



Date: March 15, 2016

DHCAA Operations Memo 16-05

Amended August 18, 2016

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff

Affected Programs:	
<input type="checkbox"/> BadgerCare Plus	<input type="checkbox"/> Caretaker Supplement
<input checked="" type="checkbox"/> FoodShare	<input type="checkbox"/> FoodShare Employment and Training
<input type="checkbox"/> Medicaid	
<input type="checkbox"/> SeniorCare	

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Division of Health Care Access and Accountability

FoodShare On-Demand Case Management Tool

CROSS REFERENCE

- Operations Memo [15-49](#)
- Operations Memo [12-23](#)
- FoodShare Wisconsin Handbook, [Section 2.2.1.2 Shortening a Certification Period](#)

EFFECTIVE DATE

March 26, 2016

PURPOSE

The purpose of this Operations Memo is to announce the new FoodShare On-Demand Case Management Tool, which will be implemented on March 26, 2016.

BACKGROUND

Starting March 26, 2016, the new FoodShare On-Demand Case Management Tool, which will track applications and renewals for the FoodShare on-demand interview waiver, will be available in CARES Worker Web (CWW). This tool will allow all workers and supervisors to monitor timely **contact** for FoodShare on-demand interviews by tracking the business days remaining to contact a FoodShare applicant or member. Any consortium or tribal income maintenance (IM) agency will be able to access the tool; however, the summary counts for applications and renewals will not display until the consortium or tribal IM agency has implemented FoodShare on-demand.

POLICY

There are no policy changes associated with this Operations Memo. For FoodShare on-demand interview policy, refer to [Operations Memo 15-49, "FoodShare On-Demand Interview."](#)

CARES

The FoodShare On-Demand Case Management Tool will allow workers to view the number of on-demand applications and renewals received through ACCESS, new group level program requests, and requests generated using the RFA Summary page.

The tool can be accessed by clicking the **FoodShare On-Demand** link located in CWW under the Case Management drop-down menu in the “Worker Tools” section of the Navigation Menu. The worker will be able to enter search criteria in the “Criteria” section and then view the results in the “Results” section on the FS On-Demand Case Management Summary page of the tool.

FS ON-DEMAND CASE MANAGEMENT SUMMARY PAGE

The screenshot shows the CARES Worker Web interface. The top navigation bar includes the user ID (XCTX29), user name (J KOCH), and a quick select dropdown (CASE/RFA). The main content area is titled "FS On-Demand Case Management Summary".

Criteria Section:

- Assigned Worker ID(s): [Text input field]
- County / Tribe: 40 - MILWAUKEE COUNTY
- IM Consortium: [Text input field]
- Narrow Further? (for County/Tribe and IM Consortium): No

Results Section:

Summary Counts

Type	Past Due	Business Days Left						Total
		1	2	3	4	5	6	
FS Priority Application	0	23	65					88
FS Non-Priority Application	15	95	125	160				395
FS ACCESS Renewal	25	30	80	21	344	425	510	1435
TOTAL	40	148	270	181	344	425	510	1918

Figure 1 FS On-Demand Case Management Summary Page

“CRITERIA” SECTION

When a worker first accesses the FS On-Demand Case Management Summary page, only the “Criteria” section will display. Workers can enter the following search criteria to view results specific to their business needs:

- Assigned worker ID(s)
- County or tribe (of the assigned worker)
- Income Maintenance consortium
- Team. Workers can search by team (county or tribe or consortium) by selecting **Yes** from the applicable Narrow Further? drop-down menu.

Workers can click **Save Search Criteria** to save their search selections or **Restore to Default Search Criteria** to return to the default results.

After selecting the desired criteria, workers should click **Go**. The results will then display in the “Results” section.

“RESULTS” SECTION

Search results will display in a tabular format, organized by the application or renewal type:

- Priority applications
- Non-priority applications
- ACCESS renewals

For each application or renewal type, the number of applications or renewals needing contact will be indicated in columns based on the business days remaining to contact the applicant or member. Counts greater than zero will display as a hyperlink, which will allow workers to navigate to the FS On-Demand Case Management Details page of the tool and view information about the corresponding applications or renewals.

UPDATING APPLICATIONS AND RENEWALS IN THE SUMMARY COUNTS

New applications and renewals will appear in the summary counts on the FS On-Demand Case Management Summary page only after nightly batch processing. Workers can find new applications and renewals in real-time on the Workload Dashboard or in the Inbox. Workers should continue to follow the current process for FoodShare priority service applications utilizing the Workload Dashboard or Inbox.

An application or renewal will be removed from the summary counts in real-time when the worker refreshes the search by navigating away from and back to the FS On-Demand Case Management Summary page and if one of the following occurs:

- FoodShare is confirmed, approved, or denied.
- The Verification Checklist is sent for FoodShare (e.g., for an interview).
- An appointment has been scheduled for FoodShare with any of the following scheduling codes:
 - EH—Eligibility Review/Home
 - EO—Eligibility Review/Office
 - F1—Postponed FoodShare Interview/Phone
 - F2—Postponed FoodShare Interview/No phone
 - IF—Economic Support Intake Interview/Office
 - **IP—Economic Support Intake Interview/Phone**
 - IO—Economic Support Intake Interview/Home
 - IR—Economic Support Intake Interview/Second
 - MP—Economic Support Intake Interview/Second Phone
 - PF—Priority Service/FoodShare
 - RP—Economic Support Eligibility Review/Phone

Note: Once assigned, if an application or renewal is not processed on that day, it will continue to be included in the summary counts after nightly batch processing.

FS ON-DEMAND CASE MANAGEMENT DETAILS PAGE

The screenshot shows the 'FS On-Demand Case Management Details' page. At the top, the user is identified as J KOCH with User ID XCTX29. The 'Quick Select' dropdown is set to 'CASE/RFA'. The date is 01/05/2016. The left navigation menu includes 'FoodShare On-Demand' which is highlighted with a red box. The main content area contains a table with the following data:

Select Page	County/Tribe	Assigned Worker	App/RFA/Case/Renewal	Application Type	Other Requested Programs	Filing Date	On-Demand Due Date	Business Days Left
<input type="checkbox"/>	06	XLXV07	App - 9992094928	FS Priority Application	EBD	12/31/2015	01/04/2016	Past Due
<input type="checkbox"/>	41	XLXV01	App - 4834813183	FS Priority Application	HC	01/05/2016	01/06/2016	1
<input type="checkbox"/>	61	XLXV04	App - 1831831838	FS Non-Priority Application		12/30/2015	01/04/2016	Past Due
<input type="checkbox"/>	41	XLXV01	RFA - 9985158318	FS Non-Priority Application	FAM, CC	01/06/2016	01/08/2016	3
<input type="checkbox"/>	32	XLXV09	Renewal - 9992814318	FS ACCESS Renewal		12/29/2015	12/31/2015	1
<input type="checkbox"/>	32	XLXV09	Case - 9992091831	FS ACCESS Renewal		12/29/2015	12/31/2015	2

Below the table is a 'Reassign selected item(s) to:' field with a search icon and a 'Go' button. A 'Return' button is located at the bottom right of the table area.

Figure 2 FS On-Demand Case Management Details Page

The FS On-Demand Case Management Details page of the tool will display after the worker clicks on a summary count number on the FS On-Demand Case Management Summary page. The page will contain the following information:

- County or tribe
- Currently assigned worker
- Application or renewal number
- Application type
- Any other requested programs
- Filing date
- On-demand due date
- Business days left to contact the applicant or member for his or her FoodShare on-demand interview

If a worker clicks one of the summary counts in the Total column on the FS On-Demand Case Management Summary page, the items displayed on the FS On-Demand Case Management Details page will be sorted in the following order:

- Priority service applications
- Non-priority service applications
- Renewals

The applications and renewals are then sorted by the number of days left to process. No more than 250 records will be displayed at one time.

A worker can select all the items on the page or individual items and reassign them to another worker by entering the worker's ID in the Reassign selected item(s) to: field and clicking **Go**. Reassigning a FoodShare on-demand item will not update the worker assignment of the work item on the Workload

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Dashboard or in the Inbox. After nightly batch processing, the assigned worker indicated on the FS On-Demand Case Management Details page will revert to the original assigned worker.

Clicking **Return** will redirect the worker back to the FS On-Demand Case Management Summary page.

If a worker clicks on an application or renewal number, the appropriate CWW summary page will display. To navigate back to the FS On-Demand Case Management Summary page displaying the current results, a worker should click **FoodShare On-Demand Search Results** located at the top of the Navigation Menu.

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DHCAA/BEPS/MF