

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

<b>Distribution Date:</b>	June 29, 2021
<b>To:</b>	PPOC.39; Consortium.RegionalManagers.All; Consortium.SectionDirectors;
<b>CIT Name:</b>	<b>BenefitsCal Customer/CBO Pre Go Live Communications</b>
<b>From:</b>	CalSAWS Project

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

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| <input checked="" type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input type="checkbox"/> C4Yourself<br><input type="checkbox"/> Customer Correspondence<br><input checked="" type="checkbox"/> BenefitsCal (Self Service Portal) | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input type="checkbox"/> Training<br><input type="checkbox"/> Help Desk |
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<b>Description:</b> (Including any step-by-step instructions)	<p><b>Purpose</b></p> <p>The purpose of this CIT is to share with the C-IV counties the pre go-live communications, which will be sent to customers and Community Based Organizations (CBOs) announcing the new BenefitsCal website.</p> <p><b>Background</b></p> <p>BenefitsCal will be replacing C4Yourself (September 2021), YourBenefitsNow! (November 2021), and MyBenefitsCalWIN (2022-2023).</p> <p>The BenefitsCal communication activities are in progress and include a series of pre go-live emails to prepare customers and CBO's for the transition. The following is a list of planned correspondence:</p>
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	Correspondence	Send Date	Auto Generated and Sent	Description/Audience
	Email 1 - Your C4Yourself account is changing in September 2021	06/28/21	X	This email announces the new BenefitsCal website is coming, explains it is replacing C4Yourself in September and provides a video sneak peek of BenefitsCal. This email will be sent to C4Yourself account users.
	Email 2 - Your C4Yourself account is changing in September 2021	07/28/21	X	This email provides customers with a BenefitsCal progress update and a link to a Feature Spotlight video. This email will be sent to C4Yourself account users.
	Email 3 - Your C4Yourself account is changing in one month. See how to get ready.	08/27/21	X	This email provides customers with a BenefitsCal progress update, reminding them there is one month to go and a link to a Feature Spotlight video. This email will be sent to C4Yourself account users.
	Email to customers with unsubmitted apps	08/30/21	X	This email is nudging customers who have unsubmitted C4Yourself applications to complete and submit their applications. This email also provides a link to a video sneak peek of BenefitsCal.
	Email to customers with a pending renewal	09/27/21	X	This email is a reminder to customers to complete their renewal on BenefitsCal with a link to a "How to renew" video. This will be sent to all C4Y customers who have a renewal due in October.
	<p>Please note the emails will be sent in English with a link customer's can click on for translation in their primary language. The following languages are supported in release 1: Spanish, Armenian, Cambodian (Khmer), Chinese (Traditional Chinese) Hmong, Korean, Lao, Portuguese, Russian, Tagalog, and Vietnamese.</p> <p><b>Additional Information</b> Attached are questions staff may receive from customer's. Please share with your staff as appropriate.</p> <p><b>County Action</b></p> <ul style="list-style-type: none"> <li>• Please read the email communications that will be sent to your customers and CBO's.</li> <li>• Please read and share the attached BenefitsCal Questions and Answers sheet with your staff as appropriate.</li> </ul> <p>If you have any questions about this CIT, please contact the Primary and Back up Project Contacts with a cc to your Regional Manager(s).</p>			
Primary Project Contact: (Name, phone number, email address)	Matthew Spurrier <a href="mailto:spurrierm@calaces.org">spurrierm@calaces.org</a>			

Backup Project Contact: (Name, phone number, email address)	Jennifer Hobbs <a href="mailto:hobbsj@calsaws.org">hobbsj@calsaws.org</a>
Attachments:	CIT 0157-21 BenefitsCal Questions and Answers.docx CIT 0157-21 C4Y New Benefits System! (1) email.pdf CIT 0157-21 C4Y New Benefits System! (2) email.pdf CIT 0157-21 C4Y New Benefits System! (3) email.pdf CIT 0157-21 C4Y Reminder Your Renewal is Due.pdf CIT 0157-21 C4Y Submit Your Application email.pdf
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> OR  You may also retrieve the CIT document and attachments by following these steps: <ol style="list-style-type: none"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2021" folder.</li> </ol> Click on the appropriate CIT # folder.