PROJECT PURPOSE/BACKGROUND/PROJECT PITCH

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| --- | --- |
|  | Key reasons(s) for the project, and any contextual of historical background |

Create a script for HSR to use directly that will guide the determination of Expedited SNAP and complete the approval.

The key reason for the project is to improve our expedited SNAP accuracy and timeliness. To achieve desired results in Expedited SNAP timeliness, every HSR processing SNAP applications needs to know the full expedited SNAP processing policies and procedures and be able to apply them accurately.

We plan to achieve this by creating an integrated tool that supports the review of cases for Expedited SNAP: coding in MAXIS, approval, and entering of CASE:NOTEs. Policies and procedures for this requirement are specific and not fully supported/automated within MAXIS.

Currently Hennepin County is not within the SNAP or expedited SNAP timeliness requirements. This project will directly affect 5-day/7-day timeliness, and indirectly effect general SNAP timeliness.

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| --- | --- | --- |
| **SNAP Category** | **Hennepin County Timeliness (as of Oct 2020)** | **Expectation to meet** |
| 24-hour Timeliness | *25%* | 65% of expedited cases to be approved within 24 hours |
| 5-day/7-day Timeliness | *62%* | 85% of expedited SNAP cases to be approved within 5-day/7-day timeline. |
| SNAP Timeliness | *84%* | 96% of all SNAP cases to be determined and approved by Day 30. |

POLICY AND PROCEDURAL REFERENCES

|  |  |
| --- | --- |
|  | Site the policies and/or procedures specific to this project. Add hyperlinks if possible. |

[Expedited Service Flow Chart](https://www.dhssir.cty.dhs.state.mn.us/MAXIS/Documents/SNAP%20Expedited%20Service%20Flowchart.pdf) (DHS SNAP Resources Page)

Combined Manual

[CM 0004.04](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_000404) – Emergency Aid Eligibility – SNAP/expedited Food

[CM 0004.06](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_000406) – Emergencies – 1st Month Processing

[CM 0004.09](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_000409) – Emergencies – 2nd and 3rd Month Processing

[CM 0004.12](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_000412) – Verification Requirements for Emergency Aid

[CM 0004.15](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_000415) – Emergencies – Postponed Verification Notice

HSR Manuals

[Expedited SNAP Page](https://hennepin.sharepoint.com/teams/hs-es-manual/SitePages/Expedited_SNAP.aspx)

POLI TEMP

TE 13.030 – Food Support Uncle Harry Tip Sheet

TE 16.04 – Rapid Electronic Issuance (REI)

TE 16.09 – Expedited Food Support

TE 13.031 – Expedited Food Support Tip Sheet

TE 02.10.01 – Expedited SNAP w/ Pending Verifs

TE 02.10.79 – Expedited FS 2nd Month Eligibility

TE 02.05.01 – Expedited Issuance – Rush

QTIP #152 – Expedited Food Support

QTIP #38 – FIAT Person/Case Tests

REQUIREMENTS

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| --- | --- |
|  | The how, what, and when of key deliverables. Key reason for the project. Define scope. How does this support existing policies and procedures? Firm Deadline - If the deadline is firm, please provide business reason. |

This script will have four primary functions while guiding the eligibility worker through processing the case’s expedited SNAP. Each of these sections will follow the policy and procedural requirements of Expedited SNAP to support timely and accurate processing of expedited SNAP. These functions are:

1. Review of case information to determined expedited eligibility.
2. Update of MAXIS panels to generate accurate expedited results.
3. Review of the SNAP expedited budget and approval.
4. Entering thorough, quality CASE:NOTEs.

The script will follow all policies and procedures around Expedited SNAP and SNAP approvals. The policies and procedures will be in line with work efforts, which should allow for greater adherence to the requirements and more timely responses.

In a typical month, we receive approximately 3700 SNAP applications[[1]](#endnote-1), each of these applications needs to have an expedited determination completed. In the past we typically see a rate of 38% of these cases needing to be approved as expedited[[2]](#endnote-2). This script will be relevant for all SNAP application cases and assist in the expedited approval of those which are determined to be expedited.

POTENTIAL RISKS OR LIABILITIES

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| --- | --- |
|  | Any potential pitfalls, completing priorities, change management, etc. |

With any automated approval, there are risks that a worker will not review correctly before authorizing the approval. This script will allow the processing to happen more easily and quickly which can lead eligibility workers into skipping the review steps. The script will allow for some functional handling to reduce this possibility, but a final approval still requires review of the information. If eligibility workers bypass this step, the potentiality of errors remains.

The current instruction to workers is to complete the expedited review, update MAXIS, approve and CASE:NOTE expedited SNAP cases at the same time. However, we have found that these are not happening sequentially in that way. The adjustment to the script will force these actions to take place sequentially and could cause a change in workflow and processing.

RESOURCES AND CONSTRAINTS

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| --- | --- |
|  | A Prioritized List of restrictions or limitations, and resources available. What do we need as a team to move the project forward? |

The largest constraint will be time. This tool has new sets of functionality and points of validation that have not been developed or vetted in any of the script projects. Development of this script will be lengthy. Each element and step will need to be created and thoroughly tested against pending SNAP scenarios.

Creation of this tool will also reduce availability of the script team to take on new projects or other updates to script tools. Our development time is limited, and this project will consume all of it while in the development stage. It is challenging to give an estimate of the development time needed as this functionality is new to the BlueZone Script Project.

As a resource, we will also require ample testing, which will include the use of HSRs working on actual SNAP applications. Testing will need to be extensive and detailed in order to ensure this script is accurate and providing for the complete process.

SCRIPT SCHEDULE

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| --- | --- |
|  | Is this a BULK or individual script? Does this process from an existing list or data elements? Is this recurring? What’s the frequency? Where does this fall into SOP? |

This is an individual script, run by HSRs as they process cases. This will fill four separate process completed by workers on a case by case basis. These processes are a part of case processing. It may be recommended that some procedural steps are adjusted to create the best use scenario for this script.

We expect this process to be completed on every single SNAP application, which is on average around 3700 cases per month. Though scripts are not a requirement of case processing, best practice would include use of this script and our goal would be to see 90% use or higher, aiming at 3330 completed script runs per month.

COLLABORATION

|  |  |
| --- | --- |
|  | Target Audience  Individuals and/or groups who will be directly and/or indirectly involved?  Who is doing the work or who is impacted by the work? Provide expectations and recommendations if applicable.  Stakeholders  Who has a vested interest in this project? Who would be testing/providing feedback? Decision Makers  Who needs to sign off/approve the project and how? |

|  |  |  |
| --- | --- | --- |
| **Collaboration Participant** | **Role in Project** | **Email** |
| Faughn Ramisch-Church | Decision Maker/Project Sponsor | [Faughn.Ramisch-Church@hennepin.us](mailto:Faughn.Ramisch-Church@hennepin.us) |
| Jennifer Frey | Decision Maker | [Jennifer.Frey@hennepin.us](mailto:Jennifer.Frey@hennepin.us) |
| Casey Love | Project Lead | [Casey.Love@hennepin.us](mailto:Casey.Love@hennepin.us) |
| Jacob Arco | Subject Matter Expert, User Acceptance Testing | [Jacob.Arco@hennepin.us](mailto:Jacob.Arco@hennepin.us) |
| Mandora Young | Subject Matter Expert, User Acceptance Testing | [Mandora.Young@hennepin.us](mailto:Mandora.Young@hennepin.us) |

**Target Audience**: All eligibility staff in ES.   
   
**Stakeholders:** The Quality Improvement Team, Program Managers for SNAP, all supervisors and managers in ES.  
  
**Decision Makers:** Jennifer Frey and Faughn Ramisch-Church. Supervisor/Manager of the Quality Improvement Team.

DESIRED RESULTS

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| --- | --- |
|  | A prioritized list of specific and measurable deliverables. |

Upon full implementation of this tool we are looking to see the 5 day/7-day timeliness for Expedited SNAP come into compliance, at or above 96%. An ideal aim is for this increase to be in effect within 6 months of the actual release date of this script.

OTHER IMPORTANT INFORMATION

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| --- | --- |
|  | Any additional information. Can also add attachments or links. |

There are currently outstanding questions on policy and process for some specific expedited SNAP processing. If these specific situations are not clarified in writing, we will not be able to accommodate processing of these cases in the initial release of the script. Additional research and detail will be included in the logic map of the script.

Accelerant Plan Approval

|  |  |
| --- | --- |
|  | By signing this document, I acknowledge that I have received all the stated deliverables at the agreed to quality levels. Double click on the signature line to complete the signature process. |



1. Average number of SNAP applications calculated from the mean of SNAP applications filed in Hennepin County from November 2017 – September 2020. [↑](#endnote-ref-1)
2. Percentage of SNAP applications are taken from the mean number of cases approved as expedited when processed compared to the mean number of SNAP applications filed in Hennepin County for the period November 2017 – September 2020. [↑](#endnote-ref-2)