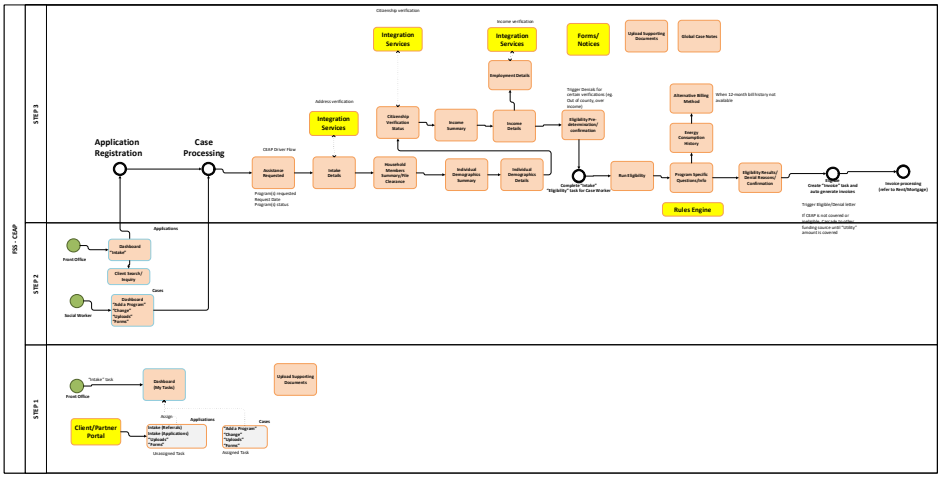
FSS - CSAP
STEP 3
STEP 2
STEP 1
Application Registration
Case Processing
CSAP Driver Flow
Assistance Requested
Program(s) requested
Request Date
Program(s) status
Address verification
Integration Services
Intake Details
Citizenship verification
Integration Services
Citizenship Verification Status
Household Members Summary/Site Clearance
Income Summary
Individual Demographics Summary
Income verification
Integration Services
Employment Details
Income Details
Individual Demographics Details
Forms/ Notices
Upload Supporting Documents
Global Case Notes
Trigger Denials for certain verifications (eg. Out of county, over income)
Eligibility Pre determination/ confirmation
Complete "Intake" "Eligibility" task for Case Worker
Run Eligibility
Rules Engine
Program Specific Questions/Info
Energy Consumption History
Alternative Billing Method
When 12-month bill history not available
Eligibility Results/ Denial Reasons/ Confirmation
Create "Invoice" task and auto generate Invoices
Trigger Eligible/Denial letter
If CSAP is not covered or available, manually modify funding source with "Utility" amount is covered
Invoice processing (refer to Rent/Mortgage)
Applications
Front Office
Dashboard "Intake"
Client Search/ Inquiry
Cases
Social Worker
Dashboard "Add a Program" "Change" "Update" "Forms"
"Intake" task
Front Office
Dashboard (My Tasks)
Upload Supporting Documents
Client/Partner Portal
Assign
Applications
Cases
Intake (Referrals) Intake (Applications) "Update" "Forms"
Unassigned Task
"Add a Program" "Change" "Update" "Forms"
Assigned Task