

MyBenefits CalWIN

MyBenefits CalWIN	
Introduction	00:00
CalWIN Team Introduction	02:45
Beginning	03:28
Getting Started	04:10
How the New System Works	05:05
Sign-In	06:13
Home Page as an Administrator	08:46
Navigation Bar	09:48
Sub Navigation Bar	11:14
MyBenefits CalWIN Account Tab	12:25
Revisit Home Page	20:17
Applying for Benefits	21:35
Agency Information	22:18
IMPORTANT READ ME Messages	25:00
Application Submitted	28:55
My Clients Tab: Applications	30:22
My Clients Tab: Reports	36:40
My Agency Tab	39:50
Creating a New Account	46:07
Home Page as an Assistor	54:10
Questions	
How do we sign up our organization so that we can have a Benefit CalWIN account?	57:06
Follow-up question: If a CBO operates in more than one CalWIN county, do they have to apply for each county? Will their CBO account be different for each county?	58:43
Where can I call when I am having trouble with entering a CBO password?	01:00:15
What should we enter as the birth date for family members when the client we are assisting doesn't know? MyBenefits CalWIN requires a date between 1/1/1900 and the current date.	01:02:05
Is there a way I can retrieve a deleted application, should a client come back in to complete an application a month later?	01:02:45
Does the application automatically save or do we have to manually save before exiting?	01:04:10
Follow-up question: What happens if internet connection is lost or power goes out, etc. are there automatic saves along the way so that if a catastrophe happens, the application doesn't have to be restarted?	01:04:55

Is there a way to find out where there are CalWIN affiliated CBOs in a particular county or locations of a particular CBO?	01:05:48
Are there any discussions about creating functionality for CBOs to be able to re-enter to submit outstanding documents?	01:06:32
Are there discussions for expanding functionality for submitting SAR7s or Recertifications?	01:07:57
Are you only able to view or continue submitted applications? Once submitted, no edits can be made or additional documents uploaded?	01:08:43
I get the impression, based on reporting numbers, that when we submit an application for Expedited Service (ES), it generates two applications: one expedited and one for the general CalFresh program. Is this the case? If so, will it continue to be so in the future?	01:09:17
Are there scheduled maintenance times during which CBOs should be prepared for MyBenefits CalWIN to be down?	01:10:05
If the computer freezes during the application process, will that information also be saved?	01:10:54
Is there a user manual that walks through these steps?	01:11:43
Once you've registered the computer, you don't need to re-enter your password?	01:14:42
When will the site update be up and running?	01:16:26
Are there plans to allow the data entered during prescreen to be transferred over to the application?	01:17:17
How does one become an administrator?	01:19:35
Is there any discussion around giving CBOs approval/denials for individual cases as opposed to aggregate information about submitted applications?	01:20:43
Submitting Applications Anonymously	01:23:19
If we were to use the sign-in or creates MyBenefits CalWIN account, is this also not credited to the CBO?	01:24:37
What happens if we don't get a confirmation? How can I get a confirmation?	01:25:30
What types of documents can be attached to the original application?	01:26:38
Can CBOs get a list of the new functionalities?	01:28:09
Don't the cookies on the browser automatically record the application as assisted by a CBO, even if we go create a new account via the individual client?	01:28:35
Conclusion	01:30:00