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

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

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**

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**

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.**

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For the town to settle

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

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https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-charge-accueil

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