☐ **CalSAWS M&E**　　☒ **CalWIN Migration**

Distribution Date:	June 27, 2023
To:	PPOC.48, Consortium.RegionalManagers.All, Committee.SelfServicePortal.All, PPOC.SanDiego, PPOC.SanMateo, PPOC.SantaCruz, PPOC.Solano, PPOC.Alameda, PPOC.Fresno, PPOC.Sonoma
CIT Name:	**BenefitsCal Features Training – Tier 1 Support Staff**
From:	CalSAWS Project

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

☐ General
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　　☐ WtW
　　☒ Other Program(s)_____
☒ BenefitsCal　　☐ MyBenefitsCalWIN
☐ Customer Correspondence
☐ Other_____

☐ Reports
　　☐ Fiscal
　　☐ Caseload Movement
　　☐ Management
☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☐ Migration
☐ Conversion
☐ Technical
☒ Training
☒ Help Desk

Description:	**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). **Background** The BC team previously executed trainings for TIER1 support staff: • Wave 1 (Placer and Yolo) in September 2022 • Wave 2 (Contra Costa, Santa Clara, and Tulare) in January 2023 • Wave 3 (Orange County, Santa Barbara, Ventura) March 2023 • Wave 4 (San Diego, San Mateo, Santa Cruz, Solano) in May 2023. There will be a similar training conducted for Wave 6. **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. This training is open for Wave 5 County staff and is **optional** for already converted counties.

	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. Interested participants from any of the converted counties are welcome to attend as a refresher training. The training will provide an overview of BenefitsCal features for Customer Service Center (CSC) and Helpdesk staff. Training objectives will: • 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… **<u>Training Sessions</u>:** • **1 – Alameda:** Tuesday, July18th, 2023 - 9:00AM – 11:00AM Zoom: ████████████████████████ • **2 – Fresno:** Thursday, July 20th, 2023 - 9:00AM – 11:00AM Zoom: ████████████████████████ • **1 – Sonoma:** Tuesday, July 25th, 2023 - 9:00AM – 11:00AM Zoom: ████████████████████████ **County Action** Counties interested in attending a training session/date listed above are encouraged to attend. **Note:** A recording of the session will be available for staff unable to attend.
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Attachments:	N/A

Web Portal Link:	████████ OR You may also retrieve the CIT document and attachments by following these steps: 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.