

**AGENT Reminder August 25, 2022**

**General**

* Below is some clarification on when a summary should be generated after an intake or renewal is processed.

**PH 1.6.1.8**

A Case Summary should only be generated at application and renewal or if a member calls and asks for a case summary to be generated; and only once the application and renewal process is completed. When processing an FFM application a case summary should always be mailed as the member doesn’t get Wisconsin’s Rights and Responsibilities though the FFM application. Processing a SMRF does not require that a case summary be mailed.

A case summary should **not** be generated while a case is pending for verification and is in intake or renewal status. Workers should make a case comment indicating that a case summary will need to be generated once verification items are received in their entirety and the case is no longer in intake or renewal status.

**Exceptions:** A case summary can be generated during intake or renewal if the case is only pending for a valid signature or if a telephonic signature is taken. When a telephonic signature is taken, an additional case summary does not need to be generated once verifications are received and processed, unless a significant change is reported.

Case summaries should always be generated for Childcare upon completion of the interview.

* When responding to an RMS, make sure that you are always **entering** **case comments**, and that your response reflects the case comment you entered.  You should be using the RMS Allocation Matrix as a reference when entering your responses.

For example, if you processed a FS only application you would choose the program description of “150- Food Share” and the activity type of “400- Screening and Intake.”

If you completed a Food Share only renewal you would choose the program description of “150- Food Share” and the activity type of “405- eligibility determination or re-determination.”

Regardless of what other programs are open on the case, because you only processed FS, that is the program code that would be entered.  NO reference should be made to the other programs on the case.

Example of case comment that would be entered on the case is shown below:  Note, this is in addition to the comment that you would have already made on the case when you were working on the casework.

*“Responded to RMS Sample:  Group: 3 Economic Support; Observation Number: 575052” Processing a food Share application (or whatever you were working on when your got the RMS)*

**FoodShare**

* We received clarification from the CARES Problem Resolution Team that we can no longer use a verified SSN as verification of residency for FS. This is still required at application (unless the customer is homeless, a migrant worker or open for another assistance program) so workers should pend for verification if they are not able to verify WI residency from the other sources listed in FSHB 1.2.6.1