Update 2012-11: Common-Place Handbook
Chapter 20 - Self-Service Technologies

Background
Due to the implementation of Benefits CalWIN (BCW) and Access CalWIN (ACW), it is necessary to update the Common-Place Handbook to include these new technologies and business processes.

Changes
Policies previously communicated via Agency Memorandums and Updates are incorporated into Chapter 20.

[Refer to “Self-Service Technologies,” page 20-1.]

Implementation
The changes contained in this Update were previously implemented through Agency Memorandums and Updates.

Other Programs
These changes apply to the CalWORKs, CalFresh and Medi-Cal programs.

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