

Region 1 - PSC County Updates

Monterey

- PPOC/IPOC, Tiffany Hiebner, returns from out of office on 11/2/20
- Upgraded Monterey County's SharePoint to the current version. Once Tiffany returns, she will work on the new CalSAWS Migration SharePoint Site for Monterey County users.
- Monterey County had 49% participation on the October 2020 CalSAWS Survey.
- CIV PCs will be refreshed by laptop refresh is underway, we have 265 laptops being imaged and deployed through the end of the year.

Sonoma

- Hired a new CalSAWS dedicated staff to be the Point of Contact for OCM activities
- Karen Fies has retired, and Angela Struckmann is the New Director for Sonoma County

Solano

- Hired their first CalSAWS dedicated staff. They are helping with Ancillary Mapping Sessions, solidifying the RCM/SME process, & data cleanup approach.
- They are working with their imaging vendor to convert images and task mgmt. for conversion purposes.
- Program Manager will be assigned as the OCM point of contact.

Napa

- Busy with Disaster CalFresh and wildfires.

Santa Cruz

- Hired a new CalSAWS dedicated staff.

Santa Clara

- Hired a consultant to assist with Migration.
 - Starts in November
- They are preparing to take Disaster CF Applications since one of their zip codes was impacted by the fires.

Marin

- Permanently closing their call center office space by end of year
 - Call Center agents will WFH permanently and come into the office as needed
- Working on Migration related tasks

San Mateo

- Working on their county implementation plans.
- Working on mapping with vendors.

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- De-Duplication Process Document in progress.

San Francisco

- Kicking off their Decision Review Board (more to come next month)
 - Will help with their migration
- Awarded half a million-dollar SNAP grant
 - Chat functionality on website
 - Community work (low income, immigrants, aged and or disabled)

Contra Costa

- Building a workgroup for CalSAWS migration which will include a couple staff members transitioning to CalSAWS.
- Working with their ancillary vendor
- QA replacement in progress

Alameda

- Commenced work on the De-duplication project.
- Also working on the ancillary mapping effort
- Launching website re design. They will start with the public facing website which will be completed by end of year. Then they will complete the internal website, which will include an area for CalSAWS.