BenefitsCal

BenefitsCal is the new online portal for clients to apply for, view, and renew benefits for health coverage, food, and cash assistance.

On September 4th, 2023, many of the Alameda County Self Service Applications will change to a new website – BenefitsCal.com. The following applications will not be available at the time of migration:

- Lobby/Waiting Room Kiosks
- Customer Automated Response System (CARS)
- CalFresh in a SNAP (Apply for CalFresh Benefits only)
- eCF37, eSAR7
- MyBenefitsCalWIN (MyBCW)
- Virtual Kiosk (submit documents)

What actions can clients take in BenefitsCal?

On BenefitsCal.com, the client can submit an application online. They can also establish an account on BenefitsCal to review and manage their case (Quick Guide: Create an Account for New Users).

Once an account is established in BenefitsCal, the Client will be able to:

- Report changes (e.g., household composition, income)
- Renew benefits
- Request EBT Cards
- Request BIC Cards
- Upload documents

What a Worker will see in CalSAWS

Workers will receive **Tasks** from BenefitsCal on the **Worklist** page.
Some instances of when a task will be received include:

- Application submitted through BenefitsCal
- Mid Period, Periodic Report, or SAR7 are submitted through BenefitsCal
- Service request for an EBT or BIC card received through BenefitsCal
- Documents are uploaded to BenefitsCal (e.g., paystub, bank statement)

What a CBO will see in BenefitsCal

CBOs have a Dashboard on BenefitsCal and will be able to apply for benefits and submit documents for renewals on behalf of clients. CBOs will need to submit the eSAR7 or eCF37 using the document upload feature. CBOs can also view their organizational metrics and generate reports using their dashboard.

See a Quick Tour

See the new BenefitsCal in one minute: BenefitsCal Video Tour

Here are some materials to help!	
CalSAWS Materials	**BenefitsCal Materials**
- Job Aid (JA) CalWORKS/CalFresh Re-Evaluation and Periodic Reporting - CalSAWS Quick Guide – BenefitsCal EBT - JA EBT – Issue and Print EBT Cards - JA Requesting a Benefit Identification Card (BIC) Replacement - JA Task Management	- Overview of the new BenefitsCal system - How to create an account – Customer - How to link a case to your account - How to link a case - How to recover a lost password - How to apply - How to upload a document - CBO Dashboard