

# Collaboration Model Enhancement Request

**Objective:** In support of Section 10823.3 of the Welfare and Institutions Code 10823.3, the overall goal of improvements to CalSAWS public facing technology is to:

- (1) Minimize the burden of the overall eligibility process for enrollment and retention of benefits for low-income Californians and streamline interactions for both clients and eligibility workers, and
- (2) Facilitate applicant and client submission of feedback.

**Summary:** The Collaboration Model (CM) group scope is to prioritize requests for customer facing functional changes. This form is used by CM members to suggest enhancements for prioritization.

Submissions will be voted on, with top priorities researched, estimated, and developed through the software lifecycle, balanced with policy and maintenance capacity. for the submission of potential enhancements for public facing technology. Examples include:

- Changing text on BenefitsCal to make it clearer for customers to understand
- Updating navigation within BenefitsCal
- Adding nudges or help text in BenefitsCal to encourage application completion

Not all enhancement suggestions may be feasible for consideration. Requests for state policy change, county business process change or items that impact system performance, security, or compromise CalSAWS/BenefitsCal ability to comply with our requirements will be rejected with a rejection reason provided.

**Request Submission Timeline:** BenefitsCal will send out the request for enhancements with a one-month submission deadline. Once enhancements are submitted, the BC team will review and seek clarification, as needed, to ensure that the enhancement is understandable for the CM meeting.

**Number of Submissions:** Each voting member may submit up to (2) submissions per quarterly meeting. Members may reference a previously submitted Enhancement Request that remains in the on the Wish List rather than complete a new Enhancement Request. The number of submissions may be adjusted over time, as capacity changes.

## Follow-up/Clarification Requests

The CalSAWS/BenefitsCal team will review the request and reach out to the submitter for any clarifications needed prior to the CM meeting.

**Wish List:** The Wish List is made up of enhancements submitted by CM members and meet the criteria for prioritization but have yet to be prioritized by the Collaboration Model. Once an enhancement is prioritized and moved to the roadmap, it is removed from the wish list. CM members can choose to bring forward a new enhancement or they can bring one from the wish list for re-consideration at the CM meeting.

## Collaboration Model Enhancement Request

Directions for CM member: Complete and submit to [AskCalSAWS@CalSAWS.org](mailto:AskCalSAWS@CalSAWS.org) by the requested deadline.

<b>Collaboration Model Member Name:</b>	<b>Organization:</b>
<b>Email:</b>	<b>Phone:</b>
<input type="checkbox"/> Resubmitting Enhancement number: _____ Or Short Description: _____ <input type="checkbox"/> New Enhancement – complete information below	
<b>Part 1: What's the challenge?</b> Describe the current functionality. This will help others understand the request below. (e.g. for BenefitsCal, include page title, wording, action, screenshots).	
<b>Part 2: What's the user story? What are you trying to improve?</b> Fill in the blanks below. Describe your perspective on the user's need and why it's needed.  As a <stakeholder>, I would like to <what>, so that <why>.	
<b>(Optional) Part 3: What's your suggestion for the resolution?</b> What change would you like to see? How would this change help enhance the user experience or overall process flow?	
<b>CalSAWS/BenefitsCal Team Feedback:</b>	