

Distribution Date	July 13, 2026
To	PPOC.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors; Committee.CalWORKs_CalFresh.All; Committee.MediCal_CMSP.All; Committee.GA.All; Committee.SelfServicePortal.All
CIT Name	CA-297470 Truv income Verification Phase 1 Job Aid

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

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|--|---|
| ☒ General | ☐ Reports |
| ☒ Policy | ☐ Fiscal |
| ☒ CW | ☐ Caseload Movement |
| ☒ CF | ☐ Management |
| ☒ MC | ☐ Batch and Interfaces |
| ☒ CMSP | ☐ Fiscal |
| ☐ FC/KG/AAP | ☐ GA/GR |
| ☐ Child Care | ☐ Help Desk |
| ☐ WtW | ☐ Imaging |
| ☒ Other Program(s) ____GA/GR____ | ☐ Security |
| ☒ BenefitsCal | ☐ Task Management |
| ☐ Customer Correspondence | ☐ Technical |
| ☐ OCAT | ☐ Training |
| ☐ Other_____ | |

Description

Purpose

The purpose of this CIT is to provide the Counties with the updated Self-Service Portal – E-Applications Job Aid and the new BenefitsCal Truv Income Quick Guide related to changes implemented in CalSAWS and BenefitsCal as part of CA-297470 Workload Management Redesign Phase 1 / CSPM-81960 Truv Phase 1 (Release 26.07).

Background

Truv is a new tool that customers can use to provide their income information. Truv Information provided through the BenefitsCal e-Application flow 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 customer experience and data accuracy during the eligibility process.

Additional Information

The following Job Aid is included as part of this CIT:

	• Self-Service Portal – e-Applications The final version of this Job Aid will be added to Production in the CalSAWS 26.09 release. A BenefitsCal Quick Guide for Self-Service Portal customers has been created; county staff is able to access the CalSAWS BenefitsCal Quick Guide – Truv through the CalSAWS Learning Management System (LMS). County Actions 1. Counties are encouraged to share the attached Job Aid with county staff. 2. Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.
Primary Project Contact	Dymas Pena PenaD@CalSAWS.org
Backup Project Contact	Sunitha Sampathkumar SampathkumarSu@calaces.org
Attachments	CIT 0117-26 JA Self-Service Portal (SSP) - e-Applications.docx
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.