

CalSAWS

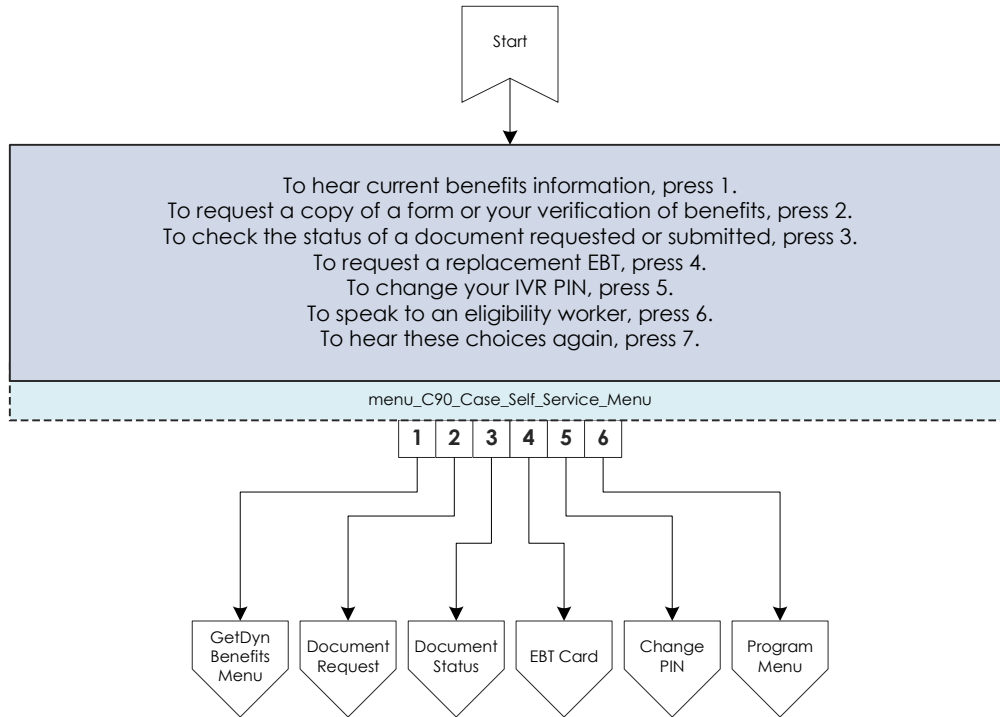
California Statewide Automated Welfare System

Customer Service Center (CSC) Interactive Voice Response (IVR) Summary Call Flow

EBT Card Replacement Options

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GLOBAL CONTACT FLOW



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- 0 = Opted in and customer hasn't exceeded requests.
- 1 = Opted in to Mail-in Only and hasn't exceeded requests
- 2 = Customer Exceeded Requests
- 3 = County Opted out of RPA

