PS FS Timeliness on Dashboard

Becky David, CARES Call Center Section Chief

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Income Maintenance Advisory Committee (IMAC) Meeting

Agenda

- Overview of the Project
    - Background
    - Project Vision
    - Goals and Expected Benefits
- System Changes
    - Access
    - Cares Worker Web
- Impact to Workers
- Key Dates
- Questions

Background

- Currently when an ACCESS application or RFA comes in for FS, the work item is set as a priority or non-priority work item.

- When processing, the priority setting may change based on other information discovered.

- To update the priority setting, a worker must go to the Priority Service Determination page and change the data to update the Priority Service determination.

Background (continued)

There are two problems with this:

- 1) It's error prone; and may result in the request showing as untimely and

- 2) The Priority Service Determination page should retain the member reported information.
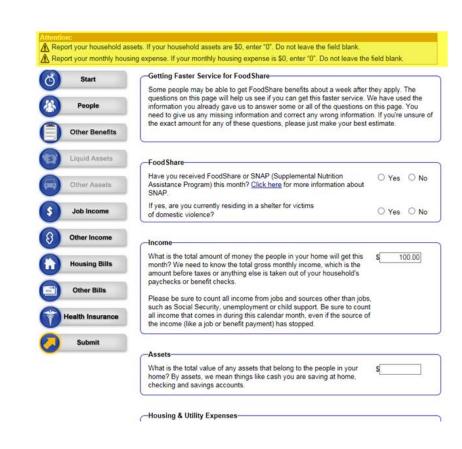
Project Vision

This project seeks to enhance the system so a worker no longer has to manually change member reported information on the Priority Service Determination page.

Goals and Expected Benefits

- Enhance CWW to automatically set and update the priority vs. non priority service work item

- Update CWW and ACCESS Priority Service Determination screen questions and/or the System Help Text.

- Maintain page history on the Priority Service Determination page.

- Enhance how CWW pulls the priority service information entered in ACCESS.
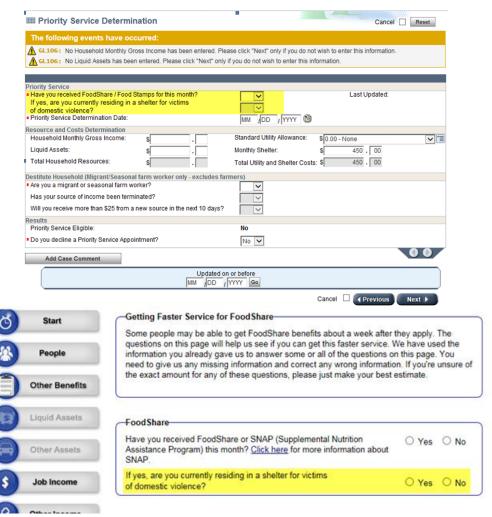
Access Changes

- If the member does not report needed information, they are ineligible for Priority Service.

- New messages have been added to encourage members to provide all answers.

Access and CWW updated question on Priority Determination Page

- Question will now be more gender neutral

- "Are you residing in a domestic violence shelter?"
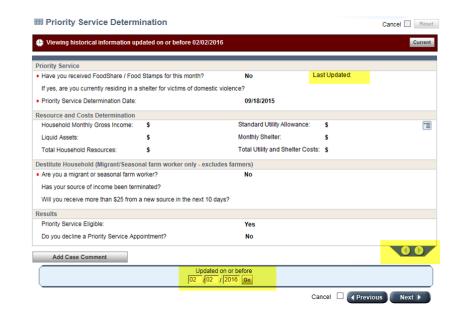
Application and Program Add Summary

- Answers will be left blank instead of zeros if a member does not answer the question

- Existing question has been updated to be more gender neutral

Priority Service Information

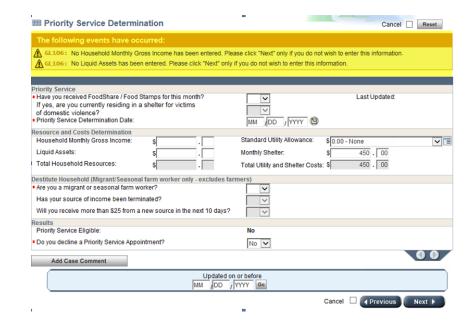|	
Are you getting FoodShare or SNAP (Supplemental Nutrition Assistance Program) this month?	No
Are you residing in a domestic violence shelter?	No
Total amount of income your household will get this month	$871.86
Total value of your household's assets	
Total amount your household will pay for housing this month	$150.00
Does your household have to pay any utilities that are used for heating your home?	Yes
Has your household received help from the Wisconsin Home Energy Assistance Program (WHEAP) in the current month or past 12 months?	Yes
Does your household have to pay any utilities that are NOT used for heating your home?	Yes
If yes, which of these utilities does your household have to pay?	Sewer, Electricity, Wood for Heating
Total utility credit amount determined for this month	$458.00
Is anyone in your home a migrant or seasonal farm worker?	No
If yes, did his or her job end recently?	No
If yes, will he or she get more than $25 from a new job or other source in the next 10 days?	No

CWW Priority Service Determination Page

- Priority Service Determination Page will now retain historical information

- Workers will be able to view historical information.

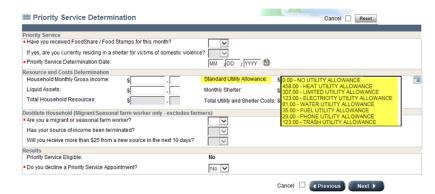# Priority Determination Screen for Client Registration and Application Entry

If income, assets, housing, or utility expenses fields are left blank, the RFA/Case will be made ineligible for Priority Service.

New messages have been added to encourage workers to not leave blank response for Household Monthly Gross Income and Liquid Assets.

Standard Utility Allowance Field

- Standard Utility Allowance is now a drop down box for standard utility amounts that allows workers to choose appropriately based on information provided by the member.

Expedited determined after interview

- When an applicant is determined to qualify for expedited benefits after interview, the eligibility process will update the FoodShare application work item on the Dashboard to reflect Priority Service .

- The due date of the for the Priority Service FoodShare work item will also be set to seven calendar days from the interview date.

Impact to Workers

- Workers will no longer need to complete the work around to update the Work Item application type or due date.

- To correctly determine Priority Service workers will need to enter Income, Asset, Housing and Utility expense fields on the Priority Service Determination Page.

Key Dates

- TAPP Meeting   April 14th

- Operations Memo Release Date   April 7th

Questions