

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	July 19, 2023
To:	PPOC.48, Consortium.RegionalManagers.All, Committee.SelfServicePortal.All, Committee.Imaging.All, Committee.Correspondance.All, Committee.CalWORKS_CalFresh.All, Committee.MediCal_CMSP.All, Committee.MediCal.Correspondance.All, Committee.TaskManagement.All, PPOC.SanDiego, PPOC.San Mateo, PPOC.Santa Cruz, PPOC.Solano
CIT Name:	Customer Reporting and Document Uploads through the SSP Fact Sheet
From:	CalSAWS Project

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

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| <input type="checkbox"/> General
<input checked="" type="checkbox"/> Policy
<input checked="" type="checkbox"/> CW
<input checked="" type="checkbox"/> CF
<input checked="" type="checkbox"/> MC
<input checked="" 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 checked="" 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 checked="" 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 provide Counties with a new Customer Reporting and Document Uploads through the Self-Service Portal (SSP) Fact Sheet for Document Uploads through BenefitsCal, and to assist county staff with understanding how document uploads by the customer impact CalSAWS system functionality.</p> <p>This</p> <p>Background BenefitsCal.com is the online application and case management website where customers can create an account and manage their case to help reduce visits/calls to the county worker.</p> <p>Additional Information Understanding how Self-Service Portal (BenefitsCal) customers send information to the county may assist county users to access the information and react timely.</p> <p>The Fact Sheets can be found on the Web Portal under the following path:</p>
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	<div></div> <p>As counties identify additional requests, new Fact Sheets may be created and will be posted in the above location on the Web Portal.</p> <p>County Action</p> <p>Please share this Fact Sheet with county staff processing REs and Renewals.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Managers.</p>
Primary Project Contact:	Dymas Pena CalSAWS Business Analyst Policy & Design Team PenaD@CalSAWS.org
Backup Project Contact:	Rhiannon Chin CalSAWS Technical Analyst Technical & Operations Team ChinR@CalSAWS.org
Attachments:	Customer Reporting and Document Uploads through the SSP Fact Sheet.pdf
Web Portal Link:	<div></div> <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.