CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date:	May 25, 2022	**Notes Location:**	Microsoft Teams
Time:	9:00 am – 12:00 pm	**Meeting Called by:**	Darcy Alexander

Attendees:

R1 ☒ Karen Elizondo
R1 ☐ ~~Rachel Gomez~~
R1 ☒ Celeste DuBay
R1 ☐ ~~Willie Balitaan~~
R1 ☒ Nancy Rodriguez
R1 ☒ Monica Castillo
R1 ☒ Norma Fetters
R2 ☒ Cathy Collins
R2 ☒ Shawna Reed
R2 ☐ Chris Craig
R2 ☒ Ilda Torrez
R2 ☐ ~~Gabriel Gutierrez~~
R2 ☐ ~~Stacy Bruemmer~~
R2 ☒ Cristobal Quintero
R3 ☒ Danielle Smith
R3 ☒ Kailee Lewis
R3 ☒ Joshua Charlton

R4 ☐ ~~David Mata~~
R4 ☒ Tiffany Cameron
R4 ☐ ~~Sonia Jaimes~~
R4 ☒ Alfredo Jimenez
R4 ☒ Brian Bumpus
R4 ☒ Puninder (Roni) Dhillon
R4 ☒ Mark McAlister
R5 ☐ ~~Alma Franco~~
R5 ☒ Norma Fetters
R5 ☒ Cori Robertson
R5 ☒ Corrinne Simpson
R5 ☐ ~~Briyit Carbajal~~
R5 ☒ Norma Meza
R5 ☒ Nina Olivas
R5 ☒ Jason Garrett
R6 ☒ Andy Nguyen
R6 ☒ Maria Montoya
R6 ☒ Karina Estrada
R6 ☐ ~~Narine Tervartanyan~~
R6 ☒ Aleyda Salazar
R6 ☒ Jason Reyes

CS ☐ Jared Kuester
CS ☐ Stacey Xiong
CS ☐ Logan Pratt
CS ☐ Danielle Benoit
CS ☐ Gerald Limbrick
CS ☐ Matt Lower
CS ☐ John Dray
CS ☐ Charles Heo
CS ☐ Rhiannon Chin
CS ☐ Erick Arreola
CS ☐ Kimberly Sinclair
CS ☐ Don Coffey
CS ☐ Jacob Olson
CS ☐ Carlos Cuenca
CS ☐ Julie Conwell – RM Sponsor
CS ☐ CDSS

Notes Taken By: Region # 5 Responsible for Meeting Notes – Jason Garett - Orange County

Agenda Topic:	Important Points
Welcome/New Members: **Sonia James – Kings – Region #4**	• Introduction done for new members
Meeting Notes: • Region #5 Identified as the one responsible for taking notes.	• Region #5 – Orange County – Jason Garett • Notes are due to the Contact Center Facilitator on June 1, 2022.

• **Update on progress of Language collection for Voice Biometrics SCR CA-226843:**
  ○ Added languages to be available in IVR June 2022
  ○ Collection of recordings began April 25, 2022
	• Contact Center Team
	• Estimated Go Live for the Voice Biometrics availability in all 15 languages in June 2022. Access to the threshold language choices will only be available once all languages have been obtained.
	• CIT will be sent to CalSAWS Contact Center Counties requesting additional assistance gathering recordings so that the project goal can be met

Agenda Topic:	Important Points

• **CalSAWS Maintenance Messaging When CalSAWS is down and Self-Service not available:**
   ○ **Existing Recording**
     ▪ "The Interactive Voice Response System will not be available starting \<Day> \<Month and Date> at \<time> until \<Day> \<Month and Date> at \<time> due to maintenance. During this time, you will not be able to connect to a worker or use the self-service options using this phone system."
	• Contact Center Team
	• Committee understands this messaging and has agreed no changes are needed to existing message and the understanding is that the message will play in English and Spanish only.
	• Prior to cutover for counties transitioning to CalSAWS can have a message played up to two weeks prior to cutover.

• **Enhanced CCP Update:**	• Contact Center Team • San Bernardino County is piloting this. Team is currently working through some of the findings.
• **SCR CA-245360 - Telephonic Signature Rights and Responsibilities Update:**	• Contact Center Team • SCR is not finalized, and R&R are for Medi-Cal and CalWORKs/CalFresh. • No plan currently to add General Relief
• **SCR CA-244081, CA-244082, and CA-244872 - Texting Updates:**	• Contact Center Team • These SCRs are informational only and no vote is required. • SCR CA-244081 – allows for 6 to 7 additional messages to be added through automated action • SCR CA-244082 – Enhancements to existing messaging. • SCR CA-244872 – Adhoc & Emergency messaging which would increase the allowed monthly messages to 5.
• **Walk-on Item – SCR CA-245839 Update of Verbiage for Medi-Cal Redetermination to Medi-Cal Renewal**	• Contact Center Team • This SCR changes verbiage from Redetermination to Renewal based on ACWDL 20-21. No vote was required this was informational since it is a policy change from the State.
• **Additional Discussion Topics/Questions:**	• Question – Can a phone number be added to the SAR7 text messaging campaigns? Answer: Yes, a CER can be opened, and it will then be brought before the Committee for discussion and vote on moving forward. • Reminder, to utilize Chrome as your browser for non-managed workstations.

Agenda Topic:	Important Points
	• ECCP will be available for non-managed equipment for at home users.
	• If a County would like to transition to a POP Model, please send an email to Darcy and cc Danielle since this may have resource and financial implications.

Action Items:

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	Action Items	Due Date	Responsible Party
1	Verification needed from State that if only CalWORKs/CalFresh combined R&R used that this will not constitute an error given to the county by the State for not having separate R&R that is program specific.	7-27-2022	Logan Pratt
2			

Next Scheduled Meeting – Teams – July 27, 2022, 9:00 AM – 12:00 PM:

Region 6 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
May 25, 2022	9:00 AM – 12:00 PM	Scheduled
July 27, 2022	9:00 AM – 12:00 PM	Scheduled
September 28, 2022	9:00 AM – 12:00 PM	Scheduled
November 16, 2022	9:00 AM – 12:00 PM	Scheduled