

[CA-268493] Update Logic in CalSAWS and BenefitsCal to no longer accept any SAR 7 submitted in the Restoration Month as “No Change”.

Created: 09/28/2023 03:12 PM - Updated: 11/14/2023 10:14 AM

Status:	In Progress		
Project:	CalSAWS		
Component/s:	None		
Fix Version/s:	None		

Type:	CER		
Reporter:	Frederick Gains	Assignee:	Sarah Rich
Labels:	None		

<i>Main</i>	
Region #:	6
County:	Los Angeles
Submitter's Name:	Emily Cloward
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Programs Impacted:	CalFresh, CalWORKs
Request:	<p>No Change SAR 7s submitted in the restoration month (one month after submit month), are not being processed due to existing logic in BenefitsCal and CalSAWS.</p> <p>BenefitsCal: When a customer submits a No Change SAR 7 in the restoration month via link or document upload on BenefitsCal, the Customer Reporting List page is updated to “Reviewed – Ready to Run EDBC” and remains in this status. There is no batch job that runs overnight to change the Customer Reporting List page to “Complete – EDBC Accepted”.</p> <p>Mail/Fax/Drop-box/In-Person: When a customer submits a No Change SAR 7 in the restoration month via mail, fax, drop-box, or in-person, per policy, the report must not be marked “No Change” in order for CalSAWS to update the Customer Reporting List page as “Received”, generate a task, and indicate to staff that the SAR 7 must be processed manually. If a No Change SAR 7 is received in the restoration month and marked “No Change” erroneously, the Customer Reporting List page is updated to “Reviewed – Ready to Run EDBC” and remains in this status. There is no batch job that runs overnight to change the Customer Reporting List page to “Complete – EDBC Accepted”.</p>
Recommendation:	To create logic in BenefitsCal and CalSAWS to not accept any SAR 7 submitted in the restoration month as “No Change”, even if there are no changes reported. All SAR 7s submitted in the restoration month must update the Customer Reporting List page to “Received” and generate a task for follow-up by staff to process the SAR 7 manually.
Priority/Implementation Consideration(s):	This is an urgent request and has a significant impact on customers who submit SAR 7s in the restoration month. Per policy, a customer has until the last day of the restoration month to submit a complete SAR 7. When a No Change SAR 7 submitted in the restoration month is not updated properly in the Customer Reporting List page and does not generate a task, this prevents the SAR from being processed, the status on the Customer Reporting List page remains as “Reviewed – Ready to Run EDBC”, and the customer is more likely to experience skipped issuance (if their case remains active), or a complete loss of benefits from the case remaining in a discontinued status due to “SAR 7 Not Received” status or “Incomplete” status. An automated process of marking all SAR 7s received in the restoration month as “Change” will provide more certainty that the SAR will be processed, as the Customer Reporting List page will be updated accurately with the status of “Received” and will appear on reports such as the Customer Reporting Progress Detail Report. A task will also be generated, and staff will accurately be able to determine the number of SAR 7s that need to be processed. This has an impact to customer benefits and access to vital resources.
Area(s) Impacted:	Client Correspondence, Eligibility

Committee: CalWORKs/CalFresh, Self Service Portal

Attachments

CalSAWS Enhancement Request Form_Update Logic in CalSAWS and BenefitsCal for No Change SAR 7s received in Restoration Month.docx (38 kB)