


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

<b>Distribution Date:</b>	September 20, 2021
<b>To:</b>	PPOC.39; Consortium.RegionalManagers,All; Consortium.SectionDirectors;
<b>CIT Name:</b>	<b>BenefitsCal Customer/CBO Go Live Communications</b>
<b>From:</b>	CalSAWS Project

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

- |   |   |
|---|---|
| <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"/> Other: 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 |
|---|---|

Description: (Including any step-by-step instructions)				
	<b>Correspondence</b>	<b>Send Date</b>	<b>Auto Generated and Sent</b>	<b>Description/Audience</b>
	Customer Post Go-Live survey	11/18/21	X	Sent to customers containing a link to a survey for feedback on their experience with BenefitsCal.
	Quick Start Guide	10/15/21	X	Sent to customers as an additional resource for starting to log in and use BenefitsCal for the first time.
<b>Purpose (Identify what Counties this CIT affects)</b> The purpose of this CIT is to share with the C-IV counties the post go-live communications, which will be sent to county staff, customers, and Community Based Organizations (CBOs).				
<b>Background</b> BenefitsCal will be replacing C4Yourself (September 2021), YourBenefitsNow! (November 2021), and MyBenefitsCalWIN (2022).				
The BenefitsCal communication activities are in progress and include a series of go-live emails to prepare staff, customers and CBO's for the transition. The following is a list of planned correspondence:				

	<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>County Action</b></p> <ul style="list-style-type: none"> <li>Please read the email communications that will be sent to your customers, CBO's, and staff.</li> </ul> <p>If you have any questions regarding this CIT, please reach out to the Project Contacts below and CC your Regional Manager(s).</p>
Primary Project Contact: (Name, phone number, email address)	<p>Matthew Spurrier  <a href="mailto:spurrierm@calaces.org">spurrierm@calaces.org</a></p>
Backup Project Contact: (Name, phone number, email address)	<p>Jennifer Hobbs  <a href="mailto:hobbsj@calsaws.org">hobbsj@calsaws.org</a></p>
Attachments:	<p>C4Y Quick Start Guide Email.docx  C4Y Customer Post Go-Live Survey Email.docx</p>
Web Portal Link:	<p></p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <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> <li>4. Click on the appropriate CIT # folder.</li> </ol>