

CalSAWS | Notes from Self-Service Portal Committee

Date: April 4, 2023

Notes Location: Teams Meeting

Time: [10:00 am – 12:00 pm]

Meeting Called by: Dymas Pena

Topic

Important Points

CER – CA-255889 Automatic Opt-In e-Notification – clarification request

- Enhancement Pending

- CER requested to make e-notification automatic
- System must be compliant with ACL 13-61
- Moving forward with an SCR. Clarification Provided: the ask is to make the option more visible to the BenefitsCal User and not necessarily an automatic opt-in

Time-Limits Extension Requests

- CA-239577 BenefitsCal – Time Clocks
 - Release TBD

- Allows customers to submit a request for time limit extension
- Customers can upload verifications, if applicable
- Requests will be sent to the correct worker
- Discussed task generation

Release of Information (ROI) Document Routing Rules

- CA-259087 Update ROI Forms API Doc Routing
 - Priority release 6/2023

- SCR CA-259087, was created to prevent task generation for Approved CBO ROIs
- Tasks will continue to generate for approved CBO ROIs until the release of this SCR

CER CA-258715 Enhancement of the Announcement Section on BenefitsCal Portal for Global and County Specific

- Pending decision to move forward with Enhancement

- This CER was created to bring more attention to the BenefitsCal announcements section. County is requesting:
 - Auto scrolling so the customer can go through all the announcements,
 - Ability to change size, color scheme, and font
- Counties requested additional statistics on current announcement accessed by customers
- Vote pending information from BenefitsCal

CER CA-252294 Allow Los Angeles County to opt out of BenefitsCal functionality for appointments scheduled by participants

- Pending decision to move forward with Enhancement

- County requests that BenefitsCal allow for Opting In or Out of Appointment Schedule, Reschedule and Cancellation feature
- Clarification needed from the State prior to making this change as this was an original requirement of BenefitsCal
- Vote pending information from the State

Note: There are currently 2 related SCRs awaiting prioritization:

- SCR CA-245875 Send a Task For Cancelled Appointments From BenefitsCal

Topic

Important Points

- SCR CA-238745 Update Appointment Page to schedule appt by program

(Optional Items)

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Send email to vote on CER CA-258715	Dymas	4/4/2023	TBD	Pending
2	Send email to vote on CER CA-252294	Dymas	4/4/2023	TBD	Pending
3	Ellie to provide Announcements 'click' statistics for the Committee	Ellie	4/4/2023	4/21/2023	Pending
4	Joel to reach out to state regarding county request for Opt-In/Opt-Out of Appointment Scheduling/Rescheduling/Cancel through BenefitsCal	Joel	4/4/2023	4/21/2023	Pending
5	Decision from the State regarding county request for Opt-In/Opt-Out of Appointment Scheduling/Rescheduling/Cancel through BenefitsCal	Joel	4/4/2023	TBD	Pending
6	BenefitsCal to create enhancement and provide the tracking number for CER CA-255889 Automatic Opt-In e-Notification	Joel	4/4/2023	05/15/2023	Pending

#	Decision Made	Who Made the Decision	Date
1	Moving forward with CER – CA-255889	Committee	4/4/2023

Next meeting is June 6, 2023 – Region 6 is responsible for notes