

UC08 – Determine and Deliver Crisis Benefits Use Case Specification
State of MN - eHEAT Phase III
Version 1.3





Revision History

Date	Version	Description	Author
02/14/2004	DRAFT	Initial Version	Ramu Srinivasan
02/17/2004	1.0	Peer Review with Narayan Srinivasan and submitted for sign off.	Ramu Srinivasan
03/04/2004	1.1	Updated based on sign off comments. Added vendor display rules, pre-buy rules.	Ramu Srinivasan
06/14/2004	1.2	Corrected Typo for flow name 4.2.1.	Narayanan Srinivasan
07/24/2004	1.3	Updated with Process communications	Ramu Srinivasan



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Determine and Deliver Crisis Benefits

1. Brief Description

This use case provides a way to Determine and Deliver Crisis Benefits.

2. Actors

Service Provider, DOC User

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3. Activity Diagram

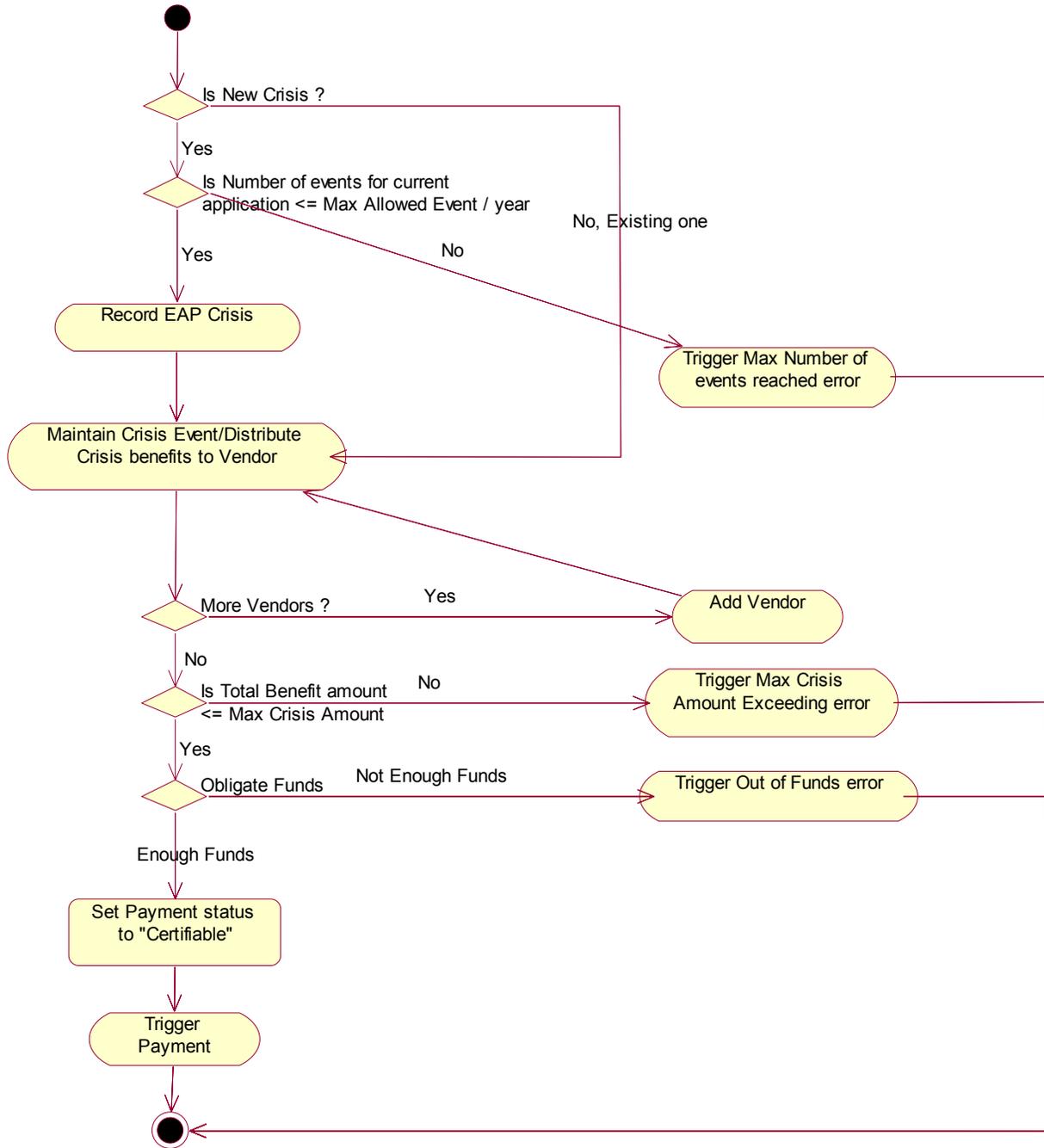


Figure 1: Determine and Deliver Crisis Benefits Activity Diagram

4 Flow of Events

4.1 Basic Flow

4.1.1 Start of the Use Case

This use case starts when user clicks “Search by Application” from the Crisis Benefits tab from the Client Services menu.

4.1.2 Selecting by Application

1. User enters search criteria and selects an application from the search results.
2. On clicking “Maintain Crisis Event” button, system displays a history of Crisis events for selected application if there is more than one crisis recorded per program year.
3. The user can either edit an existing Crisis event if editable, or create a new Crisis event if allowed to create one.

4.1.3 Determine and Deliver Crisis Benefits

1. User enters relevant information in event screen.
2. Crisis benefits can be distributed to one or more vendors by clicking on “Distribute Crisis Benefit”. Crisis event can have zero to many distributions.
3. The system keeps track of event statuses and a history of status each time when it changes along with date information. The following table lists event statuses and the source that drives it.

Event Status	Source Driven	When / Rules
In Progress	System	<ul style="list-style-type: none"> • This is the default status.
Complete	System	<ul style="list-style-type: none"> • When all the distributions has a status of ‘Complete’ or a mix of ‘Complete’ and ‘Cancelled’ statuses.
Cancelled	User	<ul style="list-style-type: none"> • When user decides this event needs to be denied. • An event can be cancelled only when distributions has not been picked by payment process. • Any distributions with obligated fund for that event



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		<p>will be de-obligated.</p> <ul style="list-style-type: none"> • A reason for cancellation can be added to “Notes” field.
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1. The user at this point has two options. a) Save the information by clicking on “Save” and come back later to change information / distribute/ modify crisis benefits. b) Distribute crisis benefit to vendors for this event.
2. As a general rule for Crisis event screen, any information entered in that screen will be saved if successful on clicking “Save” or “Distribute Benefits” buttons on the same screen.
3. The user will enter relevant information for each vendor distribution. More vendors can be added by clicking on “Add Distribution” button. Vendors can be removed from the screen before saving by clicking “Remove Distribution” button. But once saved, vendors cannot be removed.
4. User can click “Save” button to save information. This will also obligate funds if accounting fund was used and if fund wasn’t previously obligated. Upon successful save/obligation, system will display an appropriate. In the event of failure such as insufficient funds, system will display an appropriate message indicating a reason of failure.
5. Obligate button can also be used to obligate funds. If previously there was no fund and now new funds have arrived, user can click “Obligate” button.
6. The following table lists possible values for task status, source that drives and when it can happen. System will also maintain a history of task status changes and date when it was changed.

Task Status	Source Driven	When / Rules
In Progress	User	<ul style="list-style-type: none"> • When a new distribution is added, this is default status.
Complete	User	<ul style="list-style-type: none"> • When user decides to complete a distribution and make the payments certifiable for further processing.
Cancelled	User	<ul style="list-style-type: none"> • When user decides a distribution needs to be cancelled or deleted.

7. Payment status is tied to its distribution’s status and can be one of the following values. It also describes the source that drives it and when it can occur. Like other statuses, histories of payment status changes are also maintained along with date indicating when it was changed.

Payment Status	Source Driven	When / Rules
n/a	System	<ul style="list-style-type: none"> • When a new distribution of crisis benefit is added for the first time or when selected fund category was non-accounting.
Certifiable	System	<ul style="list-style-type: none"> • When a crisis distribution is



		set to “Complete”. This payment status indicates that this transaction is ready for payment certification.
Payable	System	<ul style="list-style-type: none"> When user certifies/approves a payment transaction.
Payment In Progress	System	<ul style="list-style-type: none"> When Payment process has picked up certified payment transactions.
Paid	System	<ul style="list-style-type: none"> When payment has been sent to client/vendor.

- When distributions are created and saved, system will try to obligate accounting fund. System will indicate no fund availability by displaying ‘Yes’ in NoFund column.
- When crisis amount is changed, the user can re-obligate by hitting “Obligate” button or “Save” Button. Appropriate message will be displayed upon success or failure.

4.1.3 Use Case Ends

The use case ends on display of the message.

4.2 Alternate Flow

4.2.1 Selecting by Crisis Event

- User clicks “Search by Crisis Event” from Crisis Benefits tab from Client Services menu.
- After user enters search criteria the system displays a result based on search criteria.
- User selects a Crisis event and clicks “Maintain Crisis Event”.
- Alternate flow ends here and continues with normal flow 4.1.3.

5 Special Requirements

- A Fund table containing list of funds that will be used for Crisis with a flag to indicate accounting/non-accounting fund, another flag to indicate whether transactions using that funds source will be paid centrally.
- System parameter “Max Crisis Amount” that defines maximum allowed crisis amount per program application per year. Default value for this parameter is \$300.
- System parameter “Max Number of Crisis Allowed” that defines maximum number crisis benefits allowed per program application year. Default value for this is 1.



6 Preconditions

Application status should be complete or application flagged as expedited.

7 Post conditions

A Crisis Event will be created or edited and can have 0+ distributions associated with it.

8 Business Rules

Security:

- State user has read only access to all the transaction screens. In other words state user will not be able to create or modify Crisis events and distribute benefits. In addition, state user will have a privilege to select any service provider/agency from the agency drop down list in application search.
- Authorized EAP Service providers will have read/write access to all Crisis screens and will be able to create, modify events and distributions for their applications.
- All other EAP service provider users will have read only access to all the transaction screens. In other words these service provider users will not be able to create or modify Crisis events and distribute benefits.

Crisis Event:

- A Crisis event can be saved without any distributions.
- New crisis events can be recorded as many as times as long as all previous events are either 'Cancelled' or 'Complete' with payment cycles either in progress or complete.
- The maximum number of crisis event allowed for which benefits can be distributed per year should be less than or equal to system parameter "Max Number of Crisis Allowed". Default value is 1 crisis benefit per program application year.
- Reported date is used to track date/time when crisis was reported and must be within past 7 days from the current system date. It cannot have future date. System will also enforce this rule when user tries to change this date.
- An event can be "Cancelled" either if there are no distributions attached to it or if distributions are not picked by payment process.
- Edits can be made to any fields in the event as long as event's status is not "Cancelled" or "Complete" with payment cycle in progress or complete.

Distribute Crisis Benefit:

Adding Distributions:

- Crisis Amount must be a positive value and may contain 0.



- The total sum of all distributed crisis amount should be less than or equal to maximum crisis amount allowed per application (that is defined as system parameter). If net crisis amount is greater than crisis amount allowed, system will display an error message on the message bar section of the same screen and changes will not be saved. But the system will retain the previously entered information and will allow the user to fix the error.

Vendor list:

- Primary heat vendors and electric vendors that are listed in application that are associated with application's service provider will be available for selection in vendor drop down.
- If vendor is non-cooperative, payments will be sent to house directly if that vendor was chosen. The screen will display 'Yes' on the screen for Direct Pay if payment is going to household directly.
- 'Direct' pay option is not available for pre-buy vendors as pre-buy vendors are always cooperative.
- Vendor list will contain only those active vendors as listed in the application that are associated with application's service provider.

Obligation:

- The payment status becomes obligated when there are sufficient funds. Obligation is done only for accounting funds.
- When distributions are created for first time and there are insufficient funds, system will create these distributions with 'NoFund' flag set to yes.
- When there is no fund, system will generate out of fund error and will be displayed on the screen and can be re-obligated by the user when funds are available or when new funds arrive.
- If funds were previously obligated and if there is an attempt to change Crisis amount, the user needs to click "Obligate" button or "Save" button in order for system to re-obligate and the system will save the changes only if obligation successful. If unsuccessful, system will not save changes and will remain as it was before re-obligation.
- Pre-Buy fund categories cannot be used for crisis.

Payments:

- If different fund categories need to be used for same vendor, then multiple distributions can be created for same vendor with split amount with each of them using different fund categories.



Others:

- System maintains date created and date modified for all events and distribution.
- Distributions are editable as long as distribution status is not 'Cancelled' or payment status is not "Payment in progress" or "Paid".
- When the user clicks "Quit" button, the system will take the user to previous screen or search screen (if any in that section) or home page of that tab which ever is appropriate. Clicking "Quit" button will not save any changes made (provided they haven't been saved before) and will ask for confirmation before proceeding further.