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Breakout Session 6

BenefitsCal: Enhancing Public Access to Benefits



Agenda

- ① Welcome and Introductions
- ② Session Overview
 - A. Timeline
 - B. Upcoming releases
 - C. New features
 - D. BenefitsCal Impact
 - E. CalWIN Migration
 - F. Collaboration Model
- ③ Panel Discussion
- ④ Q&A with Audience
- ⑤ Breakout Session Survey



Ground Rules

1. Mute audio/video unless speaking.
2. If you have a question, please raise your hand and wait to be acknowledged before coming off mute.
3. Wait until all content is presented before asking verbal questions.
4. Questions in chat will be monitored and most will be addressed during Q&A.
5. Keep speaking and questions to 2 minutes.



Introductions

BenefitsCal – Presenters and Moderator



Onur Senman
Deloitte
BenefitsCal
Functional Lead



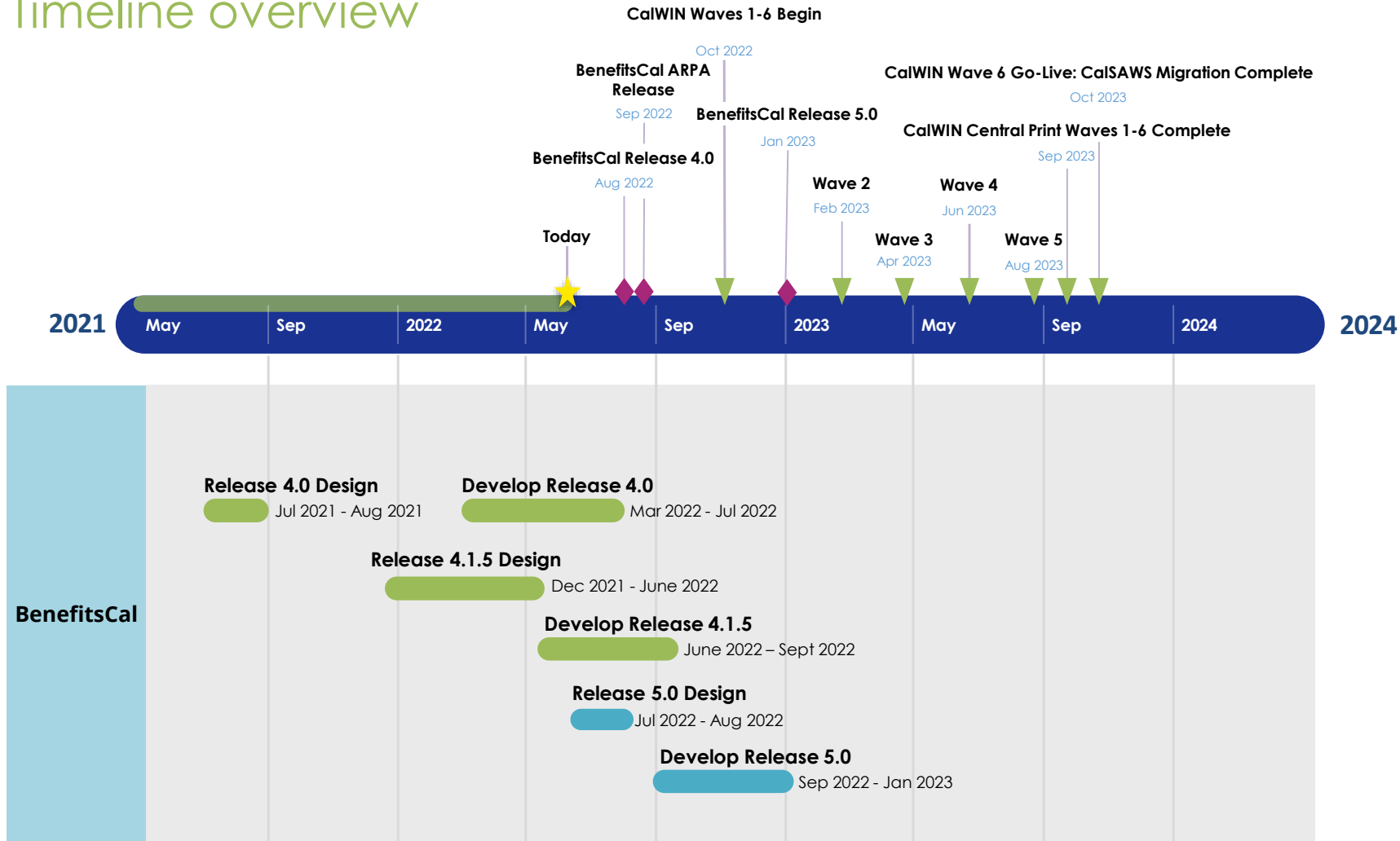
Brook Sinclair
Deloitte
BenefitsCal
UCD Research
Lead



Joel Acevedo
CalSAWS
BenefitsCal
Manager &
Moderator

BenefitsCal – Enhancing Public Access to Benefits

Timeline overview



BenefitsCal – Upcoming Releases

Feature overview

Summer 2022

07/25/22



- Two-Way Messaging
- Reports
- Enhanced Chatbot

Fall 2022

09/25/22



- CBO Referral Code
- Student-Based Application
- Marketing Campaigns

Winter 2023

01/29/23



- Timeclocks
- Work Program Opportunities (previously referred to as GROW)
- CalWORKs 2.0
- Extension/Waiver Requests
- Support Requests

BenefitsCal – New Features

Looking at the Future

Customers

- **Two-Way Messaging** between customers and caseworkers.
- **Student Based Application:** create a tailored application flow for students, which includes student exemption questions.
- **Work Program Opportunities** posting and search functionality for employment and training opportunities. *(Previously referred to as GROW Requirements)*
- **Support requests:** self-service option for Welfare to Work (WtW) customers to ask for support such as childcare, reimbursements, or exemptions.
- **CalWORKs 2.0:** build and maintain web version of program tools.
- **Timeclocks:** display a customer's time on assistance.
- **Extension/Waiver Requests:** provides option for customers to request extensions to time on aid or waivers for participation.

CBOs

- **Referral URL Code:** create a method for CBOs to track the applications that trace back to their outreach efforts.
- **Release of Information:** allow customers to give BenefitsCal CBO users access to some of their case information.



BenefitsCal Impact

Since Go-Live in September 2021

Applications Submitted

584,798



households took the first step to receive food, cash, and/or medical assistance.

Documents Uploaded

4,328,549



sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

Changes Reported

80,021



households reported a change with no need to call or go into a county office.

1,529

CBOs are now equipped to assist customers on BenefitsCal.

90,075

households completed one application for multiple programs.

10,194

households completed an application translated in their native language (with 19 languages available).

746,496

Customers used their account to link a case, manage their benefits, view their EBT balance, or view messages.

56%

households apply for or manage their benefits a mobile device.

0

slowdowns in sending customer applications or documents to workers.

53,426

household completed a renewal to pursue maintaining benefits.

50,813

household completed a periodic report and avoided a gap in benefits coverage.

BenefitsCal – CalWIN Migration

Plan to Support Customer and CBO Needs in Advance

■ **Training**

- Updates to BenefitsCal Training materials with new features
- CBO Awareness Webinar
- Updates FAQs and Fact Sheets
- Train the Trainers for Tier 1 help desk

■ **Communications**

- Work in-progress for development of the communications schedule
- Announcements to post before, during, and after deployment, to provide instructions for the users of:
 - ✓ BenefitsCal.com
 - ✓ MyBCW.com
 - ✓ Calsaws.org
- Update communications (English and Spanish) for each Wave 1-6

BenefitsCal – Collaboration Model

BenefitsCal Collaborates with Stakeholders to Prioritize Future Enhancements

- **Group Composition – 38 members**

- Customers (6), CBOs (3), Advocates (3), State Partners (9), Other Partners (4), County Representatives (6), Project Staff (7)

- **Meetings**

- Kickoff Meeting held on April 18, 2022
- First Quarterly meeting was conducted on June 16, 2022

- **Next Steps**

- Ad-hoc meeting planned for July
- Vote on finalized list of prioritized enhancements
- Approve finalized charter

Panel Discussion

Hear from our experts on important questions, gain insights from their perspectives, and learn from their experience with prior efforts.





CBO Voice Video

Introductions

BenefitsCal – Panelists



Marivel Castaneda
*Riverside County
Senior Program
Specialist*



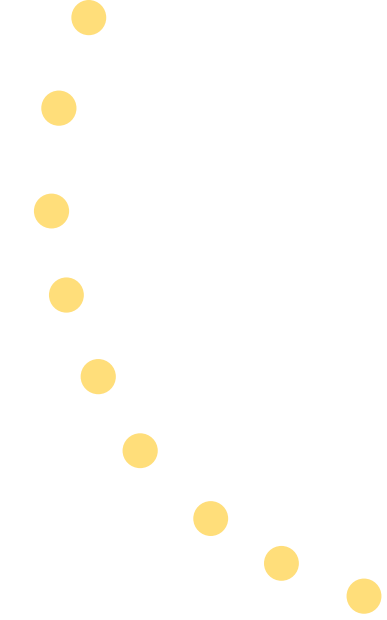
Cheryl Lyles
*Merced County
Program Manager*



Jennifer Rodriguez
*Providence
Supervisor,
Community Health*



Joel Acevedo
*CalSAWS
BenefitsCal
Manager &
Moderator*



Customer Voice Video

BenefitsCal: Enhancing Public Access to Benefits



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Morning Breakout Session Survey

Mentimeter Code: **8674 6191**



[Menti Survey](#)

Go to www.menti.com and use the code 8674 6191



BenefitsCal: Enhancing Public Access to Benefits

Afternoon Breakout Session Survey

Mentimeter Code: **8531 6226**



[Menti Survey](#)

Go to www.menti.com and use the code 8531 6226

