



FACT SHEET

September 2021



What is BenefitsCal?

BenefitsCal is a new, self-service website for *all* Californians—regardless of where they live—to apply for and manage benefits like CalFresh and Disaster CalFresh (food assistance), CalWORKS and Cash Assistance Program for Immigrants (cash aid), Medi-Cal and County Medical Services Program (health care).

BenefitsCal is scheduled to be rolled out to all 58 counties in three phases from September 2021 through October 2023. It will ultimately replace three existing systems—C4Yourself[®], YourBenefitsNow! and MyBenefits CalWIN—with a single system for the entire state.

In late November, Californians will be able to use BenefitsCal to apply for General Assistance and General Relief. Customers will no longer have to visit multiple places to request and maintain services.

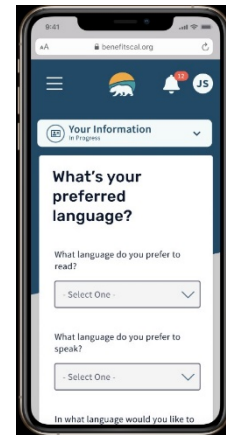
BenefitsCal is a user-friendly, secure website that collects information from customers and community-based organizations on behalf of CalSAWS, the system that supports county workers with eligibility determinations and program administration.

BenefitsCal *was specifically designed to meet the needs of public users*. Developers collected more than 33,000 data points from California residents, caseworkers, advocates and other stakeholders in the design and testing processes. These users provided valuable information, through interviews, focus groups, surveys and system testing, to help assure a positive user experience.

KEY IMPROVEMENTS

- **More Convenience** – BenefitsCal offers a “mobile first” website for *all* Californians to apply for, track and manage a wide range of critical benefits and services anytime they want, 24/7.
- **Enhanced Service** – Caseworkers and community-based organizations will be able to send and receive information in near real-time. Californians will have new self-service options to report changes, submit verifications, update household information and schedule appointments. The website also sends notifications through text or email to remind people to take action.

- **Greater Accessibility** – BenefitsCal will ultimately be available in 19 different languages: Arabic, Armenian, Chinese, English, Farsi, Hmong, Japanese, Khmer, Korean, Lao, Mien, Portuguese, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian and Vietnamese. *Arabic, Farsi, Japanese, Mien, Punjabi, Thai and Ukrainian are expected to be available in mid- 2022.*



- **Enhanced Privacy Controls and Security Features** – Users have the option to add enhanced security protections through multi-factor authentication and self-service password resets. BenefitsCal also controls access to sensitive customer information based on their user profile. This privacy safeguard was confirmed by an independent, third-party that conducted security testing.

NEW TOOLS FOR USERS

- **FAQs:** A new Frequently Asked Questions section on BenefitsCal.com provides answers to users' common questions.
- **How-To Videos:** A BenefitsCal YouTube channel provides easy-to-follow instructions on how to use the new website.
- **Click-to-Call and Chat Features:** More online chat and call center services are available to support Californians using the new website.

How will this impact Californians?

Californians already receiving benefits and using one of the legacy portals will have their accounts automatically transferred to the new system when the county in which they reside begins using BenefitsCal.

They will then be able to go online at BenefitsCal.com to access their accounts, view their Electronic Benefit Transfer (EBT) balance, message a caseworker, upload documents, update their household information and schedule appointments.

New applicants will be able to use the BenefitsCal website to check the status of their benefit applications and upload documents to verify their eligibility.

Community-based organizations and assisters will be able to help their customers screen, identify and request services for which they may be eligible—even if they move to a new county or are displaced because of an unexpected event, such as a wildfire or natural disaster.

Why is this change necessary?

For decades, Californians have had to navigate several different agencies and resources to get the benefits and services for which they are eligible. This complex and frustrating process created unnecessary obstacles for many families in need.

BenefitsCal provides a single, statewide system so families can apply for and access benefits at their convenience, without having to visit an office or wait on the phone for someone to help them. This is especially important for those who move frequently, who move from one county to another, or who are temporarily unhoused.

Advocates and non-profit agencies that serve Californians in need will gain time and efficiency by using a single, consistent system for all of their customers.

A single system will also make it easier for the state to quickly and consistently enact legislative and policy changes that strengthen, enhance or expand these programs, which serve millions of Californians.

Finally, BenefitsCal will provide California lawmakers with more accurate information and timely data so they can make well-informed policy and budget decisions in the years ahead.

How was the new system designed?

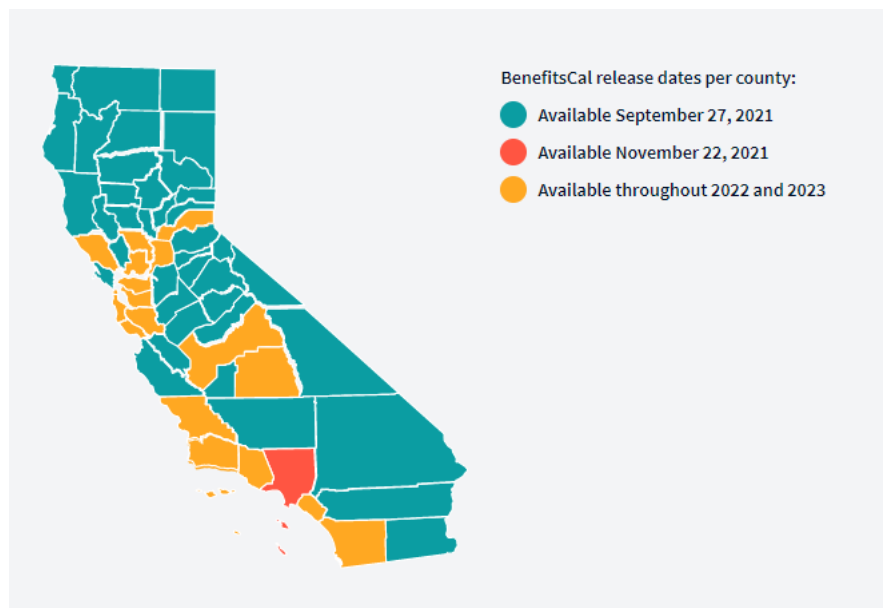
The BenefitsCal team prioritized “human-centered design” throughout this project. Team members used research, data, interviews, focus groups and surveys to understand the needs, preferences and priorities of the system’s many different users.

Throughout the development process, the BenefitsCal team held regular check-ins with stakeholders to address their concerns and make improvements to make the website easy to use by people of various backgrounds and reading levels.

When will the new system launch?

The new BenefitsCal website rolls out in three phases:

- September 27, 2021 – The 39 counties using the C4Yourself® system launches **BenefisCal**: Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, Madera, Marin, Mariposa, Mendocino, Merced, Modoc, Mono, Monterey, Napa, Nevada, Plumas, Riverside, San Benito, San Bernardino, San Joaquin, Shasta, Sierra, Siskiyou, Stanislaus, Sutter, Tehama, Trinity, Tuolumne and Yuba.
- November 22, 2021 – Los Angeles County begins using BenefitsCal instead of **YourBenefitsNow!**
- Throughout 2022 and 2023 – BenefitsCal launches in the remaining 18 counties using **MyBenefits CalWIN**: Alameda, Contra Costa, Fresno, Orange, Placer, Sacramento, San Diego, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Tulare, Ventura and Yolo



Who is behind this project?

BenefitsCal is a joint project of the California Automated Welfare System (CalSAWS) Consortium, the California Department of Health Care Services (DHCS), the California Department of Social Services (CDSS), the California Office of Systems Integration (OSI), all 58 counties, and many community agencies and advocates.

The *BenefitsCal portal* was developed in collaboration with Deloitte. The *CalSAWS system*, which handles eligibility determinations, benefit calculations, imaging, notices and case management, was developed by Accenture and is operated by Accenture in collaboration with the CalSAWS Consortium. Accenture also maintains the Contact Center and IVR systems. PCG is the Independent Verification and Validation (IV&V) vendor on the CalSAWS project.



Together, we benefit.
