Upcoming CWW and ACCESS System Changes for June 22:

GenAI Caseworker Policy Assistant – The policy engine is the main component that assists caseworkers in answering scenario-based policy questions by consuming existing and approved policy manuals as inputs and providing natural language answers with citations from policy manuals. The policy assistant will be integrated with CWW as an information decision support tool. It will consist of:

- o Creating an interface with a text box for caseworkers and staff to type their questions and receive the answers in the same window.
- o Integrate the policy assistant into the CWW navigation panel.
- o Collection of user feedback for pilot users.

The initial pilot was scheduled to begin 6/1/2024 – but has been moved to 6/22/2024. BWF has pilot testers from Forward Services, Maximus and America Works. The statewide rollout is expected in fall of 2024.

Impact:
The GenAI Caseworker Policy Assistant will allow workers of the pilot to search for policy-based questions while working in CWW. Workers will also be able to indicate if the answer is correct or incorrect to help the tool become more accurate.

Safe at Home Changes – On June 22, 2024, a checkbox will be added in CWW to record if individuals are participating in the Safe at Home Program. A new field will allow workers to enter the member's Safe at Home PIN, or identification number.

How it works:

Workers must use these checkboxes to indicate that individuals are participating in the Safe at Home Program when creating a Request for Assistance (RFA), or on the General Case information page, and collect the individual's Safe at Home identification number. This number is displayed on the individual's Safe at Home Participant Authorization Card in their address or behind their name. This number is to be entered in the "Safe at Home PIN" field.

Participants will have the choice to use their Safe at Home address. If they choose not to use that address, workers may use the participant's preferred address or use the address of the participant's Income Maintenance (IM) agency or W-2 agency.

Workers will be able to view the Safe at Home Program participation status of an individual or a case with a **Yes** or a **No** on the following pages.

- Case Summary: displays the individual's participation in the "Case in Protective Placement" section. If **Yes,** the Safe at Home Program PIN also displays if available.
- RFA Summary: displays the individual's Safe at Home participation in the "Contact Information" section. If **Yes,** the Safe at Home Program PIN also displays if available.
- Inbox Listing – View RFAs/Applications/Cases: displays Safe at Home participation in the "Special Attention" section if **Yes** is clicked on the Inbox Search Criteria page.

New filter and search criteria have been added to allow workers to search for Safe at Home Program cases on the following pages.

- Inbox Search Criteria – RFAs/Applications/Cases: In the "Additional Search Criteria" section, workers may click on the "Safe at Home Program" checkbox to search for participating RFAs, applications, and cases.
- Caseload Management: In the "Additional Search Criteria" section, workers will be able to click **Yes** and **No** in the "Safe at Home Program" section to search for cases that match the required criteria.

Impact:

The Safe at Home Checkbox will allow workers to indicate an individual's Safe at Home Program status.

Workers will also be able to view, search for, and filter cases participating in the Safe at Home Program.

Manual Letters in CWW - The manual negative and positive notices are currently in the CARES mainframe system. This project is moving those notices to CWW and will be available under the Manual Letter Selection page in CWW.
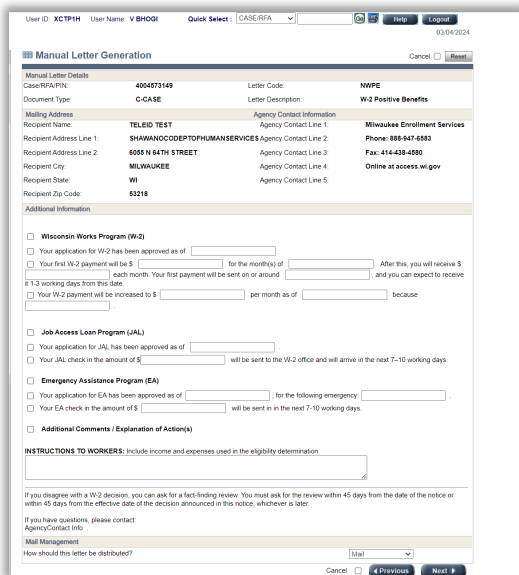
Impact:
The Manual Letters will allow workers to send positive and negative notices through CWW, in the event the worker would need a letter not autogenerated from CWW.
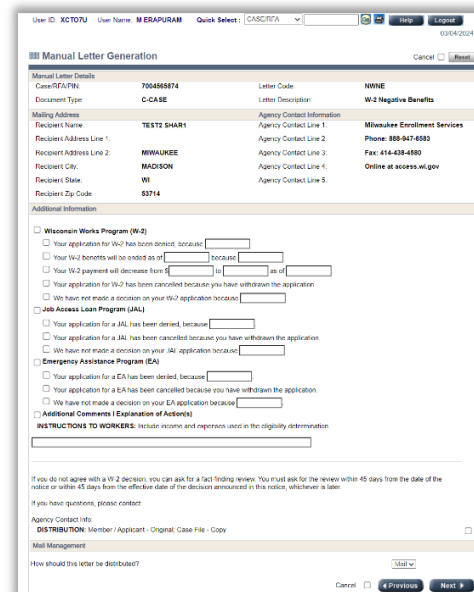
Workers will also be able to view, search for, and print letters using the search functionality in Client Correspondence.
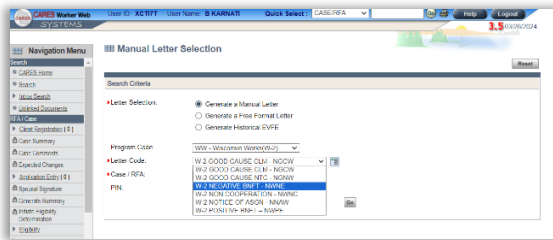
Proposed New W-2 Positive Benefit Letter

Proposed W-2 Negative Benefit Letter

Updates to CWW Representative Pages – There is currently no place to indicate if someone has a conservator appointed for the primary person in CWW, which is legally different then a Legal Guardian. The representative types of POA and Guardian are also currently listed as one representative type When that option is selected, all mail goes only to the POA/Guardian and not to the member. There are significant role differences between being a POA and a court appointed Guardian. When a member has a POA, they can still act on their own behalf to sign an application/renewal or appoint an Authorized Representative. When a member has a Guardian, they can no longer act on their own behalf to sign an application, complete an interview, appoint an Auth Rep, etc.

There will be changes to both ACCESS and CWW to support the changes needed to separate out the Legal Guardians and POA's as well as to add the ability to collect information for a Conservator.

Impact:
The updated CWW Representative page will allow workers to correctly indicate the type of representative that is associated with their case.

Notices will also be updated and addressed correctly.

The changes to CWW will be:

The ACCESS changes will be:

SFMC Documentation for W-2 – New functionality will be added in CWW that will track and record all SFMC campaign messages that are sent to participants. There will be new case comments added to identify when a text or email was sent to the participant. There will also be a new link on the Navigation bar that you can click on and see the exact message sent, you are able to search by type of message, dates and identify if the email was opened or unread.

Impact:
The Salesforce Marketing documentation will system record all text and email reminders that are auto sent to participants and applicants.

This will allow workers to view all email and test reminder messages sent to participants. Workers will see if the messages were successfully sent, search for types of messages, and filter types that have been sent.

The changes to CWW will be:

Emergency Assistance Applications in ACCESS Enhancement - EA retry logic between ACCESS and WWP will be added. If an ACCESS application fails to reach the WWP EA inbox, new retry logic will kick-in, making several more attempts to transmit the EA application to WWP. This should significantly decrease the ACCESS to WWP EA failure rates.

Update to W-2 Notices - Remaining W-2 only notices that are generated in Hmong will no longer be generated in Hmong. The translation box will display in Hmong at the top of the notices.

Notice of Decision Enhancement - CWW will be enhanced to generate the Notice of Assignment form (DCF-F-DWSP2477) and Child Support Cooperation and Good Cause publication (DCF-P-5600) when the following occur:

Child Support Cooperation and Good Cause publication

- W-2 is requested (The publication will not be generated for applicants who apply in ACCESS. ACCESS applicants check a box indicate their understanding.)
- W-2 eligibility is reviewed
- A child with an absent parent is added to the W-2 assistance group
- A second parent leaves the W-2 assistance group

Notice of Assignment form

- W-2 is added to an existing case
- W-2 is requested