

☐ CalSAWS M&E      ☒ CalWIN Migration

<b>Distribution Date:</b>	March 13, 2023
<b>To:</b>	PPOC.45, Consortium.RegionalManagers.All, Committee.SelfServicePortal.All, PPOC.Orange, PPOC.SantaBarbara, PPOC.Ventura
<b>CIT Name:</b>	<b>BenefitsCal Features Training – Tier 1 Support Staff</b>
<b>From:</b>	CalSAWS Project

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

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| <input type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input checked="" type="checkbox"/> Other Program(s) _____<br><input checked="" type="checkbox"/> BenefitsCal <input type="checkbox"/> MyBenefitsCalWIN<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input checked="" type="checkbox"/> Training<br><input checked="" type="checkbox"/> Help Desk |
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Description:	<p><b>Purpose</b> The purpose of this CIT is to extend an invite to an upcoming series of BenefitsCal Features Trainings for Tier 1 support staff (CSC/Help Desk).</p> <p><b>Background</b> The BenefitsCal team previously executed Trainings for Tier1 support staff in September 2022 for Wave 1 counties (Placer and Yolo) and in January 2023 for Wave 2 counties (Contra Costa, Santa Clara, and Tulare). This will be a similar training conducted for Wave 3 county staff, and converted counties are encouraged to join if interested.</p> <p><b>Additional Information</b> Agenda will include demonstrations of targeted topics such as: creating customer and Community Based Organization (CBO) accounts; applying for and renewing benefits, a brief overview of upcoming features and functionality within BenefitsCal, review of FAQs, and time to address staff questions.</p> <p>This training is open to Wave 3 County staff and is optional for already converted counties. A similar training will be offered for each wave of the upcoming rollouts. This is a 2-hour virtual session inclusive of Q&amp;A conducted via Zoom/Microsoft Teams. There is no limit to the number of CSC and Helpdesk participants who may attend.</p>
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	<p><b><u>Training Sessions:</u></b></p> <ul style="list-style-type: none"> <li>• 1 – <b>Orange: 03/21/2023</b> - 9:00AM – 11:00AM Zoom: [REDACTED]</li> <li>• 2 – <b>Santa Barbara: 03/23/2023</b> - 9:00AM – 11:00AM Zoom: [REDACTED]</li> <li>• 3 – <b>Ventura: 03/28/2023</b> - 9:00AM – 11:00AM Zoom: [REDACTED]</li> </ul> <p>Interested participants from any of the converted 45 counties are welcome to attend as a refresher training.</p> <p>The training will provide an overview of BenefitsCal features for Customer Service Center (CSC) and Helpdesk staff. Training objectives will:</p> <ul style="list-style-type: none"> <li>• Orient CSC and Helpdesk staff in assisting customers to key features of BenefitsCal.</li> <li>• Describe the creation of customer and CBO Accounts</li> <li>• Explain the application/renewal of benefits,</li> <li>• Provide an overview of BenefitsCal features/functionality,</li> <li>• Review FAQs, etc...</li> </ul> <p><b>County Action</b> Counties interested in attending a training session/date listed above are encouraged to attend.</p> <p><b>Note:</b> A recording of the session will be available for staff unable to attend.</p>
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Backup Project Contact:	Carrie White <a href="mailto:WhiteC@CalSAWS.org">WhiteC@CalSAWS.org</a>
Attachments:	N/A
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"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2023" folder.</li> </ol>

	4. Click on the appropriate CIT # folder.
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