

# CalSAWS | Enhancement Request (CER)

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

<b>Submission Date</b>	11/28/2022
<b>Title</b>	BenefitsCal System Security Functionality Enhancement for WTW Program Services/Information to Ensure Confidentiality

<b>Region #: 3</b>	<b>County:</b> Los Angeles	
<b>Submitter:</b> Joan Ramirez	<b>Email:</b> JoanRamirez@dpss.lacounty.gov	<b>Phone:</b> 562-908-8389

<b>Program(s) Impacted:</b>			
<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 –			

<b>Area(s) Impacted:</b>			
<input 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 checked="" 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 checked="" type="checkbox"/> Other: BenefitsCal Functionality		
<input checked="" type="checkbox"/> Interface(s) – specify: CalSAWS and BenefitsCal			
<input checked="" type="checkbox"/> Other – BenefitsCal Functionality - WTW			







# LRS CHANGE CONTROL REQUEST & DATA SERVICE REQUEST

County of Los Angeles Eligibility Systems users must complete this form to request system modifications, report modifications, and Data Service requests.

For questions, please contact: [CCR-DSR@dps.lacounty.gov](mailto:CCR-DSR@dps.lacounty.gov)

## I. INFORMATION ABOUT THIS REQUEST

**Request Title:** BenefitsCal System Security Functionality Enhancement for WTW Program Services/Information to Ensure Confidentiality

**Short Summary of Request** (provide 2 short sentences description about the request):

Request system enhancements to secure Welfare-to-Work (WtW) Program case information and maintain confidentiality at person level. The purpose is to stop the release of unauthorized information from being accessed by other aided adults/persons on a case.

New Request     Update Prior Request    **CCR# or M&E # or DSR#** (Optional):

**Request Control Number** (use format: Bureau-DIVYY-XX or DCFS-DIVYY-XX): **BPP-**

**Recommended Priority:**     Low     Medium     High     Urgent – please provide a justification statement:

**Reason For Request** (select all that apply):

- |  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> Regulatory Mandate (Federal/State) | <input type="checkbox"/> State Audit, SIRFRA, SCIRFRA, or SARRA | <input type="checkbox"/> Reporting  |
| <input type="checkbox"/> Board of Supervisors Mandate                  | <input checked="" type="checkbox"/> Operational Necessity       | <input type="checkbox"/> State/Federal Mandated   |
| <input type="checkbox"/> Court Ordered Mandate                         | <input type="checkbox"/> Strategic Focus                        | <input type="checkbox"/> Departmental   |
| <input type="checkbox"/> Child Endangerment                            | <input checked="" type="checkbox"/> Administrative              | (If only "Reporting" is checked, skip to <b>Data Population Requested</b> and then to section <b>IV. Data Service Request</b> ) |

**Requested Implementation or Due Date:** January 2023

**Estimate the impact on your Program's caseload or applications (at a point in time) in terms of the total number of cases or as a percentage of cases impacted if applicable:** 19%

**What is the risk of not implementing this change?** Complete all risks that apply:

Risk	Description
<b>Litigation</b>	WtW case details and documents can include references to Mental Health (MH) and Substance Use Disorder (SUD) activities and related documents. Current BenefitsCal system functionality maintains information at case level, which allows the other aided adult/person unauthorized access to the participant's information and can pose Health Insurance Portability and Accountability Act (HIPAA) issues/violations.
<b>Federal/State Penalties/Sanctions</b>	N/A
<b>Negative Reaction from Board of Supervisors</b>	Yes, this would be based on advocate complaints/concerns that are raised as issues are identified and are brought up to the Board of Supervisors.
<b>Adverse Media Coverage/Child Safety</b>	WtW case details and documents can include references to Domestic Violence (DV) activities. If a case has two aided adults where one is the batterer and the other is a DV victim, and the batterer gains case access to the victim's information on DV services obtained through DPSS, this can pose a safety risk for the victim and child(ren). The victim and child(ren) might be placed in even more danger if the home situation is already volatile.
<b>Other</b>	N/A

**Areas Impacted** (select all that apply):

- |   |   |  |  |
|---|---|--|--|
| <input type="checkbox"/> Administrative             | <input type="checkbox"/> Case Assignment                      | <input type="checkbox"/> C-IV  | <input type="checkbox"/> Code Tables       |
| <input type="checkbox"/> DCFS                       | <input type="checkbox"/> Eligibility                          | <input type="checkbox"/> Fiscal  | <input type="checkbox"/> Hearings/ASH      |
| <input type="checkbox"/> Interfaces                 | <input checked="" type="checkbox"/> Manage Personnel/Security | <input type="checkbox"/> NOAs/Forms  | <input type="checkbox"/> Office Operations |
| <input checked="" type="checkbox"/> Onlines         | <input type="checkbox"/> Reports                              | <input type="checkbox"/> Schedule Appointment  | <input type="checkbox"/> Task Management   |
| <input type="checkbox"/> Web Services(YBN-Mob.Apps) | <input type="checkbox"/> WFP&I                                | <input checked="" type="checkbox"/> Other (please specify): BenefitsCal WTW Functionality on Confidentiality |  |



## LRS CHANGE CONTROL REQUEST & DATA SERVICE REQUEST

### Programs Impacted or Data Population Requested (select all that apply)

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Adoption Assistance (DCFS)      | <input type="checkbox"/> ARC (DCFS)              | <input type="checkbox"/> CalFresh       | <input type="checkbox"/> Cal-LEARN         |
| <input type="checkbox"/> CalWORKs                        | <input type="checkbox"/> CAPI                    | <input type="checkbox"/> Child Care     | <input type="checkbox"/> Foster Care(DCFS) |
| <input type="checkbox"/> General Relief                  | <input type="checkbox"/> GROW                    | <input type="checkbox"/> Kin-Gap (DCFS) | <input type="checkbox"/> IHSS              |
| <input type="checkbox"/> Medi-Cal/MSP                    | <input type="checkbox"/> RCA/RMA                 | <input type="checkbox"/> Refugee        | <input type="checkbox"/> REP               |
| <input checked="" type="checkbox"/> Welfare-to-Work/GAIN | <input type="checkbox"/> Other (please specify): |   |  |

## II. REQUEST SUMMARY

### Description and Objectives of the Request:

Request for BenefitsCal system enhancements to secure Welfare-to-Work (WtW) Program case information and maintain confidentiality at person level to stop the release of unauthorized information from being accessed by other aided adults/persons on a case.

WtW Program case information should be maintained confidential when transmitted to BenefitsCal on WtW cases (specifically cases with two aided adults). WtW participants should only have access to their own, individual level, WtW notices and documents, since each WtW participant has their own WtW Program Block, in contrast to CalWORKs where only one Program Block exists.

Safety for Domestic Violence (DV) participants and their children are of a concern with the current functionality of BenefitsCal, in terms of what documents and notices are viewable for participants via BenefitsCal.

Access to WtW case details (i.e., NOAs, forms, appointments, messages, etc.), type of services received, provider information, service locations as well as documents that have been uploaded by participants should remain confidential and should only be viewable by the individual they are addressed to/pertain to, and/or are uploaded by. This is especially important when there are two aided adults (two-parent households) that are both enrolled in the WtW Program, one of which is the batterer and the other the victim, and the home situation is already volatile.

Similarly, confidential documents and notices related to Mental Health (MH) and Substance Use Disorder (SUD) are private health information that should be safeguarded. Participants seeking treatment should not be subject to privacy and confidentiality violations when there is a 2<sup>nd</sup> parent on the case.

WtW documents include references to DV, MH, and SUD activities that not only pose safety concerns for DV but could potentially violate one of the aided adult's privacy and also pose Health Insurance Portability and Accountability Act (HIPAA) issues as it pertains to MH and SUD. Refer to attached CDSS EAS 42-700 policy on DV confidentiality and DIV.19 confidentiality.

### Assumptions:

ACL/ACIN/ACWDL Number(s):

Senate/Assembly Bill Number(s):

## III. BUSINESS IMPACT ASSESSMENT

**Current Regulatory/Policies and/or Procedures:** Describe in detail the current regulatory, policies and/or procedure process.

### Attachments:

- I. COSS EAS 42-700 DV Confidentiality and DIV.19 Confidentiality
- II. Project clarification on current functionality

**Proposed Regulatory and/or Procedural Change:** Describe in detail the regulatory and/or procedural changes.



## LRS CHANGE CONTROL REQUEST & DATA SERVICE REQUEST

**Training:** Which Bureau/Organization is responsible for providing training?  
 BPP  BWS  BSO  BAS  BCTS  DPSS Academy  DCFS  No training is required  
 Manager Responsible: **N/A**

**Instructions:** Which Bureau/Organization is responsible for providing instructions?  
 BPP  BWS  BSO  BAS  BCTS  DCFS  No instructions are required  
 Manager Responsible: **N/A**

**NOA(s) and Form(s):**  
 Required for this change:  Yes  No (If yes, please specify in detail if the NOA(s)/Form(s) requested with this change are new or modifications to the existing forms).  
 Attach copies of required NOA(s)/Form(s) in all appropriate languages.  See attached

**Postage:**  
 Does the change impact postage costs?  Yes  No  
 If yes, will it increase or decrease postage costs?  Increase  Decrease  
 What is the projected annual dollar amount of the increase or decrease: \$  
 What is the projected one-time postage cost: \$

1. Does the requested change impact benefits provided to applicants/participants?  Yes  No

2. Will a Temporary Interim Process (TIP) be required until the system is changed?  Yes  No  
 If yes, briefly describe the workaround process: Currently DPSS staff utilized Customer Privacy & Confidential Case Self-Service Portal (SSP) Customer Privacy and BenefitsCal Access script to manually update Self-Service Portal (SSP)  
  
 Workaround/TIP#: Prevent Customer Data From Being Sent to the SSP Job Aids (JA) and Script: JA SSP - Customer Privacy for instructions, JA - Confidential Case and BenefitsCal Access Script

3. What is the workload impact of a TIP if one exists or is needed?  
 Low (<5 min.)  Moderate (10 min.)  High (>15 min.)  No workload impact

4. If this change is implemented, what operational efficiencies will be provided? Check all that apply:

Time Saved/Improved Customer Service	<input checked="" type="checkbox"/>	Reduction of Multiple CINs	<input type="checkbox"/>
Decreased Lobby Traffic/Reinvest time to other functions	<input checked="" type="checkbox"/>	Decrease In Fraud	<input type="checkbox"/>
Increased Productivity	<input checked="" type="checkbox"/>	Reduce Paper Usage	<input type="checkbox"/>
Shifting of Workload	<input checked="" type="checkbox"/>	Automate Manual Processes	<input checked="" type="checkbox"/>
Reduced Participant Wait Time	<input checked="" type="checkbox"/>	Standardize Procedures	<input type="checkbox"/>
		Other: Participant Safety & Privacy	<input checked="" type="checkbox"/>

5. Please estimate other cost increases or decreases as a result of this change.

Item	Cost
Costs associated to manual updates needed to update the Self-Service Portal by Eligibility Staff at District Offices and CSCs	\$ no available means to measure

6. Net County Cost (NCC) Savings Impact:  
 \$0  < \$100,000  \$100,000 - \$500,000  > \$500,000

7. **Reference Table or Data Changes** required for this change (if available):  
 Yes (If yes, attach the Reference Table Request Form)  No



### LRS CHANGE CONTROL REQUEST & DATA SERVICE REQUEST

8. Are reports required:  Yes (Complete Section IV. below)  No (Skip to section V.)

#### IV. DATA SERVICE REQUEST (DSR)

Purpose of Request:  Departmental Reporting  State Reporting  Audit  Board  SIRFRA  Modification  Other:

Data Request Timeframe:  Most recent monthly data available  Other (please specify):

Reporting Frequency :  One-Time Only  Weekly  Monthly  Quarterly  Trimester  Yearly  Other:

Report Measure(s): (Select all that apply)				
<input type="checkbox"/> Applications	<input type="checkbox"/> Aided Cases	<input type="checkbox"/> Approved/Active Cases	<input type="checkbox"/> Eligible Persons	<input type="checkbox"/> Ineligible Persons
<input type="checkbox"/> Terminations	<input type="checkbox"/> Rescissions	<input type="checkbox"/> Other (please specify):		

Data Source(s): (Select all that apply)				
<input type="checkbox"/> BenefitsCal	<input type="checkbox"/> CalSAWS	<input type="checkbox"/> GEARS	<input type="checkbox"/> MAPPER	<input type="checkbox"/> CMIPS
<input type="checkbox"/> Other <input type="checkbox"/> Unknown If Other or Unknown, please specify:				

**System Screen(s):**  
Specify identification method, fields, and provide system(s) sample for DSR requirements:  
N/A

**Description of Data Request:** (Attach additional pages if needed)

- In detail, define the population and information to be captured on the report. **N/A**
- Please include sample Case Number and Client Identification Number (CIN) or Case Number and Person Identification Number (PIN) with brief explanation what makes this case fit the criteria. Do not use acronyms. In detail, define the population and information to be captured on the report. **N/A**

**Output Data: (Select all that apply)**  Summary/Aggregate Counts  Personal Level Detail Data  Case Level Detail Data  
 Other (please specify):

**Dimension(s) to Include on Output:** (Examples: Organization, age, ethnicity, zip code, primary language, citizenship, etc...)

**Sort/Group by: (if applicable):** (Examples: Sort by District office, GAIN Region or by Program, etc...)

**Layout:** (please attach sample report layout)

Delivery Format:  Report  Data File (please specify):


Output File Type:  Excel  Text  XML  Other:



### LRS CHANGE CONTROL REQUEST & DATA SERVICE REQUEST

Delivery Method:  LRS Reporting  Email  Other (specify):

#### V. REQUESTOR INFORMATION AND APPROVALS

Department / Bureau: DPSS/BPP	Division Name: CalWORKs & GAIN Program	District/Section Name: <b>GAIN Program &amp; Policy Section III</b>
Contact Person (Print): Joan Ramirez	Contact Person Email Address: <a href="mailto:JoanRamirez@dps.lacounty.gov">JoanRamirez@dps.lacounty.gov</a>	Contact Person Telephone Number: (562) 908-8389
Section Head Name (Print): Monica Nguyen	Section Head Signature: 	Date: 11/16/2022
Division Chief Name (Print): Luther Evans	Division Chief Signature: 	Date: 11/21/22

**Please scan and email this signed document to DPSS Eligibility Systems Division PMO at [CCR-DSR@dps.lacounty.gov](mailto:CCR-DSR@dps.lacounty.gov) with the subject of "Change Control Request"**

#### VI. LRS PROJECT APPROVALS

Branch Manager Name (Print):	Branch Manager Signature:	Date:
County Project Director Name:	County Project Director Signature:	Date:



42-715 DOMESTIC ABUSE PROTOCOLS AND TRAINING STANDARDS

.2 Individual case assessment

.21 Each applicant or recipient who has been identified as a victim of domestic abuse shall be referred to staff who are trained in serving recipients who are victims of domestic abuse. Each individual shall be assessed on an individual basis to develop a welfare-to-work plan which will not place the individual at further risk and to which the applicant or recipient can agree. The plan shall be designed with confidentiality and the health and safety of the individual and his or her children as the primary considerations.

Confidentiality (See [Division 19](#))

.31 Information with respect to domestic abuse victims and their dependents shall not be released to any outside party or other governmental agencies or to any employee of the CWD who is not directly involved in the applicant's or recipient's case.

.311 Exceptions:

- (a) The information is required to be disclosed by law; or
- (b) The release was authorized in writing by the applicant or recipient.

.32 All efforts shall be made to preserve the confidentiality and integrity of the service provider and recipient relationship when reviewing an individual's participation in domestic abuse services which are part of his or her welfare to work plan.

Joan Ramirez

**Subject:** FW: BenefitsCal/CalSAWS Clarifications - Region 6

**From:** Elisabeth Bayard-Arthur <Bayard-ArthurE@CalSAWS.org>

**Sent:** Monday, October 31, 2022 5:01 PM

**To:** Joan Ramirez <JoanRamirez@dpss.lacounty.gov>; Pauline Ogata <PaulineOgata@dpss.lacounty.gov>; Joel M. Acevedo <AcevedoJM@CalSAWS.org>; Melissa Mendoza <MendozaM@CalSAWS.org>; Dymas Pena <PenaD@CalSAWS.org>

**Cc:** Ana White <WhiteA@CalSAWS.org>; Lorena Montes <LorenaMontes@dpss.lacounty.gov>; Monica Gonzalez <MonicaGonzalez@dpss.lacounty.gov>; Dorothy Avila <DorothyAvila@dpss.lacounty.gov>; Anna Chia <AnnaChia@dpss.lacounty.gov>; John Loyarte <JohnLoyarte@dpss.lacounty.gov>; Ben Hamilton <HamiltonB@CalSAWS.org>; Brook Sinclair <SinclairB@CalSAWS.org>; Holly Murphy <MurphyH@CalSAWS.org>; Mufaddal Tinmaker <TinmakerM@CalSAWS.org>; Jeffrey Purificacion <PurificacionJ@CalSAWS.org>; Abhay Talreja <TalrejaA@CalSAWS.org>; Lenecia Miles <MilesL@CalSAWS.org>

**Subject:** BenefitsCal/CalSAWS Clarifications - Region 6

**CAUTION:** External Email. Proceed Responsibly.

Hi Joan,

Good afternoon and hope you had a wonderful weekend!

Please see responses in red below. Please note that enoas is existing BenefitsCal/CalSAWS functionality that was not modified as part of Support Requests designs, so we are responding with an email clarification.

Can you further clarify responses provided for #99 and #101 ***“For notices, NOAs, forms, and messages, the information is sent over to BenefitsCal at a case-level. This means that if both parent A and parent B linked the case to their own BenefitsCal account, they would see all notices, NOAs, forms that are associated with that case in their account.”***

Response indicates that case information (i.e., NOAs, forms, appointments, messages etc.) are at the case level? Would this mean that all WTW Pts should **only** have access to their own (individual level) case information, since each WTW Pt has their own WTW Program Block (case), in contrast to CalWORKs where only one Program Block (case) exists?

**BCAL response:** @Melissa Mendoza @Dymas Pena Adding you to this email chain to chime in from a case set up perspective in CalSAWS in response to the case number vs program block question above. In BenefitsCal, the information is displayed at a case-level . This means that if there are multiple primary applicants that have the same case number and multiple primary applicants successfully link the **same case** to their own account, they would see all notices, enoas, forms, and messages tied to that case number.

Thank you!

Ellie

**Elisabeth Bayard-Arthur (Ellie)**

**CalSAWS | UX Designer**

BenefitsCal Portal/Mobile

Deloitte Consulting

M: (916) 346-5018

[Bayard-ArthurE@calsaws.org](mailto:Bayard-ArthurE@calsaws.org)

She/her/hers



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**From:** Joan Ramirez <[JoanRamirez@dpss.lacounty.gov](mailto:JoanRamirez@dpss.lacounty.gov)>

**Date:** Thursday, October 27, 2022 at 6:42 PM

**To:** Pauline Ogata <[paulineogata@dpss.lacounty.gov](mailto:paulineogata@dpss.lacounty.gov)>, Elisabeth Bayard-Arthur <[Bayard-ArthurE@CalSAWS.org](mailto:Bayard-ArthurE@CalSAWS.org)>, Joel M. Acevedo <[AcevedoJM@CalSAWS.org](mailto:AcevedoJM@CalSAWS.org)>

**Cc:** Ana White <[WhiteA@CalSAWS.org](mailto:WhiteA@CalSAWS.org)>, Lorena Montes <[LorenaMontes@dpss.lacounty.gov](mailto:LorenaMontes@dpss.lacounty.gov)>, Monica Gonzalez <[MonicaGonzalez@dpss.lacounty.gov](mailto:MonicaGonzalez@dpss.lacounty.gov)>, Dorothy Avila <[dorothyavila@dpss.lacounty.gov](mailto:dorothyavila@dpss.lacounty.gov)>, Anna Chia <[annachia@dpss.lacounty.gov](mailto:annachia@dpss.lacounty.gov)>, John Loyarte <[johnloyarte@dpss.lacounty.gov](mailto:johnloyarte@dpss.lacounty.gov)>, Ben Hamilton <[HamiltonB@CalSAWS.org](mailto:HamiltonB@CalSAWS.org)>, Brook Sinclair <[SinclairB@CalSAWS.org](mailto:SinclairB@CalSAWS.org)>, Holly Murphy <[MurphyH@CalSAWS.org](mailto:MurphyH@CalSAWS.org)>, Mufaddal Tinmaker <[TinmakerM@CalSAWS.org](mailto:TinmakerM@CalSAWS.org)>, Jeffrey Purificacion <[PurificacionJ@CalSAWS.org](mailto:PurificacionJ@CalSAWS.org)>, Abhay Talreja <[TalrejaA@CalSAWS.org](mailto:TalrejaA@CalSAWS.org)>, Consortium.Deliverables <[Consortium.Deliverables@CalSAWS.org](mailto:Consortium.Deliverables@CalSAWS.org)>, Lenecia Miles <[MilesL@CalSAWS.org](mailto:MilesL@CalSAWS.org)>

**Subject:** RE: [2 comments pending] Re: FDEL 05.08 - GSD Update Release 5.0 (Part II) for Portal/Mobile App Project Comment Resolution

Good evening,

Thank you Pauline! Yes, please see my question below for the project.

Can you further clarify responses provided for #99 and #101 ***“For notices, NOAs, forms, and messages, the information is sent over to BenefitsCal at a case-level. This means that if both parent A and parent B linked the case to their own BenefitsCal account, they would see all notices, NOAs, forms that are associated with that case in their account.”***

Response indicates that case information (i.e., NOAs, forms, appointments, messages etc..) are at the case level? Would this mean that all WTW Pts should **only** have access to their own (individual level) case information, since each WTW Pt has their own WTW Program Block (case), in contrast to CalWORKs where only one Program Block (case) exists?

Thank you.

## Joan Ramirez

Human Services Administrator I  
GAIN Program Policy Section III

12820 Crossroads Parkway South-West Building  
City of Industry, CA 91746-3411  
562-908-8389  
joanramirez@dpss.lacounty.gov

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**From:** Pauline Ogata <[PaulineOgata@dpss.lacounty.gov](mailto:PaulineOgata@dpss.lacounty.gov)>

**Sent:** Thursday, October 27, 2022 5:45 PM

**To:** Elisabeth Bayard-Arthur <[Bayard-ArthurE@CalSAWS.org](mailto:Bayard-ArthurE@CalSAWS.org)>; Joel M. Acevedo <[AcevedoJM@CalSAWS.org](mailto:AcevedoJM@CalSAWS.org)>

**Cc:** Ana White <[WhiteA@CalSAWS.org](mailto:WhiteA@CalSAWS.org)>; Lorena Montes <[LorenaMontes@dpss.lacounty.gov](mailto:LorenaMontes@dpss.lacounty.gov)>; Monica Gonzalez <[MonicaGonzalez@dpss.lacounty.gov](mailto:MonicaGonzalez@dpss.lacounty.gov)>; Dorothy Avila <[DorothyAvila@dpss.lacounty.gov](mailto:DorothyAvila@dpss.lacounty.gov)>; Anna Chia <[AnnaChia@dpss.lacounty.gov](mailto:AnnaChia@dpss.lacounty.gov)>; John Loyarte <[JohnLoyarte@dpss.lacounty.gov](mailto:JohnLoyarte@dpss.lacounty.gov)>; Ben Hamilton <[HamiltonB@CalSAWS.org](mailto:HamiltonB@CalSAWS.org)>; Brook Sinclair <[SinclairB@CalSAWS.org](mailto:SinclairB@CalSAWS.org)>; Holly Murphy <[MurphyH@CalSAWS.org](mailto:MurphyH@CalSAWS.org)>; Mufaddal Tinmaker <[TinmakerM@CalSAWS.org](mailto:TinmakerM@CalSAWS.org)>; Jeffrey Purificacion <[PurificacionJ@CalSAWS.org](mailto:PurificacionJ@CalSAWS.org)>; Abhay Talreja <[TalrejaA@CalSAWS.org](mailto:TalrejaA@CalSAWS.org)>; Consortium.Deliverables <[Consortium.Deliverables@CalSAWS.org](mailto:Consortium.Deliverables@CalSAWS.org)>; Lenecia Miles <[MilesL@CalSAWS.org](mailto:MilesL@CalSAWS.org)>; Joan Ramirez <[JoanRamirez@dpss.lacounty.gov](mailto:JoanRamirez@dpss.lacounty.gov)>

**Subject:** RE: [2 comments pending] Re: FDEL 05.08 - GSD Update Release 5.0 (Part II) for Portal/Mobile App Project Comment Resolution

Hi Ellie,

Thank you very much for the quick response!

Joan is currently in a meeting. However, I'll see if she has any follow-up questions and we'll get back with you next week.

I have a few follow-up questions:

- Most WTW forms, notices, and NOAs are at an individual level. Does that mean any WTW correspondence generated in BenefitsCal that have a "Post to SSP = Yes" will be viewable/accessible by both parents if they link their case to BenefitsCal? Shouldn't WTW correspondence generated for the individual only be viewable/accessible at an account level (assuming both parents create their own account)?
- WTW appointments are also generated for the individual. Are these WTW appointments viewable at a case level or account level on BenefitsCal?

We need clarification on the functionality since it would impact our business process and instructions to staff.

Please let me know if you have any questions. Thank you.

Pauline Ogata, Human Services Administrator I  
LA County DPSS – CalWORKs & GAIN Program Division  
GAIN Program Policy Section I  
12820 Crossroads Parkway South City of Industry, CA 91746  
(562) 908-6079 [PaulineOgata@dpss.lacounty.gov](mailto:PaulineOgata@dpss.lacounty.gov)

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**From:** Elisabeth Bayard-Arthur <[Bayard-ArthurE@CalSAWS.org](mailto:Bayard-ArthurE@CalSAWS.org)>

**Sent:** Thursday, October 27, 2022 5:26 PM

**To:** Pauline Ogata <[PaulineOgata@dpss.lacounty.gov](mailto:PaulineOgata@dpss.lacounty.gov)>; Joel M. Acevedo <[AcevedoJM@CalSAWS.org](mailto:AcevedoJM@CalSAWS.org)>

**Cc:** Ana White <[WhiteA@CalSAWS.org](mailto:WhiteA@CalSAWS.org)>; Lorena Montes <[LorenaMontes@dpss.lacounty.gov](mailto:LorenaMontes@dpss.lacounty.gov)>; Monica Gonzalez <[MonicaGonzalez@dpss.lacounty.gov](mailto:MonicaGonzalez@dpss.lacounty.gov)>; Dorothy Avila <[DorothyAvila@dpss.lacounty.gov](mailto:DorothyAvila@dpss.lacounty.gov)>; Anna Chia <[AnnaChia@dpss.lacounty.gov](mailto:AnnaChia@dpss.lacounty.gov)>; John Loyarte <[JohnLoyarte@dpss.lacounty.gov](mailto:JohnLoyarte@dpss.lacounty.gov)>; Ben Hamilton <[HamiltonB@CalSAWS.org](mailto:HamiltonB@CalSAWS.org)>; Brook Sinclair <[SinclairB@CalSAWS.org](mailto:SinclairB@CalSAWS.org)>; Holly Murphy <[MurphyH@CalSAWS.org](mailto:MurphyH@CalSAWS.org)>; Mufaddal Tinmaker <[TinmakerM@CalSAWS.org](mailto:TinmakerM@CalSAWS.org)>; Jeffrey Purificacion <[PurificacionJ@CalSAWS.org](mailto:PurificacionJ@CalSAWS.org)>; Abhay Talreja <[TalrejaA@CalSAWS.org](mailto:TalrejaA@CalSAWS.org)>; Consortium.Deliverables <[Consortium.Deliverables@CalSAWS.org](mailto:Consortium.Deliverables@CalSAWS.org)>; Lenecia Miles <[MilesL@CalSAWS.org](mailto:MilesL@CalSAWS.org)>; Joan Ramirez <[JoanRamirez@dpss.lacounty.gov](mailto:JoanRamirez@dpss.lacounty.gov)>

**Subject:** Re: [2 comments pending] Re: FDEL 05.08 - GSD Update Release 5.0 (Part II) for Portal/Mobile App Project Comment Resolution

**CAUTION:** External Email. Proceed Responsibly.

Hi Pauline,

Find updated responses below for Comment ID#99 and #101 as clarified during the call. Let us know if this covers your needed clarifications.

Thank you and have a great evening!

99	Draft Deliverable	Global	Dashboard	<p>Global concern on maintaining Welfare -to-Work program information confidential when there are two parent households.</p>	<p>Safety for DV participants and their children are of a concern with the current functionality of BenefitsCal, in terms of what case information is viewable on the participants end via BenefitsCal.</p> <p>Access to WTW/REP system generated notices, appointments, services, service locations as well as documents that have been uploaded by participants should remain confidential and should only be viewable to individual it is addressed or pertains to. This is especially important when there are two-aided adults (two parent households) both enrolled in the Welfare-to-Work Program (one of which is the batterer and the other the victim) and the home situation is already volatile.</p>	Non-Cosmetic	Region 6 - GAIN Program PPS III- LA County	Region 6 RMs (Joan Ramirez)	9/29/2022	<p>Clarification: Only primary applicants can link the case to a BenefitsCal account. The Support Request history is at an account level and will not display in both primary applicant's accounts if they each have their own BenefitsCal account. In addition, is a case if flagged as DV flag in CalSAWS, a flag is sent to BenefitsCal and no case details are displayed in the account.</p> <p>R6 10/19/22: Response provided only addresses support request history. BenefitsCal account access to general notices, documents, and appointment information to WTW/REP program details, generated notices, service locations should also be at account level for each primary applicant who create accounts to ensure confidentiality and must only be viewable to individual it is addressed or pertains to, especially when there is a two parent HH and DV is reported.</p> <p>"In addition, is a case if flagged as DV flag in CalSAWS, a flag is sent to BenefitsCal and no case details are displayed in the account." This functionality was only at conversion from</p>
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											<p>YBN to BenefitsCal. Post conversion, the DV flag or Confidentiality Indicator pages should not block a user from having their case information sent to BenefitsCal. This functionality is associated to the new Self Service Portal Customer Privacy page with open records.</p> <p>Per state policy, DV flags are not to be removed; once a Pt is identified as DV they are to remain identified as such indefinitely. DV flags should never be removed. DV flags can be interchanged depending on the level of confidentiality. These flags should not influence BenefitsCal functionality.</p> <p>BenefitsCal 10/25/22: The Support Request functionality in BenefitsCal is at a person (account level). This means that in the case of a two-parent household where both are primary applicants of the WTW program, both can link the case to their BenefitsCal account and send their own requests for support. For Support Requests, parent A will not see what parent B requested since the Support Requests only display at an account level.</p>
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												<p>For notices, NOAs, forms, and messages, the information is sent over to BenefitsCal at a case-level. This means that if both parent A and parent B linked the case to their own BenefitsCal account, they would see all notices, NOAs, forms that are associated with that case in their account.</p> <p>If the Self Service Portal Customer Privacy page indicator is set in CalSAWS and sent to BenefitsCal for a case, the customer will not be able to view any case details in their account. An informationnal message will display in their account to let them know to contact their county office to access information about their case. If the DV flag is set to true it CalSAWS for a case, it will not impact the functionality the customer has access to on BenefitsCal.</p>
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101	Draft Deliverable	Specific	Counseling	DDEL 05.08_Statewide PortalMobile_GSD_ Screen_Support Requests.xlsx	Support Request History	Access to WTW/REP system generated notices, appointments, services, service locations as well as documents that have been uploaded by participants should remain confidential and should only be viewable to individual it is addressed or pertains to. Disclosing some information may be violating HIPPA	Non-Cosmetic	Region 6 - GAIN Program PPS III- LA County	Region 6 RMs (Joan Ramirez)	9/29/2022	<p>Clarification: Only primary applicants can link the case to the BenefitsCal account an access general notices, documents, and appointments information. In addition, for the documents uploaded, BenefitsCal doesn't show the uploaded documents but only a receipt of upload including document type, date submitted, and case number. If there is more than one primary applicant, they can both link to the case to their own BenefitsCal account. Support Requests from a particular BenefitsCal account will only display in that specific account.</p> <p>R6 10/19/22: BenefitsCal account access to general notices, documents, and appointment information to WTW/REP program details, generated notices, service locations should also be at account level for each primary applicant who create accounts to ensure confidentiality and must only be viewable to individual it is addressed or pertains to, especially when there is a two parent HH and DV is reported.</p> <p>BenefitsCal 10/25/22: For notices, NOAs, forms, messages, and appointments, the information is sent over to</p>
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**From:** Pauline Ogata <[PaulineOgata@dpss.lacounty.gov](mailto:PaulineOgata@dpss.lacounty.gov)>

**Date:** Thursday, October 27, 2022 at 2:26 PM

**To:** Joel M. Acevedo <[AcevedoJM@CalSAWS.org](mailto:AcevedoJM@CalSAWS.org)>, Elisabeth Bayard-Arthur <[Bayard-ArthurE@CalSAWS.org](mailto:Bayard-ArthurE@CalSAWS.org)>

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**Subject:** RE: [2 comments pending] Re: FDEL 05.08 - GSD Update Release 5.0 (Part II) for Portal/Mobile App Project Comment Resolution

Hi Joel and Ellie,

I wanted to see if you have an update on when a response can be provided to Joan's comments, # 99 and #101. I know she had provided a verbal confirmation in the meeting, but there was a commitment to provide a comprehensive response regarding the BenefitsCal functionality in relation to DV/confidentiality and what information/functionality will be visible to one parent versus to both parents in a household (e.g. functionality for Support Requests, NOAs for the HH, Forms/Notices/NOAs to the individual, such as a WTW 2, WTW appointments, etc).

It would be helpful to have the clarification that was provided verbally during the meeting documented so we have a written response we can refer to. Thank you in advance!

Comment	Document Reviewed	Comment Category	Section #	Title	Page #	Comment/Issue/Concern	Comment Type	Reviewer's Organization	Name of Reviewer	Date of Comment	Consortium Deliverable Owner Acceptance of Comment	Resolution	Date of Resolution	Resolution confirmed by Reviewer?	Reason for "No" Confirmation
99	Draft Deliverable	Global	Dashboard	Global concern on maintaining Welfare-to-Work program information confidential when there are two parent households.		Safety for DV participants and their children are of a concern with the current functionality of BenefitsCal, in terms of what case information is viewable on the participants end via BenefitsCal.  Access to WTW/REP system generated notices, appointments, services, service locations as well as documents that have been uploaded by participants should remain confidential and should only be viewable to individual it is addressed or pertains to. This is especially important when there are two-aided adults (two parent households) both enrolled in the Welfare-to-Work Program (one of which is the batterer and the other the victim) and the home situation is already volatile.	Non-Cosmetic	Region 6 - GAIN Program PPS III- LA County	Region 6 RMs (Joan Ramirez)	9/29/2022		Clarification: Only primary applicants can link the case to a BenefitsCal account. The Support Request history is at an account level and will not display in both primary applicant's accounts if they each have their own BenefitsCal account. In addition, is a case if flagged as DV flag in CalSAWS, a flag is sent to BenefitsCal and no case details are displayed in the account.	10/7/2022	No	Response provided only addresses support request history. BenefitsCal account access to general notices, documents, and appointment information to WTW/REP program details, generated notices, service locations should also be at account level for each primary applicant who create accounts to ensure confidentiality and must only be viewable to individual it is addressed or pertains to, especially when there is a two parent HH and DV is reported.  "In addition, is a case if flagged as DV flag in CalSAWS, a flag is sent to BenefitsCal and no case details are displayed in the account." This functionality was only at conversion from YBN to BenefitsCal. Post conversion, the DV flag or Confidentiality Indicator pages should not block a user from having their case information sent to BenefitsCal. This functionality is associated to the new Self Service Portal Customer Privacy page with open records.  Per state policy, DV flags are not to be removed; once a Pt is identified as DV they are to remain identified as such indefinitely. DV flags should never be removed. DV flags can be interchanged depending on the level of confidentiality. These flags should not influence BenefitsCal functionality.
101	Draft Deliverable	Specific	Counseling	DD&L 05.08_Statewide Portal/Mobile_GSD_Screen_SupportRequests.xlsx	Support Request History	Access to WTW/REP system generated notices, appointments, services, service locations as well as documents that have been uploaded by participants should remain confidential and should only be viewable to individual it is addressed or pertains to. Disclosing some information may be violating HIPPA	Non-Cosmetic	Region 6 - GAIN Program PPS III- LA County	Region 6 RMs (Joan Ramirez)	9/29/2022		Clarification: Only primary applicants can link the case to the BenefitsCal account an access general notices, documents, and appointments information. In addition, for the documents uploaded, BenefitsCal doesn't show the uploaded documents but only a receipt of upload including document type, date submitted, and case number. If there is more than one primary applicant, they can both link to the case to their own BenefitsCal account. Support Requests from a particular BenefitsCal account will only display in that specific account.	10/7/2022	No	BenefitsCal account access to general notices, documents, and appointment information to WTW/REP program details, generated notices, service locations should also be at account level for each primary applicant who create accounts to ensure confidentiality and must only be viewable to individual it is addressed or pertains to, especially when there is a two parent HH and DV is reported.

Please let me know if you have any questions. Thank you.

Pauline Ogata, Human Services Administrator I  
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