

☒ CalSAWS M&E      ☐ CalWIN Migration

<b>Distribution Date:</b>	March 20, 2023
<b>To:</b>	PPOC.All, Consortium.RegionalManagers.All, Committee.SelfServicePortal.All
<b>CIT Name:</b>	<b>CA-257824 Updated Job Aid Self-Service Portal (SSP) - e-Applications</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 type="checkbox"/> Other Program(s) _____<br><input checked="" type="checkbox"/> BenefitsCal <input type="checkbox"/> MyBCW<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 type="checkbox"/> Training<br><input type="checkbox"/> Help Desk |
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Description:	<p><b>Purpose</b> This CIT provides the CalSAWS Counties with the updated Job Aid for Self-Service Portal (SSP) – e-Applications that will be implemented with Release 23.05.</p> <p><b>Background</b> The job aid did not include a section for when a Customer reports a change from their SSP dashboard.</p> <p><b>Additional Information</b> When the Customer reports a change, the information is sent to CalSAWS, from BenefitsCal, a task is created, and a Journal entry is added. The Worker must manually enter the reported change, when applicable, as the new information is not mapped to the data collection pages.  BenefitsCal generates a Change Summary document and uploads it directly to Hyland where the worker can view the information entered by the Customer, via the Images button, in CalSAWS.  The Job Aid was updated for grammatical changes. Added additional content for Report a Change (RAC). Added content is highlighted in Yellow.</p> <p><b>County Action</b> The Counties are encouraged to share the attached Job Aid with county staff.</p>
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	If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.
Primary Project Contact:	Dymas Pena CalSAWS   Business Analyst Policy & Design Team <a href="mailto:PenaD@CalSAWS.org">PenaD@CalSAWS.org</a>
Backup Project Contact:	Laura Ould CalSAWS   Business Analyst Policy & Design Team <a href="mailto:OuldL@CalSAWS.org">OuldL@CalSAWS.org</a>
Attachments:	CIT 0106-23 CA257824 JA Self-Service Portal (SSP) – e-Applications_DRAFT.docx
Web Portal Link:	<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 10px;"></div> OR  You may also retrieve the CIT document and attachments by following these steps: <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> <li>4. Click on the appropriate CIT # folder.</li> </ol>