

# CalSAWS | Notes

Meeting: Self-Service Portal Committee Meeting

Location: Teams

Date: August 05, 2025

Time: 10:00 AM – 12:00 PM

Attendees: **Region 1:** Alli Muller, Amy Sanders, Jennie Evins, Josephine Chew, Karen Elizondo

**Region 2:** Mary Barker, Julia Scheuermann, Kim Casalta, Tiffany Frey

**Region 3:** Julia Foster, Nelia Green-Goodwin

**Region 4:** Felicia Borquez, Kayla Pancoast, Monique Micenheimer, Ruben Robles Rodriguez, Veronica Garcia

**Region 5:** Arianna Bernal, Belinda Lemos, Fabiola Lelevier, Mary Cisneros, Porfirio Coronel

**Region 6:** Cristopher Estrada, Javier Garcia Rivera, Kristy Rosas, Leonor Valdez, Natalie Stanko

**CalSAWS:** Ben Hamilton, Cindy Segura, Gillian Bendicio, Nue Nelson, Ishita Chitturi, Jennifer Hobbs, Marsale Eramya, Joel Acevedo, Yolanda Banuelos, Esequiel Herrera-Ortiz

Lead	Topic	Notes
Araceli	<b>Attendance/Updates</b>	<ul style="list-style-type: none"><li>Araceli Gallardo will facilitate future SSP Committee Meetings</li><li>Region 6 is Responsible for Notes</li><li>Note taker: Javier Garcia River – LA</li><li><b>Disclaimer:</b> The use of Artificial Intelligence (AI) solutions, including AI bots or assistants, transcriptions, or recordings, is prohibited in all CalSAWS meetings without prior authorization, according to the CalSAWS Artificial Intelligence Policy. ADA assistive devices are not prohibited by this policy.</li></ul>
Gillian	<b>SCR Review</b> <ul style="list-style-type: none"><li><b>CA-243152/CSPM-50485</b> Add the CBO Assistor ID to App Transfer API</li></ul>	Release 25.09/Minor Version 25.09.25 <ul style="list-style-type: none"><li>This change applies to all Programs.</li><li>Current design only lists the CBO agency name on the e-applications.</li><li>With this change, the CBO assistors' name will display on the e-Application Summary page and will also be added to the CF CBO App Report.</li></ul>
Gillian	<b>SCR Review</b> <ul style="list-style-type: none"><li><b>CA-275576/CSPM-73685</b> Update Special Circumstances Triggers for e-Application Summary Pages</li></ul>	Release 25.09 <ul style="list-style-type: none"><li>This SCR will trigger the Special Circumstance icon on the e-App Search page when SAWS 2 PLUS indicates the customer has a disability and/or is deaf.</li></ul>

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		<ul style="list-style-type: none"> <li>The Special Circumstance icon will trigger when one of the 3 questions is marked and answered 'Yes': <ul style="list-style-type: none"> <li>➤ Disability and need help applying</li> <li>➤ Deaf or Hard of Hearing</li> <li>➤ Do you need any other arrangements due to a disability?</li> </ul> </li> </ul>
Gillian	<b>SCR Review</b> <ul style="list-style-type: none"> <li>■ <b>CA-291277/CSPM-80139</b> Update the Two-Way Messaging Action Process for Read Actions</li> </ul>	Release 25.09/Minor Version 25.09.25 <ul style="list-style-type: none"> <li>Currently, when a customer reads the action on the SSP, the status is set to 'Read' and is getting stuck in that status indefinitely if the customer does not complete the action by the due date.</li> <li>This SCR will update the Action Overdue batch job to update an action message status when status is 'Read' and has not been completed by the due date.</li> <li>The update will also allow for the above changes for future dated programs.</li> <li>A validation message was added to prevent county workers from responding to an already replied message.</li> </ul>
Ben	<b>BenefitsCal Enhancements</b> <ul style="list-style-type: none"> <li>■ <b>CSPM-73298:</b> Customer Dashboard Revamp</li> </ul>	Release 25.06.26 <ul style="list-style-type: none"> <li>This change will improve the visibility of renewal due dates in the 'Things to Do' and 'Your Application and Cases' sections of the dashboard. This will help customers keep the due dates in mind.</li> <li>Active cases will be displayed based on program start date with most recent programs showing first for users accessing their Customer Dashboard.</li> <li>Inactive programs are hidden in a collapsible list.</li> <li>Inactive program means: Denied, deregistered or discontinued.</li> <li>Pending cases will also show under "Active" Programs on the Customer Dashboard.</li> </ul>
Ishita	<b>BenefitsCal Enhancements</b> <ul style="list-style-type: none"> <li>■ <b>CSPM-68270:</b> Enhance display of linked cases</li> </ul>	Release 25.07.31 <ul style="list-style-type: none"> <li>Current dashboard design displays all the Primary Applicant's cases in no specific order.</li> <li>The appearance of the customers' cases was updated to have active and non-active.</li> <li>To make it easier for customers to navigate, active and non-active cases now display in different</li> </ul>

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		<p>sections and appear in order of program start date (most recent will appear first).</p> <ul style="list-style-type: none"> <li>All inactive cases will show collapsed by default for the customer to expand.</li> </ul>
Ishita	<b>BenefitsCal Enhancements</b> <ul style="list-style-type: none"> <li><b>CSPM-71696:</b> Add Help Text on the Document Upload Flow (8MB Tooltip)</li> </ul>	<p>Release 25.07.31</p> <ul style="list-style-type: none"> <li>The update added help text regarding the size limit – to the “Add a File” button. For better visibility.</li> <li>Error messages will appear if the user uploads files larger than 8MB.</li> <li>The error message will include suggestions of what the customer can do to meet the file size limit.</li> </ul>
Ishita	<b>BenefitsCal Enhancements</b> <ul style="list-style-type: none"> <li><b>CSPM-74299:</b> MC RE Flow Language When No Info is on File</li> </ul>	<p>Release 25.08.28</p> <ul style="list-style-type: none"> <li>The language of buttons on MC RE flow was modified to provide more clarity.</li> <li>Added new buttons and language to enhance user experience and to make flow more user friendly.</li> <li>The update changed the “No details on file” to “No information found.”</li> <li>The “Add Another” was changed to “Add” but only when no information is already entered in the section.</li> </ul>
Gillian	<b>Open Discussion</b> <ul style="list-style-type: none"> <li><b>CA-240777/CSPM-75755</b> Update SAR 7 Form Status Batch Job to Send CW/CF Income and IRT Related Information</li> <li><b>CA-269260</b> Update Forms API to Send the Form Information that Matches Barcode to Imaging</li> </ul>	<ul style="list-style-type: none"> <li>There were no questions or comments from RCMs</li> <li>Clarified release dates were modified from the last SSP Committee meeting for these SCRs: <ul style="list-style-type: none"> <li>CA-240777/ CSPM-75755 Release 25.07, Minor Version 25.07.31</li> <li>CA-269260 – Updated Release 25.07, Minor Version 25.08.28</li> </ul> </li> <li>No other items/topics discussed</li> <li><b>Next Meeting: 10/07/25</b></li> </ul>

## Follow Up

#	Action Item	Who	Due
1			
2			

#	Decision Made	Who	Date
1			
2			