

☒ CalSAWS M&E☐ CalWIN Migration

Distribution Date:	April 12, 2022
To:	PPOC.R6;Consortium.SectionDirectors; Consortium.RegionalManagers.All
CIT Name:	LA County transition from YourBenefitsNow to BenefitsCal
From:	CalSAWS Project

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

- | | |
|---|---|
| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input checked="" type="checkbox"/> BenefitsCal
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
| <input checked="" type="checkbox"/> Your Benefits Now! | |

Description: (Including any step-by-step instructions)	<p>Purpose The purpose of this CIT is to notify LA County users of the BenefitsCal portal go live on April 25, 2022.</p> <p>Background BenefitsCal went live for the C-IV counties on September 27, 2021. The BenefitsCal portal will be replacing YourBenefitsNow (YBN) portal and the DPSS mobile app effective April 25, 2022.</p> <p>County Action: The Project recommends sending these instructions to Help Desk Administrators, IT Staff, Trainers, etc.</p> <p>Additional Information:</p> <p>Go-live Support for Community Based Organizations (CBO):</p>
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	<p>BenefitsCal CBO live support will be available for two weeks post go live. If CBO users are experiencing login or access issues, Customer Service Center staff can provide the following telephone number for immediate support, (916) 437-4144.</p> <p>CBO Live Support line details: April 25th to May 6th 8:00am to 5:00pm, M-F (916) 437-4144</p> <p>Community Based Organizations (CBOs) can also submit inquiries using the 'Ask CalSAWS' link on www.CalSAWS.org</p> <p>BenefitsCal Support Materials:</p> <ul style="list-style-type: none"> • Community Based Organization (CBO) reference guide and step by step instructions on how to register your CBO: [REDACTED] • Create a CBO account (video): BenefitsCal: Community Based Organization (CBO) Accounts - YouTube <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact: (Name and email address)	Mike Tombakian CalSAWS IT Manager tombakianh@calsaws.org
Backup Project Contact: (Name and email address)	Yogesh Patel Technical Analyst Pately@calsaws.org
Attachments:	CIT 0102-22 BenefitsCal Reference Guide - Community Based Organizations (CBOs) Dashboard.pdf
Web Portal Link:	<p>[REDACTED]</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"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2022" folder. 4. Click on the appropriate CIT # folder.