


Distribution Date:	August 30, 2024
To:	PPOC.All, Consortium.RegionalManagers.All; Consortium.SectionDirectors
CIT Name:	CalSAWS Quick Guides – Skipped Issuances, Non-Needy Caretaker Relative, ICT Recovery Accounts, Duplicate Persons
From:	CalSAWS Project

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

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Description:	<p>Purpose</p> <p>The purpose of this CIT is to inform Counties of the availability of three new Quick Guides (Skipped Issuances, Non-Needy Caretaker Relative, and ICT External Recovery Accounts) and that updates have been made to the Duplicate Persons Quick Guide. These Quick Guides are now available in the Learning Management System (LMS).</p> <p>Background</p> <p>The CalSAWS Quick Guides were created to provide users additional training resources to assist them in performing functions in CalSAWS. They include step-by-step instructions as well as screenshots to enhance the learning experience.</p> <p>Additional Information</p> <p>The Skipped Issuances Quick Guide defines a Skipped Issuance and instructs users how to use the Skipped Issuance Report as a tool to identify cases where benefits were not issued and assist in case management.</p> <p>The Non-Needy Relative Quick Guide instructs users on how to set up a program for a Non-Needy Caretaker Relative (NNCR) on behalf of a related, potentially eligible Child. It outlines the process to establish a new case for a program with an NNCR and also the process to associate a Child to an NNCR's Existing Case.</p>
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	<p>The ICT External Recovery Accounts Quick Guide instructs users on how to create external recovery accounts in CalSAWS when an ICT is received from another County that includes an open claim that needs to be collected on.</p> <p>The Duplicate Persons Quick Guide has been updated to include new screenshots identifying the Duplicate Person records in all upper-case letters. This helps to further clarify the impact that name alterations on person records can have on interfaces such as MEDS or Child Support. This Quick Guide assists users in identifying and correcting duplicate person records in CalSAWS. If not corrected, duplicate person records can impact eligibility benefit determinations. The Quick Guide provides answers to frequently asked questions and includes scenarios users may come across.</p> <p>County Action</p> <p>Please distribute this CIT and the CalSAWS Quick Guides – Skipped Issuances, Non-Needy Caretaker Relative, ICT Recovery Accounts, and Duplicate Persons, to any county staff who perform these functions. The Quick Guides can be found in the LMS. LMS access is available and encouraged for all users. Users needing access to the LMS should follow their county process to submit a Single or Bulk User LMS Access Request in ServiceNow.</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: (Name and email address)	<p>Ashley Arnold Consortium Training and DEI Manager (916) 862-1769 ArnoldA@CalSAWS.org</p>
Backup Project Contact: (Name and email address)	<p>Elizabeth Palm Consortium Trainer (323) 401-2082 PalmE@CalSAWS.org</p>
Attachments:	<p>CalSAWS Quick Guides - Skipped Issuances, Non-Needy Caretaker Relative, ICT Recovery Accounts, Duplicate Persons</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.