# CAP Correspondence Highlighting Enhancements

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## **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

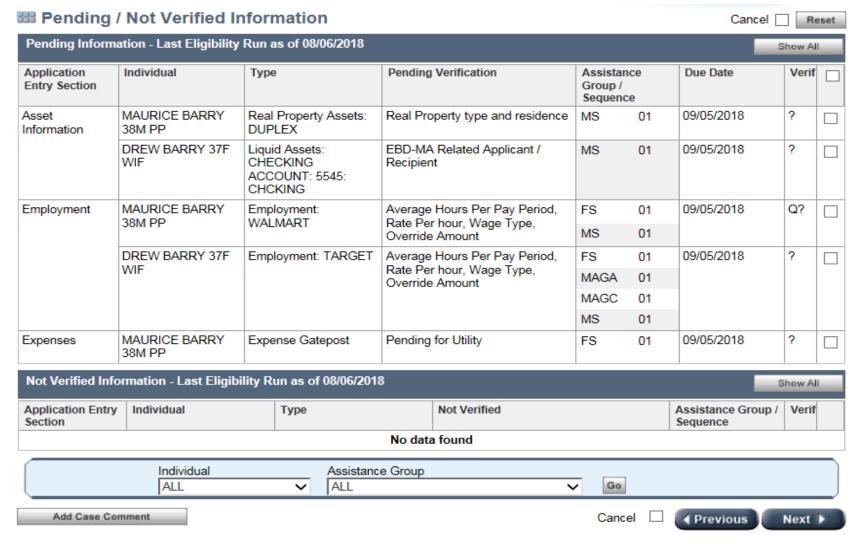
• Pending or not verified elements on the Pending/Not Verified Information page that are selected to initiate the smart mini-driver will now be highlighted in the driver on their individual pages.

## 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

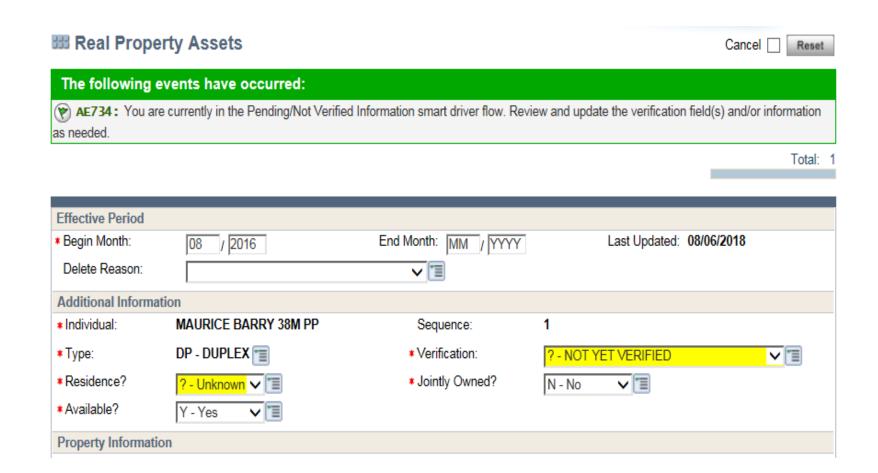


## Pending/Not Verified Information AFTER

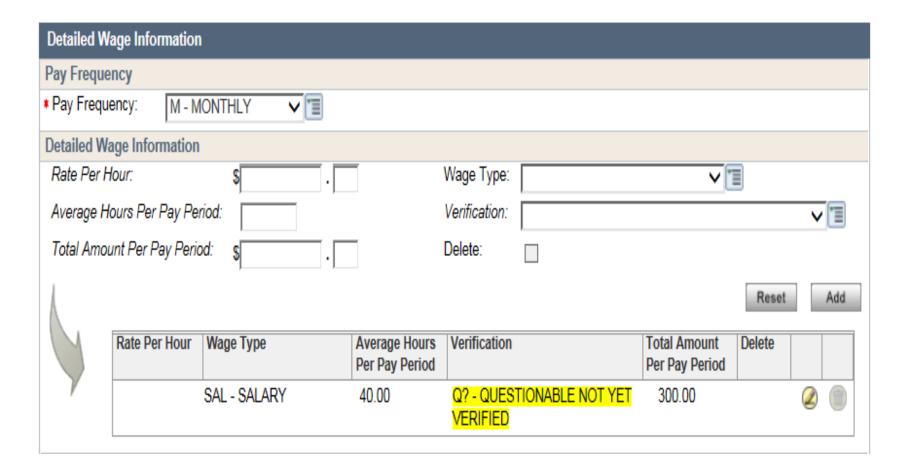
Pending Inform	ation - Last Eligibility	Run as of 08/06/2018					Show A	Ш
Application Entry Section	Individual	Туре	Pending Verification	Assistar Group / Sequence		Due Date	Veri	f _
Asset Information	MAURICE BARRY 38M PP	Real Property Assets:	Туре	MS	01	09/05/2018	?	
		DUPLEX	Residence	MS	01	09/05/2018	?	
	DREW BARRY 37F WIF	Liquid Assets:	Individual	MS	01	09/05/2018	Q?	
		CHECKING ACCOUNT: 2455: CHECK	EBD-MA Related Applicant / Recipient	MS	01	09/05/2018	?	T
Employment	MAURICE BARRY	Employment: WALMART	Override MA Gross Amount	MS	01	09/05/2018	Q?	
	38M PP	WALWART	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 Info	ormation - Last Eligib	ility Run as of 08/06/201	18				Show A	dl .
Application Entry Section	/ Individual	Туре	Not Verified			Assistance Group / Sequence	Veri	f
			No data found					
	Individual	Assistan	ce Group					
Į.	ALL	<b>✓</b> ALL	-	Go				

#### 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.



Totals and Comments				Calcu	late
Monthly In-kind Amount:	\$ .	Verification:		~	I
Total Amount Per Pay Period:	\$ 200.00				
Monthly MA Gross Amount:	\$ 200.00				
Override MA Gross Amount:	\$ 200.00	Verification:	Q? - QUESTIONABLE NOT YET VERIFIED	<b>V</b>	I
Monthly BC+ Pre-Tax Deductions Amount:	\$ .				
Monthly BC+ Taxable Amount:	\$ 200 . 00				
Override BC+ Taxable Amount:	\$ .	Verification:		<b>~</b>	I
Monthly Converted Amount:	\$ 200.00				
Override Converted Amount:	\$ 150.00	Verification:	Q? - QUESTIONABLE NOT YET VERIFIED	<b>V</b>	I
Monthly Total Hours:	20				
Monthly Override Hours:	20				
Subsidized Employment Subsidy:	\$ .				



Shelter					
Does anyone in your household i Does an institutionalized individu		incur shelter c	osts for maintaining a home or apa	rtment?	
*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 i Does an institutionalized individu		incur utility cos	sts for maintaining a home or apartr	ment?	
• 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					
<ul> <li>Has your household received V</li> </ul>	VHEAP in the current mont	h or past 12 mo	onths? N - N	0	~

# 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-Jlamended 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?