☐ **CalSAWS DD&I**      ☒ **C-IV M&O**      ☐ **CalWIN M&O**      ☐ **LRS M&E**

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| **Distribution Date:** | March 24, 2020 |
| **To:** | PPOC.40, Consortium.RegionalManagers.All, Committee.SelfServicePortal.All, Committee.IVR_ContactCenter.All |
| **CIT Name:** | SCR CIV-106694/CIV-106705: COVID-19 Customer Notifications for C-IV Counties |
| **From:** | CalSAWS Project |

**PPOCs, please forward to the appropriate impacted staff in your county:**

☒ General

☐ Policy

    ☐ CW

    ☐ CF

    ☐ MC

    ☐ CMSP

    ☐ FC/KG/AAP

    ☐ Child Care

    ☐ WtW

    ☐ Other Program(s)_____

☒ C4Yourself      ☐ Your Benefits Now!

☒ Customer Correspondence

☒ Other_____Outbound IVR_____

☐ Reports

    ☐ Fiscal

    ☐ Caseload Movement

    ☐ Management

☐ Fiscal

☐ Security

☐ Batch and Interfaces

☐ Imaging

☐ Migration

☐ Conversion

☐ Technical

☐ Training

☐ Help Desk

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| Description:<br>(Including any step-by-step instructions) | **Purpose**<br>This CIT impacts the 39 C-IV counties. In response to COVID-19 (Coronavirus), SCR CIV-106694 (released 3/20/2020) and SCR CIV-106705 (released 3/23/2020) provides notifications to customers in the C-IV Counties through C4Yourself (C4Y) Announcements, C4Yourself Secured Messages, Push Notification on the C4Yourself Mobile App, Text Notification and Outbound IVR call campaign.<br><br>**Background**<br>In response to the COVID-19 virus, many counties have modified office hours and/or closed their offices to the public. The following SCRs have been created to inform customers to check with their local office for potential changes to hours or availability.<br><br>SCR CIV-106694: C4Yourself/Mobile App updates<br>This SCR will place an announcement on the C4Yourself website, send a message to customer's secure C4Yourself inbox, and initiate a push notification to C4Yourself Mobile App users.<br><br>C4Yourself.com Announcement<br>• Will display in English for all languages except Spanish. |

- The message will be:
  "Due to concerns with the COVID-19 (Coronavirus), some county offices may have changed their existing office hours or closed public access to their offices. Please contact your local county office to confirm office hours and availability. Click here for county website and contact information."

  **Note:** The 'here' will be a hyperlink that will take customers to the C4Yourself webpage (https://c4yourself.com/c4yourself/ivrContact.jsp) that lists all of the C-IV county websites and IVR contact numbers.

C4Yourself.com Secured Message
- Will display both English and Spanish text for all messages.
- Message Subject: "Local County Office Availability Due to COVID-19"
- Message Body:
  "Due to concerns with the COVID-19 (Coronavirus), some county offices may have changed their existing office hours or closed public access to their offices. Please contact your local county office to confirm office hours and availability. Click here for county website and contact information.

  Debido a las preocupaciones con el COVID-19 (Coronavirus), algunas oficinas del condado pueden haber cambiado sus horarios de oficina o haber cerrado el acceso público a sus oficinas. Comuníquese con la oficina local de su condado para confirmar el horario de oficina y la disponibilidad. Haga clic aquí para ver el sitio web del condado y la información de contacto."

  **Note:** The 'here'/'aqui' will be a hyperlink that will take customers to the C4Yourself webpage (https://c4yourself.com/c4yourself/ivrContact.jsp) that lists all of the C-IV county websites and IVR contact numbers.

C4Yourself Mobile App Push Notification
- Will display in English for all users that opt-ed into push notification in the last 6 months.
- The message will be:
  "Due to concerns with the COVID-19 (Coronavirus), some county offices may have changed their existing office hours or closed public access to their offices. Please contact your local county office to confirm office hours and availability. Please visit https://c4yourself.com/c4yourself/ivrContact.jsp for county website and contact information."

SCR CIV-106705: Outbound IVR/Text Message updates
This SCR will initiate a text notification and outbound IVR calls to customers who currently opt-in to these features. Note: Customers will begin to be notified the first business day following the release date above, this process may take several days due to the number of customers.

Text Notification
- Customers must be opt-ed into this functionality to receive text notification.
- Text notifications will be sent in English for all languages except Spanish
- Text notifications are sent between 9:00 a.m. and 6:00 p.m.
- Message Text:
  "C4Yourself Text

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| | Due to COVID-19-County offices may be closed to public. Visit C4yourself.com for case info.<br><br>Questions? (844) 859-2100"<br><br>Outbound IVR Call Campaign<br>• Customers must be opt-ed into this functionality to receive the outbound call.<br>• The outbound call will attempt 3 times to make contact with customer.<br>• Outbound calls are completed between 8:00 a.m. and 6:00 p.m.<br>• Outbound calls will play in English for all languages except Spanish.<br>• Call Message: "Hello, Due to concerns with the COVID-19 Coronavirus, some county offices may have changed their existing office hours or closed public access to their offices. Please contact your local county office to confirm office hours and availability before visiting any office. You can Visit C4Yourself.com or call <County IVR phone number> for information on your case. Thank you."<br><br>**County Action**<br>If you have any questions about the content of this CIT, please contact the Primary Project Contact. |
| Primary Project Contact: | Danielle Benoit<br>916-851-3182<br>BenoitD@calsaws.org |
| Backup Project Contact: | Inez Finnigan<br>(562)484-7864<br>FinniganI@calsaws.org |
| Attachments: | None |
| Web Portal Link: | ██████<br><br>OR<br><br>You may also retrieve the CIT document and attachments by following these steps:<br>1. Click on the CRFIs & CITs link at the top of the page.<br>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.<br>3. Click on the "2020" folder.<br>4. Click on the appropriate CIT # folder. |