

Distribution Date	July 14, 2026
To	PPOC.ALL; Committee.Training.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;BenefitsCal.Advocate.CoLeads
CIT Name	CalSAWS BenefitsCal Quick Guide – Truv

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

- | | |
|---|---|
| ☒ General
☐ Policy
☒ CW
☒ CF
☒ MC
☒ CMSP
☒ FC/KG/AAP
☒ 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 County Information Transmittal (CIT) is to inform Counties of the availability of the **BenefitsCal Quick Guide: Truv**, which is available on the BenefitsCal section of CalSAWS.org.

Background

Truv is a secure income and employment verification service available through BenefitsCal during the Apply for Benefits process. Customers may choose to electronically retrieve income and employment information from participating employers and financial institutions or continue entering income information manually.

CalSAWS Quick Guides are developed to provide supplemental training and reference materials for County staff, community partners, and the public. These guides include step-by-step instructions and screenshots to support understanding of system functionality and business processes.

Additional Information

The BenefitsCal Quick Guide: Truv provides information and step-by-step instructions for using the optional Truv income and employment verification service during the BenefitsCal application process. The guide includes screenshots and examples to help users understand and navigate the Truv experience within BenefitsCal.

Topics covered in the guide include:

- Overview of Truv and how it works with BenefitsCal
- Benefits of using Truv during the application process
- Connecting to an employer or financial institution
- Signing in and securely sharing income and employment information
- Reviewing imported income information in BenefitsCal
- Reporting issues or making corrections before continuing the application
- Completing the income verification process and returning to BenefitsCal

The Quick Guide is available on the BenefitsCal section of the CalSAWS website and may be used as a reference resource by County staff, community partners, and the public: <https://www.calsaws.org/benefitscal/>

County Actions

1. 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 Learning Management System (LMS).
2. 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 LMS must follow their county's process.
3. If you have questions on this CIT, please reach out to the Primary and Backup Project Contacts, and CC your Regional Manager(s).

Primary Project
Contact

Marsale Eramya
EramyaM@CalSAWS.org

Backup Project
Contact

Carrie White
WhiteC@CalSAWS.org

Attachments

CIT 0118-26 CalSAWS BenefitsCal Quick Guide – Truv .pdf

Communication
Portal Link

[Redacted 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.