Eligibility Summary

# Goals

1. Review the Budget after Approval
   1. Even though the approval is done already – if the budget has errors, we have time to complete a new approval without causing errors on the case ongoing since it happens directly after the approval.
   2. Check for common errors – these are program/situation specific error prone areas that we can code in as logic for the script to check.
      1. SNAP with CCAP active in MAXIS – is it the correct Cat Elig and does a DCEX panel exist.
      2. SNAP denial for no verification – ensure the income amounts are not counting.
      3. HC Denials – include MA-EPD review
      4. SNAP – HEST should never be prorated
      5. SNAP – HEST has the correct amounts (not previous years amounts)
      6. GA or RCA are active but not included in SNAP budget
   3. Display the budget and increase familiarity with how to read a correct budget.
   4. Potentially create a task for a secondary reviewer based on targeted details of the case/approval. Internal QC Audits
2. Create complete CASE/NOTEs with full detail and High Quality.
   1. Approvals, Denials, Closures are all handled.
   2. If there is more than one month in the package, review for changes and create a NOTE for each unique budget.
   3. Include issuance amount with detail.
      1. Cash Opt-Out details
   4. Include budget amounts and detail.
      1. Deeming
      2. Allocations
   5. Capture details that are not available from reading ELIG/STAT – the additional information that needs to be manually entered. Include logic that will force this information to be entered.
      1. PACT reasons
3. Better Communication and Notices to Residents
   1. Send WCOMs on the notices based on the approval details.
      1. Use information from Add WCOM, POLI TEMP and other DHS resources to determine what information we need to send to residents.
      2. Additionally, add information to WCOMs to provide clarity based on space.
   2. Send MEMOs with required information
      1. Reporting detail for each program (this can include the next report due and Monthly reporting status)
      2. MEMO for Work Requirements for SNAP
      3. MEMO for MFIP Orientation details
4. Pull information from MAXIS actions to reduce manual entry.
   1. Read the ELIG panels at the beginning of the script run.
   2. Read from REPT/PND2 for Overnight Batch Processes.
   3. Account for specific processes unique approvals
      1. HRF
      2. ER
      3. SR
      4. Significant Change
5. Trigger other follow up work.
   1. MA-EPD Manual reimbursements
   2. Ensure correct HRFs have/will be sent
   3. Update MAXIS after approval for specific work arounds
      1. Example: Forcing MFIP results for new Family Cash applications that MAXIS makes DWP

# Basic Script Flow

1. Dialog - Gather Case Number and first month of approval
   1. Create array of all months
   2. Gather program status
2. Check each program on ELIG/SUMM from the first month on for approvals from the current day
   1. Check for approvals from the past few days to ask if these are relevant and explain that ELIG results should be generated on the same day they are approved.
3. Go to ELIG for each program and each month and gather all detail
   1. Determine if it is an Approval, Denial, or Closure
   2. Determine if it is an Initial or Change Approval
   3. Decide if any specific processed happened
4. Dialog – Display information found in ELIG and get any worker input
   1. One Dialog per program per unique approval
   2. Divert the script if there are errors with explicit instructions on how to repair
5. Add WCOMs
6. Add MEMOs
7. Create CASE/NOTEs

# Functions

Read\_SNAP\_ELIG

Read\_MFIP\_ELIG

Read\_DWP\_ELIG

Read\_GA\_ELIG

Read\_MSA\_ELIG

Read\_MA\_ELIG

Read\_MHC\_ELIG

Read\_EMER\_ELIG

Read\_CASH\_DENY

Send\_work\_requirments\_MEMO

Send\_reporting\_requirments\_MEMO

Send\_MFIP\_Orientation\_MEMO