

Distribution Date	June 30, 2026
To	PPOC.ALL
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	CalSAWS - Truv - New Source for Income Information

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

- | | |
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| ☒ General
☐ Policy
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☒ 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 provide the Counties with information regarding the upcoming implementation of Truv, a new source of applicant income information. Truv will be released in three (3) phases, beginning with Phase I as part of the CalSAWS 26.07 Release.

This CIT provides an overview of the phased Truv implementation approach. Additional information and materials will be distributed through the CalSAWS Broadcast process or via CIT, as appropriate.

Background

Truv is a new tool that customers can use to provide their income information. Information provided through Truv will be available in CalSAWS for County staff to access.

Truv will serve as an additional way for customers to provide income information, with the goal of improving the customer experience and data accuracy during the eligibility process.

Additional Information

Truv will be released in three phases beginning July 2026 through Spring 2027:

- CA-297470/CSPM-81960: Phase 1 enhancements are tentatively scheduled for the 26.07 Release and will allow customers to provide income information through Truv when they apply for benefits via the Self-Service Portal (BenefitsCal.com).
- CA-298517*/CSPM-84404: Phase 2 enhancements are tentatively scheduled for the 27.01 Release and will allow applicants to provide income information through Truv during the Intake process.
- CA-299026/CSPM-84656: Phase 3 enhancements are tentatively scheduled for the 27.05 Release and will allow recipients to provide income information using Truv during Renewal, Recertification and Semi-Annual Reporting periods.

*Note: Phase 2 will be delivered in the 26.11 Release but will not be visible to County staff until the 27.01 Release.

Throughout the Truv implementation, information about what is changing and resources to help County staff understand and prepare for upcoming releases will be distributed to the Counties a month before each release. Potential materials include, but are not limited to:

- One-Pagers detailing upcoming changes and available training resources with tentative distribution dates
- Brief Truv updates and reminders included in quarterly H.R. 1 Bulletins and Release Newsletters ahead of releases that include Truv enhancements

Training resources will also be made available through all deployment phases as appropriate to help County staff navigate Truv enhancements in CalSAWS and understand what customers will see on BenefitsCal.com:

- Job Aids
- Web-Based Training (WBT) updates
- Quick Guides (County facing and public facing)
- A How-To video to help customers use Truv

The CalSAWS Project is also working on enhancements to bring income information provided by The Work Number into CalSAWS. These enhancements are separate from those in development for Truv and are scheduled to begin later this year. County staff will receive information about these enhancements in future communications.

County Actions

1. Please distribute this CIT to County staff as appropriate.
2. Questions about the information in this CIT may be directed to the Primary or Backup Project Contact, with a CC to your Regional Manager(s).

Primary Project Contact

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Backup Project Contact	CalSAWS: Araceli Gallardo GallardoA@CalSAWS.org BenefitsCal: Marsale Eramya EramyaM@CalSAWS.org
Attachments	
Communication Portal Link	 OR You may also retrieve the CIT document and attachments by following these steps: 1. Hover over the Communications & Resources tab at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2026" folder. 4. Click on the appropriate CIT # folder.