



# CalSAWS | Public Facing BenefitsCal Changes – Collaboration Model Enhancement Request (ER) vs CalSAWS Enhancement Request (CER)

## Purpose

The purpose of this Fact Sheet is to provide information on the process for submitting requests to update public facing areas of BenefitsCal. Counties can submit change requests for the public facing areas of BenefitsCal through their Regional Representative for the Collaboration Model using the Enhancement Request (ER) process. Any non-public facing change requests for CalSAWS that impact BenefitsCal are submitted by Counties through the CER process. The descriptions below explain how each group interacts with the Counties and the included graph describes how requests are made.

## Collaboration Model Group

In support of Welfare and Institution Code 10823.2 (a), BenefitsCal works collaboratively with Stakeholders to review changes to public facing areas of the self-service portal. Changes to BenefitsCal are requested by ERs that go through the Collaboration Model. This group consists of Customers, CBOs, Advocates, State Partners, Counties and other stakeholders. The Collaboration Model group meets quarterly to review ER submissions.

Items such as county process, State policy and technical changes are not considered for the Collaboration Model as these are implemented as appropriate based on capacity and effective dates.

## Enhancement Requests from Counties

Previously, Counties submitted CERs for changes to BenefitsCal for public facing changes. Now, each Region has a representative assigned to the Collaboration Model group that represents the region. Counties that wish to submit public facing changes to BenefitsCal will submit an Enhancement Request form to their representative. These change requests will be submitted to the Collaboration Model group on a quarterly basis. The number of submissions is limited to two (2) per Region per quarter. The regional representative will work with the submitting Counties to determine which two (2) ERs to submit.

## CERs from Counties

Counties who wish to submit changes to BenefitsCal that are not public facing, such as CalSAWS functionality related to BenefitsCal, will continue to submit a CER through the regular process. This could include, but is not limited to, Task creation, Application Programming Interface (API) updates and Qlik report changes. Counties will work with the Self Service Portal Committee to review CERs that come through the CER process.

**Note:** Previous BenefitsCal related CERs submitted by Counties are being reviewed. Submitters will be contacted and advised to submit public facing ERs to the Collaboration Model group.



Any new customer facing changes that are requested by Counties will be taken by ER to the Collaboration Model group. Stakeholders will be provided information about the request for the changes before moving forward.

### ER vs CER (Examples)

Request Type	ER	CER
Update application flow on BenefitsCal	x	
Change order of screens to be more intuitive	x	
Change language to be clearer for customers	x	
Update Help Videos	x	
Add new flow for customer groups (students, non-English, etc.)	x	
Allow fields to be mandatory/optional (will have CalSAWS impact)		x
Update Case Details fields in CalSAWS to gather new data		x
Change Application Processing Interface (API) to get more data		x
Update Reports in Qlik for BenefitsCal reports		x
Update Task details for BenefitsCal driven changes		x
BenefitsCal County Option (update current selection)		x
BenefitsCal County Option (create new)		x

If you have questions about how to proceed, contact your Regional Manager for additional information.