Update 2014-17: Common Place
Electronic Notifications and View Notices Electronically

Background
The United States Department of Agriculture, Food and Nutrition Service (FNS) approved the waiver that allows clients to receive an electronic notification, or e-notices of official correspondence.

Changes
E-notices will alert clients to view county correspondence via their secure personal online account in My Benefits CalWIN. Clients who elect to receive e-notices will get a notification sent to their email account that a correspondence is available for viewing in their secure account. CalFresh, CalWORKs, and Medi-Cal clients may opt in or out of receiving e-notices at any time. Clients have the option to receive their notices both electronically and in hard copy.

[Refer to “Electronic Notifications (e-Notices),” page 20-9]

Types of Correspondence
Electronic correspondence includes the following written communication, but not limited to:

- The Notice of Missed Interview
- Notice of Denial
- Notice of Required Verifications,
- Notice of Eligibility
- Notice of Expiration of Certification,
- Notice of Adverse Action,
- Notices of Action regarding changes to the CalWORKs grant or CalFresh benefits including discontinuances or other changes to the case, and
- Notices regarding Intentional Program Violations, claims, and disqualification.
Exception:
The following notices will not be sent in electronically and remain in hard copy:

- Any notifications or correspondence related to a client’s fair hearing.
- Any informal county contact not mandated by state or federal statute or regulation will not be sent by this secure personal online account.
- Overpayment notices, repayment agreement, and time on aid notices.

Guidelines
The following guidelines are provided by the State:

- e-Notices must provide the same information as hard copy notices within required timeframe and include the most current NA Back 9.

- Hard copy versions of correspondence will be available to clients upon request. All clients’ state hearing rights will be preserved and Notices of State Hearing will not be sent electronically.

- When the county discovers that e-notices cannot be received by the client, the county must revert to traditional hard copy mail. The e-notice will be considered not received if the county gets a message that the e-notice was not deliverable, that the mailbox is full, or confirmation that the e-mail used does not belong to the intended person. When this happens, the county must send a mailed notification to the last known address for the client advising them that the e-mail was undeliverable, and that traditional paper notification will resume, and a hard copy of the notice that the undeliverable e-notification was pertaining to.

- The client must be informed that in order to resume receiving e-notices, the client will need to complete the enrollment process again.

- All e-correspondence must be accessible to both Federal and State Quality Control reviewers. Cases must be identified as having opted for e-notices in the Quality Control review process.

Client Opt-In Agreement
Clients who opt in for e-notices are required to sign the form, “Electronic Notification Agreement” (NA 1273) in My Benefits CalWIN. The notification agreement includes the following information:

- They agree to receive all correspondence from the county via e-notification, except hearing related notices.
- Agree to read all e-notices sent to their email account and to view the documents through their secure personal online account.
- Agree to keep the county informed if their email address changes by filling out a new Electronic Notification Agreement within ten days of the changes.
- The County must give the client a paper copy of any document posted in their secure personal online account, if they ask for one.
The county will revert to traditional paper correspondence if the e-notices could not be received by the email address provided by the household. They can stop getting e-notices at any time and go back to getting notices by paper correspondence.

**Process**

The following are the process for e-notification:

- Clients sign the e-notification agreement (NA 1273) in My BCW.
- The client will receive both paper and electronic confirmation notices (NA 1274) regarding the decision to receive e-notices.
- The confirmation will direct the client to log-in their secure personal online account to view all correspondence.
- The client will be informed of their option to get a paper copy of any document upon request, and to revert to traditional paper correspondence at any time.
- The client can switch back to traditional paper notices at any time by updating their settings in My Benefits CalWIN, or contacting the county.

**Data System CalWIN**

Clients who opt in for e-notices must have a My Benefits CalWIN Portal account to receive their notices in a secure manner.

E-notices produced on the client’s My Benefits CalWIN account are printable by the client. No modification is allowed prior to printing.

E-notices are sent by CalWIN in batch. When CalWIN receives a delivery failure notification from the clients email account, the system will default back to hard copy notifications and will send the undeliverable notice to the client by batch.

The following Client Correspondence and Data Collection windows are modified with new fields relating to eNOAs:

- Collect Case Summary Detail window-eNOA [Y/N] field is added,
- Search for Printed Correspondence window- Email [Y/N] and Hardcopy [Y/N] fields are added, and
- View Printed Correspondence Details window-Email [Y/N] and Hardcopy [Y/N] fields are added.

For detailed descriptions of CalWIN functionality, refer to the **Release 38 Notes** posted on the Intranet.

**Documentation**

The client’s decision to opt in or out of e-notices should be documented in the Case Comment.
Forms

The following forms are created for e-notification:

- NA 1273 (7/13) Electronic Notification Agreement: Clients can sign the agreement only in My Benefits CalWIN portal. CalWIN sends a signed copy of the agreement in both electronic and hard copy format.

- NA 1274 (7/13) Electronic Notification Notice: After signing the notification agreement in My BCW, CalWIN sends the client the confirmation notice (NA 1274) both by a paper correspondence and email regarding the decision to receive e-notification. The confirmation will direct the client to log-in their secure personal online account to view all correspondence.

- NA 1275 (7/13) Electronic Notification Cancellation Notice: This notice informs the client that they are being switched back to paper correspondence. This form will be generated in hard copy only.

- SCD 2382: Electronic Notification Option: This flyer must be included in the intake packet.

OMC

The Office Management Coordinator (OMC) must ensure that the SCD 2382 is included in the intake packets.

Implementation

This change is effective once the CalWIN system implements Release 38 on August 11.

Other Programs

This change applies to the CalFresh, CalWORKs, and Medi-Cal programs.

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