

- CalSAWS M&E       CalWIN Migration

<b>Distribution Date:</b>	April 22, 2024
<b>To:</b>	PPOC.all, Consortium.RegionalManagers.All, Committee.SelfServicePortal.All, Committee.Training.All
<b>CIT Name:</b>	<b>CA-276107 Update JA - Self-Service Portal (SSP) - Case Link Requests Due to CA-261398</b>
<b>From:</b>	CalSAWS Project

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

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|--|---|
| <input 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"/> MyBCW                   | <input checked="" type="checkbox"/> Training  |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Help Desk            |
| <input type="checkbox"/> Other _____             |   |

<b>Description:</b>	<p><b>Purpose</b> The purpose of this CIT is to provide CalSAWS counties with the Self-Service Portal (SSP) - Case Link Requests Job Aid, which covers new functionality being added in CalSAWS with Minor Release 24.04.25.</p> <p><b>Background</b> Over the past two months Case Link functionality has been disabled to secure Self-Service Portal (SSP) users from malicious users. The re-enablement of the account linking from the SSP will add a new step to verify the customer's identity.</p> <p>In preparation for the updated Case Linking functionality the Self-Service Portal (SSP) - Case Link Requests Job Aid has been updated with any additional steps a worker may need to assist their customer in linking their BenefitsCal Account to their information in CalSAWS.</p> <p><b>Additional Information</b> If a customer does not have an email address on CalSAWS, BenefitsCal will prompt the customer to contact their worker. Customers must have an e-mail address associated to their contact information in CalSAWS to self-verify their identity.</p>
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	<p>Once the worker has updated the customer's information on the Contact Detail page the customer must retry the case link process in the SSP.</p> <p><b>County Action</b> The Counties are encouraged to share the attached Job Aids with county staff.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact:	<p>Dymas Pena CalSAWS   Business Analyst Policy &amp; Design Team <a href="mailto:PenaD@CalSAWS.org">PenaD@CalSAWS.org</a></p>
Backup Project Contact:	<p>Laura Ould CalSAWS   Business Analyst Policy &amp; Design Team <a href="mailto:OuldL@CalSAWS.org">OuldL@CalSAWS.org</a></p>
Attachments:	<p>JA - Self-Service Portal (SSP) - Case Link Requests.docx</p>
Web Portal Link:	<p>██████████</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2024" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>

