

BenefitsCal | Quick Guide: Find Your Caseworker

Purpose

The purpose of this BenefitsCal Quick Guide is to help customers to locate their case worker information.

High-Level Process Flows



FAQs

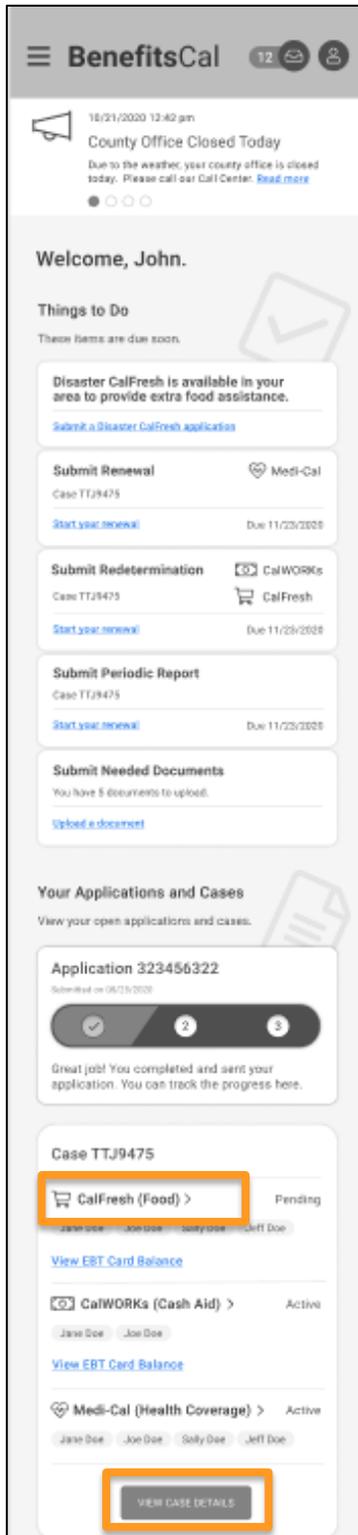
Q: Is there always a case worker assigned?

A: No, a caseworker is not always assigned. Some programs will have a generic phone number for the customer to call the worker of the day

Q: What if there is not an assigned caseworker?

A: Counties may display a general phone number if there is not a caseworker assigned.

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Customer Dashboard

To view caseworker details, Customers should login to BenefitsCal.

On the customer dashboard, scroll down to the case information section.

Click the **VIEW CASE DETAILS** button and go to step 2.

OR

Click the **PROGRAM NAME** link and go to Step 3.

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< Back to Dashboard

Case 234323563

EBT Information

\$150.32
BALANCE

CalFresh
[View your transactions](#)

\$120.12
BALANCE

CalWORKs
[View your transactions](#)

Lost or damaged EBT card? [Replace EBT Card](#)

Program Information

CalFresh (Food)

Recertification Due 11/2020

Benefit Amount
\$600.00 Monthly

Members Status

- John Doe (36) Jane Doe (31)
- Tessa Doe (10) Rob Doe (8)
- Caitlyn Doe (8)

[VIEW PROGRAM DETAILS](#)

Case Details

Click the **VIEW PROGRAM DETAILS** button.

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< Back to Case 234323565

CalFresh

Case Information

Case Number 234323565	County Sacramento
Benefit Amount \$600.00	Recertification Due Date 11/12/2020

Program Members

Name John Doe (36)	Status Active
Name Jane Doe (31)	Status Active
Name Tessa Doe (10)	Status Active
Name Rob Doe (8)	Status Active
Name Caitlyn Doe (13)	Status Active

Need to talk to your caseworker?

Here's your caseworker's contact information:

Robin Smith
Worker #: 21234
Phone: 916-443-3343

Can't reach them and need help?
[Find a local office](#) or [live chat with us](#)

Program Details

Caseworker's contact information is available:

- ✓ Name
- ✓ Worker #
- ✓ Phone Number

The **Find a local office** hyperlink is also available to assist with talking to a worker.

Clicking the **live chat with us** hyperlink opens a new screen.

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< Back to Help Center

Chat with a county representative

To get started, please enter your details below.

Select Your County

- San Bernardino -

Great! Select the button below to begin a chat.

START CHAT

Help Center

Customers can select their County from the drop list to have a live chat with a county worker.



This feature is only available to Counties who have enabled the contact center feature.

Click the **Start Chat** button.

A new screen will appear asking the customer for the following information:

- ✓ Name
- ✓ Phone Number
- ✓ Please explain

This will help get the customer to the right person.

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< Back to Help Center

Call Me

To get started, please enter your details below.

Select Your County

- San Bernardino -

Great! Select the button below to leave your information and a county representative will reach out.

CALL ME

Call Me

Customers can request a call from the County by selecting their County from the drop list.

Click the **CALL ME** button.

A new screen will appear asking the customer for the following information:

- ✓ First Name
- ✓ Last Name
- ✓ Phone Number

The customer can click the **Submit** button or **Cancel** button if they change their mind.