PROJECT PURPOSE/BACKGROUND/PROJECT PITCH

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

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 it 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.

|  |  |
| --- | --- |
| **SNAP Category** | **Expectation to meet** |
| 24-hour Timeliness | 65% of expedited cases to be approved within 24 hours |
| 5-day/7-day Timeliness | 96% of expedited SNAP cases to be approved within 5-day/7-day timeline. |
| SNAP Timeliness | 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. |

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

|  |  |
| --- | --- |
|  | 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 three primary functions that will guide the worker through the review of the case information for the processing of 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.

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.

POTENTIAL RISKS OR LIABILITIES

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

Approval Action – 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 review, update, and approval for all 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

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

Time. Creation of this tool will be fairly long. We do not have much of the functionality built around completing these steps.

Testing. In order to ensure this script is accurate and complete, we will need massive, in-depth testing.

SCRIPT SCHEDULE

|  |  |
| --- | --- |
|  | 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 three separate process completed by workers on a case by case basis. These processes are a part of case processing and will fit into the current direction and process.

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** |
|  |  |  |

DESIRED RESULTS

|  |  |
| --- | --- |
|  | 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 85%. We are hoping to see this change within 6 months.

OTHER IMPORTANT INFORMATION

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

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. |

