# COMPASS
# Community Partner
# Quick Reference Guide

## COMPASS Community Partner Overview

COMPASS is Pennsylvania's fast and easy way to apply online for health and human services. Organizations such as hospitals, church groups and other community-based groups that help Pennsylvania residents apply for health and human services can apply to become a COMPASS Community Partner. By registering as a COMPASS Community Partner, your organization can initiate and track applications through the COMPASS Community Partner Dashboard.

COMPASS serves as a single access point for the following benefits:

- Health Care Coverage, including CHIP
- Supplemental Nutrition Assistance Program (SNAP)
- Cash Assistance
- Child Care Works
- Low-Income Home Energy Assistance Program (LIHEAP)
- Long Term Living Services – Home and Community Based
- Long Term Living Services – Nursing Home and Related Facilities

**Who to contact for Community Partner login and dashboard issues: RA-PWCOMPASSCP@pa.gov**

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**This Quick Reference Guide is designed to assist you in the use of COMPASS online services as a COMPASS Community Partner.**

# Table of Contents

# Welcome to COMPASS

## About COMPASS

COMPASS is Pennsylvania's fast and easy way to apply online for benefits for many health and human services programs anytime and anywhere.

Use COMPASS to find out who qualifies for services, apply for new benefits, renew benefits, finish an application, or check the status of an application.

By using COMPASS, you can apply at any time during the day or night from home, a library, or any location with internet access.

## COMPASS Security

COMPASS is secure, private, and confidential.  Information entered in COMPASS is protected through an encryption process.

User identification and password ensures confidentiality once the application or renewal is received. Individuals can use their unique user identification and password to check on the status of their application after it is submitted or to save their application for up to six months in order to gather additional information.

# Basic Navigation Tips

Before you get started, here is some useful information that will help you become familiar with the look and feel of COMPASS.

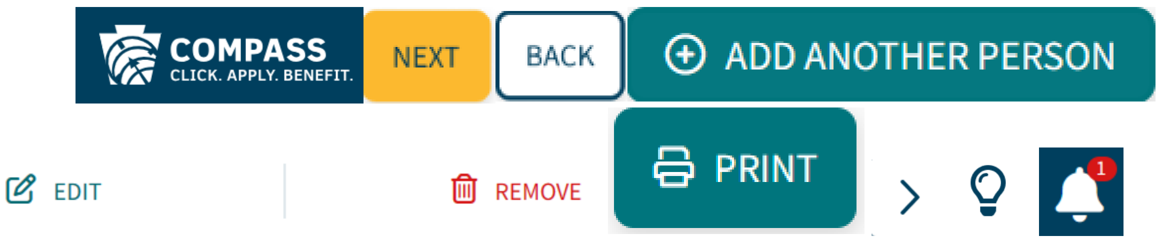
## Buttons

The most frequently used page elements in COMPASS are buttons.

Frequently used BUTTONS include:

- **Next** – Saves information entered on the page. Takes you to the next page.
- **Back** – Saves information entered on the page.  Takes you back to the previous page.
- **Add Another**– Adds a section to the page for an additional person, employer, income, expense, insurance policy, or insurance.
- **Remove** – Removes a section from the page.
- **Edit** – Make updates to a section.
- **Reset** – Clears a previously selected Yes/No response.
- **Print** – Creates a printable version of your application.
- **Save & exit** – Saves your unsubmitted application for up to six months.  Please note: You have six months to complete and submit your saved application before it is erased unless there is a notice on your Community Partner Dashboard indicating a different date.
- **CPD Home** – Returns the Community Partner to the Home tab of the Community Partner Dashboard.
- **Open/Close Icon** – This will let you expand a record to see more information.

- **Light Bulb Icon** – This will appear next to additional helpful information.
- **Alert Bell Icon** – This will display any alerts you may have received. The number next to the bell indicates how many unread alerts there are.
- **COMPASS Icon** – Returns the Community Partner to the COMPASS homepage.
- **Logout** – Returns Community Partner to the COMPASS homepage after submitting an application or renewal.

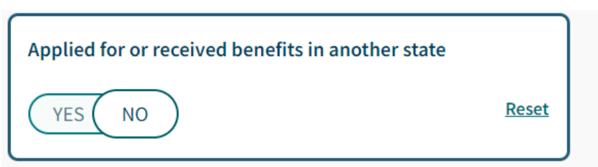



## Links

Links allow you to move directly to a page within COMPASS. Clicking a link opens the page described by that link. Once a link is clicked, it will change color to indicate that the page has been accessed.

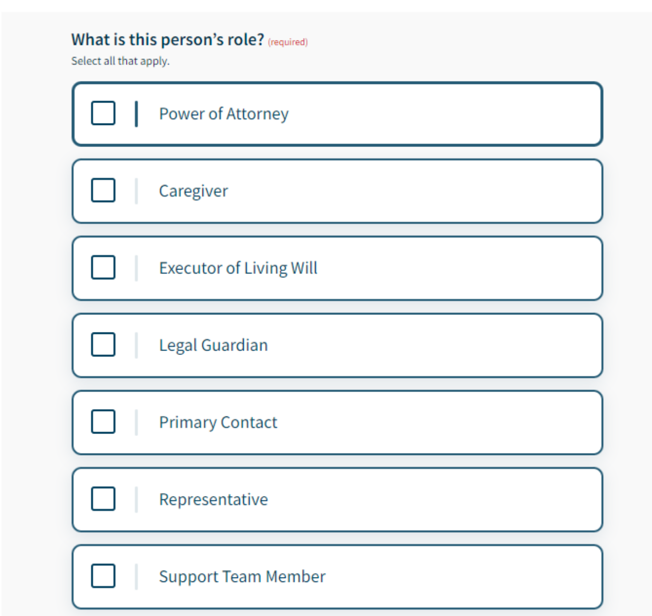

## Buttons

This allows you to choose one of the given options. Click Reset to select neither Yes, nor No.




## Check Boxes

Check boxes allow you to select and deselect multiple options.



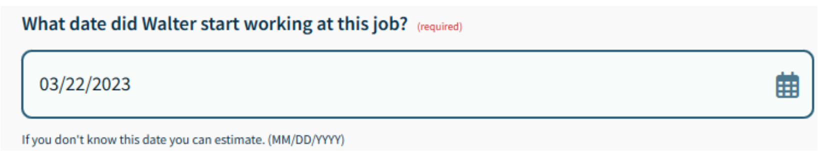
## Drop-down Boxes

Drop-down boxes allow you to select only one option from an expandable list.

Drop-down boxes are identified by a down arrow to the right of the box.


## Date Fields

Date fields allow you to choose a date by manually entering a date in the format of MM/DD/YYYY, or by selecting the date from the calendar on the right of the date field

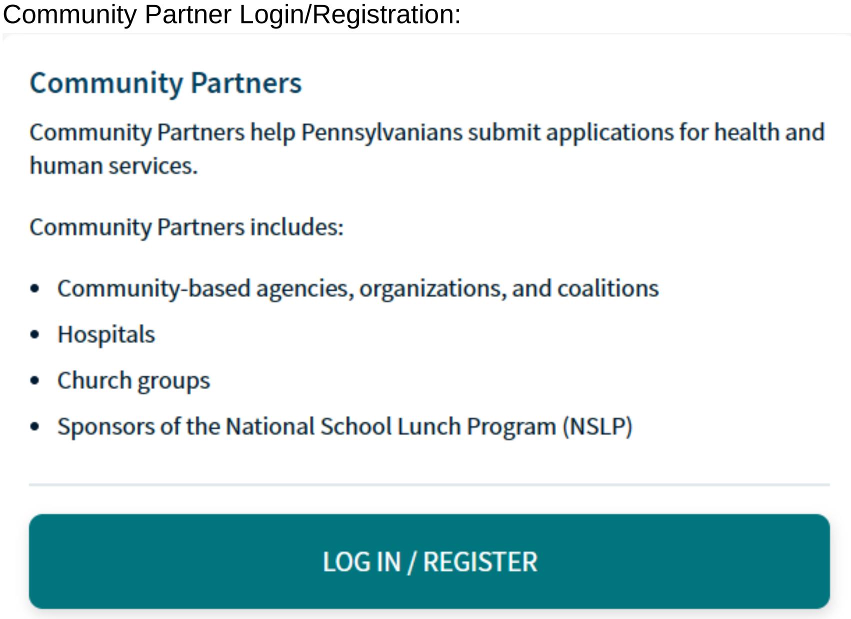



# Community Partner Information

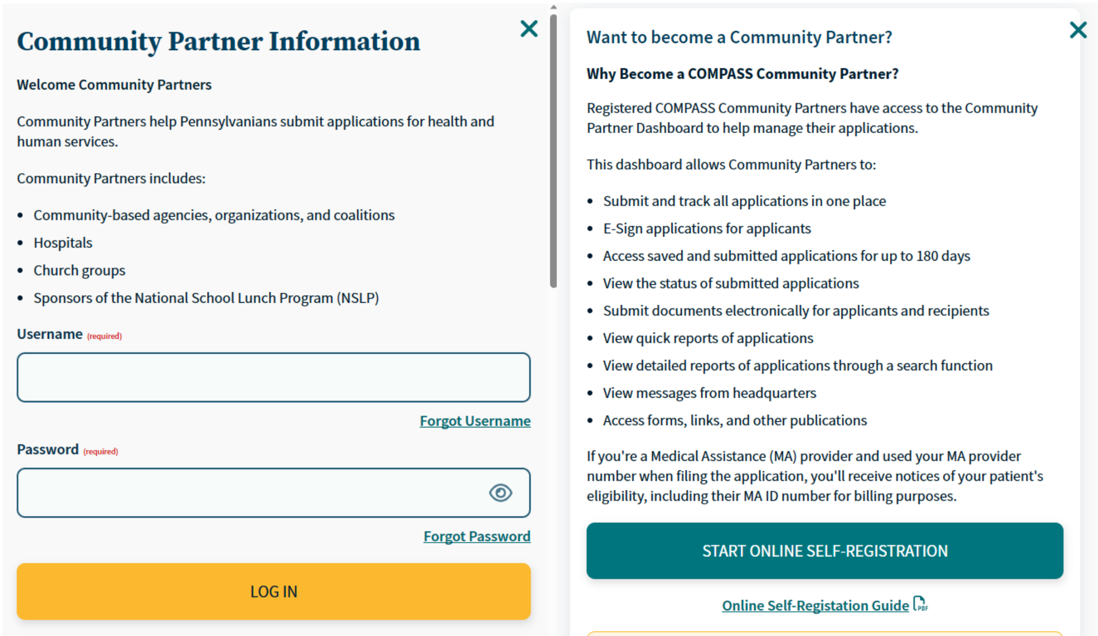
## Community Partner Log in

Community Partners (CP) have a separate page dedicated to CP functions. It is the Community Partner Information page and can be accessed by going to the COMPASS homepage, clicking the 'LOGIN' icon, scrolling down, and clicking on 'LOG IN/ REGISTER' under 'Community Partners'.

Community Partner Login/Registration:



Community Partner Information Page (CP Landing Page):




1. To register yourself or your organization as a COMPASS Community Partner, please refer to the Online Self-Registration Guide for Community Partners.

2. To log in to COMPASS as a CP, enter your User ID and Password on the CP Landing Page and click Log In.

Please note: If you are inactive for an extended period of time after logging in, you will receive a pop-up warning indicating you have a certain amount of time left before you are logged out. You will be logged out if you do not respond to the pop-up. To log back in, return to the CP Landing Page and log in as you normally would.

## Community Partner Dashboard

### Home

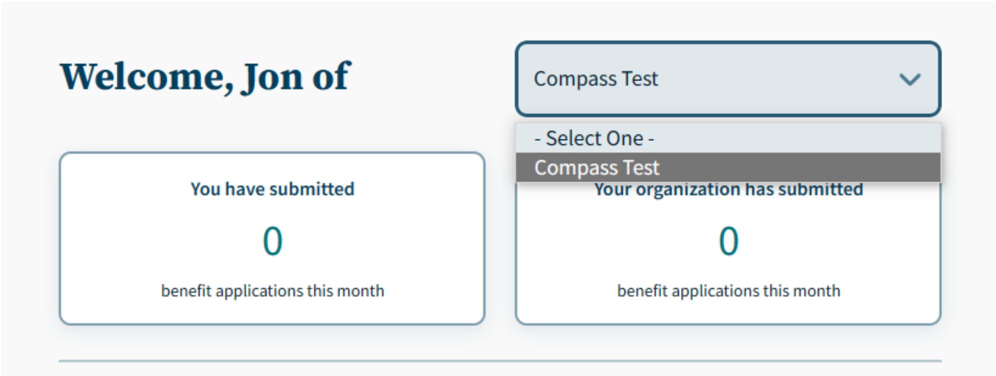
The COMPASS Community Partner Dashboard (CPD) is designed to allow you to save, submit and track COMPASS applications and tickets for your organization.

### Alerts Center

The alerts center section of the dashboard provides information from the commonwealth about events that may impact your organization, such as system changes or new features. The messages on the dashboard will be displayed based on the posting date and will automatically be deleted when they expire. Read all new messages by clicking on the bell icon and take the appropriate actions based on the message.

### Organizations with Multiple Locations

Organizations are registered based on their Federal Employer Identification Number (FEIN). Each organization can have more than one location under the organization's FEIN if there are different offices, or a need to separate applications submitted between different locations. Users can have access to more than one location, within the same organization. In the top right corner of the CPD there is an arrow beside Select Organization which allows you to switch between different locations.




For more information on organization locations, and how to register, see the [Online Self-Registration Guide for Community Partners].

Saved Applications

- **Applications/Renewals** – This includes all applications saved by all users at your location listed at the bottom of the screen.
- **Semi-Annual Reporting (SAR)** – This shows all SARs saved by all users at you location.
- **Show Only My Drafts** – Checking this box shows only applications/SARs that you have saved at your location.

## Submitted Applications

- **Applications/Renewals** – This includes all applications recently submitted by all users at your location listed at the bottom of the screen.
- **Semi-Annual Reporting (SAR)** – This shows all SARs recently submitted by all users at your location.
- **Show Only My Submissions** – Checking this box shows only applications/SARs that you have submitted at your location.

## Tickets

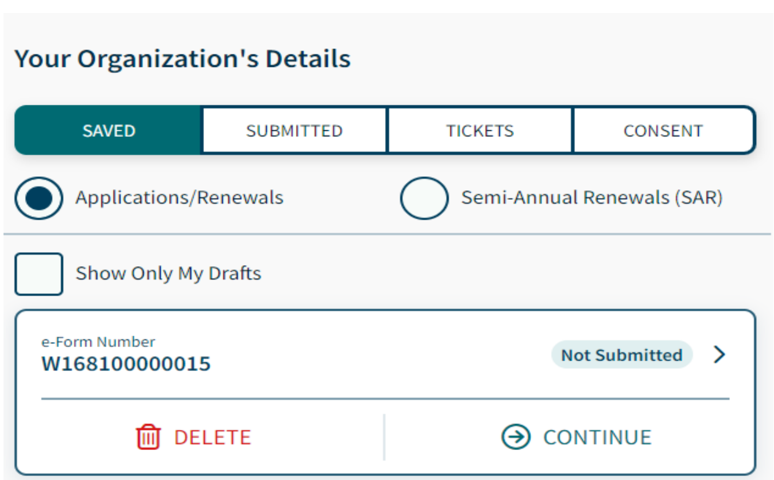
- **Tickets Your Organization Recently Submitted** – This includes all the tickets submitted by all users in your organization and location listed on the bottom of the screen. At this time, tickets can only be submitted by MA Providers that are adding a newborn to a mother's Medical Assistance case.

## Consent

- This shows Fast Track MA Consent Forms. You can view **All Consents**, or filter only **My Consents**.

**NOTE:** Each list displays the last 20 applications or tickets that meet the list criteria above.

The lists provide the "e-Form #" of the application, the "Applicant" name, the "Last edit date", and which user the application was "Last edited by". You can select an application by clicking on the row.



Once an application is selected, there are additional options that can be performed.

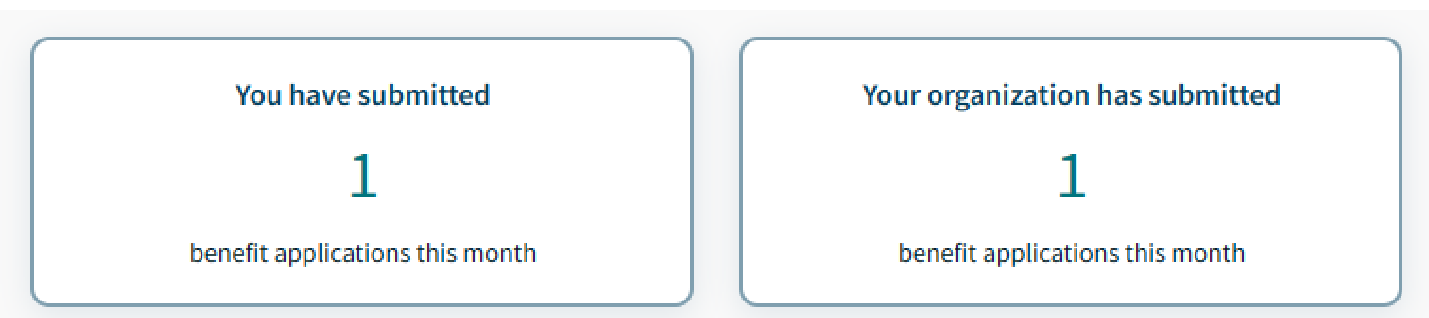
- **For Saved Applications/Renewals:**
  - Continue Application – Allows the CP user to continue processing the application.
  - Delete – Gives the option to delete this saved application/renewal.
  - Application Summary – Allows the CP to see the application information currently entered in a .pdf summary format.
- **For Submitted Applications:**
  - Application Summary – Provides all the information submitted in the application in a summary .pdf format.
  - View Status – Shows which benefits were applied for and the status of the application.
    - View Verification Documents – Lists the verification that the system determined is needed to process the application. Note the caseworker may have additional required information and contact the applicant to request this information.
  - Signature Page –Allows the CP user to print the signature page for the applicant to send into the CAO, or to e-Sign for the applicant.
  - Attach – Allows the CP user to attach documents to that application by selecting a document that has been saved to the computer.
- **For Tickets:**
  - Summary – Provides the ticket's status, applicant name, the date it was created, and the user who submitted it.
  - View – Displays the mother's information and the information of the newborn being added.

If you cannot find the application you are looking for, use the "Search Applications" function, located on the left-hand side of the screen.

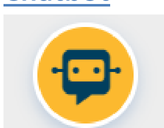
## Statistic Boxes

The statistic boxes show how many applications have been submitted by you and your organization in the current month.

1. **Submitted by You** – Indicates how many applications you have individually submitted in the current month.
2. **Submitted by Your Organization** – Indicates how many applications have been submitted by your organization in the current month.




## Chatbot



The robot icon in the bottom right corner of the screen is the COMPASS Chatbot, Ben. Ben can answer general questions about the COMPASS website as well as questions specific to benefits.

1. Click on the icon to begin a chat session.
2. Type your question in the box and click the send arrow or select a topic from the menu.

**Note:** Chatbot works best if you ask simple, direct questions one at a time.

## New Applications

Click on the NEW APPLICATION button to start a new application on behalf of an individual and you will be routed to the getting started section of the application.

1. Getting Started
   a. **What to Expect** – Explains what information you need from the individual prior to completing the application.

   **IMPORTANT:**
   **You may need the following information from the individual to complete the application:**
   - **Household income from jobs, child support and other income**
   - **Social Security numbers and birth dates of household members**
   - **Current or recent health insurance information**
   - **Housing and utility expense information**
   - **Resource information, such as bank accounts, vehicles, homes, property, life insurance, etc.**
     **Please note: Some health and human services, including LIHEAP and Child Care Works, do not need resource information. Also, resources are not needed if you are applying for health care only and you meet one of these exceptions: pregnant; child under age 21; have a dependent child under 21 living with you; you do not have a disability and are under age 65.**
   - **Proof of citizenship and identity if you are a U.S. citizen (for example: birth certificate, driver's license or state ID)**
   - **Non-citizens must provide documentation showing lawful presence in the U.S. unless they are only applying for Medical Assistance for an emergency medical condition.**

   b. **Set Up** – Choose the option that represents your organization. If you are enrolled with DHS as a MA or non-MA provider and are applying on behalf of a client, select the type of medical service, enter your MA or non-MA provider number, and enter the date of first admission or treatment. If you are a community-based organization applying on behalf of a client, enter the Type of Community Based Organization you are in the required field.
   c. **Returning User** – Complete this screen only if the applicant has given you permission to submit a pre-populated application on their behalf.
   d. **Password** - Choose a password for the application that can be provided to the user. This allows them to access an unfinished application later or check the status of a submitted application.
   e. **Family Safety** - This page provides information and resources for victims of domestic violence.

   **IMPORTANT:**
   - **If you are providing the e-Form number and password to the individual so they can check the status of their application on their own, be sure to write down the individual's e-form number and password and keep them in a safe place.**

2. **Household** – Enter the head of household information. Click the ADD ANOTHER PERSON button to add each additional household member. Be sure to include members of the household who are currently away from home (for example: students) as well as members who are part of the tax household for MA eligibility determination. After adding all household members, confirm the head of household and enter the mailing address and optional contact information.
3. **Benefits** – Select all the benefits for which the household is applying. Then select each household member who is applying for each benefit.
4. **Individual Details -** Answer questions about the household and each individual household member.
5. **Income** – Answer income questions about the household. Depending on the answer to these questions, you may have to answer income questions about individual household members.
6. **Expenses** - Answer expense questions about the household. Depending on the answer to these questions, you may have to answer expense questions about individual household members.
7. **Resources** – Provide resource information for all household members, such as bank accounts, vehicles, homes, property, and life insurance.
8. **Insurance** - Answer insurance questions about the household, depending on the benefit(s) requested. Depending on the answer to these questions, you may have to answer insurance questions about individual household members.
9. **Review** – This process will review the application to determine if there are any remaining questions. Answer all required questions in order to move forward in the application process.
   a. **Benefits** – Benefits you and/or someone in your household may qualify for based on information given in the application.

   b. **Summary** – All the sections will be displayed as well as a link to view/print a PDF Summary of the application. Click the EDIT button to make updates to the application.
   c. **Routing & Provider Information** – Describes which department the application will be routed to and the benefits for which the household has applied.
   d. **Managed Care Organization** – Provides information about the different Managed Care Organizations (MCOs) that are available for the client to choose from. They may select one now, or at a later time.
   e. **Additional Information** – Provide additional information such as language preference and whether the applicant would like to enroll in text message or email notifications. The answers to these questions will not affect eligibility.
   f. **Voter Registration** – The Head of Household will have the opportunity to select if they are interested in registering to vote or changing information on their Pennsylvania voter registration.

10. **Submit e-Form**
   a. **Signature Options** – If the Social Security Number of the Head of Household was entered, you can e-Sign on behalf of the individual.
   b. **Rights and Responsibilities** – Make sure the applicant reads and understands the rights and responsibilities.
   c. **Identity Verification** – You may be asked to verify the applicant's identity by answering questions that pertain to their credit report history. This process allows their application to be processed more quickly and ensures that the information provided in the application remains secure. This is optional for Community Partners to complete, and the Community Partner must have the applicant's permission to do so.
   d. **Certification/Authorization** – Ensure the applicant has read, certifies, and agrees to the items listed, then enter the Community Partner's initials.
   e. **Submit -** Choose whether you would like to view and/or print the e-Form for your records, view and/or print the e-Signed page, or have the signature page mailed to the household.
      **Note: Once you "Submit" the application, no information can be changed.**
   f. **Confirmation** – Congratulations, your application has been completed and submitted. Click on the "View Summary" button to review the summary of the application you submitted.
      Click on the "View Required Documents" button to review verification you may need to submit for this application. If the list is blank, COMPASS does not recognize that any verification is needed. Click on the "Attach A File" button to submit the verification documents electronically. Please see the *Attach Documents* section for instructions.

      **Note:** You may receive eligibility results on the Confirmation page. Review your results with the applicant and inform them that they will receive a notice regarding their eligibility shortly.

STOP **IMPORTANT:**
- **Do not forget to submit the verification documents.**
- **To review those documents, click the "View Required Documents" button.**

## Renew Benefits

Click on the RENEW BENEFITS button on the CPD to renew benefits on behalf of an individual. Programs require recipients to renew benefits to determine if they are still eligible to receive those benefits. Please note: The following benefits cannot be renewed through COMPASS: Free or Reduced-Price School Meals and Low-Income Home Energy Assistance Program, LIHEAP. The system will list the Department and benefits that you can renew.

1. You'll need to receive approval from the individual to renew on their behalf and click on the check box indicating you have permission to do so.
2. To renew, enter the individual's Social Security number, case/county record number and renewal date.
3. **Getting Started**
   a. **What to Expect** – Explains what information you need from the individual prior to completing the application.

   STOP **IMPORTANT:**
   **You may need the following information from the individual to complete the renewal:**
   - **Household income from jobs, child support and other income**
   - **Social Security numbers and birth dates of household members**
   - **Current or recent health insurance information**
   - **Housing and utility expense information**
   - **Resource information, such as bank accounts, vehicles, homes, property, life insurance, etc. Please note: Some health and human services, including LIHEAP and Child Care Works, do not need resource information. Also, resources are not needed if you are applying for health care only and you meet one**

**of these exceptions: pregnant; child under age 21; have a dependent child under 21 living with you; you do not have a disability and are under age 65.**

- **Proof of citizenship and identity if you are a U.S. citizen (for example: birth certificate, driver's license or state ID)**
- **Non-U.S. citizens must provide original documentation indicating lawful residence in the U.S. unless they are only renewing Medical Assistance for an emergency medical condition.**

b. **Set Up** – Choose the option that represents your organization. If you are enrolled with DHS as a MA or non-MA provider and are applying on behalf of a client, select the type of medical service, enter your MA or non-MA provider number, and enter the date of first admission or treatment. If you are a community-based organization applying on behalf of a client, enter the Type of Community Based Organization you are in the required field.
c. **Password** – Choose a password and three hint questions and answers.
d. **Family Safety** - This page provides information and resources for victims of domestic violence.

**IMPORTANT**:

- **If you are providing the e-Form number and password to the individual so they can check the status of their renewal on their own, be sure to write down the individual's e-form number and password and keep them in a safe place.**

4. **Household** – Review and update all household and mailing address information.
5. **Benefits** – Select the benefits for which the household is renewing. The individual may opt to apply for additional benefits by selecting them at this time. Then select each household member that is renewing each benefit.
6. **Individual Details** – Review and update all household and individual household member information.
7. **Additional Details** – Review and update all additional details questions about the household members.
8. **Income** – Review and update all income information.
9. **Expenses** – Review and update all expense information.
10. **Resources** – Review and update all resource information.
11. **Insurance** – Review and update all insurance information.
12. **Summary**
    a. **Review** - Review the entire renewal. Click the "EDIT" button to make updates to the renewal application.
    b. **Routing and Provider Information** – Describes which department the renewal has been routed to and the benefits for which the household has applied to renew.
    c. **Additional Information** –Provide additional information such as language preference as well as your contact information in case the caseworker needs more information. Answer additional optional questions. The answers to these questions will not affect eligibility.
    d. **Voter Registration -** The Head of Household will have the opportunity to select if they are interested in registering to vote or changing information on their Pennsylvania voter registration.
    e. **Identity Verification** – You may be asked to verify the applicant's identity by answering questions that pertain to their credit report history. This process allows the renewal to be processed more quickly and ensures that the information provided remains secure. This is optional for Community Partners to complete, and the Community Partner must have the applicant's permission to do so.
13. **Submit E-form**
    a. **Signature Options** – If the Social Security Number of the Head of Household was entered, you can e-Sign on behalf of the individual.
    b. **Rights and Responsibilities** – Make sure the applicant reads and understands the rights and responsibilities.
    c. **Certification/Authorization** – If you choose to e-sign the application, enter your initials in the box at the bottom of the page.
    d. **Submit** – Choose whether you would like to "View and/or print the e-Form for your records", "View and/or print the e-Signed signature page" or "Do not have a printer" at this time.
    g. **Confirmation** – Congratulations, your renewal has been completed and submitted. Click on the "View Summary" button to review the summary of the renewal. Click on the "View Required Items" button to review verification you may need to submit. If the list is blank, COMPASS does not recognize that any verification is needed. Click on the "Attach A File" button to submit the verification documents electronically. Please see the *Attach Documents* section for instructions.

**IMPORTANT**:

- **Do not forget to submit the verification documents.**
- **To review those documents, click the "View Required Items" button.**

## Semi-Annual Reporting (SAR)

The Semi-Annual Reporting option under Quick Actions allows you to complete a SAR on behalf of a recipient.

1. Click on the Semi-Annual Reporting (SAR) button under Quick Actions to begin the SAR workflow and click Get Started.
2. Enter the county and case record number, and either MCI number or SSN of the recipient. Then check the box indicating that you have received consent and click Next to being the SAR.
3. Confirm the case details for the benefit(s) you're completing the SAR for and click Next.
4. Review and complete each of the following sections. Remember to update any details that may have changed.
    a. Current Address
    b. Household Members
    c. Jobs
    d. Other Income
    e. Child Support
    f. Child/Dependent Care
    g. Resources
5. Review the Summary of your changes and click Next.
6. If you are submitting the SAR past its due date, you will be asked to provide a reason for why it is late. Complete this screen and click Next.
7. Voter Registration - The Head of Household will have the opportunity to select if they are interested in registering to vote or changing information on their Pennsylvania voter registration.
8. Select whether you are the Head of Household on your case or acting as an Authorized Representative for the household.
9. You can provide an email address to receive a receipt showing that the SAR was completed.
10. Click Submit.

## Quick Reports

The Quick Reports tab provides the number of e-Forms you, and your organization, submitted by county and the number of e-Forms submitted by benefit for the previous month. For more detailed reports, use the Search page.

**Submitted E-Forms by County** – Lists, by county, how many applications have been submitted by you individually, and by your organization.

**Submitted E-Forms by Benefit** – Lists, by benefit, how many applications have been submitted by you individually, and by your organization.

**Submitted FastTrack MA Consent Forms** – Lists how many MA FastTrack Consent Forms have been submitted by you individually, and by your organization.

## Information

The Information tab provides links to information on benefits, downloadable forms, and other helpful links. Click on a link to open the desired page. The page/form will open in a new tab, or window.

## School Meals

The School Meals tab provides links to information on the Free or Reduced Price School Meals Program. Click on a link to open the desired page. This tab is viewable based on the Community Partner's National School Lunch Program COMPASS access. Not all Community Partners will see this tab.

## Administration

The Administration tab provides information and links on user/organization management. This tab is viewable based on the Community Partner's Delegated Administrator access. Not all Community Partners will see this tab. For more information on administrative functions, see the Online Self-Registration Guide for Community Partners.

## Search Applications

Click on the Search Applications button in the sidebar of your CPD to search for applications saved or submitted by your organization. Enter one or more of the search criteria and click "Search". You can export your search to excel or view it in a PDF as well. When exported to Excel or PDF, the following information is available:

- e-Form #
- Applicant Name
- Created Date
- Created By
- Last Update Date
- Last Updated By
- Submitted Date
- Applied Benefits
- Status
- County
- District

## Attach a File for a Recipient

See **Submitting Verification Documents to a Case Record** on page 15.

## Check Renewal Date

This will take you to the renewal screen where you are able to look up renewal dates for MA, SNAP, Cash, HCBS Waiver, CHIP or LTC benefits. Enter the Head of Household's Social Security Number of MCI #/ Medicaid ID/ EBT Card #, as well as the County and Case Record number.

## Correctional Facilities

- **Suspended MA** – This shortened application flow allows correctional facilities to submit application for suspended MA for individuals who are currently incarcerated.
- **Act 22 Inpatient Hospital** - This application flows allows correctional facilities to submit applications to cover inpatient hospital stays for incarcerated individuals.
- **MA Inmate Release** – This gives all correctional facilities the opportunity to apply for MA benefits for individuals being released from incarceration using a shortened application.
- **Report Changes** – This gives all correctional facilities the opportunity to submit changes to release applications they or someone in their organization has submitted.

## Presumptive Eligibility (PE) Worksheet

Click on PE Worksheet button, on the main CPD page, to determine if an individual is presumptively eligible for MA. A valid MA Provider Number is required to access the PE Worksheet. After information is entered and the PE Worksheet has been submitted, you will be able to determine if the individual is Eligible or Ineligible for PE.

1. If individual is eligible for PE:
    a. Submit a COMPASS PE application or PE/ongoing MA application, if the PE applicant wishes to apply for ongoing MA.
    b. Give the PE applicant a copy of the PE Worksheet.
2. If the individual is ineligible for PE:
    a. Assist the applicant in submitting a COMPASS MA application, if the applicant wishes to apply for ongoing MA.
    b. Give the PE applicant a copy of the PE Worksheet.

## Add Newborn

Click on Add Newborn button, on the main CPD page, to add a newborn to an active MA case record. A valid MA Provider Number is required to access the Newborn Add functionality. Enter identifying information to locate the mother's active case record and to add the newborn. Once this information is submitted, the CP will not have to submit the MA112 form.

### Fast Track MA Consent Form

Search Fast Track MA Consent Form and Consent History using Name, SSN, case record number, and date of birth.

## COMPASS Attach Documents

Community Partners have the option to attach verification documents via COMPASS Attach Documents. Community Partners can access this feature through the following COMPASS locations:

1. **Apply/Renew for Services Confirmation Screen** – click 'ATTACH A FILE' on the Application/Renewal Confirmation screen. The option is available immediately following successful submission of an application/renewal.
2. **Recently Submitted Applications/Renewals/SARs Panel –** select the application/renewal/SAR and click on 'ATTACH'.
3. **Search Applications screen –** after searching for applications, select the application needed and click on 'ATTACH'.

### Submitting Verification Documents for an Application

After accessing COMPASS Attach Documents from one of the access points described above, follow these steps to submit one or more verification documents:

1. Make sure the e-form # is correct.
2. Select the type of document from the list and click Next.
3. Click 'Choose A File' and select the file you wish to upload.
4. Click Next to upload the file.

### Submitting Verification Documents to a Case Record

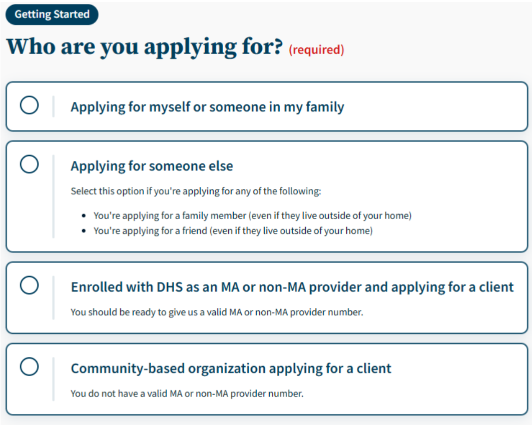
Community Partners can also assist clients who are current recipients in submitting documents through the **'Attach a File for a Recipient' tab** on the left-hand side of their Community Partner Dashboard, or the **Upload Document button** under Quick Actions. To upload documents for a specific case record number, follow the steps below:

**To Upload images using the 'Attach a File for a Recipient' button:**
1. Enter a valid case record number and click Next.
2. Select the category and then the sub-category that the document falls under.
3. Click 'Choose A File' and select the document you'd like to upload.
4. Click Next to upload the document(s).

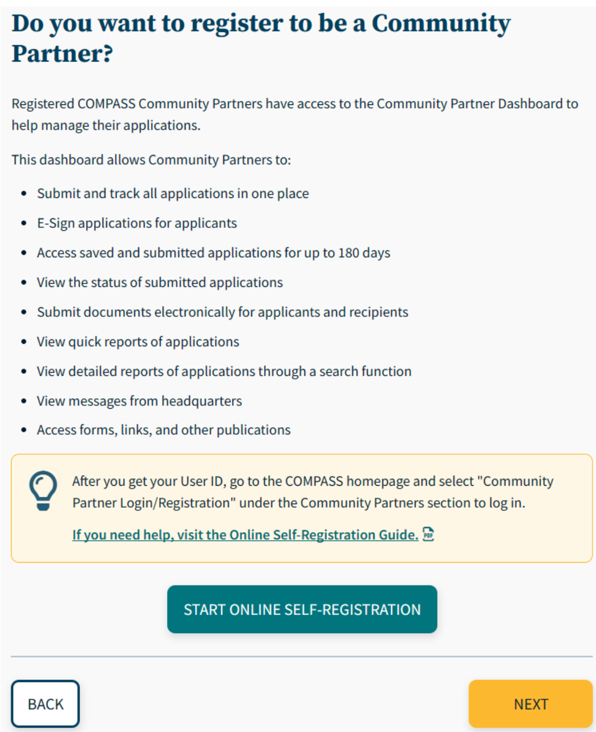
## Frequently Asked Questions

**Q: May I still apply for benefits on behalf of a citizen without signing up to become a Community Partner?**

**A:** It is recommended that an organization that applies on behalf of someone else registers to become a Community Partner, though you can apply on behalf of another individual without becoming a Community Partner. Under Getting Started during the application process, select "Community-based organization, applying for a client".




Once you select the 4th radio button shown above, you will be able to register as a Community Partner by clicking “Start Online Self-Registration” or you can click Next to continue completing the application without registering as a Community Partner.




**Q: Why do the numbers of submitted applications in the statistic boxes not match the number of listed applications submitted by myself and my organization?**

**A:** The difference between the numbers in the statistic boxes and the number of listed applications is the date range. The statistic boxes include only the current month, but the list of applications includes all that were submitted within the past 30 days.

**Q: How long will it take to apply for benefits on behalf of a citizen using COMPASS?**

**A:** It will take at least 25 minutes to complete an application. The exact length will depend on the benefits selected and the number of people in the household.

**Q: Which benefits may be applied for using COMPASS?**

**A:** The following benefits may be applied for using COMPASS: Health Care Coverage (including CHIP), Supplemental Nutrition Assistance Program (SNAP), Free or Reduced-Price School Meals, Cash Assistance, Child Care Works, Low-Income Home Energy Assistance Program (LIHEAP), Long Term Living Services– Home and Community Based and Long-Term Living Services – Nursing Home and Related Facilities.

**Q: Once I submit an individual's application and receive the confirmation page do I need to take any additional steps?**

**A:** Yes, you must submit the household's required verification documents for the application to be processed. Also, remember to provide the applicant with the Summary page of the application.

**Q: How do I register as a COMPASS Community Partner?**

**A:** To register yourself or your organization as a COMPASS Community Partner, please refer to the Online Self-Registration Guide for Community Partners.