

CalSAWS | Agenda

Meeting: Self-Service Portal Committee Meeting

Location: Teams

Date: February 3, 2026

Time: 10:00 AM – 12:00 PM

Attendees: **Region 1:** Alli Muller, Amy Sanders, Jennie Evins, 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: Felicia Borquez, Kayla Pancoast, Monique Micenheimer, Ruben Robles Rodriguez, Yesenia Burdick
Region 5: Arianna Bernal, Belinda Lemos, Juan Ojeda, Mary Cisneros, Porfirio Coronel
Region 6: Jaqueline Cruz, Javier Garcia Rivera, Lilit Afrikyan, Natalie Stanko, Rosa Jasso
CalSAWS: Ben Hamilton, Ishita Chitturi, Cindy Segura, Emmeil Davis, Nue Nelson, Carrie White, Marsale Eramya, Frederick Gains, Danielle Benoit, Jennifer Hobbs, Yolanda Banuelos, Bala Kumar Murthy, Supriha Sundaram, Sajjan Shah, Carly Wellener, Brian Munce, Finnegan Dewitt, Dymas Pena

Time	Lead	Topic	Notes
10:00 AM (10min)	Araceli	Attendance Disclaimer	Region 3 is Responsible for Notes 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.
10:10 AM (30 min)	Ishita Ishita	BenefitsCal Enhancements <ul style="list-style-type: none"> ■ CSPM-79752: Improvements to Login MFA for Better Customer Experience ■ CSPM-82297: Update Password Complexity Validation to help ADA Users 	Release: 26.01.29 Release: 26.02.26
10:40 AM (5min)	Araceli	SCR Update <ul style="list-style-type: none"> ■ CA-293605/CSPM-81068 Update to Case Relink via Self Service Portal 	Discussed during the 12/02/25 meeting. Release date updated to 26.03.

Time	Lead	Topic	Notes
10:45 AM (5min)	Araceli	Open Discussion ■	

Follow Up

#	Action Item	Who	Due
1			
2			

#	Decision Made	Who	Date
1			
2			