


☒ CalSAWS M&E

Distribution Date:	August 12, 2024
To:	PPOC.ALL, Consortium. RegionalManagers.All
CIT Name:	BenefitsCal Public-Facing Changes: CalSAWS Enhancement Request (CER) vs Collaboration Model Enhancement Request (ER)
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

- | | |
|---|---|
| <input checked="" type="checkbox"/> General
<input checked="" type="checkbox"/> Policy
<input checked="" type="checkbox"/> CW
<input checked="" type="checkbox"/> CF
<input checked="" type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input checked="" type="checkbox"/> WtW
<input checked="" type="checkbox"/> Other Program(s) <u>GA/GR</u>
<input checked="" type="checkbox"/> BenefitsCal
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> OCAT
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
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Description:	<p>Purpose The purpose of this CIT is to inform Counties on the Project's process to request changes in BenefitsCal.</p> <p>Background BenefitsCal is the public-facing online portal that allows customers to apply for and manage benefits such as: submitting applications/renewals/periodic reports, reporting changes, uploading documents, reviewing Notices of Action (NOAs), and viewing messages from the county.</p> <p>BenefitsCal launched in September 2021 and has since been continuously evolving to enhance the user experience for its customers.</p> <p>Additional Information In 2022, BenefitsCal established the Collaboration Model (CM), a stakeholder group tasked with reviewing and prioritizing public-facing enhancements to the online portal. This model includes state partners, advocates, community-based organizations (CBOs), customers, and county representatives. Meeting quarterly, the Collaboration Model was created in response to legislation to ensure that public-facing changes are thoroughly vetted and prioritized.</p>
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	<p>BenefitsCal change requests from Counties were submitted through the CER process. However, with the introduction of the Collaboration Model, the Enhancement Request process has been adopted to align with the stakeholder review of public-facing changes.</p> <p>The attached <i>Collaboration Model Enhancement Request Form</i> must be used for public-facing ER submissions on behalf of the County. The attached <i>CER vs Public Facing Enhancement Fact Sheet</i> provides detailed comparison between CERs and ERs.</p> <p>Here are some examples of possible changes where an ER would be used for public-facing change requests: (see the fact sheet for more examples)</p> <ul style="list-style-type: none"> • Update application flow on BenefitsCal • Change language to be clearer for customers • Update Help Videos <p>Upon release of this CIT, public-facing change requests received as a CER will be redirected for submission through the Collaboration Model.</p> <p>Note: Previous BenefitsCal related CERs submitted by counties are being reviewed. Submitters will be contacted and advised to submit any public-facing Enhancement Requests to the Collaboration Model group.</p> <p>County Action Counties are encouraged to review the attachments and distribute to staff as appropriate.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact:	<p>Marsale Eramya BenefitsCal Business Analyst EramyaM@CalSAWS.org</p>
Backup Project Contact:	<p>Carrie White BenefitsCal Business Analyst WhiteC@CalSAWS.org</p>
Attachments:	<p>CER vs Public Facing Enhancement Fact Sheet.docx Collaboration Model - Enhancement Request Form.docx</p>
Web Portal Link:	<p></p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2024" folder. 4. Click on the appropriate CIT # folder.