

PS FS Timeliness on Dashboard

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February 16th, 2017

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.

Attention:
⚠ Report your household assets. If your household assets are \$0, enter "0". Do not leave the field blank.
⚠ Report your monthly housing expense. If your monthly housing expense is \$0, enter "0". Do not leave the field blank.

Start

People

Other Benefits

Liquid Assets

Other Assets

Job Income

Other Income

Housing Bills

Other Bills

Health Insurance

Submit

Getting Faster Service for FoodShare

Some people may be able to get FoodShare benefits about a week after they apply. The questions on this page will help us see if you can get this faster service. We have used the information you already gave us to answer some or all of the questions on this page. You need to give us any missing information and correct any wrong information. If you're unsure of the exact amount for any of these questions, please just make your best estimate.

FoodShare

Have you received FoodShare or SNAP (Supplemental Nutrition Assistance Program) this month? [Click here](#) for more information about SNAP. Yes No

If yes, are you currently residing in a shelter for victims of domestic violence? Yes No

Income

What is the total amount of money the people in your home will get this month? We need to know the total gross monthly income, which is the amount before taxes or anything else is taken out of your household's paychecks or benefit checks. \$

Please be sure to count all income from jobs and sources other than jobs, such as Social Security, unemployment or child support. Be sure to count all income that comes in during this calendar month, even if the source of the income (like a job or benefit payment) has stopped.

Assets

What is the total value of any assets that belong to the people in your home? By assets, we mean things like cash you are saving at home, checking and savings accounts. \$

Housing & Utility Expenses

Access and CWW updated question on Priority Determination Page

- Question will now be more gender neutral
- “Are you residing in a domestic violence shelter?”

Priority Service Determination Cancel Reset

The following events have occurred:

- ⚠️ **GL106:** No Household Monthly Gross Income has been entered. Please click "Next" only if you do not wish to enter this information.
- ⚠️ **GL106:** No Liquid Assets has been entered. Please click "Next" only if you do not wish to enter this information.

Priority Service

- Have you received FoodShare / Food Stamps for this month? Last Updated:
- If yes, are you currently residing in a shelter for victims of domestic violence?
- Priority Service Determination Date: MM / DD / YYYY

Resource and Costs Determination

Household Monthly Gross Income: \$	Standard Utility Allowance: \$
Liquid Assets: \$	Monthly Shelter: \$
Total Household Resources: \$	Total Utility and Shelter Costs: \$

Destitute Household (Migrant/Seasonal farm worker only - excludes farmers)

- Are you a migrant or seasonal farm worker?
- Has your source of income been terminated?
- Will you receive more than \$25 from a new source in the next 10 days?

Results

- Priority Service Eligible: **No**
- Do you decline a Priority Service Appointment?

Add Case Comment

Updated on or before MM / DD / YYYY Go

Cancel Previous Next

- Start**
- People**
- Other Benefits**
- Liquid Assets**
- Other Assets**
- Job Income**
- Other Income**

Getting Faster Service for FoodShare

Some people may be able to get FoodShare benefits about a week after they apply. The questions on this page will help us see if you can get this faster service. We have used the information you already gave us to answer some or all of the questions on this page. You need to give us any missing information and correct any wrong information. If you're unsure of the exact amount for any of these questions, please just make your best estimate.

FoodShare

Have you received FoodShare or SNAP (Supplemental Nutrition Assistance Program) this month? [Click here](#) for more information about SNAP. Yes No

If yes, are you currently residing in a shelter for victims of domestic violence? Yes No

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.

The screenshot displays the 'Priority Service Determination' page with a date filter set to 'Updated on or before 02/02/2016'. The page is divided into several sections:

- Priority Service:**
 - Have you received FoodShare / Food Stamps for this month? **No** (Last Updated: 09/18/2015)
 - If yes, are you currently residing in a shelter for victims of domestic violence?
 - Priority Service Determination Date: **09/18/2015**
- Resource and Costs Determination:**

Household Monthly Gross Income: \$	Standard Utility Allowance: \$
Liquid Assets: \$	Monthly Shelter: \$
Total Household Resources: \$	Total Utility and Shelter Costs: \$
- Destitute Household (Migrant/Seasonal farm worker only - excludes farmers):**
 - Are you a migrant or seasonal farm worker? **No**
 - Has your source of income been terminated?
 - Will you receive more than \$25 from a new source in the next 10 days?
- Results:**
 - Priority Service Eligible: **Yes**
 - Do you decline a Priority Service Appointment? **No**

At the bottom, there is a date filter 'Updated on or before 02/02/2016' and navigation buttons for 'Previous' and 'Next'.

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.

The screenshot displays the 'Priority Service Determination' form. At the top, there are 'Cancel' and 'Reset' buttons. A yellow banner contains two error messages: 'GL106: No Household Monthly Gross Income has been entered. Please click "Next" only if you do not wish to enter this information.' and 'GL106: No Liquid Assets has been entered. Please click "Next" only if you do not wish to enter this information.'

The form is divided into several sections:

- Priority Service:** Includes a dropdown for 'Have you received FoodShare / Food Stamps for this month?', a dropdown for 'If yes, are you currently residing in a shelter for victims of domestic violence?', and a date field for 'Priority Service Determination Date' (MM/DD/YYYY).
- Resource and Costs Determination:** Contains input fields for 'Household Monthly Gross Income', 'Liquid Assets', and 'Total Household Resources', each with a dollar sign and a decimal field. It also includes dropdowns for 'Standard Utility Allowance' (set to '\$0.00 - None') and 'Monthly Shelter' (set to '\$450.00'). A 'Total Utility and Shelter Costs' field is also present, set to '\$450.00'.
- Destitute Household (Migrant/Seasonal farm worker only - excludes farmers):** Includes dropdowns for 'Are you a migrant or seasonal farm worker?', 'Has your source of income been terminated?', and 'Will you receive more than \$25 from a new source in the next 10 days?'.
- Results:** Shows 'Priority Service Eligible: No' and a dropdown for 'Do you decline a Priority Service Appointment?' set to 'No'.

At the bottom, there is an 'Add Case Comment' button, a date field 'Updated on or before' (MM/DD/YYYY) with a 'Go' button, and 'Cancel', 'Previous', and 'Next' navigation buttons.

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.

The screenshot displays the 'Priority Service Determination' form. The 'Standard Utility Allowance' field is highlighted in yellow, showing a dropdown menu with the following options:

\$ 0.00 - NO UTILITY ALLOWANCE
458.00 - HEAT UTILITY ALLOWANCE
307.00 - LIMITED UTILITY ALLOWANCE
123.00 - ELECTRICITY UTILITY ALLOWANCE
81.00 - WATER UTILITY ALLOWANCE
35.00 - FUEL UTILITY ALLOWANCE
29.00 - PHONE UTILITY ALLOWANCE
123.00 - TRASH UTILITY ALLOWANCE

The form also includes sections for 'Priority Service' (with questions about FoodShare, domestic violence, and determination date), 'Resource and Costs Determination' (with fields for household income, assets, and shelter costs), and 'Destitute Household' (with questions about migrant status and income termination). The 'Results' section shows 'Priority Service Eligible: No' and 'Do you decline a Priority Service Appointment? No'. Navigation buttons for 'Previous' and 'Next' are visible at the bottom.

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