

☒ CalSAWS M&E☒ CalWIN Migration

Distribution Date:	June 7, 2023
To:	PPOC.all, Consortium.RegionalManagers.All
CIT Name:	New How-to Videos Posted to BenefitsCal
From:	CalSAWS Project

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

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|--|---|
| <input checked="" type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Security |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> WtW | <input type="checkbox"/> Migration |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Conversion |
| <input checked="" type="checkbox"/> BenefitsCal | <input type="checkbox"/> Technical |
| <input type="checkbox"/> Customer Correspondence | <input checked="" type="checkbox"/> Training |
| <input type="checkbox"/> Other _____ | <input checked="" type="checkbox"/> Help Desk |

Description:	<p>Purpose The purpose of this CIT is to provide information on three (3) added YouTube videos on the BenefitsCal Help Center page.</p> <p>Background BenefitsCal Help Center has a variety of tools for customers, Community Based Organizations (CBOs), and county staff. The three (3) new How-to Videos provide easy to follow instructions on how to use the website and utilize features for the user's best experience.</p> <p>Additional Information This CIT is intended to share the new videos added to the BenefitsCal Help Center page. Below is a description of each of the videos.</p> <ul style="list-style-type: none"> ➤ Support Requests: Learn how to get support from your caseworker to manage your benefits. This includes how to request a new EBT or Medi-Cal card. ➤ Two-Way Messaging: Learn how to view your messages and notices. You'll also learn how to respond to actions and message your caseworker.
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- **Download Verification of Benefits:** Learn how to download proof of your monthly benefits. This proof is called a Verification of Benefits. It includes your programs and benefit amounts.

The following video name and corresponding YouTube link below have been posted to the BenefitsCal's Help Center.

Video Name	YouTube Link
BenefitsCal: How to request support from your caseworker	https://www.youtube.com/watch?v=DZYUFb_AjPc&t=8s
BenefitsCal: How to view your messages and notices	https://www.youtube.com/watch?v=zXm6Ww9hsQQ&t=2s
BenefitsCal: How to download your verification of Benefits	https://www.youtube.com/watch?v=9KXAQOxdRA8&t=24s

County Action

Counties are asked to review the above videos as a tool to support county staff and assist customers in utilizing key features in the Self-Service Portal.

Note:

If you have questions on this CIT, please reach out to the Primary Contact below and cc your Regional Managers.

Primary Project Contact:	Marsale Eramya EramyaM@CalSAWS.org
Backup Project Contact:	Carlos Zepeda ZepedaC@CalSAWS.org
Attachments:	N/A
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> OR You may also retrieve the CIT document and attachments by following these steps: <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.