


☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	May 20, 2024
To:	PPOC.all, Consortium.RegionalManagers.All, Committee.SelfServicePortal.All, Committee.Training.All
CIT Name:	CA-276107 Update JA - Self-Service Portal (SSP) - Case Link Requests
From:	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"/> Customer Correspondence | <input checked="" type="checkbox"/> Training |
| <input type="checkbox"/> Other _____ | <input checked="" type="checkbox"/> Help Desk |

Description:	<p>Purpose</p> <p>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 24.05.30.</p> <p>Background</p> <p>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 adds new steps 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>Additional Information</p> <p>If a customer does not have an email address or phone number on CalSAWS, BenefitsCal will prompt the customer to contact their worker. Customers must have an e-mail address, or an acceptable phone number associated to their contact information in CalSAWS to self-verify their identity. Any of the following</p>
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	<p>Phone Types are acceptable to self-identify through text verification: Cell, Main, Message, Home or Work.</p> <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>County Action</p> <p>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 & Design Team PenaD@CalSAWS.org</p>
Backup Project Contact:	<p>Laura Ould CalSAWS Business Analyst Policy & Design Team OuldL@CalSAWS.org</p>
Attachments:	<p>CIT 0078-24 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"> 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 "2024" folder. 4. Click on the appropriate CIT # folder.