



Discretionary benefits — the complete file before assessment

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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3,100 claims a year, decision in 9 days instead of 21 · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The decision on an entitlement belongs to the caseworker — and the agent hands it over in four minutes, complete file, documents checked and the calculation set out in plain language. It is the caseworker's act that makes the decision reasoned and open to challenge, therefore defensible.**

What the agent does at first level

Stage	Duration	Result
Answer on the benefit's general conditions	48 seconds	Who may claim, which documents, which calendar, which deadline — with the town decision and its date
Document check	2 minutes	Every document compared against the benefit's checklist, what is missing stated the same day with the way to obtain it

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Stage	Duration	Result
Household-income calculation	immediate	Set out line by line, in plain language — the caseworker checks it in forty seconds instead of redoing it
Assembling the file	immediate	In the order of the checklist, with a note of what has been checked and what remains to be assessed
Decision	—	The caseworker

The result measured over the quarter

Measure	Last year	This quarter	What it changes for the resident
Complete files on transfer	1,240 out of 3,100	3,007 out of 3,100	1,767 fewer round trips
Time between filing and decision	21 days	9 days	Twelve days gained on an entitlement that often meets an immediate expense
Files still incomplete	—	93	Each left with the request already drafted to the body holding the document, for the resident to sign
Getting a file in order before assessment	26 minutes	4 minutes	The caseworker checks instead of reconstructing

What is flagged without being asked

Finding	Volume	What the agent has prepared	Who decides
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Households that claimed one benefit without claiming the one the very same documents entitled them to	412	412 information letters written on the town's template, ready to go	The service
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Those 412 households are pure non-take-up: the entitlement exists, the documents are on file, the claim was never made. **What the agent returns to the service is no longer discovering this a year too late** — and the matching runs again automatically with every new claim filed.

The benefits covered

Benefit	Claims a year	Documents required	What the agent sets out
Canteen pricing by household income	1,480	Tax notice, proof of address, family book	The household-income calculation, line by line
School transport support	760	School certificate, proof of address	The check on the distance declared
Meals on wheels	540	Proof of address, tax notice, medical certificate	Completeness and the renewal calendar
Support for holidays and leisure	320	Tax notice, proof of address	The household-income calculation, carried over from the canteen file
Total	3,100	—	—

The time the service was losing sat in incomplete files that go away and come back, and in a calculation done twice. The check at the counter removes the first; the calculation set out in plain language removes the second — and the caseworker gets the twelve days back for the situations that call for their judgement.

For the town to settle

Action taken on the 412 information letters about unclaimed entitlements: _____

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