

**AGENT Reminders February 8, 2024**

**General**

* When giving customers information about their documents being processed, do not tell them to call back to check the status of their documents. Please advise the client that their documents/verifications will be processed in the order they were received within a 10 day period and that they will receive a notice of decision in the mail.
* Please remember to run cases all the way through the driver flow to the Confirm Eligibility page. There have been instances lately where cases are left mid-driver flow and not completed.

**FoodShare**

* When a customer has shelter expenses that are greater than their income, agents should be asking how this expense is being paid and documenting this in case comments.