

☒ CalSAWS M&E ☐ CalWIN Migration

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| Distribution Date: | May 12, 2022 |
| To: | PPOC.40; Consortium.RegionalManagers.All; Committee.SelfServicePortal.All |
| CIT Name: | CA-244881 BenefitsCal – Case Link Request Page Enhancements – Phase 2 |
| From: | CalSAWS Project |

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

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| <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"/> Your Benefits Now! <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 type="checkbox"/> Training <input type="checkbox"/> Help Desk |
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| Description: (Including any step-by-step instructions) | <p>Purpose</p> <p>The purpose of this CIT is to inform CalSAWS Counties that Case Link Requests are looking to match specific person level data not case data. This is causing Case Link Requests to display in multiple counties with active and discontinued/denied cases.</p> <p>Background</p> <p>The Case Link Request Search page has the Case Link records that could not be automatically linked in BenefitsCal due to having duplicate person records (ex. multiple CalSAWS person ids for a single individual) or mismatched data. There is no county specific information in the request from BenefitsCal and no filters in CalSAWS for inactive cases causing the Case Link Request to land in multiple counties.</p> <p>Additional Information:</p> <p>Please do not reject a case link request if the person requesting is not active in your county as it could impact other counties and the BenefitsCal customer requesting the case link. Counties should check to see if the person is active or recently active in their county and link to the correct person in CalSAWS, if no recent active case exists, please leave the Case Link Request unprocessed. The release of SCR</p> |
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| | <p>CA-244881 – BenefitsCal – Case Link Request Page Enhancements – Phase 2 will automatically address the records that have been processed by another county.</p> <p>County Action: Please share this information with staff who are working on the Case Link Requests in your county.</p> <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) | <p>Dymas Pena CalSAWS Business Analyst Policy & Design Team PenaD@CalSAWS.org</p> |
| Backup Project Contact: (Name and email address) | <p>Laura Ould CalSAWS Business Analyst Policy & Design Team OuldL@CalSAWS.org</p> |
| Attachments: | None |
| 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"> 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. |