy Supplemental Form

The DSS-8114 and DSS-8123 are updated on-line. All forms keyed must be date stamped and have the person keying the form's name or initials written on them.

B. The LIEAP Data Entry Menu

The LIEAP System Data Entry Menu allows authorized users to add and update information into the system. See 430.02 for instructions on how to access this screen.

430.04 **COMPLETING THE DSS-8114**

The DSS-8114 is a combination application and data input document. It is used to enter client information into the LIEAP system. It is also used to update existing LIEAP case information. The DSS-8114 is processed online and the data is posted immediately.

A. Initial DSS-8114

Complete a blank (initial) DSS-8114 when a non-Food and Nutrition Services (walk-in) applies for LIEAP. The Sex, Race, Ethnicity codes, and Language Preference are required for each individual on the application. Blank DSS-8114s must be ordered. To order blank DSS-8114s, fax a request to Kay Kohler at (919) 715-6848.

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B. FSIS Generated Preprinted DSS-8114

For active Food and Nutrition Services households that are screened-out, information from the Food Stamp Information System (FSIS) is preprinted on the DSS-8114. Preprinted forms are located in NCXPTR under report name DHREPA EPA140-1-BG HSHOLD DENIED. When a Food and Nutrition Services household applies for LIEAP, use the preprinted form for the application. Review all entries, complete any applicable blank fields, and correct any wrong entries on the form prior to keying.

NOTE: The caseworker should use the preprinted DSS-8114 located in NCXPTR, if the applicant is a walk-in.

Payments are based on **income AND resources** during October (For Work First, Food and Nutrition Services, Medicaid, or SSI recipients, this is the income used to determine the October payment or benefit.) and other information at the time of application.

Items other than address should not be changed unless there is an error.

C. Turnaround DSS-8114

When keying an application (DSS-8114), the automated system assigns the case an energy number and prints a turnaround form and a copy. This turnaround is formatted the same as the DSS-8114. The turnaround form is located in NCXPTR under the report name DHREPA 8114-FORM-BJ 111-TURNARND. Use this turnaround to update information in the system by making changes in red and keying the updated information.

D. General Instructions for Completing DSS-8114

Use black ink for all initial entries including entries made on the FSIS generated DSS-8114. Only changes should be made in red.

FIELD 1. Energy Number - (7 Digits)

Leave this space blank on initial forms. The Energy System assigns a unique seven-digit energy number and prints it on the DSS-8114, turnaround form. Never change this number. If a turnaround form is lost use procedures outlined in 430.09C. below.

FIELD 2. Food and Nutrition Services Number - (9 Digits)

If any household member receives Food and Nutrition Services, enter the Food and Nutrition Services case identification number. Otherwise, leave blank. If there is more than one Food and Nutrition Services household in the LIEAP household, enter the Food and Nutrition Services case identification number of the LIEAP case payee.

FIELD 3. Food and Nutrition Services District Number - (3 Digits)

If any household member receives Food and Nutrition Services, enter the Food and Nutrition Services district number. Otherwise, leave blank. If there is more than one Food and Nutrition Services household in the energy household, enter the Food and Nutrition Services district number of the LIEAP case payee.

FIELD 4. County Of Residence - Field 4

a. Geographical (2 Digits)

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Enter the two-digit county number. Do **not** revise this number unless there is an error on the turnaround form or the applicant moves. When an applicant moves to another county, the first county must correct this entry.

b. **Administrative Office Number (2 Digits)**

This field is used to specify a particular office within the county. Some counties have more than one LIEAP Office. This field is used to specify which office is to receive information on the case, including the DSS-8114 turnarounds.

Enter "00" if there is only one LIEAP office. Designate additional offices as 01, 02, and 03. A total of four offices only can be designated: 00 through 03.

FIELD 5. County Of Application - Field 5 (2 Digits)

Enter the two-digit county number. Unless there is an error detected on the turnaround form, do not revise this number even if the applicant moves. This information is used to determine benefit levels.

FIELD 6. County Case Number - Field 6 (6 Digits)

Enter the LIEAP case number assigned by the county. Assign a number to all cases. Use only numeric entries. Do not leave blank spaces. Fill in blank spaces with zeros. For example, enter case number 12345 as 012345.

FIELD 7. District Number - (3 Digits)

Enter the district number assigned by the county. Use only numeric entries. If there is no district number, enter zeros.

FIELD 8a. Sex - (1 Digit) Required

F Female
M Male

FIELD 8b. Race – (5 Digits) Required

More than one race may be entered.

A	Asian
B	Black or African American
I	American Indian or Alaska Native
P	Native Hawaiian or Other Pacific Islander
U	Unreported
W	White

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FIELD 8c. Ethnicity – (1 Digit) Required

C	Hispanic Cuban
H	Hispanic Other
M	Hispanic Mexican American
N	Not Hispanic/Latino
P	Hispanic Puerto Rican
U	Unreported

FIELD 8d. Language (2 Digits) Required

AR	Arabic	HM	Hmong	PE	Persian
CA	Cambodian	HU	Hungarian	PG	Portuguese
CH	Chinese	IT	Italian	PO	Polish
EN	English	JA	Japanese	RU	Russian
FC	French Creole	KO	Korean	SC	Serbo-Croatian
FR	French	LA	Laotian	SP	Spanish
GE	German	MI	Miao	TA	Tagalog
GR	Greek	MK	Mon-Khmer	TH	Thai
GU	Gujarati	OT	Other	UR	Urdu
HI	Hindi	PC	Portuguese Creole	VI	Vietnamese

FIELD 9. Denial - (1 Digit)

This code in some cases is entered by the caseworker, and in others it is generated by the LIEAP System. (See the list below of denial codes. The codes that are not indicated as "System Generated Codes" must be entered manually by the caseworker.)

Denial codes are:

- A -** Income of everyone in home not available (Food and Nutrition Services Relationship code not valid).
- B -** Payee Deceased.
- C -** Household does not contain an U.S. citizen or eligible alien.
- D -** Income could not be verified (fields 32 and 37 are not equal on the DSS 8590).
- E -** System generated code. Your income is higher than the amount allowed for this program.
- F -** System generated code. Your resources are higher than the amount allowed for this program.
- G -** No eligible individual in the household.
- H -** You did not provide information to determine your eligibility.
- I -** Information cannot be verified.
- J -** Agency was unable to contact you.

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- K -** Household has already applied for or received energy assistance.
- L -** You withdrew your application.
- M -** You live in public housing, and the full cost of your heating bill is paid through the rent. (Vulnerability status should be 2.)
- N -** You live in an institution. (Vulnerability status should be 2.)
- O -** Heating cost could not be verified (Fuel Type "O," zero, or blank).
- S -** Moved but left no forwarding address.
- U -** You do not have any heating costs (Utility Type 3, 6).
- W -** Applicant not responsible for heating costs
- X -** System generated code for Food and Nutrition Services households that are **not** vulnerable.

If a case is initiated and denied at the same time:

Enter the appropriate denial code in the "denial" block if the household is denied for a reason other than assets or income. (These two codes are generated by the Energy System.)

If a case is updated and denied at the same time:

Enter the appropriate denial code in the "denial" block if the household is denied for a reason other than assets or income. (These two codes are generated by the LIEAP System.)

FIELD 10. Address Line 1 - (25 Characters)

Enter the house number and street name, rural route, box number, or post office box number using the standard abbreviations listed in 11a below. On the back of the DSS-8114, list driving directions to the applicant's home.

If the street number includes a letter, do not space between the number and letter. Do not punctuate, including hyphens, i.e., only enter letters and numbers.

EXAMPLE: 16B Oak St

Do not enter an "in care of" name on an address line. This information is found in field 39.

If the DSS-8114 has incorrect information, draw a line through the incorrect information using red ink. Key the correct information.

FIELD 11. Address Line 2 - (25 Characters)

Use this line to show the location where the Postal Service delivers mail if the address has two lines. If there is only one line needed for the address, leave this line blank. Use the standard abbreviations listed in a. below. Do not punctuate, including hyphens, i.e., only use letters and numbers.

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When an address consists of a route and a road, enter the route and box number in the Address Line 2 box. If an address consists of an apartment number and road name, enter the road name in the Address Line 2 box.

EXAMPLE: Strickland Rd OR Apt B
 Rt 4 Box 210 _____ Strickland Rd

If the FSIS generated DSS-8114 has incorrect information draw a line through the incorrect information using red ink. Enter the correct information.

a. Address Abbreviations

In addition to mailing, the State Office uses the address to complete computer matches in order to identify possible duplication of benefits.

Therefore, it is very important that the terms on the following list be abbreviated. If the abbreviation on the DSS-8114 turnaround is **not** correct, make the correction using the appropriate abbreviation below. Abbreviations are as follows:

Word	Abbreviation
Air Force Base	AFB
Alley	Aly
Apartment	Apt
Avenue	Ave
Beach	Bch
Block	Blk
Boulevard	Blvd
Brook	Brk
Building	Bldg
Cape	Cpe
Center	Ctr
Circle	Cir
City	Cy
Corner(s)	Cor(s)
Court	Ct
Creek	Crk
Drive	Dr
Extension	Ext
General Delivery	Gen Del
Grove	Grv
Heights	Hts
Highway	Hwy
Lane	Ln
Lot	Lt
Mobile Home Park	MHP (No spaces between letters)
Mobile Home Village	MHV (No spaces between letters)
North, West, etc.	N,W, etc.
Northwest, etc.	NW, etc.
Park	Pk
Parkway	Pky
Place	Pl
Point	Pt

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Post Office	PO (No spaces between letters)
Road	Rd
Route	Rt
Street	St
Terrace	Ter
Trailer Park	Trlr Pk

Numbered Street - Examples:

First	1 st
Second	2 nd
Eleventh	11 th
Twenty-third	23 rd

NOTE: Even if there is enough space for the complete spelling of any of the words above, an abbreviation must be used.

FIELD 12. City - (12 Digits)

Enter the name of the city or town. Do **not** punctuate, including hyphens, i.e., only enter letters and numbers. For example, Winston-Salem is entered as WINSTON SALE. Use the following abbreviations for cities:

Beach	(as in Carolina Beach)	CAROLINA BCH
Ferry	(as in Sneads Ferry)	SNEADS FRY
Mount	(as in Rocky Mount)	ROCKY MT
Mountain	(as in Kings Mountain)	KINGS MTN
Neck	(as in Scotland Neck)	SCOTLAND NCK
Rapids	(as in Roanoke Rapids)	ROANOKE RPDS
Town	(as in Elizabethtown)	ELIZABETHTWN
Ville	(as in Wrightsville)	WRIGHTSVL

If the FSIS generated DSS-8114 has incorrect information draw a line through the incorrect information using red ink. Enter the correct information.

FIELD 13. State - (2 Digits)

Enter the name of the state. Use the appropriate Postal Service abbreviations. If the state name on the FSIS generated DSS-8114, is incorrect, draw a line through the incorrect name using red ink. Enter the appropriate state name.

EXAMPLES ARE:				
STATES				
North Carolina	NC		Tennessee	TN
Georgia	GA		Virginia	VA
South Carolina	SC			

FIELD 14. Zip Code - (9 Digits)

Enter the zip code. Use the five OR nine-digit zip code. Do not enter the hyphen in a nine-digit zip code. If the zip code on the FSIS generated DSS-8114 is incorrect, draw a line through the incorrect number using red ink. Enter the correct zip code.

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FIELD 15 & 16. Total Earned Income and Earned Income Deduction

Do not complete these fields. The LIEAP System computes these amounts on all cases and prints the results on the turnaround DSS-8114.

FIELD 17. Child Care/Child Support - (4 Digits)

Add total child care costs and the total child support deduction for each eligible household member with earned income. Round total child care costs and child support deduction to the nearest whole dollar. Enter the total.

FIELD 18,19,20,21,22. Countable Earned Income, Total Unearned Income, Gross Countable Income, Medical Deduction and Total Countable Income

Do not complete these fields. The LIEAP System computes these amounts on all cases and prints the results on the turnaround DSS-8114.

FIELD 23. Migrant - (1 Digit)

Enter an "X" if any household member is a migrant.

FIELD 24. Number of Eligible Household Members - (2 Digits)

Enter the number of household members eligible for LIEAP on this application. LIEAP household members that are in a **separate Food and Nutrition Services** household but are included in this LIEAP household are counted in this number. This includes eligible aliens.

If the total number is less than 10, precede the number by zero (0).

EXAMPLE: Number must always be 01 or more. Do not leave blank.

FIELD 25. Total Household Members - (2 Digits)

Enter the total number of household members. Include all ineligible aliens in the household.

FIELD 26. Resources - (5 Digits)

Enter the total countable assets of all persons in the household. Round to the nearest dollar. (See Section EP-420.) Enter assets of \$400.49 as 00400. Enter assets of \$400.50 as 00401. If there are **no** assets, enter 00000.

FIELD 27. Vulnerability Status - (1 Digit)

1. Enter "1" for **fully vulnerable** if:
 - a. The household lives in a private living arrangement and has a heating source; or
 - b. The household lives in public housing where heat costs are billed separately from the rent; or

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- c. The household lives in public housing where utilities are included in the rent, and the household has paid an excess expense for heating in the last 12 months at the current address.
2. Enter "2" for **not vulnerable**, if:
- a. The household lives in public housing and the full cost of heating is paid through the rent; or
 - b. The applicant is in an institution.

See EP-400 for further instructions on vulnerability. If the vulnerability status on the FSIS generated DSS-8114 is incorrect, draw a line through the incorrect vulnerability status using red ink. Enter the correct vulnerability code.

FIELD 28. Fuel Type - (1 Digit)

Enter the appropriate fuel type code for the **primary** source of heat for the household.

These codes are:

F = Fuel Oil	W = Wood	E = Electricity
N = Natural Gas	C = Coal	
L = LP Gas	K = Kerosene	

If the fuel type code indicated on the FSIS generated DSS-8114 is incorrect, draw a line through the incorrect fuel type code using red ink. Enter the correct fuel type code.

FIELD 29 Transfer - (1 Digit)

Enter an "X" in this field if a case is transferred to another county.

FIELD 30. Number of Households - (1 Digit)

If there is only one LIEAP household, leave blank. If there is more than one LIEAP household at the same address, enter the number of separate LIEAP households living at the address.

FIELD 31. Social Security Number - (9 Digits)

Enter the social security number of each household member, if available. Enter the payee's social security number on the first line. Do not leave blank. Enter zeros if there is no number.

If a social security number is incorrect on the FSIS generated DSS-8114, draw a line through the incorrect social security number using red ink. Enter the correct number in the appropriate space.

**FIELD 32. Name - First Name (10 Digits)
Middle Initial (1 Digit)
Last Name (15 Digits)**

Enter the first name, middle initial and last name, in that order, for each household member. If there is a suffix, such as Jr., Sr., II, etc., skip one

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space at the end of the last name and put the suffix. Enter the payee on the first line.

If the name is incorrect on the FSIS generated DSS-8114, draw a line through the incorrect name using red ink. Enter the correct name in the appropriate space. Follow instructions above for entering the correct name.

FIELD 33. Date of Birth - (8 Digits)

Enter the date of birth for each individual. Use the format: mmddccyy with **all** dates in numbers. Example: 07211935

FIELD 34. Medical Deduction

1. Type (1 Digit) – Enter code "E" for each specified person. The system will automatically fill in \$85 for each "E" entered.
2. Type (1 Digit) – Enter code "A" for all non-specified household members. These household members will not receive a medical deduction.

The LIEAP System will enter \$85 for each specified person who is:

1. A person age 60 or over.
2. A disabled person who receives SSI or disability or blindness payments under Title one, two, fourteen or sixteen of the Social Security Act. These individuals may have been approved but have not received their initial payment.
3. A person who receives VA disability for a 100% service or non-service connected disability.
4. A disabled surviving spouse or disabled surviving child of a Veteran.
5. A person who receives disability retirement benefits from a State, County or local government agency due to a disability considered permanent under Section 221 of the Social Security Act.
6. A person receiving a pension from Railroad Retirement Act of 1974 and determined to be eligible to receive Medicare.
7. A person who receives Federal Employees Compensation Act payments due to a disability considered permanent under the Social Security Act.
8. Receives Medicaid based on disability.
9. Receives SSI based on presumptive eligibility.

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FIELD 35. Earned Income - (4 Digits)

Enter the applicant's gross countable earned income rounded to the nearest dollar in this field. Do not enter cents. If the income is from farm, self-employment or rentals, enter the amount after operational expenses are deducted.

If the individual is an ineligible alien, enter the prorated amount. (See EP- 410.10, for how to compute the prorated amount.)

FIELD 36. PA/SSI

1. Type (1 Digit) - Enter one of the codes below if an individual receives SSI or is included in a Work First payment. The codes are:

C - Individual is payee of the Work First check and is included in the Work First payment; or

L - Individual receives an SSI payment; or

M - Individual included in the Work First payment but is not the payee.

2. **Amount (4 Digits)** - Enter the amount of the individual's SSI or Work First payment. Round to the nearest dollar; do not enter cents. For an ineligible alien, enter the prorated amount. (See EP-410.10, for how to compute the prorated amount.)

a. For households having Work First income, enter the amount of Work First on the line with the payee's name except when there is someone outside of the LIEAP household who is payee for the Work First check. When the Work First payee is not included in the Work First payment, enter the amount of the Work First check on the same line with the first LIEAP household member included in Work First payment.

b. For households with both Work First and SSI income and the Work First payee is the SSI recipient:

(1) Enter the SSI income on the same line as the person receiving the SSI, and

(2) Enter the Work First income on the same line with the first LIEAP household member included in the Work First payment.

NOTE: A SSI recipient is **not** eligible to be included in a Work First payment, but can be the Work First payee.

FIELD 37. Social Security - (4 Digits)

Enter the gross amount (before the Medicare premium is deducted) for each individual who has Social Security benefits. For an ineligible alien, enter the prorated amount. (See EP-410.10, for how to compute the prorated amount.) Round to the nearest dollar; do **not** enter cents.

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FIELD 38. Other Income - (4 Digits)

Enter the gross amount of other income that an individual receives. Examples are VA, private or state retirement, child support, unemployment benefits, contributions, etc. For denied applications, enter the gross amount of other income based on the applicant's statement. For an ineligible alien, enter the prorated amount. (See EP-410.06 for how to compute the prorated amount.) Round to the nearest dollar; do not enter cents.

FIELD 39. Relationship - (1 Digit)

Enter the appropriate code for each person. The codes are:

A - Ineligible Alien

The person is excluded because of alien status. If the person has income, enter the prorated share available to the household in the appropriate place on the line with the excluded person's name.

B - Boarder

Use this code for a person who is a boarder in the household. Enter the board payment, less the cost of doing business, as earned income on the line with the person who receives that income. If the boarder is a LIEAP household member, subtract the board payment from the boarder's income. Enter the amount remaining in the appropriate columns on the line with the boarder's name. Unless the boarder is a LIEAP household member, do not count his income.

C - In Care Of

Use when mail is sent "in care of" another individual. Enter that individual's name only on the second line of the name field and enter this code.

E - Eligible

Use for all persons who are included in the LIEAP payment that do **not** have a code of "B", "O", "A", "C", or "S". Enter **all** appropriate income information.

S - Substitute Payee

If there is a substitute payee, enter that individual's name only on the second line of the name field and enter this code. Enter only the name and code.

O - Other

Use this code only if one of the above codes is **not** appropriate.

E. Signature, Dates, etc.

1. Signature of the caseworker completing the form and the date signed.

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2. Signature of the applicant furnishing the information and the date signed.
3. Initials of individual who keyed the form.
4. Applicant's telephone number - Enter the applicant's telephone number or a name and number where he/she can be reached.

430.05 DISTRIBUTION

A. Initials

The Sex, Race, Ethnicity codes and Language Preference are required for each individual on the application.

1. If the DSS- 8114 is keyed by data entry, submit the original (white copy) of the DSS-8114 to be keyed. **Key all DSS-8114's by the deadline and file the yellow copy in the record.** (See timetable in EP-100). File a copy in the case record.
2. If direct worker entry, file entire form in case record.

B. Updates

If not displayed, the Sex, Race, Ethnicity Codes, and Language Preference are required for each individual on the case.

1. Submit one copy of the updated turnaround to be keyed. Key all updates by the deadline. (See timetable in EP-100). File a copy of the updated turnaround in the case record.
2. If direct worker entry, file entire form in case record.

C. Turnaround Forms

After receipt of the turnaround, take the following steps:

1. Review it to make sure the computer entries are correct. If an error is found, correct the form and enter it. Since much of the information is system generated, it is critical to review carefully the turnaround forms for accuracy.
2. File the form in the case record for future use.

430.06 DATA ENTRY MENU

A. Selection 1 - 8114 Entry

This selection brings forward the DSS-8114 Screen to key the Initial Application. This selection is used only when the initial DSS-8114 is entered.

1. Key '1' in the SELECTION field.
2. Press ENTER. The system displays the ENTRY LIEAP 8114 screen.

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EPA00G	SIGNON OPERATOR: MICKEY	MOUSE	11/16/2006
EPAD05FM			14:54:51
FORM ID: 5649462 F	LIEAP 8114 PAGE 2		
SSN	NAME	FIRST MI LAST	SEX RACE ETH LAN
999999999	JAMES	COX	M B U EN
888888888	JUDY	COX	
777777777	JOE	COX	
666666666	JANICE	COX	
555555555	JULIE	COX	
444444444	JOHN	COX	
333333333	JIM	COX	
222222222	JANE	COX	
111111111	KIM	COX	
988888888	KAREN	COX	
987777777	KOOKIE	COX	
987666666	LARRY	COX	
987655555	LYNN	COX	
987654444	LOUIS	COX	
987654333	LAURA	COX	
987654322	LINDA	COX	
PF3=MENU PF4=PREV SCREEN PF7=PREV NAMES PF8=NEXT NAMES			
EPA126-READY FOR DATA ENTRY			

B. Selection 2 - 8123 Entry

This selection brings forward the DSS-8123 screen to key a supplemental LIEAP check request.

1. Key '2' in the SELECTION field.
2. Press ENTER. The system displays the LIEAP 8123 screen.

EPA00G	L I E A P		11/16/2006
EPAD02FM	8 1 2 3		15:03:28
FORM-ID:	K		
ENERGY NUMBER	COUNTY CASE NUMBER	DIST NO	CO NO
PAYEE NAME (F,M,L)			
SUBSTITUTE PAYEE NAME (F,M,L)			
ADDRESS-1	ADDRESS-2		
CITY	STATE	ZIP	
TYPE	MONTH	YEAR	AMOUNT
PF3 = MENU			

C. Selection 3 - 8114 Update

This selection allows the user to make changes on LIEAP Case that already exists in the system. This selection also allows the user to update REL (sex, race, ethnicity and language) information for each person on the walk-in application.

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1. Key '3' in the SELECTION field.
2. Key the ENERGY NUMBER in the KEY field.
3. Press ENTER.
4. Press the F10=R/E/L key to update Sex, Race, Ethnicity code, and Language Preference.

EPA00G SIGNON OPERATOR: MICKEY	MOUSE	11/16/2006
EPAD03FM	UPDATE	15:09:40
FORM ID: F	L I E A P 8 1 1 4	
ENERGY # FS NUMBER FS DIST CO RES CO APP CO CASE DIST# SEX RACE ETH LAN DENIAL		
7390197	071 92 01 92 000000 071 M B U EN	
ADDRESS LINE 1: 725 ANY STREET CITY ST ZIP CODE		
ADDRESS LINE 2: RALEIGH NC 27613 0000		
EARNED DEDUCT CHILD CNT INC UNE INC GRS CNT INC MED DEDUCT TOT CNT INC		
000 0000 00000 00000 00000 00000		
MIGRANT TOT ELIG HH TOT HH RESERVE VUL FUEL TRANS NO HH		
30 30 1 E		
SSN NAME FIRST MI LAST DOB TP MED EARN TP P/SI SS OTH R		
999999999	JAMES COX	01011949 A E
888888888	JUDY COX	02021950 A E
777777777	JOE COX	03031951 A E
666666666	JANICE COX	04041951 A E
555555555	JULIE COX	05051952 A E
444444444	JOHN COX	06061952 A E
333333333	JIM COX	07071953 A E
222222222	JANE COX	08081953 A E
NEXT CASE: PF3=MENU PF4=PRV SCRN PF7=PRV NM PF8=NXT NM PF10=R/E/L		

D. Selection 5 - Fix Suspended 8114

This selection brings forward a suspended DSS-8114 to make corrections.

1. Key '5' in the SELECTION field.
2. Key the ENERGY FORM ID in the KEY field.
3. Press ENTER.

DATA ENTRY INSTRUCTIONS

E. Selection 6 - Message Menu

This selection allows the user to receive messages, view a list of messages (by subject) and send messages.

1. Key '6' in the SELECTION field.
2. Press ENTER. The system displays the INTERACTIVE MEMORANDUM PROCESSOR screen.

EPA00G	L I E A P	11/16/2006
EPAM00FM	INTERACTIVE MEMORANDUM PROCESSOR	15:19:27
SELECTION	DESCRIPTION	
-----	-----	
1	VIEW MESSAGES	
2	LIST MESSAGES BY SUBJECT	
3	SEND A MESSAGE	
SELECTION:		
PF4=EXIT		
EPA101 - PLACE CURSOR BY OPTION or ENTER OPTION NUMBER.		

F. Selection 7 - County Menu

This selection brings forward the Inquiry Menu screen.

1. Key '7' in the SELECTION field.
2. Press ENTER. The system displays the LIEAP COUNTY MENU screen.

EPA00G		11/16/2006
EPAB00FM	L I E A P	15:23:48
	COUNTY MENU	
SELECTIONS	FUNCTIONS	KEY
-----	-----	-----
1	CASE INQUIRY	ENERGY NUMBER
2	CHECK INQUIRY	ENERGY NUMBER
3	NAME SEARCH	LNAME,FNAME,MI CTY
4	CHECK HISTORY SEARCH	LNAME,FNAME,MI CTY
5	MESSAGE MENU	
6	DATA ENTRY MENU	NONE
7	CASE NOTES	FSIS NUMBER
8	SSN SEARCH	SSN
9	CHANGE ADDRESS	NONE
0	SUSPENDED 8114	FORM NUMBER
SELECTION:	KEY:	CTY: PREVIOUS YRS:
LAST MSG: ONLINE MANUALS AND FORMS		
PF3 = LOGOFF		

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430.07 ENTERING THE DSS-8114**A. Accessing the Initial DSS-8114 Screen**

To access an initial DSS-8114 from the Data Entry Menu screen, key '1' in the SELECTION field. Press ENTER.

NOTE: The DSS-8114 **WILL NOT** have an ENERGY NUMBER on the form if it is an INITIAL application.

B. Keying the Initial DSS-8114

Key the FORM ID and the other information from the form and press ENTER. The alpha character 'F' (which is part of the FORM ID) appears on the screen indicating the Form Type. The cursor automatically skips this field.

NOTE: Shaded areas on the paper DSS-8114 are not keyed. The cursor will not stop at Fields 15, 16 or 18 - 22. The LIEAP System computes these amounts and prints the results on the turnaround DSS-8114.

If more than eight (8) individuals are keyed on the DSS-8114, press the **F4** key to bring forward the next screen to key additional case names. Key the additional names. After keying the additional names, press the ENTER key to go to the LIEAP 8114 Page 2 screen. This screen displays the names of persons on the case. The Sex, Race, Ethnicity codes and Language Preference are required for each individual on the case. If the form is error free, the form processes with the message, '**CASE WAS ADDED SUCCESSFULLY**', and a blank DSS-8114 appears. Return processed forms to the worker to be filed.

C. Errors on DSS-8114

Once all information has been keyed and ENTER is pressed, the system edits the screen for errors. If errors are present, the error highlights and the system displays an error message at the bottom of the screen. If the errors are keying errors, make the necessary corrections. **If the errors are not keying errors:**

1. Circle or highlight the error on the DSS-8114.
2. Screen print the error message or write the error message on a routing slip and attach to the DSS-8114.
3. Press the **PF10** on terminal (or F10 on PC) key to suspend the form. A blank DSS-8114 screen appears with the message '**CASE SUCCESSFULLY SUSPENDED**'.
4. Log the form in a suspense log with the date returned to the worker.

D. Accessing Suspended DSS-8114's

To make corrections to a DSS-8114 that has been suspended:

1. From the Data Entry Menu key '5' in the SELECTION field.
2. Key the FORM NUMBER in the KEY field. Press ENTER. The DSS-8114 appears with ALL the information previously keyed.

DATA ENTRY INSTRUCTIONS

- 3 Key the corrections. Press ENTER. The form updates with the message '**CASE SUCCESSFULLY ADDED**'.

E. Deleting a Suspended DSS-8114

To delete a DSS-8114 that has been suspended:

1. From the Data Entry Menu, key '5' in the SELECTION field.
2. Key the FORM NUMBER in the KEY field. Press ENTER.
3. The form appears on the screen with the previously keyed information. Press the **F6** key to delete the form. The following message appears '**PRESS PF-6 TO CONFIRM DELETE**'.
4. Press the (**F6**) key again to delete the form. The screen displays the message '**SUSPENSE RECORD WAS SUCCESSFULLY DELETED**'.

F. Accessing the DSS-8114 Update Screen

To access the DSS-8114 update screen:

1. From the Data Entry Menu, key '3' in the SELECTION field.
2. Key the ENERGY NUMBER in the KEY field. Press ENTER. The DSS-8114 UPDATE screen appears. The case information for the ENERGY NUMBER is brought forward on the screen.

G. Keying the Updated DSS-8114

The worker will make changes to the DSS-8114 turnaround document (in red) and send to Data Entry for keying.

1. Key the indicated changes on the DSS-8114 UPDATE screen.
2. Move the cursor to NEXT CASE field at the bottom left corner of the screen.
3. Key the ENERGY NUMBER for the next case to be updated. Press ENTER. If there are no errors present, the form updates with the message '**UPDATE TO 8114 WAS SUCCESSFUL**' and the next case appears on the screen.

NOTE: The Sex, Race, Ethnicity codes and Language Preference are required for each individual.

H. Deleting Data from the Screen

To **delete an individual** from the LIEAP System:

1. Line through the individual's name on the DSS-8114.
2. Decrease Field 24 (No. Eligibility HH Mem) by the number of individuals to be deleted
3. Decrease Field 25 (TOTAL HH MEM) by the number of individuals to be deleted.
4. The data entry operator keys dashes thru the ENTIRE name field (First, MI, Last) leaving the SSN and all of the other information on the form.

DATA ENTRY INSTRUCTIONS

5. Once the form is accepted by the LIEAP system, the person(s) whose name(s) is lined through will be deleted from the case.

I. Reopen a Denial:

1. Circle the denial code in red and draw one line through the denial code.
2. Make any other changes to the DSS-8114 in red.
3. The data entry operator will tab to the denial field and delete the code from that field and enter any other changes.

NOTE: These should be keyed as 8114 updates instead of initial 8114's.

All other fields may be deleted by moving the cursor to the field and press the 'END' key.

J. County Transfers

1. If an applicant moves and informs the worker of the new county of residence before the first county keys the initial DSS-8114, the worker submits the following to Data Entry:
 - a. The DSS-8114 with the **new** County Number in the '**COUNTY OF RESIDENCE**' field and an 'X' in the '**TRANSFER**' field.
 - b. Key the DSS-8114 according to instructions in Section 430.07(B). (KEYING THE INITIAL DSS-8114).
 - c. The DSS-8114 turnaround is located in NCXPTR under the report name DHREPA 8114-FORM-BJ 111-TURNARND.
2. If an applicant moves and informs the worker of the new county of residence after the first county keys the DSS-8114, the worker will submit the following to Data Entry:
 - a. The DSS-8114 with the new County Number in the 'COUNTY OF RESIDENCE' field and an 'X' in the 'TRANSFER' field.
 - b. Key the DSS-8114 according to instructions in Section 430.07(G). (Keying the Update DSS-8114).
 - c. The DSS-8114 turnaround is located in NCXPTR under the report name DHREPA 8114-FORM-BJ 111-TURNARND.

K. Turnarounds

A DSS-8114 turnaround is located in NCXPTR for all initial and updated DSS-8114's. The turnaround reflects the information in the LIEAP System.

430.08 DSS-8123, ENERGY SUPPLEMENTAL FORM

The DSS-8123 is used to request supplemental LIEAP checks. The DSS-8123 is processed in the Energy System. The data is posted immediately and is available for inquiry.

A. Accessing the DSS-8123

To access the DSS-8123 screen from the Data Entry Menu, key '2' in the SELECTION field. Press ENTER. The DSS-8123 screen appears.

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DATA ENTRY INSTRUCTIONS

EPA00G		L I E A P		11/16/2006
EPAD02FM		8 1 2 3		15:03:28
FORM-ID:	K			
ENERGY NUMBER	COUNTY CASE NUMBER	DIST NO	CO NO	
PAYEE NAME (F,M,L)				
SUBSTITUTE PAYEE NAME (F,M,L)				
ADDRESS-1		ADDRESS-2		
CITY	STATE	ZIP		
TYPE	MONTH	YEAR	AMOUNT	
PF3 = MENU				

B. Keying the DSS-8123

Key the FORM ID and other required information. Press ENTER. The alpha character 'K' (which is a part of the FORM ID) appears on the screen indicating the form type. The cursor automatically skips this field. Required fields are:

1. FORM NUMBER- enter the DSS-8114 Form ID number.
2. ENERGY NUMBER
3. COUNTY CASE NUMBER
4. DISTRICT NUMBER
5. COUNTY NUMBER
6. TYPE – this is a 2 digit field. Valid values are:
02 = Supplemental payment
04 = Reissued Check
7. MONTH- of original check
8. YEAR- of original check
9. AMOUNT – this is a 4 digit field. The whole dollar amount should be entered.

The other fields are optional and only need to be keyed if corrections are needed.

Once all information has been keyed, press ENTER. If the form is error free, the form processes with the message '**CASE WAS ADDED SUCCESSFULLY**'.

C. Errors on the DSS-8123

Once all information has been keyed and ENTER is pressed, the system edits the screen for errors. If errors are present, the error highlights and the system displays an error message at the bottom of the screen. If the errors are keying errors, make the necessary corrections. **If the errors are not keying errors:**

1. Circle or highlight the error on the DSS-8123
2. Screen print the error message or write the error message on a routing slip and attach to the DSS-8123.
3. Press F-3 to remove the DSS-8123 from the screen and return to the data Entry Menu screen. The message '**NO ACTION TAKEN**' appears at the bottom of the screen.

DATA ENTRY INSTRUCTIONS

NOTE: THE SYSTEM WILL NOT ALLOW YOU TO SUSPEND DSS-8123'S.

4. Log the form in a suspense log with the date returned to the worker.
5. Rekey the DSS-8123 when it has been corrected and resubmitted to Data Entry.

D. Turnarounds

No turnarounds are printed for DSS-8123's.

430.09 INQUIRY

The LIEAP County Menu

The Inquiry Menu allows staff who have been given appropriate security access the capability to view current information for an Energy case. The following inquiry selections are available.

A. Selection 1 - Case Inquiry

This selection allows case information to be viewed by entering the energy number. The data is presented in a format similar to a completed DSS-8114.

1. Key '1' in the SELECTION field.
2. Key the ENERGY NUMBER in the KEY field.
3. Press ENTER.

When the Case Inquiry Screen appears, another case may be viewed by keying the ENERGY NUMBER by NEXT CASE and pressing ENTER.

DATA ENTRY INSTRUCTIONS

B. Selection 2 - Check Inquiry

This selection allows current and/or previous years' check data to be viewed by entering the energy number.

1. To view current year check data:
 - a. Key '2' in the SELECTION field.
 - b. Key the ENERGY NUMBER in the KEY field.
 - c. Press ENTER.

2. The transaction codes for LIEAP checks are as follows:

Code	Description	Code	Description
02	CANCELED CHECK	23	ADMINISTRATIVE ADJUSTMENT
02X	CANCELED CHECK (BANK RECON) (Adjustment Code only)	30	INITIAL ISSUE
05	CANCELED CHECK OUTSTANDING	31	REPLACEMENT CHECK
05X	CANCELED CHECK OUTSTANDING (BANK RECON) (Adjustment Code only)	32	SUPPLEMENTAL CHECK
07	REFUND RECEIPT FRAUD	33	RE-WRITTEN CHECK (Transaction Type only)
10	REFUND RECEIPT NON-FRAUD	34	RE-WRITTEN CHECK
20	OVERPAYMENT (COUNTY RESPONSIBLE)	91	DELETED ADJUSTMENT (Transaction Type only)
22	FORGERY (CREDIT)		

DATA ENTRY INSTRUCTIONS

When the Check Inquiry screen appears, additional cases may be viewed by keying the ENERGY NUMBER by NEXT CASE and pressing ENTER.

C. Selection 3 - Name Search

This selection allows entry of all or part of an applicant's name. The system displays a list of applicants who meet the specified criteria and their assigned energy number. The name is separated by commas in last name, first name and middle initial order. The minimum data required is the last name. Cases for the applicant/recipient are displayed for the current and previous years.

1. Key '3' in the SELECTION field.
2. Key the Client's name in the KEY field.
3. To search statewide, leave the county field blank.
4. To search in a specific county, enter the county number.
5. Press ENTER.

Key a 'C' to the left of the name to be viewed. Press ENTER to display Check Inquiry.

Key an 'S' to the left of the name to be viewed. Press ENTER to display Case Inquiry.

Key a 'U' to the left of the name to be updated. Press ENTER to update the case record on the DSS-8114. This function allows changes to be keyed on the case record and updated.

Key an 'E' to the left of the name to be updated. Press ENTER to display the case record information on the DSS-8114. This function allows the worker to complete a LIEAP application and update case record information on the name selected without re-keying the entire application. If the DSS-8114 is error free, it is processed on-line and case data is available immediately for inquiry.

A name search may return more cases than can be displayed on one screen. If the case is not on the first screen, press **F8** to view the next screen. Repeat this process until all cases have been displayed. When all cases have been displayed, the following message appears 'NO MORE NAMES.'

D. Selection 4 - Check History Search

This selection allows entry of all or part of a recipient's name. The system displays a list of recipients who meet the specified criteria and their assigned energy number. The name is separated by commas in the last name, first name and middle initial order.

To view current check year history data:

1. Key '4' in the SELECTION field.
2. Key the Client's Name in the **KEY** field.
3. To search statewide, leave the county field blank.
4. To search in a specific county, enter that county number.
5. To search previous years' information, key 'Y' in the PREVIOUS YRS field,
6. Press ENTER.

Key a 'C' in the left of the name you wish to view and press ENTER to display Check Inquiry. The system displays a list of up to 30 checks for a case. The next screen may be viewed by pressing the **F8** key. Return to the Data Entry Menu by pressing the **F3** key.

Key an 'S' to the left of the name you wish to view and press ENTER to display Case Inquiry. Case data is shown for current cases and previous year.

E. Selection 5 - Message Menu

This selection allows terminal messages to be viewed and sent. Messages may be viewed by date or subject. Each screen has various programmed function keys (PF keys) and system user messages that are identified at the bottom of each screen.

Key **'5'** in the SELECTION field. The INTERACTIVE MEMORANDUM PROCESSOR MENU is displayed.

To select any of the options on the menu, position the cursor to the left of the selection and press ENTER. The option may also be selected by moving the cursor to the SELECTION field (at the bottom of the screen). Key the selection number. Press ENTER.

1. Selection 1 - View Messages

This selection displays the LIEAP VIEW MESSAGES screen which displays the oldest messages first. Press ENTER to display the next message.

NOTE: If a message has more than one screen, **'THERE IS MORE TEXT. YOU MAY CONTINUE'** is displayed at the bottom of the screen; otherwise, **'END OF MESSAGE'** is displayed. Press F-8 to scroll forward to the next page. When the last page of the message is displayed, "END OF MESSAGE" is displayed at the bottom of the screen.

Continue to press ENTER until all messages have been displayed. Once all messages have been displayed, the message **'NO MORE MESSAGES EXIST'** is displayed. Press **F3** to return to the INTERACTIVE MEMORANDUM PROCESSOR MENU.

2. Selection 2 - List Messages By Subject

This selection displays the LIEAP LIST MESSAGES screen with all the messages listed (by subject) beginning with the oldest message first. Key an **'S'** to the left of the message to be viewed. Select more than one message at a time by keying an **'S'** beside each message to be viewed. Press ENTER and the first selected message appears. Continue to press ENTER until all the selected messages have been displayed. The system returns you to the LIEAP LIST MESSAGES screen with all the previously selected messages highlighted. Press **PF3** to return to the INTERACTIVE MEMORANDUM PROCESSOR MENU.

3. Selection 3 - Send A Message

Selection 3 allows messages to be sent to all the counties, a specific county, or a specific individual. To send a message to a specific individual, the user must know the mail box number for the individual. The mailbox number is obtained in X-PTR from the **'DHREPA ENERGY BOX NUMBER LIST'** report.

To send a message to the individual:

- a. Key the month, day and year for the length of time the system is to retain the message in the **'KEEP UNTIL'** field. This is a required field.
- b. Key the individual box number for the recipient of the message to in the **'TO BOX NO'** field (this is already displayed by the system when responding to a message with **F6**).

DATA ENTRY INSTRUCTIONS

- c. Key a subject in the '**SUBJECT**' field. This is a required field.
- d. Move the cursor to the next line and key the message text.
- e. Press ENTER to send the message.
- f. Press **F3** to return to the '**INTERACTIVE MEMORANDUM PROCESSOR**' menu.
- g. Press **F4** to return to the County Menu.

F. Selection 6 - Data Entry Menu

This selection allows access to the Data Entry Menu from the County Menu. Access is defined by RACF ID.

1. Key '**6**' in the SELECTION field.
2. Press ENTER.

G. Selection 7 - Case Notes

This selection allows access to case notes to complete an inquiry for Food and Nutrition Services Households that may have been screened out during the LIEAP automatic selection process.

1. Key '**7**' in the SELECTION field.
2. Key the FSIS case number in the KEY field.
3. Press ENTER.

H. Selection 8 - SSN Search

This selection allows case information to be viewed by entering the applicant's social security number. The data is presented in a format similar to a completed DSS-8114.

1. Key '**8**' in the SELECTION field.
2. Key the SSN in the KEY field.
3. Press ENTER.

When the SSN Screen appears, view another case by keying the SSN NUMBER in the NEXT CASE field. Press ENTER.

I. Selection 9 - Change Address

This selection allows inquiry and/or update capability for each county address. Update capability is defined by RACF ID. Inquiry screen access is unique to each county.

1. Key '**9**' in the SELECTION field.
2. Press ENTER.

When the CHANGE ADDRESS screen appears, enter changes in the appropriate field and press ENTER. If screen is error free, text message "UPDATE COMPLETE" will be displayed in the bottom right corner of the screen. Press F-3 to return to County Menu.

J. Selection 0 – Suspended 8114

This selection is an Inquiry of a suspended 8114. The Race, Ethnicity, Language (REL), and Sex of each individual can be viewed by using the F10=R/E/L function. The data is presented in a format similar to a completed DSS-8114.

DATA ENTRY INSTRUCTIONS

If more than eight (8) individuals are included on the Suspended DSS-8114, press the F10=R/E/L key to display the next screen of additional case names.

1. Key '0' in the SELECTION field.
2. Key the ENERGY NUMBER in the KEY field.
3. Press ENTER.