

BenefitsCal | Reference Guide: BenefitsCal Support Requests

Purpose: This BenefitsCal Reference Guide contains step-by-step processes for BenefitsCal Support Requests. It contains screenshots for each process showing how to do a support request and what type of support requests are available in BenefitsCal.

Table of Contents

This Reference Guide includes the following tasks performed by BenefitsCal Customers within BenefitsCal system.

Benefits Card Replacement

VITA

Counseling

Supportive Services

Keeping Your Benefits

The screenshot displays the 'Your Next Appointment' section with a message: 'You don't have any upcoming appointment.' Below this is a 'What else would you like to do?' section with several options, each with a corresponding link: 'View upload history and upload additional documents.' (with an 'Upload a Document' button), 'See if you qualify for other programs or benefits.' (link: 'I want to see if I'm eligible'), 'Report a change - like a new address, birth of a child, someone moving in or out, change in your job, etc.' (link: 'I want to report a change'), 'Apply for other programs.' (link: 'I want to apply for a new program'), 'Link an existing case to your account.' (link: 'I want to link a case'), 'View everything you applied for - applications, renewals, periodic reports, and change reports.' (link: 'I want to see my history'), 'View, schedule, or reschedule your appointments.' (link: 'I want to see my appointments'), and 'Get support from your caseworker to manage your benefits.' (link: 'I want to request support', which is highlighted with an orange border). To the right is a 'Case Details' section for '(CalWORKs) >' showing active cases for 'Francisca Roberson' and 'Kaisha Foreman' with a 'View EBT Card balance' link, and a 'Pending' case for 'Francisca Roberson' and 'Kaisha Foreman' with a 'View Case Details' button.

Customer Dashboard

Click on the **I want to request support** link on the dashboard to start the support request flow in BenefitsCal.

Support Requests

[View Support Request History >](#)

What do you need support with?

Do you need help right now?

- Benefits Card Replacement** >
Get help replacing my EBT card or BIC card.
- State and Federal Tax Returns** >
Get help filling my Federal and State tax returns with the Volunteer Income Tax Assistance Program (VITA).
- Supportive Services** >
Get help to pay for childcare, transportation, school supplies, or other. You can also request a reimbursement if you paid for items to meet your Welfare-to-Work plan.
- Counseling** >
Get help with mental well-being or substance abuse. This could also be other concerns like job readiness.
- Keeping Your Benefits** >
Get help to keep getting cash aid benefits. This could be if you want to report a good cause reason or cure a sanction.

Customer Dashboard > Support Requests

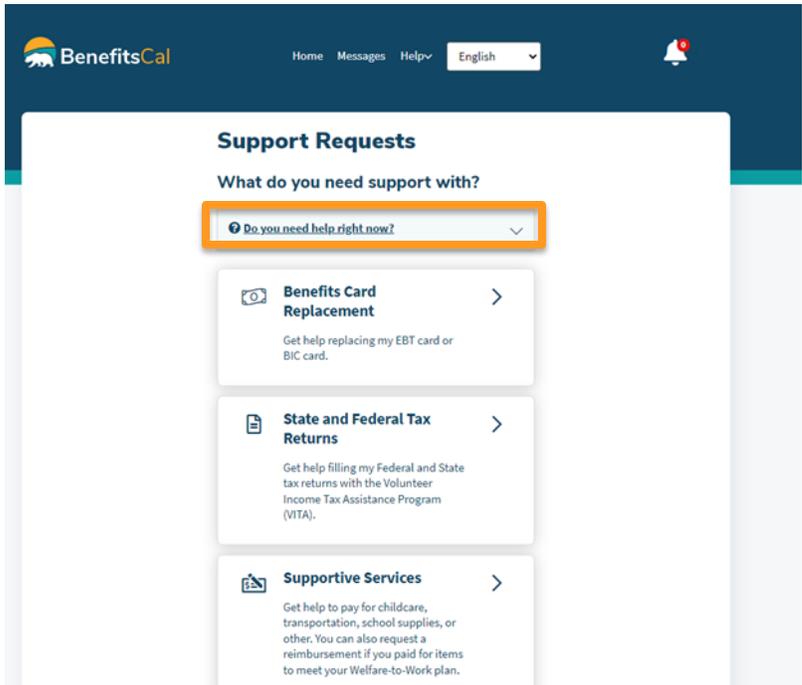
Customers in immediate need are prompted to call their county office or case worker.

Customers can see a record of all their Support Requests by clicking **View Support Request History**.

BenefitsCal offers the following support requests to Customers. **The options available are determined by the Customer's active programs and county:**

- Benefits Card Replacement: EBT & Medi-Cal replacement
- Vita: Assistance with filling Federal and state tax returns
- Supportive Services: Assistance or reimbursement for Customers to meet their Welfare-To-Work plan
- Counseling: Assistance with job readiness, mental well-being, or substance abuse
- Keeping your Benefits: Assistance to keep present benefits

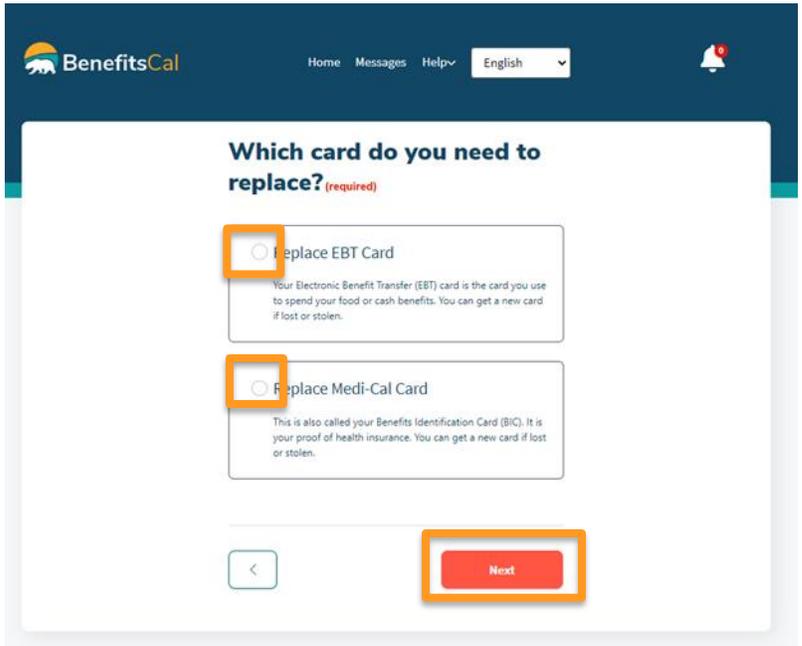
3



Support Requests -> Benefits Card Replacement

Benefits Card Replacement. Here Customers can request a replacement for their EBT Card or Medi-Cal Card.

4



Support Requests -> Benefits Card Replacement

Select the checkbox next to the card option that needs to be replaced and then click the **Next** button.

5

The screenshot shows the BenefitsCal website interface. At the top, there is a navigation bar with the logo, 'Home', 'Messages', 'Help', and a language dropdown set to 'English'. The main content area has a white background with a dark blue header. The text reads: 'Let's confirm where to send your new EBT card. Your new EBT card will arrive in the mail. This is the current address we have on file:'. Below this is a highlighted address box containing '42 ALGONQUIN OAKLAND, CA 94617'. A note below the address says: 'If you would like to receive your card at a different address, please contact your county office.' There is a dropdown menu labeled 'Was your card or benefits stolen?' with a downward arrow. At the bottom, there is a left arrow button and a red 'Request Card' button.

Support Requests -> Benefits Card Replacement

For the EBT Card Replacement, the address on file for the Customer will display for where the EBT replacement card will be sent.

The Customer is prompted to contact their county office if the address is not correct for where the EBT replacement card to be sent.

If the Customer is requesting an EBT card replacement due to their card being stolen, the EBT customer service line number is provided for the Customer to call immediately instead of requesting for replacement.

If everything looks correct, then click the **Request Card** button.

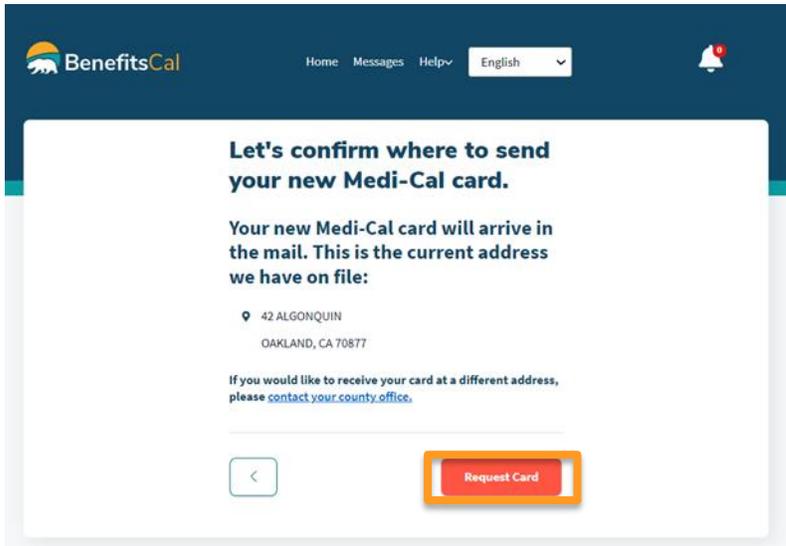
6

The screenshot shows the BenefitsCal website interface. At the top, there is a navigation bar with the logo, 'Home', 'Messages', 'Help', and a language dropdown set to 'English'. The main content area has a white background with a dark blue header. The text reads: 'Who needs a new Medi-Cal Card? (required) You can select multiple people.' Below this is a list of four recipients, each with a checkbox and their name and age: 'Keisha Foreman (58)', 'Bertha Riddle (11)', 'Meagan Barber (16)', and 'Francisca Roberson (39)'. The checkboxes for Keisha Foreman and Francisca Roberson are checked. At the bottom, there is a left arrow button and a red 'Next' button.

Support Requests -> Benefits Card Replacement

For the EBT Medi-Cal Card Replacement, select all recipients that will need a new card, then click the **Next** button.

7



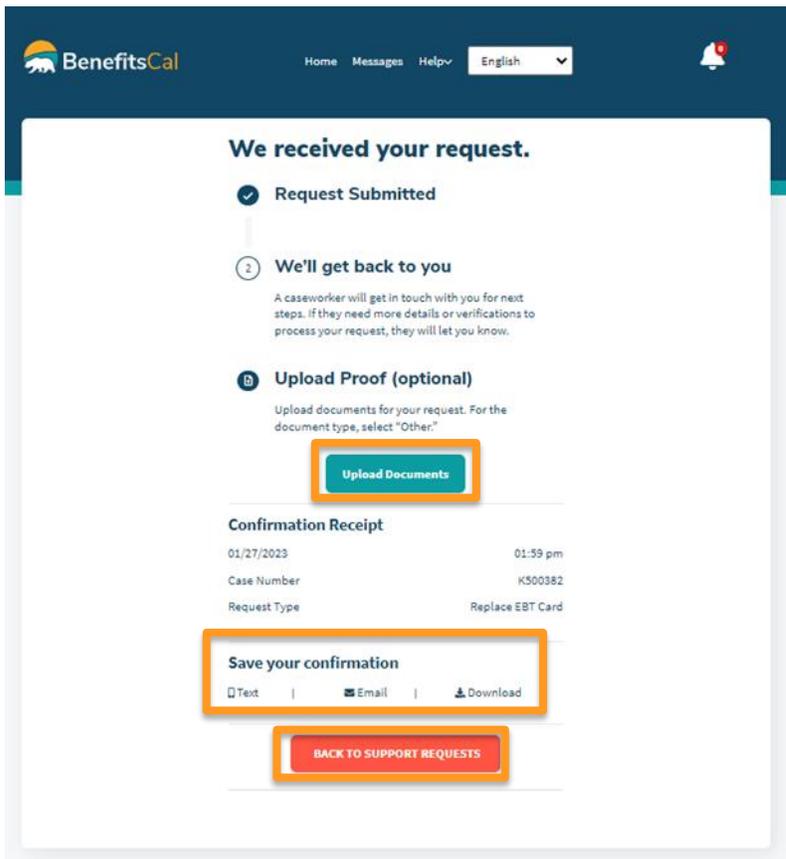
Support Requests -> Benefits Card Replacement

For the **EBT Medi-Cal Card Replacement**, the address on file for the Customer will display for where the Medi-Cal replacement card will be sent.

The Customer is prompted to contact their county office if the address is not correct for where the Medi-Cal replacement card to be sent.

If everything looks correct, then click the **Request Card** button.

8



Support Requests -> Benefits Card Replacement

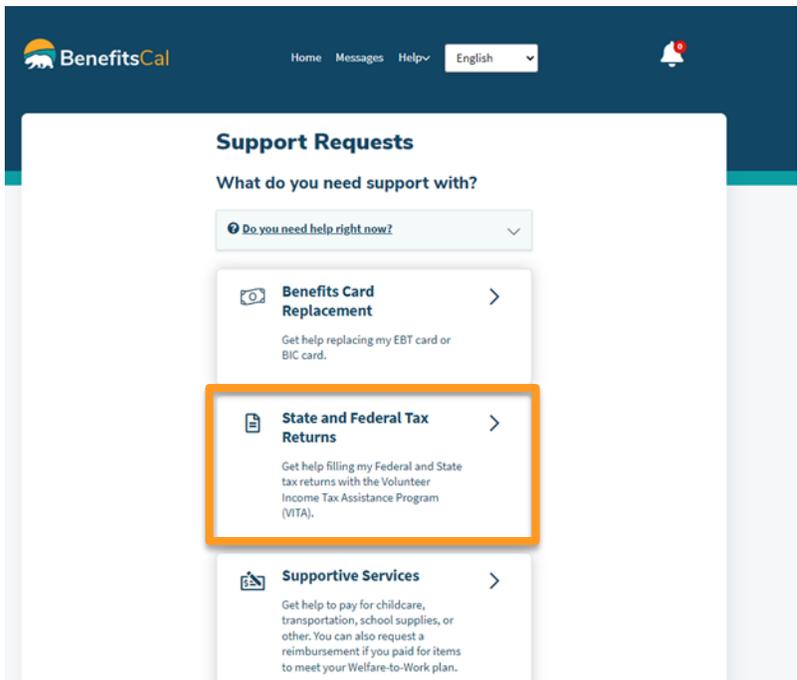
Once the replacement card request is complete, the Customer will see a confirmation page.

Customers can upload documents to support the request by clicking on the **Upload Documents** button.

Customers can save their card replacement confirmation.

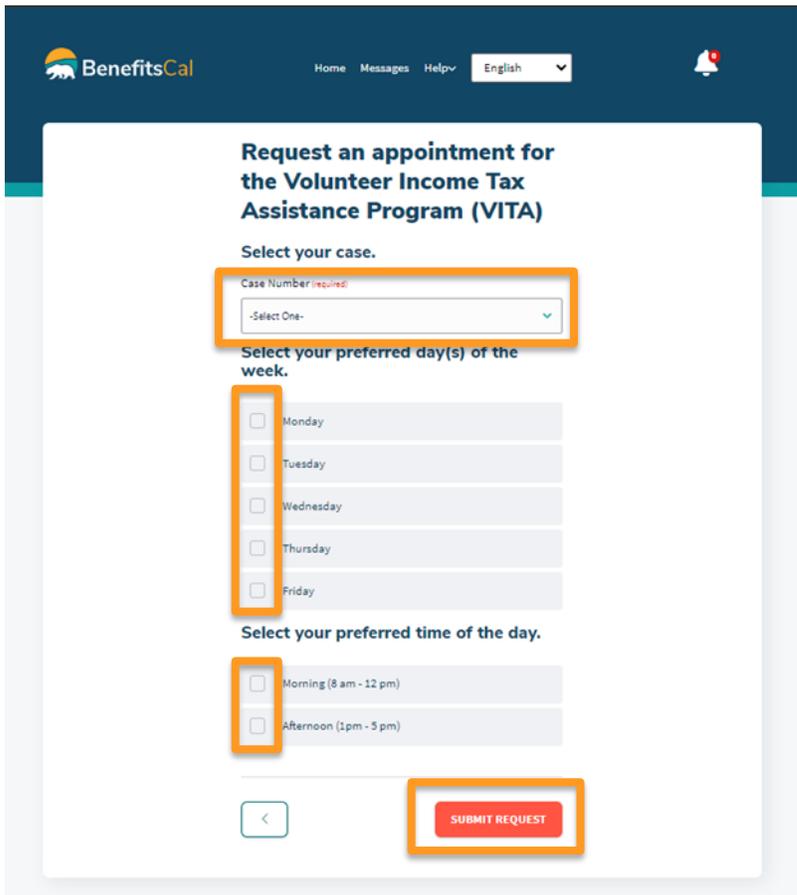
Customers can navigate back to Support Requests to request additional support by clicking the **Back to Support Requests** button.

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Support Requests -> VITA
State and Federal Tax Returns. Here Customers can request assistance for filing their **State and Federal tax returns.**

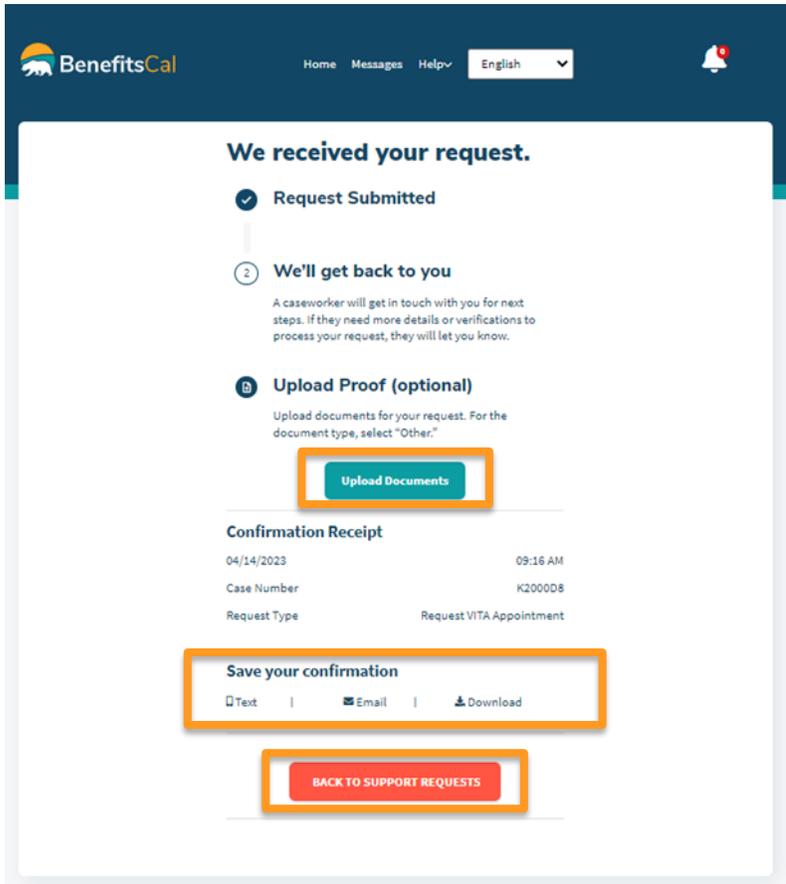
10



Support Requests -> VITA
 Here Customers can request an appointment for the **Volunteer Income Tax Assistance Program (Vita).**

- Select the case.
- The day of the week and time of the day the Customer prefers for their appointment.
- Click the **Submit Request** button.

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Support Requests -> VITA

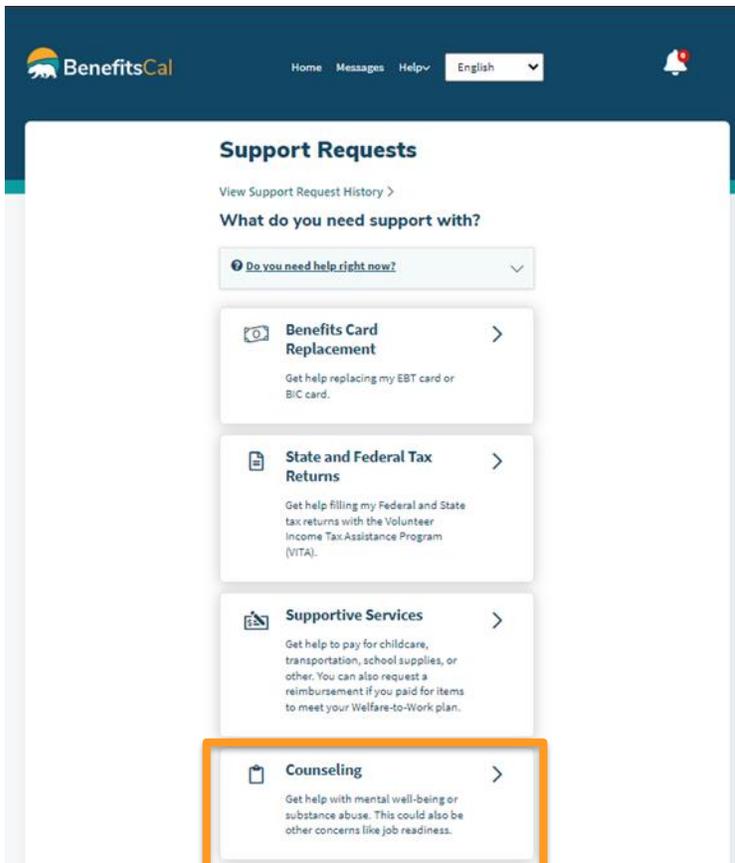
Once the VITA appointment request is complete, the Customer will see a confirmation page.

Customers can upload documents that can support the request by clicking on the **Upload Documents** button.

Customers can save their VITA appointment confirmation.

Customers can navigate back to Support Requests to request additional support by clicking the **Back to Support Requests** button.

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Support Requests -> Counseling

Counseling. Here Customers can get help with mental wellbeing or substance abuse.

13

The screenshot shows the 'How can we help you with counseling support?' form. The title is in bold blue text with '(required)' in red. Below the title, it says 'Select what best describes the support you need.' There are four radio button options, each with a description: 'Mental Health' (Get help with your emotional well-being), 'Substance Abuse Recovery' (Get help with drug/alcohol abuse treatment), 'Domestic Violence' (Get help if you are a domestic violence survivor), and 'Other Counseling Support' (Any support for your health, well-being, or job readiness). The 'Mental Health' option is highlighted with an orange box. At the bottom, there is a left arrow button and a red 'Next' button.

Support Requests -> Counseling

Select the selection that best describes the support that is needed.

Click the **Next** button.

14

The screenshot shows the 'Describe your situation and what you need.' form. The title is in bold blue text with '(required)' in red. Below the title, it says 'This will help your caseworker process your request. They may follow up if they need more details.' There is a large text input area with the placeholder 'Please Explain'. Below the input area, it says '1000 Characters Remaining'. There is a dropdown menu with the text 'Want to submit a proof with your request?'. At the bottom, there is a left arrow button and a red 'Next' button.

Support Requests -> Counseling

Provide some basic information about the situation and what the need is in order for the caseworker to process the request.

There is a limit of 1,000 characters.

Click the **Next** button.

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Support Requests -> Counseling

Select the best way to contact the Customer.

If the Customer selects **Call Me**, the Customer will be prompted to input their phone number.

Once completed, select the **Submit** button.

16

Support Requests -> Counseling

Once the Counseling request is complete, the Customer will see a confirmation page.

Customers can upload documents to support their request by clicking on the **Upload Documents** button.

Customers can save their Counseling confirmation.

Customers can navigate back to Support Requests to request additional support by clicking the **Back to Support Requests** button.

BenefitsCal Home Messages Helpv English NA

Support Requests

[View Support Request History >](#)

What do you need support with?

@ Do you need help right now? ▾

Benefits Card Replacement >

Get help replacing my EBT card or BIC card.

State and Federal Tax Returns >

Get help filling my Federal and State tax returns with the Volunteer Income Tax Assistance Program (VITA).

Supportive Services >

Get help to pay for childcare, transportation, school supplies, or other. You can also request a reimbursement if you paid for items to meet your Welfare-to-Work plan.

Counseling >

Get help with mental well-being or substance abuse. This could also be other concerns like job readiness.

Support Requests > Supportive Services

Supportive Services. Here Customers can request financial assistance for various items to help them meet their **Welfare-to-Work** plan.

BenefitsCal Home Messages Helpv English NA

How can we help you with supportive services? (required)

Select what best describes the support you need.

Transportation

Child Care

School Supplies

Clothing or Uniform

Other Ancillary Services

Reimbursement

Get money for anything that helps you meet your Welfare-to-Work plan.

Reimbursement

Get money for things you bought to meet your Welfare-to-Work plan.

[Next](#)

Support Requests > Supportive Services

The Customer will be prompted as to select what best describes the support they need. They can choose from:

- Transportation
- Child Care
- School Supplies
- Clothing or Uniform
- Other Ancillary Services
- Reimbursement

Once the best option is selected, click the **NEXT** button.

19

The screenshot shows the BenefitsCal user interface. At the top, there is a navigation bar with the logo, 'Home Messages Help', a language dropdown set to 'English', and a notification bell with 'NA'. The main content area has a heading 'Describe your situation and what you need. (required)'. Below the heading is a sub-heading: 'This will help your caseworker process your request. They may follow up if they need more details.' A large text input field is labeled 'Please Explain' and is highlighted with an orange border. Below the input field, it says '1000 Characters Remaining'. There is a dropdown menu with the text 'Want to submit a proof with your request?'. At the bottom of the form, there is a left arrow button and a red 'Next' button, which is also highlighted with an orange border.

Support Requests > Supportive Services

Provide some basic information about the situation and what the need is in order for the caseworker to process the request.

There is a limit of 1,000 characters.

Click the **Next** button.

20

The screenshot shows the BenefitsCal user interface. At the top, there is a navigation bar with the logo, 'Home Messages Help', a language dropdown set to 'English', and a notification bell with 'NA'. The main content area has a heading 'What's the best way to contact you about this request? (required)'. Below the heading are two radio button options: 'Send me a message in my BenefitsCal account.' (unchecked) and 'Call me.' (checked). Below these options is a text input field for a phone number, which is highlighted with an orange border. At the bottom of the form, there is a left arrow button and a red 'Submit' button, which is also highlighted with an orange border.

Support Requests > Supportive Services

Select best way Customer can be contacted.

If the Customer selects **Call Me**, the Customer will be prompted to input their phone number.

Once complete, select the **Submit** button.

We received your request.

1 **Request Submitted**

2 **We'll get back to you**
A caseworker will get in touch with you for next steps. If they need more details or verifications to process your request, they will let you know.

3 **Upload Proof (optional)**
Upload documents for your request. For the document type, select "Other."

Upload Documents

Confirmation Receipt

04/14/2023	09:07 am
Case Number	K2000D8
Request Type	Child Care

Text | Email | Download

BACK TO SUPPORT REQUESTS

Support Requests > Supportive Services

Once the Supportive Services request is complete, the Customer will see a confirmation page.

Customers can upload documents to support the request by clicking on the **Upload Documents** button.

Customers can save their Supportive Services confirmation.

Customers can navigate back to Support Requests to request additional support by clicking the **Back to Support Requests** button.

Support Requests

[View Support Request History >](#)

What do you need support with?

Do you need help right now? ▾

- Benefits Card Replacement** >
Get help replacing my EBT card or BIC card.
- State and Federal Tax Returns** >
Get help filing my Federal and State tax returns with the Volunteer Income Tax Assistance Program (VITA).
- Supportive Services** >
Get help to pay for childcare, transportation, school supplies, or other. You can also request a reimbursement if you paid for items to meet your Welfare-to-Work plan.
- Counseling** >
Get help with mental well-being or substance abuse. This could also be other concerns like job readiness.
- Keeping Your Benefits** >
Get help to keep getting cash aid benefits. This could be if you want to report a good cause reason or cure a sanction.

Support Requests > Keeping Your Benefits

Keeping Your Benefits. Here Customers can get help to keep getting cash aid benefits.

Support Requests > Keeping Your Benefits

Select what best describes the needed support:

- I have a long-term reason to not do work, school, or other things for Welfare-to-Work.
- I have a short-term reason to not do work, school, or other things for Welfare-to-Work.
- I want to get my benefits back.
- I am experiencing domestic violence.

After selecting the best option, click the **NEXT** button.

Support Requests > Keeping Your Benefits

Provide some basic information about the situation and what the need is in order for the caseworker to process the request.

There is a limit of 1,000 characters.

Click the **Next** button.

BenefitsCal Home Messages Helpv English NA

What's the best way to contact you about this request? (required)

Send me a message in my BenefitsCal account.

Call me.

< Submit

Support Requests > Keeping Your Benefits

Select the best way to contact the Customer.

If the Customer selects **Call Me**, the Customer will be prompted to input their phone number.

Once complete, select the **Submit** button.

BenefitsCal Home Messages Helpv English NA

We received your request.

✓ Request Submitted

⌚ We'll get back to you
A caseworker will get in touch with you for next steps. If they need more details or verifications to process your request, they will let you know.

📎 Upload Proof (optional)
Upload documents for your request. For the document type, select "Other."

Upload Documents

Confirmation Receipt	
04/14/2023	09:28 am
Case Number	K200008
Request Type	Request Employment Services Exemptions

Save your confirmation

Text | Email | Download

BACK TO SUPPORT REQUESTS

Support Requests > Keeping Your Benefits

Once the Keeping Your Benefits request is complete, the Customer will see a confirmation page.

Customers can upload documents to support the request by clicking on the **Upload Documents** button.

Customers can save their Keeping Your Benefits confirmation.

Customers can navigate back to Support Requests to request additional support by clicking the **Back to Support Requests** button.