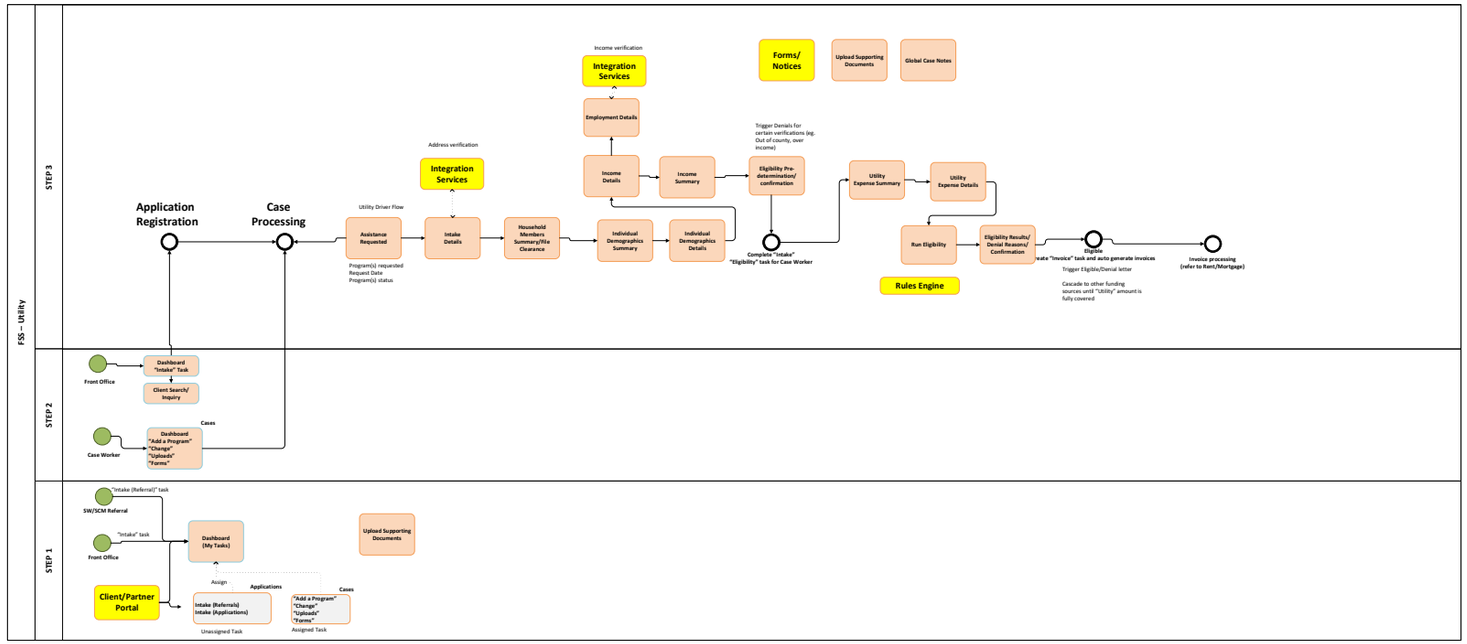
FSS – Utility
STEP 3
Application Registration
Case Processing
Utility Driver Flow
Assistance Requested
Program(s) requested
Request Date
Program(s) status
Address verification
Integration Services
Intake Details
Household Members Summary/File Clearance
Individual Demographics Summary
Individual Demographics Details
Income verification
Integration Services
Employment Details
Income Details
Income Summary
Trigger Denials for certain verifications (eg. Out of county, over income)
Eligibility Pre-determination/ confirmation
Forms/ Notices
Upload Supporting Documents
Global Case Notes
Complete "Intake" "Eligibility" task for Case Worker
Utility Expense Summary
Utility Expense Details
Run Eligibility
Eligibility Results/ Denial Reasons/ Confirmation
Rules Engine
Eligible
Generate "Invoice" task and auto generate invoices
Trigger Eligible/Denial letter
Cascade to other funding sources until "Utility" amount is fully covered
Invoice processing (refer to Rent/Mortgage)
STEP 2
Front Office
Dashboard "Intake" Task
Client Search/ Inquiry
Case Worker
Cases
Dashboard "Add a Program" "Change" "Uploads" "Forms"
STEP 1
"Intake (Referral)" task
SW/SCM Referral
"Intake" task
Front Office
Dashboard (My Tasks)
Upload Supporting Documents
Client/Partner Portal
Assign
Applications
Intake (Referrals) Intake (Applications)
Unassigned Task
Cases
"Add a Program" "Change" "Uploads" "Forms"
Assigned Task