

## CalSAWS | Agenda for the CalSAWS Consortium Project Steering Committee

Date: August 17, 2023	Location: CalSAWS Ranch Cordova Bodie Conference Room 11290 Pyrites Way, Suite 150 Rancho Cordova, CA 95670
Time: 8:30 a.m. – 12:00 p.m.	Conference Call: 1-888-788-0099 Meeting ID: 928 0181 5493 Passcode: 928764 Zoom Link: <a href="#">PSC Zoom Link</a>

**CONVENE MEETING OF THE PROJECT STEERING COMMITTEE** – All scheduled items will be heard in the Bodie Conference Room located at 11290 Pyrites Way, Suite 150, Rancho Cordova, CA 95670. The Public Session of this meeting shall be accessible via teleconference/webcast: 1-888-788-0099 enter Meeting ID 928 0181 5493 followed by Passcode 928764 or join the webcast by clicking [PSC Zoom Link](#).

In addition to the location listed above, the following locations will be available for attendance in-person and/or via Zoom:

- 855 Partridge Drive, Ventura, CA 93009
- 12860 Crossroads Parkway South, City of Industry, CA 91746
- 201 Redlands Ave., Perris, CA 92571
- 737 S. State Street, Ukiah, CA 95482
- 1255 Imperial Ave., Suite 400, San Diego, CA 92101
- 100 East California Avenue, Bakersfield, CA 93307
- 170 Otis, San Francisco, CA 94103
- 955 Overland Court, Suite 100, San Dimas, CA 91773
- 1 Davis Drive, Belmont, CA 94002

### PUBLIC SESSION

#### **8:30 a.m. – Convene Meeting of the Project Steering Committee (PSC)**

<b>Topic</b>	<b>Lead</b>	<b>Est Time</b>
1. Call Meeting to Order and confirmation of quorum.	Winna Crichlow	5 min
2. Agenda Review	Winna Crichlow	5 min
3. Public opportunity to speak on any Item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.	Winna Crichlow	

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Co-Chair to speak.

Topic	Lead	Est Time
<ul style="list-style-type: none"> <li>○ All lines will be muted when meeting begins.</li> <li>○ To unmute:               <ul style="list-style-type: none"> <li>▪ When connected via computer – click the microphone icon.</li> <li>▪ When connected via telephone – press *6.</li> </ul> </li> </ul>		
<b>Action Items</b>		
4. Approval of the Minutes from the July 20, 2023, PSC Meeting and review of Action Items.	Winna Crichlow	5 min
<b>Informational Items</b>		
5. Recent Production Issues	Arnold Malvick Lisa Salas	10 min
6. Future Waves Readiness <ul style="list-style-type: none"> <li>• Waves 5 and 6 Readiness</li> <li>• Waves 5 and 6 Risk Summary</li> <li>• Risk 293 COLA Timing and Wave 5</li> </ul>	Cathryn van Namen Arnold Malvick Lesley Pevny Rachel Frey	20 min
7. Release and Policy Update/Communications <ul style="list-style-type: none"> <li>• 2023 CalWORKs MAP/IRT and CalFresh COLA Update</li> <li>• Continuous Coverage Unwinding Status</li> <li>• Introduction to CFAP/FCED and WDTIP Implementation efforts</li> <li>• Committee SCR Prioritization Process</li> <li>• BenefitsCal Roadmap and Release Highlights</li> </ul>	Lisa Salas Theresa Hasbrouck Onur Senman Michele Peterson Lynn Bridwell Karen Rapponotti	30 min
8. BenefitsCal Update <ul style="list-style-type: none"> <li>• ROI Update</li> <li>• Collaboration Model Update</li> <li>• Marketing Campaigns</li> </ul>	Lynn Bridwell Onur Senman	20 min
9. Return Mail	Dawn Wilder	10 min
10. Quarterly Statistics <ul style="list-style-type: none"> <li>• SLAs, Production Stability, Tickets, and Defects               <ul style="list-style-type: none"> <li>○ Onshore vs. Offshore</li> </ul> </li> <li>• Hyland Imaging SLAs</li> </ul>	Arnold Malvick Sara Rossmiller	20 min
11. Contact Center Update <ul style="list-style-type: none"> <li>• Status of eCCP Rollout to former C-IV Counties</li> </ul>	Danielle Benoit John Dray	15 min
12. Procurement Updates	Thomas Hartman	10 min

Topic	Lead	Est Time
<ul style="list-style-type: none"> <li>• M&amp;O Procurement</li> <li>• AWS Services Update</li> <li>• BenefitsCal RFP</li> </ul>		
13. Update on Key QA Activities	Dan Dean	10 min
14. Update on Key State IV&V Activities	Apoorva Kandya	10 min
15. State Partners Updates <ul style="list-style-type: none"> <li>• OTSI</li> <li>• CDSS</li> <li>• DHCS</li> </ul>	Steve Zaretsky Cecilia Rolon Katie Mead	10 min
16. Regional Updates	PSC Members	30 min
17. Adjourn Meeting	Winna Crichlow	

The agenda and supporting documents are available for review during regular business hours at 11290 Pyrites Way, Suite 150, Rancho Cordova, CA 95670.

In accordance with the Ralph M. Brown Act, this meeting agenda is posted at least 72 hours prior to the regularly scheduled meeting date in the lobby of the locations noted above.

The meeting facility is accessible to persons with disabilities. If an assisted listening device or other service will be needed in order to participate in the public meeting, a request should be made through the Secretary of the Board at least three (3) business days prior to the Board meeting. The Secretary's telephone number is (916) 282-3834. The Secretary's office is located at 11290 Pyrites Way, Suite 150, Rancho Cordova, CA 95670.

