CalSAWS | Information Transmittal (CIT)   0136-20

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

Distribution Date:	July 16, 2020
To:	PPOC.El Dorado; PPOC.Kern; PPOC.Lake; PPOC.Merced; PPOC.Riverside; PPOC.San Bernardino; PPOC.San Joaquin; PPOC.Shasta; PPOC.Siskiyou; PPOC.Stanislaus; PPOC.Tehama; Consortium.RegionalManagers.All
CIT Name:	CIV-107566/CIV-107579 TNB 4 RE Packet is not sent to the Customer
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): **Transitional CalFresh**
☐ C4Yourself   ☐ Your Benefits Now!
☐ Customer Correspondence
☐ Other_____

☐ Reports
   ☐ Fiscal
   ☐ Caseload Movement
   ☐ Management
☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☐ Migration
☐ Conversion
☐ Technical
☐ Training
☒ Help Desk

| Description: (Including any step-by-step instructions) | **Purpose (Identify what Counties this CIT affects)** The purpose of this CIT is to inform affected counties of a list posted as a result of CIV-107566 (TNB 4 RE packet is not sent to the Customer). This CIT affects the following counties:
• El Dorado
• Kern
• Lake
• Merced
• Riverside
• San Bernardino
• San Joaquin
• Shasta
• Siskiyou
• Stanislaus
• Tehama

Background |

	CIV-107566 was opened because the physical TNB Recertification packet was not sent out when the customer opted in for Email Notifications. The customer was E-notified and sent an electronic version of the TNB packet through C4Yourself; however, a physical TNB Recertification packet was not mailed to the customer. CIV-107566 is scheduled for Release 20.08.06 and will resolve this issue moving forward. CIV-107579 was opened to create the list of affected cases. **County Action** A list of cases in which the customer was not mailed a physical TNB Recertification packet for May, June and July 2020 has been posted to: ████████████████████████████████ ████ Per county business process, workers may manually mail the TNB 4 and CF 285 to the customer. The worker may rescind the TNB program as appropriate if the customer completes their TNB recertification.
Primary Project Contact: (Name, phone number, email address)	Caroline Bui (916) 282-3668 BuiC@CalSAWS.org
Backup Project Contact: (Name, phone number, email address)	Tyler Vaisau (916) 851-3194 VaisauT@CalSAWS.org
Attachments:	None
Web Portal Link:	████████ OR You may also retrieve the CIT document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2020" folder. 4. Click on the appropriate CIT # folder.