

**Real-Time Eligibility  
Timeline and Readiness Activities  
October 15, 2015**

***Real-time eligibility implementation timeline:***

<b>Date</b>	<b>Activity</b>
Saturday, October 24	<ul style="list-style-type: none"> <li>• Implementation of systems changes in CARES Worker Web (CWW) and ACCESS.</li> <li>• Real-time eligibility pilot functionality switched "On" in Production.</li> </ul>
Monday, October 26	<ul style="list-style-type: none"> <li>• Application assistance at the pilot site (Community Access Health Program) in Milwaukee begins, with applications submitted to MiLES.</li> <li>• Applicants who apply online without the pilot site's designated Community Access Point number will be pre-screened out of real-time eligibility.</li> </ul>
Monday, October 26 through Friday, October 30	<ul style="list-style-type: none"> <li>• Ongoing monitoring with the pilot site and MiLES to review real-time eligibility process and eligibility outcomes.</li> </ul>
Monday, November 2	<ul style="list-style-type: none"> <li>• Preliminary go/no go decision based on:               <ul style="list-style-type: none"> <li>- Are the determinations accurate?</li> <li>- Is the end-to-end process working?</li> <li>- Are there any major systems issues?</li> </ul> </li> </ul>
Monday, November 2 through Friday, November 6	<ul style="list-style-type: none"> <li>• Continued monitoring with the pilot site and MiLES to review real-time eligibility process and eligibility outcomes.</li> </ul>
Thursday, November 5	<ul style="list-style-type: none"> <li>• Final go/no go decision.</li> <li>• The Department of Health Services will communicate with agencies and partners if we are <b>not</b> going to proceed with statewide roll-out.</li> </ul>
Saturday, November 7	<ul style="list-style-type: none"> <li>• Real-time eligibility pilot functionality will be switched off.</li> <li>• Real-time eligibility functionality will be turned on statewide.</li> </ul>
Monday, November 9	<ul style="list-style-type: none"> <li>• Agencies will receive and process automated case processing (ACP) cases statewide.</li> </ul>

***Readiness activities:***

- Operations Memo regarding real-time eligibility: published September 28, 2015
- Department income maintenance (IM) training: published October 12, 2015
- Process Support meeting with live real-time eligibility demonstration: October 12, 2015
- Partner trainings: October 6 through October 23, 2015

***Key process changes for Income Maintenance agencies:***

- IM agencies will need to manage “ACP Worker Follow-up” cases through the inbox and/or dashboard, and take action based on the information on the Automated Case Processing (ACP) Status page.
- FoodShare and Child Care interviews may be required for ACP cases, and workers need to complete a comprehensive and interactive interview.
- “ACP Complete” cases will be assigned to the IM agency’s designated ACP Complete caseload and do not require further action.