UC06 – Rollover / Pre-app Application and Denial Letter Use Case Specification

State of MN - eHEAT Phase III

Revision History

Date	Version	Description	Author
02/09/2004	DRAFT	Initial Version	Sivakumar Ramanathan
02/13/2004	1.0	Peer review complete with Narayan Srinivasan. Submitted for sign-off.	Sivakumar Ramanathan
02/27/2004	1.1	Document updated based on sign-off comments.	Sivakumar Ramanathan
03/17/2004	1.2	The following sections were updated after Vendor meetings. **Business Rules** Mail Rollover or Pre-app Application / Blank application / SSN Request letter	Sivakumar Ramanathan

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Rollover / Pre-app Application and Denial Letter UC Specification

1. Brief Description

This use case provides a way to print and mail a Blank application, Rollover / Pre-app application, Request for SSN letter and Denial letter. The printing and mailing will be done from Central print and distribution.

2. Actors

Time

3. Activity Diagram

None

4 Flow of Events

None

5 Special Requirements

None

6 Preconditions

None

7 Post conditions

None

8 Cross Reference

UCO1 – Handle Energy Assistance Request Use Case specification

9 Business Rules

Mail Rollover / Pre-app Applications before start of the program year:
- All households served this year get either a Rollover or Pre-app next year unless they have become inactive.
- Households who do not receive a Rollover receive a Pre-app.
- Households receive a rollover if their only source of income is a fixed source. A household can have only two Rollovers in a row, and then must complete a Pre-app.
- Rules for fixed sources of income are:
    1. Wages--Must be "no"
    2. General assistance--Must be "no"
    3. Alimony/Support--Must be "no"
    4. UI--Must be "no"

5. MSA--Must be "no"
6. TANF--Must be "no"
7. Other Income--Must be "no"
8. Self-Employed--Must be "no"
9. No Income--Must be "no"
10. Food Stamps--Can be either "yes" or "no"
11. Farm Income – Must be "no"
12. Veteran's benefit – Must be "no"
13. Rental Income – Must be "no"
14. Interest Income – Must be "no"
15. Contact for Deed Interest – Must be "no"
16. Worker's comp – Must be"no"
17. Pension / Social Security / SSI --One of these three must be "yes"

- The system will select all the application from the current program year and will determine Rollover or Pre-app as said above. The system will mark the application as Rollover or Pre-app in the tables for the current program year.
- These applications will be selected, printed and mailed to the household mailing address mentioned in the application.
- Return address for the application will be the EAP service provider address for the mentioned county.
- If the return address is the service provider address it will be derived as below:
  The county of the application household address will be mapped to the EAP Service Provider who service the county and this EAP Service provider address will be printed on the application. This EAP service provider must be the current owner of the application.
  If an application was provided only with WAP Services, then this will not be sent as rollover or pre-app. (This scenario is applicable only if WAP Service provider and EAP service provider is different for a county)
- The system will be scheduled to run only once in a year at a date as determined by DOC to mail all the Rollover / Pre-app applications

Mail Rollover or Pre-app Application / Blank application / SSN Request letter
- The system will print and mail a Rollover / Pre-app application or a Blank application or a SSN request letter through Central Print and Distribution
- Return address for the blank application will be the EAP service provider address for the mentioned county.
- For blank applications, if county is not mentioned, then the return address will not be printed.

Denial Letter Print and Notification
- If the denial reason is Over Income, Subsidized Housing with Heat and Electric in Rent, Already Served or Insufficient Information the user has to deny the applications manually. This will trigger a request to central print and distribution and will update the Application Status to "Denied"
- A system parameter called "Send_No_Funds_Denial_Letter" will be maintained in the database. If the denial reason is Lack of Funds, then the system would automatically deny the application and send a request to central print and distribution only if the above flag is set to 'Yes'. The system will set the application status to "Denied" and the Denial reason as "Out of Funds". This action of setting the flag to 'Yes" can be done only once per program year and is irreversible. If the flag "Send_No_Funds_Denial_Letter" value is "No", the system will set a flag "No Funds" to "Yes". When funds arrive, these applications will be processed and Primary heat benefit will be obligated

in the "Manage Grant" module in the order of completed application logged date. When no funds arrive these applications will be picked and "Denied" by the service providers

Additional Information Request letter Print and Notification

- If the application is incomplete the system displays "Hold" button and "Request for Additional Information" button.
- If the user wants to get the additional information through mail, the user enters the additional information needed in a text area and clicks on the "Request for Additional Information" button. On click of this button a request is sent to the "Central Print and Distribution Center" to mail the letter requesting for the additional information.
- The system will print and mail an "Additional Information Request letter" for a household.

10 Addendum
None