

Distribution Date	August 5, 2026
To	PPOC.ALL; Committee.Training.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors; BenefitsCal.Advocate.CoLeads
CIT Name	New BenefitsCal YouTube Video – How to Report Your Income with Truv

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) _____ | ☐ Security |
| ☒ BenefitsCal | ☐ Task Management |
| ☐ Customer Correspondence | ☐ Technical |
| ☐ OCAT | ☒ Training |
| ☐ Other _____ | |

Description

Purpose

The purpose of this County Information Transmittal (CIT) is to inform Counties of the availability of the BenefitsCal YouTube video, **How to Report Your Income with Truv**, which is available on the BenefitsCal YouTube channel and the BenefitsCal Help Center, under the How-to Videos section.

Background

Truv is an optional 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.

To support customers using this feature, the BenefitsCal team has published a customer-facing YouTube video, **How to Report Your Income with Truv**. The video provides a step-by-step walkthrough of the Truv experience within BenefitsCal and may be used by County staff, community partners, and the public as a supplemental resource.

	Additional Information The How to Report Your Income with Truv YouTube video provides an overview of the optional Truv income and employment verification process during the BenefitsCal application. The video includes a demonstration of the customer experience and highlights key steps, including: • Overview of Truv and how it works with BenefitsCal • 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 video is available on the BenefitsCal YouTube channel and through the BenefitsCal Help Center: ✓ YouTube: https://www.youtube.com/watch?v=Kb5yAMFAFFE ✓ BenefitsCal Help Center: How-To Videos County Actions 1. No action is required. This CIT is provided for informational purposes only. 2. Counties are encouraged to share this resource with County staff and customers who may benefit from additional guidance on using Truv during the BenefitsCal application process. 3. If you have questions regarding 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	N/A
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.