

 **[CA-257313] Intake Info Packet-Mailed by Central Print**

Issue Type:	CER	Team Responsible:	Assignee:	Maria Arceo
Fix Version/s:		Designer Contact:	Change Type (SCR):	
Minor Version:		Expedite Changes:	Estimate:	
Reporter:	Frederick Gains	Regulation Reference:	Created:	02/27/2023 04:00 PM
Status:	New	Impact Analysis:	Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:	Funding Source:	
Project Phase (SCR):		Funding Source ID:		
Other Agency Cross Reference:				

Current Design:

Request: CalSAWS Enhancement Request to have Central Print, sendout the mandatory informational forms for all CalWORKs, CalFresh, and Medi-Cal applicants. This will prevent our staff from having to manually send out these applications. This is an operational efficiency and prevents the potential oversight of not providing these forms to the customer. DFS currently mails out this informational packet for our CalFresh applications. Staff has a regulatory requirement to provide the applicant with informational forms (attached) at the time of application. Currently, DFS provides this service to Santa Barbara County via a Service Direct. With the conversion to CalSAWS, CalSAWS Central Print does not currently provide this service. This impacts our business processes, operations and workload since thousands of applications are received on a monthly basis.

Recommendation: We would like for this to be a county Opt-In/Opt-Out option, as this CER may benefit other enhancements. The proposed recommendation is for Central Print to automatically mail out the informational packet when a new application is submitted. This will eliminate the additional manual workload staff for staff since this is currently done by DFS.

Outreach Description:
Operational Impact: