

CalSAWS | Enhancement Request (CER)

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

Submission Date	4-18-22
Title	Opt out: WTW Program Worker Assignment Batch Auto-Removal when WTW Program is Sanctioned

Region #: 3	County:	
Submitter: Candy Prairie	Email: Prairiec@mendocinocounty.org	Phone: 707-467-5566

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			

Area(s) Impacted:			
<input type="checkbox"/> Call Center	<input checked="" type="checkbox"/> Case Assignment	<input type="checkbox"/> Client Correspondence	<input checked="" 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 – WTW			

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Justification / Request Summary:

Issue: Mendocino County opted in to CRFI 19-028, WTW DDID 85, for batch job to remove the WTW worker from the WTW program at Sanction Status. Our decision was based on CalSAWS recommendation to opt in, due to CRFI verbiage indicating "it could be problematic for counties if they do not allow the batch job to remove the WTW worker at Sanction status.....", ".....there is a risk that the second batch job may incorrectly remove the financial penalty imposed on the CalWORKs program when the WTW program status is changed to Deregistered manually in order to remove the worker since there is no mechanism to add/update an Eligibility Non-Compliance record in CalSAWS".

WTW participants in Sanction status, in an active CalWORKs Program household, remain Work Eligible Individuals as long as the CalWORKs Program remains open in the case. Additionally, WTW sanction does not end simply because the household CalWORKs Program is discontinued and WTW is deregistered as a result. Per CDSS regulation requirements as stated in Eligibility and Assistance Standards Manual under 42-721.4.43:

42-721 NONCOMPLIANCE WITH PROGRAM REQUIREMENTS (Continued)

.4 Sanctions

*.43 Financial sanctions for failing or refusing to comply with program requirements without good cause shall result in a reduction in the family's grant by removing the noncomplying family member from the assistance unit **until the noncomplying individual performs the activity(ies) he or she previously refused to perform; or if the activity that the noncomplying individual originally failed to perform is no longer available or appropriate, the county must specify another appropriate activity for the individual to perform.***

Based on CRFI verbiage and CDSS regulation, Mendocino County weighed the overall effect on CalWORKs and WTW cases, as well as staff workload, using this reasoning; Without correction options available in the system, to ensure CalWORKs case integrity and avoid CalSAWS incorrectly removing the financial penalty when a worker manually deregisters a WTW participant in Sanction status whose CalWORKs Program has discontinued, we must opt in.

After C-IV to CalSAWS conversion, we found the system allows a user to select "Cash" Program and click "Add", on the Eligibility Non-Compliance List page, populating Eligibility Non-Compliance Detail page. If WTW is clicked from "Type" drop-down on this page, "Reason" drop-down includes list of applicable WTW reasons. Once completed and saved, WTW Non-Compliance record remains, thus allowing correction of CalSAWS system defect.

Proposed Recommendation: Correct CalSAWS system defect to function as per CDSS regulation requirements stated in Eligibility and Assistance Standards Manual under 42-721.4.43, rather than increasing counties workload, by continuing to require a staff work-around when managing caseloads that include a sanctioned participant.

If recommendation is denied, Mendocino County requests to opt out of the batch job to remove the WTW worker at Sanction status, as long as the ability to manually add/save and retain the WTW Non-Compliance Record remains once the WTW program is manually deregistered.

Priority/Implementation Consideration(s):

Requesting change as soon as possible, due to ongoing, increased workload since C-IV to CalSAWS conversion, for counties who opted-in to CRFI 19-028, WTW DDID 85.

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CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA) CA-244083	SCR # CA-245487
Rejected By:	Date:
Rejection Reason(s) or other Comments:	