



WA424 MIPPA APPLICATIONS FALLING OUT OF NO TOUCH PROCESS

MIPPA applications received from the LIS Interface will typically create one of two No Touch fallout tasks – the ‘Intake’ task or the ‘Tax Household’ task. Please use the following tips when processing either task.

Intake task

- This task is routed to the Clearinghouse appropriately. The application should be registered and the Worker Assignment done manually (so that it can be assigned to the appropriate DCF Ghost Worker ID).
- Complete the ‘Intake’ task and then locate the ‘Process Application’ task.
- From the **Task Inventory** page, check the box to the left of the ‘Process Application’ task and click the **Reassign** button.
- On the **Reassign Task** page, assign the task to the appropriate Queue, Location, and the Case Number (if a converted case number was used).

Tax Household task

- If the **eApp Summary** indicates a Source of LIS, then the worker knows that this is a MIPPA application.
- Reassign the program block to the appropriate DCF Ghost Worker ID.
- Complete the ‘Tax Household’ task.
- From the **Task Inventory** page, locate the ‘Process Application’ task that was produced.
- Using the Reassign Task page, assign the task to the appropriate Queue and Location.

Document Change Log

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