

40-100 U. BENEFITS CALWIN (BCW) FOR CALWORKS

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Overview of Benefits CalWIN (BCW)

Benefits CalWIN (BCW) is a web-based application system that enables applicants to screen for eligibility and apply for CalFresh and Medi-Cal benefits on-line. Effective 10/01/2012, San Diego County HHS will implement BCW for the CalWORKs (CW) program, enabling applicants to submit an application and verifications electronically for processing. Applications will be transmitted from BCW directly into CalWIN. The current web address for Benefits CalWIN is <https://www.benefitscalwin.org>.

CW Regulations and BCW

Although BCW will provide the public with an additional method to begin the application process, CW regulations have not changed. San Diego County HHS is still required to follow existing regulations regarding the following:

- Conducting a face-to-face interview (See [CPG 40-100 E](#)).
- Immediate Need (IN) requirements, including Apparent Eligibility (See [CPG 40-100 K](#)).
- Statewide Fingerprint Imaging (SFIS) Requirements (See [CPG 40-100 K](#)).
- Early Fraud Prevention Home Calls (Project 100%), if applicable (See [CPG 20-000-B](#)).

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All regular established application processing policies and procedures, and processing time frames shall apply unless otherwise specified in this section.

IN Requirements and BCW

As the BCW system is available at all times, the public may apply for CW benefits outside of normal Family Resource Center (FRC) business hours. State regulations require that the IN interview and eligibility determination be conducted no later than the next working day following receipt of the request. Applications submitted through BCW are considered as received on the date/time they are filed. For this reason, IN requests received outside of FRC office hours shall to be evaluated as outlined below:

If ...	Then ...
IN is requested outside of FRC office hours, Monday through Thursday	IN interview and eligibility determination shall be conducted no later than close of business on the next working day
IN is requested outside of FRC office hours, Friday through Sunday	IN interview and eligibility determination shall be conducted no later than close of business on the following Monday

Meeting IN timeframes will require ERA-DPC staff to work closely with FRCs, as outlined below.

ERA-DPC Staff Responsibilities

In order to streamline the BCW application process, the External Referral Application (ERA) unit located at the Data Processing Center (DPC) shall be responsible for initial processing of all CW BCW applications, including:

- Prioritizing CW BCW applications that request IN,
- Clearing CW BCW Applications,
- Completing the Application Registration process, and
- Assigning homeless clients to the appropriate FRC based on existence of a mailing address

DPC scanning staff shall transfer all documents submitted via BCW into the Document Retrieval System (DoReS) within 24 hours of receipt.

Note:

For IN purposes, FRC staff can access documents submitted via BCW in the *Search for External Referral* window, *Documents/Images* button. However, to avoid duplicate scanning, **FRCs shall not scan these documents into DoReS.**

FRC Case Assignment or

FRC case assignment staff or designated staff shall be responsible for the continual monitoring of CW BCW cases for expedited

Designated Staff Responsibilities

assignment to the appropriate HSS. As part of their daily duties, this staff shall perform the following actions:

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STEP	ACTION
1.	Access the <i>View Cases</i> window every 30 minutes via the <i>Case Assignment</i> function button
2.	Filter results by the <i>Program</i> column
3.	Find the cases in the Program column with <i>Immediate Need</i> <ul style="list-style-type: none"> • Schedule cases with IN requests for face-to-face, same day Intake appointment, and • Schedule cases without IN for face-to-face Intake appointment within the next 5 business days.
4.	If CW client requesting IN cannot be located during the first phone call: <ul style="list-style-type: none"> • Attempt to call client a total of 3 times at each contact number provided with a minimum 1 hour period in between each call, • When client provides only an e-mail address, send client a secured e-mail using the approved template regarding the IN appointment, and • Document all contact attempts in CalWIN Case Comments.

CW BCW E-Mail Template

Staff shall use the following verbiage when sending secured e-mails to CW BCW applicants requesting Immediate Need:

“I am e-mailing you from the County of San Diego. We got your application for Immediate Need (CalWORKs) benefits from Benefits CalWIN (BCW). You need to come to an interview so we can review your request:

Today before we close (5PM)

On [Specific Weekday], XX/XX/20XX

**To make an appointment call:
(XXX) XXX-XXX**

If not, your request may be denied. You may ask for Immediate Need at any time before we approve or deny your CalWORKs.”

FRC HSS Intake Responsibilities

FRC HSSs shall be responsible for determining eligibility for CW BCW applications within required timeframes. As part of their daily duties, FRC HSSs who conduct Intakes shall perform the following actions:

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STEP	ACTION						
1.	Review CW BCW application and any associated documents						
2.	Conduct the face-to-face, interactive interview						
3.	Initiate the intake in <i>Data Collection</i> , and completing the queue.						
4.	Determine if IN is requested <table border="1"><thead><tr><th>If IN is ...</th><th>Then ...</th></tr></thead><tbody><tr><td>requested</td><td><ul style="list-style-type: none">Determine whether to grant or deny the INContinue the eligibility determinationRun EDBC</td></tr><tr><td>not requested</td><td><ul style="list-style-type: none">Continue the eligibility determinationRun EDBC</td></tr></tbody></table>	If IN is ...	Then ...	requested	<ul style="list-style-type: none">Determine whether to grant or deny the INContinue the eligibility determinationRun EDBC	not requested	<ul style="list-style-type: none">Continue the eligibility determinationRun EDBC
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5.	Review the <i>Display Eligibility Summary</i> window to determine if all required verifications were received <table border="1"><thead><tr><th>If all verifications are ...</th><th>Then</th></tr></thead><tbody><tr><td>received</td><td><ul style="list-style-type: none">Initiate Wrap Up and authorize the caseIssue the IN Denial NOA, if applicableComplete all remaining windows in the queueComplete Case Comments</td></tr><tr><td>not received</td><td><ul style="list-style-type: none">Generate the VCLPrint the VCL for the clientIssue the IN Denial NOA, if applicableComplete Case Comments</td></tr></tbody></table>	If all verifications are ...	Then	received	<ul style="list-style-type: none">Initiate Wrap Up and authorize the caseIssue the IN Denial NOA, if applicableComplete all remaining windows in the queueComplete Case Comments	not received	<ul style="list-style-type: none">Generate the VCLPrint the VCL for the clientIssue the IN Denial NOA, if applicableComplete Case Comments
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GR Clients Denied for CalWORKs

Counties that currently offer CW BCW have reported that some GR clients have inadvertently applied for CalWORKs benefits. If this occurs, DPC staff shall send these applications to the appropriate FRC to be denied for CalWORKs due to not having a dependent child. Intake staff shall also refer these clients to the appropriate FRC—as outlined below—to apply for GR benefits and document all actions in case comments:

FRCs That Offer General Relief (GR)	
El Cajon FRC	220 S. 1st Street, El Cajon, CA 92019
Metro FRC	1130 10th Avenue, San Diego, CA 92101
North Coastal FRC	1315 Union Plaza Ct., Oceanside, CA 92054
South Region FRC	690 Oxford Street, Chula Vista, CA 91911
