

Distribution Date	September 9, 2025
To	PPOC.All; Committee.Correspondence.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	<b>SCR CA-292595 Online Help: Create Job Aid for Returned Mail</b>

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WTW<br><input type="checkbox"/> Other Program(s) _____<br><input type="checkbox"/> BenefitsCal<br><input checked="" type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> OCAT<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> GA/GR<br><input type="checkbox"/> Help Desk<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Security<br><input type="checkbox"/> Task Management<br><input type="checkbox"/> Technical<br><input checked="" type="checkbox"/> Training |
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## Description

### Purpose

The purpose of this CIT is to inform Counties of a new Job Aid Return Mail Process – Admin which provides information on the return mail process in the System. This job aid will be available in CalSAWS and the Learning Management System (LMS) with the release of 25.11.


### Background

SCR CA-292595 Online Help: Create Job Aid for Returned Mail was not previously available in Online Help or the LMS to inform Counties of the returned mail process.

### Additional Information

Counties should utilize this new Job Aid in understanding the process for return mail. In addition, the Job Aid provides the Coding Accuracy Support System (CASS) and National Change of Address (NCOA) codes to assist Counties in determining the reason for the returned mail.

### County Actions

	<p>Please distribute this CIT and the Job Aid to any County staff who perform these functions.</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>Corey Morris Policy Design Lead (916) 282-3711 <a href="mailto:MorrisC@CalSAWS.org">MorrisC@CalSAWS.org</a></p>
Backup Project Contact	<p>Sami Varney Trainer (916) 883-2927 <a href="mailto:VarneyS@CalSAWS.org">VarneyS@CalSAWS.org</a></p>
Attachments	<p>CIT 0112-25 JA Return Mail Process - Admin.pdf</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"><li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li><li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li><li>3. Click on the "2025" folder.</li><li>4. Click on the appropriate CIT # folder.</li></ol>