Caution. This email is EXTERNAL.

Greetings BECs,

We wanted to share a few important clarifications regarding the reports for BEC data. As of today, there are also a couple of minor changes that were made to the report, which are highlighted below:

Clarifying counting multiple individuals in a household:
> We've noticed some organizations are reporting a greater number of clients assisted than total applications. Multiple clients cannot be counted for a single application. It is appropriate to count multiple individuals within a household *if* you helped multiple individuals with their own applications, but if you assist the client with an application that covers the entire household, that still only counts as one application and one client assisted.

Return visits by clients:
> Organizations are encouraged to try to complete all appropriate applications within the initial appointment, but we understand this is not always possible. To the best of your ability, please remove duplicate clients but track all submitted applications per client within the period for which you are submitting the report.

Data collection form updates:
- The submission date is now a required field.
- The core benefits have been labeled.
- The questions about numbers of applications for each benefit or category of benefit are now required. If you did not assist any clients with a particular benefit or category of benefit, please enter a zero.

Questions about usage of BenefitsCheckUp (BCU):
> BCU is an online platform meant to assist organizations and individuals in understanding programs and services for which they may be eligible. If a BEC uses their white label BCU we can track the usage on that white label site, however, we cannot see individual log-ins, client/staff names, etc. If a BEC uses their BCU white label site this DOES NOT negate their need to still enter their reporting information into WizeHive. BCU data DOES NOT roll into the WizeHive system.

Let us know if you have any follow-up questions or concerns.

Best,
The CBA Team

Center for Benefits Access Team
Phone: 571-527-3900
www.ncoa.org | @NCOAging

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