



[CA-252294] Allow Los Angeles County to opt out of BenefitsCal functionality for appointments scheduled by participants.

Issue Type:	CER	Team Responsible:	Assignee:	Carlos Zepeda
Fix Version/s:		Designer Contact:	Change Type (SCR):	
Minor Version:		Expedite Changes:	Estimate:	
Reporter:	Frederick Gains	Regulation Reference:	Created:	11/03/2022 01:25 PM
Status:	Closed	Impact Analysis:	Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:	Funding Source:	
Project Phase (SCR):		County Action:	Funding Source ID:	
Other Agency Cross Reference:				

Current Design:

Request:

Request for Los Angeles County to opt out of the BenefitsCal functionality that allows the customer to request an appointment, reschedule an appointment or cancel an appointment

In January 2022, the Los Angeles County Department of Public Social Services (DPSS) Executive team was notified that Los Angeles County would have the option to opt in or out of customer requests for a new appointment, to reschedule an appointment, or to cancel an appointment via BenefitsCal. Los Angeles County communicated the desire to opt out of this functionality, as a business process had not been developed and there were concerns about sufficient staffing resources to process these customer requests.

However, after migration to the BenefitsCal portal, the DPSS Executive team was notified that this functionality was not optional. A CER would now be needed to turn off this functionality.

Los Angeles County does not currently have a business process developed or the resources and staffing available to meet customer requests for a new appointment, requests to reschedule an appointment, or requests to cancel an appointment. Therefore, a CER is necessary for LA County to opt-out of this functionality at the current time.

Recommendation:

Make the BenefitsCal functionality below optional for the counties. Los Angeles County will opt-out of all three features in BenefitsCal.

1. Request new appointment
2. Request to reschedule appointment
3. Cancel appointments

Outreach

Description:

Operational Impact: