CalSAWS | Information Transmittal (CIT) 0063-25

Distribution Date	May 21, 2025
To	PPOC.All; Committee.Training
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	**CalSAWS Quick Guide – Duplicate Persons**

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	**Purpose**
	The purpose of this CIT is to inform Counties of updates to the Duplicate Persons Quick Guide. This Quick Guide is now available in the Learning Management System (LMS).
	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.
	Additional Information
	The **Duplicate Persons** Quick Guide provides users with information on current System functionality to identify and correct duplicate persons records. The updates to this quick guide include:

- Correcting Duplicate records when they are active on a program
- Correcting Duplicate records that are active MAGI Medi-Cal
- Reviewing cash aid time on aid months when there is a Duplicate record
- Updating recovery accounts for Duplicate records

- An overview of the County Duplicate Impact pages

County Actions

Please distribute this CIT and the CalSAWS Quick Guide to any County staff who perform these functions. The Quick Guide can be found in the LMS.

Access to the LMS is available to all users and is encouraged. A request for access can be submitted as a Single or Bulk LMS Access Request through CalSAWS ServiceNow. Users needing access to the LMS must follow their County's process.

If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.

Primary Project Contact	Corey Morris Policy Design Lead (916) 282-3711 MorrisC@CalACES.org
Backup Project Contact	Elizabeth Palm Trainer (323) 401-2082 PalmE@CalSAWS.org
Attachments	CIT 0063-25 CalSAWS Quick Guide - Duplicate Persons.pdf
Web Portal Link	▇▇▇▇▇▇▇▇ OR You may also retrieve the CIT document and attachments by following these steps: 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 "2025" folder. 4. Click on the appropriate CIT # folder.