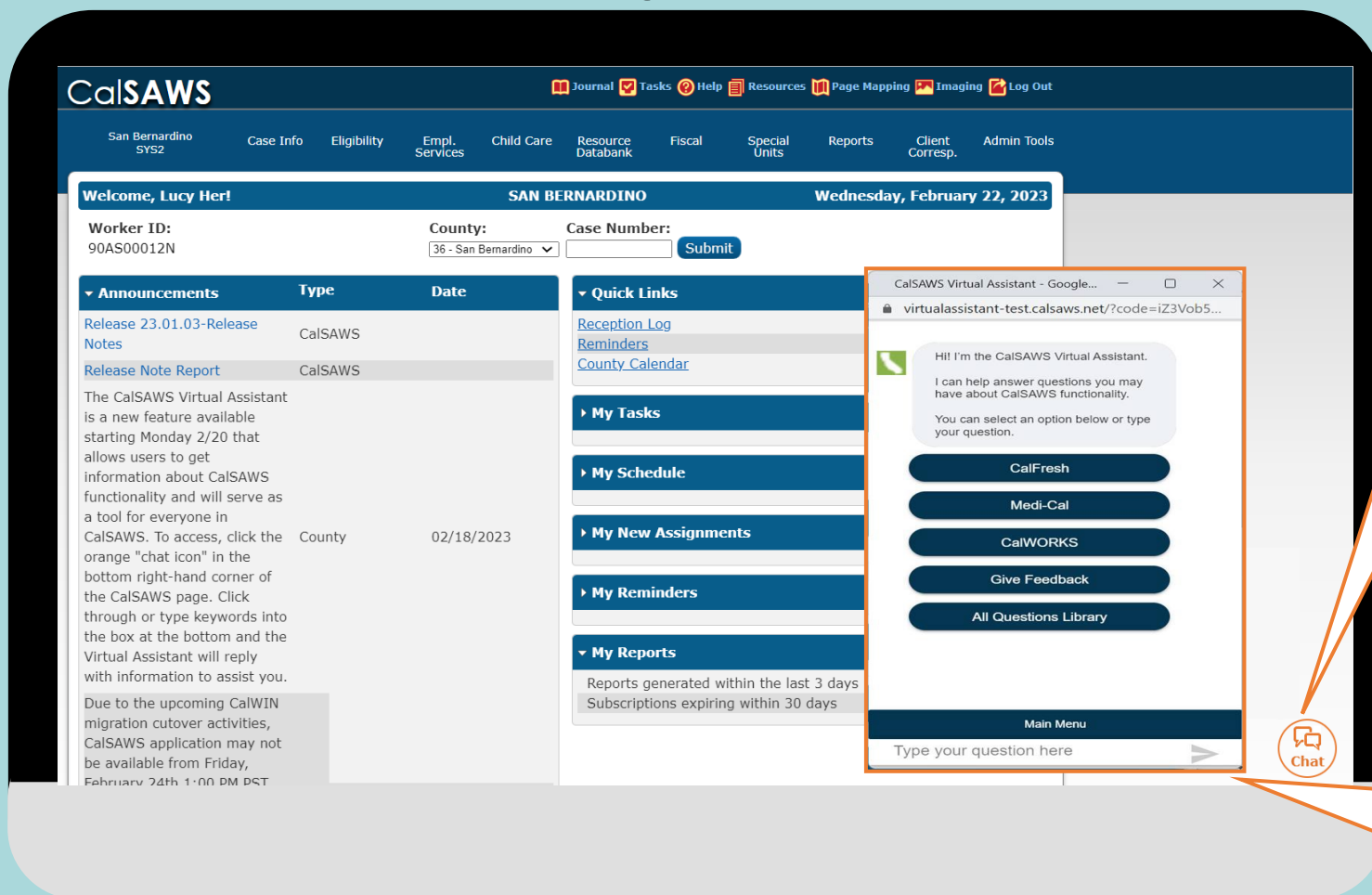




# CalSAWS Worker Facing Virtual Assistant



The CalSAWS Virtual Assistant (VA) is a new feature that allows workers to get information about CalSAWS functionality.



To access this feature, click the orange "chat icon" found at the bottom right-hand corner of any CalSAWS page.

You can begin your search by selecting from a menu of pre-defined topics and sub-menus, or you can type keywords into the free-type text box found under the blue Main Menu button. The Virtual Assistant will reply with information relevant to your search, including links to Job Aids if one is available for your topic.

The Virtual Assistant currently supports three programs: CalFresh, CalWORKs and Medi-Cal. Other program areas and more information will be added based on the questions you submit. The Virtual Assistant will continue to get smarter over time, so please check back if you do not see your question since updates are being made frequently to improve this tool.