Completeness queue — 2,400 files analysed

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

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One month of checks, based on the household's documents · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The file arrives ready to sign off in 3 minutes instead of 18:** a caseworker's sign-off is on all 2,400, and it is what makes the decision reasoned, dated and open to challenge. *A completeness check verifies that a claim carries every document the benefit requires, before assessment.*

Why one file in three goes back out as a request for documents

Reason for the request	Files	Share	What it reveals
Document already filed by the household, elsewhere	**470**	**63%**	**The office already held the document — under another file name or in another claim**
Genuinely missing document	168	23%	The only reason that justifies writing to the family
Unreadable document	106	14%	Cropped photograph, scan too dark

Reason for the request	Files	Share	What it reveals
Total requests	**744**	**31% of the queue**	—

What a request costs a family: 11 days of waiting on average before the entitlement is granted. **470 avoidable requests means 470 households waiting for a document already in our hands** — and 470 calls to the switchboard a week later.

What matching already-filed documents changes

Measure	Before	After
Rate of files sent back for documents	**31%**	**12%**
Files concerned each month	744	**288**
Time for a completeness check	**18 minutes — 60% of the processing time**	**3 minutes of review — 10%**
Hours returned to caseworkers	—	**600 h a month**

What the caseworker is shown, file by file

Item	Content
Required document	Against it: the document found, its filing date and the claim it came from
Rule applied	**Quoted from the office's internal framework, with its version — never reworded**
Points to reconcile	Where two documents say two different things
Declaring the file complete	**The file arrives ready to sign in 3 minutes instead of 18; the caseworker's sign-off makes it reasoned, dated and open to challenge**

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What is reported to the head of the benefits department

Finding	Volume	Why it is reported
Files where two rules of the framework contradict each other	**37**	**Shared custody arrangements for the most part — both possible readings are written and run over the 444 files of twelve months: reading A, 214 entitlements opened; reading B, 96 at the full rate. The gap covers 118 families a year**
Files declared complete without sign-off	**0 out of 2,400**	Framework measure, from the sign-off log

A contradiction settled once holds for every file that follows. This is exactly the kind of gap that produces different treatment for two families in the same situation — and it is settled in one 90-minute session.

For the office to settle

Date of the ruling session on the 37 files: _____

Request a demo with your own documents

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https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-gestionnaire-caf

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