PROJECT PURPOSE/BACKGROUND/PROJECT PITCH

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

To add automation to the existing On Demand Application process to deny cases at Day 30 that have not had an interview. Key reason for project is to save the Quality Improvement staff time in processing denial cases to allow more time for quality control reviews.

The On Demand Application process is an automated process run daily to support the FNS On Demand waiver.

POLICY AND PROCEDURAL REFERENCES

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

POLI TEMP: TE02.07.243 REPT/PND2   
 HSR Manual: On Demand and Application Processing pages

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. |

The existing BULK – APPLICATION script will be updated to add automation to auto deny cases on REPT/PND2, and points of validation to ensure correct denial. Additionally, adding an identifier for cases that were scheduled for denial on the previous working day, but were not denied will be added. QI staff will be directed to review these cases manually. Reasons for review could include staff reversing the denial, or the auto-denial overnight batch process failed in MAXIS.   
This is specific only to the BULK – APPLICATION process alone run by Quality Improvement staff only. This process to deny on PND2 is a manual process that is also currently only being done by QI staff.   
No firm deadline.

POTENTIAL RISKS OR LIABILITIES

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

A quality issue may occur if QI staff rely on the automation alone, and do not continue to review each case on their list of case actions. QI staff should review each case at denial to ensure the accuracy of the ES application process is intact.   
 No other identified pitfalls, competing priorities, etc.   
 The On Demand Waiver is in effect through December 2023.

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? |

As this is an internal project, we do not currently have any concerns regarding restrictions and resources. There are no barriers to moving this project forward currently.

There is a known system issue with the REPT/PND2 overnight batch process in MAXIS that can at times cause a failure in denial. Cases that are coded with a capital I vs. lower-case i are more effectively processed overnight. It is also known when there are large overnight and weekend processes (COLA, ER cut off, etc.) they can also cause overnight failures. There are no other known supports or workarounds for this 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 a current process, so no change to the process. This is a BULK script, completed by the QI team. Data is provided daily by support staff from the DHS BOBI data source and occurs on each business day. This process is not bound to the SOP.

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? |

**Target Audience**: Direct - Quality Improvement Team. Indirect – All eligibility staff in ES.   
 QI processes the work. This is a background process, so the expectation of eligibility staff is that this process is completed by QI. It is an expectation that QI continues to review cases that are auto denied on REPT/PND2.  
   
 **Stakeholders:** The Quality Improvement Team  
  
 **Decision Makers:** Jennifer Frey and Faughn Ramisch-Church, supervisor and manager of the ES Quality Improvement Team.

|  |  |  |
| --- | --- | --- |
| **Collaboration Participant** | **Role in Project** | **Email** |
| Jennifer Frey | Decision Maker | [Jennifer.Frey@Hennepin.us](mailto:Jennifer.Frey@Hennepin.us) |
| Faughn Ramisch-Church | Decision Maker | [Faughn.Ramisch-Church@hennepin.us](mailto:Faughn.Ramisch-Church@hennepin.us) |
| MiKayla Handley | Project Lead | [MiKayla.Handley@hennepin.us](mailto:MiKayla.Handley@hennepin.us) |
| Brenda Raygor | User Acceptance Tester | [Brenda.Raygor@Hennepin.us](mailto:Brenda.Raygor@Hennepin.us) |
| Jacob Arco | User Acceptance Tester | [Jacob.Arco@Hennepin.us](mailto:Jacob.Arco@Hennepin.us) |

DESIRED RESULTS

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

1. User experience to QI team survey on as-is process.
2. Review and share survey information with BZS team and decision makers.
3. Project development (including logic map, etc.)
4. Active development
5. Automation Testing
6. Automation deployment (including communication and supports)
7. User experience survey for new process.

We would like an increase in user experience and speed without reducing accuracy.

OTHER IMPORTANT INFORMATION

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

N/A

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. |

