CalSAWS Consortium
Project Steering Committee
Meeting Minutes
September 16, 2021

Location: CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
Rancho Cordova CA 95670

Committee Members Present via Conference Call/Webcast:
Region 1 – Clarisa Simon
Region 1 – Jessica Paran
Region 2 – Ethan Dye
Region 3 – Rachel Ebel-Elliot
Region 4 – Cindy Uetz
Region 4 – Vienna Barnes
Region 5 – Alberto Banuelos
Region 5 – James Locurto
Region 6 – Luther Evans
Region 6 – Winna Crichlow
Region 6 – Vicki Moore

Members Absent via Conference Call/Webcast:
Region 5 – Rocio Aguiniga

Facilitator:
John Boule, CalSAWS Executive Director

1. **Co-Chair Jessica Paran convened the meeting at 8:32 a.m.**
2. **Agenda Review**
3. **Public opportunity to speak on items not on the agenda.**
   - None

PSC Action Items

4. **Approval of the Minutes from the August 19, 2021, PSC Meeting, and review of Action Items.**

   Summary: The Consortium is seeking PSC approval of the Minutes from the August 19, 2021, CalSAWS PSC Meeting, and review of Action Items.

   Public comment was made by Sherry Chen.

   Action Items from previous meetings:
   Action Item 1 – Automated Assistants/Bots: Ongoing – The Push Notification Automated Assistant went live August 27, 2021. The Authentication automated assistant continues to perform well. Yesterday's numbers showed that 95% of the customers were successful in authenticating.
   Action Item 2 – CalSAWS Recruitments: Ongoing – An internal recruitment has been closed for long-term Business Analyst. A recruitment is being drafted that will go out to all counties for an additional long-term Business Analyst, limited-term Implementation Coordinator, and other limited-term procurement support.

The recruitment will go out via CIT and will be posted on the CalSAWS.org website.

Action Item 3 – Analytics Reporting Design Development of Implementation: Ongoing – On Today's agenda.

Action Item 4 – DEI Activities: Ongoing - Updates will be available at the October PSC Meeting.

Action Item 5 – Feedback on the BenefitsCal availability to the CBO Community: Open

Action Item 6 – Provide overview of C-IV Rollback/contingency plans: Closed – Seth Richman provided an overview of the steps that would be taken if a rollback is necessary. Should the scenario arise notifications will be sent with updates.

Action Item 7 – Provide feedback on BenefitsCal environment availability assister communities: Open – On Today's agenda.

Action Item 8 – Disability Access Testing Results: Open – On Today's agenda.

Motion to approve was made by Co-Chair Ethan Dye.
Motion was seconded by Member Cindy Uetz.
Member, Clarisa Simon, voted to approve.
Co-Chair, Jessica Paran, abstained.
Member, Rachel Ebel-Elliot, voted to approve.
Member, Vienna Barnes, voted to approve.
Member, James Locurto, voted to approve.
Member, Albert Banuelos, voted to approve.
Member, Winna Crichlow, voted to approve.
Member, Luther Evans, abstained.
Co-Chair, Vickie Moore, voted to approve.
Member, Rocio Aguiniga was absent from vote.
Vote was taken by roll call and the Motion passed.

Informational Items

5. **CalSAWS Gantt Chart Update**
   - Seth Richman, Rachel Frey, and Dawn Wilder provided an update on the CalSAWS Gantt Chart.
   - Central Print for Los Angeles County went live at the end of August 2021. The 39-C-IV Counties are positioned for cutover to CalSAWS, BenefitsCal, Imaging, and Central Print intended to occur over September 24-26, 2021.
   - From an Application Development perspective, the support process that began with User Acceptance Test will continue as post cutover. For CalWIN the converted data tests are scheduled for November 2021 which sets the stage for interface testing using converted data. User Acceptance Tests will begin next spring.
   - Conversion for C-IV is well positioned and ready for cutover. All the tasks to develop and tests have been executed. For CalWIN it's moving very well and collecting ancillary conversion data from the counties is going well. The development of the CalWIN conversion programs has been completed and now the team is going through the testing process. Mock Conversions will begin next spring which is done wave by wave.

- General training for C-IV is underway and about 68% of staff have signed into the live Learning Management System.
- From an Imaging perspective, for C-IV the User Acceptance Test process has been completed and is ready for go-live.
- Exciting news for BenefitsCal release 1.0 as the team completed UAT yesterday. The team has had a number of trainings for release 1.0 for various groups. Another ongoing activity is that as the team received some additional requests for changes from the advocate community, they have added an additional internal release into the BenefitsCal application that will be there for release 1.0 that is addressing the high priority comments that were received from the advocates. This is scheduled to be available to the advocates for review next week. There are ongoing communications that the team has sent out to alert people about BenefitsCal going live. There were additional items that were lower priority from the advocates that have been identified in addition to enhancement requests have been received from various usability efforts. The team is beginning to take a look at those items and begin to triage them. UAT for release 1.2 is being worked on and is on track. Release 2.0 is coming up in November 2021 and Los Angeles County will be live in the system and additional features will be added.
- CalWIN ISS has four threads and the first is associated with Business Process Reengineering and the team is in the middle of doing the future state business process reengineering effort. The As-Is has been completed and Wave 2 has begun. The team is getting through the final stages of completing the base OCM plan which will include communication approaches, change network guides, and an overview of stakeholder analysis which is scheduled to complete at the end of October 2021. The team is beginning to plan for training which includes everything around training needs assessments and the schedule. The implementation support plan is an integrated view of how the implementation efforts for CalWIN ISS overlap with the activities associated with the migration efforts for CalSAWS. The comprehensive view is for the CalWIN counties so that they may see how their UAT efforts align with the overall implementation schedule.
- From a Central Print perspective, Los Angeles County has successfully gone live. There is a training for the C-IV county portal users which allows them to check postage and the status of the print job which will occur next week. Central Print is well on-track for the C-IV cutover.

6. **CalWIN Implementation Support Services**
   - **BPR**
   - **OCM**
   - **Training**
     - Juli Baker provided an overview on the CalWIN Implementation Support Services.
     - All the As-Is Business Process Reengineering sessions with Waves 1-6 were completed. The final As-Is Work Product Sign-Off for Waves 1-6 were completed. The To-Be Business Process Reengineering is on-track. The Wave-1 To-Be Final Work Product Sign-Off for 3 counties was completed. The Wave-2 To-Be Sessions are in-progress. Waves 3-6 To-Be Planning is in-progress. Special Wave Check-In meetings completed to discuss To-Be BPR with Waves 3-6. Waves 3-6 To-Be preparation is ongoing.

- The upcoming Organizational Change Management (OCM) topics include defining of change impacts and approach to address impacts identified from Wave 1 BPR and T-12 discussion of change readiness surveys for Wave 1 Counties.
  - The upcoming Training Advisory Council (TAC) Meeting topics include training development progress and review of completed draft Instructional Design MAPs (ID Maps).
  - There are 3 upcoming County Meetings with Contra Costa, Yolo, and Placer County to discuss draft training schedules and training roles. The next steps include review/refine the training roles and staffing numbers. Updating draft training schedules and timelines to reflect the classroom needs discussions. As well as schedule follow-up meetings to review next drafts.

7. **Application Development and Policy Update**
   - Karen Rapponotti and Lisa Salas provided an update on Application Development and Policy.
   - All COLAs were run for September 2021 and the Consortium is unable to run the numbers for mass replacement. The State is still working through the direction with FNS on how those will be distributed.
   - An upcoming date is the October Emergency Allotments setup.
   - FNS has changed the rules in terms of what they need from the State before they'll give approval to be able to do the mass replacements. The latest update from the State is that they are working through that with FNS. The approval is needed before the team can work on mass replacements. Counties can do a manual replacement however it does not identify it as something different like a mass replacement versus a regular replacement. The October COLA will have an increase.
   - At the next PSC the team will review the planned application changes for the remainder of SFY 21/22.

8. **First Data M&O QA Transition to ClearBest**
   - Jenny Rutheiser and James Dorame provided an overview of the First Data M&O QA Transition to ClearBest.
   - First Data LRS and C-IV Quality Assurance M&O Services contracts expire September 30, 2021. First Data team is working with Consortium Directors and ClearBest to transition tasks/initiatives and provide access to materials needed post September 30, 2021.
   - The tasks and processes are as follows: 1. Creating inventory and cleaned up SharePoint and F drive repositories 2. Created inventory of task/initiatives with assessment of factors 3. Identified mechanics, owners, activities, and target end dates 4. Conducted planning sessions with ClearBest 5. Created and followed transition sessions schedule.
   - The team is on-track with transitioning tasks and ClearBest is leading with First Data support continuing.
   - ClearBest QA team is adding M&O duties while continuing with DD&I reviews and testing. CalSAWS M&O hours have increased. The team plans to provide a holistic QA view of DD&I and M&O system changes with targeted testing by October 1, 2021.

- The release approach for M&O and DD&I is continuing to use the Master Test Plan to guide testing, SCR review/testing assessed holistically using scorecard, focus on the highest priority/functionality complex portions of total release, priority releases covered as the impact warrants, and release when ready covered for high-priority items.
- Key tenets for covering DD&I and M&O are by functional/test model evolving. Beginning October 1, Business Analysts/Testers follow M&O SCRs and Premise Items from inception through testing. Testing will be scenario-based. Hybrid DD&I/M&O test approach through end of September 2022. Committee participation focuses on process improvement and early guidance/discussions. Technical reviews focus on the system as a whole which includes technical impacts from upcoming changes and recommendations for improving performance/security. QA Project Management will track/report on efforts across DD&I/M&O and incorporate M&O activities/findings into Weekly and Monthly Status Reports. There is no change to QA Implementation or QA PMO efforts.

9. **C-IV/CalSAWS Implementation Readiness/Pre-Greenlight Update**
   - **Introductions**
   - **Summary of Project Readiness/Risks**
   - **Greenlight Calendar**
   - **County Readiness**
   - **County Prep Phase**
   - **CalSAWS Readiness**
   - **BenefitsCal Readiness**
   - **Central Print**
   - **IV&V**
   - **Overall Summary**
     - Seth Richman, Peggy Macias, Gabrielle Otis, Dawn Wilder, Wendy Battermann, Brian Nagy, and Kalleen Lyman provided updates on the C-IV/CalSAWS Implementation Readiness/Pre-Greenlight.
     - Recent CalSAWS Milestones were Central Print Los Angeles cutover, county preparation phase cutover, core application User Acceptance Test, C-IV Imaging UAT, Interface Partner Testing, and CalSAWS general training started on August 30, 2021.
     - The five pre-existing High Risks have been mitigated to Medium Risks, but two more have been added. The two new High Risks are wildfire impact on County implementation readiness and BenefitsCal Application Stability Impacted due to changes requested during later stages of UAT. A number of changes were received to the system and the team is tracking this. The volume of changes is what introduced the risk.
     - There is a Green Light meeting for Go-Live coming up to discuss the readiness.
     - Overall, County Readiness is on-schedule for go-live. There are two counties (three sites and nine users) affected by how Non-managed users within a Managed County connect to CalSAWS. County Prep Phase Metrics topics include login to CalSAWS, mileage rates, fiscal authorization, public hours of operation, programs to office, EBT printer alignment, and security mapping. Approximately 55% of users have logged into CalSAWS. The team is reaching out and speaking with the

counties that appear to be falling behind. This is important because when staff log in it will be a smoother go-live experience September 27, 2021. Offices with no programs associated is related to how applications from BenefitsCal get routed to the appropriate office if offices take certain applications for certain programs such as CalFresh, Medi-Cal, etc. Counties are doing a great job making those assignments. The team is working closely with Inyo and Tuolumne County to complete these tasks. The EBT printer alignment modifications default is the EBT printers are available within the office where they exist and has been configured automatically as part of the county prep cutover. If a printer is used by a different office that needs to be setup which staff will know how to do. This is not a requirement but if the counties want a printer to be available from a different office they'll have to do so. For security mapping, 79% of Counties have made modifications to their County-maintained Security Associations. Per SCR CA-226142, the Project added CalSAWS Only Groups to the C-IV Project-Maintained Roles. For Counties that use the Project-Maintained roles, they will already have the association to new CalSAWS groups.

o Overall, CalSAWS Project readiness is on-schedule. Application readiness is 100% complete. There are two Medium Risks being watched which are Risk 208 – CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties and Risk 226 – COVID-19 relief efforts may impact CalSAWS DD&I schedule. The CalSAWS UAT for CalSAWS Core including State Reports good news is the team has completed 100% of executing all scenarios and everything has passed. There are no open defects, and the team is ready for go-live. Integration readiness has completed testing with the counties, State, and CalWIN which makes this ready for go-live. There have been 7 conversions ran with 3 of them complete dress rehearsals and 4 of them step-by-step to confirm the completion of the converted data. Conversion readiness is 100% complete with one medium risk item which is Risk 249 – C-IV Cutover activities are At-risk of completing within the planned 84-hour window. The CHG0031094 for C-IV conversion cutover will be reviewed for approval during the Tech Cab meeting next Wednesday, September 15, 2021. Imaging readiness has 100% completed performance/stress testing for CalSAWS Go-Live and DB differential ongoing data sync. The penetration testing for Hyland Platform will be wrapping up in the next couple of days. Risk 248 – Delays in the C-IV Image Migration has become a medium risk and in a monitor mode. From an Imaging UAT perspective, the team is at 100% complete and there are no critical/high defects that remain. The Consortium validation of the differential process was completed. From an Analytics readiness perspective, the team keeps performance testing and is in good shape in being able to fit within the window. Immediately post cutover as the team processes all the data into the new reports that are going to be available to staff. All historical scheduled reports prior to September 24, 2021, will be available on Monday, September 27, 2021. CalSAWS project teams will provide County support during this week of CalSAWS Go-Live where they can. From an Ad Hoc Reporting and Analytics perspective, it's almost complete with one watch list item which is establishing connectivity with Ad Hoc Reporting – APEX Reporting. The

technical team has a solution for impacted Counties to use a VPN, which will allow network access to APEX reporting. The follow-on discussion for the security mitigations will be used to identify an agreed approach to support cutover and enabling APEX application access.

- o From a technical readiness – infrastructure perspective, there is only one county left to finish the un-managed laptops in managed Counties access enablement until it's completed. An additional validation of the secure file transfer process will take place. Connectivity enablement for unmanaged laptops from managed Counties is on the QA watchlist. The Lobby Management Enablement will be upgraded prior to the conversion event which is targeted to complete by tomorrow. Overall, Operations is making great progress. Completing online performance and stress testing is 90% complete. Risk 237 and Risk 240 will continue to be monitored closely. From a Batch Performance standpoint, the team has completed testing for all major cycles. CalSAWS and ForgeRock 40 County Online Performance Test is on cycle 3 and APIs are being tested. Overall, technical readiness for Identity Access Management is on-schedule. Performance and stress testing as part CalSAWS Go-Live will be completed on September 21, 2021. There are no performance issues that have been noted. Technical Readiness – Security is progressing well. Customer Service Center is on-track and ready for cutover. The operational scaling is focused on building out the organization capabilities. The focus is to monitor and count every user that logs in.
- o Training readiness is underway and on the third week of the four-week training cycle. Training is focused on the differences and is a set of web-based training modules that explain the key differences on how to interact with them. There is curriculum that is available to different classes of workers and the way it is currently measuring completeness is based upon curricula which may be under counting completeness. On daily calls the team is told that staff are taking specific WBTs that might not be the full curriculum and may not be clicking the complete button. The average training shows complete of about 33% which is slightly behind, and the team is looking at enhancing the report. The revised reporting will be available to the Training Coordinators within the counties themselves. Implementation readiness and Change Readiness have been 100% completed. The team is setting up the Command Center which has been ran for the county prep phase. The post deployment support is where we'll have staff in offices if that's requested as well as central command support. Office-level support are individuals identified within the counties who will have access to the Command Center. To manage pending C4Yourself applications the Project has sent revised CIT 0158-21 and revised CIT 0002-21 to help counties understand preparation activities related to e-apps. These are the actions that must be completed before Go-Live to reduce manual transfers. Cases that are pending and in transferred to C-IV status will be transferred/converted to CalSAWS. If not transferred then, cases not linked and in transferred to C-IV Status and not pending/approved in CalSAWS will not be converted to CalSAWS. The required actions are to assign staff to recreate the case in CalSAWS using C-IV PRT, you can find unprocessed e-apps. The planned conversion and direction using PRT going forward for all C4Yourself e-application

information was not scheduled to be converted to CalSAWS. C-IV PRT will be available for 12 months post go-live. Counties can access C-IV PRT to verify original application and e-signature. Research is being conducted to determine best option to transfer e-app/signature information from the C4Y database into CalSAWS. Discussions are in progress for determining timeframe for availability of PRT beyond 12 months.

o   Overall, BenefitsCal is on-schedule for go-live. Additional milestone added to exit UAT for the Partner/Advocate requests was completed. The Partner/Advocate enhancement requests that were made about two weeks ago have been developed and are in testing now. An invite will be sent out to demo those functions and features to State Partners and to the advocate community on Monday, September 20, 2021. In a follow-up to an action item the team will be giving access to the advocate community to use BenefitsCal in a training environment for subsequent testing and validation. Production connectivity tests is well underway and is almost complete. The team is preparing for Go-Live and Green-Light. The Systems Test status now how zero Severity 2 defects and zero Severity 1 defects. Independent Test status is now down to two scenarios that need to be completed. The advocate enhancements are being watched to extend testing to the delivery of those enhancements for 1.0. The team is down to only 10 Severity 3 which are low issues as a workaround is in place. All UAT test scenarios were completed two weeks ago. As of yesterday, UAT exit was approved. Integration readiness is 100% complete with one watch item which is Risk 235 – The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS Interface. Technology, Conversion, and Training readiness have been 100% completed and are ready for go-live. All content related to Training is available on YouTube. Our third-party ADA test vendor provided the results of their round of testing where they tested each type of screen within the BenefitsCal application. The team has reviewed their findings and three required a change which are being tested today. Implementation and Change readiness is moving well and on-schedule.

o   The BenefitsCal Feedback Loop engages multiple stakeholder groups throughout the Project from Procurement through Post-Production. BenefitsCal will follow a process that involves prioritization, triage, resolution and validation. Triage, prioritization, and validation engages internal and external stakeholders. Feedback is prioritized using the designated scale. The application flow was evaluated for user experience and usability per screen. Errors were identified when a user had an issue understanding or completing an action. 92% of actions were successful. There were 40 total enhancements identified from errors that were experienced by multiple users. 14 enhancements are prioritized for Release 1.0 due to the impact on the overall customer experience. 36 enhancements will be addressed in upcoming releases of BenefitsCal to continue to enhance the customer experience. There were positive customer insights that show that customers feel comfortable with the system. Customers notice the UCD approach and enjoy being part of the process. A time and motion study was done to see how long it takes to process an application. On average customers are going through the

screens quickly at an impressive rate of 14 seconds per screen. On average it takes 28 minutes to complete an application.

- o From a Central Print Readiness perspective, it's in good shape and ready for the cutover. From a load perspective, the team already processes all three SAWS systems.
- o Independent Verification and Validation (IV&V) Confirmation is going well and on-schedule. For CalSAWS Conversion, Imaging, Analytics, Test, UAT, and Training are on-track. For BenefitsCal Development and Training is on-track. Test and UAT are slightly behind but are being monitored closely. Central Print is successful and on-track.
- o Overall, project readiness is on track to meet all C-IV related requirements by Go-Live dates.

Public comments were made by Terri Prior and Jennifer Tracy.

10. Procurement Update
- Tom Hartman provided an update on Procurements.
- The team continues to work on the requirements for development and socializing them with Consortium staff. All procurements are going well.

11. CalSAWS Innovation Phase 2
- Gaurav Diwan provided an update on CalSAWS Innovation Phase 2.
- The project has moved into phase 2 of the innovation program. The second phase is more challenge focused. To add a little fun the team created a Shark Tank-like program where the top ideas get presented to a panel of sharks who are Directors from Member Counties. The Directors vote on the best ideas. Phase 2 was launched earlier this summer and the first Shark Tank was conducted. Three ideas were selected for prototype. The next Shark Tank event for the second business problem is scheduled for November 2021.

12. State Partners Updates
- **OSI**
- **CDSS**
- **DHCS**
  - o OSI – Brandon Hansard
    - OSI had nothing to report this period on review with federal partners. OSI is working with their IV&V team and focusing on migration efforts.

  - o CDSS – Jessica Abernethy
    - CDSS thanked the BenefitsCal team, CalSAWS, DHCS, and advocates for the portal effort. CDSS truly appreciates the partnership. CDSS is in the process of drafting a disaster CalFresh Plan for counties impacted by the Dixie fire. The CalFresh team has been meeting with those counties on a weekly basis and are hoping to submit the plan to federal partners for approval by the end of this week. The CalFresh team is also working on finalizing an ACL that will provide guidance on an automated pause of TNT recertifications for 24-months. The draft guidance for this policy

went out to stakeholder review on September 13, 2021, and comments are due on September 20, 2021.

- o DHCS – Katie Mead
    - ▪ DHCS also thanked the team for their efforts. The pregnancy expansion is still set for implementation on April 1, 2022. MEDIL 1-13 was published on August 31, 2021. The team is working with CalSAWS partners on implementation. Medi-Cal ACWDL draft has been submitted to SAWS on August 31, 2021, for review. DHCS sent out the state plan amendment was submitted to CMS on August 31, 2021. An approval date is expected on November 29, 2021. DHCS is providing monthly updates at monthly TRT meetings and through a county workgroup. The COVID-19 PHE allowable activities during the COVID-19 PHE ACWDL should be published this week.

13. Regional Updates
- Region 1 – Jessica Paran
    - o Region 1 counties are very busy making the transition back for most of their staff to return to the office. Many of their staff have been in the office and have had folks working from home. The counties are working through some COVID-19 policies around vaccinations and preparing offices to welcome people for me in person presence. All the counties are preparing for go-live.

- Region 2 – Julie Conwell
    - o Region 2 has been dealing with many fires from Alpine, El Dorado, Nevada, Placer, and Yuba Counties. All counties are working through migration and are completing their planning.
    - o Alpine County is still working through some internet issues.

- Region 3 – Rachel Ebel-Elliot
    - o All counties are busy working on their LMS training and updating county BPR for migration. The counties are also completing their county prep phase activities. A few counties in Region 3 have been affected by wildfires. There has been an increase of COVID-19 cases in a few counties.
    - o Trinity County reported out that they are currently affected by four fires and have had staff called away as disaster response workers.
    - o Humboldt County is reporting that their most recent training class has just come out to the floor, and they have three Eligibility Workers with two Integrated Case Workers.
    - o Colusa County reported that they will have six new Eligibility Staff starting around go-live.

- Region 4 – Vienna Barnes
    - o Region 4 has several counties getting ready to transition over to CalSAWS. There are a couple counties dealing with wildfires. In a few counties there is an increase of COVID-19 cases which is affecting staff and workload.
    - o Kern County setup three shelters to accommodate residents from the fires.

- o Tulare County recently had two major fires start and they are in the process of setting up sheltering/temporary evacuation points.

- Region 5 – James Locurto
  - o Orange County is implementing DocuSign agency-wide. Orange County has also selected a CalSAWS campaign which is "Flying into CalSAWS". The county sent their appreciation to San Diego County for the great idea.
  - o Riverside County hosted a CalSAWS town hall on September 7-9, 2021. There were over 1,400 team members and they shared information about CalSAWS. The Communications team is putting together a video for customers and CBOs about the CalSAWS BenefitsCal implementation to increase awareness in the community. The video will be posted on social media channels. A podcast about BenefitsCal for customers and CBOs has been recorded and will be shared on Riverside County's YouTube Channel.
  - o San Bernardino County staff are completing the CalSAWS training in preparation for migration. Great statistics are coming out from the Authentication Bot.
  - o San Diego County received an additional seven dedicated CalSAWS positions (1 manager, 1 secretary, and 5 program specialists). CalSAWS kickoff is planned for December 2021 and will fully engage all county eligibility staff and the guest speaker will be Gilbert Ramos.
  - o Santa Barbara County has been interviewing to replace a Deputy Director that retired. The announcement is expected soon. They are also recruiting for the Chief Financial Officer.

- Region 6 – Winna Crichlow
  - o Los Angeles County DPSS is in the process of working with their offices to plan for reopening the lobbies to the public. The county is working on enhancing their intake call center. The team is in the process of coordinating a vaccination drive to ensure compliance with the Board of Supervisors mandate. Los Angeles County has been working with teams to keep them aware of all the cutover activities and all the changes that are coming with the portal/new imaging solution.

14. Adjourn Meeting
- Co-Chair, Jessica Paran, adjourned the meeting at 11:59 a.m.

Action Items	Assigned to	Due Date	Status
1. Automated Assistants/Bots Pilot Status Update	**Seth Richman**	**Ongoing**	**Open**
2. Provide update on CalSAWS recruitments.	**Holly Murphy**	**Ongoing**	**Open**
3. Provide regular updates on the status of Analytics Reporting Design, Development, and Implementation.	**Luz Esparza**	**Ongoing**	**Open**

4.	Discuss DEI activities/initiatives taking place at CalSAWS.	**John Boule**	**Ongoing**	**Open**
5.	Provide feedback on the environment of BenefitsCal and the availability to assister communities.	**Gabby Otis**	**09/16/2021**	**Closed**
6.	Provide information on the timeline for disability access testing results.	**Gabby Otis**	**09/16/2021**	**Closed**
7.	Provide an update on CalFresh mass replacements at the next PSC meeting.	**Karen Rapponotti**	**10/21/2021**	**Open**
8.	Provide a debrief on the BenefitsCal ADA Report and actions taken to mitigate findings and release plans.	**Gabby Otis**	**10/21/2021**	**Open**

<u>Next Meeting:</u>
Conference Call/Zoom
Thursday, October 21, 2021
8:30 a.m. – 12:00 p.m.
CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670