

*Section Number: 50-1.1*

*Effective Date: January 1, 2012*

## **Subject: Caseload Management Tools**

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### **A. Caseload Management Information**

#### **1. On-line Caseload Report – ETs will ensure the following use of the report.**

##### **Purpose/Description/Utility of report:**

- Used to track receipt of Gen 72s
- Used to track and identify cases according to CARC
- May be used for allocating personnel to most needed functional area

##### **Best Practices:**

- Run caseload report daily and check for case status; ensure pend or auth status for all cases. Reports are updated once daily and are current each morning.
- Utilize report sort function to identify number of recert/reviews due.
- The day before the cash and FS run, review the report and identify any de-authorized benefits or benefits not authorized but need to be pushed forward due to no adverse action.

##### **Interpreting the report:**

- The reports are fairly self-explanatory. They display the case information by case number and client name (alphabetically) with additional case information clearly identified along the top of the report. For Further detail on reading and using this report, consult the [ET Online Caseload Report Users Guide](#). For information about accessing this guide, see below.

##### **How to access this report:**

- Go to the DPA web page
- Select SysOps at the top of the page
- Click on ET Caseload Report (online)
- Log on as you would on EIS beginning with your HPA ID and the second EIS password)
- Select your region, unit, caseload, and then worker
- For further details select [ET Online Caseload Report Users Guide](#), which can be found on the first page of the report once you have logged in. of by clicking on the following link:  
<https://dpasysops.dhss.alaska.gov/Production/ETCaseload/yETCaseloadLogon.aspx>

## 2. Caseload & Issuance by Program (MRO 13)

### **Purpose/Description/Utility of report:**

The MRO 13 shows the number of cases by program in specific geographic locations. Cities/villages census areas/ are listed alphabetically on separate pages of the report.

### **How to access this report:**

- Go to the DPA web page
- Click on Document Direct under Quicklinks
- Click on the ViewDirect for zOS server
- Log on username using your EIS ID (the HPA identification) and password is the same as the first EIS password
- Select Report: It appears on the first page, open it,
- Go to date, and then to region (click arrow if necessary), then to office.
- For number of cases in a given town/village, use magnifying glass and type in name of village
- Direct link to Document direct:  
<https://documents.state.ak.us:443/ddrint/servlet/ddrint>

## 3. Mass Change Report (by program)

### **Purpose/Description/Utility of report:**

Used to ensure benefits were appropriately authorized after a mass change.

Mass changes for most programs occur at regular intervals and are preceded by a statewide broadcast and followed up with a paper report. Although the EIS mass change jobs are designed to automatically adjust as many cases as possible, some cases will need to have benefits authorized and others will need to have the accuracy of their benefits reviewed. The EIS reports generated by the mass change jobs are intended to identify these cases.

- Reports usually indicate that a change has not occurred because it was not in the current month at the time the case was automatically updated
- Changes may not take place if TA sanctions are in place

### **Best Practices**

- Distribute hard copies to Eligibility workers, have them check off cases as they are processed and notify their team leader when the process is complete

- Supervisor may wish to highlight unusual or questionable cases (those that show an unusual difference between the previous and rolled amount).

**Interpreting the report:**

Mass change reports are broadcast to all staff and followed up by hard copy distribution. Broadcasts include attachments with detailed explanations about the changes being affected.

**How to access this report:**

- Go to the DPA web page
- Click on Document Direct under Quicklinks
- Click on the ViewDirect for zOS server
- Log on username using your EIS ID (the HPA identification) and password is the same as the first EIS password
- Click Report
- Select the desired program (i.e. APA Mass Change Report, Food Stamp Mass Change Report, Temporary Assistance Mass Change Report)
- Select Desired date of the report
- Select the Region under Details
- Direct link to Document direct:  
<https://documents.state.ak.us:443/ddrint/servlet/ddrint>

*Note: For additional information about using document direct, consult the Document Direct PowerPoint presentation on the Sysops home page*

**B. Tracking Individual Worker Activity****1. Action History****Purpose/Description/Utility:**

- Used to see who has been involved in a case and what their type of involvement was.
- This tool is available to all ET's in EIS. It records whenever (most) screens are accessed and indicates who performed the action.

**Limitations:**

A screen containing the most current information is displayed upon initial opening, previous data can be accessed by pressing <enter>, but information more than two years old is no longer available.

**How to access this report:**

- Available to all eligibility and clerical staff.

- Can be accessed from any point in EIS by typing ACHI in the 'NEXT' field

## 2. Transaction Log

### **Purpose/Description/Utility of report:**

The Transaction Log records the date, time and program type authorizations taken by eligibility workers as well as recording the date and time of CANO entries.

- Can be used to determine if and when a benefit was authorized or denied in the event there have been no case notes
- Provides a chronology of the order of case authorizations
- Useful for determining recent case authorizations for selecting cases to be reviewed
- Number and frequency of authorizations may be helpful in identifying struggling ET's, especially if compared to the Action history (ACHI) report (also available on EIS)

### **Limitations:**

Because only benefit authorizations and CANO entries appear, all actions taken by ET's are not recorded. (For that information refer to the Action History see above entry.)

### **Best Practices:**

- Use when selecting cases for review
- Provides information relevant to client inquiries

### **How to access this report:**

- Available only to lead workers, supervisors, case readers, and managers.
- Located on the SYSE screen in EIS
- Enter the PCN of the worker you wish to view

## C. Office/Regional Statistics

### 1. Initial Apps by Office Chart

#### **Purpose/ Description/Utility of report:**

This group of reports is approximately 175 pages. In the collection, the number of initial applications for every office, region and statewide is presented in graphic form followed by a summary table. The information covers two full calendar years from the month selected.

The reports are presented in the following format:

- District offices are listed first
- Under each office is the following information, 1 chart or graph per page:
  - All programs (Graph)
  - APA Initial Applications (Graph)
  - ATAP Initial Applications (Graph)
  - Food Stamp Initial Applications (Graph)
  - General Relief Initial Applications (Graph)
  - Medicaid Initial Applications (Graph)
  - 24-month summary for all programs (Numerical Chart)

To find a specific office or region, use the *Bookmarks* tab on the left-hand side of the page.

**Limitations:**

All programs are listed separately, combination cases are not represented. Initial applications only are represented, but there is no information contained in this report that indicates the number of approved or denied applications or individuals redirected to other resources as a result of preliminary eligibility assessment.

**Best Practices:**

Managers and team leaders should consult this regularly for planning purposes in order to allocate intake/maintenance resources where needed to address peak periods of activity and for planning leave for staff.

**How to access this report:**

- [Go to the DPA web page](#)
- [Click on DPA Reports in the right hand column of links](#)

## 2. Initial Apps by Office Table

**Description/Utility of report:**

This is a numerical chart of the number of initial applications received in an office and region by month. It contains similar information to that found in the *Initial Applications by Office* Chart report, but includes additional details. Separate reports are presented for the five most recent (state) fiscal years. The sections of the report contain the following statistical information:

- total number of applications for all programs by office monthly for the fiscal year chosen
- summary of ATAP 1-Parent and 2-Parent households
- ATAP 2-Parent households
- ATAP 1-Parent households
- Medicaid
- Interim Assistance
- GRA – GRM
- Food Stamps
- APA
- Statewide Summary by Region of ATAP, APA, FS, Medicaid, Senior Benefits, and DKC

**Limitations:**

All programs are listed separately, combination cases are not represented. Initial applications only are represented, but there is no information contained in this report that indicates the number of approved or denied applications or individuals redirected to other resources as a result of preliminary eligibility assessment.

**Best Practices:**

Managers and team leaders should consult this regularly for planning purposes in order to allocate intake/maintenance resources where needed to address peak periods of activity and for planning leave for staff. This report is unique because it includes GA and interim assistance information.

**How to access this report:**

- Go to the DPA web page
- Click on DPA Reports in the right hand column of links

**D. Client Information****1. Social Security Interfaces****a. SVES information/State Online Query (SOLQ)****Description/Utility of report:**

The SVES/SOLQ interface provides information on SSI (Title XVI) and SSA (Title II) benefits. It is used extensively for obtaining information about APA recipients, but may also be useful in verifying information for other programs. It shows:

- Monthly SSI payment
- Living arrangement

- Onset of disability
- SSI and SSA Residence, Payee information, Cross reference entitlements
- Quarters worked
- Social Security manual for interpreting codes

**How to access this report:**

This interface is accessible through the INME 13 screen in EIS. For further information on interpreting and using it:

- Go to the DPA web page
- Click on Policy and Procedure Manuals
- Click on Interface User Guides
- Follow the instructions to SOLQ
- Direct link to SOLQ User Guide:  
<http://dpaweb.hss.state.ak.us/manuals/eis/2008-1solq.pdf>

**b. PFD/SSI/SDX and Wage Information****Purpose/Description/Utility of report**

This report is accessible to all ETs. It provides eligibility information from the Social Security Administration and the State of Alaska on:

- SSI information – SDX
- Permanent Fund Dividend – PFA
- Wage information

**Best Practices**

This list should be monitored in processing all APA cases where SSI is involved, and during the hold harmless time frame of PFD distribution.

**How to access this report:**

This report is available on EIS INME #9

**c. 1619b List****Purpose/Description/Utility of report**

This report is accessible to all ETs. 1619b is a provision in the SSI code that allows individuals to exceed the earned –income cash limits for SSI eligibility while remaining eligible for Medicaid. This information is not included in the EIS social Security interfaces.

**Limitations:**

Because SSI still uses retrospective budgeting while APA uses prospective budgeting there may be times that the information is out-of-synch.

**Best Practices:**

This list should be monitored in processing all APA- SSI cases where earned income is involved.

**How to access this report:**

- Go to the DPA web page
- Click on Document Direct under Quicklinks
- Click on the ViewDirect for zOS server
- Log on username using your EIS ID (the HPA identification) and password is the same as the first EIS password
- Click Report
- Click SDX File Update (second one HESDX30)
- Use search feature (magnifying glass) to find client
- Direct link to Document direct  
<https://documents.state.ak.us:443/ddrint/servlet/ddrint>

## 2. FDPIR Client List

**Purpose/Description/Utility of report**

List of FDPIR clients provided by Alaska Native Tribal Health Consortium to Division of Public Assistance. This report is utilized by DPA staff to ensure there is no duplication of services between Food Stamp program and FDPIR.

**How to access this report:**

- Go to the DPA web page
- Click on ET Resources
- Click on FDPIR Participants
- Direct link to FDPIR Participants:  
<https://reports.hss.state.ak.us/Reports/Pages/Folder.aspx?ItemPath=%2fDPA&ViewMode=Detail>