February 25, 2011

Program Guide Letter #556

Subject	**ELECTRONIC CALFRESH QUARTERLY REPORTS AND RECERTIFICATIONS – PHASE 3 – BENEFITS CALWIN**

Effective Date	March 1, 2011

Purpose	The purpose of this letter is to:

- Inform Family Resource Centers (FRCs) about enhancements made to the Benefits CalWIN (BCW) application;
- Inform FRCs that effective 03/01/2011 Non-assistance CalFresh (NACF) recipients will be able to submit Quarterly Reports, recertification forms and supporting verifications electronically via BCW;
- Provide FRCs with instructions for accessing submitted documents via the External Referral Data subsystem in CalWIN; and
- Update the CalFresh Program Guide to include BCW.

Background	In December 2009, the Department of Social Services (DSS) began collaborating with the California Welfare Client Data Systems (CalWIN) Consortium and several Counties to implement BCW. BCW was implemented in San Diego County November 22, 2010. This web-based application is designed to allow applicants to screen for eligibility and apply for CalFresh and Medi-Cal benefits on-line. An applicant can submit their application and verifications electronically to the County for processing. The web address for Benefits CalWIN is www.benefitscalwin.org. Application data is transmitted from BCW directly into CalWIN.

Overview of Benefits CalWIN (BCW) Enhancements

Beginning March 1, 2011 San Diego County will implement the Quarterly Reporting and recertification enhancements of BCW. NACF recipients will have the option to submit their Quarterly Report, recertification, and associated verifications electronically via BCW. Forms and verifications submitted will be transmitted from BCW directly into CalWIN and accessed through the Interface Activities function button.

BCW will:
- Alleviate the constraints of travel and office hours;
- Provide recipients with an alternate method of submitting their NACF Quarterly Report and recertification forms;
- Simplify and expedite the quarterly reporting and recertification process by allowing the electronic submission of forms and verifications;
- Allow the applicant to upload scanned verifications with the QR/RRR or upload directly to the BCW web site after submitting the QR/RRR; and
- Reduce FRC lobby traffic.

Note: All currently established processing policies and procedures shall apply unless otherwise specified in this letter.

CalFresh Program Guide: Revisions and Updates

The following CalFresh Program Guide sections have been updated:

CHAPTER/ SECTION #	SECTION TITLE	REVISIONS/UPDATES
63-103.5	Recertification of QR Households	Added options for submitting recertification forms
63-270	Table of Contents Quarterly Reporting	Added section 276 Benefits CalWIN
63-273.1	Worker Responsibility in Providing and Assisting With the QR 7	Added a note that recipients have the option of submitting the QR 7 in person, by mail, by fax, or electronically via Benefits CalWIN
63-276	Benefits CalWIN	Added a new section Benefits CalWIN
63-276.1	Overview of Benefits CalWIN	Added an overview of Benefits CalWIN
63-276.2	Roles Related to the Electronic Forms Submission Process	Added Roles Related to the Electronic Forms Submission Process
63-276.3	Role of the FRC Office Assistant	Added Role of the FRC Office Assistant (OA)
63-276.4	Role of the FRC Human Services Specialist	Added Role of the FRC Human Services Specialist (HSS)

63-276.5	Role of the FRC Supervising Human Services Specialist	Added Role of the FRC Supervising Human Services Specialist (SHSS)
63-276.6	Establishing the Date of Receipt	Added Establishing the Date of Receipt
63-276.7	Electronic Signature	Added Electronic Signature
63-276.8	Tracking Electronic Recertifications Received	Added Tracking Electronic Quarterly Reports Received
63-304	Table of Contents Recertification	Added sections 304.8 – 304.16 Benefits CalWIN
63-304.2	Recertification Notice, Interview and Forms	Added that recipients have the option of submitting their recertification packet via BCW
63-304.8	Benefits CalWIN	Added a Table of Contents for the Benefits CalWIN section
63-304.9	Overview of Benefits CalWIN	Added an overview of Benefits CalWIN
63-304.10	Roles Related to the Electronic Forms Submission Process	Added Roles Related to the Electronic Forms Submission Process
63-304.11	Role of the FRC Office Assistant	Added Role of the FRC Office Assistant (OA)
63-304.12	Role of the FRC Human Services Specialist	Added Role of the FRC Human Services Specialist (HSS)
63-304.13	Role of the FRC Supervising Human Services Specialist	Added Role of the FRC Supervising Human Services Specialist (SHSS)
63-304.14	Establishing the Date of Receipt	Added Establishing the Date of Receipt
63-304.15	Electronic Signature	Added Electronic Signature
63-304.16	Tracking Electronic Recertifications Received	Added Tracking Electronic Recertifications Received

Changes to the CalFresh Program Guide are noted with highlighted text.

Automation Impact

The following CalWIN Alerts will be activated:

Name	Description
BCW QR7 Received (Y)	The client has submitted a QR7 through the Benefits CalWIN system and has answered "Yes" to at least one question
BCW QR7 Received (N)	The client has submitted a QR7 through the Benefits CalWIN system and has answered "No" to all questions
BCW RRR Received	The client has submitted a recertification through the Benefits CalWIN system

[How To #167](#) Receive and Assign an RRR and/or QR-7 via the **Search for Received Documents** window provides step-by-step instructions on accessing an electronic QR7/RRR and associated documents from BCW.

Forms (Client Correspondence) Impact	No impact.
ACCESS Call Center Impact	ACCESS Customer Service Agents will offer callers the option of submitting their Quarterly Report and/or recertification via BCW.
Quality Assurance (QA) Impact	Beginning with the March 2011 sample month, Quality Assurance will cite the appropriate error when the requirements of this Program Guide Letter have not been followed.
Manager Approval	

SYLVIA MELENA, Assistant Deputy Director
Self-Sufficiency Programs
Strategic Planning & Operational Support

TG