

CalSAWS | User Access Options for CWA Users – Q & A

Date: Mar 13, 2023		
Time: [1:00 pm – 2:30 pm]	Meeting Materials:	User Access Deck
Topic: CWA User Access		

Questions and Answers

Childcare Portal Questions

Q1. When you search for a member in the Childcare portal does it only return clients assigned to the person running the search or can they see everyone?

A. *They can see everyone.*

Q2. Do searches in the Childcare portal return only clients for my county or all CalWORKs recipients?

A. *The portal will display anyone who has or has had CalWORKs. Migrating CalWIN data will be available as each county completes migration.*

Q3. Do searches in the Childcare portal return only existing Childcare clients or all CalWORKs recipients?

A. *The portal will display anyone who has or has had CalWORKs. Migrating CalWIN data will be available as each county completes migration.*

Q4. The child care portal does not seem to include Release of Information (ROI) functionality. In its absence, does a county have access to its audit logs to determine appropriate access to PII and/or pursue fraud/breach issues?

- A. Part of the recommendations in SCR CA-209408, which resulted in creation of the portal, are:
- Create Child Care Administrator Portal specific security roles in ForgeRock.
 - Track and store the case numbers and Monthly Reports accessed by each user as audit information available through existing LRS/CalSAWS and C-IV audit applications.

Q5. Where do I access the Childcare portal?

A. <https://childcare.calsaws.net/>

BenefitsCal Questions

Q1. What can an applicant view after submitting their application?

A. A logged in customer can see the following:

Your Application and Cases

View your open application and cases.

Application 37000253

Submitted on 03/14/2023



Great job! You completed and sent your application. You can track the progress here.

History

APPLICATIONS (1)

RENEWALS (0)

PERIODIC REPORTS (0)

CHANGE REPORTS (0)

Application

Submission Date

03/15/2023

View

Note: Clicking on the View button (2nd Screenshot below) allows them to download a PDF summary of their application.

Q2. What can a CBO view after submitting an application?

A. CBOs after assisting a customer to submit an app can see the following:

Application Details for 37000216

Application Details

First Name

John

Last Name

Doe

Date of Birth

Application Date

03/10/2023

Application Status

Submitted

Case Number

Not Assigned

Note: "Case Number" is only seen by CBOs for CalFresh only applications.

Verification Details

Upload Needed

Application Date

4 Days Ago



Proof of Identity

John Doe (53)

Upload



Other

John Doe (53)

Upload

Upload History

Below are the receipts for the documents you've uploaded in the past year.

Proof of Income	John Doe (21)
03/10/2023	View Receipt
Proof of Income	John Doe (0)
03/14/2023	View Receipt

UPLOAD DOCUMENT

Q3. Does BenefitsCal allow CBOs to Request and Print Medicaid and EBT Cards? Are all counties conforming to this now or soon or is this still dependent on the county if they choose to allow the CBO to print and hand these cards to the clients??

- i. **If a BIC/EBT card is requested through BenefitsCal, can the request be tracked in CalSAWS?**
- A. CBOs cannot request and / or print Medicaid and EBT Cards. This is allowed only through customer logins, the counties can opt in / out of this feature. If the card is requested through BenefitsCal, the request can be tracked in CalSAWS as they are received in CalSAWS as tasks.

Q4. How does Live Chat/2-way Messaging in BenefitsCal work?

- i. **Are messages tracked/logged?**
- ii. **Are there reports available to view the messages exchanged?**
- iii. **Can messages exchanged be viewed in CalSAWS?**
- iv. **Are there special licensing needs to use this?**

- A. Live Chat and 2-way messaging are separate items.

Live Chat uses the BenefitsCal front end but in turn connects to CalSAWS contact center. These messages are not tracked/logged in BenefitsCal nor do they have any reports that can be generated. These messages can be viewed by CalSAWS County Representatives if the county has a contact center established and opted in.

2-Way messaging messages are tracked and logged. Reports are available in the Qlik reporting tool. The messages can be viewed in CalSAWS under case association. No special licensing is needed to use this, county needs to opt in to receive messages from the Customer. All counties can send messages to the customers and do not need to opt in..

CalSAWS User Access Questions

Q1. Can CBO staff / users have BOTH a BenefitsCal CBO account and a county provisioned CalSAWS account (connecting from county network/VPN and using the same ForgeRock user account) or must we choose only one?

- A. Every CalSAWS core user must have a unique email/account. If someone registers as a CBO in BenefitsCal they cannot use the same email to register as County Staff in ForgeRock; ForgeRock will tell them that the email is already registered.

In some instances, counties use CBOs as Contractors to do Eligibility work, etc., for those special cases, we have seen counties assign them a separate "County Contractor" email address to provide limited VPN and control their access into CalSAWS. Most CBOs use only the BenefitsCal portal.

Q2. Is there a CIT for auditors and state partners?

A. Yes. Please see [CIT-0260-21](#)