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| Distribution Date: | September 27, 2024 |
| To: | PPOC.All, Consortium.RegionalManagers.All; Consortium.SectionDirectors |
| CIT Name: | CalSAWS Quick Guides – ICT Processing, Fiscal CalSAWS Navigation, Disaster CalFresh Existing Household, Disaster CalFresh New Household, Cal-Learn Non-Compliance, WINS |
| From: | CalSAWS Project |

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

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| <input checked="" 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 type="checkbox"/> BenefitsCal | <input type="checkbox"/> Technical |
| <input type="checkbox"/> Customer Correspondence | <input checked="" type="checkbox"/> Training |
| <input type="checkbox"/> OCAT | <input checked="" type="checkbox"/> Help Desk |
| <input type="checkbox"/> Other _____ | |

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| Description: | <p>Purpose The purpose of this CIT is to inform Counties of the availability of four new Quick Guides and that updates have been made to two Quick Guides. These Quick Guides are now available in the Learning Management System (LMS).</p> <p>Background 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 The Inter County Transfer (ICT) Processing Quick Guide instructs users on how to electronically transfer a case from one county to another, including sending an ICT, linking an incoming ICT, processing an ICT, requesting an ICT, responding to a request for an ICT, and viewing ICT images. It also provides instructional information on Transitional CalFresh (TCF) benefits and ICTs.</p> <p>The Fiscal CalSAWS Navigation Quick Guide instructs users on how to navigate some of the most accessed pages in CalSAWS to perform fiscal related functions. Topics include Journals, Case Flags, Issuance Method, EBT Account Information, EBT Card Maintenance, EDBC Results, Issuances, Fiscal History Search, and Payment Requests.</p> |
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| | <p>The Disaster CalFresh Existing Household Quick Guide instructs users on how to process Supplemental Disaster CalFresh.</p> <p>The Disaster CalFresh New Household Quick Guide instructs users on how to add Disaster CalFresh when a CF 385 Disaster CalFresh application is received.</p> <p>The Cal-Learn Non-Compliance Quick Guide has been updated to remove C-IV references.</p> <p>The WINS Quick Guide has been updated to instruct users how to add WINS Work Hours for In Home Supportive Services (IHSS) income without the need for a workaround. It includes information regarding the Work Hours Type drop list and Work Hours field available in the Income Amount Detail page for the income Category of IHSS and income Types of Wages - Caregiver For Spouse/Minor and Caregiver Wages - Other.</p> <p>County Action</p> <p>Please distribute this CIT and the CalSAWS Quick Guides 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 CalSAWS 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: | <p>Ashley Arnold Consortium Training and DEI Manager (916) 862-1769 ArnoldA@CalSAWS.org</p> |
| Backup Project Contact: | <p>Jayna Longstreet Consortium Trainer LongstreetJ@CalSAWS.org</p> |
| Attachments: | <p>CalSAWS Quick Guides – Inter County Transfer (ICT) Processing, Fiscal CalSAWS Navigation, Disaster CalFresh Existing Household, Disaster CalFresh New Household, Cal-Learn Non-Compliance, WINS</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. |