


Distribution Date	May 28, 2026
To	PPOC.All; Committee.Training
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	<b>CalSAWS Quick Guide - Child Support Referral</b>

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

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

Description	<p><b>Purpose</b> The purpose of this CIT is to inform Counties of a new <b>Child Support Referral</b> Quick Guide (QG). This Quick Guide is now available in the Learning Management System (LMS).</p> <p><b>Background</b> 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><b>Additional Information</b> The <b>Child Support Referral</b> Quick Guide provides users with information about the interface between CalSAWS and the California Child Support Automation System (CCSAS). It also provides steps for completing the Support Questionnaire page to trigger the Child Support Referral.</p> <p>The following topics are included:</p> <ul style="list-style-type: none"> <li>■ Child Support Interface</li> <li>■ Completing the Support Questionnaire</li> <li>■ Penalty and Sanctions</li> </ul>
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	<ul style="list-style-type: none"> <li>■ Running EDBC</li> <li>■ Deceased Parent</li> <li>■ Automated Actions</li> </ul> <p><b>County Actions</b></p> <p>Please distribute this CIT and the CalSAWS Quick Guide to any County staff who perform these functions. The Quick Guide can also be found in the LMS.</p> <p>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.</p> <p>If you have questions on this CIT, please reach out to the Primary and Backup Project Contacts and cc your Regional Managers.</p>
<p>Primary Project Contact</p>	<p>Elizabeth Palm                  Training/Implementation Coordinator                  (916) 800-8363  <a href="mailto:PalmE@CalSAWS.org">PalmE@CalSAWS.org</a></p>
<p>Backup Project Contact</p>	<p>Juan Avila                  Lead Business Analyst                  (916) 800-8344  <a href="mailto:AvilaJJ@CalSAWS.org">AvilaJJ@CalSAWS.org</a></p>
<p>Attachments</p>	<p>CIT 0095-26 CalSAWS Quick Guide - Child Support Referrals.pdf</p>
<p>Communication Portal Link</p>	<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. Hover over the Communications &amp; Resources tab at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2026" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>