



PLENARY SESSION 3
REMIXING THE CUSTOMER TO
COUNTY EXPERIENCE:
TRUV IN BENEFITSCAL



PLENARY SESSION 3: PRESENTER ENSEMBLE

BC BEAT BAND

WITH SPECIAL GUESTS TRIO MELODY



FREDERICK GAINS

CalSAWS BenefitsCal Director

Band Leader/Piano



MUFADDAL TINMAKER

CalSAWS BenefitsCal Test Manager

Lead Singer (Trio Melody)



FEAT: JENNIFER TRACY

California Association of Food Banks

Saxophone (Trio Melody)



FEAT: TOMMY JAYNE

Truv, Vice President, Government Solutions

Drums (Trio Melody)



Opening

CalFresh Error Rate – Moving to the Beat

Introducing Truv - The Instrument of Income Verification

Customers and Workers Dance to the Truv Beat

Demonstration

Panel Discussion

Q & A

Key Takeaways and Next Steps



CALFRESH ERROR RATE MOVING TO THE BEAT

CALFRESH ERROR RATE

Moving to the Beat!



The State of California is facing a large penalty based on its CalFresh Error Rate

Income-Related Errors

- ♪ Non tradition income sources (gig, rental income)
- ♪ Self-employment
- ♪ Multiple incomes within a household

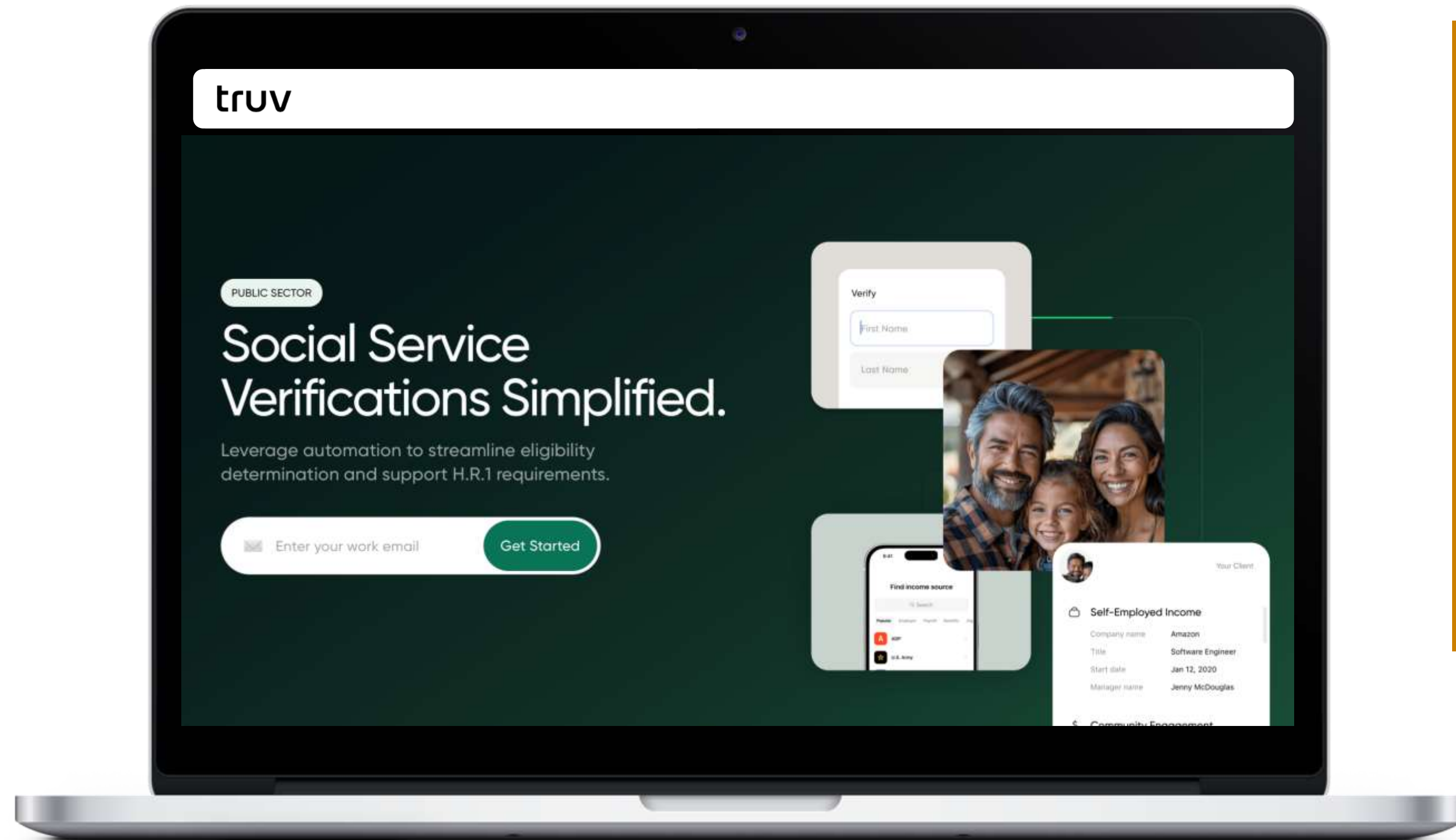




INTRODUCING TRUV
THE INSTRUMENT OF INCOME VERIFICATION

INTRODUCING TRUV – THE INSTRUMENT OF INCOME VERIFICATION

Secured Income Verification



Truv is a consumer-permissioned data platform that allows organizations to securely verify income, employment, assets and insurance in real time.

CalSAWS and BenefitsCal are partnering with CDSS and Truv to provide customers the tool to provide wages from employers and bank accounts directly from their organization to the counties.





CUSTOMERS AND WORKERS DANCE TO
THE TRUV BEAT

CUSTOMERS AND WORKERS DANCE TO THE TRUV BEAT

Customers

- 01 Customer starts an application for services in BenefitsCal.
- 02 The customer has earnings and is requested to add their income.
- 03 The customer selects to use Truv to provide the income directly from their employer and/or bank account.
- 04 The customer reviews the income.
- 05 The customer completes the application flow and submits to CalSAWS





CUSTOMERS AND WORKERS DANCE TO THE TRUV BEAT

Workers

01

Once the application is submitted the income amounts are submitted to CalSAWS and viewable on the e-Application page

02

Pay stubs and bank statement extracts are received.

03

County process is followed to verify amounts and update income pages.

04

Once all data collection pages have been completed and verified...

05

The case is ready for approval!

CUSTOMERS AND
WORKERS DANCE TO THE
TRUV BEAT
DEMO



Truvv End-To-End Review



BenefitsCal

PANEL DISCUSSION



SPECIAL GUESTS: TRIO MELODY



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Saxophone (Trio Member)



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CalSAWS BenefitsCal Test Manager
Lead Singer (Trio Member)

WE'D LOVE TO JAM WITH YOU!



ANY QUESTIONS ON TRUV IN
BENEFITSCAL AND CALSAWS?



KEY TAKEAWAYS

Collaboration, Adoption, and Looking Forward

01

Collaboration

- ♪ CalSAWS, BenefitsCal and CDSS
- ♪ County Staff and CWDA
- ♪ Customers and Community Based Organizations (CBOs)

02

Adoption

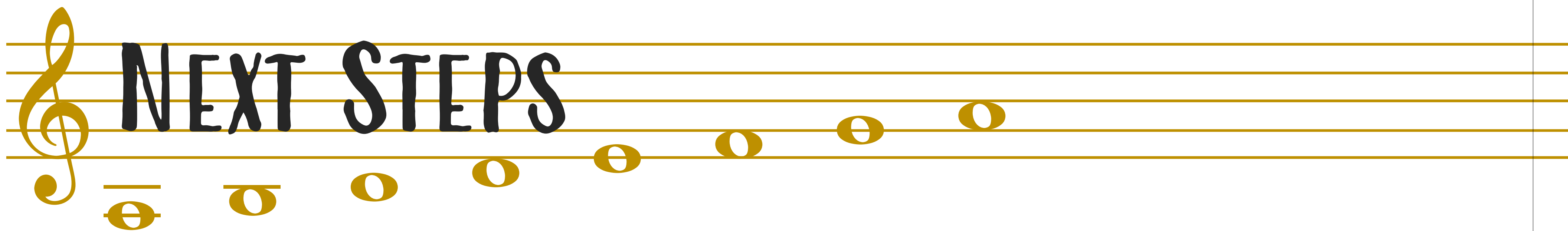
- ♪ Encourage County Staff
- ♪ Assist Customers
- ♪ Create a dialogue with CBOs

03

Looking Forward

- ♪ SAR Reporting
- ♪ Annual Reporting
- ♪ Mid-Period





NEXT STEPS

- ♪ Phase 1 goes live with the 26.07 baseline release
- ♪ Phase 2 and 3 coming early 2027
- ♪ Be on the lookout for:
 - Quick Guides
 - YouTube Videos
 - WebCasts and
 - Job Aid updates



**THANK YOU FOR
ATTENDING!**

THANK YOU



END OF DAY 1
CLOSING REMARKS AND
REMINDERS

END OF DAY 1

Reminders

- ♪ Breakfast starts at 7:30 AM
- ♪ JPA Board Meeting starts at 8:30 AM
- ♪ Directors, pick up Voting Cards at registration in the morning





DAY 2

7:30 – 8:30 – Registration and Breakfast

8:30 – 9:20 – JPA Board Meeting

9:30 – 9:45 – PSC Meeting

Break

10:00 – 10:45 – Breakout 7 – Harmonizing Medi-Cal HR 1: Policy, Systems, and County Practices

10:00 – 10:45 – Breakout 8 – Tightening the Tempo: Practical Strategies for Error Rate Reduction

Break

11:00 – 11:45 – Plenary 3 - 58 Arrangements, One Song: Transforming Lives

11:45 – 12:00 – Conference Close

Directors: Pick up Voting Cards at Registration in the Morning



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SEE YOU TOMORROW!