Pending a FS application for interview

If you have made two attempts to reach the customer by phone and have not reached the customer:

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| **Programs Requested** | **Action** |
| FS only (no MA app or program open) | Run application through the CWW driver flow and mark the Interview Details page for FS as “?-Pending Interview”. You are NOT required to run data exchange matches or update begin dates. Update all information reported on the FS application and Q? for verification. |
| FS and MA application | Update the Interview Details page as follows:  FS - **?-Pending Interview**  MA - **ACCESS or Paper**  The MA application **MUST** be processed as no interview is needed for this program. Be sure to check all data exchanges and update all begin dates. |
| FS only with already open MA | Run FS through for “?-Pending Interview” and update case with all changes reported on the FS application and Q? for verification. |

Reminder:

MA page one applications are scheduled for an interview upon receipt. If the customer no shows for the interview, the application still needs to be processed through and questioned for all unknown information.

Postponing an Interview, Priority Service (PS) and Expedited Benefits

Postponing the Interview and Issuing Expedited Benefits (At Application Only):

Postponing an interview basically means, you determine benefits without an initial interview, because the below criteria are true. On occasion you will get an application and you will make the two attempts and then not reach the client, as you’re processing you find that they are Priority Service eligible and become eligible for expedited issuance of FoodShare. If they meet the criteria, you can process and confirm FS without an initial interview. Then re-run eligibility and the case should pend for an interview. This is considered “postponing an interview”

The interview may be postponed prior to expedited issuance when ALL of the criteria is met:

-HHC and Income can be sufficiently determined

-Client is Priority Service Eligible

-No one in the food unit has exhausted 3 TLB’s and have no apparent exemption of Non-ABAWD status

-ID can be verified

-Two attempts to complete the interview have been made

If the criteria is met, then expedited benefits may be issued. Make sure the Priority Service Screen is updated with current information/dates.

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| **Priority Service** | **Action** |
| PS FS Application changes to Non-PS and for some reason expedited benefits can’t be issued (ex: no ID verification) | Check the work item to make sure the due date has changed to 30 days from the filing date, if not: Update the PS Determination date to today’s date and enter assets of $1000. Make sure PS indicator is “no” |
| PS FS Application changes to Non PS due to income updates | Check the work item to make sure the due date has changed to 30 days from the filing date, if not: Update the PS Determination date to today’s date and update the Gross income to the appropriate amount. Make sure PS indicator is “no” |
| Non PS Application changes to PS application, and expedited benefits are attempting to issue. | ***BEFORE*** issuing expedited and confirming benefits, update PS Determination date to today’s date. |
| Updating PS Determination Page, Expedited Has Been Issued, Case was Pending, Verifications are now received. | Update PS Determination date to current date. Updated liquid assets to $1000. Make sure PS Eligible indicator is no |

If benefits are issued expedited, worker will be able to confirm the months for expedited issuance and then will need to run eligibility again so the case pends appropriately. The worker should also change the verification due date on the checklist to the 30th day of the application and suppress incorrect notices.