Increasing options for Customers
Communication options using modern technology have been introduced in order to increase enrollment and retention in Medi-Cal and CalFresh. Customers can choose to receive text notifications, receive correspondence electronically, and use C4Yourself® to apply for or maintain benefits. Use of these features is optional. Social Services encourages interested customers to use these tools.

Text Notifications
A customer can sign up to receive reminder texts from Social Services. The texts will be in addition to any other correspondence—the text does not replace anything. Once a customer is signed up, Social Services sends a courtesy text message to the customer’s mobile phone when:

- The customer has an appointment
- The customer is missing necessary required documents
- The customer’s benefits will be discontinued

Regular text messaging fees apply; Social Services doesn’t charge anything, but customers with low monthly text limits may not want to opt in.

To sign up
- Text C4Y to 62315 for English
- Text C4Y2 to 62315 for Spanish
- On C4Yourself.com, navigate to Account Profile to opt into Text Notifications
- Call the Eureka Call Center at 877-410-8809

C4Yourself®.com for Customers
C4Yourself® allows customers to apply for, maintain, and check benefits online. C4Yourself® is a secure, self-service, web-based portal. With a free C4Yourself® account a customer can:

- Get up-to-date case/benefit information
- Check status of an application/renewal
- Submit semi-annual reports (SAR 7)
- Recertify (renew) online
- Report changes
- Upload verification documents
- Download forms
- Submit an application

C4Yourself® is operated and tested using Internet Explorer 11; it can also be accessed through other web-browsers such as Firefox or Opera. Improvements to the system are made throughout the year to increase accessibility and ease of use.

A customer can use C4Yourself® in addition to traditional methods. A customer may prefer to apply and interview in person, but use C4Yourself® to complete the CalFresh semi-annual status report (SAR7). An ongoing customer who has benefits can create a C4Yourself® account at any time; it doesn’t need to be created at the time of application.

To create a C4Yourself® account:
- On C4Yourself®.com, from the landing page choose “register a new account here” in the “New User” section.

An important feature of C4Yourself® is e-notifications—see next page.
e-Notification through C4Yourself®

Some customers prefer using e-mail as a primary form of communication. In order to keep information safe and secure, Social Services does not directly e-mail customers about eligibility and benefits—it uses the C4Yourself® secure system.

If a customer opts in, Social Services sends the customer a notification e-mail when correspondence is available in the C4Yourself® account. Most correspondence is posted to the C4Yourself® account instead of being mailed, giving easy access to case and benefit information. The customer can then log into the secure C4Yourself® system and read the mail, letter or notice.

Certain mail, such as requests for verification, are sent via US Postal Service in addition to C4Yourself®, either due to regulation or to provide the customer a postage paid return envelope. Correspondence regarding fair hearings is never posted to C4Yourself®.

Enrolling

Step 1: Go to www.C4Yourself.com to create a secure account
Step 2: Navigate to “Register with my county” to link account to county case.
Step 3: Navigate to Account Profile to opt into E-Notifications

C4Yourself.com for Community-Based Organizations (CBOs)

CBOs may choose to simply provide access to a computer with internet capability customers, or they may actually enter the applicant’s information into C4Yourself. Each CBO wanting to help applicants in C4Yourself® must create a CBO User Account. The CBO account is created at the organization level; a primary contact person, account name and password are established. The following secret questions are standard for all CBOs: What is your Tax ID, and what year did you first receive funding? Any CBO staff authorized by the organization to use the C4Yourself CBO User Account will be required to sign each application that he/she assists with.

Use of C4Yourself CBO accounts varies widely; while some find the tool less than optimal, others have found it a useful tool. Regardless of whether a CBO chooses to use a CBO account, a CBO can let a customer know about the options available.

Create CBO User Account

Step 2: Click the Create an Account hyperlink.

A C4Yourself® External User Guide (176 page document) is available; it can be a tool for a CBO to assist customers whether they have a CBO account or not. Soft or hardcopy can be requested.

Frequently Asked Questions

The customer had an account before and can’t remember any of the information—now what?
If the customer has access to the e-mail account they had when they signed up, they can select the “forgot password?” option available. If they don’t remember the original e-mail address, they will need to create a new account. The new account can be linked to their case.

Can a customer do one option without the other?
A customer can opt in to the texting notification without a C4Yourself® account. For e-notifications, a customer must have a C4Yourself® account. The customer can choose to use the C4Yourself account solely for e-notifications.

The customer has been on for years. What’s the point of a C4Yourself® account now?
C4Yourself® has improved over the years, as has Social Services and customer familiarity with the internet. Now is a good time to check out the options. E-tools can be useful for retention. A customer can create the C4Yourself® account just to be able to check case status; it’s not a big commitment.