PPER Email 2014-42   Overtime Instructions for Cash Case Managers (Issued 12/16/2014)

Overtime has been expanded to include cash case managers and supervisors. To retrieve SNAP applications cash case managers will click on:

- Views;

- Daily Priority Actions;

- Available/Reviewed Scanned SNAP Applications

Cash case managers **must** click the refresh button before selecting the record to work on. The cash case manager must click on the ECF to review the case, ensuring that an RFA has not already been completed. If an RFA has not been completed, one must be done and a cold call conducted. If the client does not answer, or there is no phone number available, an appointment must be scheduled.

To get a next application, click refresh again.

SNAP applications processed by cash case managers during overtime will appear on their current supervisors' Pending Authorization view.

SNAP workers must continue to pull Actions when in the Processing queue and during any hours of overtime being worked.

Staff are reminded that the scanned document **must** be dispositioned on the Scanned Documents History Enabled page to complete the action.

For additional guidance on how to process a SNAP application please refer to:

http://dtaonline.es.govt.state.ma.us/refrence/curpol/beacon/onlineguide/!SSL!/WebHelp/userguide_test.htm