Phase I
(Implementation Date: January 28, 2013)

Will expand client's access to interact with CalWIN via the internet.

- Serve as a 'One Stop Shop' allowing clients to:
  - ✓ Access current & historical (6 mos.) benefit information for active, pending, & discontinued cases
    Exception: Denied & Closed case information may be viewed for two months
  - ✓ View county office information
  - ✓ Send request for HSS to contact
    Note: Expected staff response is via telephone or email
  - ✓ Request a replacement BIC
  - ✓ Request a replacement EBT card *(Only for those HH members active on the case)*
  - ✓ Request verification letter and/or periodic report
  - ✓ View information on Fair Hearings, Reporting Fraud, Reporting Abuse
  - ✓ Link to other self-help entities / other helpful user apps *(At county discretion)*
- Single sign-on: once signed in to MBC, clients will no longer have to create an additional User ID and password to access BCW

Future Enhancements
(Implementation Dates: To Be Determined)

- Allow clients to
  - ✓ Schedule appointments
  - ✓ Receive appointment reminders
  - ✓ Live Chat with a worker
  - ✓ Upload/download documents
  - ✓ Request electronic client correspondence
  - ✓ Setup Direct Deposit payments
- Allow CBOs to
  - ✓ View status of application(s)
  - ✓ Request management reports
- Allow county support staff to monitor website usage
  - ✓ Number of visits
  - ✓ Average page views
  - ✓ Time on site
  - ✓ Bounce rate
  - ✓ First time visits v. returning visits
  - ✓ Language choices
  - ✓ Failed logins
  - ✓ DOB/SSN mismatches
  - ✓ Requests for client correspondence and BIC/EBT cards

- Expand BCW to enable clients to:
  - ✓ Submit CW QR7s
  - ✓ Submit a Medi-Cal Redetermination
  - ✓ Submit a Transitional Medi-Cal Recertification
  - ✓ Request an automated email confirming successful submission
- Application Additions to BCW
  - ✓ CBO Assistor
  - ✓ Add vocal instruction to BCW to assist clients with entering information
  - ✓ Add Russian & Vietnamese to core languages
  - ✓ Create a BCW Aging Report
  - ✓ Create an automated report to provide application counts to CWDA
  - ✓ Allow counties to receive imaged documents and upload the documents directly into their imaging systems