CalSAWS | Notes

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, Nue Nelson, Carrie White, Marsale Eramya, Jennifer Hobbs, Bala Kumar Murthy, Carly Wellener, Dymas Pena, Gillian Bendicio, Melissa Mendoza, Carlos Zepeda, Jason Horton, Elizabeth Palm, Caroline Bui, Matthew Vandereyck, Jerry Hernandez, Mara Jennings

State Partner: Mong Vang, Sherice Sterling, Martha Esparza

Lead	Topic	Notes
Araceli	**Attendance** **Disclaimer**	■ Region 3 is Responsible for Notes ■ Note taker: Julia Foster – Butte ■ 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.
Ishita	**BenefitsCal Enhancements** ■ **CSPM-79752:** Improvements to Login MFA for Better Customer Experience • Release: 26.01.29	■ Enhancement will add a 60 second count down time so customers have time to enter code before another code can be requested. ■ After each 60 second count down can then request new code. ■ Submit button will only be available once the 6-digit code is entered, if not entered correctly you will get an error message. ■ Email template updated to remove period at the end of 6-digit code. ■ 6-digit code is listed separately and on one line. ■ Easier to copy and paste.

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		■ Change to text message template – code on own line so that code can be copy/pasted without period. ■ Help text updated – tool tips have been separated to make it easier for users to read and use.
Ishita	**BenefitsCal Enhancements** ■ **CSPM-82297:** Update Password Complexity Validation to help ADA Users • Release: 26.02.26	■ Current validation message is not clear. ■ Message now states to choose #/letter/characters "for password" added to make it clearer what is needed for password.
Araceli	**SCR Update** ■ **CA-293605/CSPM-81068:** Update to Case Relink via Self Service Portal • Release: 26.03	■ Discussed during the 12/02/25 meeting. Release date updated.
Araceli	**Open Discussion**	■ **Question:** Any updates on ROI for CBO? **Answer:** Currently, there are no new updates on ROI for CBO. ■ **Question:** Are there any messages in BenefitsCal that let customers know if their application is received after 5:00 or the weekend – it will be received the next business day? **Answer:** BenefitsCal FAQ – When will I know if you got my application? Provided in the chat, includes the following message, "If you submit your application during regular business hours, we'll get your application the same day. If after hours, or during the weekend/holiday, we'll process the next working day." ■ **Question:** Service now ticket for bad actors in BenefitsCal, are any other counties having this issue (customer turned in same ID but for two different people)? **Answer:** BenefitsCal does research and sends anything questionable to Security. • Send tickets with any concerns.

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- **Question:** Does BenefitsCal default application date to next day for any applications received after 5:00, on weekends or holidays?
  Answer: No, this depends on how the County has set up their e-app office detail – look at job aid "Offices - Manage" on how the fields impact Self-Service Portal.
  Answer: This is also determined by how the County has set up their correspondence hours. County receives the exact date/time that the application is submitted. E-app summary – images, has the date/time information. The app date can be updated if needed.

- **Question:** TRUV functionality?
  Answer: No information at this time – this Workgroup has not met yet. Tool used to verify earned income when customer cannot access pay stubs – works like Work#.

- **Question:** Accelerated enrollment – gives applicants immediate access to MC benefits – does the eligibility worker still need to review/process/grant?
  Answer: Customer dashboard shows if accelerated enrollment is pending or granted.
  Answer: Workers still need to review/grant MC in CalSAWS. BenefitsCal sends information to CalSAWS for workers to review.

Follow Up

#	Action Item	Who	Due
1			
2			

#	Decision Made	Who	Date
1			
2			