

CalSAWS | Enhancement Request (CER)

PPOCs: Please send the completed request to CER@CalSAWS.org and cc your RM.

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| Submission Date | 1/27/2023 |
| Title | IVR language for WTW |

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| Region #: 2 | County: Sacramento | |
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|--|---|--|------------------------------------|
| Program(s) Impacted: | | | |
| <input type="checkbox"/> Adoptive Services | <input type="checkbox"/> ARC | <input type="checkbox"/> CalFresh | <input type="checkbox"/> Cal-Learn |
| <input type="checkbox"/> CalWORKS / RCA | <input type="checkbox"/> CAPI | <input type="checkbox"/> Child Care | <input type="checkbox"/> CMSP |
| <input type="checkbox"/> Foster Care | <input type="checkbox"/> GA/GR | <input checked="" type="checkbox"/> GAIN/REP/WTW | <input type="checkbox"/> GROW |
| <input type="checkbox"/> Kin-GAP | <input type="checkbox"/> Medi-Cal / RMA | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Other – specify | | | |

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|--|--|--|---|
| Area(s) Impacted: | | | |
| <input checked="" type="checkbox"/> Call Center | <input type="checkbox"/> Case Assignment | <input type="checkbox"/> Client Correspondence | <input type="checkbox"/> Eligibility |
| <input type="checkbox"/> Fiscal / Collections | <input type="checkbox"/> Hearings | <input type="checkbox"/> Imaging | <input type="checkbox"/> Lobby Management |
| <input type="checkbox"/> Reports | <input type="checkbox"/> Resource Data Bank | <input type="checkbox"/> Schedule Appt | <input type="checkbox"/> Security |
| <input type="checkbox"/> Self Service Portal | <input type="checkbox"/> Special Investigation | <input type="checkbox"/> Task Mgmt | <input type="checkbox"/> Time Limits |
| <input type="checkbox"/> Training | | | |
| <input type="checkbox"/> Interface(s) - specify | | | |
| <input checked="" type="checkbox"/> Other – specify Customer IVR Inbound call | | | |

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Justification / Request Summary:

Issue: WTW reimbursement language:

Currently in the IVR, when a customer selects self-service WTW information, the language states “WTW Reimbursement”
Reimbursement is incorrect as most WTW payments are made in a variety of different scenarios.

Proposed Recommendation:

Changing the language from: WTW Reimbursement to WTW Issuance so this includes all scenerios which will streamline the process and remove any complications it may cause for the customer and improving the efficiency for all parties involved.

The WTW program general purpose is to pay supportive services in advance of the activity or appointment to ensure this isn't a barrier to WTW participation. Reimbursement payments are only used if the customer chooses to use their personal funds to cover the supportive service expense (time sensitive payment that cannot wait for payment via warrant or the customer is not an EBT authorized card holder) and requests a reimbursement payment from the county (request is reviewed and approved in advance of customer payment). In addition, there is certain policies such as SB 1232 advanced standard payment for school books and materials, that require payment in advance unless reimbursement is requested by the participant. For these reasons, it is not appropriate to use “Reimbursement”.

Priority/Implementation Consideration(s):

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)
CER CA-257298

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| Rejected By: | Date: |
| Rejection Reason(s) or other Comments: | |