Cal**SAWS** | Enhancement Request (CER)

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

Submission Date	11/7/2024
Title	Correction to Application Registration functionality associated with the "Are you homeless?" question

Region #: 4	County Name: Stanislaus	
Submitter: Christen Rocha	**Email:** Rochch@stancounty.com	**Phone:** 209-324-0235

Program(s) Impacted:

☐ Adoptive Services	☐ ARC	☐ CalFresh	☐ Cal-Learn
☐ CalWORKS / RCA	☐ CAPI	☐ Child Care	☐ CMSP
☐ Foster Care	☐ GA/GR	☐ GAIN/REP/WTW	☐ GROW
☐ Kin-GAP	☐ Medi-Cal / RMA	☐	☐
☒ Other – specify Homeless Assistance Program			

Area(s) Impacted:

☐ Call Center	☒ Case Assignment	☐ Central Print	☐ Client Correspondence
☒ Eligibility	☐ Fiscal / Collections	☐ Hearings	☐ Imaging
☐ Lobby Management	☐ Reports	☐ Resource Data Bank	☐ Schedule Appt
☐ Security	☐ Self Service Portal	☐ Special Investigation	☐ Task Mgmt
☐ Time Limits	☐ Training		

☐ Interface(s) - specify

☐ County Operational (ex. Business Reply Mail (BRM), EBT Printers, Change of Address, Opt In/Out, etc.) – specify

☒ Other – specify
Functionality does not match program rules regarding application for Homeless Assistance Program (HAP) benefits.

Justification / Request Summary: Functionality does not match program rules regarding application for Homeless Assistance Program (HAP) benefits.

Marking Yes to the "Are you homeless?" question on App Reg should not be automatically opening the Homeless program in CalSAWS. Just because they are homeless, doesn't mean they are applying for the Homeless program.

Regulation 44-211.513(a) The AU must complete a separate Statement of Facts for Homeless Assistance (CW 42) to apply for a temporary shelter payment and/or permanent housing assistance. The Statement of Facts for Homeless Assistance is designed to gather information specific to the elements of eligibility for the nonrecurring special need for homeless assistance.

The App Reg page is supposed to be the same as the SAWS 1. The SAWS 1 states: "Are you homeless? ■ Yes ■ No
If yes, please let the County know right away if you are homeless, so they can help you figure out an address to use to accept your application and get notices from the county about your case."
The purpose of this question is so we can collect a good mailing address.

Issue:
Clerical staff complete Application Registration by inputting the customers answers into Application Registration Summary.

The App Reg page is supposed to be the same as the SAWS 1. The SAWS 1 states: "Are you homeless? ■ Yes ■ No
If yes, please let the County know right away if you are homeless, so they can help you figure out an address to use to accept your application and get notices from the county about your case."
The purpose of this question is so we can collect a good mailing address.

The question should not trigger opening of the Homeless-Temp program as it currently does on the New Program Detail page. This occurs no matter what other programs have been indicated in the application registration, so it is not driven by a CalWORKS application.

The SAWS 1/SAWS 2+ is not an appropriate application to open Temp HAP as the CW 42 is required.

What Programs are you applying for?: ✱

Cash Aid   Medi-Cal/Health Coverage
○ CalWORKS   ○ Medi-Cal
○ RCA   ○ Minor Consent
○ General Assistance/ ○ None
   General Relief
○ CAPI
○ None
☑ CalFresh

Are you homeless? Yes
Do you want to use the District Office address?
What language do you prefer to read? ✱ English
What language do you prefer to speak? ✱ English

Are you deaf or hard of hearing?

Case Member List

* - Indicates required fields

[Add Person] [Save and Continue]

Case Name: *

Minnie Mouse

☑ **Name**	**SSN**	**DOB**
☑ Minnie Mouse		

[Remove]

[Add Person] [Save and Continue]

New Programs Detail

* - Indicates required fields

[Save and Continue] [Cancel]

Administrative Roles

Primary: *	**Date of Application: ***	**Source: ***	**Language: ***
Minnie Mouse F ⌄	08/29/2024 📅	Drop Off ⌄	English ⌄

Program Information

Name	**DOB**	**Programs**	**Add/Remove Programs**
Minnie Mouse		CalFresh, Homeless - Temp	[Edit]

Proposed Recommendation:
The "Yes" response to the "Are you homeless?" question in application registration should not result in opening the HAP program. Remove this functionality from this question.

Priority/Implementation Consideration(s):
Workarounds are currently being utilized to mitigate this error, but there is risk in incorrect eligibility assessments should the workaround be missed.

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