

**AGENT Reminder February 24, 2022**

**General**

* When responding to an RMS, make sure that you are always **entering** **case comments**, and that your response reflects the case comment you entered.  You should be using the RMS Allocation Matrix as a reference when entering your responses.

For example, if you processed a FS only application you would choose the program description of “150- Food Share” and the activity type of “400- Screening and Intake.”

If you completed a Food Share only renewal you would choose the program description of “150- Food Share” and the activity type of “405- eligibility determination or re-determination.”

Regardless of what other programs are open on the case, because you only processed FS, that is the program code that would be entered.  NO reference should be made to the other programs on the case.

Example of case comment that would be entered on the case is shown below:  Note, this is in addition to the comment that you would have already made on the case when you were working on the casework.

*“Responded to RMS Sample:  Group: 3 Economic Support; Observation Number: 575052” Processing a food Share application (or whatever you were working on when your got the RMS)*

* Reminder for supervisors: When an agent is no longer employed with the county, the program description should be “370- Not Specific to any other program choice” and the activity should be “699-Invalid Response.” You should use the “620- Break, lunch, vacation, sick leave” activity code only when the agent is on any of those activities.