



STATE OF WISCONSIN

Date: October 6, 2015

DHCAA and DECE Operations Memo 15-36

To: Income Maintenance Supervisors
 Income Maintenance Lead Workers
 Income Maintenance Staff
 Training Staff
 Child Care Coordinators

Affected Programs:	
<input checked="" type="checkbox"/> BadgerCare Plus	<input type="checkbox"/> Caretaker Supplement
<input checked="" type="checkbox"/> Child Care	<input type="checkbox"/> Children First
<input type="checkbox"/> Emergency Assistance	<input checked="" type="checkbox"/> FoodShare
<input type="checkbox"/> FoodShare Employment and Training	<input type="checkbox"/> Job Access Loan
<input type="checkbox"/> Job Center Programs	<input checked="" type="checkbox"/> Medicaid
<input type="checkbox"/> Other Employment Programs	<input type="checkbox"/> Refugee Assistance Program
<input type="checkbox"/> SeniorCare	<input type="checkbox"/> Wisconsin Works
<input type="checkbox"/> Workforce Investment Act	

From: Shawn Tessmann, Bureau Director
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 Division of Health Care Access and Accountability
 Department of Health Services

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 Division of Early Care and Education
 Department of Children and Families

ACCESS "Add a Program": Streamlined Online Applications for Existing Members

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CROSS REFERENCE

ACCESS Handbook, [Chapter 3 Apply for Benefits](#)

Note: Add a Program information will be added to the ACCESS Handbook after October 24, 2015. Sign up at dhs.wisconsin.gov/em/signup.htm to be notified when the handbook is updated.

EFFECTIVE DATE

October 24, 2015

PURPOSE

The purpose of this Operations Memo is to announce enhancements to ACCESS Apply for Benefits (AFB) for members with an open case who are already enrolled in at least one program and would like to apply for another program.

BACKGROUND

Currently, members who are already enrolled in at least one program (for example, BadgerCare Plus) and want to apply online for another program (for example, FoodShare) must complete an entirely new application using AFB, resulting in additional work for both members and income maintenance (IM) workers.

Effective October 24, 2015, enhancements to the ACCESS AFB application will offer a streamlined process for existing members to request an additional program(s), which will reduce the number of new applications from existing members with an open case that IM agencies must process. These enhancements, referred to in this Memo as ACCESS Add a Program, include ACCESS functionality that will allow members to identify if they are already receiving benefits and, if so, allow them to log in to or create an authenticated MyACCESS account. For members who are able to log in to or create an authenticated account, ACCESS will offer a streamlined version of the online application. Similar to Renew My Benefits (RMB) and Report My Changes, this streamlined version will extract and display information already known to CARES. For members and agencies, this will avoid the entry of duplicate information, and, for agencies, will reduce the need to reconcile differences in information between the case and the new application.

Note: ACCESS Add a Program is a new version of the online application for benefits. The enhancements described in this Memo do not impact the existing application policies for Child Care, FoodShare, Family Planning Only Services, or health care.

ACCESS

IDENTIFYING AND ROUTING MEMBERS KNOWN TO THE SYSTEM

ACCESS Add a Program is part of the AFB application process. When applicants start a new application in AFB, they will be asked a screening question to identify if they are already receiving benefits, and, if they are, they will then be directed to log in to their MyACCESS account or create a new MyACCESS account. Once applicants are logged in to their authenticated MyACCESS account, they will continue to ACCESS Add a Program. If applicants are not already receiving benefits, or are unable to create an authenticated account, they will be directed to the regular AFB application.

**** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING ****

ACCESS
Your Connection to Programs for Health, Nutrition and Child Care

[Español](#) [Help](#)

Apply For Benefits Overview

Welcome! Please tell us what you would like to do.

- Start a new application for FoodShare, Health Care, Family Planning Only Services and/or Child Care.
- Keep working on an application that you have started online.

*** Are you already enrolled in any benefits right now?**

By benefits we mean: FoodShare, BadgerCare Plus, Wisconsin Medicaid, Family Planning Only Services, Wisconsin Shares Child Care, or Caretaker Supplement.

- Yes
- No

*** You may be able to apply without having to give us information we already have on file for you. To do this, you will need to log in to your MyACCESS account. Do you already have a MyACCESS account?**

- Yes, I want to log in to my existing account.
- No, I want to create a new account.

ACCESS will work best with Internet Explorer version 8, 9 and 11. You may experience problems if you are using other browsers such as Firefox, Safari, or Chrome.

If you have questions or need help with your application, please call Member Services at 1-800-362-3002 [📞](#)

[Back](#) [Next](#)

Figure 1 ACCESS Apply for Benefits Overview Page with All Questions Displayed

ACCESS Add a Program is only available to members who have Full View MyACCESS status. This includes the Primary Person and the Primary Person's Spouse on the case. Members who have Targeted View MyACCESS status cannot apply for additional programs on the same case using ACCESS Add a Program and will be redirected to the regular AFB application. Members who have Targeted View status include case members 18 years old or older who are not the Primary Person or Primary Person's Spouse, such as a non-marital partner or an adult child of the Primary Person or Primary Person's Spouse on a FoodShare case.

PROGRAMS REQUESTED USING ACCESS ADD A PROGRAM APPLICATIONS

Members can use ACCESS Add a Program to apply for any of the following programs:

- Child Care
- FoodShare
- Family Planning Only Services
- Health care

As shown in the screen shot below, ACCESS Add a Program will display the current status of a member's benefits and will provide the opportunity to request programs that a member is not currently receiving in the current month or in a future month. In most cases, a person with an open case will already be enrolled in Child Care, FoodShare, Family Planning Only Services, or health care. However, the following are some special situations in which a person has an open case without being enrolled in one of these four programs:

- Members who are on a case where the only open program is Caretaker Supplement will be allowed to use ACCESS Add a Program to apply for any of the four programs listed above.
- Members who are on a case where the only open program is a current unmet health care deductible will be allowed to use ACCESS Add a Program to apply for any of the four programs listed above, including health care.
- Members who are on a case where the only open program is Wisconsin Works or SeniorCare will **not** be able to use ACCESS Add a Program and will instead be directed to the regular AFB application.

⚠️ ** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING **



ACCESS

Your Connection to Programs for Health, Nutrition and Child Care

Hello, Anna | [Español](#)

 **Print**  **Help**

About Your Application

- ✓ Because you already have an open case, we will show you some of the information we have on file. We will ask you to review this information and make changes if needed. You will not have to type in all of your information.
- ✓ It will be faster and easier to review the information we have on file, but [click here](#) if you want to start a brand new application instead.
- ✓ If you are applying for FoodShare or Child Care, you will need to talk with a worker after you apply. You may also need to give us proof of some of your answers.
- ✓ If needed, we will contact you after you apply to set up an interview or to ask for proof.
- ✓ Keep in mind that if you submit your application after 4:30 p.m. or on a weekend or holiday, we will receive it on the next business day.

Which Benefits Would You Like to Apply For?

Check the box for each benefit you would like to apply for, then click the "Next" button at the bottom of the page.

- Health Care.** This includes benefits through BadgerCare Plus and/or Medicaid.
- Family Planning Only Services.** This program provides confidential, no-cost family planning services and supplies.
- FoodShare.** This is Wisconsin's version of the federal Supplemental Nutrition Assistance Program (SNAP). FoodShare benefits come on a plastic card, called the Wisconsin QUEST Card, which you can use to buy food at most food stores.

Your Benefits

You cannot apply online for the benefits listed below. This is because your household is already enrolled in these programs. In some cases, a worker is processing your case and will contact you soon with more information.

Click the Go to MyACCESS button for more details about your benefits or to get contact information for your agency.

This information is current as of Tuesday September 1, 2015.

Benefits	Status
Child Care 	In September 2015, your household is receiving Child Care.

[Go to MyACCESS](#) 

[Next](#) 

Figure 2 ACCESS Add a Program Landing Page

The benefit of ACCESS Add a Program is that certain fields in the application will automatically populate with information already stored in CARES. While the intention is to direct existing members to use ACCESS Add a Program instead of a regular AFB application, members still have the right to choose to submit a regular AFB application instead of using ACCESS Add a Program to request a program already open on their case. This ability to choose preserves a member's right to apply without

creating an authenticated account. Links to go back to the AFB Welcome page to start an entirely new application will be on the MyACCESS Account Set Up page and the ACCESS Add a Program Landing page.

The flow of ACCESS Add a Program closely resembles ACCESS RMB. In RMB, many pages show the existing case information from CARES Worker Web (CWW) and ask the member to indicate if there have been any changes. Members requesting health care through ACCESS Add a Program will proceed through a complete set of gatepost and detail pages. However, due to interview requirements for FoodShare and Child Care applications, ACCESS Add a Program applications for FoodShare only, Child Care only, or FoodShare and Child Care only will follow an even more streamlined flow. In this flow, members can report changes to contact information and enter information to determine whether or not they are eligible for FoodShare Priority Service (when FoodShare is requested). The purpose for streamlining these applications is to limit complexity and minimize the gathering of information that may need to be reconciled or corrected during an interview.

The following is an example of the People gatepost page from a FoodShare only, Child Care only, or FoodShare and Child Care only ACCESS Add a Program application. From this page, members will be asked Priority Service questions (for FoodShare requests only) and then be prompted to sign and submit their request.

⚠️ ** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING **

 **ACCESS** Hello, Anna | [Español](#)
Your Connection to Programs for Health, Nutrition and Child Care  **Print**  **Help**
 **Comments**

 **People**  **Submit**

Household Members
Answer all the questions below. If we already have information about your household on file, you can see it by clicking on the Show Information link.

Basic Information
This is the mailing address we have on file for you:
123 MAIN ST
ANYTOWN, Wisconsin 12345
Preferred contact method: None
* Has there been a change in your home address, your mailing address, or how to contact you? Yes No
Click the Show Information link to see what we have on file. [Show Information](#)

Your Email Address
This is the email address we have on file for you:
Email Address:
Do you want to get letters about your benefits online instead of by regular mail?: No
* Has there been a change in your email address or your choice about how to get letters about your benefits? Yes No
Note: This change will not take effect until your renewal is submitted and processed. If you want to change your email or your choice right away, you can do so by clicking "Manage My Letters" in your MyACCESS account after you complete and submit your renewal.

[Go to MyACCESS](#)  **Submit** **Next** 

Figure 3 People Gatepost Page from a FoodShare Only, Child Care Only, or FoodShare and Child Care Only ACCESS Add a Program Application

As mentioned above, members requesting health care, either alone or in combination with another program, will see a complete set of gatepost and detail pages. The following is an example of the People gatepost page from an ACCESS Add a Program application that includes a health care request.

THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING

ACCESS Hello, Anna | [Español](#)

Your Connection to Programs for Health, Nutrition and Child Care [Print](#) [Help](#)

[Comments](#)

People Other Benefits Job Income Other Income Bills Submit

Household Members
Answer all the questions below. If we already have information about your household on file, you can see it by clicking on the Show Information link.

Basic Information
This is the mailing address we have on file for you:
123 MAIN ST
ANYTOWN, Wisconsin 12345
Preferred contact method: None
* Has there been a change in your home address, your mailing address, or how to contact you? Yes No
[Click the Show Information link to see what we have on file.](#)

Your Email Address
This is the email address we have on file for you:
Email Address:
Do you want to get letters about your benefits online instead of by regular mail?: No
* Has there been a change in your email address or your choice about how to get letters about your benefits? Yes No
Note: This change will not take effect until your renewal is submitted and processed. If you want to change your email or your choice right away, you can do so by clicking "Manage My Letters" in your MyACCESS account after you complete and submit your renewal.

Changes in Your Home
These are the people we have on file as being in your household.
ANNA BRYAN
* Has anyone moved into or out of your household? Yes No

People in Your Household
* Has there been a change in personal information for anyone in your home? For example: have you gotten married or divorced, do you plan to move out of Wisconsin, or has there been a change in your citizenship/immigration status? Yes No
[Click the Show Information link to see what we have on file.](#)

Pregnancy
* Is anyone now pregnant or do you want to report a change in a pregnancy you already reported? Yes No

Disability
* Has anyone become disabled, blind, or unable to work because of an illness or injury? Yes No

[Go to MyACCESS](#) [Submit](#) [Next](#)

Figure 4 People Gatepost Page from a Health Care or Health Care Combination ACCESS Add a Program Application

ACCESS Add a Program applications that include a health care request will include the following sections:

- People
- Other Benefits
- Assets (if applicable)
- Job Income
- Other Income
- Bills
- Food Share Priority Service (if applicable)

For all ACCESS Add a Program applications, members will sign and submit the application similar to how they would sign and submit a regular AFB application. Members will also receive a summary Portable Document Format file.

CARES

RECEIVING, LINKING, AND PROCESSING ADD A PROGRAM ACCESS APPLICATIONS

The following enhancements will be made to CWW in order to support ACCESS Add a Program applications:

- ACCESS Add a Program applications will be received in the RFAs/Applications Inbox.
- The RFAs/Applications Inbox Search Criteria and Results will be enhanced to support ACCESS Add a Program applications.
- The Application Summary will be enhanced to display content that is specific to ACCESS Add a Program.
- Workers will link and process ACCESS Add a Program applications through a process similar to that for regular AFB applications.
- The workload dashboard will be enhanced to support ACCESS Add a Program applications as Application Work Items.
- The Income Maintenance Management Reports (IMMR) will be enhanced to show data on ACCESS Add a Program applications as another application source.

Once an ACCESS Add a Program application is submitted, it will be sent to CARES and assigned to the primary worker of the member's open CARES case. ACCESS Add a Program applications will always have a status of "Assigned." Inbox searches for unassigned inbox items will not include any ACCESS Add a Program applications.

When an ACCESS Add a Program application is received, a corresponding Application work item will be created. This work item will be tracked in the My Dashboard table and in the IMMR. The work item will be assigned to the primary worker for the case. The work item due date will be determined by its filing date following the existing rules for Application work items. ACCESS Add a Program applications that are assigned to a worker will display as part of his or her Applications counts in the My Dashboard table and also in the My Inbox Items table. Depending on how their agency is set up, workers can view and process an Add a Program application through the following ways:

- Application Inbox Search
- My Dashboard Applications Count
- My Inbox Items

USING THE APPLICATION INBOX SEARCH

When searching for ACCESS Add a Program applications using the Application Inbox Search, workers can select the RFAs/Applications link under Inbox Search in the left side menu on the CARES Worker Web Home page.

On the Inbox Search Criteria – RFAs/Applications page, the worker can filter for “ACCESS Program Add” applications by using the Item Type CPA. As a reminder, ACCESS Add a Program applications always come into CWW as “Assigned.” Inbox searches for unassigned inbox items will not include any ACCESS Add a Program applications.

The screenshot shows the 'Inbox Search Criteria - RFAs / Applications' page in the CARES Worker Web. The interface includes a navigation menu on the left with categories like 'RFA / Case' and 'Worker Tools'. The main content area is divided into 'Basic Search' and 'Advanced Search' sections. The 'Advanced Search' section contains various filters such as 'County / Tribe' (set to 40 - MILWAUKEE COUNTY), 'IM Consortium', 'Assignment Status' (set to Assigned), 'Office', 'Worker ID', 'Programs Requested' (with checkboxes for Health Care, FoodShare, Family Planning Waiver, etc.), 'Health Care Programs', 'Special Attention', 'Language', 'First Letter of Applicant's Last Name', 'Priority Service Eligible', 'Kinship / Foster / Subsidized Care', 'Filing / Submitted Date', 'County of Residence', 'ZIP', 'Has Related Unprocessed Items', and 'Any Matching Individuals'. A 'Data Collection Method/Item Type' section lists several options, with '- CPA - ACCESS Program Add' highlighted by a red box. At the bottom, there are radio buttons for 'View and Select Inbox Items Meeting the Above Criteria', 'View and Select to Assign / Reassign Inbox Items Meeting the Above Criteria', and 'Display Counts of Inbox Items Meeting the Above Criteria'.

Figure 5 Inbox Search Criteria – RFAs/Applications Page

On the Inbox Listing – View RFAs/Applications page, search results for ACCESS Add a Program applications will display in the “Inbox Listing” section. The Item Type column will display CPA for ACCESS Program Add applications.

The Applicant Name/Case column will be enhanced to also display the case number associated with the application.

In the following screenshot, the first CPA application was selected.

The screenshot displays the 'Inbox Listing - View RFAs / Applications' page in the CARES Worker Web system. The interface includes a navigation menu on the left, search criteria at the top, and a table of application results. The first row of the table is selected and highlighted with a red box.

Inbox Search Criteria:

- IM Consortium: STATE CONSORTIUM
- Office: ALL
- Worker: [Redacted]
- Filing Date: Any Day
- Programs Requested: HC, FS, FPW, CTS, CC, W-2
- Kinship / Foster / Subsidized Care: All
- Special Attention: [Redacted]
- First Letter of Applicant's Last Name: A
- Language: Any Language
- Has Related Unprocessed Items: All
- Counties / Tribes: 40-MILWAUKEE
- Assignment Status: Assigned
- Priority Service Eligible: All
- Health Care Programs: FAM, CLA, EBD, INS
- ZIP: [Redacted]
- Data Collection Method/Item Type: CPD - Page One, FFM - Referral, RWA - Walk-in, CAP - Application, RPA - Phone, RLA - LIS Referral, RMA - Mail-in, RAA - ACCESS, CPA - ACCESS Program Add
- Any Matching Individuals: All

Inbox Listing Table:

Select	Cnty/Trib	Assigned Worker	Applicant Name/Case	Filing Date	PS Elig	Programs Requested	HC Programs	Special Attention	Conf	Lang	Zip	Related Items	Ind Match	Item Type
<input checked="" type="radio"/>	40	[Redacted]	PERSON, P [Redacted]	05/06/2015	Yes	HC		No	E	[Redacted]	[Redacted]	No	No	CPA
<input type="radio"/>	40	[Redacted]	[Redacted]	03/25/2015	Yes	HC, FS		No	E	[Redacted]	[Redacted]	No	No	RAA
<input type="radio"/>	40	[Redacted]	[Redacted]	03/26/2015	Yes	FS		No	E	[Redacted]	[Redacted]	No	No	RWA
<input type="radio"/>	40	[Redacted]	[Redacted]	04/02/2015	Yes	FS, CC		No	A	[Redacted]	[Redacted]	No	No	RPA
<input type="radio"/>	40	[Redacted]	[Redacted]	04/07/2015	Yes	HC, FS		No	E	[Redacted]	[Redacted]	No	No	RWA
<input type="radio"/>	40	[Redacted]	[Redacted]	04/10/2015	Yes	FS		No	2	[Redacted]	[Redacted]	No	No	RWA
<input type="radio"/>	40	[Redacted]	[Redacted]	03/12/2015	No	CC		No	E	[Redacted]	[Redacted]	No	No	RPA

Figure 6 Inbox Listing – View RFAs/Applications Page

At the top of the Application Summary page (refer to the screen shot below), the Programs Requested column in the “Individuals on Application” section will display only the programs that are requested per individual on the application. The Application Status will display as “Assigned” for the worker assigned to the case, and the Item Type will display as “ACCESS Program Add.” The “CWW Information” section will display the existing case number, and the “Companion Case Information” section will display information if there is a companion case.

Note: The “Programs” section will only display the programs requested on the application. Previously, all of the programs displayed even if they were not requested on the application. This change will apply to all applications not just ACCESS Add a Program.

At the bottom of the Application Summary page, the following two options will display for the “What would you like to do?” section:

- Start/Continue Processing Inbox Item
- Withdraw Inbox Item

In most situations, workers should choose **Start/Continue Processing Inbox Item** to process an application. In limited situations, such as when members request that their applications be withdrawn or when members submit duplicate applications, workers may need to choose **Withdraw Inbox Item**. To withdraw an inbox item, workers must select one of the following reasons and enter comments detailing the reason for the withdrawal:

- Client Withdrew
- Duplicate Application

Navigation Menu

- Search
- CARES Home
- Search
- Inbox Search
- Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Expected Changes
 - Application Entry (0)
 - Generate Summary
 - Initiate Eligibility Determination
 - Eligibility
 - Post Eligibility
 - Potential Error Listing
 - Confirm Eligibility
 - Refer to FSET
 - FPS Clock
 - Override AG Review Dates
 - Post Confirmation
 - Query
 - Benefit Issuance
- Worker Tools
 - FSET Tool
 - IMQA 2nd Party
 - SSI/MA Administration
 - TCLA Administration
 - Client Scheduling
 - Worker Tools

Application Summary [Reset]

Individuals on Application

Name	Birth Date	Gender	SSN	U.S. Citizen	Relationship	Programs Requested	HC Programs	Disabled	Language	Match
PRIMARY PERSON	11/11/1920	MALE	[REDACTED]	Yes	PP	HC		Yes	ENGLISH	EXACT
SPOUSE PERSON	11/11/1950	FEMALE	[REDACTED]	Yes	WF	HC		No	ENGLISH	EXACT
CHILD PERSON	11/11/1997	FEMALE	[REDACTED]	Yes	DAU	HC		No	ENGLISH	EXACT
NEW PERSON	05/01/2000	MALE	[REDACTED]		SON	HC_FS		No		EXACT

Application Information

ACCESS Application Number: [REDACTED] [View](#) **Status: Assigned**

Filing Date: 05/06/2015

Community Access Point Number: [REDACTED]

Data Collection Method: Customer **Item Type: ACCESS Program Add**

Phone/Mail Application Submitted Worker: [REDACTED]

Office Information

County / Tribe: MILWAUKEE COUNTY **Office: MILW CO REG 5 W-2.GOODWILL-EMPLOY SOLUTN (5605)**

Assigned Worker: [REDACTED] **IM Consortium: STATE CONSORTIUM**

Contact Information

County of Residence: MILWAUKEE COUNTY **Homeless: Yes**

Household Address: [REDACTED]

Phone: [REDACTED]

DW Information

Existing Case: [REDACTED]

Companion Case Information

Case Number: [REDACTED]

Case Worker: [REDACTED]

Primary Person Name: [REDACTED]

Special Attention

Description

Applicant Signature does not match name

Programs

Programs	Filing Date
Health Care	05/06/2015

Related Submissions

Item Type	Number	Status	Filing Date/Received Date	Programs Requested
No data found.				

Documents

Document	Received Date	Scanned Date/Time	Channel	Status
No data found.				

What would you like to do?

Start/Continue Processing Inbox Item

Withdraw Inbox Item Reason: [REDACTED]

Comments: [REDACTED]

Current Size = 1 characters (250 characters max.)

Cancel [Next]

Figure 7 Application Summary Page Before a Worker Clicks Next After Selecting an Option Under “What would you like to do?”

When workers choose **Start/Continue Processing Inbox Item** and click **Next**, the Application Summary page will reload. After the Application Summary page reloads, a validation message will indicate that the application is now being processed by the worker.

Workers should click **Next** again to display the Case Summary page.

The screenshot shows the 'Application Summary' page in the CARES Worker Web system. At the top, there is a navigation bar with 'User ID', 'User Name', 'Quick Select: CASE/RFA', 'Go', 'Help', and 'Logout' buttons. The date '3.5 05/05/2015' is displayed in the top right. A 'Reset' button is located in the top right corner of the page content.

A yellow validation message box is highlighted with a red border. The message reads: 'The following events have occurred: CROSS : This ACCESS Program Add Application is being processed by [redacted]'.

Below the message is a table titled 'Individuals on Application' with the following data:

Name	Birth Date	Gender	SSN	U.S. Citizen	Relationship	Programs Requested	HC Programs	Disabled	Language	Match
PRIMARY PERSON	11/11/1920	MALE	[redacted]	Yes	PP	HC		Yes	ENGLISH	EXACT
SPOUSE PERSON	11/11/1960	FEMALE	[redacted]	Yes	WIF	HC		No	ENGLISH	EXACT
CHILD PERSON	11/11/1997	FEMALE	[redacted]	Yes	DAU	HC		No	ENGLISH	EXACT
NEW PERSON	05/01/2000	MALE	[redacted]		SON	HC_FS		No		EXACT

Below the table is the 'Application Information' section with the following details:

- ACCESS Application Number: [redacted] [View](#) Status: **Assigned**
- Filing Date: **05/06/2015** Community Access Point Number: [redacted]
- Data Collection Method: **Customer** Item Type: **ACCESS Program Add**
- Phone/Mail Application Submitted Worker: [redacted]

The 'Office Information' section includes:

- County / Tribe: [redacted] Office: [redacted]
- Assigned Worker: [redacted] IM Consortium: [redacted]

The 'Contact Information' section includes:

- County of Residence: **MILWAUKEE COUNTY** Homeless: **Yes**
- Household Address: [redacted]
- Phone: [redacted]

The 'CWW Information' section includes:

- Existing Case: [redacted]

Figure 8 Validation Message on Application Summary Page

After the Case Summary page loads, a validation message will indicate that the ACCESS Add a Program application has been linked to the case. Information on the ACCESS Add a Program application will be listed in the “Associated RFA Information/ACCESS Application Information” section.

Workers should choose **Process linked ACCESS application** in the “What would you like to do” section and then click **Next**.

The screenshot displays the CARES Worker Web interface. At the top, the header includes 'CARES Worker Web SYSTEMS', user information, and navigation links. The main content area is titled 'Case Summary' and features a yellow warning box stating: 'The following events have occurred: AE323: The ACCESS Application [redacted] has been linked to this case. Please select the option to process this application.' Below this, the 'Associated RFA Information / ACCESS Application Information' table is shown, with the following data:

Number	Agency	Contact Method	RFA Status	Contact Date	ACCESS App
[redacted]	40	ACCESS AFB RFA	INDIVIDUALS PROCESSED	04/29/2015	View
[redacted]	40	ACCESS Program Add Application	LINKED WITH CASE	05/05/2015	View

The 'What would you like to do?' section contains two columns of options. In the 'Workflow Options' column, the option 'Process linked ACCESS application' is selected with a radio button. In the 'Case Maintenance' column, several options are listed, including 'Reactivate Case', 'Transition Mainframe Case to Web Case', and 'Begin Intake Interview for Asset Assessment Case'. A 'Next' button is located at the bottom right of the page.

Figure 9 Case Summary Page After the ACCESS Application Has Been Linked to the Case

After clicking Next on the Case Summary page, workers will process the ACCESS Add a Program application through the existing flow for regular AFB applications. This includes seeing the same pages in the driver flow and handling conflict panels.

USING THE MY DASHBOARD APPLICATIONS COUNT

When using the My Dashboard Applications Count to view and process Add a Program applications, workers should select the Applications Count in the “My Dashboard” section of the CARES Worker Web Home page. ACCESS Add a Program applications will be included under the requested program(s) in the Assigned Application categories for the primary worker of the case.

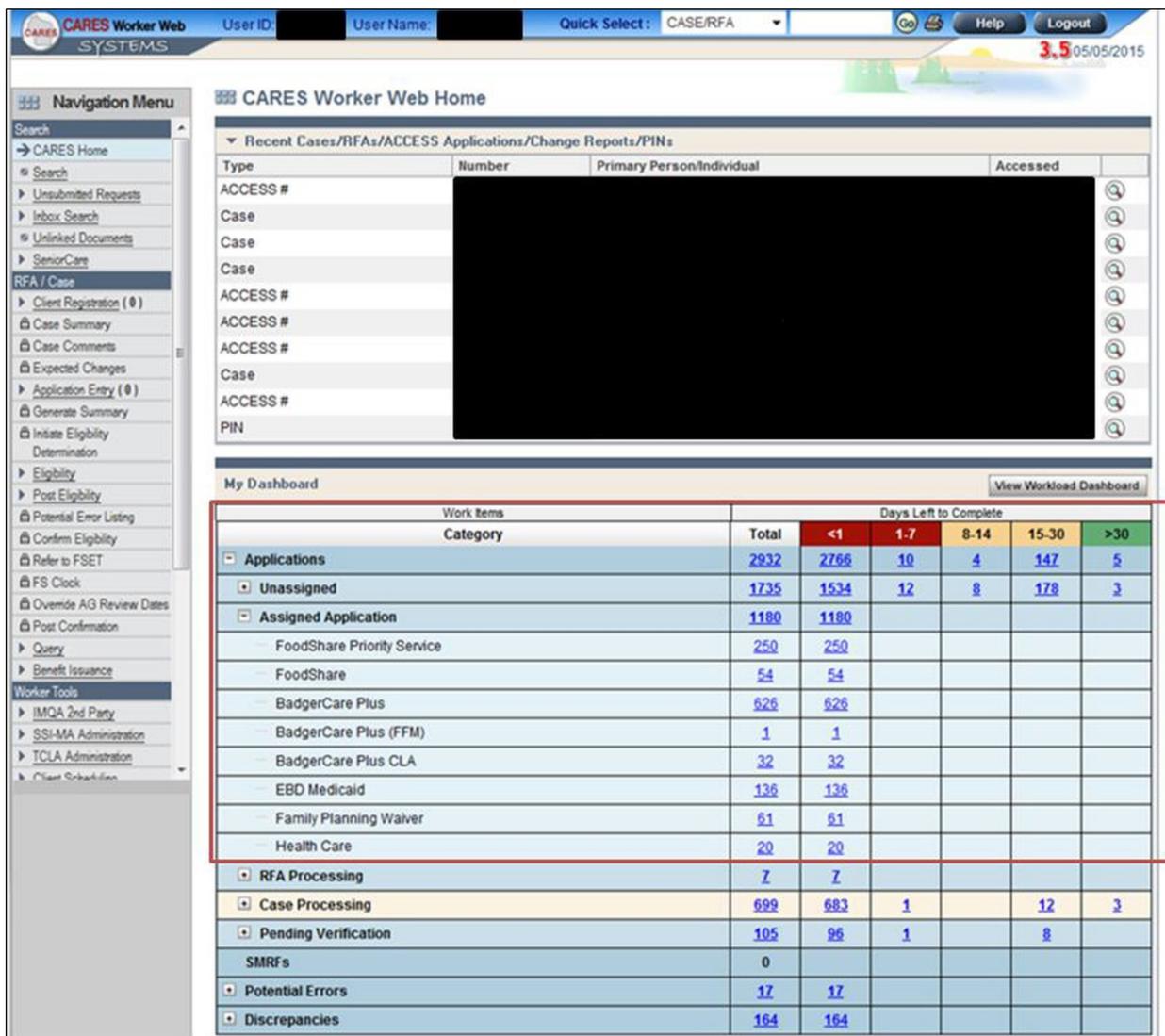


Figure 10 CARES Worker Web Home Page with Applications and Assigned Application Categories Expanded

After a worker selects an Application Count, the Work Item Search page will be displayed. ACCESS Add a Program applications will be displayed in the “Results” section, and workers should select the application on which they would like to work.

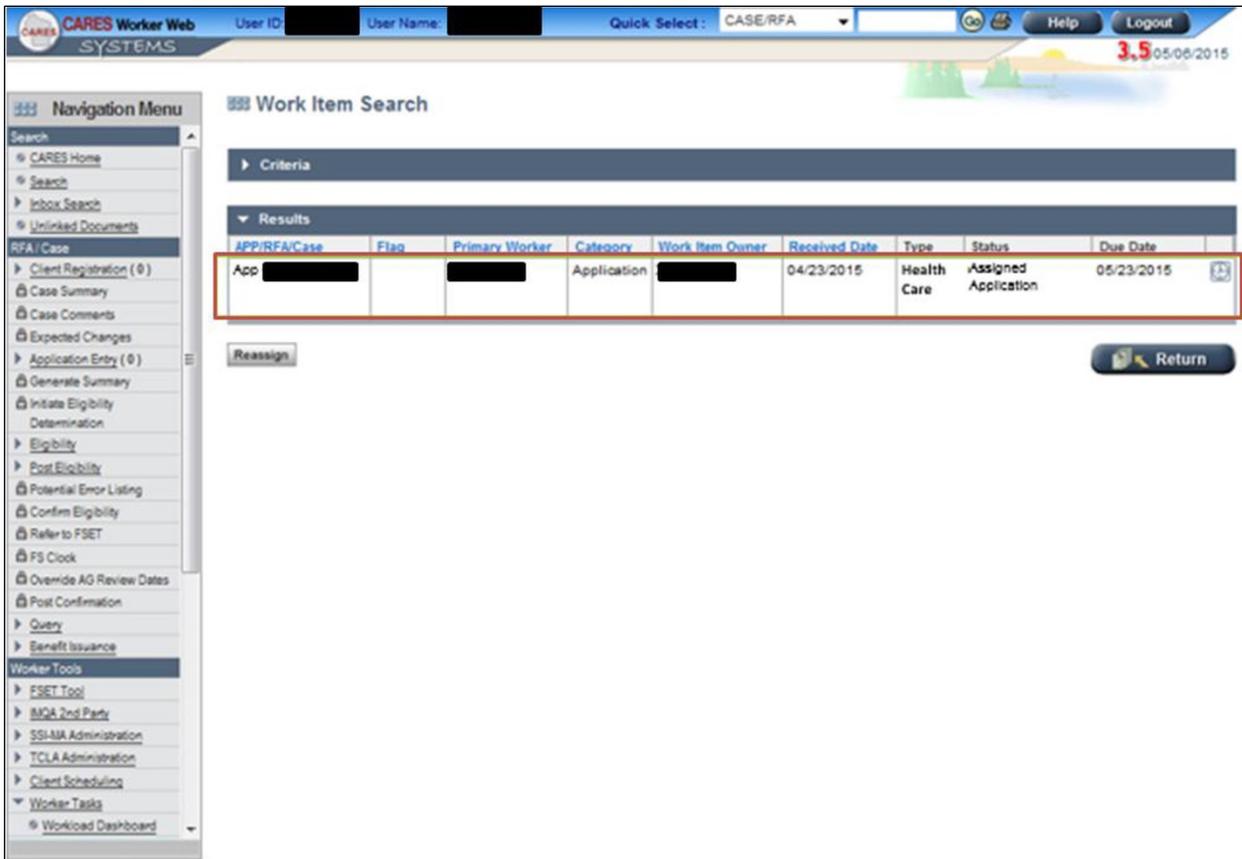


Figure 11 Work Item Search Page

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After a worker selects an application, the Application Summary page will be displayed. Workers should follow the same procedure to link the application to its corresponding case and process it as was described starting on [page 13 of this Memo](#).

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DHCAA/BEPS/RW