

HEAP Alternate Certifiers - myBenefits/myWorkspace Protocols

What Alternate Certifiers (AC) CAN do	What Alternate Certifiers (AC) CANNOT do
<p>AC Supervisor and AC Worker can</p> <ul style="list-style-type: none"> • Process only Case Type 60 • Application Inquiry from the myWorkspace Worker Inbox • Calculate and store Automated Budgeting and Eligibility Logic (ABEL) budgets, and • Calculate scratchpad budgets <p>For example, if a social services district (district) arranged for an AC to calculate an ABEL budget, it must be submitted to the district for final approval.</p> <p>AC Supervisor can also withdraw applications.</p>	<p>AC Supervisor and AC Worker cannot register a new application in myWorkspace.</p> <p>AC Supervisor and AC Workers cannot search for an application or application registration from the Application Management button and cannot search for case numbers from the Case Management button.</p> <p>Only the district can register new case applications through the Application Registration process in myWorkspace.</p> <p>New case applications submitted through myBenefits are automatically registered in WMS through myWorkspace.</p>
<p>With permission from the applicant, AC Supervisor and AC Worker can help new and returning applicants use myBenefits to apply for HEAP.</p> <p>The application is submitted from the AC's location using the applicant's account information.</p>	<p>AC must not issue benefits or guarantee payments.</p> <p>AC cannot sign the authorization document (3209). The 3209 must be signed</p> <ul style="list-style-type: none"> • by a district worker or supervisor, or • based on an approved 3209 waiver with OTDA
<p>The district must assign cases to the AC.</p> <p>Names of users who are assigned the AC Supervisor and AC Worker roles in myWorkspace will display in the "Assignee ID" dropdown box used by district clerical and supervisory staff to assign applications.</p> <ul style="list-style-type: none"> • The district must assign new applications from the Intake Inbox to the AC in order for the AC to see and access the applications • The district must decide which cases are assigned to the AC. 	<p>AC cannot run a clearance report.</p> <p>AC cannot submit a pending transaction directly to WMS.</p>
<p>AC can conduct a search by SSN or CIN to retrieve information currently displayed on the HEAP Individual History under the time limit tracking menu.</p>	<p>AC does not have the ability to type ASSIGN in the CIN field in myWorkspace.</p>
<p>AC will be able to access myWorkspace when provided with</p> <ul style="list-style-type: none"> • Remote network connectivity, and • Assignment of appropriate user roles 	<p>AC cannot transfer a case to another county.</p>

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Advantage to the Alternate Certifier Assisting HEAP Applicants in Submitting an Application through myBenefits

When an AC assists a HEAP applicant in completing and submitting an electronic application through myBenefits, the application is registered in myWorkspace. Any application submitted via myBenefits is automatically registered and transmitted to the district's myWorkspace "Inbox" regardless of how the myBenefits application was submitted: the applicant (alone) or the applicant (with help from an AC) using the applicant's personal myBenefits account.

The AC should be instructed to educate applicants who want to submit a paper application for Regular HEAP benefits about the following advantages of applying electronically through myBenefits:

- Applicants can check on status of application.
- Applicants can see the amount of the approved benefits.
- Applicants can electronically submit documentation to districts that have I/EDR.

Note: Any application electronically submitted by a HEAP applicant with assistance of the AC supports the district in the following ways:

- The district will not need to register the application in myWorkspace.
- There will be no paper application to physically transfer from the AC to the district.
- Calls about their benefit status and benefit amounts or deposits in their EBT account from the applicant to the districts should be reduced since applicants can see this information on their own through myBenefits.