

# CalSAWS | Notes

Meeting: Self-Service Portal Committee Meeting

Location: Teams

Date: December 02, 2025

Time: 10:00 AM – 12:00 PM

Attendees: **Region 1:** Alli Muller, JJ Evins, Teri Howe (for Josephine Chew), Karen Elizondo

**Region 2:** Chelsea Carson, Julia Scheuermann, Kim Casalta, Tiffany Frey

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

**Region 4:** Kayla Pancoast, Monique Micenheimer, Ruben Robles Rodriguez, Veronica Garcia (for Yesenia Burdick)

**Region 5:** Arianna Bernal, Belinda Lemos, Juan Ojeda, Mary Cisneros, Porfirio Coronel

**Region 6:** Javier Garcia Rivera, Karla M. Morales, Leonor Valdez (for Lilit Afrikyan), Natalie Stanko, Rosa Jasso

**CalSAWS:** Araceli Gallardo, Dymas Pena, Melissa Mendoza, Jennifer Muna, Gillian Bendicio, Nue Nelson, Supritha Sundaram, Joel Acevedo, Jennifer Hobbs, Ben Hamilton, Ishita Chitturi, Matthew Vandereyck, Marsale Eramya, Carrie White, Yolanda Banuelos, Neetu Kalsi, Ricardo Miranda, Jason Horton, Carlos Zepeda, Howard Suksanti, Emmeil Davis

**State Partners:** Mong Vang (CDSS)

| Lead     | Topic  | Notes   |
|----------|--|---|
| Araceli  | <b>Attendance</b>  | <ul style="list-style-type: none"><li>Region 2 is Responsible for Notes</li><li>Note taker: Kim Casalta – Sacramento</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> |
| Supritha | <b>Design Overview E2E</b> <ul style="list-style-type: none"><li><b>CA-293605/CSPM-81068:</b> Update to Case Relink via Self-Service Portal<ul style="list-style-type: none"><li>Release: 26.02.26</li></ul></li></ul> | <ul style="list-style-type: none"><li>Update the Case link logic to not automatically delink an existing SSP account to a person during a relinking scenario.</li><li>The system should delink when the user passes identity verification.</li><li>Sends an email/text notification to the SSP account owner when relinking occurs for their account.</li><li>Verification template updated.</li><li>Manual case linking is not being affected.</li></ul>         |
| Ben      | <b>BenefitsCal Enhancements</b> <ul style="list-style-type: none"><li><b>CSPM-80312:</b></li></ul>   | <ul style="list-style-type: none"><li>Due to a policy change, questions about household assets information will be asked on the Apply for Benefits and Medi-Cal Renewal flows.</li></ul>  |

| Lead   | Topic  | Notes  |
|--------|--|--|
|        | Reinstatement of Asset Limit Test <ul style="list-style-type: none"> <li>Release: 25.12.18</li> </ul>  | <ul style="list-style-type: none"> <li>This is the same information that was previously captured in the Assets Section of the Apply for Benefits and Medi-Cal Renewal flows on BC prior to this section's removal in December 2023.</li> <li>These screens capture information about financial assets and accounts, property and vehicles.</li> </ul>  |
| Ishita | <b>BenefitsCal Enhancements</b> <ul style="list-style-type: none"> <li><b>CSPM-80558:</b> Account Creation OTP Improvements <ul style="list-style-type: none"> <li>Release: 25.12.18</li> </ul> </li> </ul>      | <ul style="list-style-type: none"> <li>Currently, within the Account Creation flow, an email address is required, and users have an option to add a phone number to their account. If they do, after verifying their email address with a one-time password, they have to enter a different one-time password sent to their phone number to complete the Account Creation Flow. This increases the possibility of users not successfully creating their account on BenefitsCal.</li> <li>On the first screen of the Account Creation flow, the optional field for mobile phone, and accompanying checkbox will be removed.</li> <li>Customers can add a phone number to their account after their first log-in.</li> <li>The field for County will also be removed since this information is no longer needed to determine whether the user can create an account.</li> <li>On the first screen of the Account Creation flow when a user enters an email address already in use, the page level error message is updated to suggest that the user log in if they already have an account, and to contact the county for help if needed.</li> <li>Password creation- special character field updated to remove parenthesis to avoid misleading customers that it is a usable special character.</li> <li>Language updated and simplified for customers adding their mobile phone number to their account.</li> <li>Customers have the option to modify their two-step verification preference during the same flow where they add their mobile phone number.</li> </ul> |
| Ben    | <b>BenefitsCal Enhancements</b> <ul style="list-style-type: none"> <li><b>CSPM-74598:</b> Remove CHDP References from BenefitsCal <ul style="list-style-type: none"> <li>Release 25.12.18</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>The ACWDL 24-09 and MEDIL 24-14 policy changes requests the removal of all references to the Child Health and Disability Prevention Program (CHDP) from the Apply for Benefits, Medi-Cal Renewals flow, and CalWORKs Renewal flows as CHDP is no longer an operational program.</li> <li>All references to CHDP removed.</li> </ul>   |

| Lead            | Topic   | Notes   |
|-----------------|---|---|
| Araceli         | <b>2026 Committee Meeting Cadence</b>                   | <ul style="list-style-type: none"> <li>• First Tuesday of even months. Committee is ok with keeping this same schedule.</li> <li>• <b>Next Meeting: 02/03/26</b></li> </ul> |
| Araceli & Dymas | <b>Open Discussion</b><br><b>Joel Acevedo Retiring!</b> | <ul style="list-style-type: none"> <li>• Congratulations to Joel!</li> <li>• Last day is January 9, 2026</li> </ul>   |

## Follow Up

| # | Action Item | Who | Due |
|---|-------------|-----|-----|
| 1 |             |     |     |
| 2 |             |     |     |

| # | Decision Made | Who | Date |
|---|---------------|-----|------|
| 1 |               |     |      |
| 2 |               |     |      |