Record All Case Activity

Always document activities performed on a client's case in CAFÉ, including a brief description of the activity. A case note must be used to document information obtained, and to support all decisions made about eligibility and benefit amount. Every activity and contact must be recorded. This means documenting all telephone calls and all correspondence received. The case note should contain enough detailed documentation to support all analyst decisions and computations and can be easily understood.

Document all mandatory verification that was requested and received. Verification received must be recorded by using the type or source (ex-application, redetermination, wage, SSI, etc.), the date received, and the location of the verification (ex-OnBase).

Every applicable question in the Wizard (for applications, redets, SRs, and change reports) must be cleared and documented as a section note. If a question is not answered or needs clarification, the client should be contacted and the response documented as a case note.

Document why and how questionable information was cleared. Whenever an alternate procedure or verification is used, document what method was used and why that method was used.

Make narrative entries to document information which is not recorded on forms or needs additional explanation. These entries are to include detailed information as described on page 5 under "When entering case notes in CAFÉ".

Basic Documentation - Case Notes

Reported Changes

- Date change was reported to the agency (include document date if submitted by email, fax, or in person, or scan date if submitted to DPC)
- Date the change occurred
- Who reported the change
- What changed
- Determine the effects of the reported change on the household’s eligibility and benefits.
- Verification requested/received
- Date change was made in CAFE and the effective date of the change, if change was completed
- Appropriate notice mailed to client

Mail - Document Processing Center (DPC)

- “Scan date” in OnBase as date of receipt
- List documents received

Note: The "scan date" can be located by viewing "keywords" when scrolling down to the bottom of the form in OnBase.
Basic Documentation - Case Notes continued

Intake
- Date application was received
- Application screened for expedited services
- Scheduled appointment date, when applicable
- Clearance Summary viewed and cleared. All hits must be cleared prior to processing the application, except expedited applications
- Date of interview
- Discussed Rights & Responsibilities, SR, EBT, E&T Requirements, fair hearings, and Voter Registration
- Discussed referrals for additional programs and services
- Verification requested and/or received
- Date and short narrative of any telephone contact with employer, landlord, or anyone who helped to verify written statements or questionable information
- Date case was certified or rejected
- Date notices were mailed
- Certification period
- Collateral contact documentation includes:
  - Name of collateral
  - Phone number
  - Relationship to client
  - Collateral's statement concerning person living in client's home
  - Any other information they provide
- Drug Screening
- CSE Referral
- Immunizations
- Parenting Skills Training
- Notice of Assignment of Rights to State of Louisiana for Medical Support
- Document that you informed the applicant of Healthy LA, LaHIPP, and NEMT Services

Redetermination
- Date OFS 18MR mailed
- Date redet completed in CAFÉ or OFS 4MR was received
- Clearance Summary viewed and cleared. All hits must be cleared prior to processing the redet
- Date redet interview was conducted, when applicable
- Discussed Rights & Responsibilities, SR, EBT, E&T Requirements, fair hearings, and Voter Registration
- Verification requested and/or received
- Date and short narrative of any telephone contact with employer, landlord or anyone who helped to verify written statements or questionable information
- Date eligibility decision was made (recertified or closed)
- Date notices were mailed
- Certification period
- Collateral contact documentation includes:
  - Name of collateral
  - Phone number
  - Relationship to client
  - Collateral's statement concerning persons living in client’s home
  - Any other information they provide
- Drug Screening
- CSE Referral
- Immunizations
- Parenting Skills Training
- Notice of Assignment of Rights to State of Louisiana for Medical Support
- Document that you informed the applicant of Healthy LA, LaHIPP, and NEMT Services

Simplified Reporting
- Date OFS 4SR mailed
- Date Simplified Report form was received from client (include document date if submitted by email, fax, or in person, or scan date if submitted to DPC)
- Date verification was requested (if not provided)
- Date verification was received
- Clearance Summary viewed and cleared. All hits must be cleared prior to processing the SR
- Date and narrative of any telephone contacts
- Date SR was processed (exchanges made or closure and reason)
- Date notices were mailed

Documentation plays an important part in a court of law; therefore, it must be complete and precise.
Sample Documentation

**Expedited Screening** - when a case is screened as expedited and then later determined not expedited, document the case to explain the reason why the case was not processed within expedited time frame. Documentation should clarify why case is not expedited.

*Example:* Case screened as expedited based on household income, resources and expenses. While screening, all household members were included in another case for the month of application, therefore no longer eligible for expedite.

**Clearance Summary** - in accordance with policy C-220, all hits discovered in Clearance Summary must be cleared prior to completing case actions (application, Simplified Report, or redetermination).

*Example:* Mr. Brown submits his redetermination application and does not report his employment. Clearance Summary displays ‘hits’ for the Work Number, LWC Wage, SSA and SSI, because ‘yes’ is displayed in the Income panels. Each individual source will need to be viewed and case note should include documentation of how the ‘hit’ was cleared.

Sample Case Notes: Work Number wages for Mr. Brown not reported, but not over gross income limit therefore wages budgeted effective 7/17. LWC wages for 1st quarter 2016 prior to certification, no longer employed. SSA for Thomas reported and budgeted correctly. SSI for Mary ended 5/17, removed SSI effective 7/17. No supplement necessary as change reported in redet month.

**Household Composition** - in accordance with policy C-160, document household composition and separate household status in a narrative in CAFÉ.

When a person intends to purchase and prepare food separately after certification, explain that an over-issuance may occur if they do not follow through on this intent.

*Example:* Aunt Thelma lives with her nephew and his son. She has been purchasing and preparing meals with her nephew and his son, but intends to purchase and prepare separately if certified.

**Residency** - must be documented at application and any time it is questionable. EXCEPTIONS: It is not necessary to verify residency in unusual cases (such as homeless households, some migrant farm worker households, newly arrived households) where verification is not possible or if the household is categorically eligible.

*Example:* Mr. Blue recently moved to Louisiana from Texas and applies for SNAP. He states he does not have a Louisiana ID and receives SSI. Document from SSA/SSI records: “Residence verified with query showing client’s address is 123 Main Street, Baton Rouge, LA. Query filed in OnBase.”

**Child Support Payments** - must be verified.

*Example:* Mr. Spencer stated he pays Eva Long with a money order $75 every two weeks when he gets paid and copies are available in OnBase. There is a $150 monthly court order for child support filed in OnBase.

**Income (Earned and Unearned)** - all sources of income should be explored with the client when interviewing and documented in the Wizard so the correct amount of benefits are issued.

- **Earned income** - document explanations of unusual pay periods and changes in hours or pay rate. Documentation should include how often paid, how much paid per hour, how many hours worked per pay period, and if hours vary (how much and how often).

  *Example:* Mr. Brown applied 5/17 and began new employment with ABC Warehouse on 4/25. He received his first full check on 5/12 of 80 hours at $9 per hour and is paid biweekly.

- **Unearned income** - can be stable or it can also vary. Document to show how the income was determined.

  *Example:* Ms. Penny states she received $590 SSI monthly, which is less than the full amount. She states there is no overpayment being taken out, she does not pay rent and payment is less because she has no shelter expense at this time. Clearance Summary verifies gross monthly payment of $590.

**Student Eligibility** - should be determined according to policy E-260. How eligibility is determined should be documented in CAFÉ.

*Example:* Ms. Smart is attending McNeese State University full time. She works 20 hours per week at Chick-fil-A and is paid $8.00 per hour. Ms. Smart is an eligible student.
Sample Documentation

Shelter - Rent and utilities are only verified if questionable.

Example: Mr. Moore says he pays $350 per month rent but his application notes rent is $300. Document from interview: "Mr. Moore stated his rent is actually $300 per month but because he fell behind in payments a couple months the landlord is letting him pay more per month until caught up."

Management - when questionable, document the discussion of management review in the Wizard or on form OFS 4MW and how questionable information was verified.

Example: Mr. Stone stated he is not behind on his rent or utilities at this time although he was laid off from work and is receiving $175 weekly UCB. His father is giving him $200 a month. He is working odd jobs for his landlord and the landlord is deducting work done from his rent. Verified with a statement from his father in OnBase; call made to Mr. Roberts, landlord, stating that $225 per month is deducted from rent in exchange for work done.

Exemptions from Work Registration Requirements - document work registration status and LaJET status codes in CAFÉ. Verify that the person is needed to provide care for an incapacitated person. Verify all other exemptions only when they are questionable.

Example: Ms. Pepper is 37 years old, no longer working, is disabled not receiving SSI/SSA and has no children in the home.

Document: "Ms. Pepper provided verification that she is currently in rehab for back injuries sustained from an accident and is scheduled for surgery next month. Ms. Pepper is exempt from Work Registration due to her inability to work at this time."

Determining Good Cause - should be documented with all actions taken to determine how good cause was or was not established for failure to comply with the Mandatory Work Registration requirements.

Example: Phone call made to Ms. Avery on 5/8/2017. Ms. Avery is in the hospital, scheduled for surgery, and is uncertain of the length of her recovery time. Good cause is given and no sanction imposed.

Documenting the Interview Scenario

Application date: 5/24/2017
Applicant name: Tony Howard
Household members: Sarah (wife); Ty (son)
Income: Tony employed - $700/biweekly
Expenses: Rent $500, Lights $95, Water $60

♦ Interview conducted with Sarah as Tony is working.
♦ Identity and residency verified with current LA ID filed in OnBase.
♦ Expedited screening: Case does not meet expedited criteria due to total income for May is $1400 and rent is $500 and SUA allowed $353.
♦ Student Eligibility: Sarah is attending LSU fulltime, is not working and does not receive work study. Ty is 2 years old. She meets the student eligibility requirement.
♦ Income: Tony has been employed with Target for 2 years. His work hours vary between 75 to 80 hours per pay period; paid biweekly. Is paid $9/hour and only works overtime during Christmas holiday season. Checks are direct deposited.
♦ Shelter: Sarah states the rent is $500 per month and household pays lights, water and phone. No bills are behind at this time. Heat and air are both electric; qualifies for SUA.

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Determining Good Cause - should be documented with all actions taken to determine how good cause was or was not established for failure to comply with the Mandatory Work Registration requirements.

Example: Phone call made to Ms. Avery on 5/8/2017. Ms. Avery is in the hospital, scheduled for surgery, and is uncertain of the length of her recovery time. Good cause is given and no sanction imposed.
Case Note Entries

Case Notes in CAFÉ:

♦ Are housed on the Portfolio Summary - Case Notes page under the Cases Tab.
♦ Are automatically generated for certain actions taken in CAFÉ or legacy systems and appear alongside manually entered case notes.
♦ Should not be entered as one entry at the conclusion of the activities covering an entire application, redetermination, Simplified Report or Change Report process.
♦ Should be a separate entry and created as each activity occurs.
♦ Abbreviations should not be used. Auditors, Customer Service Representatives and other non-ES staff must be able to understand what is documented.

When entering case notes in CAFÉ:

♦ Select the Activity Date
♦ Identify the purpose of the contact by selecting the Event Type and Contact Type
♦ Enter the name of the person with whom you are communicating
♦ Document the information provided or requested
♦ Document any follow up action taken or resolution

Documentation must tell...

WHO?
WHAT?
HOW?
WHEN?
WHERE?