

September 28, 2012

CalWORKs Program Guide Letter No. 273

Subject **IMPLEMENTATION OF BENEFITS CALWIN (BCW) FOR THE CALWORKS PROGRAM**

Effective Date October 1, 2012

Purpose The purpose of this letter is to inform staff of implementation of BCW for the CalWORKs (CW) program. Effective 10/01/2012, applicants can use BCW to submit an application for CalWORKs and scan verifications electronically to San Diego County Health and Human Services Agency (HHS) for processing.

Background BCW is a web-based system which allows applicants to screen for eligibility and apply for CalFresh and Medi-Cal benefits on-line. Applicants can submit an application and verifications electronically to the County for processing; this data is transmitted from BCW directly into the CalWIN system.

Summary of Updates The following CPG chapters have been loaded to the CPG online:

CPG Section	Title	Program Updates
40-100 E.	Application Process	<ul style="list-style-type: none">• Section added to clarify face-to-face interview requirement• Terms updated from <i>Food Stamps (FS)</i> to <i>CalFresh (CF)</i>
40-100 K.	Immediate Need	<ul style="list-style-type: none">• Section title changed to <i>Immediate Need (IN) Payments</i>• SFIS reminder section added• Section added to clarify issuing CW aid in place of an IN payment• Section added regarding CW determination after IN payment• Terms regarding CA43 form updated to CW43

		<ul style="list-style-type: none"> • Terms regarding <i>Food Stamps (FS)</i> updated to <i>CalFresh (CF)</i>
40-100 U.	Benefits CalWIN (BCW) for CalWORKs	<ul style="list-style-type: none"> • New section added to outline CalWORKs BCW policies

**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.”

BCW Test Site Staff can access the **BCW Test Site** to see what the public sees when applying and/or uploading Periodic Reports via BCW. To access the secured site, staff shall:

Step	Action
1.	<ul style="list-style-type: none"> • Press the Ctrl button and click on the link, below: BCW test site: https://148.92.53.196:10210 • Staff will see a security screen indicating, “There is a problem with this website’s security certificate”
2.	<ul style="list-style-type: none"> • Click on the link that states: Continue to this website (not recommended) • The MyBenefits CalWIN homepage will initiate.
3.	<ul style="list-style-type: none"> • Navigate to the <i>Apply for Benefits</i> tab (bottom left of the webpage) • Click on the <i>Get Started</i> button
4.	<ul style="list-style-type: none"> • Select <i>San Diego</i> when the counties appear
5.	<ul style="list-style-type: none"> • Create a User Id and Password
6.	<ul style="list-style-type: none"> • Enter simulated data to begin to navigate through the site

Related ‘How To’ Instructions

For additional guidance, staff can refer to the following ‘How To’ documents:

- [How To 166: Process an Electronic Application via the Search for External Data Window](#), and
- [How To 185: Upload an Electronic File to a Document Imaging System \(DoReS\)](#)

IN Management Report

To assist Family Resource Centers (FRCs) with the monitoring and timely evaluation of IN requests, Automation will produce and post a daily report known as: Daily Pending Immediate Need Applications to the Management Reports (SharePoint) site, effective 09/28/2012. These reports shall follow the format of the current **Pending FSES Applications Report**.

CalFresh Program Impact CalFresh applications will continue to be accepted through BCW.

Medi-Cal Program Impact Medi-Cal applications will continue to be accepted through BCW.

Child Care Program Impact No Impact.

Automation Impact In order to contact BCW clients that provide an e-mail address, FRCs need to ensure that appropriate staff has secured e-mail. IMAR requests need to be submitted for processing by authorized FRC staff—usually the Automation Coordinator (AC)—and need to request the following:

Add user(s) to Ironport email encryption server and add Ironport Outlook Plugin

Note: Secured e-mail software is specific to each computer (based on asset tag) and does not follow the user if they change to a different work station that does not have this software.

ACCESS Impact When a customer inquires about applying for CalWORKs, the ACCESS Customer Service Agent will inform customers of the various pathways to apply including the ability to submit a CW application online via BCW.

Forms Impact No Impact.

Imaging Impact Document Processing Center (DPC) scanning staff shall transfer all CW application documents submitted via BCW into the Document Retrieval System (DoReS) within 24 hours of receipt. FRC staff can access documents submitted via BCW in the CalWIN *Search for External Referral* window, *Documents/Images* button. However, to avoid duplicate scanning, FRCs shall not scan these documents into DoReS.

**QC / QA
Impact**

Quality Assurance will cite the appropriate error when the regulations cited in the material have not been followed.

**Manager
Approval**

A handwritten signature in black ink, appearing to read 'Adrienne Yancey', followed by the word 'for' written in a cursive style.

ADRIENNE YANCEY
Senior Program Manager
Self-Sufficiency Programs
Strategic Planning & Operational Support

**Manager
Contact**

CalWORKs Program

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