Update 2013-20: Common Place Handbook

My Benefits CalWIN (MyBCW) - Contact a Worker by E-mail

**Background**
My Benefits CalWIN (MyBCW) is a web application that allows the general public and current clients to self-screen for potential eligibility, apply for benefits and complete periodic reports and recertifications online. Additionally, public assistance applicants and recipients have access to on-line information regarding their public assistance benefits.

**Changes**
Effective December 2012, MyBCW was enhanced with several new features. One of these features allows clients to contact an Eligibility Worker (EW) by e-mail.

**Contact an EW by E-mail**
After a client has been approved for public assistance benefits, or becomes a recipient, the client is able to send the county an e-mail message. The client must have created a MyBCW account.

The following table shows the process for a client to submit a request for a county representative to contact them.
<table>
<thead>
<tr>
<th>STAGE</th>
<th>WHO</th>
<th>ACTION</th>
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| 1.    | Client | • Logs into their MyBCW account and selects [Benefits] tab.  
|       |       | • Selects [Contacts] tab under the [Benefits] tab.  
|       |       | "Have a County Representative Call Me" box will appear.  
|       |       | • Client selects one of seven predefined reasons:  
|       |       | - Your case is in discontinued status, your benefit amount has changed or your BIC/EBT card is not working.  
|       |       | - You applied for benefits and need to know whether your benefits have been approved or denied.  
|       |       | - You received a letter in the mail from the county and do not understand the letter.  
|       |       | - You have not received your check for Books, School Supplies, Transportation or Child Care referral.  
|       |       | - You can not make it to a scheduled appointment.  
|       |       | - You have left messages for a county representative to call and have not received a call back, and you need to speak to someone about your case.  
|       |       | - Other reasons.  
|       |       | • Enters phone number where they can be reached.  |
| 2.    | MyBCW | Generates an e-mail and routes it to the appropriate District Office based on caseload number.  |
| 3.    | Clerical Staff and/or EW Supervisor | • Monitors the designated e-mail in-boxes.  
|       |       | • Creates a Transaction Management Tool (TMT) request for assignment to an EW for each e-mail received.  |
| 4.    | EW | Calls the client within 2 business days from the date the e-mail is received by the county.  |

**Note:**

The Office Management Coordinator (OMC) or the Social Services Program Manager (SSPM) must include an e-mail address for routing of MyBCW generated e-mail when submitting Unit Registration Form, SCD 191 or the CalWIN Security Change Request Spreadsheet, for all new or changed caseload numbers and submit to CalWIN Application and Transition Support (CATS) to ensure all MyBCW generated e-mails are routed to the appropriate District Office.
Implementation

This process is effective immediately.

Other Programs

The information in this update applies to CalWORKs, CalFresh, Medi-Cal and General Assistance programs.

Clerical

Clerical staff will monitor designated e-mail in-boxes and create a TMT request for each e-mail that is received.

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