



UC04 – Search Application Use Case Specification
State of MN - eHEAT Phase III





Revision History

Date	Version	Description	Author
01/20/2004	DRAFT	Initial Version	Sivakumar Ramanathan
02/13/2004	1.0	Peer review complete with Narayan Srinivasan. Submitted for sign-off.	Sivakumar Ramanathan
03/05/2004	1.1	Updated based on Issues and sign-off comments	Sivakumar Ramanathan
03/17/2004	1.2	The following sections were updated after Vendor meetings. Alternate flow 4.2.6 View Consumption	Sivakumar Ramanathan



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Search Application

1. Brief Description

This use case describes the Application Search and actions that can be performed after the search.

2. Actors

DOC User, Authorized DOC User

3. Activity Diagram

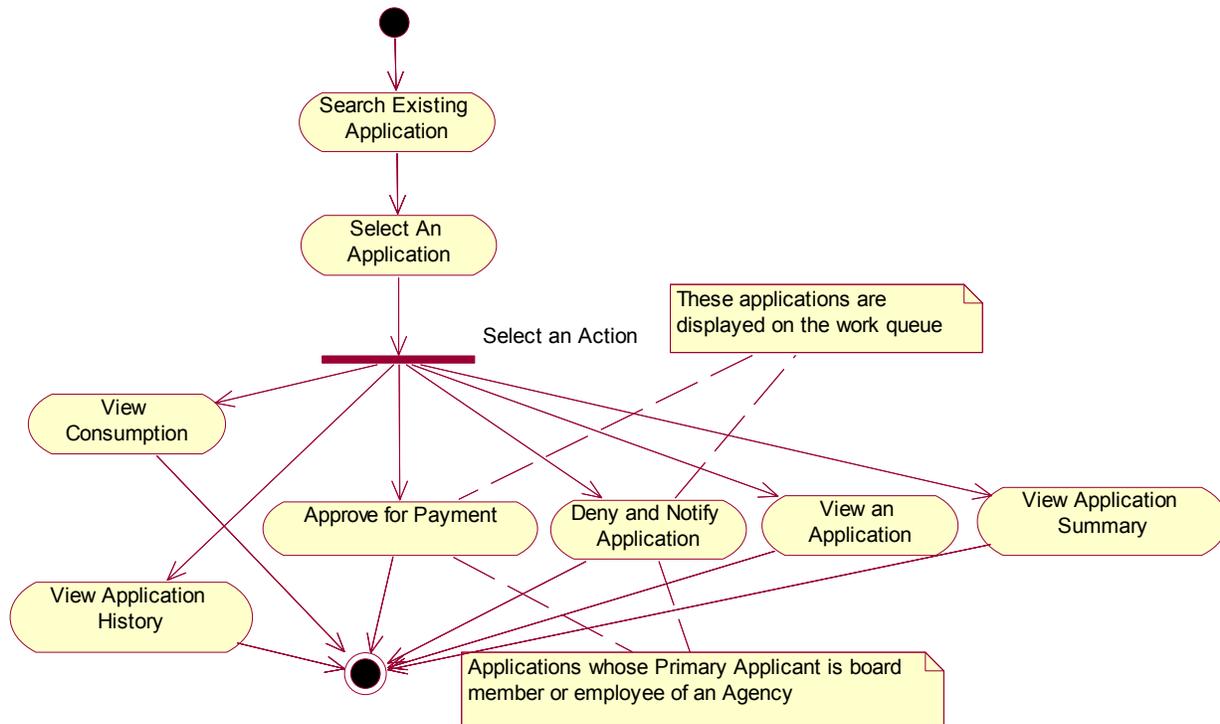


Figure 1: Search Application Activity Diagram

4 Flow of Events

4.1 Basic Flow

4.1.1 Start of the Use Case

This use case starts when the user clicks on “Client Services” Menu



4.1.2 Search Application

1. System displays “Household Application Search” page. The user enters one or more search criteria and clicks on the “Search” Button to initiate a search. The user can select an Agency from a drop down list of agencies.
2. The drop-down list for Year will display the current program year and three previous program years
3. The system defaults all searches to the Program year and the user can change the same to a different year and perform the search.
4. If records are found the system displays the Search results in a list. If no records are found the system displays a message “No results found. Please select a different search criteria”.
5. This alternative flow ends here.

4.1.3 Use Case Ends

The use case ends on display of the Search results.

4.2 Alternate Flow

4.2.1 View Household Application History

1. This alternate flow starts after the basic flow 4.1.2
2. The user selects an application from the list and click on the “View History Button”.
3. The system displays the application history for the program year along with the Primary Applicant information
4. This alternative flow ends here.

4.2.2 View

1. This alternate flow starts after the basic flow 4.1.2
2. The user selects an application from the list and click on the “View” button
3. System displays the Personal Information screen as a read only screen with the following links
 - Personal Information
 - Household Members
 - Housing & Income
 - Cold Weather Rule
 - Heat
 - Complete
4. Users can click on the Next button or can click on any of the above links to view the rest of the information. The system shows all the screens as read only and will not allow the user to edit any of the information.
5. This use case ends with the display of the navigated screen.

4.2.3 Deny and Notify

1. This alternate flow starts after the basic flow 4.1.2
2. The user selects an application from the list and click on the “Deny and Notify” button
3. The system will display the Denial screen with the mailing address pre-filled from application



4. This address can be changed and will be used only for mailing purpose and will not be saved into the database tables.
5. The user selects a denial reason and can enter Notes. This Notes is for internal use only and will not be sent with the denial letter.
6. On click of “Send Denial Mail” the system will send a request to Central print and distribution to send a denial letter.
7. If successful the system will display a success message, else will display an error message
8. This use case ends with the message.

4.2.4 Approve for Eligibility

1. This alternate flow starts after the basic flow 4.1.2
2. The user selects an application from the list and clicks on the “Approve Eligibility” button
3. The application will be certified (approved) for Primary Heat Benefit and the system will display a success message, else will display an error message.
4. This alternate flow ends here.

4.2.5 View Application Summary

1. This alternate flow starts after the basic flow 4.1.2
2. The user selects an application from the list and clicks on the “Application Summary” button
3. The system displays the Application summary screen
4. This alternate flow ends here

4.2.6 View Consumption

1. This alternate flow starts after the basic flow 4.1.2
2. The user selects an application from the list and clicks on the “View Consumption” button
3. The system displays the available vendors for the application in a drop-down list
4. The user selects a vendor and clicks on the “Submit” button
5. The system displays the “Maintain Consumption Information” as a read-only screen
6. This alternative flow ends here.

5 Special Requirements

None

6 Preconditions

None

7 Post conditions

None

8 Business Rules

Search:

- The search criteria must search the applicant as well the household members and will display the primary applicant information in the search result. In other words, if the search criterion is a



household member, the system will determine the primary applicant for the search criterion and will display the search results for the primary applicant.

- A DOC user can view an application belonging to any agency for the program year or the previous years

Household Application History:

- The application history screen will show the activities of the application for the current Program year.

Application Denial and Notification:

- System will provide fields to input denial reasons in the Denial screen and the user will be able to change the mailing address. The mailing address changes will not be saved in the system.
- The threshold dates to deny an application will be 30 Calendar days at system level (30-day rule) and will be saved as a parameter in a table. DOC can change this by changing the value in the table through a database change request.
- The system will allow the following denial reasons -
 1. Over Income
 2. Already Served
 3. Insufficient Information
 4. Lack of Funds
 5. Subsidized Housing with Heat in Rent
- If the denial reason is Over Income, Subsidized Housing with Heat 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”
- 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
- An application cannot be denied if it is complete and if the first primary heat benefit is paid

Approve Eligibility

- An application can be approved for Primary Heat payment only if the following conditions are true
 1. Application status is Complete
 2. Funds are available
 3. Eligibility has been determined for EAP and Primary Heat Benefit has been calculated
- When eligibility is approved, the application status will be set to "Approved"