

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CIV-109186

BenefitsCal – Text to C4 & C4Y Users Who  
Opted-In to Receive Text

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
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# 1 OVERVIEW

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## 1.1 Current Design

The C4Yourself (C4Y) online, self-service application allows individuals of the C-IV counties to apply for California benefits. Due to migration efforts, BenefitsCal will be the new self-service portal, replacing C4Yourself on 09/27/2021. C-IV applicants and C4Y users will need to be notified of this conversion.

## 1.2 Requests

Send a text message to current C-IV and C4Y users, who have a phone number and are opted-in to receive text notifications, to inform them the C4Y portal will be replaced by the BenefitsCal portal.

## 1.3 Overview of Recommendations

1. Schedule a one-time batch job before 09/27/2021 to send a one-time text message (English or Spanish) to C-IV applicants and C4Y users who've opted in for text notifications.

## 1.4 Assumptions

1. This SCR will implement this as a one-time text message notification. If the customer responds, there will be no real-time text messaging.
2. CA-220307 will provide a text message informing about the updated CalSAWS Text Terms and Conditions.
3. Text messages will only be sent in English and Spanish, using English characters. Not all phones may support Spanish or other language characters and using them may result in texts with illegible characters.
4. Depending on the phone and its operating system, not all URL links will work. The user can enter the URL address in their internet browser if the text's URL link does not work.
5. Per current contract, every outbound text message must have the Program Sponsor (C4Yourself Text), Customer Support Number (Questions? (844) 859-2100) and be within a 160 characters limit.

# 2 RECOMMENDATIONS

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## 2.1 Correspondence: Text Message Blast

### 2.1.1 Overview

C-IV applicants and C4Y users will be informed via a one-time text message blast regarding the C4Y portal being replaced by the new BenefitsCal self-service portal on 09/27/2021.

## 2.1.2 Description of Changes

1. Schedule a one-time batch job to send the following text message:

### **English**

C4Yourself Text

C4Y goes away 9/27/21. Update your email/phone # in My Account. Visit BenefitsCal.com to learn more.

Questions? (844) 859-2100

To C-IV primary applicants and C4Y users that satisfy all of the following conditions:

- a. With an Active person status.
  - b. Has a phone number with an opted-in status of 'Verified', to receive text messages and notifications.
  - c. Is not within a Domestic Abuse case, indicated by a record with confidentiality case type of 'Domestic Abuse'.
2. The text message will be sent in Spanish if the person's Written Language preference is 'Spanish'. Otherwise, send the text message in English for all other written languages.

### **Spanish**

C4Yourself Text

C4Y termina 9/27/21. Actualice su correo electronico/telefono # en Mi Cuenta. Visite BenefitsCal.com para saber mas.

Preguntas? (844) 859-2100

3. The batch text message will be sent on any weekday and between the hours of 8AM – 9PM.