

Appendix F – Functional Requirements

FR1. General Requirements

Req #	Requirement Description
FR1.1	The System will allow the Applicant to restart the pre-screening, eligibility application process at any time.
FR1.2	The System will allow the Applicant to erase any /all pre-screening, eligibility application information at any time before submission.
FR1.3	The System will allow the Applicant to save and exit the pre-screening, eligibility application process at any time before submission. All information entered by the applicant will be stored by the system. When the applicant returns to the system to complete the application, the system will resume where the applicant previously stopped and allow the Applicant to submit the application when they ready. (See FR1.134 for Quick Application - application submitted with minimum of name, address, and signature)
FR1.4	The System will allow an authorized ALDHR Worker to easily add, edit or delete all aspects of the pre-screening, eligibility application questions and information, per ALDHR policy.
FR1.5	The System will provide context-sensitive help. (e.g., pop-up text when the user positions the mouse over a specific field)
FR1.6	The System will provide users with ALDHR support options including live chat, chatbots, email, telephone numbers, fax numbers, physical and mailing addresses of state operated helpdesk and all project areas within the state. Chatbots will provide the option to collect information and documents and update changes, including adding a baby (must be confirmed and completed by worker) and registering an existing case number including recertification applications and reopened case applications (county must be alerted to schedule an appointment).
FR1.7	The pre-screening, eligibility and SNAP/TANF application processes will be written in such a way that these comply with Limited English Proficiency (LEP) requirements, per ALDHR policy.
FR1.8	The pre-screening, eligibility and SNAP/TANF application processes will be available in alternate languages (currently Spanish), per ALDHR policy and Civil Rights.
FR1.9	The System will make use of dynamic scripting or intelligent information gathering when presenting applicable questions to applicants, based on information provided.
FR1.10	The System will save the submitted version of the pre-screening, eligibility application, at the time the application was electronically signed and submitted and can be retrieved by designated ALDHR staff.

Req #	Requirement Description
FR1.11	The System will provide a user interface that is optimized for a “first time” user (emphasizing ease of use), rather than a “super user” (emphasizing rapid data entry).
FR1.12	The System will offer a print-friendly view of all information presented on the ALDHR Portal.
FR1.13	The System will offer a print-friendly, Portable Document Format (PDF) version of all applications, forms, official notices, and other documents on the ALDHR Portal, as identified by ALDHR.
FR1.14	The System will validate information entered by the user, by appropriate field type.
FR1.15	The System will provide access to a mapping tool with directions to ALDHR offices or other location directions needed.
FR1.16	The System will track the status of applications through the entire process.
FR1.17	The System will allow an authorized ALDHR Worker (those with appropriate access rights only) to add, edit, or delete application information on behalf of the Applicant.
FR1.18	The System will provide the ability to capture multiple addresses for each Client and select different mailing address for notices, correspondence, and other materials by type and / or by period for open and closed cases.
FR1.19	The System will maintain a version history of changes made to any submitted application, and save audit trail information for the submitted application, including the user who made the change, the date and time of the change, and the old and new value of fields on the application.
FR1.20	The System would alert the Client of the need to reschedule their appointment If client missed appointment, via NOMI, email, or other system alerts. (See also FR2.89).
FR1.21	If a client cancels or reschedules an appointment, the System will provide the Client with program appointment scheduling requirements (e.g., allowable date time frames), per ALDHR policy.
FR1.22	If a client cancels or reschedules an appointment, the System will document the original appointment date and times, reason for change, and date and time of change.
FR1.23	The System will support the use of barcodes on all communications to Clients / Service Providers.
FR1.24	The System will support the use of Optical Character Recognition (OCR) scanning and indexing of any documents uploaded in the System.
FR1.25	The System will support the use of document search.

Req #	Requirement Description
FR1.26	The System will allow an authorized ALDHR Worker to attach files to referrals.
FR1.27	The System will allow the printing of referrals.
FR1.28	The System will associate referrals to the Client that was referred.
FR1.29	The System will allow an authorized ALDHR Worker to delete an unsent referral. When a referral is deleted, the System erases all information related to the referral.
FR1.30	The System will allow an authorized ALDHR Worker to send referrals to multiple (external) Service Providers through the portals, by email, or printed and mailed.
FR1.31	The System will trigger automatic referrals based on defined business rules and populated with information contained in the System.
FR1.32	The System will maintain a master Client and master provider index.
FR1.33	The System will have the ability for an authorized ALDHR Worker and the Service Provider (for their own information, and subject to review and approval by ALDHR) Worker to manage information regarding Service Providers (service providers include Employment & Training Partners and Outreach Partners).
FR1.34	The System will allow searches based on: <ul style="list-style-type: none"> a. Partial text search b. Wild card search c. Phonetic search d. Value ranges (e.g., dates, age, zip codes)
FR1.35	The System will have the capability to configure search fields as optional or mandatory.
FR1.36	The System will store, and provide the ability to search on, multiple addresses for each Client.
FR1.37	The System will limit returned records to those for which an authorized ALDHR Worker has appropriate access rights.
FR1.38	The System will preserve all secure messages for audit purposes.
FR1.39	The System will display alerts based on the user's profile, Client consent and user access rights.
FR1.40	The System will support the creation of alerts for task reminders.
FR1.41	The System will automatically transfer alerts associated with tasks, when the task is transferred to other ALDHR workers or work queues.
FR1.42	The System will support "short-cuts" in alerts (e.g., hyperlinks) providing the user with the ability to quickly and easily access additional information related to the alert.

Req #	Requirement Description
FR1.43	The System will offer print-friendly, PDF versions of alerts.
FR1.44	The System will record a time/date stamp of when a user views and / or dismisses an alert.
FR1.45	For alerts requiring action, the System will prompt the user to indicate what action has been taken, or needs to be taken, via proposed dropdown and/or manual comments and will time/date stamp these actions.
FR1.46	The System will provide users with the ability to subscribe or unsubscribe to alert types, per ALDHR policy.
FR1.47	The System will provide users with the ability to customize or prioritize the way alerts are displayed in the System.
FR1.48	The System will allow an authorized ALDHR Worker and supervisors to view the age of alerts and notifications.
FR1.49	The System will allow managers and supervisors to view pending / unread alerts for their team (or other groups of users), per ALDHR policy.
FR1.50	The System will support multiple ways to deliver and view alerts, including, but not limited to, email, SMS, RSS, and pop-ups.
FR1.51	The System will provide the ability to configure and manage secure messaging groups, per ALDHR policy.
FR1.52	The System will enforce role-based access on secure messages so that sensitive or otherwise confidential information is limited to users with defined rights to it (i.e., domestic violence specialist).
FR1.53	The System will support delivery and read receipts for secure messages.
FR1.54	The System will allow users to save drafts of secure messages before they are sent.
FR1.55	The System will provide users with the ability to print secure messages.
FR1.56	The System will perform security scans on all documents uploaded to the System.
FR1.57	The System will allow ALDHR to build easily updatable work queues to handle case load management.
FR1.58	The System will provide the ability for users to configure and save dashboard preferences.
FR1.59	The System will provide the ability to suppress data sets with a sample size of zero, or when a sample size does not meet the threshold for de-identified / anonymous data.
FR1.60	The System will provide printer-friendly, PDF-versions of dashboard reports.

Req #	Requirement Description
FR1.61	The System will maintain information on the source system for each data element contained on the dashboard.
FR1.62	The System will support "short-cuts" in reports and dashboards (e.g., hyperlinks or clickable graphics) to additional, more detailed reports or other information, as applicable.
FR1.63	The System will support the use of graphics and (geographic) maps in the reports and dashboards.
FR1.64	The System will provide the ability to sort and filter report data.
FR1.65	The System will provide the ability to export report data in various formats (e.g., xls, csv, etc.).
FR1.66	The System will provide the ability to export report data in a print-friendly, PDF format.
FR1.67	The System will provide the ability to share reports with other System users, or groups of users including state and federal partners per ALDHR policy.
FR1.68	The System will create an auditable list of users that access a given report, and an audit trail (timestamp) for when they access the report.
FR1.69	The System will support the archiving of reports.
FR1.70	The System will provide users with the estimated time required to run a report, if it exceeds a predefined time limit.
FR1.71	The System will provide users with the ability to schedule the automatic generation and delivery of reports (or links to reports) via specified communication channels (e.g., email).
FR1.72	The System will allow queuing of queries to limit interruption of other System processes.
FR1.73	The System will prevent duplicate authorization of benefits for the same time.
FR1.74	The System will allow benefit supplements/restorations to be processed when authorizing benefits and generate applicable notices.
Financial Assistance (SNAP and TANF)	
FR1.75	The System will allow an Applicant to schedule an eligibility interview the same day the application was submitted.
FR1.76	The System will allow an authorized ALDHR Worker to identify and indicate additional ALDHR programs for which the Client may be eligible after the Applicant has submitted an application.
FR1.77	The System will allow an authorized ALDHR Worker to record any notes taken while conducting an eligibility interview or making any contact with Clients, applicants, collateral contacts, or providers.

Req #	Requirement Description
FR1.78	The System will allow an authorized ALDHR Worker the ability to record and save eligibility interviews conducted via telephone or web-conference.
FR1.79	The System will allow an authorized ALDHR Worker to add / modify / delete eligibility check rules as needed, per ALDHR policy.
FR1.80	The System will allow an authorized ALDHR Worker to prioritize eligibility rules run during eligibility testing.
FR1.81	The System will allow an authorized ALDHR Worker to customize eligibility approval and denial notifications, per ALDHR policy.
FR1.82	The System will allow an authorized ALDHR Worker, with the appropriate access rights in the System, to override eligibility rules tests, per ALDHR policy.
FR1.83	The System will allow an authorized ALDHR Worker to define eligibility determination rules for situations where an Applicant is enrolled/receiving in, or applying for, multiple ALDHR programs, per ALDHR policy.
FR1.84	The System will allow an authorized ALDHR Worker to define and update program-specific rules for calculating benefits and determining services, per ALDHR policy.
FR1.85	The System will allow an authorized ALDHR Worker to amortize any recoupment or penalty benefit reductions, per ALDHR policy.
FR1.86	If the System confirms that a client is deceased, the System will send a notice to the household contact in the Client's case file, per ALDHR policy Do we want the system to automatically terminate one person households that are deceased?
FR1.87	The System will allow an authorized ALDHR Worker to override the deadline by which Clients will complete applications, per ALDHR policy.
FR1.88	The System will perform a data verification match with automated interfaces when mass change is required such as Cost of Living Adjustment (COLA).
FR1.89	<p>The system will generate all standard county, state and federal reports which include the following federal reports: (Reference: Appendix H)</p> <ul style="list-style-type: none"> a. FNS-292B b. FNS-388 c. FNS-46 (Finance) d. FNS-366B e. SF-425 (Finance) f. FNS-583 g. ABAWD Program Participation Report h. FNS-759 i. FNS-834 j. FNS-101 k. 366A (Finance)

Req #	Requirement Description
	1. FNS-209
FR1.90	The system will generate all current standard forms and notices with the ability to edit as needed.
Appeals and Hearings	
FR1.91	The System will allow the Appellant to save and exit, and then resume filling out an appeal request at any time before submission, based on defined time limits, per ALDHR policy.
FR1.92	The System will allow the Appellant to submit an appeal request for a program / service, and concurrently re-apply for the program / service.
FR1.93	The System will provide an authorized ALDHR Worker with the ability to view an Appellant's (program) case file via a link from the appeal request.
FR1.94	The System will be able to save all information associated with the case, and mark items officially submitted as evidence for the hearing.
FR1.95	The System will support program-specific case templates that an authorized ALDHR Worker can modify and use to create appeal-specific legal packets.
FR1.96	The System will support the ability to print any / all legal packet materials for an authorized ALDHR Worker review.
FR1.97	The System will support the ability to redact any confidential information provided to parties to the appeal.
FR1.98	The System will assign a unique identifier to every appeal request.
FR1.99	The System will provide the ability to add / change the Department attorney, witness(es) or representative for all correspondence at any time and have them receive appeal correspondence electronically.
FR1.100	The System will provide means for the Appellant to track the status of their appeal request including hearing dates, appeal status, relevant documents, etc.
FR1.101	The System will provide means to upload and / or link hearing-related documentation to an appeals case.
Program Integrity	
FR1.102	When calculating benefit discrepancies, the System will not alter current benefits.
FR1.103	When calculating benefit discrepancies, the System will calculate the discrepancy amount as of the time the discrepancy occurred (not at the current benefit amount level).
FR1.104	The System will allow an authorized ALDHR Workers with appropriate user rights, to add / edit / delete the business rules for calculating benefit discrepancies, per ALDHR policy and Federal regulations.

Req #	Requirement Description
FR1.105	The System will allow an authorized ALDHR Workers with appropriate access rights, to add / edit / delete the business rules for creating benefit recoupment and repayment plans, per ALDHR policy and Federal regulations.
FR1.106	When recovering claim amounts via benefit recoupment, the System will adjust the recoupment amount, due to changes in the Client's benefits.
FR1.107	When recovering claim amounts via benefit recoupment, the System will identify Client benefits qualifying for expungement (per ALDHR policy) and apply those against any outstanding claims.
FR1.108	On a monthly basis per ALDHR policy, for each Client with an outstanding claim, the System will alert the Client of the current claim amount, the next payment / recoupment amount and date, and other applicable information, per ALDHR policy.
FR1.103	For any payments received by ALDHR, the System will record the payment date as the date ALDHR received the payment, and the date the payment was processed.
FR1.110	The System will alert an authorized ALDHR Worker If/ when a claim balance should be written-off.
FR1.111	Vendor will Create a public-facing portal to allow clients to make application, report changes and submit information online.
Civil Rights Compliance Disability / LEP	
FR1.112	The portal will ask if the applicant/client/authorized representative (AR)/ Companion has a disability that requires a modification in procedures or auxiliary aids and services (accommodations).
FR1.113	The portal will provide a list of accommodations that may be needed, including "other" in which user may make one or more selections.
FR1.114	<p>The portal will list in dropdown menu accommodations that may be needed as follows: User will be able to select one or more:</p> <ul style="list-style-type: none"> a. telephone interview b. assistance completing application c. use of Authorized Representative d. information in large print. e. information in braille f. information in accessible electronic forms by email or for use with computer screen-reading or secure text messaging assistive listening devices/relay/TTY g. Contracted Interpreter service h. family, friend, volunteer, informal interpreter i. "other" which will be an editable field

Req #	Requirement Description
FR1.115	Accommodations requested will be added (electronically and printed) to the applicant/client's application and any subsequent verification/ information submitted, in preparation for communicating with the applicant/ client/ AR/ Companion.
FR1.116	The portal will ask if the applicant/ client/ AR/ Companion requires communication assistance because of Limited English Proficiency (LEP).
FR1.117	The portal will request and retain applicant's primary language spoken or determine this from tagline selected by applicant on landing page. The languages are as follows: ENGLISH, SPANISH, CAMBODIAN, RUSSIAN, FRENCH, VIETNAMESE, GERMAN, PORTUGUESE, ITALIAN, SIMPLIFIED CHINESE, JAPANESE, TRADITIONAL CHINESE, KOREAN, LAOTIAN, OTHER. The system will convert the application to the language selected. The system will send both an English version to ALDHR as well as the version in the applicant's primary language.
FR1.118	The system will cause "Language spoken" to be added to the electronic and any printed applications and any subsequent verification / information submitted into the portal by the household, in preparation for communicating with the applicant/client/AR/Companion.
FR1.119	Upon receipt of application which is identified as needing accommodation for disability ALDHR Users will have the ability to respond to the following questions: Does the applicant/client/AR/Companion have a disability that requires a modification in procedures or auxiliary aids and services (accommodations)? If yes, was the Applicant/Client/AR/Companion offered free accommodations? If no, bypass this section. If accommodations were offered, were they accepted and from a dropdown box, select the accommodations which are provided (see requirement 86) If accommodations were not accepted, bypass this section. If services were offered and accepted, name the person/organization that provided services from a dropdown or fillable. The system will provide the definition of the worker/user using worker's name/initials or unique user ID.
FR1.120	Upon receipt of application, which is identified as needing accommodation for LEP, ALDHR Users will have the ability to respond to questions as follows: Does the Applicant/Client/AR/Companion require communication assistance because they have LEP? If yes, system will populate primary language spoken from requirement 89, when primary language is other than English. System must prompt worker to offer free assistance when/if client with LEP does not request. If client declines assistance, move to next section for interview. If assistance/accommodation is provided system will direct user to select from a dropdown box, the assistance/accommodation that is provided (see requirement 86) User will be directed to complete the name of the person and organization that provided services from a dropdown or fillable. If accommodations were not accepted, bypass this section.
FR1.121	System will prompt ALDHR User to contact Language Service Provider.

Req #	Requirement Description
FR1.122	System will provide a question for worker to document name of services provider, name of person providing services and contact information (telephone, fax, email, address, web address).
FR1.123	The system would ask ALDHR User if services provided were Free; Paid (Billed) or Volunteer.
FR1.124	The system must identify the ALDHR user completing this section using name or user ID.
FR1.125	The system will allow ALDHR user to record If assistance was offered, accepted, or declined and provided.
FR1.126	<p>The system will provide a dropdown menu containing most used Language Service Providers:</p> <ul style="list-style-type: none"> a. Language Services Inc b. Friend, Family c. Community Based Organization d. Faith Based Organization e. Other household member f. Authorized Representative
FR1.127	The system will request and record the name and contact information for the person providing the service.
FR1.128	The system must compile and maintain data for any case identified as needing or requesting LEP or Disability Accommodations in the public facing portal or internal system, in a simple to use dashboard for reporting purposes in compliance with Civil Rights Review and for the purpose of good customer service.
FR1.128	<p>The portal will list in dropdown menu, accommodations that may be needed as follows:</p> <ul style="list-style-type: none"> a. telephone interview b. assistance completing application c. use of Authorized Representative d. information in large print; information in braille. e. information in accessible electronic forms f. by email or for use with computer screen-reading g. secure text messaging h. assistive listening devices/relay/TTY i. Contracted Interpreter service j. family, friend, volunteer k. informal interpreter l. other with fillable field
Client Portal, Project Areas / Demographic Areas / and Program Administration	

Req #	Requirement Description
FR1.129	Vendor will Create a public-facing portal to allow clients to make application, report changes and submit information online with a user-friendly workflow.
FR1.130	System will allow user to create an online account and prevent multiple accounts from being created by the same user.
FR1.131	The system will provide a secure automated option for users to recover their log in account information.
FR1.132	The system will allow users to apply for Disaster Benefits (DSNAP) in the event of a natural disaster and/or pandemic response.
FR1.133	Vendor will modify client portal as needed to maintain compliance with state/federal guidelines.
FR1.134	The system will allow the submission of an application with only minimally required information of client name, address, and signature only.
FR1.135	The system will allow Outreach Partners to apply and submit application/reports/verification on a client's behalf.
FR1.136	The system will allow clients to link/unlink online account to Food Assistance case.
FR1.137	System will allow user to Complete and submit an electronic application.
FR1.138	System will allow user to Scan and upload application.
FR1.139	System will allow user to Submit an application via fax.
FR1.139.1	System will allow user to submit an Interim Report (semiannual report or SR).
FR1.140	System will allow user to submit or create a change report. The information in the change report will not be updated to the official client/case record until approved by the caseworker. The system will allow the client to attach any documentation to verify the reported change as part of the change process. When a change report is received, the system will alert the worker of the changes and prompt them for a review and approval.
FR1.141	System will allow user to Submit a timely recertification application.
FR1.142	System will allow user to Submit a non-timely recertification application.
FR1.143	System will allow user to Submit a TANF redetermination.
FR1.144	Portal will be able to validate County/Geographic location based on address.
FR1.145	System will be able to Screen for expedited services.
FR1.146	System will be able to Screen for type of application (Initial, Reopen, Recertification).
FR1.147	System will be able to Schedule an appointment.
FR1.148	System will be able to alert user to a scheduled appointment.

Req #	Requirement Description
FR1.149	System will be able to send mass push notifications to selected groups of users.
FR1.150	System will be able to Display appointment schedule.
FR1.151	System will be able to Generate a written appointment notification.
FR1.152	System will be able to Collect information.
FR1.153	System will allow user to Upload verification.
FR1.154	System will allow user to Check status of application.
FR1.155	System will allow user to Check status of verification submitted.
FR1.156	System will allow user to Check status of semiannual reports -SR, C501 and C540 (due, received, processed).
FR1.157	System will be able to notify users for verification/recerts/SRs via email/text.
FR1.158	Vendor will Develop training and help dashboard for Public Facing Portal.
FR1.159	System will interface with Fraud prevention /identity authentication provider (currently Lexis Nexis).
FR1.160	System will display the latest version of the Non-Discrimination Statement on the landing page
FR1.161	System will display Free Communication Assistance Taglines on the landing page for selection by public user for the following languages: Spanish, Chinese, Korean, Vietnamese, Arabic, German, French, Gujarati, Tagalog, Hindi, Laotian, Russian, Portuguese, Turkish, Japanese.
FR1.162	System will be readable in English and Spanish and translatable in other languages to be defined by ALDHR including aids for the deaf and blind.
FR1.163	The system will be able to receive, record and store telephonic signatures.
FR1.164	The system will be able to Prescreen for Expedited services for SNAP.
FR1.165	System will prompt applicants appearing eligible for AESAP to apply for AESAP project.
FR1.166	System will prompt applicants to apply in correct county based on United States Postal Service (USPS) county verification.
FR1.167	System will direct applications/verification/SRs completed in the client portal to the appropriate county office.
FR1.168	System will allow client/applicant to assign an Authorized Representative for the purpose of Interview and / or Issuance.
FR1.169	System will allow TANF staff to enter an Alternative Payee when required for the purpose of benefit issuance.
FR1.170	System shall request and allow uploading of identification verification at time of application.

Req #	Requirement Description
FR1.171	The system will display a list of things that must be verified before eligibility can be determined. This list will be displayed only after the client/applicant has created a DHR account. The list will also provide a list of acceptable forms of verification.
FR1.172	The system will allow the user to upload verification at the time application is submitted.
FR1.173	Vendor will provide a user-friendly client portal operating through both a web interface and a mobile application.
FR1.174	The client portal will create efficiencies for staff and clients by allowing clients to, at minimum, apply for benefits, upload required documentation, request/schedule appointments, view notifications and benefits information, and report daily hours of participation in a JOBS/A-RESET activity.
FR1.175	For client information entered the portal, the system will allow for a staff approval process before the information is saved in the System.
FR1.176	The client portal will populate to the registration module of the eligibility system the data entered by the user in the applicable fields for application registration; no registration can be completed until verified and accepted by ALDHR User (supervisor, administrative support assistant (ASA I or II).
FR1.177	The client portal will be designed and tested for maximum client usability and functionality.
FR1.178	The client portal will have administrative function capability.
FR1.179	The portal will include appropriate security measures to minimize fraudulent usage of the system and client impersonation.
FORMS AND CORRESPONDENCE REPORTS	
FR1.180	The system will automatically generate documents when predetermined system events occur.
FR1.181	The system will provide a comprehensive document generation solution to include: <ul style="list-style-type: none"> a. allowing user to select a form / document from a menu for printing b. pre-filling data from system on forms where applicable c. allowing previewing of form / document prior to printing d. allowing user to modify / add to the form / document prior to printing e. allow user to reprint / recall previously generated / printed documents f. allowing user to set the number of copies to be printed
FR1.182	The system will allow users to print forms in either Spanish or English.
FR1.183	The system will have the capability to group forms into packets and allow users to print all forms in the packet at once.

Req #	Requirement Description
FR1.184	The system will allow users to print standard ALDHR SNAP/TANF forms, in the same format as the paper forms.
FR1.185	The system will generate all current forms and notices with the capacity the ability to edit where appropriate.
FR1.186	The system will generate all standard state and federal reports and can generate ad-hoc reports (see requirements beginning with FR1.364- FR1.381).
FR1.187	The system will have the capability to allow clients to opt in to receive notices/correspondence electronically.
BUSINESS INTELLIGENCE/ REPORTS	
FR1.188	The SNAP/TANF Information System will include a business intelligence functionality that allows for interactive standard reports and the creation of interactive ad hoc reports as needed by program staff and supervisors.
FR1.189	The system will record data elements needed to complete standard state and federal reports.
FR1.190	The system will generate a stratified random case sample as required for case reviews.
FR1.191	The system will provide the ability to produce business reports in the following formats: PDF, MS Excel, MS Word
FR1.192	The system will allow authorized users to import data from reports into Microsoft Excel.
FR1.193	The system will provide the ability to generate reports in hard copy or electronic format.
FR1.194	The system's ad hoc solution will not adversely affect the performance or response time of the production system.
FR1.195	The system will provide a comprehensive ad hoc reporting solution that will: <ul style="list-style-type: none"> a. allow authorized users to query/filter system on any non-narrative data element b. provide security access with user profiles to ad hoc reporting tool c. provide the ability for users to save and modify queries to be run later d. provide the ability for "power-users" to generate reports and save reports e. provide report formatting options f. provide the ability for generated reports to be forwarded to other users via e-mail g. provide the ability to export reports to other formats such as PDF and Excel h. provide the ability to compile reports with both archived data and current production data within the same report (longitudinal data)
FR1.196	The system will produce the ALDHR SNAP/TANF standard reports. (Included in separate document)

Req #	Requirement Description
ALERTS	
FR1.197	The system will contain an alert system, with the ability to both manually and automatically create alerts for case management purposes and that will track all actions of such alerts created, reset, or deleted, with the date and time of any change and the identity of the worker who made the change.
FR1.198	System will create an alert when SSN/ Enumeration data doesn't match.
FR1.199	The system will allow users to dismiss or postpone non-critical or user-set alerts to a different time / date.
FR1.200	The system will provide a method for workers to view all alerts for his/her entire caseload. A supervisor will be able to see all alerts for all workers assigned to him/her.
FR1.201	The system will generate an alert 30 days prior to a benefits re-certification becoming due.
FR1.202	The system will allow users to sort and print the alerts by date/time due, priority, worker.
FR1.203	The system will not allow users to delete critical, system-set alerts. These alerts are only deleted when pre-specified actions are completed on the system. (e.g., System sets an alert to complete a benefits determination within 5 days. This alert is deleted by system once worker has completed the benefits determination and updated the system.)
FR1.204	The system will alert the assigned worker of missing information that is needed for the automated eligibility determination/redetermination process.
FR1.205	The system will alert the assigned worker to conduct an administrative review at designated intervals.
FR1.206	The system will immediately alert supervisors of transferred cases to be assigned.
FR1.207	The system will immediately alert supervisors when items requiring their approval are submitted.
FR1.208	The system will immediately alert the assigned worker and the worker's supervisor of new case assignments.
FR1.209	The system will delete all alerts when a case is closed.
FR1.210	The system will automatically delete system entered alerts / ticklers when predetermined system events occur.
FR1.211	The system will allow the user to manually set an alert / tickler for situations not covered by system generated alerts / ticklers. Users will be able to enter their own alert / tickler text and set the number of days in the future the alert / tickler will appear on the user's alert / tickler list.

Req #	Requirement Description
FR1.212	The system will automatically escalate to the worker's supervisor nearly due or past due alerts that have not been cleared. The importance of an alert will be based on predetermined rules or policy.
FR1.213	The system will immediately alert the assigned worker of changes in provider licensure / approval /certification status.
FR1.214	The system will immediately alert the worker If a provider's eligibility has been revoked.
FR1.215	The system will record and track a referral to a service provider, including name of provider, date of referral, client name, referral accepted/ denied.
FR1.216	The system will notify the assigned worker and supervisor when authorized units fall below a designated level.
FR1.217	The system will alert user if a household or member disqualification exists within the state system or federal disqualification such as jobs, work registration Employment and training, child support, IPV (Intentional Program Violation), fleeing felon, etc.
FR1.218	The system will alert the supervisor when a worker's case/ caseload exceeds timeliness standards.
FR1.219	The system will alert authorized user when client moves and is receiving services to notify the provider of the change. The system will flag the record so that when the next invoice is received from the provider, a recoupment for overpayment can be instituted, If applicable.
INTEGRATION AND INTEGRATION ELIGIBILITY	
FR1.220	The system will interface with Quality Control Unit to provide samples of active and negative cases per month and county.
FR1.221	The system will have the ability to interface or integrate with the Alabama Public Safety - Driver's License Division upon the execution of an agreement.
FR1.222	The system will have the ability to interface or integrate with the Alabama Public Service Commission (Lifeline).
FR1.223	The system will have the ability to interface or integrate with the Alabama Department of Motor Vehicles.
FR1.224	The system will have the ability to interface or integrate with the Alabama Department of Economic and Community Affairs (ADECA) - LIHEAP Database.
FR1.225	The system will have the ability to interface or integrate with the Alabama Career Center System (Alabama Department of Commerce).
FR1.226	The system will have the ability to interface or integrate with the WIC – Alabama Department of Public Health.

Req #	Requirement Description
FR1.227	The system will have the ability to interface or integrate with the Alabama Examiner of Public Accounts.
FR1.228	The system will have the ability to interface or integrate with the Alabama Department of Finance Information Services Division (Comptroller).
FR1.229	The system will have available benefit types which will be used by ALDHR Finance and reported to Federal counterparts.
FR1.230	The system will have the ability to interface or integrate with the Alabama Department of Commerce (Alabama Works) and with the TANF and SNAP modules as developed by GeoSolutions
FR1.231	The system will have the ability to interface or integrate with the Lexis/Nexis Identify Verification Interface.
FR1.232	The system will have the ability to interface or integrate with the National Accuracy Clearinghouse (NAC).
FR1.233	The system will have the ability to interface or integrate with the Alabama Department of Revenue.
FR1.234	The system will have the ability to compare demographic data provided by household with Social Security data through IEVS and alert user when SSN is unverified as provided in ERD reports PSFSB030 at application and PPSFSZ827 at recertification.
FR1.235	The system will have the ability to interface or integrate with the ALDHR - Child Welfare CCCWIS (FACTS) System.
FR1.236	The system will have the ability to interface or integrate with the Alabama Department of Labor (DOL) – Wages.
FR1.237	The system will have the ability to interface or integrate with the Alabama Department of Labor (DOL) - Unemployment Compensation.
FR1.238	The system will have the ability to interface or integrate with the National Directory of New Hire (NDNH)- OSE National Directory of New Hires Office of Child Support Enforcement.
FR1.239	The system will have the ability to interface or integrate with the National Directory of New Hire (NDNH) – Annual Reporting.
FR1.240	The system will have the ability to interface or integrate with Conduent (Electronic Benefit Transfer EBT).
FR1.241	The system will interface or integrate with the Electronic Disqualification Recipient System (eDRS) to retrieve and enter disqualifications.
FR1.242	The system will have the ability to interface or integrate with External admin portal (nursing homes, waiver agencies, lawyers, employers, etc.).

Req #	Requirement Description
FR1.243	The system will allow limited remote access to FNS Regional and National Office for the purpose of oversight and program review.
FR1.244	The system will have the ability to interface or integrate with Alabama Medicaid Agency.
FR1.245	The system will have the ability to interface or integrate with the ALDHR -Title IV-D Child Support (ALECS) system.
FR1.246	The system will have the ability to interface or integrate with DHR - EV13 IEVS Information Sources.
FR1.247	The system will have the ability to interface or integrate with the Alabama Department of Rehabilitative Services (ADRS).
FR1.248	The system will have the ability to interface or integrate with the Alabama Bureau of Vital Statistics (birth/death).
FR1.249	The system will have the ability to collect, verify and retain date of death.
FR1.250	The system will have the ability to interface or integrate with the Alabama Department of Education - Child and Adult Care Food Program/National School Lunch Program.
FR1.251	The system will have the ability to interface or integrate with the Social Security Administration (SSA) - State Online Query (SQLQ) (SOLQ Interface) Realtime SS/SSI Verification.
FR1.252	The system will have the ability to interface or integrate with the United States Postal Service to assure county and zip codes are correct.
FR1.253	The system will have the ability to interface or integrate with the State Verification Exchange System (SVES).
FR1.254	The system will have the ability to interface or integrate with the Social Security Administration (SSA) - Low-Income Subsidy (LIS).
FR1.255	The system will have the ability to interface or integrate with the Social Security Administration (SSA) - Beneficiary Earnings Data Exchange (BENDEX).
FR1.256	The system will have the ability to interface or integrate with the Social Security Administration (SSA) - State Data Exchange (SDX).
FR1.257	The system will have the ability to interface or integrate with the Social Security Administration (SSA) - Prison Verification System (PVS).
FR1.258	The system will have the ability to interface or integrate with the Social Security Administration (SSA) – Death Match.
FR1.259	The system will have the ability to interface or integrate with Pickle-continuous. The Pickle amendment provides Medicaid coverage for any recipient of Old Age Pension, Aid to the Blind and Aid to the Permanent and Totally Disabled. It applies to TANF for those who would be eligible for SUP if all RSDI cost-of-

Req #	Requirement Description
	living increases received since the recipient last received RSDI and SUP concurrently were deducted from current RSDI benefits. It is basically a mandatory requirement for TANF for those persons who are grandfathered Medicaid recipients or grandfathered non-SSI SUP recipients. Please advise if you have additional questions.
FR1.260	The system will have the ability to interface or integrate with the 503 Lead File (COLA, Mass Change).
FR1.261	The system will have the ability to interface or integrate with the (CMS) - Medicare Enrollment Database (EDB).
FR1.262	The system will have the ability to interface or integrate with the MSIQ Medicaid Eligibility.
FR1.263	The system will have the ability to interface or integrate with the Administration for Children and Families (ACF) - Public Assistance Reporting Information System (PARIS)
FR1.264	The system will have the ability to interface or integrate with the System (PARIS)/801.
FR1.265	The system will have the ability to interface or integrate with Internal Revenue Service or other secure portal designed with limited access, to protect FTI data as required by IRS Publication 1075.
FR1.266	The system will have the ability to interface or integrate with Medicare Part D interface (MMA).
FR1.267	The system will have the ability to interface or integrate with the buy-in interface with the federal government (Part A and B).
FR1.268	The system will have the ability to interface or integrate with the Work Number (TALX) or other third-party verification provider.
FR1.269	The system will have the ability to interface or integrate with the National Voter Rights Act (NVRA) module that generates voter registration forms, tracks number completed, and generates an electronic transmittal to the Board of Registrars weekly.
FR1.270	The system will have the ability to interface or integrate with the Resource Mapping Interface with Community Colleges, United Way, Workforce (WIOA), Dept of Labor (DOL), Quality Control Sampling (Not necessarily required for SNAP).
FR1.271	The system will have the ability to interface or integrate with the Alabama Trial Court System (Alacourt).
FR1.272	The system will have the ability to interface or integrate with Gaming Casinos for Lottery/Gambling Winnings when agreements are signed between the State and Gaming Industries, to verify winnings equal to or more than \$3500.

Req #	Requirement Description
FR1.273	The system will have the ability to interface or integrate with Collect Medicare claim number IDs.
TECHNICAL	
FR1.274	The system will support all necessary levels and classes of security to protect employee information, such as SSN.
FR1.275	The system will meet the following transaction performance levels / response times for major and remote sites as follows: Transaction Response Time averaging two (2) seconds or better, and never more than three (3) second response time, for all online activities, for a minimum of ninety-nine and one-half percent of transactions.
FR1.276	The system will be capable of capturing up to 500,000 new intakes / referrals / cases and supporting documentation (500,000 records) per year. In event of a disaster (weather related or pandemic), this number could be considerably greater.
FR1.277	The system will operate within the parameters of the existing DHR and State of Alabama technical environment.
FR1.278	The system will utilize a robust centralized relational database management system.
FR1.279	The system will provide for component-based architecture.
FR1.280	The system will be developed utilizing a modern software framework such as J2EE or .NET framework.
FR1.281	The system will be web-based and support the most recent versions of multiple internet browsers.
FR1.282	The system will be designed and developed using n-tiered architecture to allow for flexibility and scalability.
FR1.283	The system will provide the ability to "cut and paste" from MS Office applications into system narratives and vice versa.
FR1.284	The system will provide the ability to perform full word processing activities such as spell checking and font changes.
FR1.285	The system will provide rollback and recovery functions.
FR1.286	The system will provide a method for broadcasting messages for system problems, systems changes, and relevant notices to all users or logical sub-sets of users affected by a change. (e.g., users statewide or users in a particular site)
FR1.287	The system will provide the ability to archive and expunge records.
FR1.288	The system will provide the ability to search, retrieve and view archived records.

Req #	Requirement Description
FR1.289	The system will have server redundancy, fail-over and load-balancing capabilities.
FR1.290	The system will compile 95% of reports within 120 seconds.
FR1.291	The system will have a mean time to recover after a system failure of 30 minutes.
FR1.292	The system will provide the capability of providing batch processes to support SNAP/TANF information system business functions.
FR1.293	The system will provide an intuitive editing and validation function to force the immediate correction of any data entry errors.
FR1.294	The system will provide access to the system for approximately 1,500 DHR staff (caseworkers, supervisors, county directors, clerical support staff, accounting staff, appropriate contractual staff, regional staff, and state central office staff), 1,000 providers, and up to 500,000 clients annually.
FR1.295	The vendor will submit a disaster recovery plan for the SNAP/TANF Information System that complies with the State's disaster recovery plan.
FR1.296	The system solution will include the conversion of data from the following systems: SCI-II, FACETS, OACIS, IEVS, MyDHR, SNAP ADDI, TANF ADDI, SNAP E&T, JOBS, ACRR, CCS, EBTANS
FR1.297	The system will maintain a backup program as security against disaster, including daily, weekly, and monthly backup on all data files.
FR1.298	The system will allow users to electronically forward error messages, screenshots, etc. to the help desk.
FR1.299	The vendor will provide the data collected from the help desk, issue tracking, configuration management or other administrative applications in a format approved by the Department. In compliance with federal regulations, the Department will not be required to purchase any sole source proprietary software from the vendor to access and manipulate this data.
FR1.300	The system will provide the capability for authorized users to attach scanned images of court orders, petitions, and other external case documentation to the electronic case record.
FR1.301	The system will be written using technical tools and skills commonly available in the employment marketplace.
FR1.302	The system will not provide functionality available only via a right click. A right click may be utilized as an alternate means of accessing various commands, but the same commands will also be available via another path.
FR1.303	The system will be designed to ensure that batch processes do not directly compete with resources needed during normal working hours of 7 a.m. through 6

Req #	Requirement Description
	p.m. (CST), Monday through Friday. Batch processes will not degrade online performance during these hours.
FR1.304	The system will always display the function and the name of the screen along with the navigation that indicates the path the user used to arrive at the screen (breadcrumbs) so that the user can always determine where they are in the system to accurately report to technical support staff.
FR1.305	The system will allow authorized users to access the system from remote PCs via the Internet.
FR1.306	The vendor will design and develop software to be used to convert DHR legacy systems data to the SNAP/TANF Information System.
SECURITY	
FR1.307	The client portal will be web-based and include appropriate security measures to ensure only authorized access to client information.
FR1.308	The system will prevent workers or supervisors from updating cases to which they are not assigned.
FR1.309	The system will provide an audit trail, printable on demand, for data on the system. The audit trail will include old value, new value, date/ time of change, user ID of person who made the change, computer from which the data were modified.
FR1.310	The system will automatically time out and require the user to re-authenticate via user ID and password when there has been a period of inactivity of 30 minutes. Any data entered prior to the time out will be saved and the user will be returned to the point where he/she left off when logging back in.
FR1.311	The system will encrypt any e-mail, reports, or other data sent to addresses outside the State network or residing outside the State firewall using 256-bit SSL/VPN encryption.
FR1.312	The system will allow an administrator to restrict access to a case to authorized users.
FR1.313	The system will employ a profile-based security methodology that allows user access to functional areas based on user security level.
FR1.314	The system will provide for application security by requiring users to enter a user ID and password / PIN to logon to the system.
FR1.315	The system will ensure that any external access has a method of authenticating the user (i.e., user ID and password or PIN).
FR1.316	The vendor's security solution will comply with National Institute of Standards and Technology (NIST) security guidelines.
FR1.317	The system will prevent users from making changes to system-entered data that is determined to be critical data.

Req #	Requirement Description
FR1.318	The system will prevent users from awarding, approving, or changing cases in which they are a member.
FR1.319	The system will include user account administration to support single sign-on, subject to ALDHR approval.
ADDITIONAL GENERAL REQUIREMENTS	
FR1.320	The system will be available to users 24 hours a day, 7 days a week, except for brief, regularly scheduled maintenance windows at low volume after hours and weekend time slots.
FR1.321	The system will allow users to set relationships in case, household, and client. Reciprocal relationships should be automatically determined. (e.g., father-son indicated by user, son - father determined by system)
FR1.322	The system will allow the user to sort narratives by date of occurrence, date entered, type, or person interviewed.
FR1.323	The system will provide a method for merging and un-merging duplicate persons, case, or provider records in the event the duplicate records have been created. When a record is merged, the user will have the ability to select which information will be used in the merged record.
FR1.324	The system will assign unique identifiers for individuals, households, and providers.
FR1.325	The system will provide a user interface that is consistent, easy to navigate, intuitive, and reflects the business workflow.
FR1.326	The system will record and track case status and status date.
FR1.327	The system will automatically integrate and link case, client, and provider data.
FR1.328	The system will provide printable driving directions and maps for any complete address in the system, particularly for providers.
FR1.329	The system will have the ability to freeze data and prevent workers from modifying data at predetermined freeze points, such as at the end of reporting periods.
FR1.330	The system will not require users to enter redundant data. Data should be shared within the system between screens, phases, and functions within the life of the case.
FR1.331	The system will allow for client to enter applications and for workers to review and approve saving the information in the client's case record. For clients with an existing record, workers will be able to specify when information should overwrite existing information, be added as new information, or not be transferred.

Req #	Requirement Description
FR1.332	<p>The system will record, and track information related to inquiries or requests to provide services, including:</p> <ul style="list-style-type: none"> a. name of person making request b. Date of request c. type service request d. allows for keyword search e. provides screen overviews / definitions
FR1.333	<p>The system will maintain an employee database including name, information on training/certifications, assigned unit, assigned supervisor, county/office, position title, SSN, employee type, worker classification.</p>
FR1.334	<p>The system will record and track the local case number utilized for filing of the physical case file, as applicable.</p>
FR1.335	<p>The system will provide a method for workers to easily enter narrative text at various points through the life of a case.</p>
FR1.336	<p>The system will implement standards to protect and guard against the misuse of individually identifiable health information held or transmitted in any form or media, whether electronic or paper and will follow federally mandated Health Insurance Portability and Accounting Act of 1996 (HIPAA). Measures will include:</p> <ul style="list-style-type: none"> a. using authentication controls (user ID, password) b. encrypting protected health information (PHI) on the database and during data transmission c. having in place a comprehensive disaster recovery plan d. restrict access to PHI to staff who need it to perform job duties e. having in place real-time monitoring of system access, specifically as it relates to PHI intrusion detection capability f. automatically timing out of workstations to prevent unauthorized viewing of PHI
FR1.337	<p>The system will include the following information from archived records in any search: person name, date archived, DOB, SSN, role, race, sex</p>
FR1.338	<p>System will allow administrative users to send and / or post mass messages to all counties and/or to an individual county</p>
FR1.339	<p>The vendor will grant the State of Alabama ownership rights in software, software modifications, and associated documentation that is designed, developed, installed, or enhanced for DHR with Federal financial participation and/or State of Alabama funds.</p>
FR1.340	<p>The system will utilize phonetic or similar Soundex type search technology when conducting name searches to ensure that similar spellings or sound-alikes are found.</p>

Req #	Requirement Description
FR1.341	The system will provide clear and descriptive error messages. Error messages will be maintained in a table to allow for ease of maintenance by designated staff.
FR1.342	The system will provide maintenance screens that allow non-technical administrative users straightforward ways to: <ul style="list-style-type: none"> a. add / modify / delete values in administrative tables b. modify wording on existing error messages c. add, delete, or modify wording on documents
FR1.343	The system will provide an automation manual consistent with the new eligibility system.
FR1.344	The system will provide interactive pop-up or tool tip suggestive recommendations, alerts, reminders, etc.
FR1.345	The system will provide a link to the existing online SNAP and TANF policy manuals and provide for updates/modifications to authorized users or allow policy manuals and updates into new system.
FR1.346	The system will allow for the storing of multiple addresses and provide an indicator as to the address to be used for mailing purposes.
FR1.347	The system will record and track information regarding health, education, financial and employment for individuals, including education level, military history, employment history, employment income, other income and sources, transportation, and vocational needs, etc.
FR1.348	The system will provide a comprehensive system training solution, including providing appropriate training for all system users based on job duties and computer-based policy training modules.
FR1.349	The system will provide an address normalization capability, which ensures that if the same address is entered several times with variations in the spelling and abbreviations conventions, the variations are standardized, and the entries will match.
FR1.350	The system will require users to enter a value in a separate text field when the user selects the value 'other' from a drop-down list.
FR1.351	The system will record and track information about county DHR offices, including name of county, telephone number, address, county director name.
FR1.352	The system will be event and process driven, guiding the user to the next logical function based on the event or process just completed.
FR1.353	The system will automatically determine the phases of the pieces of work within the case (e.g., registration, eligibility determination, benefits calculation, case maintenance, etc.) and logically move the pieces of work from one phase to the next based on predefined business rules. The phase of the case will be recorded and tracked in case history.

Req #	Requirement Description
FR1.354	The system will record and track the date and time that a narrative is entered or modified as well as the ID of the user making the entry.
FR1.355	The system will record and track response information, including no response, to due process letters.
FR1.356	The system will allow authorized users to conduct a household member search.
FR1.357	The system will provide a method to automatically e-mail standard notices to providers when a client has been referred for services.
FR1.358	The system will allow users to generate the Family Consent to Release of Information form.
FR1.359	The system will include a Domestic Violence Referral form which will remain secure and confidential.
FR1.360	All platforms viewable by the public will include the current SNAP nondiscrimination statement.
FR1.361	All outgoing communications to SNAP clients will include the current nondiscrimination statement.
FR1.362	The system will collect data and generate FNS-292B- SNAP Disaster & Commodities Report.
FR1.363	The system will collect data and generate FNS-388 Monthly Issuance and Participation.
FR1.364	The system will collect data and generate FNS-366B- Program Activity Report.
FR1.365	The system will collect data and generate FNS-583 SNAP E&T Program Activity Quarterly Report.
FR1.366	The system will collect data and generate ABAWD Program Quarterly Participation Report.
FR1.367	The system will collect data and generate FNS-388A Project Area Issuance and Participation Report (Semi-annually).
FR1.368	The system will collect data and generate FNS-759 SNAP-ED Education and Administrative Report (EARS) (Annual).
FR1.369	The system will collect data and generate FNS-834 SNAP-Education (annual).
FR1.370	The system will collect data and generate FNS-101 Participation in Food Programs by Race (Annual).
FR1.371	The system will collect data and generate FNS-209 Recipient Claims Status of Claims against Households Report.
FR1.372	The system will collect data and generate FNS-209A Recipient Claims Status of Claims against Households Report.

Req #	Requirement Description
FR1.373	The system will collect data and generate FNS - Timeliness Report - Application processing timeliness report calculating the application processing timeliness rate. The State must calculate in accordance with SNAP policy and regulations.
FR1.374	The system will collect data and generate FNS- Backlog Report. The backlog report must include a breakdown of unworked and overdue initial applications, recertification applications, and interim reports (or change reports, as applicable) by 1-30 days, 31-60 days, 61-90 days, and 90+ days overdue.
FR1.375	The system will collect data and generate FNS- Notice Report. The system must be able to produce a notice report for all notices sent by the State. The notice report must include total number of notices generated and sent (including paper notices and electronic notices when applicable) each day and be able to distinguish by type such as notice of expiration, notice of approval, periodic report notice, etc.
FR1.376	The system will collect data and generate an FNS-Daily Report. The system must be able to produce a daily report reflecting State activity for that day. The report should have the capability to break tasks down by staff member and office or by day/week/month. This daily report must include, at a minimum, total number of applications and recertifications received, number of initial applications and recertifications worked that day by status (pending, approved, denied, closed), total number of interviews conducted broken out by initial applications and recertifications, total number of periodic reports (or change reports, as applicable) received, number of periodic reports (or change reports as applicable) worked that day, number of case documents received, and number of case documents worked that day. All information pertaining to initial applications must be separated by expedited and regular.
FR1.377	The system will collect data and generate Finance FNS-366A Program and Budget Summary Statement (Quarterly and Annually).
FR1.378	The system will collect data and generate Finance FNS-46 Issuance Reconciliation Report (Monthly).
FR1.379	The system will collect data and generate Finance SF-425/FNS-778 SNAP Federal Financial Report (Quarterly).
FR1.380	Public Facing and Application Registration Modules will have the ability to utilize geographical map applications to determine the county in which the applicant resides to direct work to the correct project area or county.
FR1.381	The system will register all recertification and reopened cases on the date the application is received. All applications must be given the opportunity to participate the same date as date received by county office.
FR1.382	The system will provide recordings of the following required information during an interview for SNAP or TANF after which client will have the ability to ask and receive responses to questions:

Req #	Requirement Description
	<ul style="list-style-type: none"> a. Rights and Responsibilities b. Work Registrations Requirements c. Simplified Reporting Requirements d. ABAWD Rules and Requirements e. TANF Eligibility f. JOBS Requirements

FR2. Financial Assistance Eligibility Requirements (SNAP and TANF)

Req #	Requirement Description
FR2.1	The System will allow the Applicant to select the pre-screening eligibility tool from the ALDHR Portal.
FR2.2	The System will display basic information about the programs to which the Applicant may be pre-screened, including but not limited to: <ul style="list-style-type: none"> a. Technical eligibility requirements b. Financial eligibility requirements c. Benefit type
FR2.3	The System will present the list of programs for which the Applicant may be pre-screened for the Applicant to select any programs for which they wish to opt-out (do not wish to be pre-screened).
FR2.4	The System will display a step-by-step questionnaire which collects data required to issue potential eligibility determination. Data elements may include, but are not limited to: <ul style="list-style-type: none"> a. Demographic information for each individual household member b. Assets c. Income d. Expenses e. Household information
FR2.5	The System will provide the Applicant with the option to review the data prior to submission and make any final changes after the Applicant has entered information.
FR2.6	The System will process the entered information and display information on any / all programs for which the Applicant may qualify.
FR2.7	The System will display the preliminary, non-binding feedback on the determination and limitations of this determination (i.e., that the guidance does not guarantee eligibility or ineligibility).
FR2.8	The System will provide information regarding additional actions the Applicant may take, such as seeking assistance from supplemental resources, including but not limited to:

Req #	Requirement Description
	<ul style="list-style-type: none"> a. Continuing to complete an official ALDHR eligibility application for benefits and services b. Other State programs that may benefit the Applicant based on the information provided c. 211 directory information to inform citizens of local and non-State programs that may assist the Applicant d. Any other resources of which ALDHR chooses to advise the Applicant
FR2.9	The System will provide the Applicant with the option to complete an integrated eligibility application, with minimum SNAP information requirement of name, address, and signature. System will screen all SNAP applications for Expedited Services.
FR2.10	The System will provide the Applicant with the option to pre-populate the integrated eligibility application with information provided in the pre-screening process.
FR2.11	The System will provide the Applicant the ability to select the option to complete an integrated eligibility application.
FR2.12	The System will provide the Applicant with the ability to continue the previously saved application (available for a time, per ALDHR policy) and display all information previously entered for confirmation if there is an existing, un-submitted application on file for the Applicant.
FR2.13	The System will provide the Applicant with the ability to modify any previously saved information.
FR2.14	The System will provide the Applicant with the ability to create and submit a new application.
FR2.15	<p>The System would populate the application with known Applicant information if the Applicant used the pre-screening eligibility tool, including but not limited to:</p> <ul style="list-style-type: none"> a. Name b. Address
FR2.16	The system will request Date of Birth in the following format mm/dd/yyyy but will have the intelligence to convert commonly formatted dates of birth into the requested format. The system will accept dates of birth from the 20th and 21st century (1900s and 2000s). Authorized ALDHR users will have a simple way to correct dates of birth.
FR2.17	<p>The System will display the ALDHR programs for which the Applicant may apply. These programs include:</p> <ul style="list-style-type: none"> a. Supplemental Nutritional Assistance Program (SNAP) b. Temporary Assistance for Needy Families (TANF)
FR2.18	The System will display instructions for completing the integrated eligibility application, and provide links to additional application information, as appropriate.

Req #	Requirement Description
FR2.19	The System will allow the Applicant to select any / all the ALDHR programs for the integrated eligibility system.
FR2.20	The System will display a step-by-step questionnaire for collecting application information based on the program(s) the Applicant selected.
FR2.21	The System will use program-specific business rules to collect the minimum information required to accept the application and enable the Applicant to provide additional information that will help with application processing.
FR2.22	The System will provide the Applicant with the ability to upload document(s) and attach to the application as specified by the program rules.
FR2.23	The System will provide the Applicant with the ability to access context sensitive help (e.g., knowledge repository, procedure documentation etc.).
FR2.24	The System will provide the Applicant with the ability to contact an authorized ALDHR Worker who can assist the Applicant in completing the application.
FR2.25	The System will allow the Applicant to save any entered information prior to submitting the application.
FR2.26	The System will save un-submitted information for a period, per ALDHR policy, when the Applicant chooses to save the application.
FR2.27	The System will inform the Applicant that the application information entered has been saved, including a date and time stamp of when the information was saved.
FR2.28	The System will inform the Applicant that the saved application will remain available for a specified time (per ALDHR policy), and after that will be deleted.
FR2.29	The System will provide the Applicant with the ability to download a printable, PDF version of the unsaved application.
FR2.30	The System will delete the application after a specified time if the application is not submitted.
FR2.31	The System will provide the Applicant with the ability to reset/delete the application, including any saved applications, prior to submission.
FR2.32	The System will delete all application information provided by the Applicant if the Applicant deletes the application.
FR2.33	The System will display a confirmation of application deletion if the Applicant deletes the application.
FR2.34	The System will alert the Applicant that the deletion of the application will not affect current ALDHR program eligibility if the Applicant is currently participating in a ALDHR program.
FR2.35	The System will provide the Applicant with the ability to submit the application.

Req #	Requirement Description
FR2.36	The System will alert the Applicant if a pending application has already been received or if the Applicant is already receiving benefits for the selected program/geographic area and it is not time for renewal or recertification.
FR2.37	The System will confirm that the Applicant has provided sufficient information for ALDHR to accept the application.
FR2.38	The System will display the information the Applicant entered on the application and provide the Applicant with the ability to download a printable, PDF version of the submitted application.
FR2.39	The System will provide the Applicant with the ability to sign the application electronically.
FR2.40	The System will alert the Applicant when the application has been successfully accepted.
FR2.41	The System will record the date and time stamp of when the application was accepted.
FR2.42	The System will start the timer for application processing, per ALDHR program policy.
FR2.43	The System will provide the Applicant with the timeframe by when ALDHR will process the application, per ALDHR policy.
FR2.44	The System will alert the Applicant of Information on next steps in the application process.
FR2.45	The System will provide the Applicant a link to view the submitted application in the System.
FR2.46	The System will provide the Applicant information on contacting ALDHR.
FR2.47	The System will provide the Applicant information on the appeals process.
FR2.48	The System will provide the Applicant other information, per ALDHR policy.
FR2.49	The System will alert the Applicant prior to submission of any outstanding required information needed for ALDHR to accept the application if the application does not contain the minimum required information.
FR2.50	The System provides the Applicant with the ability to update the application prior to submission if the application does not contain the minimum required information.
FR2.51	The System will review the uploaded paper application for minimum required information sufficiency to accept the application, per program-specific rules.
FR2.52	The System will mark the application as received, but not accepted if the application does not contain the minimum required information.
FR2.53	The System will alert the Applicant of unsuccessful acceptance of the application, via the Applicant's preferred communication channel (if known /

Req #	Requirement Description
	<p>available) if the application does not contain the minimum required information. This notification includes, but is not limited to:</p> <ul style="list-style-type: none"> a. Notice of receipt of the application, but unsuccessful acceptance of the application. b. List of outstanding information needed for ALDHR to accept the application c. Link to the submitted application in the system d. Instructions for completing the application a. Date by when the information needs to be provided, after which the application will be deleted, per ALDHR policy
FR2.54	The System will allow the Applicant to select the option to upload documents within the application / questionnaire.
FR2.55	The System will allow the Applicant to upload documents from the Applicant's local computer.
FR2.56	The System will allow the Applicant to categorize each of the uploaded documents.
FR2.57	The System will allow the Applicant to enter any optional, additional information describing the document.
FR2.58	The System will associate all attachments with the application and alert the Applicant the document(s) has been saved to the application.
FR2.59	At TANF application, system will identify, based on demographic information, applicants who are a mandatory JOBS participant and, if so, will automatically create a referral to the Employment and Training Portal along with an alert to notify the assigned worker of the referral.
FR2.60	System will screen members and cases to identify duplicates participants and avoid certifying duplicate members and cases.
FR2.61	System will screen and identify application for expedited processing standard and accept applications already screen as expedited by client portal.
FR2.62	System will accept an application with a minimum of name, address, and signature.
FR2.63	System will have the capacity to Determine and track the type of application being submitted (initial, new, disaster, reopened, and recertification, AESAP).
FR2.64	System will have the ability to complete an application for either SNAP or TANF or Both at once.
FR2.65	User will have the ability Retrieve client information already in the system, if applicable.
FR2.66	System will provide Prompt for the appropriate information verification or entry of new information for both SNAP and TANF programs.
FR2.67	System will Allow for a simplified application process for clients eligible for the

Req #	Requirement Description
	Alabama Elderly Simplified Application Project.
FR2.68	The system will determine and track type of application C501 notice.
FR2.69	The system will determine and track type of application C540 notice.
FR2.70	<p>The system will Determine and track type of application (Initial, new, reopened, recertification) and method of application: mail, fax, online (internet), etc.</p> <p>a. Type of Initial (expedited, 30 days with alert to award by 28th day not to deny before 30th day unless for cause)</p> <p>b. Type of Recertification (timely, non-timely)</p>
FR2.71	The system will Determine Reopen type (SR reinstatement, reopen recertification, reopen initial, reopen administrative error, reopen non-compliance/non-cooperation reinstatement, etc.
FR2.72	The system will Determine and track method of application submission (paper, fax, email, web).
FR2.73	The system will Determine and track type of interview (in person, telephone, no interview).
FR2.74	The system will Allow caseworkers to screen for Expedited applications.
FR2.75	The system will Assign case number or reuse existing case number.
FR2.76	The system will have the capability to assign temporary numbers (T-numbers) to be used in lieu of Social Security Number (SSN).
FR2.77	The use of a T-number due will be distinguishable from a person refusing to provide SSN. The system should set a flag to a person who is awaiting an SSN card from a person who refused to provide an SSN.
FR2.78	The system will Assign case to county based on address or geographic location.
FR2.79	ALDHR User will have the ability to register an Initial application within the county (project area or outside of project area when given privileges such as during a disaster or other emergency).
FR2.80	AESAP User shall have the ability to register to recertify a county case if applicant meets AESAP eligibility requirements.
FR2.81	User will have the ability to Register a Reopen application.
FR2.82	User will have the ability to Register a Recertification application (both timely and untimely).
FR2.83	User will have the ability to Register a Special Reopen/Reinstatement.
FR2.84	User will have the ability to Register/reinstate case closed due to failure to complete a Six-month report form or C501/C540.
FR2.85	System will allow identification authentication information to display from client portal.

Req #	Requirement Description
FR2.86	System will have the ability to Automatically deny an application for failure to provide Mandatory verification. Worker must confirm denial before this action is completed.
FR2.87	The system will Generate Denial Notice for failure to provide verification or failure to interview (notice will provide detail of what is needed to reopen the application and deadline as to when this information can be accepted.) The Notice will list recommended sources or forms of verification for needed verification as in requirement FR2.214.
FR2.88	System will be able to Determine and assign the appropriate processing standard.
FR2.89	<p>System will be able to manage appointments</p> <ul style="list-style-type: none"> a. Allow applicant to schedule or request an appointment b. Display appointment schedule to (clerical, worker, and supervisor) c. Generate a written appointment notification d. Send appointment alert to household and worker (worker will be able to respond to alert if appointment for interview isn't held within a minimum time. (i.e., Client missed appointment, worker delay, appointment rescheduled or reassigned by supervisor.) e. Populate worker appointment calendar.
FR2.90	System will be able to Generate a Request for Verification and Information (see also FR2.214). In addition, the system will distinguish between mandatory and non-mandatory verification.
FR2.91	System will be able to Generate a Notice of Action and Notice of Adverse Action.
FR2.92	System will be able to Collect information through interview process.
FR2.93	System will Allow worker to modify application/client entries.
FR2.94	Vendor will Develop Training Modules for system to better navigate through the new systems.
FR2.95	Vendor will Add help function to better navigate policy and procedure.
FR2.96	Vendor will Incorporate Policy reference into the system for fast and efficient access.
FR2.97	System will allow authorized user to override an auto denial and provide reason for override.
FR2.99	The System will create an itemized list of documents that have been provided. The itemized list is available for printing and serves as a receipt.
FR2.100	The System will verify application information, based on applicable, available data sources upon receipt of a valid application. The data sources may include, but are not limited to:

Req #	Requirement Description
	<ul style="list-style-type: none"> a. AL Department of Public Health b. AL Department of Corrections c. Federal Bureau of Prisons d. US Department of Safety, Office of Homeland Security e. Immigration and Naturalization Service (SAVE system) f. Department of Health and Human Services (HHS) g. Internal Revenue Services (IRS) h. AL Department of Commerce (Workforce) i. GEO Solutions j. US Postal Service k. Food and Nutritional Services (FNS) l. Social Security Administration (SSA) m. Veterans Administration n. Office of Child Support Enforcement (OCSE)
FR2.101	The System will flag the discrepancy for review if the results of the verifications return information different than what is provided by the Applicant on the application.
FR2.102	The System will alert an authorized ALDHR Worker if the results of the verifications return information different than what is provided by the Applicant on the application.
FR2.103	The System will use program specific rules to check the application for whether an eligibility interview is required.
FR2.104	The System will alert the Applicant that an interview is needed and provide instructions for scheduling the interview if an eligibility interview is required.
FR2.105	The System will use program specific rules to check the application for whether the application contains sufficient information for eligibility determination processing.
FR2.106	The System will use program specific rules to check the application for whether other program-specific rules for application prioritization or routing apply (such as routing to E&T).
FR2.107	The System will use program specific rules to check the application for whether a drug screening will be completed.
FR2.108	The System will check, if an eligibility interview is not required, that the application contains sufficient information for eligibility determination processing. (FA always complete interview to determine eligibility).
FR2.109	The System will flag the application as ready for eligibility determination processing if the application contains sufficient information to process the application (e.g., does not require an interview).
FR2.110	The System will determine if the application should be prioritized for review and alert a ALDHR Worker to review the application.

Req #	Requirement Description
FR2.111	The System will flag the application for prioritized review if the application should be prioritized for review.
FR2.112	The System will flag the application as missing information if the application does not provide sufficient information for eligibility determination processing.
FR2.113	The System will alert the Applicant and send written notification of the outstanding information if the application does not provide sufficient information for eligibility determination processing.
FR2.114	The System will provide the Applicant instructions on how to provide the outstanding information and seek assistance from an authorized ALDHR Worker.
FR2.115	The System will provide the Applicant the allowable timeframe for when the Applicant will provide the outstanding information, to have application processed for eligibility, per ALDHR policy.
FR2.116	The System will deny the application if the Applicant does not update the application within the allowable timeframe, per ALDHR policy.
FR2.117	<p>The System will notify the Applicant of application denial, including but not limited to:</p> <ul style="list-style-type: none"> a. Reason for denial b. Applicable State / Federal rule reference c. Information on application submission d. Link to application in the System e. Information on appealing the denial f. Instructions for re-applying
FR2.118	The System will save all application information, per ALDHR record retention policy.
FR2.119	The System will allow an authorized ALDHR Worker to search for the Applicant’s integrated eligibility application and review the application.
FR2.120	The System will support an authorized ALDHR Worker to contact the Applicant at the telephone number provided when the appointment was scheduled, and document if contact was made if the Applicant has chosen to conduct the interview on the telephone.
FR2.121	The System will support an authorized ALDHR Worker to document if the Applicant is present for the eligibility interview.
FR2.122	The System will alert or generate a Notice of Missed Appointment to the Applicant which provide instructions for rescheduling the eligibility interview within the allowable timeframe. NOMI or NOMA
FR2.123	The System will support an authorized ALDHR Worker to document that the Applicant missed the appointment.

Req #	Requirement Description
FR2.124	The System will mark the application as denied and send appropriate notice to household if the Applicant does not reschedule or request an eligibility interview within the allowable timeframe, per ALDHR policy.
FR2.125	The System will alert and send notification to the Applicant of the application denial.
FR2.126	The System will allow an authorized ALDHR Worker to update the application information while preserving the application data submitted by the Applicant.
FR2.127	The System will allow an authorized ALDHR Worker to indicate any additional program(s) for which applicant may be eligible.
FR2.128	The System will identify any additional information which may need to be provided by the Applicant, based on the additional program rules.
FR2.129	The System will allow an authorized ALDHR Worker to verify any information with external sources and document that the verification has occurred.
FR2.130	The System will allow the Applicant to attach documents to the application if the Applicant is present for the interview remotely (e.g., phone, video conference, etc.), and the Applicant possesses an electronic version of the document.
FR2.131	The System will allow an authorized ALDHR Worker to flag the outstanding information in the application.
FR2.132	The System will alert or generate and send notice to the Applicant of the outstanding information, provide instructions for the Applicant to provide the outstanding information, and the allowable timeframe for ALDHR to receive the information, per ALDHR policy.
FR2.133	The System will allow an authorized ALDHR Worker to document the Applicant's compliance if the Applicant agrees to comply with program-specific requirements.
FR2.134	The System will allow an authorized ALDHR Worker to mark the application as ready for eligibility determination processing.
FR2.135	The System will allow an authorized ALDHR Worker to document the Applicant's non-compliance if the Applicant does not agree to comply with program-specific requirements.
FR2.136	The System will allow an authorized ALDHR Worker to mark the application as denied.
FR2.137	The System will alert and send a notification to the Applicant of a denial of application.
FR2.138	The System will alert an authorized ALDHR Worker that the Applicant will be contacted to provide additional information if information is missing, when program requirements do not include that an eligibility interview be held (e.g.,

Req #	Requirement Description
	for childcare services) Note: at this time Childcare services are not included in this system; however, TANF/JOBs program can make a manual referral for childcare services via email or interface.
FR2.139	The System will allow an authorized ALDHR Worker to record the date, time and method of the contact and any additional narrative needed to document contact with Client
FR2.140	The System will run program-specific technical eligibility requirements checks such as demographic information and non-cooperation.
FR2.141	The System will document and display the results of the technical eligibility check.
FR2.141	The System will notify the authorized ALDHR Worker of technical eligibility results, (e.g., good cause), to relevant program areas (e.g., Child Support) per ALDHR policy.
FR2.142	The System will run the means test.
FR2.143	The System will document and display the results of the means test.
FR2.144	The System will flag the application for additional program-specific eligibility rules testing (as applicable) if the application meets means testing requirements for eligibility.
FR2.145	The System will alert and send notification to the Applicant if the System determines the application requires additional / updated information for means re-testing.
FR2.146	The System will run the program-specific eligibility rules test if the application requires.
FR2.147	The System will document and display the results of the program-specific eligibility rules test.
FR2.148	The System will flag the application for final review if the application meets program-specific eligibility rules requirements.
FR2.149	The System will alert and generate and send notice to the Applicant if the System determines the application requires additional / updated information for program-specific eligibility rules test re-processing.
FR2.150	The System will allow an authorized ALDHR Worker to override eligibility testing results, per ALDHR policy.
FR2.151	The System would mark the application as denied if the application failed any of the eligibility tests, and the results were not overridden.
FR2.152	The System will alert and generate and send notification to the Applicant of the application denial.
FR2.153	The System will save the application, and the results of all eligibility testing, per

Req #	Requirement Description
	ALDHR record retention policy.
FR2.154	The System will determine whether the eligibility redetermination should result in a change to the eligibility period, per ALDHR policy if the eligibility determination is being performed because of a client change.
FR2.155	The System will update the eligibility period if the reprocessing of eligibility results in a change to the eligibility period.
FR2.156	The System will determine whether the Client may require drug screening if the eligibility determination is for TANF.
FR2.157	The System will document that the drug testing facility sent a notification to ALDHR, verifying completion of drug test, based on contract requirements for testing facilities.
FR2.158	The System will alert an authorized ALDHR Worker that drug testing is complete.
FR2.159	The System will allow an authorized ALDHR Worker to review the testing results and document the test outcome, per ALDHR policy (e.g., “positive” or “negative”).
FR2.160	The System will alert, generate, and send notice to the Client of the penalties of a positive drug screen per ALDHR policy if the Client's drug test is positive.
FR2.161	The System will allow an authorized ALDHR Worker to confirm that the drug assessment is complete.
FR2.162	The System will alert an authorized ALDHR Worker for appropriate follow-up actions if the Client does not complete an assessment within a specified time.
FR2.163	The System will alert and generate and send notice to the Client of the need to schedule the TANF orientation interview.
FR2.164	The System will allow the Client or ALDHR Worker to schedule the TANF orientation interview.
FR2.165	The System will calculate expected benefits and alert an authorized ALDHR Worker of the Client's expected benefit amount.
FR2.166	The System will allow the authorized ALDHR Worker to document whether the Client is declaring an incapacity.
FR2.167	The System will allow the authorized ALDHR Worker to document the result in the System when the medical evaluation of incapacity is complete.
FR2.168	The System will allow the authorized ALDHR Worker to document the Client's TANF file.
FR2.169	The System will refer the Client to Child Support Services and include in the referral: a. Information about a 'good cause claim', if applicable

Req #	Requirement Description
	b. All available ARP information
FR2.170	The System will allow the authorized ALDHR Worker to document the referral if a program referral is needed as part of the FRA-IJP and IEP.
FR2.171	The System will allow the authorized ALDHR Worker to document if, the Client elects to receive Child Care (to facilitate the completion of work activities in their personal responsibility plan).
FR2.172	The System will allow the authorized ALDHR Worker to send a referral to Employment & Training Vendors if, the client plans to participate in work and / or educational activity.
FR2.173	The System will allow the authorized ALDHR Worker to determine or document any other exemptions for which the Client may qualify.
FR2.174	The System will allow the authorized ALDHR Worker to document if the Client has elected to participate in benefit diversion.
FR2.175	System will calculate Homeless Shelter Deduction and budget for in lieu of standard or basic utility allowances for SNAP.
FR2.176	System will determine and assign eligibility code.
FR2.177	System will accept and add Income not excluded.
FR2.178	System will determine Income Eligibility.
FR2.179	System will apply Income Eligibility Test.
FR2.180	System will identify and exclude Income Exclusions.
FR2.181	System will identify, Determine, calculate Income Deductions/Disregards.
FR2.182	System will apply Earned income Calculation and Deductions.
FR2.183	System will Collect hours worked per member or system determine based on pay equivalency of hours worked.
FR2.184	System will Identify member meets Work Registrant Definition.
FR2.185	System will Identify member meets ABAWD Definition.
FR2.186	System will have a 36-month editable ABAWD tracker.
FR2.187	System will accept and calculate Self-Employment Income and deductions.
FR2.188	System will accept, calculation and budget Unearned income.
FR2.189	System will accept and calculate Shelter Deduction(s).
FR2.190	System will accept and calculate and budget Homeless Shelter deduction.
FR2.191	System will accept and Calculate Homeless Trial Budget.
FR2.192	System will accept and Calculate Excess Medical.

Req #	Requirement Description
FR2.193	System will accept and Calculate Excess Shelter.
FR2.194	System will accept and Collect insurance premiums deducted from SSA.
FR2.195	System will accept and Dependent Care Deduction.
FR2.196	System will accept and Child Support Deduction.
FR2.197	System will accept and Determine Resources/Assets.
FR2.198	System will accept/ Identify Categorically Eligible Household.
FR2.199	System will accept and Identify Broad-based Categorically Eligible Households.
FR2.200	System will Identify, document and track ineligible, disqualified, and sanctioned members.
FR2.201	System will accept financial verification (list of banks, investment firms, etc.).
FR2.202	System will allow user to List resources- banks/trust/annuities/bonds etc..
FR2.203	System will allow user to List life insurance, burial insurance, prepaid burial/interface with burial worksheet.
FR2.204	System will allow user to List personal property (cars, tractors, etc.).
FR2.205	System will include an Asset Chart (list for assessment).
FR2.206	System will allow use of an Asset Verification System (AVS).
FR2.207	System will identify Resource Exclusions (property, etc.).
FR2.208	System will allow user or system to Collect Medicare claim number ids.
FR2.209	System will provide Assessment for final eligibility determination.
FR2.210	System will Budget for family allowance, Spouse to Spouse (deeming).
FR2.211	System will allow user to determine household composition and separate food units by Collection of household member relationships i.e., parent, child, spouse, live-in attendant, foster child (parent) etc..
FR2.212	System will allow Deeming parent to child.
FR2.213	At application System will allow the applicant to choose type of interview requested by selecting one of the following: a. face to face b. telephone.
FR2.214	System will Determine Awards and Denials.
FR2.215	System will Deny eligibility /from table of codes (currently used in Mainframe).
FR2.216	System will Eligibility Terminations and Disenrollment.
FR2.217	System will include and provide Documents/Notices related to Eligibility.

Req #	Requirement Description
FR2.218	System will Eligibility & Enrollment Alerts and Performance measures / Reports.
FR2.219	System will allow and document Validation/Verification of Eligibility Data.
FR2.220	System will provide Medicare Related Information (MSP, DUAL Eligible, Buy-In).
FR2.221	System will include module for Hearings/Grievance and Appeals on case level and generate reports.
FR2.222	System will include a Trial Budget.
FR2.223	Users will have the ability to generate a trial budget to determine the effects of changes.
FR2.224	User will have the ability to generate a Notice of Adverse Action or No Affect Letter.
FR2.225	System will accept Earned Income Disregard and exclude from budget calculation.
FR2.226	System will identify, accept, and document Special Household Type and Circumstances (Shelter residence, battered spouse, minor parent, child only, homeless, A/D treatment centers, boarder, etc.).
FR2.227	System will Identify homeless individuals and households.
FR2.228	System will allow Incarceration check (module)(interface).
FR2.229	System will allow Death Match check (Module) (Interface).
FR2.230	System will allow Denial of first Month / Approve 2nd month (months 1 and 2).
FR2.231	System will allow processing of Application month eligibility only.
FR2.232	System will allow processing of applications for 12-month certification.
FR2.233	System will allow processing of application for 36 months certification (AESAP only).
FR2.234	System will allow user to reinstate a case closed for SR or failure to provide verification with less than 12-month certification.
FR2.235	System will allow processing of an all ABAWD household for 4 months certification period.
FR2.236	System will allow user to Determine and record Care Level (interface to MMIS E&D only).
FR2.237	System will Type Case/parent/child Indicator (Foster Care, Protective Service, etc.).
FR2.238	System will allow the identification applications as Reapplication of terminations/denial.

Req #	Requirement Description
FR2.239	System will allow the identification of ex parte eligibility.
FR2.240	System will Compute budgets for nursing home, MSP, DAC, Widow Widower, Continuous Medicaid, SSI Retro, spousal allocation, VA.
FR2.241	System will allow for the Computation and entry/budgeting of medical for former household member (deceased).
FR2.242	System will allow Express Lane eligibility (ELE) awards- MSP only.
FR2.243	System will identify/Determine household type (categorical eligible, BBCE, Elderly).
FR2.244	System will identify ABAWD only households.
FR2.245	System will allow worker to document domestic violence victim(s) and allow dual SNAP participation in month of app.
FR2.246	System will collect Domestic Violence Victim Information for Referrals.
FR2.247	System will allow documentation of primary language spoken by household.
FR2.248	System will Determine household type.
FR2.249	System will allow Alternate Payee for TANF DQ cases.
FR2.250	System will Determine eligibility for each household member.
FR2.251	System will Determine household eligibility or ineligibility- Award or Deny.
FR2.252	System will Generate and mail client notifications.
FR2.253	System will Generate notice of action (award, change, termination).
FR2.254	System will Generate notice of Adverse Action (termination or decrease in benefit amount).
FR2.255	System will calculate Benefit Issuance.
FR2.256	System will determine and calculate Full allotment.
FR2.257	System will determine and calculate Prorated Allotment.
FR2.258	System will determine and calculate Combined Allotment.
FR2.259	System will determine and calculate Retroactive Allotment.
FR2.260	System will split Issuance when appropriate (alcohol and drug treatment residents).
FR2.261	System will determine nonfinancial eligibility.
FR2.262	System will determine and assign work registration code.
FR2.263	The System will determine if the Client’s benefits are subject to benefit recoupment.
FR2.264	The System will determine the recoupment amount if the Client’s benefits are

Req #	Requirement Description
	subject to benefit recoupment.
FR2.265	The System deducts the recoupment amount from benefit amount if the Client's benefits are subject to benefit recoupment.
FR2.266	The System will allow an authorized ALDHR Worker to document the amount of any penalties if the Client's benefits are subject to any court ordered penalties (e.g., bankruptcy) or other sanctions.
FR2.267	The System will deduct the penalty amount from the benefit amount if the Client's benefits are subject to any court ordered penalties (e.g., bankruptcy) or other sanctions.
FR2.268	The System will allow an authorized ALDHR Worker to document the amount of any supplement if the Client's benefits are eligible for incentives or supplements.
FR2.269	The System will add the supplement amount to the benefit amount if the Client's benefits are eligible for incentives or supplements.
FR2.270	The System will calculate and display the Client's expected (if new Client) or current benefit amount (if existing Client).
FR2.271	The System will authorize the benefit when all calculations have been completed to determine actual benefit to be distributed.
FR2.272	The System will determine if the Client is eligible for expedited benefits.
FR2.273	The System will send the expedited payment amount information to the Electronic Benefits Transfer (EBT) vendor if the Client is eligible for expedited benefits.
FR2.274	The System will alert the EBT vendor of a newly authorized Client or an existing authorized Client who needs a new card if the benefit is for a ALDHR Client that has never received an EBT card, or the Client requests a new card
FR2.275	The System will provide the EBT vendor with applicable Client information, as needed to provide the Client with an EBT card.
FR2.276	The System will send the current benefit payment information to the EBT vendor for each benefit issuance.
FR2.277	The System will allow the authorized ALDHR Worker to document that a client requests an exemption to program work requirements, based on a medical or mental health incapacity.
FR2.278	The System will allow the authorized ALDHR Worker to document the type of exemption being requested. The incapacity may be for the Client, or the Client may demonstrate a critical need for care of an in-home disabled relative.
FR2.279	The System will determine if the exemption can be confirmed based on information within the Client's record, including but not limited to: a. Retirement, Survivors and Disability Insurance (RSDI) or Supplemental

Req #	Requirement Description
	Security Income (SSI) based on his / her incapacity. b. Veterans Affairs (VA) benefits based on his / her 100% incapacity. c. Black Lung (a common name from any lung disease that develops from inhaling coal dust) benefits based on his / her own condition d. Pregnancy within 30 days of expected due date e. Short term exemptions less than 30 days
FR2.280	The System will allow the Client to complete the medical / mental health incapacity exemption request forms required to initiate the incapacity review, per ALDHR policy if the System cannot confirm the exemption validity based on the information available, this includes, but is not limited to: <ul style="list-style-type: none"> a. Medical Evaluation Unit (MEU) checklist b. Diagnosis information c. Health Insurance Portability and Accountability Act (HIPAA) authorization form d. Consent for medical record request(s) e. Request for Medical Information form (DHR-FAD-1944) f. DHR FAD 1876 g. DHR FAD 770 completed by medical professional only
FR2.281	The System will allow the Client to electronically sign the forms.
FR2.282	The System will record the date and time stamp of when the incapacity exemption request was submitted.
FR2.283	The System will start the timer for MEU processing, per ALDHR policy.
FR2.284	The System will alert the Client of ALDHR' acceptance of the incapacity determination request.
FR2.285	The System will allow an authorized ALDHR Worker to review the forms.
FR2.286	The System will send medical information request forms to the clinical providers identified by the Client.
FR2.287	The System will record the date and times the medical information request forms were sent.
FR2.288	The System will allow an authorized ALDHR Worker to scan the forms received and attach them to the Client's case file if / when ALDHR receives back medical information request forms from the Client's clinical providers.
FR2.289	The System will allow an authorized ALDHR Worker to enter any additional information regarding the forms, as applicable, per ALDHR policy.
FR2.290	The System will check to see if any medical information request forms have been received by ALDHR at specified time intervals (e.g., 21 days and 30 days) after the incapacity exemption forms were submitted, per ALDHR policy.
FR2.291	The System will send a reminder to each clinical provider who has not submitted ALDHR a medical information request form.

Req #	Requirement Description
FR2.292	The System will monitor ALDHR' receipt of medical information requests for the Client.
FR2.293	The System will record the date and time stamp of when the incapacity exemption request was submitted.
FR2.294	The System will start the timer for MEU processing, per ALDHR policy.
FR2.295	The System will alert the Client of ALDHR' acceptance of the incapacity determination request.
FR2.296	The System will allow an authorized ALDHR Worker to review the forms.
FR2.297	The System will send medical information request forms to the clinical providers identified by the Client.
FR2.298	The System will record the date and times the medical information request forms were sent.
FR2.299	The System will allow an authorized ALDHR Worker to scan the forms received and attach them to the Client's case file if / when ALDHR receives back medical information request forms from the Client's clinical providers.
FR2.300	The System will allow an authorized ALDHR Worker to enter any additional information regarding the forms, as applicable, per ALDHR policy.
FR2.301	The System will check to see if any medical information request forms have been received by ALDHR at specified time intervals (e.g., 21 days and 30 days) after the incapacity exemption forms were submitted, per ALDHR policy.
FR2.302	The System will send a reminder to each clinical provider who has not submitted ALDHR a medical information request form.
FR2.303	The System will monitor ALDHR' receipt of medical information requests for the Client.
FR2.304	The System will alert an authorized ALDHR Worker to review the incapacity exemption request If / when all medical information request forms have been received for a client's incapacity exemption request.
FR2.305	The System will allow an authorized ALDHR Worker to document their decision on whether a medical incapacity exists when the ALDHR Worker reviews any / all information received from clinical providers and makes an incapacity decision (approving or denying the exemption request).
FR2.306	The System will alert the Client and the authorized ALDHR Worker of the approval of an exemption, including the dates on which the exemption is valid, if a medical incapacity exists.
FR2.307	The System will alert and send notification to the Client and alert the authorized ALDHR Worker of the denial of the exemption request, including the Client's appeal rights and any other applicable information, per ALDHR policy if no

Req #	Requirement Description
	medical incapacity exists.
FR2.308	The System will check if any medical information request forms have been received at a specified time per (e.g., 40 days) after the incapacity exemption forms are submitted, per ALDHR policy.
FR2.309	The System will mark the exemption request 'denied' if no medical information request forms have been received.
FR2.310	The System will alert and send notification to the Client and alert the authorized ALDHR Worker of the exemption request denial, including the Client's appeal rights and any other applicable information, per ALDHR policy.
FR2.311	The system will allow an authorized user the ability to override denial and document the reason for the override.
FR2.312	The System will alert an authorized ALDHR Worker to review the incapacity exemption request if at least one medical information request form was received.
FR2.313	The system will include all forms currently used by SNAP, TANF, JOBS, A-RESET, Claims, etc. (All forms will be included in a separate document)
FR2.314	The System will provide a method of documenting that SNAP DHR PUB.95-3 English, or Spanish form was issued, mailed, and that a verbal explanation was given during any certification interview (initial and recertification). The System will include Simplified Reporting rules for SNAP and TANF programs including SNAP SR Report and Six-Month Report Worksheet.
FR2.315	System will include and generate an Interim Report when due (Semi-annual or SR) (DHR-FSP-1911 English and Spanish, Annual or IR, C501, or C540)
FR2.316	System will include and generate fillable Notice of Incomplete Semi-Annual or Six-Month Report DHR-FAD-1912.
FR2.317	System will generate a notice of adverse action if SR isn't received complete by mid-month.
FR2.318	System will auto close case if SR isn't received complete by end of month.
FR2.319	System will identify changes which are classified verified upon receipt (SS, SSI, UCB through IEVS).
FR2.320	System will generate Change reports and allow users to act on changes as appropriate.
FR2.321	System will identify changes/information not classified as verified upon receipt which need additional information and generate Request for Information/ Verification Form as needed.
FR2.322	System will allow user to change demographic information on individual or case level.
FR2.323	System will allow user to make changes to a case based on policy and

Req #	Requirement Description
	procedures.
FR2.324	System will allow user to Add/ Remove member to/from an existing case.
FR2.325	System will contain a DSNAP Module - Disaster SNAP Programming (including pre-registration).
FR2.326	System will include and allow workflow limits for AESAP (Alabama Elderly Simplified Application Project).
FR2.327	System will allow user to transfer a county case to the AESAP project area at either application or recertification.
FR2.328	System will allow AESAP to maintain a case which no longer meets the requirements of the AESAP program.
FR2.329	System will include a method of case Sampling for reviews Eligibility cases, Employment & Training, Targeted – ability to target specific program elements, etc.
FR2.330	System will have the ability enroll clients in Lifeline Services (interface to screen for eligibility).
FR2.331	System will have ability to manage and archive Application & Member Communication.
FR2.332	System will have a Client Services Module in which to manage household/member Grievance and Appeal.
FR2.333	System will have the ability to Manage Member Information.
FR2.334	System will collect and track Disability Information (civil rights).
FR2.335	System will Collect and track Limited English Proficiency Information (Civil Rights).
FR2.336	System will include Enhanced notes section\case worker log, manual/automated.
FR2.337	System will have the ability to accept display and retain more than one address, including claimant, sponsor, facility (SNAP mailing and residential address)
FR2.338	System will have the ability to identify Candidate Case (case management module).
FR2.339	System will have the ability to manage a fraud case based on policy.
FR2.340	System will have the ability to manage suspensions and disqualifications based on policy.
FR2.341	System will have the ability to calculate and issue Pandemic EBT to SNAP and Non-SNAP children.
FR2.342	System will have the ability to calculate and issue Pandemic EBT benefits to TANF families.

Req #	Requirement Description
FR2.343	System will have the ability to issue TANF Special Payments (i.e., Back to School, heating & cooling, etc.).
FR2.344	System will contain alternative issuance abilities (e.g., Mass replacement based on %, early, supplemental, emergency allotments).
FR2.345	System will provide for an expungement process and reporting.
FR2.346	System will produce automatic case notes and allow entry of manual case notes and narratives
FR2.347	System will have the ability of case closure (including auto-termination).
FR2.348	System will provide reports and documents related to Case Record Management.
FR2.349	System will contain system alerts, worker alerts and notices for case record management.
FR2.350	System will interface with the Electronic Disqualification Reporting System (eDRS) to identify disqualifications previously served and to apply claims disqualifications.
FR2.351	System will interface with the National Accuracy Clearinghouse (NAC) to identify household members active in other SNAP households.
FR2.352	System will have the capability to merge or unmerge cases or split cases.
FR2.353	System will have the ability to perform mass changes (COLA, etc.).
FR2.354	User will have the ability to make limited Changes to Closed Cases.
FR2.355	System will have capacity to generate automatic and manual checklists, such as requests for verification, and to store a copy of the list.
FR2.356	System will have the capability of staff management and security access based on roles.
FR2.357	System will have the ability to encrypt or hide protected documents/files, such as files or cases containing information about ALDHR employees or other confidential files.
FR2.358	System will limit access and interviews of DHR employees to supervisor level and above.
FR2.359	System will have the ability to take some auto actions based on specific business rules.
FR2.360	System will generate the C501 and C540 notices one month prior to case recertification.
FR2.361	System will determine whether a TANF payment will be delayed or if the case will be terminated if the C501 alert is not cleared by worker.
FR2.362	System will support budget management for client benefits including allotment

Req #	Requirement Description
	management, issuance of corrections, etc.
FR2.363	System will issue benefits based on basis of issuance tables and maximum allowable gross and net income standards, including determining the ability of an elderly or disabled person to be considered a separate household.
FR2.364	System will be able to calculate and process supplements/ restorations, special case allotments, determine unit of care, time limits, manage calendars, student information, and other functions.
FR2.365	System will allow for alternative budget development.
FR2.366	Budget information will interface with the benefits determination/issuance and the Employment and Training activities.
FR2.367	The budget functionality will also be integrated with the EBT system to provide seamless delivery and tracking of benefits.

FR3. Family Assistance Case Management Requirements

Req #	Requirement Description
FR3.1	The System will allow the Client to access the ALDHR Portal and select the option to report a change.
FR3.2	The System will allow the Client to use the previously created credentials and log into the System if the Client has previously created an account.
FR3.3	The System will prompt the Client to create an account and link the credentials to the Client's information if the Client does not have an account
FR3.4	The System will display the Client's information and prompt the Client to indicate the information that requires an update. Information that may be changed includes but is not limited to: <ul style="list-style-type: none"> a. Contact information (e.g., address, email, phone) b. Change of income or expense c. Household composition change d. Incapacity status change e. Pregnancy f. School attendance g. Change of assets / resources h. Preferred method of contact (mail / email / telephone)
FR3.5	The System will allow the Client to enter the new or updated information.
FR3.6	The System will determine whether additional documentation is required for the change to be considered submitted.
FR3.7	The System will display the option to attach electronic documentation if additional documentation is required.

Req #	Requirement Description
FR3.8	The System will provide mailing and drop-off locations if the information is only available in hard copy and the Client does not have the ability to scan or take a picture of the document.
FR3.9	The System will display a summary of collected information and allow the Client to make final changes.
FR3.10	The System will allow the Client to submit the updated form.
FR3.11	The System will provide the Client receipt of the change and include a link to the Client’s updated information.
FR3.12	The System will allow the Client to select the option to upload documents.
FR3.13	The System will allow the Client to locate the electronic version of the required documents.
FR3.14	The System will allow the Client to upload the documents.
FR3.15	The System will allow the Client to select the type of document they have uploaded.
FR3.16	The System will allow the Client to enter any additional information required, including free form text comments.
FR3.17	The System will associate all attachments with the Client record and application.
FR3.18	The System will provide confirmation after saving the additional information successfully.
FR3.19	The System will alert the ALDHR Worker that a client has submitted a change.
FR3.20	The System will allow an authorized ALDHR Worker to access the Client’s case file and indicate that the Client is self-reporting a change when the Client contacts ALDHR with a change.
FR3.21	The System will allow an authorized ALDHR Worker to enter the updated information and save the updates when the Client contacts ALDHR with a change.
FR3.22	The System will alert the Client of the successful change if no additional documentation is required.
FR3.23	<p>The System will alert the Client of the need for additional documentation if additional documentation is required. The alert will include, but not be limited to:</p> <ul style="list-style-type: none"> a. ALDHR’ receipt of the Client change information, and a summary of the change b. Summary of the additional documentation needed to process the change c. Timeframe for when ALDHR needs to receive the additional documentation, if / as appropriate, per ALDHR policy d. Instructions to the Client on how to submit the additional documentation

Req #	Requirement Description
FR3.24	<p>The System will identify that a change in information has occurred. Changes may result from:</p> <ol style="list-style-type: none"> a. A Client self-reports a change (see Use Case 09: Submit Self-Reported Change) b. A time-driven event occurs which requires review (e.g., a Child in a household turns 18) c. An automated match provides new information about a client d. A Service Provider submits a participation / compliance report about a client
FR3.25	The System will determine if a change requires additional verification by ALDHR.
FR3.26	The System will alert the Client, requesting they contact ALDHR to discuss the change, by a specific date, per ALDHR policy, if the change requires additional verification by ALDHR.
FR3.27	The System will allow an authorized ALDHR Worker to review the Client’s case file, and any available information about the change upon contact by Client.
FR3.28	The System will allow an authorized ALDHR Worker to capture any ancillary information (e.g., effective date) upon verification.
FR3.29	The System will allow an authorized ALDHR Worker to update the status of the change to “verified” when the ALDHR Worker has received verification of changes reported by Client.
FR3.30	The System will determine, based on program rules, whether the Client’s eligibility will be rerun, and, if so, will rerun eligibility.
FR3.31	The System will determine if the change requires an alert to the Client, per ALDHR policy.
FR3.32	The System will receive information from the EBT vendor when the Client has been inactive for a specified time.
FR3.33	The System will update the Client status to "inactive" when this status is received from the EBT vendor.
FR3.34	<p>The System will alert the Client indicating their status has been changed to inactive. This alert includes information such as, but not limited to:</p> <ol style="list-style-type: none"> a. Program name b. Inactivity / expiration date c. Reason for status change d. Program contact information e. Instructions to reinstate benefits (if / as possible, ALDHR program policy)
FR3.35	The System will expunge the funds if the Client remains inactive after a time determined by ALDHR, specific to each program.

Req #	Requirement Description
FR3.36	The system will allow an authorized ALDHR user to update address of an inactive/closed case to prevent expungement of benefits.
FR3.37	The System will detect any overpayments if the Client remains inactive after a time determined by ALDHR, specific to each program.
FR3.38	The System will allow an authorized ALDHR Worker to document that the custodial parent is not cooperating with Child Support, as well as all supporting examples of non-cooperation.
FR3.39	The System will alert the custodial parent and an authorized ALDHR Worker of the requirement of cooperation with Child Support and the specific Child Support services with which the custodial parent will comply to resume compliance with program rules, if the custodial parent is currently receiving benefits or services.
FR3.40	The System will allow an authorized ALDHR Worker to document all communication attempts with the custodial parent and contact details about the finding of non-cooperation.
FR3.41	The System will allow an authorized ALDHR Worker to document the non-cooperation, as well as the specific action with which the custodial parent did not comply, if an authorized ALDHR Worker determines that the custodial parent does not comply with the required actions for Child Support.
FR3.42	The System will allow an authorized ALDHR Worker to update the case to reflect continued non-cooperation upon determination of continued non-cooperation.
FR3.42	The System will perform a data verification match with automated interfaces including, but not limited to: Beneficiary & Earnings Data Exchange (BENDEX), State Data Exchange (SDX), and State Verification & Exchange System (SVES) one month prior to a client’s eligibility expiration.
FR3.43	The System will check to see if the Client has submitted an eligibility redetermination application, Simplified Reporting (SR), C501, or C540 form at a specified time interval before a client’s eligibility needs redetermined (per ALDHR policy).
FR3.44	<p>The System will alert the Client of the need to complete an eligibility redetermination application / SR form if the Client has not submitted an application / SR form. Included in this alert is:</p> <ol style="list-style-type: none"> a. Summary information on the Client’s current benefits b. Information on when the Client’s benefits need redetermined c. Instructions on completing an eligibility redetermination application / SR form, including a link to the eligibility redetermination application in the System d. Information on obtaining assistance from ALDHR in completing the application / SR form

Req #	Requirement Description
FR3.45	The System will allow the Client to access the ALDHR Portal, log in, and select the eligibility redetermination application / SR form when the Client chooses to submit an eligibility redetermination application / SR form.
FR3.46	The System will close the SNAP case if the Client does not submit the SR form in a timely manner (per ALDHR policy).
FR3.47	<p>The system will include all income, resources and deductions of disqualified member(s) as defined in POE Chapter 11, Section 1102 for SNAP purposes</p> <ul style="list-style-type: none"> a. IPV b. Failure to Comply with Work Registration c. Conviction involving Food Assistance Trafficking or firearm purchase d. Fleeing felons e. Probation or parole violators f. Certain Convicted Felons ref. 7 CFR 273.11(s)
FR3.48	<p>The system will allow for the disqualification of an individual as opposed to a household when a member is disqualified as defined in POE Chapter 11, Section 1102 for SNAP</p> <ul style="list-style-type: none"> a. Social Security number disqualification b. Ineligible alien c. Recipients determined to have received multiple benefits d. Ineligible Able-Bodied Adults without Dependents (ABAWDs) e. Certain Convicted Felons -ref. 7 CFR 273.11(s)
FR3.49	The System will alert an authorized ALDHR Worker to attempt to contact the Client If the application has been received but there are outstanding verifications.
FR3.50	The System will process the timely recertification application on the last working day of the month if the application is received by the 15th of the month, per ALDHR policy.
FR3.51	The System will not process the recertification application for a specified period (currently thirty days) or until all verifications have been received If the application was received after the 15th of the month, per ALDHR policy.
FR3.52	The System will alert an authorized ALDHR Worker to contact the Client to advise the Client he/she will submit the completed and signed application prior to having a renewal interview if only the verification documents are received, per ALDHR policy.
FR3.53	The System will issue a notice informing the Client that the verification documents were received, but that a completed and signed application will still be submitted if the Client cannot be reached by telephone and if only the verification documents are received, per ALDHR policy.

Req #	Requirement Description
FR3.54	The System will close the TANF case if the application is not returned within a specified period (currently ten days) of issuance of the notice of receipt of verifications only, per ALDHR policy.
FR3.55	The System will check to see whether an existing un-submitted eligibility redetermination application or SR form is saved for the Client.
FR3.56	The System will provide the Client with the ability to continue the previously saved application / SR form if there is an existing un-submitted application / SR form on file for the Client.
FR3.57	The System will display all information previously entered if there is an existing un-submitted application / SR form on file for the Client.
FR3.58	The System will provide the Client with the ability to modify any previously saved information if there is an existing un-submitted application / SR form on file for the Client.
FR3.59	The System will provide the Client with the ability to create and submit a new application / SR form if there is not an existing un-submitted eligibility redetermination application / SR form for the Client.
FR3.60	The System will pre-populate the application / SR form with information from the Client's case file.
FR3.61	The System will allow the Client to make changes to the pre-populated application / SR form, as necessary.
FR3.62	The System will provide the Client with the ability to upload the document(s) and attach to the application / SR form if the application / SR form requires the Client to provide additional documentation.
FR3.63	The System will provide the Client with the ability to access context sensitive help (e.g., knowledge repository, procedure documentation etc.) if the Client requires assistance in completing the application / SR form.
FR3.64	The System will provide the Client with the ability to contact an authorized ALDHR Worker through chat or phone who can assist the Client in completing the application / SR form if the Client requires assistance in completing the application / SR form.
FR3.65	The System will allow the Client to save any entered information without submitting the application / SR form.
FR3.66	The System will alert the Client that the information entered has been saved, including a date and time stamp of when the information was saved, if / when the Client saves the application / SR form.
FR3.67	The System will provide the Client with the ability to download a printable, PDF version of the unsaved application / SR form.

Req #	Requirement Description
FR3.68	The System will delete the application / SR form entirely if the Client chooses to delete the application / SR form.
FR3.69	The System will alert the Client that the application / SR form has been deleted.
FR3.70	The System will display the information the Client entered onto the application / SR form and provides the Client with the ability to download a printable, Portable Document Formula (PDF) version of the submitted application / SR form.
FR3.71	The System will allow the Client to electronically sign the application / SR form.
FR3.72	The System will alert the Client that the application / SR form has been successfully accepted.
FR3.73	The System will record the date and time stamp of when the application / SR form was accepted.
FR3.74	The System will start the timer for application / SR form processing, per ALDHR policy.
FR3.75	The System will provide the Client with the timeframe for processing, per ALDHR policy.
FR3.76	<p>The System will alert the Client of ALDHR’ acceptance of the application / SR form. This alert includes:</p> <ul style="list-style-type: none"> a. Information on next steps in the redetermination process, including a date by when ALDHR will process the application / SR form b. Link to view the submitted application / SR form in the System c. Information on contacting ALDHR d. Information on the appeals process e. Other information, per ALDHR policy
FR3.77	The System will process the redetermination application / SR.
FR3.78	The System will alert ALDHR to receive and process the paper application / SR form when the Client provides the paper version of the application / SR form to ALDHR.
FR3.79	The System will alert the Client of ALDHR’ receipt of the application / SR form.
FR3.80	System will contain a DSNAP Module- Disaster SNAP Programming (including pre-registration).

FR4. Case Review and Sampling Requirements

Req #	Requirement Description
FR4.1	The system will support the process of Management Evaluation, Civil Rights Reviews Supervisor Reviews, Claims Reviews, Employment & Training Reviews (for ALDHR Staff and Partners) (Please see Appendix T)
FR4.2	The system will support the process of administrative case reviews.
FR4.3	The system will support the function of targeting reviews including allowing users to target elements based on worker, county, state and/or federal deficiencies/requirements.
MANAGEMENT EVALUATION REVIEW (ME)	
FR4.4	Current targeted reviews are required in the following areas: <ul style="list-style-type: none"> a. Recertification processes and access b. Recipient Claims Management/Treasury Offset Program (TOP) c. SNAP-ED d. Employment and Training (E&T) At-Risk Areas e. Able-Bodied Adults without Dependents (ABAWD) time limit and work requirements f. Electronic Benefit Transfer Administrative Terminal System Security g. EBT Adjustments h. QC Statistical i. Recipient Integrity j. E&T Programs with Budgets of \$15 Million or More
FR4.5	The system will support the entry and consolidation of QC Review error data, ME Review error data and Supervisor Review data to analyze and evaluation error trends for the purpose of training and Corrective Action planning and follow-up.
FR4.6	The system will maintain a triennial calendar of scheduled Management Evaluation Reviews based on a triennial schedule as approved by FNS.
FR4.7	The system will maintain a map of Field Staff assigned counties and provide an alert when reviews are due.
FR4.8	The system will randomly select 80 cases for Management Evaluation Reviews as follows for all counties except for Jefferson County: <ul style="list-style-type: none"> a. 20 Initials applications b. 20 Recertifications c. 20 Denials d. 20 Terminations
FR4.9	The following header information will be prepopulated from the system for each record review (M.E. and Supervisor): <ul style="list-style-type: none"> a. County b. Case name

Req #	Requirement Description
	<ul style="list-style-type: none"> c. Race/gender d. Case number e. SR Code f. Worker Name g. Application Type h. Case action i. Application date j. Registration date k. Disposition date l. Certification from m. Certification through n. Interview type o. Case status
FR4.10	<p>The system will allow reviewer to select that a case element is correct or errored as by selecting from the following options:</p> <ul style="list-style-type: none"> a. Correct b. Dollar Error c. Non-Dollar Error d. N/A
FR4.11	<p>The system will allow for the review of the following 15 case elements: (M.E. and Supervisor Review)</p> <ul style="list-style-type: none"> a. Application Processing b. Household Composition c. Work Registration d. ABAWD e. Resources f. Earned Income g. Unearned Income h. Dependent Care Deduction i. Medical Deduction j. Shelter Deduction k. Child support deduction l. Other documentation m. Processing changes n. IEVS Usage o. 1139 Budget Summary/History
FR4.12	<p>The system will contain a list of the most common errors/issues cited in case reviews but will have an "Other" fill will be an editable field (M.E. and Supervisor).</p>
FR4.13	<p>The system will identify targeted elements as set forth by FNS and identified by ALDHR Administration.</p>

Req #	Requirement Description
FR4.14	The system must identify and track areas in which the state or specific county does not meet standards of performance.
FR4.15	the system must identify, track, and monitor Corrective Action Plans (CAP) including the effectiveness of the CAP.
FR4.16	The system must generate Entrance, Exit Conference and CAP Follow-up letters to County Directors.
FR4.17	<p>The system must generate the following reports and documents:</p> <ul style="list-style-type: none"> a. Random list of cases b. Individual Case Record Review Report c. FAMER 01 Record Review Tally Sheet d. FAMER 02 Case Record Review Data Report e. Error Report f. Race Report g. Advocate Interview Questionnaire h. Worker Questionnaire i. Client Interview Questionnaire j. CAPER k. Timeliness l. Payment Accuracy Report m. Report on Causal Factors to analyze and determine reason for errors
FR4.18	<p>The system will randomly select 160 cases for Management Evaluation Reviews as follows for Jefferson County:</p> <ul style="list-style-type: none"> a. 40 Initials applications b. 40 Recertifications c. 40 Denials d. 40 Terminations
FR4.19	The system will provide a method of interviewing staff, community agencies and recipients, by use of a questionnaire.
FR4.20	<p>The system will complete a final report of ME Findings which identifies the following:</p> <ul style="list-style-type: none"> a. Best practices b. How each requirement was reviewed c. Problems and causes (causal factors) d. Recommendations for improvements
FR4.21	System will flag cases in the sample which have requested hearings.
FR4.22	System will flag cases in the sample which have confirmed claims.
FR4.23	When a case is flagged as a claims case, the following questions will be asked as part of the claims review. (See Claims Review Requirements FR4.49 – 4.56
FR4.24	System will select for review, all DSNAP cases containing a DHR employee.

Req #	Requirement Description
FR4.25	The system will provide a method of random selection and reviewing of 15 cases for any element found to have required a Corrective Action Plan (CAP), for all counties except for Jefferson County.
FR4.26	The system will provide a method of random selection and reviewing of 30 cases for any element found to have required a Corrective Action Plan (CAP), for Jefferson County Only .
FR4.27	For Program Access, the system must allow for the randomly selection and reviewing of 5 cases which was denied for failure to provide verification for all counties except Jefferson County.
FR4.28	For Program Access, the system must allow for the randomly selection and reviewing of 10 cases which was denied for Failure to provide verification for Jefferson County.
FR4.29	For Civil Rights Review the system must include a prepopulated and fillable form Management Evaluation Review Site Report Civil Rights Compliance in Food Assistance Program Form 1589.
FR4.30	The system will randomly select cases for FA/JOBS Supervisor and State reviews. (Continued in Requirements FR4.60 - FR4.64.
SUPERVISOR REVIEW	
FR4.31	<p>The system will randomly select 8 cases per month per worker for Supervisor Reviews as follows: ALDHR Administrative user will have the ability to suspend or change the targeted review elements as needed.</p> <ul style="list-style-type: none"> a. 2 negative cases b. 3 earned income cases c. 3 ABAWD cases
FR4.32	The system will maintain a list of all eligibility workers to identify and select required number of cases for review.
FR4.33	Supervisor will be able to review cases to evaluate eligibility worker performance based on policy and procedures.
FR4.34	The system will allow supervisor to create a random sample for additional cases as needed for new staff or staff in need of a CAP.
FR4.35	<p>The system will produce the following forms and reports:</p> <ul style="list-style-type: none"> a. Random list of cases b. Individual Case Record Review Report c. Supervisor Summary Report d. Error Report e. Race Report f. CAPER Report g. Timeless Report h. Payment Accuracy Report

Req #	Requirement Description
	i. Report on Causal Factors to analyze and determine reason for errors
FR4.36	The Supervisor review will contain the same review elements header information and Error options as the M.E. Review (see requirement FR4.9, FR4.10 and FR4.11.
EMPLOYMENT & TRAINING REVIEW	
FR4.37	The system will select cases for each E & T worker per month for Supervisor/ Specialist Review.
FR4.38	The County level user will be able to review and evaluate worker performance within Employment & Training program.
FR4.39	User will be able to review cases to evaluate eligibility worker performance based on policy and procedures including State E&T Plan.
FR4.40	The ALDHR State User will be able to review and evaluate performance of Employment & Training Partner.
FR4.41	State user will be able to review Employment & Training cases on a county level to assess the performance of the county via E&T Management Evaluation Reviews.
FR4.42	State user will be able to review cases on a county level to assess the performance of the county via Management Evaluation Reviews.
FR4.43	<p>The system will automatically generate header information as follows:</p> <ul style="list-style-type: none"> a. Reviewer b. Date c. State/County d. Office e. Case Name f. Work Registrant/participant name g. Case number h. Social security number i. Date of birth j. Age k. Partner/contractor l. Component m. Participant type: ABAWD, Non-ABAWD or Continuum
FR4.44	<p>Review Elements include the following sections:</p> <ul style="list-style-type: none"> a. Identification of ABAWD b. Work Registration Code c. ABAWD Months d. Second Three ABAWD Months e. Certification Period f. DHR E&T Review

Req #	Requirement Description
	g. E&T Provider Review (DHR or Partner/Contractor/Provider) (See Alabama E&T/ABAWD Casefile Review Sheet)
FR4.45	The System will include the functionality to perform and track case record reviews.
FR4.46	The case record review will allow for performance measure to be established, a sampling methodology to be created for pulling cases, the ability to review numerous aspects of the case, and document performance aligned with the performance measures.
FR4.47	The case record review will be able to select stratified random sample and analyze the various error type.
FR4.48	The system will have the ability to analyze and report error trends based on reviews.
CLAIMS REVIEW	
FR4.49	The system will include an automated Claims Review Module which will allow ALDHR State Reviewer to identify and review claims based on the Claims Review Manual.
FR4.50	<p>The System will include all Claim Review Tools currently that are used manually:</p> <ul style="list-style-type: none"> a. ADH Record Review Sheet b. Claims Case Record Review Sheet c. ME Review Elements d. ME Review TOP Request e. State Claims ME Review Process f. Claims ME Review Guide g. Sample ME Findings Report h. Sample ME Memorandum
FR4.51	<p>The ADH Review will include the following areas:</p> <ul style="list-style-type: none"> a. ADH record set up b. Notification c. Timeliness d. Forms e. Documentation f. Systems
FR4.52	<p>The Claims Case Record Review will include the following review elements:</p> <ul style="list-style-type: none"> a. Claims Record Set up b. Claims Type c. Calculation d. Forms e. System

Req #	Requirement Description
FR4.53	<p>The system must include an ME Review TOP Request form when a case is sent to TOP including the following fields:</p> <ol style="list-style-type: none"> Claim Type Claim Number/Sequence Case Number Sent to Top Yes or No
FR4.54	<p>The Claims ME Review Elements Report will include the following columns and data:</p> <ol style="list-style-type: none"> Elements Listed (see requirement FR4.55) Total Errors Case numbers and of Error Cases
FR4.55	<p>Review elements will include the following error types:</p> <ol style="list-style-type: none"> Claim Referral – 1572 818 and Summary (Hard Copy) Trial Budgets included and correct Issuance documentation included Verification & evidence discovery documents Claim period correct Relevant certification documents included. Classification 1599 SIPV Notice 1385 waiver included Advance notice of ADH Status of SIPV Claims (Pending ADH Decision or Pending outcome of prosecution) Claims Status in Treasury Offset Program (TOP) as Certified or Not Certified 501 disqualification Notice Disqualification memo Record of contact and/or case/claim notes Computer Accuracy Fraud Referral Tracking ADH Tracking Disqualification Detail Total
FR4.56	<p>The system will replicate the following ERD Reports for the purpose of selecting claims cases for reviewing the processing of Administrative Error (AE) Intentional Household Error (IHE) and Intentional Program Violation (IPV); efficiency in the administration of claims and computer usage and processing of Administrative Disqualification Hearings (ADH).</p> <ol style="list-style-type: none"> Possible Claims Statistics, PSCRR-011 ADH Actual Hearing Report, PSCRR-013

Req #	Requirement Description
	<ul style="list-style-type: none"> c. Confirmed Claims Listing, PSCRR-020 d. Confirmed Claim Statistics, PSCRR-021 e. Administrative Hearing Prompting Report f. Minimum FS Claims Reports, PSCRR
QUALITY CONTROL REVIEWS (QC)	
FR4.57	<p>The System will have the ability to randomly select cases as required by QC based on: (see QC Sample Implementation Plan FY2022)</p> <ul style="list-style-type: none"> a. Sample month b. Beginning qc number c. Random start number d. Sample interval e. Sample type (active, negative, supplemental) f. Program SNAP (FS) or TANF (AFDC)
FR4.58	System will interface to allow QC Reviewers to complete reviews in the Federal System.
FR4.59	The QC Review sample will only be accessible to QC Director or designee.
FR4.60	QC error data may only be included in a report for ALDHR Program after transmittal, therefore this data will be available for State Review and Analysis at the end of the month of transmittal. (Generally, 4 months after the sample month -See QC Deadline FY 2022)
CASE REVIEW DATA ANALYSIS	
FR4.61	The system supports the entry and consolidation of QC Review error data, ME Review error data and Supervisor Review data, and in some instance E&T Review to analyze and evaluation error trends for the purpose of training and Corrective Action planning and follow-up.
TANF/JOBS Case Record Review	
FR4.62	The system will randomly select Financial Assistance (FA) (TANF/JOBS) cases for State Review.
FR4.63	The system will randomly select FA (TANF/JOBS) cases for Supervisor Reviews.
FR4.64	<p>The system will produce Record Review checklist for supervisor and state reviews:</p> <ul style="list-style-type: none"> a. DHR-FAD-1328 Case Record Review Checklist (FA) b. DHR-FAD-1513 Case Record Review Checklist (FA – SUP) c. DHR-FAD-2095 Jobs Supervisory Case Review Checklist
FR4.65	<p>The system will combine data from Review Checklists to produce the following Summary Reports:</p> <ul style="list-style-type: none"> a. DHR-FAD-1512 Case Record Review Summary (FA) b. DHR-FAD-1514 Case Record Review Summary (FA – SUP)

Req #	Requirement Description
	c. DHR-FAD-2094 JOBS Supervisory Review Management Summary
FR4.65	The system will support the consolidation of Supervisor (county) and state reviews to analyze and evaluate error trends for the purpose of training and corrective action.
FR4.66	The system will support the process of PA/JOBS Supervisor Case Reviews, FA/JOBS Field Staff Case Reviews, FA/JOBS State Office Case Reviews, FA Bi-Annual Reviews, FA Kinshare Review, and FA SUP Case Reviews.
FR4.67	The system will support the process of administrative case reviews.
FR4.68	The system will support the function of targeting reviews including allowing users to target elements based on worker, county, and case type.
FR4.69	<p>Current targeted reviews are required in the following areas:</p> <ul style="list-style-type: none"> a. Application Awards b. Application Denials c. Case Recertification (C500 and/or C540 Reviews) d. JOBS Case Reviews
FR4.70	The system will support the entry and consolidation of Review error data and Supervisor Review data to analyze and evaluation error trends for the purpose of training and Corrective Action planning and follow-up.
FR4.71	The system will maintain a calendar of scheduled reviews based on a monthly, quarterly, annual, and bi-annual schedule.
FR4.72	The system will maintain a map of Field Staff assigned counties and provide an alert when reviews are due.
FR4.73	The system will randomly select 5 cases per county worker for FA Supervisor Reviews each month.
FR4.74	The system will not select the same 5 cases per county worker in a consecutive month.
FR4.75	<p>The system will randomly select 8 cases per county Supervisor for FA Field Staff review (with the county selection occurring annually) as follows:</p> <ul style="list-style-type: none"> a. 2 application awards b. 2 application denials c. 2 C500 Review d. 2 C540 Reviews
FR4.76	The system will randomly select 1 SUP case from counties with opened SUP case each month for review by FA Field Staff.
FR4.77	The system will randomly select 1 Kinshare Case from counties with opened Kinshare cases each month for review by FA Field Staff.
FR4.78	The system will randomly select 1 SUP case from counties with opened SUP case each month for review by FA Field Staff.

Req #	Requirement Description
FR4.79	The system will submit an alert to staff upon client’s request of a State Office review to include the client’s name, date of request, reason for request, etc.
FR4.80	The system will randomly select 3 TANF cases with special payments bi-annually for review by FA Field Staff.
FR4.81	The system will randomly select 3 TANF cases with special payments bi-annually for review by FA Field Staff.
FR4.82	<p>The following header information will be prepopulated from the system for each record review (supervisor, FA Field staff, state office review, Kinshare Review (see DHR-FAD-1328)</p> <ul style="list-style-type: none"> a. County b. Worker name c. Case SSN, d. PA file no e. Type of action (application (pending, award or denial) f. Review (regular or interim g. Client name
FR4.83	<p>The system will allow reviewer to select that a case element is correct or errored as by selecting from the following options:</p> <ul style="list-style-type: none"> a. Correct b. Payment Error c. Procedure Error d. N/A
FR4.84	<p>The system will allow for the review of the following 19 case elements: (supervisor, FA Field Staff, state office review, Kinshare review)</p> <ul style="list-style-type: none"> a. age b. relationship (living in home, assistance unit) c. residence (state, county) d. citizenship/alienage e. child support (referral, non-cooperation f. JOBS (referral, non-compliance g. applicant job search h. furnishing an SSN i. earned income j. unearned income k. NVRA l. IEVS m. Standard or promptness n. forms completion o. FACETS Completions p. Time limit (county, hardship) q. Drug screening r. EBT Spending restrictions

Req #	Requirement Description
	s. Other
FR4.85	<p>The system will list the following information for each review (see DHR-FAD-1328)</p> <ul style="list-style-type: none"> a. Reviewed by Date b. Return by date c. Corrected by date d. corrections reviewed by date
FR4.86	<p>The following header information will be prepopulated from the system for each SUP record review. See DHR-FAD-1513</p> <ul style="list-style-type: none"> a. Case number b. worker name c. case name d. PSD file no e. type of action (pending, denial, approval, termination, interim, other, redetermination) f. category A – SUP-aged D – SUP disabled B – SUP Blind
FR4.87	<p>The system will allow reviewer to select that a case element is correct or errored as by selection from the following options:</p> <ul style="list-style-type: none"> a. no error b. procedural requirement c. payment error d. N/A
FR4.88	<p>The system will submit an alert to staff upon client’s request of a State Office review to include the client’s name, date of request, reason for request, etc.</p>
FR4.89	<p>The system will randomly select 3 FA cases with special payments bi-annually for review by FA Field Staff.</p>
FR4.90	<p>The system will allow for the review of the following 18 case elements: (SUP Case Review)</p> <ul style="list-style-type: none"> a. Age b. Residence c. Citizenship/Alienage d. Screening for SSI e. Disability (or Blind) Determination f. Homelife Care g. Homelife Care Provider h. Level of Care Designation i. Enumeration (SSN verified) j. Medicaid Eligibility (Retroactive, Continued) k. Trial Budgets l. Income (Disregards, Work Expenses) m. Resources

Req #	Requirement Description
	<ul style="list-style-type: none"> n. Correction of Erroneous Payments o. Standard of Promptness p. Accrual Rights q. Forms Completion r. FACETS Completion
FR4.91	<p>The system will list the following information for each review (See DHR-FAD-1513:</p> <ul style="list-style-type: none"> a. return by b. worker c. date d. reviewer e. date corrections reviewed
FR4.92	<p>The system will contain a list of the most common errors/issues cited in case reviews but will have an editable “Other” field.</p>
FR4.93	<p>The system must identify and track areas in which the state or specific county does not meet standards of performance.</p>
FR4.94	<p>The system must identify, track, and monitor CAP including the effectiveness of the CAP.</p>
FR4.95	<p>The system must generate Entrance, Exit Conference and CAP Follow-up letters to County Directors.</p>
FR4.96	<p>The system will provide a method of random selection and reviewing of cases which required a Corrective Action Plan (CAP).</p>
FR4.97	<p>The system will randomly select cases for FA/JOBS Supervisor and State reviews. (Continued in Requirements FR4.60 – FR4.64)</p>
FR4.98	<p>The system will maintain a list of all FA/JOBS workers, supervisors, and Field Staff to identify and select required number of cases for review.</p>
FR4.99	<p>Supervisor will be able to review cases to evaluate eligibility worker performance based on policy and procedures.</p>
FR4.100	<p>The system will allow supervisor to create a random sample for additional cases as needed for new staff or staff in need of a CAP.</p>
FR4.101	<p>The system will produce Record Review checklist for supervisor reviews monthly. The number of cases selected for review will be determined at development. (DHR-FAD-2095 JOBS Supervisory Case Review Checklist)</p>
FR4.102	<p>The system will produce Record Review checklist for state office consultant staff quarterly. The number of cases selected for review will be determined at development. The cases selected will be pulled from the monthly supervisory reviews for the specific quarter. (DHR-FAD-2095 JOBS Supervisory Case Review Checklist)</p>

Req #	Requirement Description
FR4.103	The system will allow county supervisors to complete and submit data from completed Review Checklists to produce the following Summary Report. (DHR-FAD-2094 JOBS Supervisory Review Management Summary)
FR4.104	The system will allow county supervisors to complete and submit data from completed Review Checklists to produce the following Summary Report. (DHR-FAD-2094 JOBS Supervisory Review Management Summary)
FR4.105	<p>The system will automatically generate JOBS Supervisory and Consultant Reviews header information as follows:</p> <ol style="list-style-type: none"> a. County b. Caseload # c. Case Manager d. Referral Program e. Participation Status f. Client Name g. Case Number h. Alert Month/Year i. Review Month/Year j. Date reviewed
FR4.106	<p>The system will include the following review elements General Case</p> <p>I. Actions/Client Participation:</p> <ol style="list-style-type: none"> a. Assessment/reassessment completed and documented timely b. FRP (FRA & IJP) completed correctly and timely; overall adequacy of IJP c. Work eligible field completed correctly d. Case narrative – clear statements of all actions/ dates; information is consistent with FACETS e. Correct/timely placement in component(s) and update of FACETS, documentation if not timely f. Appropriateness/sufficiency of number of hours assigned in a component activity g. Unpaid participation hours verified/calculated/ tracked/entered on ZD23 timely and correctly h. Case closed correctly and timely on FACETS; documented in record <p>II. Employment</p> <ol style="list-style-type: none"> a. Actual hours verified, calculated, and documented timely/correctly, use of Computation of the Weekly Average of Employment Hours b. Jump Start pamphlet discussed and given and SEA Services discussed/documentated at employment c. Disregard period discussed and frequent contact with client during this period documented d. If employment is not enough to meet participation requirements, documentation of reason and discussion of additional component

Req #	Requirement Description
	<p>e. Employment hours correctly/timely re-verified in the 5th month of Projection Period</p> <p>III. Supportive Services</p> <p>a. Authorized and/or closed correctly/timely b. Reimbursed/paid correctly/timely c. Appropriate referral(s) made timely and correctly d. Documentation of reason in record if no supportive services authorized and/or paid.</p> <p>IV. Noncompliance</p> <p>a. Good cause correctly determined and documented in narrative b. Accurate and timely communication with PA by use of ZD21; correct begin and end dates of period</p> <p>V. Deferrals</p> <p>a. Record documentation supports deferral b. Working with client to overcome barrier or obtain benefits</p>
FR4.107	<p>The system will allow reviewer to select that a case element is correct or errored as by selecting from the following options:</p> <p>a. Correct b. Incorrect – Procedural Error c. Incorrect – Work Rate Error d. Incorrect – Supportive Service Payment Error e. Not Applicable</p>
FR4.108	<p>The JOBS Supervisory Review Management Summary will consist of the following fields:</p> <p>a. Date b. County c. Alert Month/Year d. Review Month/Year e. Supervisor f. Total Number of Cases Required for Review g. Total Number of Cases Reviewed h. Number of Correct Cases i. County Federal Work Participation Rate for the Alert Month i. All Family ii. Two-Parent j. Corrective Action Plan Yes or No k. Corrective Action Plan Period l. Number of Errors in each of the Elements as listed below m. Reoccurring Errors and Actions Taken to Correct/Prevent (This will be a space for supervisor comments)</p>

Req #	Requirement Description
	n. Describe Reoccurring Errors in the Management Reports Review and Actions Taken to Correct/Prevent (This will be a space for supervisor comments)
FR4.109	The system will support the consolidation of Supervisor (county) and state reviews to analyze and evaluate error trends for the purpose of training and corrective action.

FR5. Employment and Training Requirements

Req #	Requirement Description
FR5.0	Vendor will provide an Employment and Training module.
FR5.1	The system will adhere to the SNAP E&T requirements as outlined in the SNAP E&T Toolkit at https://www.fns.usda.gov/snap/employment-training-program-toolkit .
FR5.2	The system will track and display A-RESET (SNAP E&T) and JOBS activities.
FR5.3	The system will distinguish and allow entry via drop-down to distinguish between regular SNAP Work Registrants and ABAWD; and Mandatory Participants from Non-Mandatory, JOBS Participants, and Continuum Participants – no longer receiving TANF, but qualifies for A-Reset which allows continuation of some TANF funding.
FR5.4	The system will determine and track if a member is required to be a SNAP E&T or TANF JOBS participant. If member is a recipient of TANF, member cannot be eligible for SNAP E&T.
FR5.5	The system will allow limited access to state contracted E&T Service providers to determine eligibility for E&T programs. (active / inactive / pending).
FR5.6	The system will maintain a name and contact for all state E&T vendors in system and provide a drop down so that vendors may be selected to serve E&T or JOBS participants.
FR5.7	System will allow the beginning and or completion of the JOBS / A-RESET assessment within the system by client, partner or DHR staff based on security. Client or participant began assessment by entering limited information. The assessment will be reviewed/confirmed and validated as complete by DHR case manager or Partner. Assessment must be editable and printable in PDF or comparable format.
FR5.8	System will allow for worker, client, provider communication through online means (worker, client, provider/vendor) that is documented by date stamp and unique user ID.

Req #	Requirement Description
FR5.9	System will allow the development of an A-RESET Individual Employment Plan (IEP) and Individual JOBS Participation Plan (IJP), schedule and reschedule meetings and calls, address client barriers, monitor client attendance, and attend to other aspects of case management related to employment and training.
FR5.10	System will support a goal-oriented, evidence-based coaching style of case management through workflow and documentation. This would include the development of an Individual Jobs Participation Plan (JOBS) and Individual Employment Plan (SNAP) where the tracking of goals and action steps can be documented and progress in achieving these goals can be tracked and updated by worker, provider, and client.
FR5.11	System will support entry of attendance data directly into system by ALDHR user, providers and clients which can be used to create required spreadsheets, tracking forms, and other reports as needed to meet federal compliance requirements.
FR5.12	System will prompt user to send supporting documents when attendance data is entered.
FR5.13	System will alert ALDHR user when attendance data is entered to validate and accept reported data.
FR5.14	System will contain help tools to assist clients in securing and maintaining sustainable employment.
FR5.15	System will allow for the assignment and placement of clients in various E & T activities and document begin and end dates, any associated providers/supervisors of activities, documentation of daily attendance hours, excused absence hours, and holiday hours, sometimes all in one day, and will be able to determine and track if the activity meets the federal definition of core and non-core activities.
FR5.16	System will be able to track client's current employment and employment history, including details of begin and end dates, number of anticipated weekly hours, number of calculated average weekly hours worked and projected, ability to calculate an average of weekly hours based on actual hours worked per various pay periods, and other details of employment, including self-employment, according to state business rules.
FR5.17	System will allow in attendance tracking, allow for documentation of excused absences and limits to excused absences and JOBS activity limits (as in Job Search and vocational activities) as set by the federal government and to calculate countable hours of activity monthly and create a printed report showing individual's attended average weekly hours.
FR5.18	System will allow the assessment of progress towards goals and modification of goals, as needed.

Req #	Requirement Description
FR5.19	System will support use of document imaging system for client, provider, or worker to securely upload and manage verification documents.
FR5.20	System will maintain records of contacts between case managers and clients.
FR5.21	System will generate customized data summaries, forms, and reports to fit the needs of SNAP E&T (A-RESET)/JOBS programs and to make easily available the program documents regarding rules and requirements for participants.
FR5.22	System will allow uncomplicated entry of attendance data by participants, providers, and ALDHR workers, and use that data to generate a monthly attendance timesheet and other specific reports as required. Participant entered data must be verified and validated by partner or ALDHR worker.
FR5.23	System will permit participants and case managers to determine if hours that have already been completed in the month are sufficient for the participant to be countable for the federal data reporting requirements.
FR5.24	System will send automated reminder notices to participants (through client via email, or mail) who have not submitted attendance, have scheduled appointments, or otherwise, as needed.
FR5.25	System will be able to document services authorized for clients, including begin and end dates, and interface that information with the payment/reimbursement system. Will be able to also create a referral to services providers such as the Child Care Management Agency for childcare or other services to be provide.
FR5.26	The System will be able to issue payments/reimbursements to clients and providers through EBT/EFT and checks for approved services. The reimbursement system should also include a tool whereby mileage can be entered, and reimbursement calculated accordingly.
FR5.27	The system will request, document, maintain and track highest grade completed upon entry into Employment & Training Programs/JOBS then document completions of certifications, diplomas and degrees received during participation with date of completion.
FR5.28	System will have the ability to authorize service, manage benefits, and apply mass adjustments.
FR5.29	The E&T module will include Member enrollment with Provider management.
FR5.30	System will include a method of case sampling for reviews: active cases, inactive cases Employment & Training, Targeted; including the ability to target specific program elements, etc.
FR5.31	The System will include Federal TANF Data Reporting and SNAP Data Reporting requirements capacity and associated processing done by State of Alabama.

Req #	Requirement Description
FR5.32	<p>The system will capture the following SNAP data elements:</p> <ul style="list-style-type: none"> a. Client name b. Specify if client is an ABAWD – if work registration code is “J” or “S”, the field would prepopulate with “Yes”. If work registration code is not “J” or “S”, the field would prepopulate with “No”, including date of ABAWD status change c. County of residence d. Mailing address e. Age f. Gender g. Nine-digit case number h. Date of birth i. Has a HS diploma or GED prior to entering program? j. Speaks English as a second language k. Voluntary or Mandatory participant l. Consent indicator to participate in the project m. Participation dates
FR5.33	<p>The system will contain a dropdown box that includes types of services offered by each partnership.</p>
FR5.34	<p>The system will produce outcome data (reports):</p> <ul style="list-style-type: none"> a. Data recorded on annual report must track all E&T participants two years past participation in A-RESET. b. Data will report number of individuals offered a position in program c. Will report the number of people who participate in the program d. Will report on percentage and number of participants in unsubsidized employment subsequent of receiving E&T services during the individual’s 4th quarter. e. Will report on percentage and number of participants in unsubsidized employment subsequent of receiving E&T services during the individual’s 2nd quarter f. Media quarterly earnings of all E&T participants who are in unsubsidized employment during the 2nd quarter after completion of a program. g. Number of participants that received a recognized credential, including a secondary school diploma/GED or registered apprenticeship while participating or within one year of participating in the program. h. Percentage and number of participants in an education or training program that will lead to a recognized credential, school diploma/GED, apprenticeship or OJT or unsubsidized employment. i. The number and percentage of E&T participants that complete a training, educational, work experience or on the job training component. j. The number of participants that received an HSD or GED prior to participation in E&T we capture, but not on a report

Req #	Requirement Description
	<ul style="list-style-type: none"> k. The number of participants that received an HSD or GED prior to participation in E&T – educational level unknown (worded odd but means those we do not know their educational level) not captured; We also have State Component Measures that could change from year to year based on the number of participants expected to participate in each component. l. The number and percentage of Supervised Job Search participants that become employed during the report year not on a report m. The number and percentage of participants in Job Retention who maintain employment for at least 90 days during the report year after participating in an E&T component during the report year. Not on a report n. The number and percentage of participants in Basic Education who receive a GED or High School Equivalency during the report year. Not on a report o. The number and percentage of participants in Vocational Training that obtain a certification or recognized credential during the report year. Not on a report p. The number and percentage of participants in Work Readiness Training that become employed during the report year. Not on a report q. The number and percentage of Work Based Learning Other participants that become employed during the report year.
FR5.35	The system will collect Federal Wage and New Hire Information for any SNAP E&T Participant even if they are no longer associated with an open case. The Federal Wage and New Hire Information will be tracked and reported on for 2 years after the participation.
FR5.36	The system will allow an ALDHR A-RESET Case Manager to electronically refer a participant to a Partner or Service Provider.
FR5.37	The system will allow a partner to electronically accept a referral and notify ALDHR.
FR5.38	The system will allow a partner to electronically initiate a reverse referral and notify ALDHR through system alert and/or email.
FR5.39	The system will allow ALDHR viewing privileges of all client information entered the module by providers.
FR5.40	The system will link the referral for services to the client, household, and provider records.
FR5.41	The system will record and track the method of contact, including face-to-face, telephone, correspondence, email, text, other.
FR5.42	The system will record and track contacts and dates including initial contacts, collateral contacts, attempted contacts, time of contact, and associated response time frames.
FR5.43	The system will record needs for which resources are not available.

Req #	Requirement Description
FR5.44	Users will have the ability to make changes to client information, generate reports to verify client information and schedule follow-up actions, adjusts benefits due to rule/ policy changes, generate checklists, merge/unmerge client, or household cases, make changes to closed cases, provide system and worker alerts related to cases, etc.
FR5.45	The system will record and track the case worker activities associated with the Individual Employment Plan (IEP) / Individualized Jobs Plan (IJP) and allow for online approval by the worker and supervisor. Worker activities include scheduling, generating invitations, and scheduling client services.
FR5.46	The system will record and track the begin and end date for services provided in the IEP/IJP.
FR5.47	The system will record and track the date that the IEP/IJP was distributed to participants.
FR5.48	The system will record and track information on the participants of IEP/IJP meetings leading to the development and/or revision of the IEP/IJP, including name of participant, role.
FR5.49	The system will record and track the completion dates of the IEP/IJP activities.
FR5.50	The system will record and track information regarding service provision of the IEP/IJP, including name of provider, type of service, date of service, cost of service, location of service, purpose/goal of service.
FR5.51	The system will record and track the time frames associated with each service to meet the goal / objective.
FR5.52	The system will record and track the goal(s) established for the IEP/IJP.
FR5.53	The system will record, and track information related to services provided to household members including type of service provided, provider name, provide contact information, dates of service.
FR5.54	The system will record and track the services provided, including the locations and dates that the services were provided.
FR5.55	The system will record and track all services and their outcomes and associated dates.
FR5.56	The system will record and track the goals developed in the IEP/IJP to ensure that the goals have been achieved.
FR5.57	The system will allow the supervisor to amend the IEIP/IJP plan, assign additional tasks to the worker or send comments to the worker.
FR5.58	The system will record and track the supervisory approval and approval date of the IEP/IJP.

Req #	Requirement Description
FR5.59	The system will record and track the completion of the IEP/IJP document by the worker and the date it was completed.
FR5.60	The system will link the IEP/IJP with the associated individual(s) and service provider(s).
FR5.61	The system will record and track any IEP/IJP revisions and associated dates.
FR5.62	The system will be able to display all service provider referrals for each client/ household.
FR5.63	The system will provide a resource directory to allow users to match service needs with service providers. Provider information includes name, address, phone number, county, services offered, licensing information if applicable, area served, etc.
FR5.64	The system will record, and track outcomes of services authorized, and the units of services authorized and their costs.
FR5.65	The system will record and track services identified for which there were no providers.
FR5.66	The system will record and track information on all referrals to service providers, including provider name, type of service, reason for service, date of service, cost of service, location of service, status of referrals, status date, status reason, and goal for service.
FR5.67	The system will record and track the services needed and link the determination of service needs to the provider and individual records.
FR5.68	The system will record and track information pertaining to the client/ household’s involvement with DHR, including prior applications, benefits, services, etc. and the dates and household member associated with each.
FR5.69	The system will record and track an indication that the “Family Consent to Release of Information” and “Freedom of Choice Verification” forms were signed.
FR5.70	The system will record and track an indication that a statement of confidentiality, pursuant to § 38-2-6 (8) of the Code of Alabama (1975), was signed by workers.
FR5.71	The system will record and track an indication that the worker provided a copy of the “Rights of Parents and Children” to family members.
FR5.72	The system will record and track recruitment / development efforts for a specific individual or family for whom there is no resource / service available.
FR5.73	The system will record and track services provided and client’s progress toward identified goals.

Req #	Requirement Description
FR5.74	System will have the ability to authorize service, manage benefits, and apply mass adjustments.
FR5.75	The employment and Training module will collect Assessment data.
FR5.76	The Employment and Training module will collect Participation/Employment Data Management.
FR5.77	The E&T module will include Supportive Service Data Management.
FR5.78	The E&T module will include Family Plan Management (2 parent households, etc.).
FR5.79	The E&T module will include Time limit Tracking /Modification.
FR5.80	The system will have the ability to track and modify Sanctions/Disqualifications.
FR5.81	The E&T module will produce Quarterly and Annual reports.
FR5.82	The E&T module will collect IEVS Quarterly wage information on closed cases (State and National).
FR5.83	System will allow user to Enroll Provider.
FR5.84	System will allow user to Disenroll Provider.
FR5.85	System will allow user to Inquire Provider Information.
FR5.86	System will allow user to Manage Provider Communication.
FR5.87	System will allow user to Manage Provider Grievance & Appeal.
FR5.88	System will allow user to Manage Provider Information.
FR5.89	System will allow user to add or change Provider Demographics.
FR5.90	System will allow user to add or change Provider Narratives.
FR5.91	System will allow user to add or change Provider Closure Days.
FR5.92	System will allow user to modify or add Employer’s Identification Number (EIN) or Federal Tax ID.
FR5.93	System will allow user to add or change Services Provided.
FR5.94	System will allow user to add or change Attendance Tracking (JOBS) (A-RESET).
FR5.95	The provider management functionality of SNAP/TANF system will allow for establishing and tracking ALDHR relationships with providers for SNAP/TANF clients.
FR5.96	Staff will be able to enroll/disenroll providers, add provider information, manage communication, information, and grievances, and appeals.

Req #	Requirement Description
FR5.97	There will be the ability to review provider services to clients and tracking of client attendance by provider.
FR5.98	The system will record and track information on referrals made to service providers, including date, type, reason, method, and name of person referred.
FR5.99	The system will be designed to consolidate and standardize the provider management processes to make sure that information is collected and readily available on all providers.
FR5.100	The system will be able to calculate the utilization rate of a service provider.
FR5.101	The system will record and track provider information leading to approval status, ongoing availability, and termination of agreement, as applicable.
FR5.102	The system will record and track provider type and will be flexible to handle multiple provider types as needed.
FR5.103	The system will record and track the geographic area served by a provider.
FR5.104	The system will allow provider limited access to increase the timeliness, accuracy, and efficiency of working with SNAP/TANF providers.
FR5.105	The providers will be able to, at minimum, enter client services received, tracking client attendance in programs, upload relevant documents, view necessary client information, manage client services, notification, and other related provider information related to the SNAP/TANF programs.
FR5.106	The provider access will be designed and tested for maximum provider usability and functionality.
FR5.107	System will generate Daily reports of funds transferred and potential errors will be identified, and cases flagged for review for solution resolution.
FR5.108	The system will allow authorized users to generate service authorizations at the county level.
FR5.109	The system will provide the ability for authorized users to approve multiple service authorizations for a child/adult during the same (or overlapping) periods.
FR5.110	The system will allow authorized users to set a service authorization as a one time or recurring approval.
FR5.111	The system will allow authorized users to override system edits and authorize emergency services that are typically not allowed. (Including early issuance and mass supplements)
FR5.112	The system will record and track a date range during which services can be provided.
FR5.113	The system will provide the capability to change a service authorization and record the effective date of the change.

Req #	Requirement Description
FR5.114	The system will determine the rate to be paid to providers for units of service by using information in the provider’s record.
FR5.115	The system will record and track requests for certain provider service rate adjustments and route all requests to the requesting worker’s supervisor for approval. Data that will be recorded and tracked includes new rate amount, old rate amount, date requested, worker requesting, reason requesting, provider name, dates authorized.
FR5.116	The system will be able to link each instance of an adjusted rate with a specific provider.
FR5.117	The system will calculate and display the balance of units remaining on individual service authorizations.
FR5.118	The system will allow authorized users to release the balance of authorized units of service and the rates associated with those units of service.
FR5.119	The system will provide the ability for authorized users to enter invoices and requests for disbursement.
FR5.120	The system will provide a method for online supervisory approval of service authorizations and requests for disbursement.
FR5.121	The system will record and track service authorizations and requests for disbursement and provide links to client information and a history of prior requests.
FR5.122	The system will record and track services and requests for disbursement by client, county, eligibility status, service dates and reimbursement status.
FR5.122	The system will generate a report of monthly, quarterly, and annual totals of requests for disbursement.
FR5.123	The system will allow service providers to enter or validate invoice information via Internet.
FR5.124	The system will allow Finance Division staff, and County/ Worker to access invoice information submitted by providers.
FR5.125	The system will reference client information stored in the system for payments to be approved/processed, including name of client, dates of service, type of service, unit cost of service, eligibility status, SSN, county, provider number, notes, etc.
FR5.126	The system will include a depository for licenses, certifications, etc. to ensure that a provider is licensed/approved/certified prior to accepting an invoice or provide a link to these in the DHR system.
FR5.127	The system will ensure that a provider is authorized to provide the type services for which payment has been requested prior to approving an invoice.

Req #	Requirement Description
FR5.128	The system will provide the capability for authorized users to suspend or hold an invoice. The system will record the date of suspension and the reason for the suspension.
FR5.129	The system will provide the ability to calculate invoices (not to include state held contracts) based on the number of units of service the client received.
FR5.130	The system will generate a report that summarizes approved invoices by type.
FR5.131	The system will generate a report on the rate and approved invoices of each service type and allow sorting / filtering by client, case, county, worker, and provider.
FR5.132	The system will be able to record and track approved invoices for clients.
FR5.133	The system will record and track the following information to be passed to DHR Finance for payment of approved invoices: amount of invoice, provider name, approval date, eligibility source.
FR5.134	The system will record and track all approved disbursements made to a provider. The history will contain provider name, amount approved for disbursement, date of disbursement, client name disbursement is for, types of services provided.
FR5.135	The system will provide the ability to adjust/revise an invoice after payment has been made.
FR5.136	The system will record and track overpayments/adjustments for those providers that have been overpaid.
FR5.137	The system will provide the capability to categorize services into different service types.
FR5.138	The system will link all financial approvals (e.g., receivables, requests for disbursement, etc.) to a specific provider, case, and client.
FR5.139	The system will automatically list all applicable eligibility sources for an approved invoice and select the eligibility source that maximizes the federal share. The selection will be able to be overridden by an authorized user.
FR5.140	The system will provide the ability to process retroactive eligibility claims.
FR5.141	The system will provide the capability for an authorized user to cancel a service authorization.
FR5.142	System will have the ability to generate State, Federal and in-house reports which include, but not limited to, the following: tracking A-RESET participants two years out past participation, number and percentage of participants in unsubsidized employment subsequent of receiving A-RESET services 2 nd and 4 th quarters out, median quarterly wages of all E&T participants in unsubsidized employment 2 nd quarter past participation, number of participants that received a

Req #	Requirement Description
	credential, number of participants that received a HSD/GED, number of participants that completed an OJT or vocational training program.
FR5.143	System will allow for new partners to be added to the system and for any partner to be deleted from the system.
FR5.144	System will allow for a partner to be assigned to any participant/participant to a partner for services.
FR5.145	System will ensure that services are not duplicated for any participant.
FR5.146	System will allow for reimbursements/payments to be entered and issued to participants based on participation hours for each semi-monthly period (1-15 th and 16 th - end of month) and for reimbursement of items purchased.
FR5.148	System will allow case managers to send referrals to and receive referrals from partners; when referrals are sent to partners, participant information should prepopulate from the system.
FR5.149	System will allow for case managers to enter participant enrollment information for referrals and reverse referrals so that case managers can view participant information entered by a partner.
FR5.150	System will allow for partners to see if a potential participant is actively receiving Food Assistance benefits to send a reverse referral.
FR5.151	System will allow for partners to enter participant tracking information (start date, participation hours, completion date and/or end date of participation).
FR5.152	System will allow for consent forms to be uploaded into the system.
FR5.153	System will have a link to the DHR website for potential participants to be able to complete a food assistance application.
FR5.154	System will have an “Admin” section so that State Office staff may control who has access to the E&T system and assign privilege/access level.
FR5.155	The system will produce the following federal quarterly reports: <ul style="list-style-type: none"> a. FNS-583 SNAP E&T Program Activity b. ABAWD PROGRAM PARTICIPATION REPORT

FR6. Program Integrity Requirements

Req #	Requirement Description
FR6.1	The System will allow an authorized ALDHR Worker to document a program integrity referral on behalf of any person submitting the referral to ALDHR.
FR6.2	The System will allow a client or Service Provider (or any other ALDHR Portal user) to submit a program integrity referral.

Req #	Requirement Description
FR6.3	The System will determine if the person(s) or organization(s) cited in the program integrity referral are known to the System.
FR6.4	The System will alert an authorized ALDHR Worker of the need to review the program integrity referral, if the person(s) or organization(s) cited are not known to the System.
FR6.5	The System will allow an authorized ALDHR Worker to close the program integrity referral if there is not enough information to investigate.
FR6.6	The System will allow an authorized ALDHR Worker to transfer the referral to another Alabama division (SNAP or TANF), worker, and alert them of the referral.
FR6.7	The System will associate the program integrity referral with a known person(s), or organization(s) cited in the referral, if the referral involves a client or Service Provider in the System.
FR6.8	The System will alert an authorized ALDHR Worker of a new program integrity referral that has been associated to a client(s) or Service Provider(s), requesting an authorized ALDHR Worker confirm that the referral should be associated with the Client(s) or Service Provider(s).
FR6.9	The System will allow an authorized ALDHR Worker to confirm the program integrity referral should be associated to a client(s) or Service Provider(s).
FR6.10	The System will send the program integrity referral to the investigation case management system.
FR6.11	The System will alert the appropriate, authorized ALDHR Worker, if the program integrity referral relates to a Service Provider for a specific ALDHR program, per business rules defined by ALDHR.
FR6.12	The System will determine if an active investigation is under way for a client cited in the program integrity referral.
FR6.13	The System will alert an authorized ALDHR Worker to review and confirm that the program integrity referral is for a client already under investigation, if the System determines the Client cited in the program integrity referral is under investigation.
FR6.14	The System will allow an authorized ALDHR Worker to mark that an investigation is under way for the program integrity referral.
FR6.15	The System will allow an authorized ALDHR Worker to close the program integrity referral, if after completing the investigation, no benefit discrepancy is found.
FR6.16	The System will allow an authorized ALDHR Worker to document the reason for the benefit discrepancy, if a benefit discrepancy is found, including, but not limited to the following:

Req #	Requirement Description
	<ul style="list-style-type: none"> a. Inadvertent Client error b. Inadvertent household error c. Administrative error (caused by ALDHR) d. SIPV
FR6.17	The System will calculate the benefit discrepancy amount.
FR6.18	The System will allow an authorized ALDHR Worker to create a claim for the program integrity referral, if a benefit discrepancy is found and the benefit discrepancy is not a result of a SIPV.
FR6.19	The System will allow an authorized ALDHR Worker to update the Client’s case file with relevant program integrity referral information.
FR6.20	The System will allow an authorized ALDHR Worker to assign the program integrity referral for investigation, if the referral is for a SIPV.
FR6.21	The System will alert an authorized ALDHR Worker of the new program integrity referral involving a SIPV.
FR6.22	The System will allow an authorized ALDHR Worker to review the program integrity referral.
FR6.23	The System will allow an authorized ALDHR Worker to confirm the program integrity referral meets the criteria for a SIPV and update any other referral case information.
FR6.24	The System will allow an authorized ALDHR Worker to re-classify the program integrity referral as a non-SIPV referral, if the referral does not meet SIPV criteria.
FR6.25	The System will alert an authorized ALDHR Worker of a program integrity referral that has been marked as a non-SIPV referral.
FR6.26	The System will allow an authorized ALDHR Worker to alert ALDHR Appeals and Hearings of the need to schedule an ADH or Administrative Disqualification Waiver (ADW) per the SIPV referral.
FR6.27	The System will allow an authorized ALDHR Worker to mark that the SIPV referral has been sent to Appeals and Hearings for ADH / ADW scheduling.
FR6.28	The System will allow an authorized ALDHR Worker to document that a SIPV referral has been sent to court for review / hearing.
FR6.29	The System will allow an authorized ALDHR Worker to document the court’s decision related to the SIPV referral.
FR6.30	The System will monitor changes in a client’s information for possible benefit discrepancies, according to business rules defined by ALDHR.
FR6.31	The System will alert an authorized ALDHR Worker of benefit discrepancies identified by a change in Client information.

Req #	Requirement Description
FR6.32	<p>The System will allow an authorized ALDHR Worker to review the claim and the results of an investigation. The System will display information for the claim, including, but not limited to:</p> <ul style="list-style-type: none"> a. Type of benefit discrepancy (overpayment) <ul style="list-style-type: none"> i. Inadvertent Client error ii. Inadvertent household error iii. Administrative error iv. Intentional program violation b. Total overpayment amount across all programs for which a client is receiving benefits c. Overpayment amount for each program for which a client is receiving benefits d. Number of days outstanding if any e. Number of days until the Client’s redetermination f. Reason for the overpayment identified by the Investigator g. Duration of inactivity on the overpayment if any h. Current collection method if any
FR6.33	<p>The System will allow an authorized ALDHR Worker to document that ALDHR will write off the discrepancy amount. (The State of Alabama does not write off claims, except in the case of bankruptcy (not allowed for IPV’s) and these must be individually approved by Legal).</p>
FR6.34	<p>The System will allow an authorized ALDHR Worker to indicate the reason to write off the funds, if applicable.</p>
FR6.35	<p>The System will allow an authorized ALDHR Worker to close the claim where ALDHR will write off funds related to the claim.</p>
FR6.36	<p>The System will allow an authorized ALDHR Worker to mark how ALDHR should recover the discrepancy amount, including, but not limited to:</p> <ul style="list-style-type: none"> a. Recovery of funds by recouping benefits issued to the Client b. Creation of repayment plan for the Client Note: A repayment agreement must be signed by household.
FR6.37	<p>The System will allow an authorized ALDHR Worker to create a recoupment plan, by calculating a certain percentage of the Client’s benefits to withhold, per business rules defined by ALDHR.</p>
FR6.38	<p>The System will allow an authorized ALDHR Worker to apply the recoupment plan to the Client’s record.</p>
FR6.39	<p>The System will alert the Client with a Notice of Adverse Action per the recoupment plan. This notice will include, but is not limited to, the following information:</p> <ul style="list-style-type: none"> a. Summary information related to the claim b. Information regarding the recoupment of future benefits

Req #	Requirement Description
	<ul style="list-style-type: none"> c. Instructions for optionally repaying the overpayment amount through means other than the benefit recoupment plan d. Rights and instructions to appeal the claim
FR6.40	The System will alert an authorized ALDHR Worker of the recoupment plan.
FR6.41	<p>The System will allow an authorized ALDHR Worker to create a repayment plan, by calculating a payment amount and the number of payments required to resolve the overpayment (including and after recoupment of current benefits, as applicable) Note: Claims must be paid off in 36 months; however, we have the authority to extend the repayment period for larger claim amounts. Will calculating the repayment plan be a manual process or automated. If automated, will we be able to override the monthly payment amount if we decide to extend the repayment period? Additionally, the minimum acceptable monthly payment amount is \$25, so smaller claims may be paid off before the 36-month time frame.</p>
FR6.42	The System will allow an authorized ALDHR Worker to apply the repayment plan to the Client’s record.
FR6.43	<p>The System will alert the Client with a demand letter related to the benefit discrepancy. This notice will include, but is not limited to, the following information:</p> <ul style="list-style-type: none"> a. Summary information related to the claim b. Recoupment information, if applicable c. Summary of repayment plan d. Delinquency date (date by which the benefit discrepancy will be repaid, or a recovery plan established, or the discrepancy amount considered delinquent) e. Instructions to submit a payment, per repayment plan, including the date by which payments will be received f. Instructions for contacting ALDHR to discuss the repayment plan g. Rights and instructions to appeal the claim
FR6.44	The System will determine if a client has repaid the benefit discrepancy amount at the time of the delinquency date.
FR6.45	<p>The System will alert a client with a demand letter if the Client has not repaid the benefit discrepancy amount at the delinquency date. This notice will include, but is not limited to, the following information:</p> <ul style="list-style-type: none"> a. Summary information related to the claim b. Summary of the additional recovery methods ALDHR is pursuing c. Instructions to submit a payment d. Instructions for contacting ALDHR to discuss the repayment e. Rights and instructions to appeal the claim. Note: The Initial Notice of Overpayment should be the only notice sent to the household once a claim is confirmed. We have stopped all additional notices as FNS has informed us that our additional notices are not in compliance with regs as once the client is delinquent, we must start the process to send to TOP (although the client

Req #	Requirement Description
	does have an additional 60 days to sign a repayment agreement once they receive the 60-Day TOP notice)
FR6.46	The System will alert an authorized ALDHR Worker of the need to identify additional recovery methods, if the Client has not repaid the benefit discrepancy by the delinquency date.
FR6.47	The System will identify claims for underpayment based on the results of program integrity referrals.
FR6.48	The System will calculate underpayment amounts for each ALDHR program.
FR6.49	<p>The System will alert an authorized ALDHR Worker of a claim for underpayment, including, but not limited to, the following information:</p> <ul style="list-style-type: none"> a. Total underpayment amount across all ALDHR Programs, and for each ALDHR Program, for which a client is receiving benefits b. ALDHR Program rules in effect at the time the underpayment is applied c. Underpayment amount for each issuance period d. Reason for underpayment
FR6.50	The System will allow an authorized ALDHR Worker to determine a reimbursement method for the underpayment
FR6.51	The System will issue reimbursement to the Client of the underpayment amount, according to the reimbursement method selected by the authorized ALDHR Worker
FR6.52	<p>The System will alert the Client of the underpayment claim, and information related to the reimbursement, including, but not limited to:</p> <ul style="list-style-type: none"> a. Underpayment benefit discrepancy reason b. Reimbursement amount c. Reimbursement method d. Reimbursement date(s)
FR6.53	The System will allow an authorized ALDHR Worker to close the claim for an underpayment benefit discrepancy when the Client has been reimbursed
FR6.54	The System will credit the amount of the benefit recoupment against the overpayment claim, for each overpayment claim payment received via benefit recoupment.
FR6.55	The System will re-calculate the outstanding overpayment claim amount after each overpayment claim amount is received via benefit recoupment.
FR6.56	The System will alert an authorized ALDHR Worker and the Client if the full amount of the overpayment claim is recovered prior to the benefit end date.
FR6.57	The System will close the overpayment claim if the full amount of the overpayment claim is recovered prior to the benefit end date.

Req #	Requirement Description
FR6.58	The System will alert the Client if the overpayment claim amount is not recovered at the time of the benefit end date.
FR6.59	The System will alert an authorized ALDHR Worker to review the overpayment claim if the overpayment claim amount is not recovered at the time of the benefit end date.
FR6.60	The System will allow an authorized ALDHR Worker to create a repayment plan for unrecovered funds, if the overpayment claim amount is not recovered at the time of the benefit end date.
FR6.61	The System will allow an authorized ALDHR Worker to alert an ALDHR Fiscal Services Worker of an overpayment claim payment received via mail. Note: Payments received by mail are forwarded to the county that owns the claim (county of residence for AESAP clients) Each individual county is responsible for the posting of claims, and they send a reconciliation report to State DHR Finance each month.
FR6.62	The System will provide a means for a Client to make claim payment electronically via the ALDHR Portal
FR6.63	The System will allow an authorized ALDHR Worker to review an overpayment claim payment received.
FR6.64	The System will allow an authorized ALDHR Worker to apply the amount of the overpayment claim payment received against a Client’s overpayment claim.
FR6.65	The System will re-calculate the outstanding balance of the overpayment claim, after the overpayment claim payment received has been applied.
FR6.66	The System will display the overpayment claim balance.
FR6.67	The System will send the Client a receipt of the overpayment claim payment, including the outstanding balance of the overpayment claim.
FR6.68	The System will close the overpayment claim if outstanding balance is equal or less than zero.
FR6.69	The System will monitor each overpayment claim due date and alert the Client of the payment delinquency if payment is not received within a specified period following the payment due date, per business rules defined by ALDHR. This alert will include information advising the Client of delinquent payment processing, per business rules defined by ALDHR.
FR6.70	The System will submit the delinquency debt to the US Bureau of Fiscal Service for collection and inclusion in the TOP and certify that the debt qualifies for collection by offset, if payment is not received within a specified period following the payment due date, per business rules defined by ALDHR. Note: TOP is a BIG process. One the claim is delinquent the client is first sent for an address match. Once the address match is returned to us, then the 60-day notice goes out. The client has an additional 60 days to submit a repayment agreement

Req #	Requirement Description
	and make the first payment. The claim cannot be certified in TOP until this process is complete. Additionally, system edits must be in place to inactivate (but not remove) the claim in TOP if the client goes back on the program and recoupment begins.
FR6.71	The System will alert the Client of delinquency debts sent to the US Bureau of Fiscal Service for collection and inclusion in the TOP. Note: If the client has more than one claim, each debt must be sent to TOP separately. There is a posting sequence that must be followed, and it does not always post oldest to newest. For example, IPVs are paid first due to posting priority, etc.
FR6.72	The System will receive information on recovered funds via Treasury Offset Program (TOP) and update the appropriate Client's overpayment claim amount as appropriate. Note: TOP charges a fee that is not applied to the claim, and the fees change every year. The system must be set up to only apply the offset amount to the claim balance and not include the fee.
FR6.73	The System will submit a notice to TOP that a delinquent debt has been fully recovered, if the overpayment claim amount is repaid. Note: Currently, CCS and TOP "talk" to each other to ensure the claim balance is correct in TOP, but authorized users can make changes/corrections/updates directly in TOP.
FR6.74	The system will identify and track cases/clients who have a confirmed claim to identify when/if case is randomly selected for review, which will trigger a claims review.
FR6.75	The system will allow user to make a Claim Determination/Collection (CCS Replacement).
FR6.76	The SNAP/TANF Information System will allow for the reporting of potential fraudulent information, the processing and tracking of such cases, the calculation of over-payment of benefits, the issuance of notices alerting clients to required repayment of funds, and the creation of payment plans and timelines to ensure collection of required funds.
FR6.77	The System will also generate dashboards and reports to provide information regarding the status of claims and next steps required.
FR6.78	The system will allow the user to enter case notes in a claims file.
FR6.79	User will be able to identify Category of Assistance as either SNAP, TANF, JOBS, A-RESET.
FR6.80	User will be able to confirm claim within a given period.
FR6.81	User will be able to identify the reason for claim as NR for non-fraud claims, SP for Suspected Intentional Program Violation, if over threshold, under threshold for TANF is RR, etc.
FR6.82	User will be able to complete a budget to estimate and confirm the amount of claim.

Req #	Requirement Description
FR6.83	System will have the ability to adjust claims amounts and calculate balance of claim (corrections, payments).
FR6.84	System will interface with eDRS.
FR6.85	System will interface with TOPS, to initiate TOP Recovery Access is limited 1 – 3 individuals in the Claims unit with the highest security level, due to access to IRS data.
FR6.86	User will be able to initiate recoupment process to recouped benefits from active SNAP or TANF benefits.
FR6.87	System will be able to Identify claims pending processing and provide backlog information including timeliness and delinquency.
FR6.88	System will be able to Generate notices and forms timely (Overpayment Notices, Repayment Agreement, etc.
FR6.89	System will track due dates for processing of claims, delivery of notices, Fair hearing, due process, determining delinquency, Initiation of Recoupment, Initiating TOP Recovery.
FR6.90	User will be able to generate and retain copies of Demand Letter/Notice, Repayment Agreements, etc.
FR6.91	User will be able to document Client was given opportunity to inspect and copy records related to the overpayment, requests, and dispositions of fair hearings, etc.
FR6.92	User will be able to adjust Claims amounts (process refunds, document compromising, bankruptcy, Termination of Claim and Write-offs).
FR6.93	The system will comply with Federal and State Retention Policy.
FR6.94	The system will comply with Federal and State Security Policy.
FR6.95	System will adhere to state’s “Cost Effectiveness Plan”, by disallowing claims that do not meet the predetermined minimum claim threshold.
FR6.96	User / system will be able to initiate collections timely.
FR6.97	System will allow users to register multiple claims for an individual and/or case.
FR6.98	System will allow user to enter more than one adult as responsible for repayment.
FR6.99	System collect data to run a variety of reports of three basic types: Prompting, Tracking and Statistical (these reports will be available in a separate document) see Comprehensive Claims System (CCS) Automation Guide.
FR6.100	System will record and save claims which were discovered during a previous State Management Evaluation Review (MER) and Quality Control Reviews

Req #	Requirement Description
	(QCR); the disposition of these possible claims will be reviewed in the subsequent Recipient Claims ME Review.
FR6.101	System will be designed to support Federal Management Evaluation Review process and focus on <ul style="list-style-type: none"> a. Recipient Claim Establishment Activities b. Claims Collection /Recoupment c. Treasury Offset Program (TOP) procedures, and d. Quality Control Error Review (security)
FR6.102	The system will include program to retain monetary percentages of benefits repaid or recouped by the system for the states retention IPV 35%, IHE 20%, If IHE is recouped from Unemployment compensation, 35%, AE 0% retention.
FR6.103	The system will contain a component for Claims Management Evaluation Review which will be aligned and scheduled with the State Program Management Evaluation Review.
FR6.104	They system will include a claims module with drop down boxes as appropriate.
FR6.105	The system will be designed so that claims may be established and processed timely.
FR6.106	The system will include a subsystem for TOP with limited access.
FR6.107	User will be able to gather information to register a possible claim using form DHR-OFA-1572 A and B.
FR6.108	The system will include a Claims Online Tracking System that tracks all FA benefit overpayment claims. The system is primarily used to capture specific information about the claim including recipient information, overpayment periods and amounts, classification, accounting and payments, and associating notes or narratives.
FR6.109	The system will include a method of documenting that “Proof of Claim” has been filed, to be used when a client has filed for bankruptcy. These claims will be coded with “B” to indicate client is in Bankruptcy. The claims collections will be suspended until the bankruptcy is discharged at which time the agency will resume collections.
FR6.110	Upon application approval/certification for any individual responsible for the claim debt where TOP offset is active, TOP offset must cease for <u>all</u> individuals responsible for the claim debt, therefore the System must cause TOP collections to be inactivated for all individuals responsible for the specific debt, while the current case is active and actively being recouped.

FR7. Shared Capabilities Requirements

Req #	Requirement Description
FR7.1	The System will allow the Client / Service Provider or an authorized ALDHR Worker to access the ALDHR Portal and select the option to schedule an appointment.
FR7.2	The System will document who needs the appointment: <ul style="list-style-type: none"> a. Client b. Service Provider c. Authorized Representative on behalf of Client e. ALDHR Worker
FR7.3	The System will present a list of appointment types and the Client / Service Provider or an authorized ALDHR Worker selects an appointment type including but not limited to: <ul style="list-style-type: none"> a. Interviews b. Development of a Family Responsibility Plan/Individual Employment Plan c. Medical Incapacity verification appointment d. Child Care eligibility discussion e. Child Care licensing / authorized professional f. Appeal hearing g. Unspecified reason
FR7.4	The System will recommend an appointment setting (e.g., phone, in-person, no interview (waiver)), based on appointment type.
FR7.5	The System will display a list of alternatives, based on the Client / Service Provider or an authorized ALDHR Worker's address information and the appointment type, per ALDHR policy, for in-person appointments.
FR7.6	The System will allow the Client / Service Provider or an authorized ALDHR Worker to confirm the appointment setting.
FR7.7	The System will allow the Client / Service Provider or an authorized ALDHR Worker to confirm/update the contact phone number on file if the appointment will be held by phone.
FR7.8	The System will allow the Client / Service Provider or an authorized ALDHR Worker to enter their phone number if the phone number is not already in the System.
FR7.9	The System will allow the Client / Service Provider or an authorized ALDHR Worker to select the appointment language or request translation services.
FR7.10	The System will present the available time slots, based on: <ul style="list-style-type: none"> a. Options chosen for the appointment type and setting b. ALDHR resource availability c. Program / policy timeframes, per ALDHR policy

Req #	Requirement Description
FR7.11	The System will allow the Client / Service Provider or an authorized ALDHR Worker to choose an appointment date and time preference.
FR7.12	The System will schedule the appointment according to the Client / Service Provider or an authorized ALDHR Worker's preference and update the availability of ALDHR resources.
FR7.13	The System will ensure the requirement is documented if the appointment requires multiple ALDHR resources.
FR7.14	<p>The System will alert the Client / Service Provider or an authorized ALDHR Worker of the appointment. This alert includes, but may not be limited to:</p> <ul style="list-style-type: none"> a. Date b. Time c. Setting (phone / video, location)
FR7.15	The System will allow the Client / Service Provider or an authorized ALDHR Worker to access the ALDHR Portal and select the option to cancel or reschedule an existing appointment.
FR7.16	The System will display the appointment(s) for which the Client / Service Provider or an authorized ALDHR Worker is scheduled.
FR7.17	The System will allow the Client / Service Provider or an authorized ALDHR Worker to select the appointment to be changed.
FR7.18	The System will allow the Client / Service Provider or an authorized ALDHR Worker to indicate if the appointment is to be cancelled or rescheduled.
FR7.19	The System will remove the appointment if the Client / Service Provider or an authorized ALDHR Worker is cancelling the appointment.
FR7.20	The System will remove the original appointment if the Client / Service Provider or an authorized ALDHR Worker is rescheduling the appointment.
FR7.21	The System will determine if an appointment needs to be scheduled, per Client / Service Provider case file disposition and ALDHR policy.
FR7.22	The System will determine the ALDHR resources needed, setting and date / time requirements per appointment type.
FR7.23	The System will schedule the appointment and update the availability of ALDHR resources.
FR7.24	<p>The System will create a notification to the Client / Service Provider upon scheduling an appointment. The notification includes, but is not limited to the following appointment information:</p> <ul style="list-style-type: none"> a. Date b. Time c. Setting (phone / video, location)

Req #	Requirement Description
FR7.25	<p>The System will allow an authorized ALDHR Worker to categorizes the nature of the contact and record the contact in the System when the Client contacts ALDHR via one of many available channels. The category includes but are not limited to:</p> <ul style="list-style-type: none"> a. Client inquiry – Members of the public inquiring about program rules and application process b. Case status – Clients seeking information about an existing case c. Client change – Client contacting ALDHR to update information on their case file d. Client issue / complaint e. Fraud & abuse referral (Program Integrity) f. Other (Child Support, Family Services)
FR7.26	<p>The System will allow an authorized ALDHR Worker to document information regarding the contact, based on the type of contact selected, including but not limited to:</p> <ul style="list-style-type: none"> a. Primary language of the Client b. Client name and contact information c. Reason for the call (e.g., information requested)
FR7.27	<p>The System will allow an authorized ALDHR Worker to respond to the Client’s inquiry and enter the resolution, if the contact is an inquiry.</p>
FR7.28	<p>The System will allow an authorized ALDHR Worker to verify the Client’s identity (per ALDHR policy) and respond to the Client’s inquiry if the contact involves a client inquiring about the Client’s case.</p>
FR7.29	<p>The System will allow an authorized ALDHR Worker to verify the Client’s identity (per ALDHR policy) and record the updated information if the contact involves a client seeking to update information.</p>
FR7.30	<p>The System will allow an authorized ALDHR Worker to document/forward information related to the contact and recommend appropriate follow-up action if an authorized ALDHR Worker cannot address the Client’s issue.</p>
FR7.31	<p>The System will allow an authorized ALDHR Worker to look up the Client or Service Provider to see if the document sender already has a client or Service Provider record.</p>
FR7.32	<p>The System will allow the Documentation Processing Worker to select the Client for whom they will be processing documentation if the sender is already in the System.</p>
FR7.33	<p>The System will allow an authorized ALDHR Worker to categorize the documents provided.</p>
FR7.34	<p>The System will read the barcode and identify the document type if the document has a ALDHR bar code.</p>

Req #	Requirement Description
FR7.35	The System will allow an authorized ALDHR Worker to indicate the document type if the document does not have a ALDHR bar code.
FR7.36	The System will allow an authorized ALDHR Worker to enter additional information or comments in a free text box for each document.
FR7.37	The System will allow an authorized ALDHR Worker to validate the scanned image against the paper documents to verify the electronic copy is acceptable quality.
FR7.38	The System will allow an authorized ALDHR Worker to delete the file and rescan the document if the scanned images are not of acceptable quality.
FR7.39	The System will delete the image and prompt an authorized ALDHR Worker to rescan the document if the System recognizes that a blank document has been submitted.
FR7.40	The System will perform Optical Character Recognition (OCR) on the scanned document (as possible) and store information as possible / appropriate.
FR7.41	The System will associate all attachments with the Client record and with the appropriate program-specific application or redetermination.
FR7.42	<p>The System will review the Client’s case and identify any actions that may result from the submittal of the document. Actions may include, but are not limited to, the following:</p> <ul style="list-style-type: none"> a. Review of application b. Approval of payment c. Recalculation of benefit amount
FR7.43	The System will alert the Client of receipt of the document and next steps the Client will take, as appropriate.
FR7.44	The System will flag the application for review by a ALDHR Worker and indicate the documents have been received if all information has been received for the program specific application or for a change in circumstance submission.
FR7.45	The System will allow an authorized ALDHR Worker to document the physical location an authorized ALDHR Worker files the documents (non-originals only).
FR7.46	The System will begin the timer indicating when the documents should be destroyed, per ALDHR record retention policy.
FR7.47	<p>The System will allow an authorized ALDHR Worker to associate the document to a case file by a variety of means, which may include, but are not limited to:</p> <ul style="list-style-type: none"> a. Phonetic searches in the System b. Contacting the Sender to obtain more identifying information

Req #	Requirement Description
FR7.48	The System will allow an authorized ALDHR Worker to enter available identifying information into the System (e.g., document type) if the document cannot be associated to a case file.
FR7.49	The System will time stamp the entry and save the document in the repository of documents that were unable to be associated with a case file.
FR7.50	The System will associate the documents with a case file if additional identifying information is associated with the document in the future.
FR7.51	The System will allow an authorized ALDHR Worker to document the need for a referral for a client.
FR7.52	The System will allow an authorized ALDHR Worker to obtain and document the Client's approval for the referral, if required per ALDHR policy.
FR7.53	The System will allow an authorized ALDHR Worker to document if the Client denies the referral.
FR7.54	The System will allow an authorized ALDHR Worker to access the System, search for the Client and select the create referral option for the Client.
FR7.55	The System will provide a set of guided questions for an authorized ALDHR Worker to create a referral in a structured format.
FR7.56	<p>The System will pre-populate editable fields in the referral with information of the referring party (ALDHR Worker) based on the profile of the user logged into the System. This information may include, but is not limited to, the following:</p> <ol style="list-style-type: none"> a. Date and time of the referral b. First and Last Name of referring party c. Title of referring party d. ALDHR Program or Department of referring party e. Contact information (email, phone, etc.) of referring party
FR7.57	<p>The System will pre-populate editable fields in the referral with information of the Client being referred. This information will be applicable for the type of referral being created and may include, but is not limited to:</p> <ol style="list-style-type: none"> a. First and Last Name b. Date of Birth c. Language (including American Sign Language [ASL]) d. Mobility/Disability e. Client residential address f. Social Security Number g. Client restrictions/preferences (as indicated in the Client profile) h. Client identifier (in System) i. Names, SSN, DOB of children j. Client Activity k. Number of weekly hours of activity

Req #	Requirement Description
	l. Name of Child Care Center Preferred by Client m. To and From Date of Referral period
FR7.58	The System will allow an authorized ALDHR Worker to select a program/service for which the Client is being referred from a list of available service types. Service types may include, but are not limited to: Internal (ALDHR) <ol style="list-style-type: none"> a. Child Care b. Child Support c. Family Assistance (TANF / SNAP) d. JOBS / A-RESET External <ol style="list-style-type: none"> a. Vocational Rehabilitation b. Child Care c. Drug Testing d. Employment and Training (E&T) e. Medical/Mental Health Evaluation for Incapacity f. SAIL Referral form (will have ability to encrypt) g. Other
FR7.59	The System will allow an authorized ALDHR Worker to search for a Service Provider, if the referral is to a Service Provider, using any combination of filters that may include, but are not limited to: <ol style="list-style-type: none"> a. Service Provider name b. Service Provider address c. Accepting new referrals d. Proximity to the Client’s residential address e. Proximity to public transportation f. Languages spoken g. Disability access h. Priority service (e.g., children, abused women, medical needs, special conditions / chronic diseases, etc.)
FR7.60	The System will display a list of Service Providers who meet the criteria, and information on each service provider.
FR7.61	The System will allow an authorized ALDHR Worker to select one or more Service Providers from the list.
FR7.62	The System will allow an authorized ALDHR Worker to document additional information about the referral. Configurable referral elements may include, but are not limited to: <ol style="list-style-type: none"> a. Referral reason <ol style="list-style-type: none"> i) Program benefits or services information ii) Program eligibility assessment iii) Medical evaluation for eligibility

Req #	Requirement Description
	<ul style="list-style-type: none"> iv) Service information or delivery v) Personal Responsibility Plan/ Individual Employment Plan vi) Employment/Training vii) Welfare to Work viii) Client re-location b. Referral type <ul style="list-style-type: none"> i) Mandatory – Referrals for services required of the Client for participation in ALDHR programs ii) Voluntary – Referrals for services or information optional to the Client c. Referral urgency <ul style="list-style-type: none"> i) Standard ii) Immediate / Urgent d. Referral notes (free text) e. Referral attachments
FR7.63	<p>The System will allow an authorized ALDHR Worker to select if a referral return receipt is required, and if so, what type, including, but not limited to:</p> <ul style="list-style-type: none"> a. Acknowledgement of referral (date for response optional) b. Acceptance / Denial of referral (date for response optional) c. Request for service event notifications
FR7.64	<p>The System will determine whether the referral requires ALDHR to obtain the informed consent of the Client for ALDHR to share the Client’s information with the Service Provider, based on ALDHR policy (e.g., if the referral is to a Service Provider external to ALDHR)</p>
FR7.65	<p>The System will display an informed consent form that the Client reviews and electronically signs for the referral if the referral requires the Client’s informed consent</p>
FR7.66	<p>The System will allow an authorized ALDHR Worker to save the referral at any point in the process</p>
FR7.67	<p>The System will store any information entered in the referral, but will not send the referral until it is ready for submission</p>
FR7.68	<p>The System will allow an authorized ALDHR Worker to submit the referral</p>
FR7.69	<p>The System will alert the referral recipient (Service Provider(s), an authorized ALDHR Worker, and Client, via their preferred communication channel, indicating a referral was created</p>
FR7.70	<p>The System will utilize several communication channels if the referral recipient is not a system user, including, but are not limited to:</p> <ul style="list-style-type: none"> a. Entering an email address and emailing the referral to the Service Provider b. Emailing the referral to the Client for Client follow-up c. Mailing (if centralized mailing is available)

Req #	Requirement Description
	d. Printing (for other mailing services, or for Client follow-up)
FR7.71	The System will allow the referral recipient to select the acknowledge referral option on the ALDHR Portal if the referral requires recipient acknowledgment.
FR7.72	The System will provide the referral recipient the list of referrals which require acknowledgement and will allow the user to select the referral from the list.
FR7.73	The System will provide a structured template for the recipient service provider or program to provide acknowledgement of the referral.
FR7.74	<p>The System will use known information based on the user’s profile to pre-populate the referral acknowledgement with editable text. This may include, but is not limited to:</p> <ul style="list-style-type: none"> a. Date and time of the acknowledgement b. First and Last name of referral recipient c. Organizational name of referral recipient d. ALDHR Program or Division name (internal referrals only) e. Contact information of referral recipient (email, phone, etc.)
FR7.75	The System will allow the recipient Service Provider or program to enter optional notes (free text) associated with the acknowledgement.
FR7.76	The System will allow the recipient Service Provider or program to submit the referral acknowledgement.
FR7.77	The System will send the referral acknowledgement to an authorized ALDHR Worker who created the referral.
FR7.78	The System will allow the referral recipient to accept or deny the referral, as appropriate, if the referral requires acceptance or denial of the referral.
FR7.79	The System will provide a structured template for the referral recipient to accept or deny the referral.
FR7.80	<p>The System will use known information based on the user’s profile to pre-populate the acceptance or denial notification with editable text. This may include, but is not limited to:</p> <ul style="list-style-type: none"> a. Date and time of the acceptance b. First and Last name of referral recipient c. Organizational name of referral recipient d. ALDHR Program or Division name (internal referrals only)
FR7.81	The System will require the referral recipient to enter a reason for the denial, based on a list of denial reasons determined by ALDHR, if the referral recipient is denying the referral.
FR7.82	The System will allow the recipient Service Provider or program to enter notes (free text) associated with the acceptance or denial.

Req #	Requirement Description
FR7.83	The System will allow the recipient Service Provider or program to submit the referral acceptance or denial.
FR7.84	The System will send the referral acceptance or denial to an authorized ALDHR Worker who created the referral.
FR7.85	<p>The System will accept information sent by the Service Provider if the referral includes a request for information regarding services provided to the Client. Information sent regarding referrals may include, but is not limited to:</p> <ul style="list-style-type: none"> a. Date service(s) provided b. “Sub” referrals (to other orgs providing services, e.g., transportation services) c. Information/data on Client progress related to referral
FR7.86	The System will allow an authorized ALDHR Worker to update the referral if an authorized ALDHR Worker needs to modify or withdraw a referral.
FR7.87	The System will allow an authorized ALDHR Worker to modify the referral or to withdraw the referral, as appropriate.
FR7.88	The System will allow an authorized ALDHR Worker to save the referral update.
FR7.89	The System will alert the referral recipient (Service Provider(s), appropriate ALDHR Worker (e.g., Eligibility Worker) and Client, via their preferred communication channel, indicating the referral was updated if the referral has been sent.
FR7.90	The System will populate the referral with as much information as possible based on information in the System or through another source (if provided) if, during import of data, a data matching processes, a process step, or other trigger, the System identifies the need for a referral based on configurable business rules.
FR7.91	The System will create the referral and send it to the configured Service Provider or ALDHR program or other Alabama State agencies through the configured method.
FR7.92	The System will save the draft of the referral if the System determines that it cannot complete the referral with the information provided.
FR7.93	The System will alert an authorized ALDHR Worker and prompt them to complete the referral process.
FR7.94	<p>The System will allow an authorized ALDHR Worker to access a list of referrals in the ALDHR Portal, if an authorized ALDHR Worker needs to view the list of referrals generated or received, based on search criteria including but not limited to:</p> <ul style="list-style-type: none"> a. Client name b. Service/program requested

Req #	Requirement Description
FR7.95	<p>The System will display summary information related to the referral for each referral accessed by an authorized ALDHR Worker, which may include, but is not limited to:</p> <ul style="list-style-type: none"> a. Date and time of the referral b. Referring party name/program c. Client name d. Service/program requested e. Referral urgency f. Referral status
FR7.96	<p>The System will allow the referral recipient to select a referral and review the referral, which may contain, but is not limited to:</p> <ul style="list-style-type: none"> a. Referral reason b. Referral type <ul style="list-style-type: none"> i. Mandatory – Referrals for services required of the Client for participation in ALDHR programs ii. Voluntary – Referrals for services or information optional to the Client c. Referral urgency <ul style="list-style-type: none"> i. Standard ii. Immediate/Urgent d. Referral notes e. Referral attachments f. Referral return receipt requested g. Referral status <ul style="list-style-type: none"> i. Unsaved/Saved ii. Unsent/Sent iii. Pending acknowledgment iv. Acknowledged v. Accepted (optional) vi. Denied (optional) vii. Service provider or program has made initial contact with Client (optional) viii. Appointment with Client is scheduled (optional) ix. Initial appointment with Client completed (optional)
FR7.97	<p>The System will allow an authorized ALDHR Worker to select the Client search function in the ALDHR Portal.</p>
FR7.98	<p>The System will allow an authorized ALDHR Worker to select one or more criteria and execute the search. Search criteria may include, but is not limited to:</p> <ul style="list-style-type: none"> a. Program name and program identifier b. Program Status by program (e.g., active / inactive) c. First name d. Middle initial e. Last name

Req #	Requirement Description
	<ul style="list-style-type: none"> f. Alias(es) h. Date of birth i. Age j. Gender k. Social security number (including partial number) l. Address, including partials: m. ZIP code n. County o. Birth name p. Alien registration number q. Client ID (unique identifier for Client in System)
FR7.99	The System will allow an authorized ALDHR Worker to deactivate individual search criteria and rerun the search if an authorized ALDHR Worker wishes to search with less search criteria (to broaden the search) without removing the entered content in the text box.
FR7.100	The System will allow an authorized ALDHR Worker to limit results to exact matches if an authorized ALDHR Worker wishes to constrain the search.
FR7.101	The System will allow an authorized ALDHR Worker to execute the search.
FR7.102	The System will search the Master Client Index for records that match the search parameters.
FR7.103	The System will display the Clients that exactly or best match the search parameter(s), depending on the searching method.
FR7.104	The System will display that there were no Clients matching the criteria if no matches are found.
FR7.105	The System will display the matched and unmatched elements for inspection by an authorized ALDHR Worker if the matches are not definitive (e.g., there is conflicting data).
FR7.106	The System will allow an authorized ALDHR Worker to revise the entered search parameters if multiple matches are found.
FR7.107	The System will allow an authorized ALDHR Worker to flag duplicative accounts for review and remediation if multiple matches are found that correctly identify the Client.
FR7.108	The System will allow an authorized ALDHR Worker to sort and filter the results based on the displayed field.
FR7.109	The System will allow an authorized ALDHR Worker to select the matching record when the System has identified the Client.
FR7.110	The System will display Client information based on an authorized ALDHR Worker access rights in the System.

Req #	Requirement Description
FR7.111	The System will allow the user (ALDHR Worker, Client or Service Provider) to log in to the System.
FR7.112	<p>The System will display alerts based on the user’s profile, access right(s) and case load or queue responsibilities. Alerts may include, but are not limited to:</p> <ul style="list-style-type: none"> a. Client information changes b. Appointment notices or reminders c. Referral notices d. Renewal notices e. Appeals notices f. Benefit recovery notices g. Informed Consent expiration h. Redetermination or eligibility notices i. New secure messages received (e.g., from Service Providers or other programs) j. Other alerts per ALDHR policy
FR7.113	<p>The System will allow the user to sort or filter alerts by the displayed alert fields including, but not limited to:</p> <ul style="list-style-type: none"> a. Urgency / importance / priority b. Date created c. Associated queue d. Assigned worker (if by a supervisor) e. Overdue items
FR7.114	The System will allow the user to dismiss one or multiple alerts without reading the detailed content if the alert is configured to allow this (and this will be noted in the audit trail).
FR7.115	The System will allow the user to select an alert to view.
FR7.116	The System will display the detailed content of the alert.
FR7.117	The System will create alerts which require additional action by a System User and will provide a short-cut / link to the appropriate task.
FR7.118	The System will save a timestamp of when the System User views the alert.
FR7.119	The System will allow the user to dismiss the alert as appropriate.
FR7.120	The System will allow the user to access their list of secure messages, or an authorized ALDHR Worker to access a client’s case record and select the secure messaging option.
FR7.121	The System will display a secure message form for the user to enter a secure message.
FR7.122	The System will pre-populate the information regarding the sender in the “from” area of the secure message.

Req #	Requirement Description
FR7.123	The System will display a list of System user groups (e.g., all SNAP/TANF, a specific field office’s staff, etc.) or individual System users, to whom the message may be sent, In the “to” area of the secure message.
FR7.124	The System will allow the user to filter / search the list for the appropriate group(s) or individual(s) to whom they need to send a secure message.
FR7.125	The System will allow the user to select one, several or all listed recipient groups or individuals.
FR7.126	The System will provide the option for the System User to associate the message to one or more Client records.
FR7.127	The System will allow an authorized ALDHR Worker to enter text describing the reason for the secure message or select from a list of common secure message reasons, as defined by ALDHR, in the “subject” area of the secure message.
FR7.128	The System will allow an authorized ALDHR Worker to enter text in the “body” area of the secure message.
FR7.129	The System will allow an authorized ALDHR Worker to attach electronic files to the secure message.
FR7.130	The System will allow an authorized ALDHR Worker to send the message.
FR7.131	The System will notify the recipient(s) of the secure message and provide a link to the secure message in the System.
FR7.132	The System will allow the recipient to access the portal and view the message.
FR7.133	The System will save a timestamp of when the message was viewed.
FR7.134	The System will display a secure message form for an authorized ALDHR Worker to enter a secure message if an authorized ALDHR Worker chooses to reply to the secure message.
FR7.135	The System will pre-populate the information regarding the sender in the “from” area of the secure message if an authorized ALDHR Worker chooses to reply to the secure message.
FR7.136	The System will allow an authorized ALDHR Worker to add recipients to the secure message thread and to make changes / additions to the recipient list in a reply, in the “to” area of the secure message.
FR7.137	The System will document the Client's or Clients' record(s) the secure message is associated with (field not editable in reply).
FR7.138	The System will display the subject (field not editable in reply) in the “subject” area of the secure message.
FR7.139	The System will allow an authorized ALDHR Worker to enter text that appends the original body text in the “body” area of the secure message.

Req #	Requirement Description
FR7.140	The System will allow the user (Client or Service Provider) to log in to the ALDHR Portal and select the option to chat with a ALDHR Service Center Worker.
FR7.141	<p>The System will prompt the user for information to assist in the routing of the chat. This may include, but is not limited to:</p> <ul style="list-style-type: none"> a. Language preference b. ADA compliant communication c. Issue / question type, which may include, but is not limited to: <ul style="list-style-type: none"> i. Client inquiry ii. Case status iii. Client change iv. Client issue / complaint v. Fraud & abuse referral (Program Integrity)
FR7.142	The System will add the request to a queue to be routed to an authorized ALDHR Worker if the user does not provide the routing information.
FR7.143	The System will use the System User’s preferred language in all subsequent communications based on the System User’s stated language preference.
FR7.144	<p>The System will respond to the chat request and provide immediate responses in one or more of the following ways:</p> <ul style="list-style-type: none"> a. The System will present links to frequently asked questions, based on the keywords in the user’s stated issue / question b. The System will provide a structured, guided, “wizard”-like flow of questions that identifies system resources (e.g., links or documents) that may assist the user
FR7.145	The System will ask the user if the automated responses resolved their issue or answered their question.
FR7.146	The System will allow the user to indicate whether their issue was resolved and/or question was answered.
FR7.147	The System will close the chat session and save the session if resolved.
FR7.148	The System will route the chat to the appropriate ALDHR Service Queue, based on reason for the request, if issue is not resolved.
FR7.149	The System will report the user’s position in the queue and/or approximate wait time to the user.
FR7.150	The System will allow an authorized ALDHR Worker to enter a chat session with the user when available.
FR7.151	The System will populate an authorized ALDHR Worker’s screen with the user’s case file, along with relevant information collected by the System.

Req #	Requirement Description
FR7.152	The System will allow an authorized ALDHR Worker to follow a predefined script to capture relevant information and further clarify the issue and identify a solution for certain issues / questions identified by ALDHR.
FR7.153	The System will provide information from the knowledge base, includes frequently asked questions and any known issues, that is relevant to the specific problem area and the known solutions.
FR7.154	The System will allow searching the knowledge base by key words.
FR7.155	The System will allow an authorized ALDHR Worker to respond to the user’s inquiry and try to resolve their issue.
FR7.156	The System will allow an authorized ALDHR Worker to enter the resolution and add the communication to the case file if the ALDHR Service Center Worker resolves the issue.
FR7.157	The System will allow an authorized ALDHR Worker to transfer or escalate the chat session to an appropriate ALDHR Worker or to the appropriate queue if the ALDHR Service Center Worker cannot resolve the user’s issue, but a ALDHR Worker is available that can assist the user.
FR7.158	The System will create a task with the issue and chat session transcript and assign it to the appropriate queue or ALDHR Worker’s task list for further investigation if an authorized ALDHR Worker cannot resolve the user’s issue and it requires additional follow-up.
FR7.159	The System will associate the task with the user’s case file if it exists.
FR7.160	The System will create an alert associated with the task, if appropriate.
FR7.161	The System will provide the information to the Interactive Voice Response (IVR) to determine which ALDHR Worker queue to route the Caller.
FR7.162	The System will save the call information in the caller’s case record (Client or Provider as appropriate) if the IVR resolves the Caller’s issue.
FR7.163	The System will populate an authorized ALDHR Worker’s screen with the Client’s case file, along with relevant information collected by the IVR, if the Caller is known to the System.
FR7.164	The System will allow an authorized ALDHR Worker to enter in identifying information about the Caller if the Caller is not known to the System.
FR7.165	The System will allow an authorized ALDHR Worker to enter the resolution of the call and the communication is added to the case file, if the caller is a client.
FR7.166	The System will allow an authorized ALDHR Worker to transfer or escalate the call to an appropriate ALDHR Worker or to the appropriate queue if one authorized ALDHR Worker cannot resolve the user’s issue, but another authorized ALDHR Worker is available that can assist the user.

Req #	Requirement Description
FR7.167	The System will populate an authorized ALDHR Worker’s screen with the Caller’s case file information, along with relevant information collected by the IVR or an authorized ALDHR Worker.
FR7.168	The System will log the issue and alert an authorized ALDHR Worker for further research if the call has been escalated to an authorized ALDHR Worker who cannot resolve the issue.
FR7.169	The System will flag the issue in the Caller’s record (Client or Provider as appropriate).
FR7.170	The System will allow the resolution to be documented and close the issue.
FR7.171	The System will generate a return email notification, notifying the sender that ALDHR will process the email and respond within a specified time, per ALDHR policy, when an email is sent to the ALDHR Service Center.
FR7.172	The System will allow an authorized ALDHR Worker to access the ALDHR Service Center email queue and open the email.
FR7.173	The System will allow an authorized ALDHR Worker to take the appropriate actions in the System, per ALDHR policy and procedures, if an authorized ALDHR Worker is able to address the contents of the email.
FR7.174	The System will allow an authorized ALDHR Worker to upload the file to the System and associate it with the appropriate Client case file or Service Provider record if the email contains an attachment that an authorized ALDHR Worker finds should be added to the System.
FR7.175	The System will allow an authorized ALDHR Worker to notify the appropriate program or field office work queue, per ALDHR policy and procedures if an authorized ALDHR Worker is unable to triage the issue or question.
FR7.176	The System will route the case or case task to the appropriate work queue, based on a set of pre-defined set of rules, per ALDHR policy.
FR7.177	The System will prioritize cases or case tasks based on configured rules and assigns the highest priority task to an authorized ALDHR Worker assigned to the queue if automatic routing to a work queue is employed.
FR7.178	<p>The System will allow an authorized ALDHR Worker assigned to the work queue to:</p> <ol style="list-style-type: none"> a. Take ownership of the case or case task b. Assign the case or case task to a specific ALDHR Worker c. Disposition the assigned case or case task, and be prompted to note the reason for this
FR7.179	The System will route the case or case task to an authorized ALDHR Worker, based on a set of pre-defined set of rules, per ALDHR policy, if automatic routing to a ALDHR Worker is employed.

Req #	Requirement Description
FR7.180	<p>The System will allow an authorized ALDHR Worker to:</p> <ul style="list-style-type: none"> a. Take ownership of the case or case task b. Assign the case or case task to a different ALDHR Worker or work queue
FR7.181	<p>The System will route the case or case task to a central work queue if manual routing is employed.</p>
FR7.182	<p>The System will allow an authorized ALDHR Worker to perform initial triage on the case or case task and resolve if manual routing is employed.</p>
FR7.183	<p>The System will allow an authorized ALDHR Worker to route the case or case task to the appropriate queue if unresolved and if manual routing is employed.</p>
FR7.184	<p>The System will allow an authorized ALDHR Worker assigned to:</p> <ul style="list-style-type: none"> a. Take ownership of the case or case task b. Assign the case or case task to an appropriate ALDHR Worker
FR7.185	<p>The System will route the case or case task to another ALDHR Worker, ALDHR Supervisor, or appropriate queue if additional actions are required, and the current ALDHR Worker is unable to complete them.</p>
FR7.186	<p>The SNAP/TANF Information System will allow for, but not require, a generic worker approach. Depending on the caseload sizes and staffing patterns in the counties across the state, there could be variation in how staff are assigned to SNAP and TANF cases.</p>
FR7.187	<p>The system will provide the flexibility to assign staff to one or both programs. The System will allow for staff management and security access based on roles.</p>
FR7.188	<p>The SNAP/TANF information system will provide information to assist supervisors in providing oversight such as, but not limited to, assignment of cases, transfer of cases, staff case load sizes, case complexity indicators, staff productivity in processing cases, notifications regarding past due actions, and alerts about potential errors.</p>
FR7.189	<p>The system will provide for the routing of work to the supervisors and managers for approvals / authorizations.</p>
FR7.190	<p>The system will allow users to add persons to a case after the case has been established.</p>
FR7.191	<p>The system will allow authorized users to have access to cases assigned to multiple offices / counties within the system.</p>
FR7.192	<p>The system will allow a user the flexibility to request approval from any supervisor/county director in the county / office. By default, the referral will be routed to the user's direct supervisor.</p>
FR7.193	<p>The system will provide a method for a supervisor to assign cases to workers one case at a time or to assign an entire caseload from one worker to another.</p>

Req #	Requirement Description
FR7.194	The system will provide supervisors with a method to assign pieces of work within cases among workers. The system will support this function by providing information about worker status, current caseloads, worker availability, case status, etc., and allow supervisors to use this information to sort or assign pieces of work within cases.
FR7.195	The system will maintain a history of changes in worker assignment for individual cases.
FR7.196	The system will allow a supervisor to make temporary assignments for pieces of work, such as change reports, SRs, Interviews, to a different worker within the appropriate unit. (i.e., SNAP, TANF, etc.), when an assigned worker is absent.
FR7.197	The system will allow workers to reopen closed cases, retain information that is still current, and modify information that may be outdated.
FR7.198	The system will allow users to search for individuals, providers, or cases using the following parameters: name, household, role, case number, county, race, gender, SSN, DOB, address, provider name, provider service type.
FR7.199	The system will link the worker assignment to the client, household, provider, and referral records.
FR7.200	The system will not allow "orphan" cases; each piece of work within a case will have a primary worker assigned and as many secondary/alternate worker assignments as needed.
FR7.201	The system will allow a supervisor or higher security level to transfer a case to a supervisor or higher security level in another county.
FR7.202	The system will allow supervisors to redirect requests for approval back to the submitting worker.
FR7.203	The system will provide that each worker has an assigned supervisor. The system will not allow an active worker to exist without an assigned supervisor.
FR7.204	The system will allow supervisors the ability to delegate online approval authority to another user.
FR7.205	The system will allow authorized users to close a case and record and track the following information: date closed, reason for closure, and worker name.
FR7.206	The system will provide a method of weighting cases based on case type, complexity, number of clients, etc., to be used as a factor when dividing cases among workers.
FR7.207	The System will allow the user to access dashboard reports on the ALDHR Portal.
FR7.208	The System will allow the user to configure dashboard preferences and select from a list of available reports to include in the dashboards, based on access rights, program role and reporting needs.

Req #	Requirement Description
FR7.209	<p>The System will display a list of different types of reports available, categorized as applicable. Categories may include, but not are limited to:</p> <ul style="list-style-type: none"> a. Program-centric reports b. Population-based reports c. Geographic-based reports d. Client based reports
FR7.210	<p>The System will allow the user to specify one or more applicable report parameters, as appropriate for each report added.</p>
FR7.211	<p>The System will allow the user to add the report to the dashboard.</p>
FR7.212	<p>The System will display the dashboard reports.</p>
FR7.213	<p>The System will allow the user to specify any applicable parameters while viewing report output if the System provides for an interactive visualization of dashboards.</p>
FR7.214	<p>The System will display a list of different types of pre-defined reports available to the user, based on the user’s profile and access rights.</p>
FR7.215	<p>The System will allow the user to select a report from the list.</p>
FR7.216	<p>The System will allow the user to specify one or more applicable report parameters. Parameters may include, but are not limited to:</p> <ul style="list-style-type: none"> a. Time period (e.g., last 30 days, previous month, previous quarter, customized date range, etc.) b. Population characteristics (e.g., age range, gender, economic status, race, ethnicity, etc.) c. Geography (e.g., zip code, region, county, etc.) d. Program (TANF, SNAP) e. Threshold-based and exception parameters (i.e., “hot spotting”) f. Percent change g. Ranking / prioritization
FR7.217	<p>The System will allow the user to select the option to generate the report.</p>
FR7.218	<p>The System will display the report on the screen and provide the ability to export report data (e.g., to Microsoft Excel), or print the report (e.g., PDF format or to printer).</p>
FR7.219	<p>The System will allow an authorized ALDHR Worker to view available data sources in the ALDHR Portal. Data sources may include, but are not limited to:</p> <ul style="list-style-type: none"> a. Data within the ALDHR systems, such as the master Client index, master provider index or other centralized data stores b. Data within legacy systems that are connected to the System and may be queried from the system c. Data from other external sources that may be imported for use in the query

Req #	Requirement Description
FR7.220	<p>The System will allow an authorized ALDHR Worker to access tools within the System to create queries based on the data and as needed. Querying capabilities may include, but are not limited to:</p> <ul style="list-style-type: none"> a. Joins b. Unions c. Comparisons d. Filtering e. Conversions f. Arithmetic functions g. Other basic querying functions
FR7.221	The System will provide a graphical user interface for the user to create queries.
FR7.222	The System will display the data based on the queries in a selected reporting format.
FR7.223	The System will provide the ability to export results of the query to various formats (e.g., Excel, csv, etc.).
FR7.224	The System will enable an authorized ALDHR Worker to modify or build on the initial query to further refine query results.
FR7.225	The System will allow an authorized ALDHR Worker to save the query for future use.
FR7.226	The System will allow an authorized ALDHR Worker to share the query with other users or user groups.
FR7.227	The System will provide the ability to define parameters for random sampling of data, by person or case, for audit and QA review purposes.
FR7.228	The system will support best practices for electronic case records including integrated document storage.
FR7.229	System will Allow for archiving of system generated notices and letters to clients.
FR7.230	System will Support the scanning and storage of supporting documentation from clients and providers.
FR7.231	System will Allow for document scanning and management.
FR7.232	System will Allow for reports of documents scanned with associated cases.
FR7.233	System will Provide dashboards for documents scanned and stored.
FR7.234	System will Allow for ad-hoc reporting on documents and cases.
FR7.235	The E&T portal will include Member enrollment with Provider management.
FR7.236	System will produce Reports/Documents related to Case Record Management.

Req #	Requirement Description
FR7.237	System will contain System Alerts, Worker Alerts and Notices for Case Record Management.

FR8. Appeals, Hearings, Complaints, and Reports Requirements

Req #	Requirement Description
FR8.1	The System will allow clients to submit a complaint, hearing and/or appeal request.
FR8.2	The System will provide guidance to the Appellant about the fields required for appeal submission and processing, which may include, but are not limited to: <ul style="list-style-type: none"> a. Action being appealed or questioned b. Program area c. Reason for complaint, hearing, administrative review, or appeal d. Whether the Appellant wishes to request continuation of benefits (if available) e. Whether the Appellant requests a fair hearing (if available), state office review or both f. Whether the Appellant requests the hearing be conducted in person (default is telephonic) g. Whether the Appellant will have legal representation at the time of the fair hearing. If yes, the contact information of the Appellant's counsel
FR8.3	The System will alert an authorized ALDHR Worker that there is a new complaint, hearing or appeal request for review.
FR8.4	The System will allow an authorized ALDHR Worker to review the submitted complaint or appeal request to determine if the information provided is sufficient for appeal processing to continue.
FR8.5	The System will allow an authorized ALDHR Worker to update the appeal request status as accepted.
FR8.6	The System will allow an authorized ALDHR Worker to alert an Appellant if additional information is needed to process / review request.
FR8.7	The System will allow an authorized ALDHR Worker to update an Appellant's appeal request as/if needed.
FR8.8	The System will allow an authorized ALDHR Worker to alert an authorized ALDHR Worker to review an appeal request, to determine if it can be accepted or denied.
FR8.9	The System will determine if an appeal request meets timeliness requirements, based on business rules defined by ALDHR.

Req #	Requirement Description
FR8.10	The System will alert an authorized ALDHR Worker to review an appeal request, to determine if it can be accepted or denied.
FR8.11	The System will allow an authorized ALDHR Worker to deny an appeal request.
FR8.12	The System will alert an Appellant if the Appellant's appeal request has been denied.
FR8.13	The System will allow an authorized ALDHR Worker to flag an appeal as requiring review for fair hearing.
FR8.14	The System will allow an authorized ALDHR Worker to screen an appeal request for fair-hear ability.
FR8.15	The System will allow an authorized ALDHR Worker to document whether an appeal request meets fair-hearing timeline and other requirements.
FR8.16	The System will issue an electronic appeal acknowledgement to the Appellant.
FR8.17	The System will alert an authorized ALDHR Worker to initiate conciliation for accepted appeal requests.
FR8.18	The System will allow an authorized ALDHR Worker to document conciliation results.
FR8.19	The System will alert an authorized ALDHR Worker of conciliation results.
FR8.20	The System will alert an authorized ALDHR Worker of required actions per the conciliation of an appeal.
FR8.21	The System will allow an authorized ALDHR Worker to document actions taken per the conciliation of an appeal.
FR8.22	The System will flag an appeal as requiring fair hearing or administrative review if the appeal cannot be conciliated.
FR8.23	The System will alert an authorized a ALDHR Worker to schedule a fair hearing or administrative review.
FR8.24	The System will allow an authorized ALDHR Worker to enter an appeal request on behalf of an Appellant.
FR8.25	The System will allow an authorized ALDHR Worker to document an Appellant's appeal denial response.
FR8.26	The System will allow an authorized ALDHR Worker to screen an appeal denial response for information sufficiency and evidence of good cause.
FR8.27	The System will allow an authorized ALDHR Worker to document any follow-up actions taken by a ALDHR Worker per an appeal denial response.
FR8.28	The System will alert an authorized ALDHR Worker of the need to review an appeal denial response.

Req #	Requirement Description
FR8.29	The System will allow an authorized ALDHR Worker to mark an appeal request as granted, when the appeal request was initially denied as accepted for good cause and the Appellant responded to the appeal request denial.
FR8.30	The System will alert the Appellant of appeal acceptance, when the appeal request was initially denied but the Appellant responded to the denial, if the appeal request is then accepted, and is related to the SNAP program.
FR8.31	The System will allow an authorized ALDHR Worker to mark an appeal request that was initially denied as accepted if the Appellant responds to the appeal request denial.
FR8.32	The System will allow an authorized ALDHR Worker to file a referral for an Administrative Disqualification Hearing (ADH), including information regarding the client and the Suspected Intentional Program Violation (SIPV).
FR8.33	The System will allow an Appellant to request a continuation of benefits pending appeal.
FR8.34	The System will alert an authorized ALDHR Worker of an Appellant's request for continuation of benefits pending appeal.
FR8.35	The System will allow an authorized ALDHR Worker to approve or deny an Appellant's continuation of benefits pending appeal.
FR8.36	The System will allow an authorized ALDHR Worker to document the relevant information regarding an Appellant's continuation of benefits pending appeal.
FR8.37	The System will determine whether the appeal should be conducted by administrative review or a fair hearing, or both based on business rules defined by ALDHR.
FR8.38	The System will create and sends an administrative review acknowledgement notification to the Appellant and to an authorized ALDHR Worker (and all relevant parties) providing information on the deadline for submittal of documentation for an authorized ALDHR Worker to review.
FR8.39	The System will allow an Appellant and an authorized ALDHR Worker to submit documentation supporting their position related to an appeal.
FR8.40	The System will allow an authorized ALDHR Worker to document information related to an appeal, including attaching files to the appeal.
FR8.41	The System will alert an authorized ALDHR Worker assigned to conduct the administrative review of the appeal, according to business rules defined by ALDHR.
FR8.42	The System will allow an authorized ALDHR Worker to schedule a fair hearing.
FR8.43	The System will alert all parties to an appeal with a Notice of Hearing.

Req #	Requirement Description
FR8.44	The System will allow an authorized ALDHR Worker to create an evidence packet to be exhibited at the fair hearing.
FR8.45	The System will allow an authorized ALDHR Worker to document interactions between parties to the appeal, prior to the fair hearing.
FR8.46	The System will allow an authorized ALDHR Worker to review all information related to an appeal while conducting a fair hearing or administrative desk review.
FR8.47	The System will allow an authorized ALDHR Worker to document any additional information provided by any party to an appeal during the fair hearing.
FR8.48	The System will allow an authorized ALDHR Worker to mark a fair hearing or administrative desk review as open, and to specify the date when it will close.
FR8.49	The System will allow an authorized ALDHR Worker to mark an appeal as awaiting an initial order.
FR8.50	The System will allow an authorized ALDHR Worker to keep a record open and provide the date after which the record will close.
FR8.51	The System will allow an any party to an appeal to file a request for continuance.
FR8.52	The System will alert an authorized ALDHR Worker of a filed request for continuance.
FR8.53	The System will allow an authorized ALDHR Worker to issue an Order of Continuance.
FR8.54	The System will extend the timeframe for the scheduling of an administrative review or fair hearing, per business rules defined by ALDHR, when an authorized ALDHR Worker approves a request for continuance, and the party requested the continuance is the Appellant.
FR8.55	The System will alert all parties to the appeal of the Order of Continuance.
FR8.56	The System will alert an authorized ALDHR Worker to reschedule an administrative review or fair hearing, if an authorized ALDHR Worker approves a request for continuance.
FR8.57	The System will allow an authorized ALDHR Worker to deny a request for continuance.
FR8.58	The System will alert all parties to the appeal of a denied request for continuance.
FR8.59	The System will allow an Appellant to submit an appeal withdrawal request, including the ability to electronically sign the appeal withdrawal request.

Req #	Requirement Description
FR8.60	The System will allow an authorized ALDHR Worker to submit an appeal withdrawal request on behalf of an Appellant.
FR8.61	The System will alert an authorized ALDHR Worker of an Appellant's appeal withdrawal request.
FR8.62	The System will allow an authorized ALDHR Worker to upload files documenting an Appellant's appeal withdrawal request.
FR8.63	The System will determine if a fair hearing has been scheduled for an appeal related to an Appellant's appeal withdrawal request.
FR8.64	The System will alert an Appellant that an authorized ALDHR Worker will review the withdrawal request before the hearing is withdrawn, if the date and time of the appeal withdrawal request is received within a specified number of business days prior to a scheduled hearing, per business rules defined by ALDHR.
FR8.65	The System will alert an authorized ALDHR Worker to review the withdrawal request, if the date and time of the appeal withdrawal request is received within a specified number of business days prior to a scheduled hearing, per business rules defined by ALDHR.
FR8.66	The System will create a Hearing Request Withdrawal for approved appeal withdrawal request.
FR8.67	The System will alert an authorized ALDHR Worker to review a Hearing Request Withdrawal.
FR8.68	The System will allow an authorized ALDHR Worker to approve or deny a Hearing Request Withdrawal.
FR8.69	The System will alert all parties to the appeal of a Hearing Request Withdrawal, if an authorized ALDHR Worker approves the Hearing Request Withdrawal
FR8.70	The System will remove an (appeal) case from the docket / schedule, if / when there is an approval of the Hearing Request Withdrawal for the appeal.
FR8.71	The System will alert all parties to the appeal of a denied appeal withdrawal request.
FR8.72	The System will allow an authorized ALDHR Worker to schedule an ADH, based on business rules defined by ALDHR.
FR8.73	The System will allow an authorized ALDHR Worker to document an evidence packet for the ADH.
FR8.74	<p>The System will alert the client (respondent) of the ADH, at a specified number of days before the scheduled ADH, per business rules defined by ALDHR. This alert includes, but is not limited to, the following information:</p> <ul style="list-style-type: none"> a. The date, time, and place of the hearing b. The charge(s) against the household member

Req #	Requirement Description
	<ul style="list-style-type: none"> c. A summary of the evidence, and how and where the evidence can be examined d. A warning that, if the household fails to appear at the hearing, the decision will be based solely on information provided by ALDHR e. A warning of possible penalties if there is a determination of intentional program violation f. A listing of the household member's rights, including right to waive the ADH, and information on the process to waive g. A statement that the hearing does not preclude the State or Federal Government from prosecuting the household member of intentional program violation in a civil or criminal court action nor from collecting the over-issuance (note – not current State practice) h. Information on how the client may obtain free legal advice
FR8.75	<p>The System will allow an authorized ALDHR Worker to document all information on attempts to issue the advance notice of ADH to the client (respondent), including, but not limited to:</p> <ul style="list-style-type: none"> a. Names and addresses used for correspondence b. Method of correspondence (e.g., certified mail) c. FedEx tracking number of each attempt, if appropriate d. Number of correspondence attempts made e. If someone receives the notice, information on formal acceptance of correspondence (e.g., name and date of signature)
FR8.76	<p>The System will allow an authorized ALDHR Worker to document a client's (respondent) request to waive their right to an ADH.</p>
FR8.77	<p>The System will allow an authorized ALDHR Worker to accept a client's (respondent) request to waive their right to an ADH.</p>
FR8.78	<p>The System will remove an ADH from the docket / schedule, if the client (respondent) waives their right to an ADH, and the request is approved by ALDHR.</p>
FR8.80	<p>The System will allow an authorized ALDHR Worker to draft an Initial Order, including, but not limited to, the following:</p> <ul style="list-style-type: none"> a. The decision b. The required actions and due dates c. The participants d. How the hearing was conducted (telephone or in person) e. Appealed action f. Findings g. When the appeal was heard h. When the order was entered i. Evidence submitted

Req #	Requirement Description
FR8.81	The System will allow an authorized ALDHR Worker to issue a default order if an Appellant does not appear for a fair hearing.
FR8.82	The System will alert an authorized ALDHR Worker Supervisor that there is a new order for review.
FR8.83	The System will allow an authorized ALDHR Worker Supervisor to approve the Initial Order.
FR8.84	The System will issue an Initial Order approved by an authorized ALDHR Worker.
FR8.85	The System will allow an authorized ALDHR Worker to review the order, and to route the order to an authorized ALDHR Worker for further review / action, as necessary.
FR8.86	The System will alert all parties with the Notice of Initial Order. Included in the Notice of Initial Order are timelines for Petitions for Reconsideration and Appeal of Initial Order and reconsideration of the Final Order, as specified by policy.
FR8.87	The System will allow an authorized ALDHR Worker to print the Initial Order.
FR8.88	The System will allow an authorized ALDHR Worker to document when the Initial Order was mailed to the Appellant.
FR8.89	The System will allow a party to the appeal, or an authorized ALDHR Worker, to document a Petition for Reconsideration of the Initial Order.
FR8.90	The System will determine if the Petition for Reconsideration of the Initial Order meets timeliness requirements, per business rules defined by ALDHR.
FR8.91	The System will alert an authorized ALDHR Worker of acceptance of the Petition for Reconsideration of the Initial Order, if the petition meets timeliness requirements.
FR8.92	The System will alert all parties that the Petition for Reconsideration of Initial Order is not accepted if the petition does not meet filing requirements.
FR8.93	The System will alert all parties to the appeal of receipt of the Petition for Reconsideration of the Initial Order.
FR8.94	The System will allow an authorized ALDHR Worker to grant the Petition for Reconsideration of the Initial Order.
FR8.95	The System will allow an authorized ALDHR Worker to modify the Initial Order, per acceptance of the Petition for Reconsideration of the Initial Order.
FR8.96	The System will alert all parties to the appeal of modified Initial Order.
FR8.97	The System will allow an authorized ALDHR Worker to print the modified Initial Order.

Req #	Requirement Description
FR8.98	The System will document the date and time when the modified Initial Order was mailed to the Appellant.
FR8.99	The System will allow an authorized ALDHR Worker to enter an Order for Reconvening a Hearing, per acceptance of a Petition for Reconsideration of Initial Order.
FR8.100	The System will alert an authorized ALDHR Worker of the need to schedule the (reconvening of a) fair hearing, per an Order for Reconvening a Hearing.
FR8.101	The System will allow an authorized ALDHR Worker to schedule the (reconvening of a) fair hearing and send notice to the Appellant, per an Order for Reconvening a Hearing.
FR8.102	The System will allow an authorized ALDHR Worker to enter a Denial of Petition for Reconsideration of Initial Order.
FR8.103	The System will alert all parties to the appeal of a Denial of Petition for Reconsideration of Initial Order.
FR8.104	The System will alert all parties that the Petition for Reconsideration of Initial Order was denied, a specified number of days after the petition was received, per business rules defined by ALDHR, if ALDHR takes no action regarding the petition.
FR8.105	The System will allow a party to the appeal to submit a Petition for Appeal of Initial Order.
FR8.106	The System will determine whether a Petition for Reconsideration of Initial Order (for the appeal) has been filed for an appeal for which the Petition for Appeal of Initial Order has also been filed.
FR8.107	The System will mark the status of the Petition for Appeal of Initial Order as on hold pending Petition for Reconsideration of Initial Order, if the Petition for Reconsideration of Initial Order is under review by an authorized ALDHR Worker.
FR8.108	The System will mark the status of the Petition for Appeal of Initial Order as moot, if an authorized ALDHR Worker has either granted a Petition for Reconsideration of Initial Order or issued a Reconvening of the Hearing (per the Petition for Reconsideration of Initial Order).
FR8.109	The System will alert all parties to the appeal if the Petition for Appeal of Initial Order is deemed moot.
FR8.110	The System will process the Petition for Appeal of Initial Order if the Petition for Reconsideration of Initial Order is denied.
FR8.111	The System will determine if the Petition for Appeal of Initial Order meets filing requirements, according to business rules defined by ALDHR.

Req #	Requirement Description
FR8.112	The System will alert the Appellant that the Petition for Appeal of Initial Order is not accepted if the petition does not meet filing requirements.
FR8.113	The System will alert an authorized ALDHR Worker of an accepted Petition for Appeal of Initial Order.
FR8.114	The System will alert all parties to the appeal of an accepted Petition for Appeal of Initial Order, with receipt of the petition and a deadline for filing additional briefs, per business rules defined by ALDHR.
FR8.115	The System will allow all parties to the appeal to upload any briefs related to the Petition for Appeal of Initial Order.
FR8.116	The System will allow an authorized ALDHR Worker to review all briefs filed in response to a Petition for Appeal of Initial Order.
FR8.117	The System will allow an authorized ALDHR Worker to enter an Order to Vacate and Remand the Initial Order.
FR8.118	The System will allow an authorized ALDHR Worker to modify the initial order per the decision to vacate and remand.
FR8.119	The System will alert all parties to the appeal of the Order to Vacate and Remand the Initial Order.
FR8.120	The System will allow an authorized ALDHR Worker to print the Order to Vacate and Remand Initial Order.
FR8.121	The System will allow an authorized ALDHR Worker to document when the Order to Vacate and Remand the Initial Order was mailed to the Appellant.
FR8.122	The System will allow an authorized ALDHR Worker to enter a Reconvening of the Hearing, per the Petition for Appeal of Initial Order.
FR8.123	The System will alert all parties to the appeal of a reconvening of the hearing.
FR8.124	The System will allow an authorized ALDHR Worker to schedule a reconvening of the hearing and send notice to the Appellant.
FR8.125	The System will allow an authorized ALDHR Worker to deny the Petition for Appeal of Initial Order.
FR8.126	The System will mark the Initial Order as the Final Order if an authorized ALDHR Worker denies the Appeal for Initial Order.
FR8.127	<p>The System will mark the Initial Order as the Final Order if:</p> <ol style="list-style-type: none"> a. A specified number of days (defined in Alabama policy) have elapsed following Initial Order and neither a Petition for Reconsideration of Initial Order nor a Petition for Appeal of Initial Order has been filed by any party to the appeal

Req #	Requirement Description
	<ul style="list-style-type: none"> b. The Petition for Reconsideration of Initial Order has been denied, with no Petition for Appeal of Initial Order filed after a specified number of days (defined in Alabama state law) c. Petition for Appeal of Initial Order denied d. Appeal was related to a ALDHR program, where Initial Order is considered final, with no petition rights, per ALDHR policy
FR8.128	The System will allow an Appellant to submit a Petition for Reconsideration of Final Order.
FR8.129	The System will alert all parties to the appeal of a Petition for Reconsideration of Final Order.
FR8.130	The System will determine if the Petition for Reconsideration of Final Order meets timeliness filing requirements, per business rules defined by ALDHR.
FR8.131	The System will alert the Appellant that the Petition for Reconsideration of Final Order is not accepted if the petition does not meet filing requirements.
FR8.132	The System will alert an authorized ALDHR Worker of an accepted Petition for Reconsideration of Final Order.
FR8.133	The System will allow an authorized ALDHR Worker to review a Petition for Reconsideration of Final Order.
FR8.134	The System will allow an authorized ALDHR Worker to enter a Granting of the Petition by entering a modified Final Order, per the Petition for Reconsideration of Final Order.
FR8.135	The System will alert all parties to the appeal of the modified Final Order entered by an authorized ALDHR Worker.
FR8.136	The System will allow an authorized ALDHR Worker to print the modified Final Order.
FR8.137	The System will allow an authorized ALDHR Worker to document when the modified Final Order was mailed to the Appellant.
FR8.138	The System will allow an authorized ALDHR Worker to document any follow-up actions taken per the modified Final Order.
FR8.139	The System will allow an authorized ALDHR Worker to enter an Order to Vacate and Remand the Final Order, per the Petition for Reconsideration of Final Order.
FR8.140	The System will alert all parties to the appeal of the Order to Vacate and Remand the Final Order.
FR8.141	The System will allow an authorized ALDHR worker to print the Order to Vacate and Remand the Final Order.
FR8.142	The System will allow an authorized ALDHR Worker to document when the Order to Vacate and Remand the Final Order was mailed to the Appellant.

Req #	Requirement Description
FR8.143	The System will alert an authorized ALDHR Worker of the Order to Vacate and Remand the Final Order.
FR8.144	The System will allow an authorized ALDHR Worker to enter an Order to Reconvene the Hearing, per the Petition for Reconsideration of Final Order.
FR8.145	The System will allow the authorized ALDHR worker to modify the initial order consistent with findings.
FR8.146	The System will alert all parties to the appeal of the Order to Reconvene the Hearing.
FR8.147	The System will allow an authorized ALDHR worker to schedule the reconvening of the hearing.
FR8.148	The System will allow an authorized ALDHR Worker to deny the Petition for Reconsideration of Final Order.
FR8.149	The System will alert all parties that the Petition for Reconsideration of Final Order was denied, a specified number of days after the petition was received, per business rules defined by ALDHR, if ALDHR takes no action regarding the petition.
FR8.150	The System will allow an authorized ALDHR Worker to document that an appeal is under Petition for Judicial Review.
FR8.151	The System will provide a means to create a record for Judicial Review.
FR8.152	The System will allow an authorized ALDHR Worker to document the order issued by the Court, per a Petition for Judicial Review.
FR8.153	The System will allow an authorized ALDHR Worker to document any follow-up actions taken per a Petition for Judicial Review.
FR8.154	The System will alert an authorized ALDHR Worker to review the (modified) Final Order, at a specified time following when the Order was entered or marked final, if no further appeals have been filed.
FR8.155	The System will mark the appeal as closed if no actions are required per the Final Order.
FR8.156	The System will allow an authorized ALDHR Worker to document any follow-up actions taken, per the Final Order.
FR8.157	The system must allow for documentation of Conference activities: <ul style="list-style-type: none"> a. conference offered b. refused c. conference held d. disposition
FR8.158	The System will allow an authorized ALDHR Worker to mark the appeal as closed when all follow-up actions are taken per the Final Order.

Req #	Requirement Description
FR8.159	The System will determine if follow-up actions have not been taken and need to be completed by ALDHR, per a timeline defined by the Final Order.
FR8.160	The System will alert an authorized ALDHR Worker of follow-up actions that have not been taken, and need to be completed, according to a timeline determined by the Order.
FR8.161	<p>System will include a client services module which will allow user to submit, document, collect and resolve:</p> <ul style="list-style-type: none"> a. reports of suspected fraud b. out of state inquiries (received and submitted) c. complaints d. requested a conference information e. requested fair hearings information and f. appeals between ALDHR and its clients.
FR8.162	System will track reports, complaints, hearings and appeals from inception through resolution.
FR8.163	<p>The system will allow a user via use of the public facing portal, to</p> <ul style="list-style-type: none"> a. report suspected fraud b. submit out of state inquiries c. file a complaint d. request a conference e. request a fair hearing and f. appeals between ALDHR and its clients
FR8.164	System must allow contain dropdown box of common complaints, request for hearings and appeals, ALDHR user to select for easier tracking.
FR8.165	System will retain original county codes geographic admin codes and case numbers assigned by ALDHR SNAP legacy systems [Counties 1 - 67 and 70 for the Alabama Elderly Simplified Application Project (ASEAP), 1 - 67 and 77 (Bessemer) for TANF, 88 - Other County 00 - Other state]. Other states will also be identified with their two-letter state abbreviation.
FR8.166	<p>System will use ALDHR Client Call Codes to document Reason for communication as follows:</p> <ul style="list-style-type: none"> 1 - out of state inquiry 2- Eligibility Inquiry 3 - check status of application/recert, C501 (TANF Recert) and C540 (TANF) 4 - check status of semi-annual report 5 - hearing related 6 - Family Assistance 7 - EBT 8 - Amount of Allotment

Req #	Requirement Description
	<p>9 - Work Requirement / voluntary quit 10 - Rudeness of County staff 11 - Dissatisfaction with agency Action 12 - Returned call, client not home / problem resolved 13 - Other 14 - Claims related 15 - client verification letter 16 - online application /website issues 17 - general questions not related to SNAP 18 - Fraud Report 19 - application 20 - verification 21 - change reported 22 - issuance date 28 - Disaster related 88 - Other County</p>
FR8.167	<p>System must record the following data sets:</p> <ul style="list-style-type: none"> a. source of complaint or request, b. county, c. case number, d. client name e. date of request, f. date received by ALDHR staff, g. due date, h. reason for complaint/report or request, i. date of schedule letter mailed, j. date of hearing, k. reschedule date, l. new due date, m. decision mailed, n. hearing officer name or user ID, o. action taken, p. system will calculate number days if late, q. decision number, date of county action, comments r. date of county action s. comments