

Distribution Date	October 16, 2024
To	PPOC.All, Consortium.RegionalManagers.All;
CC	Consortium.SectionDirectors;
CIT Name	Update to BenefitsCal Customizable Trifold Brochure

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

- ☒ General

☐ Policy

☐ CW

☐ CF

☐ MC

☐ CMSP

☐ FC/KG/AAP

☐ Child Care

☐ WtW

☐ Other Program(s)_____
- ☒ BenefitsCal
- ☐ Customer Correspondence
- ☐ OCAT
- ☐ Other_____

☐ Reports

☐ Fiscal

☐ Caseload Movement

☐ Management

☐ Batch and Interfaces

☐ Fiscal

☐ GA/GR

☐ Help Desk

☐ Imaging

☐ Security

☐ Task Management

☐ Technical

☒ Training

Description	<div><div>Purpose</div><div>The purpose of this CIT is to inform the counties of updates to the BenefitsCal customizable trifold brochure available on the Web Portal.</div><div>Background</div><div>CIT 0329-23 <i>BenefitsCal Communications and Marketing Materials</i> introduced the Awareness Toolkit 2023 which included promotional posters, customizable letters for customers, promo cards, animated videos, and the BenefitsCal customizable trifold brochure.</div><div>Updates have been made to the trifold brochure and the templates are available on the Web Portal in all 20 threshold languages.</div></div>
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Additional Information

The following updates have been made to the BenefitsCal trifold brochure:

- 1) Current steps have been added for:
 - Account Creation
 - Log In using Two-Step Verification
 - Linking a Case
 - Uploading Documents
 - Renewing Benefits
- 2) Responses to the following Frequently Asked Questions (FAQs):
 - *How do I reset my BenefitsCal password if I've forgotten it?*
 - *How can I check which programs might be right for me?*
 - *How do I report changes through BenefitsCal?*
 - *How can I get more help using the BenefitsCal website?*
- 3) Translation changes to a step in the document upload process for the Russian language:



English	Russian
Select the case/application number	Выберите номер дела/заявки

- 4) The county's Customer Service Center and ADA office hours now display the days of the week in the brochure's respective language. Previously, the hours of operation were only provided in English for all versions.


For example, the updated Spanish BenefitsCal trifold includes the days of the week as follows:

English	Spanish
Monday – Friday	Lunes a viernes
Saturday	Sábado
Sunday	Domingo
M - F	Lun. a vie

The updated BenefitsCal trifold brochure can be accessed on the Web Portal:

- , or
- directly via the following link: 

Note: All marketing material folders are listed by language.

	County Action The BenefitsCal Awareness Toolkit 2023 is available for the promotion of BenefitsCal and to educate and encourage customers to use BenefitsCal to apply for and manage benefits. If you have questions on this CIT, please reach out to the Primary Contact below and cc your Regional Managers.
Primary Project Contact	Marsale Eramya EramyaM@CalSAWS.org
Backup Project Contact	Carrie White WhiteC@CalSAWS.org
Attachments	N/A
Web Portal Link	 OR You may also retrieve the CIT document and attachments by following these steps: <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.