



CalSAWS

California Statewide Automated Welfare System

CalSAWS / BenefitsCal Questions or Issues

This document is for Community Based Organizations (CBOs) and others who will use BenefitsCal to assist the public in obtaining benefits, such as CalFresh, CalWORKs, and Medi-Cal. The information below provides details about where specific issues or questions should be directed related to CalSAWS and BenefitsCal. There are also training videos available on YouTube at the following location.

<https://www.youtube.com/channel/UCCdgEsuQPysaAShIE-msz7Q>

	If the question is a(n)...	Then...
1.	<ul style="list-style-type: none"> • Inquiry about an appointment • Inquiry about County office locations and hours • Inquiry about documents that were submitted • Inquiry about eligibility outcomes • GA/GR policy • Inquiry about BenefitsCal Log In: setting up accounts, resetting passwords • Inquiry about CBO account or status • Inquiry about submitting an application or verifications • Inquiry about ability to link cases or view customer data 	<p>Contact the County directly. To contact the county:</p> <ol style="list-style-type: none"> 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.
2.	<p>CalSAWS functional question, such as:</p> <ul style="list-style-type: none"> • Contact Center functionality <ul style="list-style-type: none"> ○ Hold message is garbled, or unclear • Interactive Voice Response (IVR) functionality <ul style="list-style-type: none"> ○ Difficulty in understanding the voice or options ○ Choices result in a dead end or loop • Notices and Forms language or structure <ul style="list-style-type: none"> ○ Text missing or misaligned ○ Language translation is unclear or incorrect ○ Incorrect form sent 	<p>Send Questions to AskCalSAWS. Access AskCalSAWS by going to the following website: CalSAWS – The new home of CalSAWS,</p> <p>Then click  .</p>
3.	<p>BenefitsCal Functional question, such as:</p> <ul style="list-style-type: none"> • Page inaccessible • Report an Error messages • Page hang • Delay in page transfer/refresh • Global issue with website • Text/copy on screen is incorrect • Translation is incorrect, 	<p>Send Questions to AskCalSAWS. Access AskCalSAWS by going to the following website: CalSAWS – The new home of CalSAWS,</p> <p>Then click  .</p>

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	If the question is a(n)...	Then...
4.	<ul style="list-style-type: none">Regulation/Program rules issue, such as eligibility requirements or rules, property limits, etc.Inquiry about “why” something is needed or required by law or regulation. <p>Example: “Why do I have to provide ‘x’?”, “Why do I have to answer?”, “How is this used in an eligibility determination?”, etc.,</p>	<p>Contact the County or State Partners:</p> <p>Medi-Cal questions - DHCS email address: DHCSCalSAWS@dhcs.ca.gov</p> <p>CalWORKs or CalFresh - CDSS email address: CalSAWSStakeholderEngagement@dss.ca.gov v</p> <p>Counties: To contact the county:</p> <ol style="list-style-type: none">Click the link. Counties – CalSAWSSelect your county on the map.Once the small window opens, select your county from the list to open the county website.