

**AGENT Reminder July 28, 2022**

**General**

* If there is a need to issue benefits for a timeframe that CWW is currently not determining eligibility for, do not reset the filing date further back than the current month.  Back months will have to be issued manually through a supplement and manual notices issued.  When the filing date is reset greater than 30 days, it shows up in the untimely report.
* Remember to run cases all the way through eligibility to either send out verification requests and/or confirm benefits.
* If a customer reports that they have expenses but the income they are reporting is less than the amount needed to cover their expenses, please ask the customer how they are meeting their expenses. This conversation should be documented in case comments.
* When a customer reports income ending, verification MAY be needed. Remember that if you are determining eligibility for the month the final pay was received in, verification of that is required.
* Child Support Income is budgeted for the child(en) for whom it is ordered. The Unearned Income page in CWW should be entered under the child’s name.
* When completing the Absent Parent page in CWW, please update the page with all of the information available to you including the absent parent’s DOB, SSN, address, etc.
* Please include specific details in case comments. For example, when referencing employment, please state who is employed and the name of the employer.
* When documenting third-party contacts (collateral contacts) remember to include the following: name of collateral contact, title of individual, organization the individual is affiliated with, address, phone number, significance to household, date of contact, the information obtained and used for information