



# Application Inbox Intake Statuses

There are two types of statuses reported through the Virtual Gateway and available for update:

- Application/Inquiry Status
- Processing Status

Application/Inquiry  
Status

Processing Status

Application/Inquiry No.	Program Name	Name	Date Submitted	Application/Inquiry Status	Processing Status	Organization
<input type="checkbox"/> 1034	MCB Services	Thomas R. Jones	11/3/2005	New	No Status	MCB - Region 1
<input type="checkbox"/> 1033	MCB Services	John Smith	11/2/2005	New	No Status	MCB - Region 1
<input type="checkbox"/> 1032	MCB Services	Walter Thompson	11/1/2005	New	No Status	MCB - Region 1
<input type="checkbox"/> 1031	MCB Services	William Butler	10/30/2005	New	No Status	MCB - Region 1
<input type="checkbox"/> 1029	MCB Services	Mary Weston	11/23/2004	New	No Status	MCB - Region 1
<input type="checkbox"/> 1028	MCB Services	Kate Miller	11/22/2004	New	No Status	MCB - Region 1
<input type="checkbox"/> 1026	MCB Services	Susan Thomas	11/21/2004	New	No Status	MCB - Region 1
<input type="checkbox"/> 1027	MCB Services	Joseph Collins	11/18/2004	New	No Status	MCB - Region 1
<input type="checkbox"/> 1027	MCB Services	Mary Collins	11/18/2004	New	No Status	MCB - Region 1
<input type="checkbox"/> 1027	MCB Services	Jimmy Collins	11/18/2004	New	No Status	MCB - Region 1
<input type="checkbox"/> 1027	MCB Services	Timothy Collins	11/18/2004	Received	Pending	MCB - Region 1
<input type="checkbox"/> 1026	MCB Services	Walter Thompson	11/18/2004	Received	Approved	MCB - Region 1
<input type="checkbox"/> 1025	MCB Services	William Butler	11/12/2004	Received	Denied	MCB - Region 1
<input type="checkbox"/> 1024	MCB Services	Samantha Jones	11/10/2004	Received	Approved	MCB - Region 1
<input type="checkbox"/> 1023	MCB Services	Richard Simon	11/9/2004	Received	Approved	MCB - Region 1

**Note:** When you first enter the Inbox there will be no items in the Search Results section or the status columns. Empty columns are filled in after a user performs a search.

## Application/Inquiry Statuses:

Application/Inquiry status types convey the condition of an application or inquiry that is being transferred from the Virtual Gateway. There are two status types to represent the state of an item:

- New
- Received

These statuses can be changed within the Inbox by selecting the application or inquiry and clicking the Change Application/Inquiry Status button.

Status	Definition	Set Conditions
New	Application has been submitted through Common Intake. It is awaiting review.	This status is set when the application is submitted but has not yet been printed by the Application Inbox worker.
Received	Application has been printed by the Application Inbox worker.	This status is set automatically, once the application/inquiry is printed.

**Note:** Application/inquiry status can also be set to "Received" or reset to "New" by checking the check-box next to the "Application/Inquiry #" and clicking the Change Application/Inquiry Status button at the bottom of the Inbox screen.



# Application Inbox Intake Statuses

**Processing Statuses:** Processing status descriptions represent the current status of the information being transferred from the Virtual Gateway. There are four status qualifications for Mass. Commission for the Blind, Department of Mental Retardation, Mass. Commission for the Deaf and Hard of Hearing, Mass. Rehabilitation Commission, Chelsea Soldiers' Home, Holyoke Soldiers' Home, and Elder Affairs:

- Application Process Completed
- No Response from or Withdrawn by Applicant
- Pending Agency Response
- Received by Agency and In Process

**The processing statuses for the Women Infants and Children program:**

- Pending Agency Response
- Forwarded to WIC Local Agency
- Categorically Ineligible
- Currently enrolled in WIC
- Certified
- No Response from or Withdrawn by Applicant

**Note:** Processing status can be changed by clicking the Processing Status folder. By clicking the folder you are lead to a new screen which allows you to change processing status and view processing history.

## Department of Mental Retardation (DMR)

Status	Definition	Set Conditions
Pending Agency Response	Since this is a default status, it applies to those applications still in the Inbox not yet opened by a DMR Regional Eligibility Team.	Once an application has arrived in the Inbox but not yet opened by the Regional Eligibility Team.
Received by Agency and In Process	An application is In Process once after the intake has been printed from the Inbox and is undergoing DMR eligibility determination.	Once the application is assigned to a Regional Eligibility Specialist, the In Process status will be entered.
No Response from or Withdrawn by Applicant	An application is considered as No Response when the DBR Regional Eligibility Specialist fails to connect with the applicant by phone or mail repeatedly. An application is considered Withdrawn when an applicant declares an intention not to pursue his/her application.	Once the Regional Eligibility Specialist reports the No Response/Withdrawn circumstances to the Regional Eligibility Coordinator, this status will be entered.
Application Process Completed	The application will be considered completed after the DMR Regional Eligibility Team has made a determination on the application and a determination notice has been sent to the applicant by mail.	Once the Regional Eligibility Psychologist has made a determination of eligible/ineligible and the Regional Eligibility Manager has sent a notice to the applicant, the status of Application Process Completed will be entered.



# Application Inbox Intake Statuses

## Elder Affairs

Status	Definition	Set Conditions
Pending Agency Response	The elder service agency may not have been able to contact the individual to schedule an appointment within the time frame of 3 business days.	This may be due to experiencing telephone issues (telephone tag, constant busy signal, disconnected phone, number change, etc.). Also, maybe pending service authorization.
Received by Agency and In Process	The referral has gone to the information and referral (I&R) department in-box.	It will be opened, printed out, entered onto the I&R database, and sent to the appropriate case manager for follow-up.
Application Process completed	The case manager has determined that the individual is eligible for services and is in process of setting up service delivery.	Home care worker shortage may delay service start dates. Applicant ineligibility determined.
No Response from or Withdrawn by Applicant	The individual does not respond to the agency call for the home visit process. The applicant decides that he/she does not want any services from the agency.	All consumers have the right to accept and refuse services unless deemed incompetent by legal processes.

## MCDHH

Status	Definition	Set Conditions
Pending Agency Response	MCDHH has not yet responded to the application	MCDHH has not yet responded to the application
Received by Agency and In Process	MCDHH has reviewed the application and contacted the consumer for further intake.	MCDHH has reviewed the application and contacted the consumer for further intake.
Application Process Completed	The agency has either determined that the applicant requires case management services and has referred the applicant to the appropriate regional case manager or has determined that the applicant does not currently require case management services and has been provided information and referral to appropriate outside resources.	The agency has either determined that the applicant requires case management services and has referred the applicant to the appropriate regional case manager or has determined that the applicant does not currently require case management services and has been provided information and referral to appropriate outside resources.



# Application Inbox Intake Statuses

## **Massachusetts Commission for the Blind (MCB)**

<b>Status</b>	<b>Definition/ Set Conditions</b>
Pending Agency Response	MCB has not yet responded to the application
Received by Agency and In Process	MCB has sent information about registration as legally blind to the applicant and has either not yet had a response or is reviewing the medical information to make a determination.
Application Process completed	The agency has either: determined that the applicant is legally blind and transmitted the information to a case manager or has determined that the applicant is not legally blind and notified the applicant and the reporting doctor
No Response from or Withdrawn by Applicant	The applicant or the applicant's eye doctor has failed to submit a medical report of legal blindness within 90 days.

## **Massachusetts Rehabilitation Commission (MRC)**

<b>Status</b>	<b>Definition</b>	<b>Set Conditions</b>
Application Process Completed	Client has signed a formal application and been assigned to a caseload.	Consumer has been contacted by an area office and has followed through with signing an application for VR services through the MRC. Consumer's eligibility for VR services will be determined within 60 days of signed application.
No Response from or Withdrawn by Applicant	There has been no follow through from the consumer.	After the Referral has been received the office will contact the consumer according to their specific business process. If the consumer does not respond within 30 days the referral will be withdrawn
Pending Agency Response	Referral has been made through VG2	Referral has been sent to the appropriate inbox and will be read within 1 business day.
Received by Agency and In Process	Referral has been read, printed, and acted upon.	MRC has received the referral and is attempting to contact the consumer to arrange for orientation and formal signing of application for VR services.



# Application Inbox Intake Statuses

## *Soldiers Home Chelsea/Holyoke*

Status	Definition	Set Conditions
Application/ Inquiry Process Completed	Veteran likely eligible for services	<ul style="list-style-type: none"> <li>MA residency established</li> <li>DD214 submitted</li> </ul>
No Response from or Withdrawn by Applicant	Client not eligible or chose to not pursue services	<ul style="list-style-type: none"> <li>Not resident of MA</li> <li>Not honorably discharged</li> <li>Did not serve required amount of military time</li> </ul>
Pending Agency Response	Application mailed	Waiting for application to be returned complete
Received by Agency and In Process	Application submitted	<ul style="list-style-type: none"> <li>Medical records reviewed</li> <li>Level of care requirements determined</li> <li>Pre-admit interview scheduled</li> <li>Facility tour</li> <li>Nurse evaluation</li> </ul>

## **WIC**

	Definition	Set Conditions
Pending Agency Response	A status of Pending means the application has arrived in the WIC DPH inbox	The Virtual Gateway will automatically set to the status for all applications to WIC Pending since there is no integration with WIC's information system.
Forwarded to WIC Local Agency (switch to forwarded after clicking on print)	Application is opened and reviewed by WIC DPH staff.	If applicable, application is faxed to local agency. Zip code tables are use to determine local program.
Categorically Ineligible	Application is denied because applicant does not meet categorical criteria.	This status is set after the eligibility determination process deems the applicant dose not meet the categorical eligibility criteria.
Currently enrolled in WIC	Applicant is enrolled in the WIC program	This status is set if the applicant's name exists in the WIC database because s/he is enrolled in the WIC program.
Certified	The applicant was determined to be eligible to receive monthly WIC benefits.	This status is set once the eligibility determination process is completed and the applicant meets the eligibility conditions for WIC benefits.
No Response from or Withdrawn by Applicant	Applicant does not enroll in the WIC program.	Contact could not be established with applicant or applicant refused benefits.