

Summary of Comments

Draft Directive-125: *CalJOBSSM Cash Request Handbook*

1. **Comment:** On page 14, under the section titled “USING THE SUMMARY OF CASH REQUEST SCREEN,” we suggest that it is noted, in regards to the last three rows, that one can either enter a “DATE RANGE” or enter “FROM” and “TO” dates, but not both together. Further note that if a “DATE RANGE” is entered, then CalJOBSSM automatically updates the “FROM” and “TO” fields, and if “FROM” and “TO” fields are entered, CalJOBSSM automatically updates the “DATE RANGE” field.

Response: Please select “Custom Date” in the “Date Range” field and enter the dates in the “From” and “To” fields.

2. **Comment:** On page 16, “How to Get Help with CalJOBSSM” – (1) The contact number 916-654-7868 listed on the manual is not a good number. I have experienced technical problems during Cash Draw downs and don’t know the number to call. The person who responds is also a “User” like me and not able to answer questions or resolve the problem. (2) The contact number hours states 8 am to 4 pm, however, if you call during 12-1pm, you get a voice mail. The cut-off time is 2pm so the correct contact number should have someone to answer during those times.

Response: The 916-654-7868 is the CalJOBSSM Cash Help Desk number, and the information for an alternate contact has been added.