

CalSAWS | CalWORKs_CalFresh Committee

Date: 8/11/2021	Location: MS Teams
Time: 1:30pm-5:00pm	Meeting Called by: CalWORKs CalFresh Facilitators

Attendees:

1	Monterey	Liza Lopez
1	Napa	Alli Muller
1	Solano	Eurita Reed
1	Sonoma	Andrew Stone
1	Santa Clara	Michelle Demetrius
2	Placer	Marna Stock
2	Sacramento	Eva Masegian
2	Sacramento	Laura Hodges-Note taker
2	Sutter	Jesse Hallford
2	Yuba	Lovena DeCamp
3	Butte	Brannon Hill
3	Humboldt	Gordon Radder
3	Shasta	Mark Bueb
3	Tehama	Sarah Hoss
4	Kern	Shawna Mimnaugh
4	Merced	Michelle L. Smith
4	San Luis Obispo	Jannine Lambert
4	Stanislaus	Jennifer Hill
4	Tulare	Idalia Gonzalez
5	Orange	Enrique Frias
5	Riverside	Andrea Chavez
5	San Bernardino	Trayonna Bradley-Andrea Brayboy.
5	San Diego	Linda Sevilla
5	Santa Barbara	Dario Predazzi
6	Los Angeles	Anna Chebishian
6	Los Angeles	April Goode
6	Los Angeles	Itza Girgis/ Rod
6	Los Angeles	Cecilia Aguilar
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Meeting Notes: **Region 2**

Topic

Roll Call

SCRs for Review

CA-217944 ACL 20-113 / 20-120 - CW 60 MTC and WTW 24 MTC

- Vote due 8/31/2021 via email
- Issues brought up about removing the WTW 24 MTC
 - Clarifications:
 - History will not be deleted when WTW time clock is removed
 - WTW column will be gone but data will be in the back-end data base
 - Remove transactions will not be sent to WDTIP
 - Unsure if data can be pulled by report – will follow up
 - Discussion:
 - How can we edit retro months on the WTW clock if it no longer exists? – State will get back to Committee on this.
 - Ginkgo Luna adds to chat – “I need to verify, but we ran a query and found zero individuals removed from aid for WTW 24 MTC reasons and less than 100 in CalSAWS.”
 - Questions asked about other updates needed – Committee member requesting them sent in a separate email
 - Request made for mass mailing of Child Support Forms due to workload issue
 - Suggestion that this should be a separate SCR
 - Concern that this will lead to an over request of forms and no review of the case to determine if the forms are needed could be a policy issue and likely an advocate issue
 - Shawn Dorris (CDSS) – mailing them might not be an issue but including a CW 2200 is a problem

CA-219921 Update SAR 2 Template and Trigger Conditions to use NOA Logic

- Vote via email by 8/31/2021
 - Clarifications:
 - If there is no CW, all the boxes will be blank.
 - The SAR 2 will have the ability to be previewed.
 - Anytime the IRT changes, a SAR 2 will be sent.
 - The PACF IRT functionality will remain unchanged in CalSAWS.
 - If a case goes from one reporting type to another, a SAR 2 will only be sent if the IRT changes.
 - Follow up question: What about informing recipients of reporting responsibilities? – taking this back to follow up before vote

Topic

SCRs for Review and Vote

CA-220040 ACL 20-145, 20-146 Eliminate ESAP SAR 7 Requirement, Update ESAP NOAs

- Discussion:
 - If a SAR 7 is already generated but the HH changes to non-reporting during the report month, what happens? Will the SAR 7 be required, and case discontinued without it?
 - Response that CalSAWS will not skip January benefits. Unsure about discontinuance in January. Suggestion to manually update the report to Received. – Going to come back with answer
 - Clarifications will be included in an updated document and sent after the meeting.
 - Committee member suggests postponing the vote as while awaiting policy clarification from the State – Caroline Bui feels this issue has been addressed by the State and will take a vote today.
- Approved via Region vote

Break

Presentation

- Overview of IVR functionality
 - Inbound and Outbound IVR Design documents are in approved status. This is an overview.
 - Voice print authentication (recording of customer's voice) is more accurate than a fingerprint.
 - PINs are not changing for customers that already have PINs established.
 - Opt in/out choice for counties on many IVR options
 - Separate SCR coming for tasks created when a customer cancels an appointment.
 - Emergency messages available for IVR.
- Overview of Text functionality - CA 207106
 - 27 different text message combinations
 - Goes live the same time as CalSAWS (9/27)
 - Available for all 58 counties once they migrate to the CalSAWS system
 - Records of texts are not made in the case comments/journals but in a separate area of CalSAWS
 - Emergency text messages? – will follow up

Discussion Items

- CER 231480 Pre-populated CF 37 Form – moved to next month's meeting
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Topic

Open Discussion

- ACL 21-85: will an SCR be created for this, mainly for a list of impacted cases?
 - CA-232055
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#	Action Item	Assigned To	Assigned Date	Due Date	Status
	CA-218060 Read Only EDBC being created for the following month after the SAR Due Month within 10 day Negative Action	Caroline Bui	5/12/21	8/1/21	Closed
	This is only happening for future month, not future future month. CA-218060 -scheduled for 9/15/2021.				

2021 Next Meetings:

September 8th

October 13th