

## CalSAWS Enhancement Request (CER)

This form was automatically created and sent to on behalf of Region 6 PPOCs.

<b>Submission Date:</b> 08/09/2021		
<b>Title:</b> Immediate Need based on Qualifying Questions		
<b>Region#:</b> 6	<b>County:</b> Los Angeles	
<b>Submitter:</b> Tostado -Martinez Fabiola	<b>Phone:</b> 5629086353	<b>Email:</b> FabiolaTostadoMartinez@dpss.lacounty.gov
<b>Area(s) Impacted:</b> <ul style="list-style-type: none"><li>• Eligibility</li></ul>		
<b>Program(s) Impacted:</b> <ul style="list-style-type: none"><li>• CalWORKS / RCA</li><li>• Medi-Cal / RMA</li></ul>		
<b>Justification/Request Summary</b>		
<p>CalWORKs - Display the Immediate Need (IN) request in CalSAWS anytime an applicant answers "yes" to any of the "cash" Qualifying Questions (questions preceded by the dollar [\$] sign) and is applying for CalWORKs benefits via the online portal or when the selections on the Application Registration Summary page are made. *A "yes" response to the "cash" QQs should auto-populate IN on the Select Programs page. Note: Staff should not be able to unselect the IN selection as it is auto-populated based on information received from BenefitsCal when the QQs are answered; or the selections made on the Application Registration page. Medi-Cal - Display the Immediate Medical (IM) request in CalSAWS anytime an applicant answers "yes" to the "Does anyone in your household have a personal emergency?" and applying for Medi-Cal benefits via the online portal or when the selections on the Application Registration Summary page are made.</p>		
<b>Issue</b>		
<p>Existing Process A) Application Submitted via Online Portal - When an applicant applies for CalWORKs/CalFresh/Medi-Cal on the YBN online web-portal and responds "yes" to the "is this an emergency request" question, the CalWORKs, CalFresh, and Medi-Cal Qualifying Questions (QQ) populate for completion by the applicant. Note: Although applicants are able to complete the QQ, the online interface with YBN does not populate the responses to CalSAWS. Instead if there is a "yes" response to the question "Is this an emergency request?", the ES/IN/IM field on the e-Application Summary page reflect IN or IN/ES. Eligibility staff must review the page and manually select IN on the Select Program page in order for the Immediate Need Program block to be generated. B) Application Submitted in Person at District Office: When the Application Registration page is updated with the responses to the QQs, the Select Programs page is updated based on the questions answered. In addition, the IN check box is auto-selected and if the applicant is only applying for CalFresh, General Relief, Medi-Cal or for any other</p>		

program except CalWORKs, the Case Opening Clerk needs to deselect the IN Program or it will not let the COC continue with case assignment. Staff are also able to remove the checkmark next to the IN/ES designation.

**Proposed Recommendation**

A) Applications Submitted via Online Portal When an applicant completes the QCs via BenefitsCal, and selects yes to any of the "cash" QCs and is applying for CalWORKs CalSAWS must: - Auto-populate Immediate Need on the Select Programs page. Note: Once the Select Programs page is updated, staff must not be able to unselect the checkbox next to IN. Staff should continue to have the ability to select the IN box if IN is determined during the intake interview or during the application process. - Create a Program Block for the respective program as noted above. - Ensure requests for IN and IM are displayed in CalSAWS, as follows: \*IN, if yes was answered for the "cash" QC and applying for CalWORKs, update the Select Programs page; and \*IM, if "yes" was answered to "Does anyone in your household have a personal emergency?" and applying for Medi-Cal, create a way to display in CalSAWS. Note: \*CalSAWS should not populate IN if the applicant is not applying for CalWORKs. \*CalSAWS should not capture the applicant's responses to the CalFresh ES QCs as there is already existing programming that requires an ES assessment for all CalFresh applications. CalFresh functionality should remain unchanged. B) Applications Submitted in Person at District Office: - Staff must not be able to remove the checkbox designation for IN on the Select Programs page, when the applicant has answered "yes" to any of the "cash" QCs via BenefitsCal or the selections were made on the Application Registration page and a CalWORKs application also exists. - The auto-selection of the IN Program on the Select Program page in CalSAWS should only take place when the applicant is applying for CalWORKs. Note: Staff should continue to have the ability to select the IN box if IN is determined during the intake interview or during the application process.

**Assumptions:**

All current functionality remains unchanged such as: a) CalSAWS should continue to assess for expedited CalFresh for all cases as per current process regardless of the responses to the CalFresh QCs. CalFresh Expedite Services functionality should remain unchanged with this request. b) Logic and programming for questions related to the Medi-Cal Program should remain unchanged. c) Logic and programming that allows staff to add an IN segment if a need for IN is determined during the interview or during the application process.

**ACL/ACIN/ACWDL Number(s):**

**Senate/Assembly Bill Number(s):**

**NOA(s) and From(s):**

Required for this change?;No

Are NOA(s)/Form(s) being revised?;No

NOA(s) and Form(s) Description:;

**Priority/Implementation Consideration(s):**

This is part of corrective actions taken by DPSS due to an error finding by the California

Department of Social Services as part of the CalWORKs Eligibility Case File Review conducted in August 2019. LA County got cited for not processing IN correctly.

**Approvals**

**Section Head Approval::**Electronically Signed by Castro Noemi

**Approval Date::**08/11/2021

**Division Chief Approval::**Electronically Signed by Evans Jr Luther

**Approval Date::**08/11/2021

**CalSAWS Response**

**CER Tracking #::**

**SCR #::**

**Rejected by::**

**Rejection Date::**

**Rejection Reason(s) or other Comments:**