

[CA-250996] RCA Application Selection in BenefitsCal

Issue Type:	CER	Team Responsible:	Assignee:	Dymas Pena
Fix Version/s:		Designer Contact:	Change Type (SCR):	
Minor Version:		Expedite Changes:	Estimate:	
Reporter:	Frederick Gains	Regulation Reference:	Created:	10/05/2022 01:16 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:

BenefitsCal is not programmed to support submissions of RCA Program applications. As a result: 1) An option to select RCA as the application of choice should be included in BenefitsCal; and 2) CalSAWS needs to be programmed to auto-create an RCA program block each time an RCA application is submitted via BenefitsCal. The selection should not be reliant on the manual action of staff to create the program block.

BenefitsCal does not support the submission of RCA Program applications. Currently, 1. Refugees/Asylees (most are adults) who need to apply for RCA have to leverage the CalWORKs application process within BenefitsCal. The applicants do not know the CalWORKs application process should be used. 2. CalSAWS identifies the refugee/asylees request for aid as a CalWORKs case. As a result, Eligibility staff "may" incorrectly deny the case not realizing it should be an RCA case. Concerns have been received from CDSS and Advocates in relation to ensuring that BenefitsCal has an avenue where a refugee/asylee can initiate an RCA application. Note: During the BenefitsCal Design and Requirements workgroup sessions, there was an understanding that RCA will be added to BenefitsCal as part of Phase 2. As such, the request is to proceed with the agreement/understanding discussed during the BenefitsCal Design and Requirements sessions "instead of" having to submit a "new" programming request. The recommendation is to review the recordings from those sessions

Recommendation:

When requesting programming for BenefitsCal, in most situations there is always programming that needs to be completed in CalSAWS. As such, this section is broken down to include what should occur in BenefitsCal and CalSAWS. According to MPP 40-109-1, a person has the right to "choose the type of aid" for which he/she would like to apply. A selection for the "type of aid" (RCA) is not an available selection within BenefitsCal. As a result, the following is requested: 1. BenefitsCal: - Create an RCA application process by providing the user an option to select "RCA" as a program. - Include a description as to "what is" RCA so that the user can make an informed decision. Program descriptions are located on the BenefitsCal homepage within the "Programs" dropdown. Also, include the RCA description in other areas where program descriptions are found in BenefitsCal, if any. 2. CalSAWS: - Identify all RCA applications initiated via CalSAWS and - Auto-Populate the Select Programs page with RCA; and - Create an RCA Program Block. Note: The updates should be automated and not require manual user intervention. For instance, staff should not have to review the e-Application Summary page in CalSAWS to determine what was completed in BenefitsCal.

Outreach Description: Operational Impact: