



Rushmore

Today's Agenda

- **Why Perform Case Reviews**
- **Benefits of Case Monitoring**
- **Rushmore – What It's NOT**
- **Where & How to Access Rushmore**
- **Entering a Case Review**
- **Batching Reviews**
- **Responding to Case Reviews**
- **Reports**

Why Perform Case Reviews

Case reviews ensure that cases are correct, allotments are accurate, and benefits are issued timely.

The work that we perform is very outcome driven involving a lot of reports and collection of data. It requires a fact-based, data driven, analytical approach, with forward thinking. We have daily, weekly, and monthly performance targets to meet and are constantly evaluating and re-evaluating processes. For this reason, consistent monitoring of case reviews, evaluation of operations and activities is a necessity.

While there are many avenues to conduct a review, the use of Rushmore is required.

Benefits of Case Monitoring

Monitoring and performing case reviews in Rushmore can offer the following benefits:

- ✓ **Ensures that all BP staff are evaluated on the same criteria.**
- ✓ **BP staff can review case monitoring criteria and respond**
- ✓ **Allows supervisors to track error trends and worker proficiencies**
- ✓ **Provides reports for supervisor review**
- ✓ **Identifies training needs for the worker as well as all BP staff**
- ✓ **Streamlines the monitoring process, making it easier for supervisors to review cases.**

What Rushmore is NOT

QC does not utilize Rushmore for their case reviews

- Cases are rebuilt in the QC system
- Will not be able to review the error in Rushmore



Where to Find Rushmore

FUSION
QUICK LINKS
APPLICATIONS
RUSHMORE



How to Access Rushmore

LDAP User ID and password

A screenshot of a login form titled 'Please Log On:'. The form has a light green background and a black border. It contains two input fields: 'Enter User ID:' and 'Password:'. Below the input fields is an 'OK' button.

Main Screen

RAJKUMAR, SHARMA J **Case Review(Eligibility) v 5.3** Saturday, August 2, 2025

[User Guide](#)

Case Review Menu:

Enter Case Reviews Find Case Review View Reports Find Re-Reviews

Batch Management Case Pull Find

[Hide Message Center](#)

Case Number	Case Name	Review ID	Worker	Reviewer Type/Message	Date
[REDACTED]	[REDACTED]	165094	FOONO, DEBORAH	[REDACTED] (275 additional reviews)	Review Started: 9/21/2024
[REDACTED]	[REDACTED]	153931	ROSS, KENDRA L	[REDACTED] (175 additional reviews)	Review Started: 5/28/2024

Log Off



Access the Rushmore User Guide using this hyperlink

Entering a Case Review

RAJKUMAR, SHARMA J **Case Review(Eligibility) v 5.3** Saturday, August 2, 2025

[User Guide](#)

Case Review Menu:

[Enter Case Reviews](#) [Find Case Review](#) [View Reports](#) [Find Re-Reviews](#)

[Batch Management](#) [Case Pull Find](#)

[Hide Message Center](#)

Case Number	Case Name	Review ID	Worker	Reviewer Type/Message	Date
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The Case Review Menu displays after successfully logging in

Entering a Case Review continued



Enter Case Review Review ID: (new) Review Date: 08/02/2025

Main Review		Review Elements		Program Specific/Other		Review Action	
Reviewer	Type	Reviewer Sup Last	First Name	Reviewer Locality			
RAJKUMAR, SHARMA J	State Level Case Reader	CLARK	DIANA	Home Office			
Review Month	Review Class	VACMS Number	MA/Case #	Case Last Name	First Name		
	Regular						
Worker Last Name	First Name	Supervisor Last Name	First Name	Locality			
Assigned To Last Name	First Name	Assigned To Sup Last Name	First Name	Assigned To Locality			

Program	Review Type	MC/CC Category

Buttons: Add, Edit, Delete, Cancel, Save, Print, Close

Entering a Case Review continued

Enter Case Review		Review ID: (new)	Review Date: 08/09/2025	
Main Review	Review Elements	Program Specific/Other	Review Action	
Reviewer: <input type="text" value="RAJKUMAR, SHARMA J"/> Type: <input type="text" value="State Level Case Reader"/>	Reviewer Sup Last: <input type="text" value="CLARK"/> First Name: <input type="text" value="DIANA"/>	Reviewer Locality: <input type="text" value="Home Office"/>		
Review Month: <input type="text" value="06/2025"/> Review Class: <input type="text" value="Regular"/>	VACMS Number: <input type="text" value="123456789"/> MA/Case #: <input type="text"/>	Case Last Name: <input type="text" value="DOO"/> First Name: <input type="text" value="SCOOBY"/>		
Worker Last Name: <input type="text"/>	Supervisor Last Name: <input type="text"/> First Name: <input type="text"/>	Locality: <input type="text"/>		
Assigned To Last Name: <input type="text"/>	Assigned To Sup Last Name: <input type="text"/> First Name: <input type="text"/>	Assigned To Locality: <input type="text"/>		

	Program	Review Type	MC/CC Category
	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		

<input type="button" value="Add"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	<input type="button" value="Cancel"/>	<input type="button" value="Save"/>	<input type="button" value="Print"/>	<input type="button" value="Close"/>
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Entering a Case Review continued

Enter Case Review Review ID: (new) Review Date: 08/02/2025

Main Review	Review Elements	Program Specific/Other	Review Action																																																
<p>Reviewer: <input type="text" value="RAJKUMAR, SHARMA J"/> Type: <input type="text" value="State Level Case Reader"/> Reviewer Sup Last: <input type="text" value="CLARK"/> First Name: <input type="text" value="DIANA"/> Reviewer Locality: <input type="text" value="Home Office"/></p> <p>Review Month: <input type="text" value="06/2025"/> Review Class: <input type="text" value="Regular"/> VACMS Number: <input type="text" value="123456789"/> MA/Case #: <input type="text"/> Case Last Name: <input type="text" value="ROSE"/> First Name: <input type="text" value="DAVID"/></p> <p>Worker Last Name: <input type="text"/> First Name: <input type="text"/> Supervisor Last Name: <input type="text"/> First Name: <input type="text"/> Locality: <input type="text"/></p> <p>Assigned To Last Name: <input type="text"/> First Name: <input type="text"/> Assigned To Sup Last Name: <input type="text"/> First Name: <input type="text"/> Assigned To Locality: <input type="text"/></p>																																																			
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">Delete</th> <th style="width: 25%;">Program</th> <th style="width: 30%;">Review Type</th> <th style="width: 40%;">MC/CC Category</th> </tr> </thead> <tbody> <tr> <td><input type="button" value="Delete"/></td> <td><input type="text" value="SNAP"/></td> <td><input type="text" value=""/></td> <td></td> </tr> <tr> <td></td> <td><input type="text" value=""/></td> <td><input type="text" value="Claims/Restoration"/></td> <td></td> </tr> <tr> <td></td> <td><input type="text" value=""/></td> <td><input type="text" value="Denial"/></td> <td></td> </tr> <tr> <td></td> <td><input type="text" value=""/></td> <td><input type="text" value="Expenses & Deduction"/></td> <td></td> </tr> <tr> <td></td> <td><input type="text" value=""/></td> <td><input type="text" value="Full"/></td> <td></td> </tr> <tr> <td></td> <td><input type="text" value=""/></td> <td><input type="text" value="Late Renewals/Expedite"/></td> <td></td> </tr> <tr> <td></td> <td><input type="text" value=""/></td> <td><input type="text" value="Suspension"/></td> <td></td> </tr> <tr> <td></td> <td><input type="text" value=""/></td> <td><input type="text" value="Targeted-General"/></td> <td></td> </tr> <tr> <td></td> <td><input type="text" value=""/></td> <td><input type="text" value="Termination/Closure"/></td> <td></td> </tr> <tr> <td></td> <td><input type="text" value=""/></td> <td><input type="text" value="Work Registration"/></td> <td></td> </tr> <tr> <td></td> <td><input type="text" value=""/></td> <td><input type="text" value="Work Requirement"/></td> <td></td> </tr> </tbody> </table>				Delete	Program	Review Type	MC/CC Category	<input type="button" value="Delete"/>	<input type="text" value="SNAP"/>	<input type="text" value=""/>			<input type="text" value=""/>	<input type="text" value="Claims/Restoration"/>			<input type="text" value=""/>	<input type="text" value="Denial"/>			<input type="text" value=""/>	<input type="text" value="Expenses & Deduction"/>			<input type="text" value=""/>	<input type="text" value="Full"/>			<input type="text" value=""/>	<input type="text" value="Late Renewals/Expedite"/>			<input type="text" value=""/>	<input type="text" value="Suspension"/>			<input type="text" value=""/>	<input type="text" value="Targeted-General"/>			<input type="text" value=""/>	<input type="text" value="Termination/Closure"/>			<input type="text" value=""/>	<input type="text" value="Work Registration"/>			<input type="text" value=""/>	<input type="text" value="Work Requirement"/>	
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***Medicaid reviews require selection of a covered group**

Entering a Case Review continued

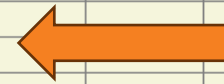
1. Claims/Restoration
2. Denial
3. Expenses and Deductions
4. Full
5. Late Renewals/Expedite
6. Suspension
7. Targeted-General
8. Termination/Closure
9. Work Registration
10. Work Requirement

Entering a Case Review

continued

4 Main Action types:
CHANGE
INTERIM
APPLICATION
RENEWAL

Enter Case Review		Review ID: 192511	Review Date: 8/2/2025
Main Review		Review Elements	Program Specific/Other
Element	Causal Factors	SNAP	Review Action
<input type="button" value="Open"/>	Non-Financial		Correct
<input type="button" value="Open"/>	Household/Assistance Unit	ABAWD-Code incorrect	Incorrect
<input type="button" value="Open"/>	Unearned Income		N/R
<input type="button" value="Open"/>	Utilities		N/R
<input type="button" value="Open"/>	Change Processing		N/R
<input type="button" value="Open"/>	Resources		N/R
<input type="button" value="Open"/>	Application Processing		N/R
<input type="button" value="Open"/>	Interim Report Processing		N/R
<input type="button" value="Open"/>	Renewal Processing		N/R
<input type="button" value="Open"/>	Miscellaneous		N/R
<input type="button" value="Open"/>	Earned Income		N/R
<input type="button" value="Open"/>	Expenses		N/R
<input type="button" value="Open"/>	Self-Employment		N/R
<input type="button" value="Open"/>	Shelter		N/R



Entering a Case Review continued

The same causal factor can be cited for multiple elements

Previous	Next	Element
Close		Household/Assistance Unit
Available Factors		
ABAWD - failed to include/exclude person		
ABAWD-Code incorrect		
Disqualify/Sanction/Penalty - Failed to include / exclude person or dose HH		
Documentation incomplete, missing, or incorrect		
Excessive verification requirements		
Failure to complete required system searches		
Fleeing Felon/Drug Distribution Felon not excluded		
Household composition incorrect		
Inconsistent / incomplete information not resolved		
Individual incorrectly included/excluded		
Individual not included/excluded timely		
Job quit not explored / Good cause not documented		
Non-qualified immigrant incorrectly included		
SNAPET communication inadequate		
Student Status not documented or incorrectly determined		
VACMS entry incorrect		

Previous	Next	Element
Close		Shelter
Available Factors		
Data entry error		
Documentation incomplete, missing, or incorrect		
Excessive verification requirements		
Homeless Shelter Allowance Incorrect		
Inconsistent / incomplete information not resolved		
Information disregarded		
Rent receipt or mortgage incomplete or outdated		
Reported changes not addressed		
Shared shelter amount not documented, or verification incomplete / missing / outdated		
Shelter amount incorrect		
Taxes and/or homeowners insurance acted on		
VACMS entry incorrect		
Verifications missing, incomplete, not date stamped, or outdated when needed		
Verifications not acted on		

Previous	Next	Element
Close		Utilities
Available Factors		
Actual utility amount incorrect		
Data entry error		
Documentation incomplete, missing, or incorrect		
Entitlement to the standard utility allowance (SUA) not documented		
Excessive verification requirements		
Inconsistent / incomplete information not resolved		
Incorrect entry		
Information disregarded		
LIHEAP received, SUA not allowed		
Reported changes not addressed		
VACMS entry incorrect		
Verifications not acted on		

Entering a Case Review

continued

Double click the causal factor in error to send to the selected column

Enter Case Review		Review ID: 192511	Review Date: 8/2/2025	
Main Review	Review Elements	Program Specific/Other	Review Action	
Previous Next	Element	Set All Correct	Set All N/A	SNAP
Close	Non-Financial	Selected Causal Factors		Incorrect
Available Factors		Residency not established		<input checked="" type="checkbox"/>
40 quarters not verified				
Address incorrect				
Citizenship not verified				
Documentation incomplete, missing, or incorrect				
Excessive verification requirements				
Identity not verified				
Inconsistent / incomplete information not resolved				
Information disregarded				
Information provided, not evaluated timely				
NA/PA designation incorrect				
Non-qualified immigrant incorrectly included				
Qualified immigrant incorrectly excluded				
Reported changes not addressed				
SAVE not in record				
Social Security number requirement not met				
Tasks/Reminders not set for future changes				
Tasks/Reminders/interfaces not acted on or properly resolved				
Temporary or Permanent Disability not verified				
Residency not established				
Comments		Add Edit Delete		
		08/02/2025 10:30:23 AM - RAJKUMAR, SHARMA J [Applicable to: SNAP]		
		Per PART III.1.a applicants must establish VA residency in the locality that they apply. No verification or documentation of how residency was established available.		
		Click add to create a comment		

Add Edit Delete Cancel Save Print Close

This causal factor has been determined to be in error

Entering a Case Review

Enter Case Review		Review ID: 192511	Review Date: 8/2/2025
Main Review	Review Elements	Program Specific/Other	Review Action
Element	Causal Factors	SNAP	
<input type="button" value="Open"/>	Non-Financial	Residency not established	Incorrect
<input type="button" value="Open"/>	Household/Assistance Unit	ABAWD-Code incorrect	Incorrect
<input type="button" value="Open"/>	Unearned Income		Correct
<input type="button" value="Open"/>	Utilities		Correct
<input type="button" value="Open"/>	Change Processing		N/A
<input type="button" value="Open"/>	Resources		Correct
<input type="button" value="Open"/>	Application Processing		Correct
<input type="button" value="Open"/>	Interim Report Processing		N/A
<input type="button" value="Open"/>	Renewal Processing		N/A
<input type="button" value="Open"/>	Miscellaneous		Correct
<input type="button" value="Open"/>	Earned Income		Correct
<input type="button" value="Open"/>	Expenses		Correct
<input type="button" value="Open"/>	Self-Employment		Correct
<input type="button" value="Open"/>	Shelter		Correct

Entering a Case Review

continued

Enter Case Review Review ID: 192511 Review Date: 8/2/2025

Main Review Review Elements **Program Specific/Other** Review Action

This section should only be used to document eligibility or benefit errors identified outside of the Review Month or errors that are beyond the scope of the review type.

Note:

Comments

SNAP

Case Benefit	At Review	Corrected	Difference	Error Type	Discovery
	<input type="text" value="\$190"/>	<input type="text" value="\$191"/>	<input type="text" value="\$1.00"/>	<input type="text" value="Under"/>	<input type="text" value="Post Benefits-Issuance"/>

At Review = Amount authorized in the review month
Corrected = Change by \$1 to indicate a POSSIBLE payment error
Difference = Automatically calculated by the system
Error Type = Automatically calculated by the system
Discovery = Pre-Benefits Issuance (Case has not been authorized)
 Post-Benefits Issuance (Case has been authorized)

Add Edit Delete Cancel Save Print Close

Select the "Review Action" tab to continue...

Entering a Case Review

continued

Enter Case Review Review ID: 192511 Review Date: 8/2/2025

Main Review	Review Elements	Program Specific/Other	Review Action
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Reviewer

Validate For Batch Reviewer Signature Response: Response Required Rebuttal Due: Correction Due:

Worker

Rebuttal Extension Requested Case Corrected

Review Completed

Comments

Print



Case Review - Google Chrome

rushmore.dss.virginia.gov/DSSCRS/PrintReviewJS.ASP

Print Copy Close

Case Review (v.s.a) 08/02/2025 11:18:52 AM

State Level Case Reader Case Review

Review ID: 192515 Status: Incorrect Review Date: 8/2/2025 Review Month: 06/2025

Reviewer: RAJKUMAR, SHARMA J
Client Name: ROSE, DAVID
Worker: [Redacted]
Assigned Worker: [Redacted]
Supervisor: [Redacted]
Assigned Supervisor: [Redacted]

Case Number: 123456789
Response Due: [Redacted]
Response: Response Required
Reviewer Signature: No
Case Corrected: No
Review Completed: No
Assigned Locality: Newport News
Assigned Region: EASTERN

Locality: [Redacted]
Region: EASTERN
Note: No

SNAP
Review Type: Targeted-General
Benefit At Review: \$0
Corrected Benefit: \$0
Difference: \$0

Program Status: Active
Benefit Error: No Error

Application Processing Incorrect
535 - Application incomplete

Batch Management



Who Can Use Batch Management?

ME (Monitoring Evaluators)
Consultants
State Level Case Readers



How It Works:

When a reviewer completes and saves the initial review, it is:

- Added to a batch
- Held until all reviews are complete
- Sent together to the agency as one batch



System Behavior:

"Reviewer Signature" checkbox is disabled
(for ME, Consultant, and State Case Reader reviews only)

Reviewer must check the
"✓ Validate for Batch" checkbox upon completing the initial review

Worker: Responding to a Case Review

Case Review(Eligibility) v 5.2

Case Review Menu:

Case Number	Case Name	Review ID	Worker	Reviewer Type/Message	Date
113579630		156406		Review Signed - Corrections Required	Correction Due: 7/4/2024
128800214		168938		Review Signed - Corrections Required	Correction Due: 11/17/2024
119311089		144860		Review Signed - Corrections Required	Correction Due: 1/31/2024
128704031		150252		Review Signed - Corrections Required	Correction Due: 4/11/2024

Case reviews requiring corrections and correction due date

Double click on the review that you want to address

Responding to a Case Review continued

Enter Case Review Review ID: 156406 Review Date: 6/27/2024

Main Review	Review Elements	Program Specific/Other	Review Action
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Reviewer

Reviewer Signature 06/27/2024 Response: Response Required Rebuttal Due: 7/4/2024 Correction Due: 7/4/2024

Worker

Rebuttal Extension Requested Case Corrected

Review Completed

Comments

Add Edit Delete

Show Actions Show Audit History

Click Edit

User Guide Add Edit Delete Cancel Save Print Close

Select Review Action Tab

Responding to a Case Review



Review Action – Worker Options

1. Rebuttal

Disagree with reviewer's findings

Available: 5 business days from Reviewer Signature

Disabled after Correction Due date if no action taken

2. Extension

Request more time to complete correction

Available: 5 business days from Reviewer Signature

Disabled after Correction Due date if no action taken

3. Case Correction

Agree with reviewer's findings and correct the case

Available: 5 business days from Reviewer Signature

Responding to a Case Review

Enter Case Review Review ID: 156406 Review Date: 6/27/2024

Main Review	Review Elements	Program Specific/Other	Review Action
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Reviewer

Reviewer Signature 06/27/2024 Response: Response Required Rebuttal Due: 7/4/2024 Correction Due: 7/4/2024

Worker

Rebuttal Extension Requested Case Corrected

Review Completed

- Select your response in the Worker section
- Click Save and then Close

Comments

Add Edit Delete

Show Actions Show Audit History

 Add Edit Delete Cancel **Save** Print **Close**

....This review will now be removed from your list

Supervisor: Responding to a Case Review

Case Review(Eligibility) v 5.2

Case Review Menu:

Enter Case Reviews Find Case Review View Reports Find Re-Reviews

Case Pull Find

Case Number	Case Name	Review ID	Worker	Reviewer Type/Message	Date
116236212		154501		Review Not Signed	Review Started: 6/5/2024
120968300		155554		Review Not Signed	Review Started: 6/19/2024
119203865		155560		Review Not Signed	Review Started: 6/19/2024
114041773		159673		Review Not Signed	Review Started: 7/23/2024
116238516		163100		Review Not Signed	Review Started: 8/28/2024
119725855		164017		Review Not Signed	Review Started: 9/8/2024
114296020		165570		Review Not Signed	Review Started: 9/27/2024
115584479		166663		Extension Requested	Requested On: 10/9/2024
113547965		168713		Review Not Signed	Review Started: 10/31/2024
122122037		169994		Review Not Completed	Case Corrected: 11/19/2024
114733049		170613		Review Not Completed	Case Corrected: 12/2/2024
118386496		170977		Review Not Completed	Case Corrected: 12/4/2024
115434072		173027		Review Not Completed	Case Corrected: 1/2/2025
113569340		174589		Review Not Completed	Case Corrected: 1/23/2025
118714099		175617		Review Not Completed	Case Corrected: 2/6/2025
124056620		175622		Review Not Completed	Case Corrected: 2/4/2025
121772604		176509		Review Not Signed	Review Started: 2/12/2025
113964067		176543		Review Not Signed	Review Started: 2/12/2025

Log Off

Double click on the review that you want to address

Supervisor: Responding to a Case Review

continued

Enter Case Review		Review ID: 175617	Review Date: 1/31/2025
Main Review	Review Elements	Program Specific/Other	Review Action
Reviewer <input checked="" type="checkbox"/> Reviewer Signature <input type="text" value="01/31/2025"/>	Response Response Received	Rebuttal Due <input type="text" value="2/7/2025"/>	Correction Due <input type="text" value="2/7/2025"/>
Worker <input type="checkbox"/> Rebuttal	<input type="checkbox"/> Extension Requested	<input checked="" type="checkbox"/> Case Corrected	<input type="text" value="02/06/2025"/>
<input type="checkbox"/> Review Completed			
Comments Add Edit Delete			
<div style="border: 1px solid black; height: 100px; width: 100%;"></div> <p style="text-align: center; background-color: yellow;">Select Edit</p>			
		<input type="button" value="Show Actions"/>	<input type="button" value="Show Audit History"/>
<input type="button" value="Add"/> <input checked="" type="button" value="Edit"/> <input type="button" value="Delete"/>		<input type="button" value="Cancel"/> <input type="button" value="Save"/> <input type="button" value="Print"/> <input type="button" value="Close"/>	

Select Review Action Tab

Select Edit

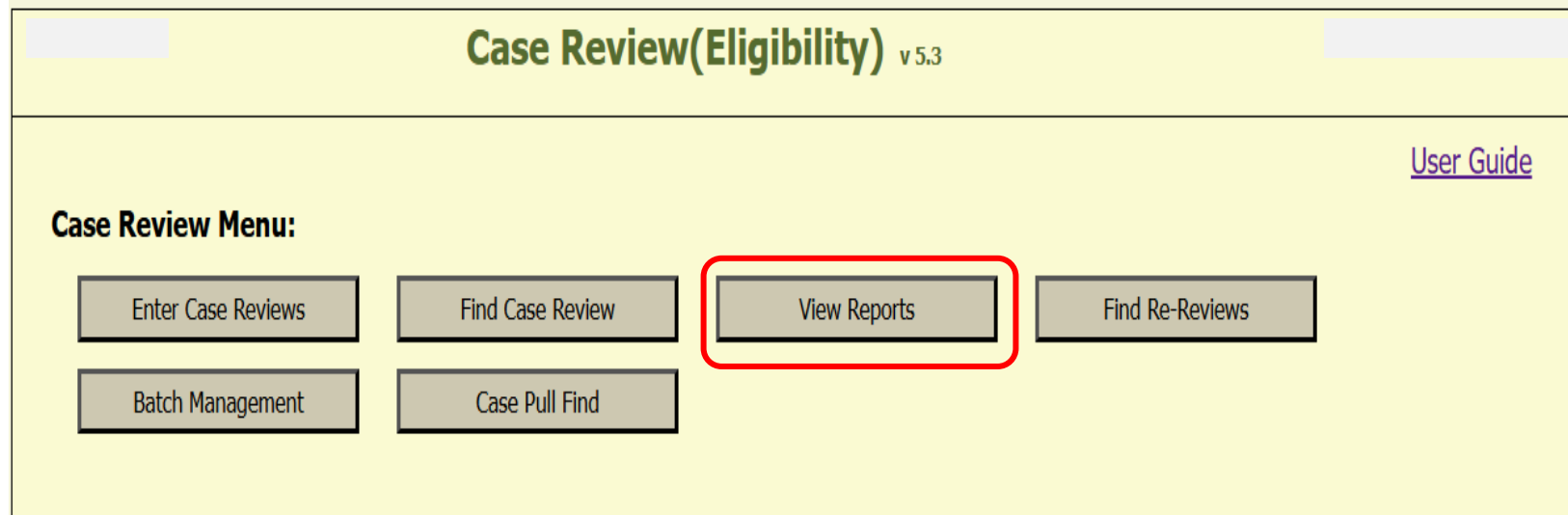
Responding to a Case Review continued

Update the program specific tab with correct payment details!

- If the case has been corrected, Click Review Completed
- Click Save and then Close

...This review will now be removed from your list

Viewing Reports



Choose "View Reports" from Case Review Menu

Viewing Reports

Select the report

The screenshot shows a web interface titled "Reports". On the left, there is a list of reports under the heading "Select a report:". An orange arrow points from the "Accuracy Summary" report to a "Report Description" box below it. The "Report Description" box contains the text: "Summarizes the total number of reviews completed and the number and percentage of those cases that have an overall status of Incorrect or Correct. The summary provided is based on the management level selected in the criteria." Below the list are buttons for "Clear", "View Report", and "Close".

On the right, there is a "Filter" section with the heading "Filter (* indicates required)". Below this heading is a list of filter options, each with a button: "Review Date", "Region", "Locality", "Display Groups" (with a "Yes" checkbox), "Supervisor", "Worker", "Program*" (in red), "Medicaid Group", "Category", "Reviewer Type", "Review Month", "Review Classes", "Review Types", "Program Status", and "Breakdown Medicaid Groups" (with a "Yes" checkbox). Above the filter buttons is the text "To select/enter criteria, click on filter button(s)".

At the bottom right of the interface, there is a blue text instruction: "Click the desired filter".

A description of the report will be displayed under "Select a Report".

Viewing Reports continued

The screenshot shows a web interface titled "Reports". On the left, there is a list of report types under the heading "Select a report:". The list includes: Accuracy Summary, Accuracy Trend, Case Reviews (highlighted), Causal Factor Summary, Correction Accuracy, Correction Timeliness, Element Overview, Element Overview Trend, Element Summary, Program Count Summary, Re-Review Accuracy Summary, Re-Review Element Overview, Response Due Summary, Reviewer Case Count, Reviewer Case Status, Unsubmitted Reviews, and Element Comments. A vertical double-headed arrow is positioned to the right of this list. Below the list is a "Report Description" box with a border, containing the text: "Provides basic review data for each review. The report has the option to show or hide the Element and Causal Factor information for each review. Reviews that have been saved, signed, and submitted to reports are included in the report." To the right of the list, there is a "Close" button, a "Start Date" field with the value "01/01/2024", and an "End Date" field with the value "01/01/2025". At the bottom of the interface, there are three buttons: "Clear", "View Report", and "Close".

Reports

Select a report:

- Accuracy Summary
- Accuracy Trend
- Case Reviews
- Causal Factor Summary
- Correction Accuracy
- Correction Timeliness
- Element Overview
- Element Overview Trend
- Element Summary
- Program Count Summary
- Re-Review Accuracy Summary
- Re-Review Element Overview
- Response Due Summary
- Reviewer Case Count
- Reviewer Case Status
- Unsubmitted Reviews
- Element Comments

Close

Start Date: 01/01/2024 End Date: 01/01/2025

Report Description

Provides basic review data for each review. The report has the option to show or hide the Element and Causal Factor information for each review. Reviews that have been saved, signed, and submitted to reports are included in the report.

Clear View Report Close

- Enter information or make selections on each filter screen
- Click "Close" to be returned to the report menu

Viewing Reports Case Reviews

Reports	
Select a report:	Filter (* indicates required) To select/enter criteria, click on filter button(s)
Accuracy Summary	Review Date From: 01/01/2024 To: 01/01/2025
Accuracy Trend	Region PIEDMONT
Case Reviews	Locality
Causal Factor Summary	Display Groups Yes
Correction Accuracy	Supervisor
Correction Timeliness	Worker
Element Overview	Program SNAP
Element Overview Trend	Medicaid Group
Element Summary	Category
Program Count Summary	Reviewer Type Supervisor
Re-Review Accuracy Summary	Review Month From: 03/2024 To: 03/2024
Re-Review Element Overview	Review Classes
Response Due Summary	Review Types
Reviewer Case Count	Program Status
Reviewer Case Status	Show Element Detail No
Unsubmitted Reviews	
Element Comments	

Report Description
Provides basic review data for each review. The report has the option to show or hide the Element and Causal Factor information for each review. Reviews that have been saved, signed, and submitted to reports are included in the report.

After entering your desired filters, click "View Report"

Viewing Reports continued

Print Copy Export

Close

Case Review (v 5.3) Date Printed: 3/21/2025 2:00:00 PM (c6f900)


Case Reviews: SNAP

From Review Date: 01/01/2024 **To:** 01/01/2025

Report Description: Provides basic review data for each review. The report has the option to show or hide the Element and Causal Factor information for each review. Reviews that have been saved, signed, and submitted to reports are included in the report.

Selected Criteria

Region: PIEDMONT **Display Groups:** Yes
Program: SNAP **Review Month:** From: 03/2024 To: 03/2024
Show Element Detail: No
Reviewer Type: Supervisor

 62 reviews matched the report criteria.

PIEDMONT

Worker	Review ID	Case Number	Case Status	Review Date	Case Name	Review Month	Review Class	Submitted	Signed
	149179	120751438	Correct	3/22/2024		03/2024	Regular	No	Yes
	151627	126668365	Correct	4/23/2024		03/2024	Regular	No	Yes

Worker	Review ID	Case Number	Case Status	Review Date	Case Name	Review Month	Review Class	Submitted	Signed
	148093	116214249	Correct	3/6/2024		03/2024	Regular	No	Yes
	148098	116465933	Correct	3/6/2024		03/2024	Regular	No	Yes
	148099	118972928	Correct	3/6/2024		03/2024	Regular	No	Yes
	148479	120755061	Correct	3/12/2024		03/2024	Regular	No	Yes
	148480	113480611	Correct	3/12/2024		03/2024	Regular	No	Yes
	148481	119524871	Correct	3/12/2024		03/2024	Regular	No	Yes
	148483	128590615	Incorrect	3/12/2024		03/2024	Regular	Yes	Yes
	148484	114501166	Correct	3/12/2024		03/2024	Regular	No	Yes
	148486	115295014	Correct	3/12/2024		03/2024	Regular	No	Yes
	148487	127482835	Incorrect	3/12/2024		03/2024	Regular	Yes	Yes
	148488	114927788	Incorrect	3/12/2024		03/2024	Regular	Yes	Yes
	148530	119295894	Correct	3/12/2024		03/2024	Regular	No	Yes
	148531	126785507	Correct	3/12/2024		03/2024	Regular	No	Yes

Viewing Reports Causal Factor Summary

Reports

Select a report:

- Accuracy Summary
- Accuracy Trend
- Case Reviews
- Causal Factor Summary**
- Correction Accuracy
- Correction Timeliness
- Element Overview
- Element Overview Trend
- Element Summary
- Program Count Summary
- Re-Review Accuracy Summary
- Re-Review Element Overview
- Response Due Summary
- Reviewer Case Count
- Reviewer Case Status
- Unsubmitted Reviews
- Element Comments

Filter (* indicates required) To select/enter criteria, click on filter button(s)

Review Date	From: 01/01/2024 To: 01/01/2025
Region	PIEDMONT
Locality	
Display Groups	Yes
Supervisor	
Worker	
Program*	SNAP
Medicaid Group	
Category	
Reviewer Type	Supervisor
Review Month	From: 03/2024 To: 03/2024
Review Classes	
Review Types	
Program Status	
Element	

Report Description

For each Element, lists the Causal Factors and the number of times the Causal factor was cited in the reviews. Also, for each Element summarizes the: number of reviews completed, number of reviews where the element status is N/A or Incorrect, and the number of Causal Factors cited.

After entering your desired filters, click "View Report"

Causal Factor Summary

continued

Print Copy Export Close

Case Review (v 5.3) Date Printed: 3/27/2025 4:18:45 PM (fs4900)

Causal Factor Summary: SNAP

From Review Date: 01/01/2024 **To:** 01/01/2025

Report Description: For each Element, lists the Causal Factors and the number of times the Causal factor was cited in the reviews. Also, for each Element summarizes the number of reviews completed, number of reviews where the element status is N/A or Incorrect, and the number of Causal Factors cited.

Selected Criteria

Region: PIEDMONT **Display Groups:** Yes
Program: SNAP **Review Month:** From: 03/2024 To: 03/2024
Reviewer Type: Supervisor

Application Processing

Causal Factor	Total Cited
Documentation incomplete, missing, or incorrect	5
VACMS entry incorrect	1
Hotline Flyer - date incorrect, flyer not given	1
Element Reviews: 30 N/A: 0 Incorrect: 7 Factors: 7	

Click a number under Total Cited

Denial

Causal Factor	Total Cited
Income incorrectly projected	1
Documentation incomplete, missing, or incorrect	1
Element Reviews: 16 N/A: 0 Incorrect: 1 Factors: 2	

Earned Income

Causal Factor	Total Cited
Information disregarded	1
Element Reviews: 21 N/A: 0 Incorrect: 1 Factors: 1	

Household/Assistance Unit

Clicking the hyperlink for each causal factor will display the case(s) cited

Causal Factor Summary continued

Click the Review ID number to open a specific review

Print Close

Case Review (v 5.3) Date Printed: 3/21/2025 2:12:14 PM (c6f900)

Causal Factor Summary: SNAP
Row: Documentation incomplete, missing, or incorrect
Column: Total Cited

Review ID	Case Number	Line ID	Date Entered	Worker	Review Class
147863	117388565	1	3/4/2024		Regular
147866	125148277	1	3/4/2024		Regular
147884	126585761	1	3/4/2024		Regular
147890	28441508	1	3/4/2024		Regular
147901	128065072	1	3/4/2024		Regular

Total Records: 5

This is the view after clicking one of the hyperlinks

Case Review Stats

Print Copy Export

Close

Reports

Select a report:

- Accuracy Summary
- Accuracy Trend
- Case Reviews
- Causal Factor Summary
- Correction Accuracy
- Correction Timeliness
- Element Overview
- Element Overview Trend
- Element Summary
- Program Count Summary
- Re-Review Accuracy Summary
- Re-Review Element Overview
- Response Due Summary
- Reviewer Case Count
- Reviewer Case Status
- Unsubmitted Reviews
- Element Comments

Filter (* indicates required) To select/enter criteria, click on

Review Date	From: 07/01/2025 To: 07/31/2025
Region	
Locality	
Display Groups	Yes
Supervisor	
Worker	
Program*	SNAP
Medicaid Group	
Category	
Reviewer Type	
Review Month	
Review Classes	
Review Types	
Program Status	
Breakdown Medicaid Groups	Yes

Report Description

Summarizes the total number of reviews completed and the number and percentage of those cases that have an overall status of Incorrect or Correct. The summary provided is based on the management level selected in the criteria.

Clear View Report Close

Case Review (v 5.3) Date Printed: 8/2/2025 11:45:46 AM (su8900)

Accuracy Summary: SNAP

From Review Date: 07/01/2025 To: 07/31/2025

Report Description: Summarizes the total number of reviews completed and the number and percentage of those cases that have an overall status of Incorrect or Correct. The summary provided is based on the management level selected in the criteria.

Selected Criteria

Locality: SNAP Display Groups: Yes

Program: SNAP

EASTERN

Name	Total	Total Incorrect	Total Correct	Accuracy Rate	Dollar Cases	Dollars	Dollars Incorrect	Accuracy Rate	Total Invalid	Total Valid	Validity Rate
	10	0	10	100%	6	\$224	\$0	100%	0	4	100%
	3	0	3	100%	3	\$761	\$0	100%	0	0	0%
	3	2	1	33.33%	3	\$584	\$0	100%	0	0	0%
	15	0	15	100%	10	\$2,903	\$0	100%	0	5	100%
	9	0	9	100%	0	\$0	\$0	0%	0	9	100%
	18	0	18	100%	14	\$3,236	\$0	100%	0	4	100%
	1	0	1	100%	0	\$0	\$0	0%	0	1	100%
	9	2	7	77.78%	9	\$6,029	\$0	100%	0	0	0%
	11	0	11	100%	11	\$1,595	\$0	100%	0	0	0%
	2	0	2	100%	0	\$0	\$0	0%	0	2	100%
	3	0	3	100%	0	\$0	\$0	0%	0	3	100%
	3	0	3	100%	3	\$0	\$0	0%	0	0	0%
	30	3	27	90.00%	22	\$10,082	\$0	100%	0	8	100%
Report Totals:	117	7	110	94.02%	81	\$25,414	\$0	100%	0	36	100%

Case Review Stats Response Due Summary

Reports

Select a report:

- Accuracy Summary
- Accuracy Trend
- Case Reviews
- Causal Factor Summary
- Correction Accuracy
- Correction Timeliness
- Element Overview
- Element Overview Trend
- Element Summary
- Program Count Summary
- Re-Review Accuracy Summary
- Re-Review Element Overview
- Response Due Summary
- Reviewer Case Count
- Reviewer Case Status
- Unsubmitted Reviews
- Element Comments

Filter (* indicates required) To select/enter c

Review Date	From: 01/01/2025 To: 03/01/2025
Region	
Locality	
Display Groups	Yes
Supervisor	
Worker	
Reviewer Type	
Review Month	
Program Status	
Based On	Supervisor of Worker
Reviewer	
Reviewer Supervisor	

Report Description

Provides the Review ID, Case Number, Case Name, Response Due Date, Days Allowed, and the Number of Days Remaining or Past Due for all reviews that have been Signed and have a Response Required status in the Worker Response field.

Clear View Report Close

Print Copy Export Close

Case Review (v 5.3) Date Printed: 8/4/2025 11:29:35 AM (fa4900)

Response Due Summary

From Review Date: 01/01/2025 **To:** 03/01/2025

Report Description: Provides the Review ID, Case Number, Case Name, Response Due Date, Days Allowed, and the Number of Days Remaining or Past Due for all reviews that have been Signed and have a Response Required status in the Worker Response field.

Selected Criteria

Locality: EASTERN
Based On: Supervisor of Worker
Display Groups: Yes
Reviewer Supervisor:

Name	Total Reviews	Total Past Due	Total Pending
	3	3	0
	1	1	0
	3	3	0
	1	1	0
	2	2	0
	10	10	0
	1	1	0
Report Total:	21	21	0

Case Review Stats

Reports

Select a report:

- Accuracy Summary
- Accuracy Trend
- Case Reviews
- Causal Factor Summary
- Correction Accuracy
- Correction Timeliness
- Element Overview
- Element Overview Trend
- Element Summary
- Program Count Summary
- Re-Review Accuracy Summary
- Re-Review Element Overview
- Response Due Summary
- Reviewer Case Count
- Reviewer Case Status
- Unsubmitted Reviews
- Element Comments

Filter (* indicates required) To select/en

Review Date	From: 07/01/2025 To: 07/31/2025
Region	
Locality	
Display Groups	Yes
Supervisor	
Worker	
Program*	SNAP
Medicaid Group	
Category	
Reviewer Type	
Review Month	
Review Classes	
Review Types	
Program Status	
Breakdown Medicaid Groups	Yes

Print Copy Export Close

Case Review (v 5.3) Date Printed: 8/2/2025 11:52:32 AM (su8900)

Accuracy Summary: SNAP

From Review Date: 07/01/2025 To: 07/31/2025

Report Description: Summarizes the total number of reviews completed and the number and percentage of those cases that have an overall status of Incorrect or Correct. The summary provided is based on the management level selected in the criteria.

Selected Criteria

Locality: EASTERN Display Groups: Yes
 Supervisor: Program: SNAP

Report Description

Summarizes the total number of reviews completed and the number and percentage of those cases that have an overall status of Incorrect or Correct. The summary provided is based on the management level selected in the criteria.

Clear View Report Close

Name	Total	Total Incorrect	Total Correct	Accuracy Rate	Dollar Cases	Dollars	Dollars Incorrect	Accuracy Rate	Total Invalid	Total Valid	Validity Rate
	1	1	0	0%	0	\$0	\$0	0%	1	0	0%
	2	0	2	100%	1	\$33	\$0	100%	0	1	100%
	3	2	1	33.33%	1	\$63	\$0	100%	0	2	100%
	5	1	4	80.00%	2	\$12	\$0	100%	0	3	100%
	1	0	1	100%	1	\$0	\$0	0%	0	0	0%
	1	1	0	0%	1	\$0	\$0	0%	0	0	0%
	5	5	0	0%	2	\$22	\$0	100%	2	1	33.33%
	4	2	2	50.00%	4	\$744	\$0	100%	0	0	0%
	2	2	0	0%	2	\$483	\$0	100%	0	0	0%
Report Totals:	24	14	10	41.67%	14	\$1,357	\$0	100%	3	7	70.00%



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