

PPER Email 2014-46: Changes Impacting Cash Case Managers Working Overtime and SNAP-Only Case Managers in the Processing Queue (Issued 12/23/2014)

Change Impacting Cash Case Managers Working Overtime

The existing view previously titled Available/Reviewed Scanned SNAP Documents has been changed to SNAP Duty Supplement. This view is used by cash case managers to retrieve SNAP casework to be processed while working overtime. Effective immediately, when there are no scanned SNAP applications or recertifications that need to be processed, cash case managers working overtime will be assigned SNAP case maintenance tasks for processing.

For additional guidance on how to process SNAP applications, recertifications and other casework please refer to the Online Guide.

Change Impacting SNAP-Only Case Managers in the Processing Queue

In response to requests from field staff, effective immediately, when SNAP-only case managers assigned to the Processing Queue click Get Action from the My Actions page in BEACON, at least 3 Actions will be received. The assigned Actions will be associated with 3 different clients. All outstanding Actions and scanned documents associated with each of the 3 clients will appear on the Action list. While all of the assigned Actions must be completed by the case manager, it is up to the case manager to decide what order in which to complete them in.

This change will enable SNAP-only case managers to better manage and maximize their time.

All assigned Actions must be completed before a case manager starts working on Actions for the next queue to which they are assigned (i.e. before logging into accept phone calls as part of the Phone Queue, one must complete all Actions previously assigned to them as part of the Processing Queue). If, however, a case manager has outstanding Actions assigned to them at the end of their work day, untouched Actions may be dismissed and returned to the pool.