Update 2012-7: Common Place Handbook  
**New Homeless Mailing Address in Benefits CalWIN (BCW)**

**Background**
Benefits CalWIN (BCW) previously did not have the functionality to allow individuals who are homeless to submit an online application without entering a mailing address.

**Changes**
BCW now allows a homeless individual without a mailing address to complete and submit his/her application online.

Benefits CalWIN will:

- Prompt the applicant to enter the Benefits Assistance Center (BAC) address as his/her mailing address.
  - Auto populate the address “Homeless, CA 00000” if the applicant does not enter the mailing address, as instructed.
- Request that the applicant enter contact information, such as phone number or email address.
- Inform the client to contact the Assistance Application Center (AAC) if no contact information is given or if they have not heard from the Agency within 24 hours of submitting an application.
- Inform the client that an appointment letter will be sent to them at the mailing address provided.

A “Social Service Mail Request/Agreement” (SCD 1483) is still required as per current policy.

[Refer to “Social Services Mail Request/Agreement (SCD 1483) Procedures,” page 29-1, for further information.]
The message in BCW that applicants will read after they indicate that they do not have a mailing address will appear as follows:

If you are Homeless and do not have a mailing address:

1. Answer "YES" to the question "Do you have a Mailing Address" and enter the following address: 1807 Senter Road, San Jose, CA 95112.
2. On the Contact Information section below, provide a phone number, e-mail address, or other method to contact you.

An interview will be scheduled for you within 3 business days. If you do not have any contact information, or have not heard from us within 24 hours of submitting an application, please contact our office. Have your application reference number ready. An appointment notice and other correspondence associated with this application will be sent to you at the mailing address listed.

Benefits Assistance Center
1807 Senter Road, San Jose, CA 95112
(408) 758-3800

Designated Application Support staff should follow the steps below when a homeless applicant submits an application through BCW:

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<th>If the client provides. . .</th>
<th>Then . . .</th>
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| A Phone Number,           | • Contact the client by phone to schedule a group interview.  
                            | • Print an “Appoinment Letter for Public Assistance” (CSF 6) and process as homeless mail according to current office procedures. |
| An Email Address,         | • Email the client group interview appointment date and time.  
                            | • Print an “Appoinment Letter for Public Assistance” (CSF 6) and process as homeless mail according to current office procedures. |
| No Contact Information,   | • Print an “Appoinment Letter for Public Assistance” (CSF 6) and process as homeless mail according to current office procedures. |

Reminder:
EWs must follow current No Show policy if the client fails to appear to their interview.


Implementation
This change is effective immediately.
Other Programs

This change affects Medi-Cal, CalFresh and CalWORKs BCW applications.

Clerical

If the applicant fails to enter the AAC address as prompted, Application Support staff will need to manually enter the BAC address as the client’s mailing address during the Application Registration process.

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