

Region 4 - PSC County Updates

Fresno

- September 30, 2020, Fresno County completed a 3-year project, the Process Technology Improvement Grant that implemented 3 major components: DSS PASS website, Integrated Voice Recognition (IVR) in call center functions, and Integrated Client Management System (ICMS).
- DSS PASS website successfully authenticated and registered 14,302 accounts since it launched to the public in October 2019.
Over 83% of accounts were created on/after March 2020, during the onset of the COVID crisis. The top 3 activities for the site are:
 1. Online Document Submission
 2. My Case Info
 3. Income Grant Verification
- Since the launch of IVR in August 2020, 19,899 clients have utilized its functionality. We have plans to expand the site to include GA/GR data and online WTW Orientations.
- Our goal is to allow clients to communicate efficiently with our department and adhere to physical distancing requirements when possible.

Inyo

No Update

Kern

- We have started up a few training classes. They will have limited attendees, account for social distancing and be in a couple of different locations.
- We will have ME being held in November. And we have also volunteered to do a video conferencing pilot with State Quality Control beginning with the September case samples. We have also met with the State Administrative Law staff to begin planning for use of additional video conference options for county hearings.
- We had a Homeless Navigation Center for the city opened this week and we are looking forward to providing eligibility services to the residents.
- We have held our CalSAWS County kick-off meeting and are in the process of developing our internal committees to begin the county discussions in preparation for the transition

Kings

No Update

Madera

- We have had our Oakhurst office effected by the fires and it has been closed intermittently. When the office is closed staff are able to work at our main office here in Madera. Power has been an issue as it has been on and off due to the fires. Our

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outstation has around 10 staff and our new building was designed with future expansion in mind. This as well as staff being out for teleworking due to childcare has allowed us to easily fit our Oakhurst staff here in Madera when they need it.

Mariposa

- We would like to introduce our new HHSA Director Shannon Gadd. Shannon moved here from Kentucky and joined our team on October 13th.
- 3 new Eligibility Specialist I/II to are expected to join us next week on November 3rd. Induction training will begin again at that time.
- Our migration to Microsoft Office 365 has created many training opportunities and challenges for staff.
- October trainings include MS Office 365 - 101, Live Webinar Demonstrations and HIPAA. Future trainings include NVRA and Federal Tax Information: Annual Safeguard Training

Merced

Merced is currently in the process of creating a brand-new branch for Homeless and Housing Services. We have an open recruitment for Deputy Director, and we will soon be hiring for a Program Manager.

San Joaquin

No Update

San Luis Obispo

- CalSAWS Migration Governance- we are finalizing the structure for our CalSAWS migration governance and shared it with our Executive Leadership. Next step is to have a kick-off meeting with the members to approve the vision/mission/goals and decision-making process. We have assembled a diverse group of individuals for this effort and look forward to their guidance and we move forward.
- Induction Class Start-Up- interviews have concluded and a new induction class of eligibility workers will begin training in early November.

Stanislaus

No Update

Tulare

No Update