

Transition FoodShare Benefit Issuance Mainframe Screens to CWW

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February 16, 2017

Income Maintenance Advisory Committee (IMAC) Meeting



Agenda

- Background
- High-level functionality
- Timeline
- CARES Worker Web (CWW) page mockups

Background

In June 2015, CWW was enhanced to implement the FoodShare (FS) 40 Day issuance project. The main purpose of the project was to avoid a greater than 40 day gap between FS benefits being issued to clients. As part of the enhancement, for FS cases that closed prior to Adverse Action and reopened between benefit pull down and the end of the month, the following month's allotment was no longer issued as a daily issuance. Instead, it was issued as part of the end of the month process, and posted to the member's account between the 2nd and the 15th of the following month based on the primary person's SSN.

After the project went live, an issue was found in October, 2015. When a case reopened after adverse action and a worker ran with dates between benefit pull down and the end of the month, FS benefits were being issued by the system. Workers were not aware the system was doing this, and continued to follow the normal process of issuing supplements manually in the mainframe. Numerous overpayments resulted.

In November 2015, a short-term solution was agreed upon that changed the system to no longer issue FS benefits when running with dates. The fix went into production in January, 2016. This current project is a long-term solution that includes moving supplement issuance out of the mainframe and enhancing CWW screens with new functionality for supplement issuance.

High-Level Functionality

- FS supplements will no longer be requested or approved in the mainframe.
- When running with dates, workers will have the option to issue a FS supplement with the system calculating the amount.
- A new page in CWW will allow workers to issue a manual supplement with up to 3 reason codes per supplement.
- Supervisors will have a real-time notification under their “My Tasks” section of their home page alerting them of supplements that need approval.

High-Level Functionality Continued.

- All FS issuance screens will be moved to CWW.
- One of the new pages will include a “To be Issued” section that indicates the amount scheduled to be issued the following month. This is for those cases that were closed on or before Adverse Action and are reopening between benefit pull down and the end of the month.
- Mainframe screens will be accessible but read-only.
- The FoodShare Supplemental notice was enhanced to better describe why supplements were issued.

Important dates

- IMAC Training Subcommittee 1/23 and 4/24
- Tribal training 3/2
- Ops Memo release 3/30
- Demo at TAPP 4/7 and 4/14
- Go Live 4/22
- Training schedule:
 - IM new worker training- May 1st
 - Recording demo for ongoing workers- Mid April
 - Recording demo for supervisors- Mid April
- Process Help update 7/24

CWW Page Mockups

Enhancements and New Functionality

Creating Supplements when running with dates

User ID: XCTC1H User Name: M KUMAR Quick Select: CASE/RFA

Primary Person : DAVID LINCOLN 38M PP Case: 6150871568 Status: Open Mode: Intake 3.5 0/04/2016

▶ Action Items (0) ▶ Documents (0) ▶ Discrepancies (0) ▶ Work Items (1)

Initiate Eligibility Cancel Reset

Page Completion Status: All pages are complete, you may proceed to eligibility by clicking the 'Next' button.

What would you like to do?

Run Eligibility Ignore W-2 income and asset tests to allow CMF Placements to begin

Run Eligibility with Date Explore and Display FS Supplements and Budgets

Effective: / /

Cancel

Potential FoodShare Supplement page.

CARES Worker Web SYSTEMS User ID: XCTC1H User Name: M KUMAR Quick Select: CASE/RFA Go Help Logout

Primary Person: YOUZ MIN 36F PP Case: 1003180612 Status: Open Mode: Ongoing 3.5 11/09/2016

▶ Action Items (1) ▶ Documents (0) ▶ Discrepancies (1) ▶ Work Items (1)

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 - FoodShare
 - Generate Summary
 - Instate Eligibility Determination

Potential FoodShare Supplement

Cancel Reset

Results Overview

Benefit Month:	10/2016
Last Confirmed Allotment:	\$200.00
Newly Calculated Allotment:	\$250.00
Confirmation Allowed?:	Yes
System Calculated Supplement Allowed?:	Yes

Potential Supplement Determination

Newly Calculated Allotment:	\$ 250.00
EBT Issued Amount: -	0.00
Scheduled Amount: -	200.00
Approved Supplement (but not issued): -	0.00
Pending Supplement: -	0.00
Held Supplement: -	0.00
Potential Supplement Amount:	\$ 50.00

What would you like to do?

Continue with Driver/ No Supplement or Budget

Issue system calculated supplement amount : \$

Supplement Reason 1:

Supplement Reason 2:

Supplement Reason 3:

Offset Indicator:

View Budget Information

Add Case Comment Cancel Previous Next

FoodShare Supplement Budget page

CARES Worker Web User ID: XCTC1H User Name: M KUMAR Quick Select: CASE/RFA Help Logout
 Primary Person: YOUZ MIN 36F PP Case: 1003180612 Status: Open Mode: Ongoing 3.5 06/16/2016
 Action Items (1) Documents (0) Discrepancies (1) Work Items (1)

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FoodShare Supplement Budget Cancel [] Reset

Assistance Group Overview

Assistance Group:	FS - FOODSHARE	Sequence:	1
Benefit Begin Date:	06/01/2016	Benefit End Date:	06/30/2016
Determination Date:	06/16/2016		

Result

Assistance Group Status:	O - OPEN	Eligibility Status:	PASS
FoodShare Type:	HREG - Regular FS	FoodShare Categorically Eligible:	YES
FoodShare Gross Income Test:	PASS	FoodShare Net Income Test:	PASS
FoodShare Allotment Determination:	PASS		

Gross Income Test

Self Employment Earnings:	\$	—
Excess Self Employment Expenses:	—	—
Employment Earned Income:	+	535.00
Gross Employment Earnings:	\$	—
Unearned Income:	+	—
Farm Loss:	—	—
Countable Gross Income:	\$	535.00
Actual FPL:		40.29%
Assistance Group Size:		2
Gross Income Limit:	\$	2,656.00

Net Income Test

Gross Income:	\$	535.00
Earned Income Deduction:	—	107.00
Standard Deduction:	—	155.00
Excess Medical Expenses:	—	—
Dependent Care Deduction:	—	—
Support Payments:	—	—
Adjusted Income:	\$	273.00
Shelter Deduction:	—	—
Net Adjusted Income:	\$	273.00
Assistance Group Size:		2
Net Income Limit:	\$	1,328.00

Allotment Determination

FoodShare Maximum Allotment:	\$	357.00
30% of Net Adjusted Income:	—	81.90
FoodShare Allotment:	\$	275.00
Less Recoupment:	—	—
Net FoodShare Allotment:	\$	275.00
Prorated FoodShare Allotment:	—	—

What would you like to do?

Continue with Driver Flow
 Save Budget Information

Assistance Group: FS - FOODSHARE Sequence: Updated on or before MM /DD /YYYY

Add Case Comment Cancel [] Previous Next

Confirm Eligibility page

CARES Worker Web User ID: XCTC1H User Name: M KUMAR Quick Select: CASE/RFA Help Logout

Primary Person: YOUZ MIN 36F PP Case: 1003180612 Status: Open Mode: Ongoing 3.5 06/16/2016

> Action Items (1) > Documents (0) > Discrepancies (1) > Work Items (1)

Confirm Eligibility Cancel Reset

The following events have occurred:

AE659: FS Supplemental Benefit Request has been Created

Health Care / CTS Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

FoodShare Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
FS - FOODSHARE	1	06/01/2016	06/30/2016	\$175.00	OPEN	PASS		Yes <input type="button" value="v"/>

Child Care Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

W-2 Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

Confirmed Assistance Group Eligibility Summary

[Previous](#)

Confirm Eligibility page

CARES Worker Web User ID: XCTC1H User Name: M KUMAR Quick Select: CASERFA Help Logout

Primary Person: YOUZ MIN 36F PP Case: 1003180612 Status: Open Mode: Ongoing 3.5 06/16/2016

> Action Items (1) > Documents (0) > Discrepancies (1) > Work Items (1)

Confirm Eligibility Cancel Reset

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FoodShare Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
FS - FOODSHARE	1	06/01/2016	06/30/2016	\$175.00	OPEN	PASS		Yes <input type="button" value="v"/>

Child Care Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

W-2 Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

Confirmed Assistance Group Eligibility Summary

Issuing a manual supplement

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FoodShare Supplement Management

Navigation menu:
FS Supplement Issuance

Cancel

Issuance Information

*Benefit Month: / *Benefit Amount: \$

*Is this a benefit replacement? Yes

Benefit Number:

*Supplement Reason 1:

Benefit Date: / /

Supplement Reason 2:

Offset Indicator:

Supplement Reason 3:

Status:

*Sequence:

Benefit Month	Benefit Amount	Supplement Reason(s)	Benefit Number	Benefit Date	Offset Indicator	Status	Seq	Issuance Type	Last Updated	Worker		
02/2016	\$194.00	934, 928, 938			Yes	Pending	1	Daily	07/10/2016	XCTJ18	<input type="button" value="3"/>	
04/2016	\$54.00	905	3511939810	01/01/2016		On Hold	1	Daily	07/13/2016	XCTU01		
07/2016	\$75.00	934				Approved	1	Daily	07/14/2016	XCTC11 - S		

Cancel

Home page- My Tasks

CARES Worker Web SYSTEMS User ID: XCTW28 User Name: G POU DYAL Quick Select : CASE/RFA 3.5 09/07/2016

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CARES Worker Web Home

Recent Cases/RFAs/ACCESS Applications/Change Reports/PINs

Type	Number	Primary Person/Individual	Accessed
Case	4003186842	GREATSYS RIVE 35M PP	08/11/2016
Case	3002697931	JOHN DOE 42M PP	08/11/2016
ACCESS #	3701671931	JOHN DOE	08/10/2016
PIN	3007888387	JOHN DOE	08/10/2016
ACCESS #	3701482233	JOHN DOE	08/10/2016
PIN	1008575127	JACKIE PERSON	08/10/2016
Case	1003190511	JACKIE PERSON 42F PP	08/10/2016
RFA	2002722021	TEST HELLO 35F PP	08/03/2016
PIN	2511147882	PETER DALEY	08/03/2016
ACCESS #	8701595580	ATIF ASLAM	07/19/2016

My Dashboard [View Workload Dashboard](#)

Work Items	Days Left To Complete					
	Total	<1	1-7	8-14	15-30	>30
Applications	14	14				
Renewals / Reviews	2	2				
SMRFs	0					
Potential Errors	0					
Discrepancies	0					

My Inbox Items

Type	Counts
Apps with Priority Service	0
Apps Received Before 08/28/2016	0
Apps Received After 08/28/2016	0
Total number of Apps	0
Online Change Reports	0
Online Renewals Received	0
Online SMRFs Received	0
Appeals Assigned to Me	0

My Tasks

Type	Counts
FoodShare Supplements	1
SMRFs	0
Employer Verifications	0
Cases with Unprocessed Documents	0
Having Outstanding Verification Approaching	0
Having Outstanding Verification Past Due	0
Unlinked Document Batches	0

FoodShare Supplement Approval page

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FoodShare Supplement Approval
Navigation menu: [Supplement Approval](#)
Cancel

Criteria

Assigned Supervisor ID:	Supervisor Unit: 200, 201
Requested By:	Assigned Worker:
Agency: <input type="text"/>	Consortium: <input type="text"/>
Case Number:	Status:
Request Date: All	

Records 1 of 2 Pages

Case #	Benefit Month	Benefit Amount	Replacement?	Supplement Reason(s)	Last Updated	Worker	Approve	Hold	Cancel
9003258392 ¹	02/2016	\$194.00	No	934, 928, 954	09/03/2016	XCTJ18	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9003258392	03/2016	\$54.00	No	934	09/04/2016	XCTU01	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9003258392	04/2016	\$166.00	No	934, 928	09/15/2016	XCTC11 - S	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9003258392	05/2016	\$28.00	No	925	09/09/2016	XCTAB1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9003258392	06/2016	\$33.00	No	954	09/09/2016	XCTW11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9003258392	07/2016	\$71.00	Yes	905	09/09/2016	XCTR33	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9003258392	08/2016	\$57.00	No	925, 934	09/11/2016	XCTY45	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cancel

FoodShare Benefit Issuance History page

CARES Worker Web User ID: XCTW28 User Name: G POU DYAL Quick Select: CASE/RFA Go Help Logout

Primary Person: JACKIE PERSON 42F PP Case: 1003190511 Status: Open Mode: Intake 3.5 07/20/2016

▶ Action Items (1) ▶ Documents (0) ▶ Discrepancies (0) ▶ Work Items (1)

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FoodShare Benefit Issuance History Navigation menu: Issuance History Cancel Reset

Criteria

Assistance Group: FS - FoodShare Sequence: 1 Yearly Summary: 2

Benefit Details 1 Go of 2 Pages

Benefits Available Date	Issued Amount	Issuance Method	Sent to EBT Vendor	Disposition Code	Disposition Reason	County	Benefit Number
09/05/16	\$417.00	EBT Issuance	08/19/16	Issued		32	1000200300
08/05/16	\$417.00	EBT Issuance	07/19/16	Issued		32	1000200301
07/08/16	\$374.00	EBT Issuance	07/08/16	Issued		32	3550000054
07/05/16	\$383.00	EBT Issuance	06/17/16	Issued		32	1000200303
06/05/16	\$300.00	EBT Issuance	05/19/16	Issued		32	1000200304

To Be Issued Benefits

Benefit Month	Benefit Amount	Benefit Type	Issuance Type	Last Updated	County	Cancel
10/2016	\$91.00	Recurring	Monthly	09/22/2016	32	<input type="checkbox"/>

Assistance Group: FS - FoodShare Sequence: Issued on or before: / / Go

Cancel ◀ Previous Save

Navigation Menu

