

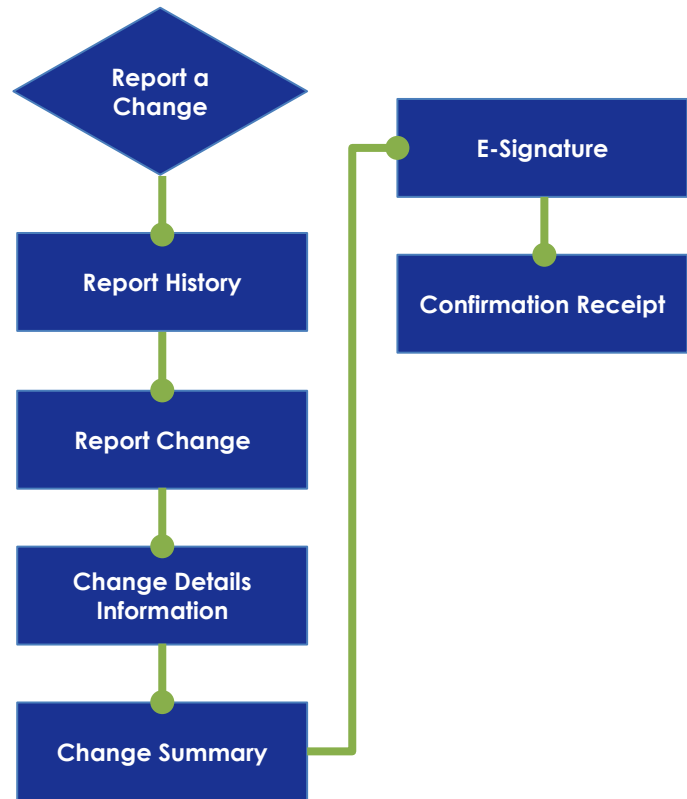
BenefitsCal | Quick Guide: Report a Change

Purpose

The purpose of this BenefitsCal Quick Guide is to provide instructions to assist customers with reporting a change.

Customers can see the changes that they have reported in the past 12 months by clicking the hyperlink in the Report History section.

High-Level Process Flows



FAQs

Q: Can more than one change be reported at the same time?

A: Yes, a customer may report multiple changes in one transaction.

Q: The customer can't remember if they reported a household change.

A: Customers can review the Report History to see if the change has been reported through BenefitsCal.

Q: When can customers report a change?

A: Customers can report changes to any active case. A customer may not report a change with just a pending application, for example.

Report a Change

1

Report a Change

[View Report History](#)

What to report and when.

Report any changes within
10 days
If it's been more than 10 days, it's okay. Still report your change

Required items to report:

What do I need to report for CalFresh?

You must report the following:

- Gross monthly income rises above your Income Reporting Threshold (IRT). If you are not sure what that amount is, it is listed on a document you received called SAR 2 or [contact your caseworker](#).
- Receipt of substantial lottery or gambling winnings
- Work or training hours drop to less than 20 hours a week or 80 hours a month and you are an Able Bodied Adult Without Dependents (ABAWD)

What do I need to report for CalWORKs?

You must report the following:

- Gross monthly income rises above your Income Reporting Threshold (IRT). If you are not sure what that amount is, it is listed on a document you received called SAR 2 or [contact your caseworker](#).
- Change in address
- If someone in your household has a warrant out for their arrest
- If someone in your household is in violation of probation or parole.

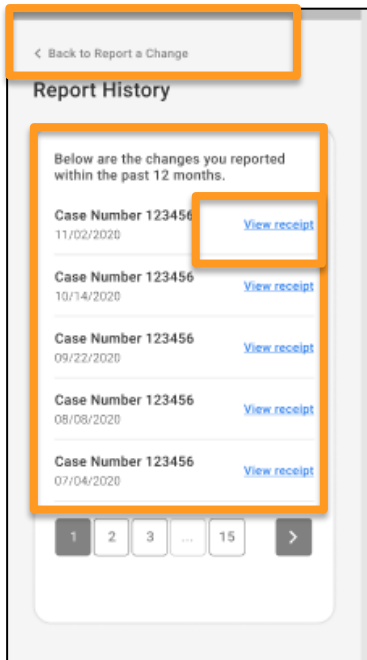
Dashboard > Report a Change

From the Customer Dashboard, a customer may select the **Report a Change** hyperlink.

The system will then display a Report a Change summary screen explaining what must be reported, and when, by expanding the help components.

Click the **View Report History** hyperlink to see what has been reported.

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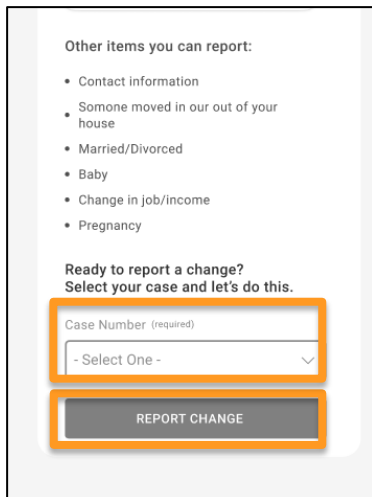


Report a Change History

The report history displays changes reported within the past 12 months. Customers can click the View receipt hyperlink for more details.

Click the **Back to Report a Change** hyperlink at the top of the screen.

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Report a Change > Getting Started

At the bottom of the Report a Change screen, select a case number from the drop list.

- There may be just one case number within the list.

Click the **REPORT CHANGE** button.

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What changes would you like to report?

Select all that apply.

- People**
Someone moved in, moved out, had a baby, or adopted a child.
- Job/Income**
Money from a job, self-employment or any money received.
- Your Information**
Change in address, marital status, name, or gender identity.
- Household Details**
Change in school status or pregnancy.
- Expenses**
Increase or decrease in rent, medical, childcare, or other expenses.
- Assets**
Bought, sold, traded, or gave away an asset, including a car, a home, or financial accounts.
- Something Else**

Select Changes to Report

Click the checkbox for each item that has a change to report.



More than one change can be reported at a time – select all the changes that apply.

Click the **NEXT** button.

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What do you need to update?

Select all that apply.

- People Moved Into the Home**
Includes adopting a child.
- People Moved Out of the Home**
- Someone Had a Baby**
- Someone Passed Away**
- Something Else**

Change Details

Click the checkbox for each item that has a change to report.

Click the **NEXT** button.

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Let's get some details about this newborn.

First Name (required)

Middle Name

Last Name (required)

Suffix
- Select One -

Other Names

Maiden, Nicknames, Etc.

City

State

Date of Birth (required)

How is this person related to you? (required)
- Select One -

Example: Change Details Information

The system will ask additional questions about the change. The example displayed is for a newborn – the system will prompt the customer to enter the newborn's information:

- ✓ First Name
- ✓ Middle Name
- ✓ Last Name
- ✓ Suffix
- ✓ Other Names
- ✓ City
- ✓ State
- ✓ Date of Birth
- ✓ Relationship

Click the **NEXT** button.

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Below are the newborns that you added.

Newborn	May Doe (3 months)
Date of Birth	9/19/2020
Edit	Remove

Need to add another newborn for you or a household member?

Example: Change Details Summary

The system will display details of the changes, the customer can edit or remove the information.

Click the **ADD ANOTHER** button to report another change of the same type (household member in this case).

Click the **NEXT** button.

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Here's a summary of your changes.

Does everything look right? If not, edit the information using the buttons below.

Newborn [Edit](#)

May Doe (3 months)

Date of Birth 09/19/2020

Is something missing?

REPORT ANOTHER CHANGE

< NEXT

Change Summary

The change summary displays what the customer is reporting and allows changes by clicking the edit button.

To add another change, click the **REPORT ANOTHER CHANGE** button.

Once all changes are reported, click the **NEXT** button.

Please sign below.

[Review my report](#)

- I read, or had read to me, the information in this application and my answers to the questions in this application
- Any answers I have given are true, correct, and complete to the best of my knowledge
- I read, or had read to me, and I understand and agree to the [Rights and Responsibilities](#)
- I read, or had read to me, the [Program Rules and Penalties](#)
- I understand that giving false or misleading statements or misrepresenting, hiding or withholding facts to establish eligibility is fraud and that I may be subject to penalties under federal law if I provide false or untrue information. Fraud can cause a criminal case to be filed against you and/or you may be barred for a period of time (or life) from getting CalFRESH benefits and cash aid
- I understand that Social Security numbers or Immigration Status for household members applying for benefits may be shared with the appropriate government agencies as required by federal law
- I am giving the Medi-Cal agency the right to pursue and get any money from other health insurance, legal settlements, or other third parties
- By entering my name, I declare under penalty of perjury under the laws of the United States of America and the State of California that the information contained in this statement of facts is true and correct, with full knowledge that all statements made in this application are subject to investigation and that any false or dishonest answer to any question may be grounds for denial or subsequent recovery or overissuance

Signature of head of household or household's authorized representative

First Name (required)

Last Name (required)

Date

By checking this box, you are signing this form electronically. You agree that your electronic signature is the legal equivalent of your manual signature.

Review and Submit

Before signing the form to submit changes, the customer can select the **Review my report** hyperlink to review a summary of the changes entered.

Customers are responsible for reading "Rights and Responsibilities" and "Program Rules and Penalties."

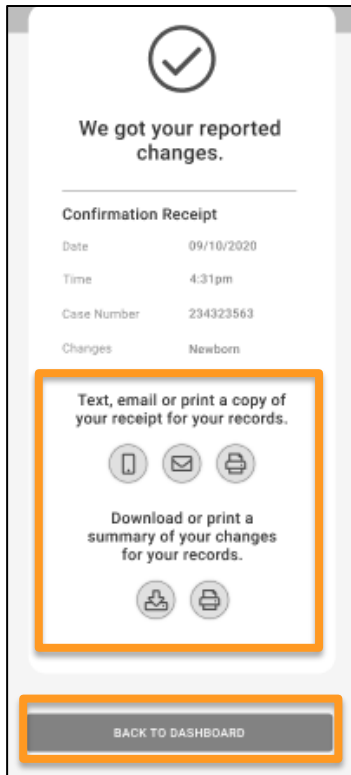
The Head of household or household's authorized representative enters **First Name, Last Name**, and today's **Date** (MM/DD/YYYY).

Click the checkbox to electronically sign the change report.

Click the **SUBMIT** button.



CalSAWS: Within CalSAWS, new e-data functionalities are available on the Data Collection pages. Reported Changes will display right below the top buttons on the Data Collection pages. Please review the CalSAWS Quick Guide "BenefitsCal Integration" for more information.



Review and Submit

After submission of the changes, a confirmation receipt is available including:

- ✓ Date
- ✓ Time
- ✓ Case Number
- ✓ Changes

Click a save receipt method text, email or print a copy.

Click the **BACK TO DASHBOARD** button.