

CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date: August 18, 2021	Notes Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called By: Darcy Alexander	
Attendees:	R1 <input type="checkbox"/> Esmeralda Rouse	R4 <input checked="" type="checkbox"/> Mark McAlister
	R1 <input checked="" type="checkbox"/> Aaron McDougal	R5 <input checked="" type="checkbox"/> Alma Franco
	R1 <input checked="" type="checkbox"/> Karen Elizondo	R5 <input checked="" type="checkbox"/> Cori Robertson
	R1 <input checked="" type="checkbox"/> Martin Lara	R5 <input checked="" type="checkbox"/> Corrinne Simpson
	R1 <input checked="" type="checkbox"/> Nancy Rodriguez	R5 <input checked="" type="checkbox"/> Michael Schmidt
	R1 <input type="checkbox"/> Monica Castillo	R5 <input checked="" type="checkbox"/> Jason Garrett
	R1 <input checked="" type="checkbox"/> Norma Fetters	R6 <input checked="" type="checkbox"/> Andy Nguyen
	R2 <input checked="" type="checkbox"/> Jesse Hallford	R6 <input checked="" type="checkbox"/> Maria Montoya
	R2 <input checked="" type="checkbox"/> Shawna Reed	R6 <input checked="" type="checkbox"/> Karina Estrada
	R2 <input type="checkbox"/> Chris Craig	R6 <input type="checkbox"/> Narine Tervartanyan
	R2 <input checked="" type="checkbox"/> Ilda Torrez	R6 <input checked="" type="checkbox"/> Jason Reyes
	R2 <input checked="" type="checkbox"/> Stacy Bruemmer	CS <input checked="" type="checkbox"/> Jared Kuester
	R3 <input checked="" type="checkbox"/> Danielle Smith	CS <input checked="" type="checkbox"/> Stacey Xiong
	R3 <input type="checkbox"/> Julie Evinger	CS <input checked="" type="checkbox"/> Logan Pratt
	R3 <input checked="" type="checkbox"/> Joshua Charlton	CS <input checked="" type="checkbox"/> Danielle Benoit
	R4 <input checked="" type="checkbox"/> David Mata	CS <input type="checkbox"/> Gerald Limbrick
	R4 <input checked="" type="checkbox"/> Alfredo Jimenez	CS <input type="checkbox"/> Matt Lower
	R4 <input checked="" type="checkbox"/> Dwight Bristow	
	R4 <input checked="" type="checkbox"/> Puninder (Roni) Dhillon	
		CS <input checked="" type="checkbox"/> John Dray
		CS <input checked="" type="checkbox"/> Charles Heo
		CS <input type="checkbox"/> Rhiannon Chin
		CS <input type="checkbox"/> Erick Arreola
		CS <input checked="" type="checkbox"/> Alan Giblin
		CS <input type="checkbox"/> TJ Singh
		CS <input type="checkbox"/> Don Coffey
		CS <input type="checkbox"/> Carlos Cuenca
		CS <input checked="" type="checkbox"/> Julie Conwell –
		RM Sponsor
		CS <input type="checkbox"/> CDSS

Notes Taken By: Region # 3 Responsible for Meeting Notes – Butte County – Danielle Smith

Agenda Topic:	Important Points
Welcome/New Members:	<ul style="list-style-type: none"> Introduction done for new members
Meeting Notes:	<ul style="list-style-type: none"> Region #3 Notes are due to the Contact Center Facilitator on August 25, 2021
<ul style="list-style-type: none"> Region 3 Identified as the one responsible for taking notes. C-IV Migration Update for the CSC: <ul style="list-style-type: none"> RCC Information IVR Messaging 	<ul style="list-style-type: none"> September Go live month. Working with Contact Center managers to put up messaging for the cut over weekend letting customers know IVR is down for maintenance. Customized messaging will be available for the IVR the week before cut-over



Agenda Topic:

Important Points

• CalSAWS Case Numbering

- Cases created in CalSAWS will have a letter in the 7-digit number
- A letter can exist anywhere in the first 6-digits of a case number, but the last digit will always be a number.
- Case numbers go up by one number each time a new case is created.

• IVR/Contact Center Committee Scheduled Updates

- Transitioning to monthly meetings starting September 2021
- Meeting on 9/22/21 has been cancelled.
- Cancellation of old meeting invites to be sent.
- New meeting invites will be sent out.

• Update on the EBT 6 now the CSF 180: - Correspondence Committee Voted to allow this Non-State Form to be added to the CalSAWS Form Repository.

- Transitioning into CalSAWS.
- Form name will be changed from EBT 6 to CSF 180 in CalSAWS

• SCR CA-231234 – Task for Cancelling an Appointment

- Review of SCR including Overview, Recommendations, Supporting Documents & Requirements.
- Recommendation is to create a Task when the customer cancels their appointment through the outbound reminder campaign.
- Current e-mail and journaling functionality will remain in place.
- This task will be defaulted to not enabled.
- This is a system generated task. Not appearing in the automated actions.
- An expiration can be set on a task and an auto escalation can be created. This will come out at a later date.
- There is a message on IVR that states cancelling appointment will negatively impact benefits for customer to confirm.
- Design document to be updated based on RCM feedback prior to being sent out to committee for review and voting.

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1					
2					
3					

Next Scheduled Meeting – Teams – September 8, 2021 9:00 AM – 12:00 PM:

Region 4 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
August 18, 2021	9:00 AM – 12:00 PM	Scheduled
September 8, 2021	9:00 AM – 12:00 PM	Proposed
September 22, 2021	9:00 AM – 12:00 PM	Cancelled
October 27, 2021	9:00 AM – 12:00 PM	Scheduled
November 17, 2021	9:00 AM – 12:00 PM	Scheduled
December 15, 2021	9:00 AM – 12:00 PM	Scheduled

Note: Additional Meeting dates and times may be required.

