

<b>C4Yourself Part 1</b>	
Introduction	00:00
Jason Horton Introduction	02:43
Creating an account	03:13
Overview of Your Portal: Application tab	06:00
A new application	06:53
Start Application	07:26
People	10:16
Job	11:55
Income	12:41
Send Application	12:50
Send Application: Application ID	13:05
Send Application: Final Steps	14:45
Send Application: Electronic Signatures	16:40
Congratulations Page	19:34
Portal Page Revisited	20:18
E-App Status Revisited	20:33
<b>C4Yourself Part 2</b>	
Introduction	23:35
Jason Horton Introduction	26:08
Questions	
Does the Application Assistor's name only appear in the CBO account for tracking purposes only? It does not appear on the application itself, correct?	28:19
Where and how do you upload the verification documents?	29:05
If an application is pending in one month, and it is approved in a subsequent month, which report month will show when the application is approved?	36:21
People living in rural communities sometimes do not have physical	38:58
What happens if an application is partially completed and web access is temporarily lost? Does the portal save the application data each time a page is completed and "next" is selected?	40:12
Outreach workers sometimes work with clients over the phone to submit their applications. Using C-IV, how is electronic signature information submitted?	42:17
Can the Rights and Responsibilities be printed out for clients?	43:53
On the application it is required to put down a physical address, what can be done on those cases where the client might not have a physical address but do have a mailing address? How can we specify that the address we enter is a mailing address only?	52:07

After an application is submitted through the CBO portal is there a way a client can get a personal account and be able to see their case information on their own?	55:18
Does the CBO portal allow for unduplicated counts of approved applications?	56:35
As a CBO account, can I help someone apply through C4Yourself who is from another county than the county I am in at the moment of applying?	01:02:30
To create an account does the consumer need a confirmation number?	01:04:28
If an application is submitted through the <a href="http://www.BenefitsCal.org">www.BenefitsCal.org</a> website, is there any way to track that application and receive credit for the CBO entity?	01:06:40
There is a rumor that any application entered through the portal must be re-typed by the counties to put into the system, is this true?	01:09:10
CBO portal reports can show pending applications months after the date the application was submitted. How accurate is the information in the reports?	01:11:20
Is there a way to upload documents at the time of the application once the client has their own account? Even if an account is created before starting and during the electronic signature, they are still unable to upload documents. The process we have in place is to fax in the documents to the imaging department. Is there a step that is being overlooked?	01:12:29
Can audio files (i.e. telephonic signatures) be uploaded through the portal?	01:17:15
On the application there is a page on the demographic question asking "What is your citizenship status?" Then goes on and asks for "Document type?" There is a list of different documents that not all outreach workers are familiar with, especially those with numbers. Has anyone created an info sheet that explains what each of those documents mean?	01:17:37
What is the expectation for CalFresh Outreach staff in relation to the rights and responsibilities? Is it okay to scroll through like Jason did, give them basic information and let them know the county will go through that information?	01:19:04
I pulled a report for last April – June and it showed seven applications still pending? Can you explain why this might happen?	01:22:00
Once an application has been submitted through C4Yourself, how long does it take for the county to receive or have access to it?	01:23:19
Conclusion	01:24:55