



[CA-208120] [Your Benefits Now and LRS, QR 7-LA & SAR 7 Income Alert Enhancements and forms update](#) Created: 04/24/2019 Updated: 06/24/2019

Status:	Committee Review
Project:	CalACES
Component/s:	None
Fix Version/s:	None

Type:	CER		
Reporter:	Vicky San	Assignee:	Mary Farfan
Labels:	DPSS/DCFS		
Attachments:	 19-10 Your Benefits Now QR 7-LA and SAR 7 Income Alert Enhancements.pdf  CER 19-10 Your Benefits Now QR 7-LA and SAR 7 Income Alert Enhancements.pdf		
Region #:	8		
County:	Los Angeles		
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Programs Impacted:	CalFresh, CalWORKs, CAPI, General Relief, RCA/RMA		
Request:	<p>***See https://change.calaces.org/secure/attachment/40157/19-10%20Your%20Benefits%20Now%20QR%207-LA%20and%20SAR%207%20Income%20Alert%20Enhancements.pdf under proposed change for a full list of request.</p> <p>YBN Enhancement:</p> <p>Enhance the Your Benefits Now (YBN) website to queue a reminder to participants when the participant answers “No” to the income related questions on the QR 7- LA and SAR 7 report AND income is known to LRS OR there is a Payment Verification System (PVS) and/or New Hire Registry (NHR) abstract that was generated in the prior Payment Period.</p> <p>populate income information on the bottom of the SAR/QR (same as printed version)</p> <p>Generate task "action required" task</p> <p>2. LRS Enhancement: The QR 7-LA and SAR 7 report should be dispositioned as</p>		

	<p>an “Action Required” within the Status Detail field on the Customer Reporting Detail page when there is income known to LRS OR there is a PVS and/or NHR abstract that generated during the prior Payment Period. These conditions should be applied in the following instances:</p> <ul style="list-style-type: none"> • YBN: When the disposition status for a report is ingested into LRS from YBN. • KOFAX: When the disposition status for a report is ingested into LRS from the KOFAX equipment. • Manual Update to LRS: When the disposition status for the report is manually updated in LRS by the Eligibility staff. <p>3. NHR and PVS Checkboxes: Create two checkboxes (one for PVS and one for NHR) to be displayed at the bottom of ALL QR 7-LA and SAR 7 reports.</p> <p>4. QR 7-LA – LRS Income: Add the income amount to the bottom of the QR 7-LA report.</p>
Recommendation:	<p>Enhance YBN interface with LRS to remind participants via YBN that income was previously reported, to attached income verification and if it ended to report it and also attach verification. Enhance LRS to generate a task to the MAQ when a participant submits a QE 7-LA/SAR 7 with "No" selections to all questions and LRS shows income in the case record. Also, populate income (to mirror the current paper process) on the report to alert eligibility staff that income is known to the case. These enhancements will assist in increasing the amount of complete reports submitted, increasing our retention rate, alerting staff of income known to the case to assist them in making a correct eligibility determination.</p>
Priority/ Implementation	2-Medium
Consideration(s):	Medium Priority to assist with CalFresh participation/retention rate and assisting with the error reate.
Area(s) Impacted:	Client Correspondence, Eligibility, Page Change, Self Service Portal, Task Mgmt, Training
Committee:	C4Yourself

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