

☐ CalSAWS M&E☒ CalWIN Migration

Distribution Date:	May 2, 2023
To:	PPOC.48, Consortium.RegionalManagers.All, Committee.SelfServicePortal.All, PPOC.SanDiego, PPOC.SanMateo, PPOC.SantaCruz, PPOC.Solano,
CIT Name:	BenefitsCal Features Training – Tier 1 Support Staff
From:	CalSAWS Project

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

- | | |
|---|---|
| <input type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input checked="" type="checkbox"/> Other Program(s) _____
<input checked="" type="checkbox"/> BenefitsCal <input type="checkbox"/> MyBenefitsCalWIN
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
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Description:	<p>Purpose 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>Background The BenefitsCal team previously executed Trainings for Tier1 support staff in September 2022 for Wave 1 counties (Placer and Yolo), in January 2023 for Wave 2 counties (Contra Costa, Santa Clara, and Tulare), and in March 2023 for Wave 3 (Orange, Santa Barbara, Ventura).</p> <p>There will be a similar training conducted for Wave 5 county staff, and converted counties are encouraged to join if interested.</p> <p>Additional Information 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 4 County staff and is <u>optional</u> for already converted counties.</p>
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	<p>A similar training will be offered for each wave of the upcoming rollouts. This is a 2-hour virtual session inclusive of Q&A conducted via Zoom/Microsoft Teams. There is no limit to the number of CSC and Helpdesk participants who may attend.</p> <p>Interested participants from any of the converted 48 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"> • Orient CSC and Helpdesk staff in assisting customers to key features of BenefitsCal. • Describe the creation of customer and CBO Accounts • Explain the application/renewal of benefits, • Provide an overview of BenefitsCal features/functionality, • Review FAQs, etc... <p><u>Training Sessions:</u></p> <ul style="list-style-type: none"> • 1 – San Diego & San Mateo: Thursday, May 18th, 2023 - 9:00AM – 11:00AM Zoom: [REDACTED] • 2 – Santa Cruz & Solano: Tuesday, May 23rd, 2023 - 9:00AM – 11:00AM Zoom: [REDACTED] <p>County Action Counties interested in attending a training session/date listed above are encouraged to attend.</p> <p>Note: A recording of the session will be available for staff unable to attend.</p>
Primary Project Contact:	Marsale Eramya EramyaM@CalSAWS.org
Backup Project Contact:	Carlos Zepeda ZepedaC@CalSAWS.org
Attachments:	N/A
Web Portal Link:	[REDACTED]

	<p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none">1. Click on the CRFIs & CITs link at the top of the page.2. Click on the "CalSAWS Information Transmittal (CIT)" folder.3. Click on the "2023" folder.4. Click on the appropriate CIT # folder.
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