

A Day in the Life of an Assistance Payments Worker

A day in the life of an Assistance Payments Worker (APW) is rewarding, challenging, exciting and sometimes stressful, yet always worth it. An APW rarely knows what to expect when they start their day.

A typical day for an APW begins with checking their mailbox for any incoming mail. Back at their desk, workers check their e-mail and retrieve their voice mail to return phone calls to their clients. APW's will check their calendar to see if they have any appointments for new applications that require an in-person or telephone interview with the client. Each worker has their own individualized way of deeming how to prioritize their work for the day. It may take some time to develop a system of what a priority is and be aware that those priorities can always fluctuate.

Once appointments have been interviewed and checklists of needed verifications are given to the client (i.e. asset, income, and expenses), workers will then begin to process any changes that clients have reported. It is important that changes are processed timely as the change may impact the monthly benefits amount.

Workers also process monthly redetermination of cases to review if a client can continue receiving their ongoing benefits based on their current income and expenses. Reviews are typically scheduled within the first week of each month so there is ample time to complete the review process by the end of the month.

During the day workers are answering their telephone that will ring frequently to assist clients with their questions and concerns. Workers will also be communicating with community partners such as Community Action Agency, Salvation Army, and Michigan Works to provide referrals for services we aren't able to provide. Oftentimes, workers will also talk with utility providers to request information when clients are faced with disconnection notices.

The average day of an APW is very unpredictable and a worker should be prepared for the unexpected. There is constant change and interruption during the day. Having the ability to adapt quickly to change and be flexible, along with being organized are keys to being successful as an Assistance Payments Worker.