CalSAWS

California Statewide Automated Welfare System

CalSAWS Consumer Impact Report

October 5, 2021

The purpose of this report is to provide answers to questions raised via Ask CalSAWS and to notify the public of the status of issues that are impacting consumers during the two-week period following the cutover to CalSAWS/BenefitsCal for the 39 counties that use C-IV and C4Yourself today. This report will be updated and posted weekdays during the period of September 27 – October 8, 2021.

Ask CalSAWS Q&A

The following provides answers to common non-Consumer Impact questions submitted through Ask CalSAWS. Questions and system issues related to Consumer Impact can be found in the subsequent section. Please note that when similar questions are received, a consolidated question and answer will be provided.

ID	Topic	Question	Answer	Date Posted	Status
1	CBO	Is there an update on approving CBOs and the numbers that have registered?	On September 27, 2021, a total of ten (10) new CBOs requested BenefitsCal access. We can confirm that the counties are continuing to receive CBO requests, and the BenefitsCal team observed CBO activity within BenefitsCal.	9/27/2021	Answered
2	EBT	What is the impact to consumers re: the incorrect EBT balance issue? Can you speak to how	The issue is isolated to customers who have at least one replacement EBT Card. These customers may see an incorrect EBT	9/27/2021	Answered

ID	Topic	Question	Answer	Date Posted	Status
		many people may have gotten erroneous information?	balance, or no EBT balance, on the Case Details screen within BenefitsCal. An announcement and link were posted within BenefitsCal on 09/27/21. Customers can access their EBT card balance in the same way they did within C4Yourself, through this link: https://www.ebt.ca.gov/cardholder New EBT card issuances are not impacted. The resolution is targeted for a CalSAWS Priority Release on 9/29/2021. **RESOLVED:** As of 9/28/2021, only the most recent active EBT card number is displayed in BenefitsCal.		
3	Application Submission	We are not able to submit documents through BenefitsCal once applications go from "submitted" to "received." Is this a known bug and will it be fixed?	At this time, CBOs cannot upload documents once the application status is updated from "submitted" to "received" as the application is in process and becomes a Case. The status update indicates the case worker has generated a Case Worker ID and is moving to process it.	9/27/2021	Future Release

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ID	Topic	Question	Answer	Date Posted	Status
			With BenefitsCal Release 1.2, an enhancement will be available to CBOs that will allow them to upload documents for any Customer in any application/case status, by providing required metadata (Case/App ID, County, DOB, others).		
4	CBO	I am in Sacramento County (non-C-IV) and, as a CBO, often help multiple counties. How can I create an account based on my current CBO location if I am not located in a C-IV county?	The CBO should request access to BenefitsCal and select the County in which they provide services (not the county in which they live).	9/28/2021	Answered
5	Printing	A partner said they tried to print the application after submitting it on BenefitsCal, but they were not able to print. Has this functionality been confirmed?	The print functionality is working. We suggest logging a ticket to provide more information. An application can be printed before and after submission, by clicking links to view as a PDF.	9/28/2021	Answered
6	YBN	Does CalSAWS know why YBN was impacted in the migration? Is there any reason to be concerned that the October	The implementation of BenefitsCal had no impact on YBN. Temporary system performance issues on September 27, 2021 impacted the performance of YBN. There is	9/28/2021	Answered

ID	Topic	Question	Answer	Date Posted	Status
		Releases for BenefitsCal could also impact YBN?	no reason for concern for the October releases of BenefitsCal on YBN.		
7	New Accounts	Can you confirm that the new accounts being created in BC were new users?	We have not separately tracked the metrics for new and converted accounts. We will research what level of detail can be provided.	9/28/2021	Open
8	Statistical Reports	Do you have a daily statistical report that is used to monitor the system? Can we see the dashboards? Can you send us a list of the type of data that is available, so we know what to ask for?	The CalSAWS teams use real-time dashboards to monitor system performance. These dashboards are technical, contain sensitive information, and cannot be shared as they exist for the team. Metrics based on ongoing progress are included in the Weekly Status Reports posted on CalSAWS.org.	9/28/2021	Answered
9	ADA	When can we expect more information about the Deque report and the status of ADA changes that need to be made? Can we be part of the update validations?	The results of the Deque ADA tests were provided to Advocate leadership the week of 09/20/21. Tickets are logged to address the feedback in future releases and will be noted within Release Notes when resolved.	9/28/2021	Answered
10	IVR/Phone Outage	Phone lines went down on Friday in many CIV counties (I think due	CalSAWS did not publicly announce that the IVR and phone lines were going to be down	9/28/2021	Answered

ID	Topic	Question	Answer	Date Posted	Status
		to the IVR change from CIV to CalSAWS). Stakeholders were presented with information about the IVR at the Stakeholder meeting on Sept 16 but were not alerted that the IVR would be impacted by the migration activities. Will we be alerted in the future when consumer access is expected to be impacted?	on Friday. We understand the impact and are hyperaware and committed to making sure that those outages are communicated through public meetings and to the public well in advance of the scheduled down time.		
11	Trouble Tickets	Have you received any trouble tickets for CalSAWS, and can we get a listing of all of them?	We have received tickets from the counties and are working with them to understand the issues, provide resolutions as quickly as possible, and identify areas for additional training. We do not have a way to securely share the trouble tickets, as they contain case information.	9/29/2021	Answered
12	Trouble Tickets	How many and what type of trouble tickets to you receive each day?	The volume and type of tickets vary each day. Tickets are working documents and may contain case information or screen shots. If tickets result in a needed change to the system that will be reflected in Release	9/29/2021	Answered

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			Notes. Public impact issues will be communicated as needed.		
13	Notices	For the notices that are unavailable through BenefitsCal currently, do the caseworkers know about the unavailability so they can help people get the information in other ways? Is there a message on BenefitsCal to inform customers?	Yes, all counties have been notified that the notices are not available in BenefitsCal at this time. We are working to quickly resolve the issue and restore functionality. There is also a broadcast message on BenefitsCal to let customers know that notices are currently unavailable and to check back later. **RESOLVED:** As of 9/29/2021, notices are now available to Customers to view.	9/29/2021	Answered
14	Notices	Is there a way to flag the accounts to assure they receive the missed notices or keep track?	Notices continue to be available in CalSAWS and will be made available in BenefitsCal once that functionality is restored. Many notices are also mailed for timely receipt and notification. We are working to quickly resolve the issue and get the functionality restored. **RESOLVED:** As of 9/29/2021, notices are now available to Customers to view.	9/29/2021	Answered

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ID	Topic	Question	Answer	Date Posted	Status
15	System Performance	You reported that some system slowness occurred on Day 1? Has that been resolved?	Yes, there was a specific fix that was implemented in CalSAWS production last night (9/28/2021). We have seen a notable improvement in system performance and the ability for the workers to complete their work today.	9/29/2021	Answered
16	BenefitsCal Demos	Could we schedule demos of functionality for the next rounds of BC functionality a bit further in the future? We noticed that a lot of people's schedules are already booked for the time of the upcoming scheduled session. We would like to receive notifications at least five (5) working days in advance, if possible.	Yes. A session has been scheduled for Friday, October 1, 2021. Our current deployment schedule does not allow for additional sessions prior to the deployment of Releases 1.1 and 1.2 in October. For future releases, we will schedule time to provide demos and sessions with advocates as part of the overall work plan.	9/29/2021	Answered
17	Office Locations	If a non-C-IV county tries to find a county location within BenefitsCal, will they be directed to their local offices? If not, can instructions be provided to help	Currently, only the C-IV counties are using BenefitsCal, and their county information is available. We will add the suggestion to provide instructions to non-C-IV county users to our list of requested improvements.	9/29/2021	Answered

ID	Topic	Question	Answer	Date Posted	Status
		customers find their county offices?	If a customer cannot find their county office through BenefitsCal, they should call their local office through existing channels to connect. To contact the county: 1. Click the link: Counties – CalSAWS 2. Select your county on the map. 3. Once the small window opens, select your county from the list to open the county website.		
18	Trouble Tickets	We would really like to understand the type of tickets that are being logged by the counties so we can help our clients understand what is happening and how to work through it. Is it possible to get information from the trouble tickets that would support our efforts?	Ticket information can be found in the M&O Status Reports.	9/30/2021	Answered
19	Fact Sheets	Are the Fact Sheets that are being sent to the counties	We will include Fact Sheet information in this document including title as subject area. The following are the current titles and synopses	9/30/2021	Updated

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		available for advocates and assisters as well?	of the key topic areas for which Fact Sheets have been posted to date: • **How to Request Signed Documents** – Provides instructions on how to request signatures from customers on forms such as the SAWS 2 Plus or other Rights and Responsibility form. • **Instructions for Adding New Staff in CalSAWS** - Provides step-by-step instructions for adding and editing staff information and staff assignments. • **Notice of Missed Interview** – Describes the functionality when a CalFresh (CF) case is denied due to a missed interview. • **Enabling E-Signature Text Messages** – Provides instructions on how to activate the E-Signature automated actions. • **Instructions for Session Timeout Functionality** – Clarifies how CalSAWS functions with regards to timeouts, which automatically logs the user out of the system. • **Scanning Error Resolution "No Device Found"** - Provides a resolution for the 'No device found' error received when attempting to scan a document.		

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			• **Imaging** – Provide instructions on performing basic Imaging functions. • **Local Print Warrant** – Provides instructions on which browser to use for printing warrants on the Local Warrant Print page. • **Imaging Workflow Queues** - Provides information on Imaging County-Maintained Workflow Queues, including definitions, the importance of clearing each queue and steps on how to route documents out of each queue.		
20	Imaging	Can we get more information on how the CBO document upload is supposed to work, particularly for consumers who have submitted an application?	With BenefitsCal Release 1.2, an enhancement will be available to CBOs that will allow them to upload documents for any Customer in any application/case status, by providing required metadata (Case/App ID, County, DOB, others). We will provide additional information closer to the Release 1.2 go live.	9/30/2021	Future Release
21	CBO	I encountered difficulty creating a CBO account and in trying to add an Assister. The Assister did	Please have the Assister check their spam/junk mail folder. If they still cannot find the email, we recommend they check with their organization's IT department, as the	9/30/2021	In Progress

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		not receive the email. The ticket number is INC0022997.	email could be blocked by the organization's firewall. The IT department should whitelist: no-reply@BenefitsCal.org. The teams are actively reviewing the issue. If there is a CBO experiencing the issue and would be willing to participate in a meeting to research the issue, please let us know.		
22	Performance	Regarding system slowness, are workers still not looking at their workload inventory? Also, is there still slowness with imaging?	System performance overall has been high with some sporadic slowness. The Workload Inventory feature is being used normally without any performance impacts. Yesterday, we had the largest number of staff (19,410) using the system. We are still observing a bit of slowness with the imaging, continuing to resolve those issues, and monitoring the improvements made with the latest changes.	9/30/2021	In Progress
23	Chatbot	Can the questions that do not align with policy be removed from the flow in the chatbot? For example, the question, "Are you here legally?" is not part of any	We have received confirmation from our State partners that the question can be removed. The removal of the question will occur in the upcoming Release 1.1, which is scheduled for October 10.	9/30/2021	Answered

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		DHCS policy. Additionally, advocates would like the opportunity to review designs as they move through the approval process.			
24	Statistical Report	In the context of how people are using CalSAWS, are most people using it those who already have open cases or are they new applicants because they have been discontinued at the federal level because of EDD changes?	In the first few days of implementation, we are seeing the system being used by the normal level of county staff to process new and ongoing cases. In BenefitsCal, we have received more than 13,000 applications since go live, which is about twice the number of applications at this time last year. Also, customers have uploaded over 52,000 documents far. We are happy with the systems performance in response to the increased volume.

What we do not know is the reason for the increased number of applications (i.e., advertising or circumstance). We will research to determine what can be inferred by the data. | 9/30/2021 | Answered |

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25	Statistical Report	Can future analytics provide metrics on how quickly it takes to complete and process an application? Are there areas where customers are dropping off the application?	We will analyze the analytical data and provide insight into the duration of application completion and processing. It is important to note that completion time, however, might be dependent upon how much information the customer has on hand.	9/30/2021	In Progress
26	Statistical Report	Can you provide statistics on where the applications start (e.g., GetCalFresh)? Is it possible to get both summary and detailed level data?	We will research to determine where an application starts and share what we are seeing in the monthly public meetings.	9/30/2021	Answered
27	Statistical Report	How many transactions are from CBOs?	We will need to research to determine if we can isolate the transactions that are attributed to CBOs. Currently, all transactions are counted in the total.	10/1/2021	Open
28	System Performance	What are the performance metrics, and can we get them in Excel?	Performance metrics can be found in the M&O Status Report.	10/1/2021	Answered
29	System Performance	What do you mean by system performance?	System performance metrics track how fast the system renders pages, completes	10/1/2021	Answered

ID	Topic	Question	Answer	Date Posted	Status
			actions, and returns results. For imaging, it is how quickly an image is retrieved, renders on the screen, and moves through the workflow process.		
30	System Slowness	Some of our counties in the fire area have reported screen slowness. Are you aware of this?	We are supporting all counties that have reported slowness. In some cases, the issue is with county bandwidth rather than system responsiveness. Our technical teams have been working directly with the counties that are experience slowness to help them identify issues, tune performance, increase bandwidth, etc.	10/1/2021	Answered
31	Login	Are customers or CBOs required to change their passwords at a certain frequency?	For customers, there is no requirement to reset their password. CBOs must reset their passwords every 60 days, as they are considered to be privileged users in alignment with county workers.	10/4/2021	Answered
32	Login	Is it a requirement that a customer cannot re-use any of the previous 24 passwords?	Yes. In compliance with the Federal Risk and Authorization Management Program (FedRAMP) standards that CalSAWS adheres to, customers cannot re-use any of their previous 24 passwords.	10/4/2021	Answered

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ID	Topic	Question	Answer	Date Posted	Status
33	Report	When is the Consumer Impact Report posted? Can we get a copy of the current day's report by 1:00 PM so we can review it prior to the 3:00 PM meeting?	We target posting the report by the end of each day or by the following morning so that we can include the latest information through the end of the day. Because our focus is on system operations and issue resolution, we currently do not have staff available to post the report more than once a day.	10/4/2021	Answered
34	Support	How many average calls are coming in per day through the BenefitsCal Access Support Line?	The support line opened at 3:00 p.m. on Friday, October 1 and is open 8:00 a.m. to 5:00 p.m. weekdays. As of 10/4/2021, the line has received 74 calls.	10/5/2021	Answered
35	CBO	Can guidance be sent to the counties to contact the CBO before sending it over to another county?	We are researching how this is happening and will provide guidance to counties if CBO requests are being routed.	10/5/2021	In Progress
36	CBO	Can the second step of the CBO approval process where counties accept the CBO be removed? Counties are not able to help in getting CBOs added when they	We have been working the tickets as we can. If other CBOs are having the same issues, please have log a question through Ask CalSAWS or bring it to this group. We want to facilitate the process with the	10/5/2021	Answered

ID	Topic	Question	Answer	Date Posted	Status
		are from another county. Please remove this barrier.	county and know that the counties are glad to add CBO accounts. We plan to provide a Fact Sheet to the counties as a reminder and to provide ready instructions to the counties. In addition, we have posted a **Quick Guide: Community Based Organization Request Access** on CalSAWS.org to provide instructions to assist Community Based Organization Managers information on how to submit an Access Request, to gain access to the BenefitsCal application.		
37	CBO	It seems like there should be an opportunity to partner with counties to vet a CBO approval process for how this will work.	Both counties and CBOs are navigating the new system and process. We ask that we all get through the initial post go-live period before re-visiting the current and new process. CBO are welcome to work with their counties through existing relationships to communicate resolution of any CBO account concerns as well as sending to Ask CalSAWS.	10/5/2021	Answered

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Consumer Impact

The following provides information on reported/known issues that impact the consumer experience. The issues have been raised by the public through Ask CalSAWS, via county tickets, or discussed on the Daily Conference Call.

ID	Topic	Description	Response	Date Posted	Status
1	EBT	Customers who have had at least one replacement Electronic Benefit Transfer (EBT) card may see an error, or no EBT balance, on the Case Details screen within BenefitsCal.	The issue is isolated to customers who have at least one replacement EBT Card. These customers may see an incorrect EBT balance, or no EBT balance, on the Case Details screen within BenefitsCal. An announcement and link were posted within BenefitsCal on 09/27/21. Customers can access their EBT card balance in the same way they did previously, through this link: https://www.ebt.ca.gov/cardholder New EBT card issuances are not impacted. The resolution is targeted for a Priority Release on 9/29/2021. **RESOLVED:** As of 9/28/2021, only the most recent active EBT card number is displayed in BenefitsCal.	9/27/2021	Closed

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ID	Topic	Description	Response	Date Posted	Status
2	e-Notification	Customers that opted to receive e-notification emails are not receiving emails from CalSAWS.	The resolution is targeted to be available on 09/28/21. Until the fix is deployed, customers can log into BenefitsCal to view their notices and documents. **RESOLVED:** As of 9/28/2021, emails are now generated for BenefitsCal customers who opted-in for e-notifications.	9/27/2021	Closed
3	Click to Chat	The BenefitsCal Click to Chat feature is not working for customers and displays a message indicating that the office closed.	Customers should call their local office through existing channels to connect. To contact the county: 1. Click the link: Counties – CalSAWS 2. Select your county on the map. 3. Once the small window opens, select your county from the list to open the county website. The resolution is targeted be available on 09/28/21. **RESOLVED:** As of 9/28/2021, Click to Chat is now available to the four Counties (Marin, Monterey, San Bernardino, and Yuba) that opted-in to use the feature.	9/27/2021	Closed

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ID	Topic	Description	Response	Date Posted	Status
4	Access Link	The link within the new CBO welcome email does not work.	The link within the New CBO Welcome Email contained an additional "/". Instructions and alternate procedures to navigate to the BenefitsCal login page for CBO login were provided with the corrected link. The following steps can be used for CBOs to successfully login (https://benefitscal.com/Public/login): 1. Select "Forgot your password?" 2. Enter the same email address 3. Reset the password using a one-time verification code 4. Complete password reset 5. Log-in using email and new password	9/27/2021	Closed
5	Office Location	Customers intermittently receive an error message when searching for their local office within the Help screens	Intermittent issues exist when searching for the nearest local office within the "Find my Office" help screen. Customers can locate their county office through other online search tools or by using the links on CalSAWS.org. To contact the county: 1. Click the link: Counties – CalSAWS 2. Select your county on the map.	9/27/2021	Closed

ID	Topic	Description	Response	Date Posted	Status
			3. Once the small window opens, select your county from the list to open the county website. **RESOLVED:** As of 9/30/2021, the Office Location screen will not return an error message.		
6	Office Location	When searching for office locations in BenefitsCal, customers receive a single office location instead of multiple office locations from which to choose.	Customers can receive service from the office location listed or locate another county office through other online search tools or by using the links on CalSAWS.org. To contact the county: 1. Click the link: Counties – CalSAWS 2. Select your county on the map. 3. Once the small window opens, select your county from the list to open the county website. **RESOLVED:** As of 09/30/21, this issue is resolved.	9/29/2021	Closed
7	Help Screen	On customer communications for past few months, and on the BenefitsCal YouTube help videos, customers have been	Customer can navigate to the Help section from the application home page. A ticket has been logged, and the link is targeted be fixed on 09/30/21.	9/29/2021	Closed

ID	Topic	Description	Response	Date Posted	Status
		pointed to **benefitscal.com/help**. Currently, the link is benefitscal.com/hchch.	**RESOLVED:** As of 9/30/2021, the Help page is now directly available through this URL: BenefitsCal.com/Help.		
8	Login	Some customers who had accounts in C4Yourself encountered difficulty creating new accounts in BenefitsCal because their mobile phone number was converted, and a mobile phone number can be designated for only one account.	All phone numbers were removed from converted customer accounts on 09/29/21. Since the removal of old numbers, customers have been able to log in successfully and add new phone numbers to their accounts. The security solution is also modifying the rule, so that a mobile phone number can be related to more than one account. **RESOLVED:** As of 9/29/2021, mobile phone numbers have been removed from converted accounts. Customers can use their mobile number when creating a new account.	9/29/2021	Closed
9	Customer Notices	Customer notices are currently unavailable in BenefitsCal.	**RESOLVED:** As of 9/29/2021, notices are now available to Customers to view.	9/29/2021	Closed
10	Login	Some customers are confused with the first-time login process.	The first-time BenefitsCal login process is different than the standard login customers	9/30/2021	Closed

ID	Topic	Description	Response	Date Posted	Status
			experienced with C4Yourself. We suggest that customers view the First Time Login for Current C4Yourself Users video, which can be found here: https://www.youtube.com/watch?v=ag6mE6-EHgc. Customers can also contact their local County Help Desk. The BenefitsCal application is working to make a change, to centralize all activities on one login screen (and remove the first-time login screen for converted users) to streamline the process. Updates will be provided on the status of this enhancement, tentatively targeted for next week.		
11	Login	Some CBOs and customers are having trouble logging into BenefitsCal and/or creating accounts.	CalSAWS has established a temporary **BenefitsCal Access Support Line (208-689-1662)** through 10/08/2021 to provide direct login and account creation support to customers and CBOs. Callers will hear a Welcome message, "Welcome to BenefitsCal Access Support Line." English and Spanish speaking agents are available. The Support	10/1/2021	Closed

ID	Topic	Description	Response	Date Posted	Status
			Line is available Monday to Friday from 8:00 AM to 5:00 PM. The support line opens at 3:00 PM on 10/1/2021. Please note that the BenefitsCal Access Support Line will not be able to assist in creating new CBOs or adding members to existing CBOs because adding or making changes to CBOs requires approval by the county before adding them to BenefitsCal.		
12	CBO	Some CBOs profiles were set up as customers.	We are working to get the impacted profiles re-aligned to the CBO and send reminders to the counties on how to set up CBO security profiles with delegated admin rights. **Update:** One of the two CBO profiles has been rectified. Working to resolve the second.	10/4/2021	In Progress
13	Login	Customers are using the same passwords they had established in C4Yourself for BenefitsCal, which is creating login issues.	When creating a BenefitsCal account, customers need to use a different password than they have used previously. The BenefitsCal team is targeting to provide an	10/4/2021	In Progress

ID	Topic	Description	Response	Date Posted	Status
			update by October 6, 2021 to provide more guidance to customers who are logging into BenefitsCal for the first time.		
14	Login	The system pauses processing after the customer enters the code received via text message.	A ticket has been logged (#CS0029017), and the team is researching the issue.	10/4/2021	In Progress
15	System Outage	CalSAWS was unexpectedly down this morning beginning at about 7:40am. All access was restored at 11:58am.	CalSAWS had an unexpected outage this morning 10/05/21 that impacted all 40 CalSAWS Counties: • This impacted CalSAWS and related systems including YBN and Imaging • Contact Centers and County Interactive Voice Response (IVR) were available, however, some automated functionality related to case information was not available. BenefitsCal Impacts: • Californians could continue to apply for benefits and access assistance using BenefitsCal.com. There was no impact to the application process within BenefitsCal.	10/5/2021	Closed

ID	Topic	Description	Response	Date Posted	Status
			• Users of BenefitsCal could login to their accounts, but they could not view their case information, EBT balances, notices, messages from their caseworker, or other information from CalSAWS. Users received an error message or a "please wait" message when trying to access this information. • An announcement was available on the BenefitsCal.com homepage with the current status.		