CAP Correspondence Highlighting Enhancements

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Income Maintenance Advisory Committee (IMAC) Meeting

Topics

- Project Overview

- System Enhancements

- Impact

- Release Readiness

Project Overview

Background

- CAP means corrective action plan.

- This is the third and likely final phase of project.

- The changes in this phase are mostly things that were pulled from Phase 2 due to a number of unforeseen factors late in the project timeline.

- As with prior phases, a major goal was to make it easier to ensure adequate notice of eligibility is received by applicant and member households for the programs administered by DHS.

Background

- The Issues
  - The state received corrective actions from FNS for failing to provide adequate notice.
  - When verification is requested and not supplied, the notice of decision now contains language to help the household understand what information is needed and why eligibility was withheld.
  - Although we believe case processing has gotten simpler and more straightforward as a result of Phase 2, a critical planned feature was not included in that phase.

Project Vision

- The project will add highlighting functionality in CWW to verification fields in the Pending/Not Verified Smart Mini-Driver.

Intended Outcomes and Goals

- Bring notices into compliance with 7 CFR §271.2, §273.10(g)(1)(ii) and §273.13(a)(2).

- Easily identify elements in CWW with pending/not verified verification codes for worker processing.

- Reduce quality control (QC) error rate caused by unclear notices.

- Provide notices and information to applicants and members that enables them to take the required actions without having to refer to the previously sent verification checklist (VCL).

System Enhancements

Overview of System Enhancements

- Pending or not verified elements on the Pending/Not Verified Information page that are selected to initiate the smart mini-driver will now be highlighted in the driver on their individual pages.

Pending/Not Verified Information page

- The page may now be slightly longer when several items are pending.

During Phase 2, a number of verification items were found to share pend reasons which resulted in difficulty specifically targeting the correct field or area to highlight. So for example, two items in the past that shared a line on this page when both were pending/not verified might now be broken apart to have their own line and individual, selectable checkbox.

Pending/Not Verified Information BEFORE

Pending / Not Verified Information

Cancel ☐ [Reset]

Pending Information - Last Eligibility Run as of 08/06/2018 [Show All]

Application Entry Section	Individual	Type	Pending Verification	Assistance Group / Sequence		Due Date	Verif	☐
Asset Information	MAURICE BARRY 38M PP	Real Property Assets: DUPLEX	Real Property type and residence	MS	01	09/05/2018	?	☐
	DREW BARRY 37F WIF	Liquid Assets: CHECKING ACCOUNT: 5545: CHCKING	EBD-MA Related Applicant / Recipient	MS	01	09/05/2018	?	☐
Employment	MAURICE BARRY 38M PP	Employment: WALMART	Average Hours Per Pay Period, Rate Per hour, Wage Type, Override Amount	FS	01	09/05/2018	Q?	☐
				MS	01			
	DREW BARRY 37F WIF	Employment: TARGET	Average Hours Per Pay Period, Rate Per hour, Wage Type, Override Amount	FS	01	09/05/2018	?	☐
				MAGA	01			
				MAGC	01			
				MS	01			
Expenses	MAURICE BARRY 38M PP	Expense Gatepost	Pending for Utility	FS	01	09/05/2018	?	☐

Not Verified Information - Last Eligibility Run as of 08/06/2018 [Show All]

Application Entry Section	Individual	Type	Not Verified	Assistance Group / Sequence	Verif	
			No data found			

Individual
[ALL ▾]

Assistance Group
[ALL ▾] [Go]

[Add Case Comment]

Cancel ☐ [◀ Previous] [Next ▶]

Pending/Not Verified Information AFTER

▦ Pending / Not Verified Information

Cancel ☐ [Reset]

Pending Information - Last Eligibility Run as of 08/06/2018 [Show All]

Application Entry Section	Individual	Type	Pending Verification	Assistance Group / Sequence		Due Date	Verif	☐
Asset Information	MAURICE BARRY 38M PP	Real Property Assets: DUPLEX	Type	MS	01	09/05/2018	?	☐
			Residence	MS	01	09/05/2018	?	☐
	DREW BARRY 37F WIF	Liquid Assets: CHECKING ACCOUNT: 2455: CHECK	Individual	MS	01	09/05/2018	Q?	☐
			EBD-MA Related Applicant / Recipient	MS	01	09/05/2018	?	☐
Employment	MAURICE BARRY 38M PP	Employment: WALMART	Override MA Gross Amount	MS	01	09/05/2018	Q?	☐
			Override Converted Amount	FS	01	09/05/2018	Q?	☐
	DREW BARRY 37F WIF	Employment: TARGET	Average Hours Per Pay Period, Rate Per hour, Wage Type, Override Amount	FS	01	09/05/2018	?	☐
				MAGA	01			
				MAGC	01			
				MS	01			
Expenses	MAURICE BARRY 38M PP	Expense Gatepost	GA - Gas(natural)	FS	01	09/05/2018	?	☐
			PH - Phone	FS	01	09/05/2018	?	☐
			WA - Water	FS	01	09/05/2018	?	☐

Not Verified Information - Last Eligibility Run as of 08/06/2018 [Show All]

Application Entry Section	Individual	Type	Not Verified	Assistance Group / Sequence	Verif	
			No data found			

Individual [ALL ▾] Assistance Group [ALL ▾] [Go]

[Add Case Comment] Cancel ☐ [◀ Previous] [Next ▶]

Verification Smart Driver Flow

- Initiated by selecting checkboxes on the Pending/Not Verified Information page.

- Driver schedules pages so long as no other drivers active (this includes pages which still require update).

- Driver tied to individual worker. When information is entered or updated that normally schedules a new page, the new page will be scheduled in driver to complete as part of flow.

- Once the driver flow is complete, the worker will initiate eligibility to update the program eligibility, based on verification field entries.

Verification Smart Driver Flow - Highlighting

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Verification Smart Driver Flow - Highlighting

Shelter

Does anyone in your household incur shelter costs? OR
Does an institutionalized individual intending to return home incur shelter costs for maintaining a home or apartment?

• RT - Rent or Lot Rent?	N - No	• MO - Mortgage?	N - No
• PT - Property Tax?	N - No	• HI - Insurance on Structure?	N - No
• ML - Mobile Home Loan Payments?	N - No	• SA - Special Assessments?	N - No

Utility

Does anyone in your household incur utility costs? OR
Does an institutionalized individual intending to return home incur utility costs for maintaining a home or apartment?

• GA - Gas(natural)?	? - Unknown	• EL - Electricity?	N - No
• PH - Phone?	? - Unknown	• LP - LP Gas?	N - No
• WA - Water?	? - Unknown	• TR - Trash Removal?	N - No
• FO - Fuel Oil / Kerosene?	N - No	• SE - Sewer?	N - No
• IN - Installation?	N - No	• CO - Coal?	N - No
• WS - Waste Water Treatment?	N - No	• OT - Other?	N - No
• WD - Wood?	N - No		

WHEAP

• Has your household received WHEAP in the current month or past 12 months?	N - No

Impact

Project Impact

- Highlighting pending/not verified verification fields will help workers quickly identify the relevant area of focus on a given page when navigating the Pending/Not Verified Smart Mini-Driver.

- Will continue to contribute towards notice improvement ensuring households receive correct and complete information in their verification checklists and notices of decision.

Release Readiness

Important Dates

- IMAC 8/16/2018

- Operations Memo 16-J1amended with updated information and screenshots – Expected 10/12/2018

- Project Overview / Systems Demo – October 17

- Release Q&A – October 19

- Training is being updated with screenshots that will include the highlighting functionality.

- Production go live 10/29/2018.

Questions?