

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
August 17, 2023

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 – Anna Pineda
Region 2 – Eduardo Ameneiro
Region 3 – Rachel Ebel-Elliot
Region 4 – Cindy Uetz
Region 5 – Elaine Martinez
Region 5 – Alberto Banuelos
Region 5 – Sandra Bowlan
Region 6 – Winna Crichlow
Region 6 – La Shonda Diggs
Region 6 – Olga Vicuna

Committee Members Absent:

Region 4 – Cesilia Leon

Facilitator:

Thomas Hartman, CalSAWS Common Services Director

- 1. Co-Chair, Winna Crichlow, convened the meeting at 8:30 a.m.**
- 2. Agenda Review**
Thomas Hartman reviewed the agenda.
- 3. Public opportunity to speak on items not on the agenda.**
 - None

PSC Action Items

- 4. Approval of the Minutes from the July 20, 2023, PSC Meeting and review of Action Items.**

Summary: The Consortium is seeking PSC approval of the Minutes from the July 20, 2023, PSC Meeting and review of Action Items.

Action Items from previous meetings:

Action item 1 – Bots Roll-Out: Open – On Today's agenda.

Motion to approve was made by Member Alberto Banuelos.
Motion was seconded by member Rachel Ebel-Elliot.
Member, Clarisa Simon, voted to approve.
Member, Anna Pineda, voted to approve.

Member, Eduardo Ameneiro, voted to approve.
Co-Chair, Cindy Uetz, abstained.
Member, Elaine Martinez, voted to approve.
Member, Sandra Bowlan, voted to approve.
Co-Chair, Winna Crichlow, voted to approve.
Member, La Shonda Diggs, voted to approve.
Member, Olga Vicuna, voted to approve.
Member, Cesilia Leon, was absent from vote.
Vote was taken by roll call and the Motion passed.

Informational Items

5. Recent Production Issues

Arnold Malvick, Jeremy Grecian, and Lisa Salas provided an overview of Recent Production Issues.

6. Future Waves Readiness

- **Waves 5 and 6 Readiness**
- **Waves 5 and 6 Risk Summary**
- **Risk 293 COLA Timing and Wave 5**

Cathryn Van Namen, Arnold Malvick, Lisa Salas, and Rachel Frey provided an overview of Future Waves Readiness.

*Public comments made by Ruben Canedo and Jennifer Tracy.

*Action item – Reach out to Ruben to discuss the specific concerns about go-live down-time during the peak college enrollment season; questions about counties and training; the differences between GetCalFresh and BenefitsCal; and how eligibility workers at the colleges can get direct support

7. Release and Policy Update/Communications

- **2023 CalWORKs MAP/IRT and CalFresh COLA Update**
- **Continuous Coverage Unwinding Status**
- **Introduction to CFAP/FCED and WDTIP Implementation efforts**
- **Committee SCR Prioritization Process**
- **BenefitsCal Roadmap and Release Highlights**

Lisa Salas, Theresa Hasbrouck, Onur Senman, Michele Peterson, and Karen Rapponotti provided an update on Release and Policy/Communications.

*Public comment made by Ruben Canedo and Jennifer Tracy.

*Action item – Follow-up with CDSS regarding new trailer bill language and provide updates on the representation of college students in the CalFresh, and other social services, reports that are going to be shared.

8. BenefitsCal Update

- **ROI Update**
- **Collaboration Model Update**
- **Marketing Campaigns**

Lynn Bridwell and Onur Senman provided an update on BenefitsCal.

*Public comment made by Jennifer Tracy.

9. Return Mail

Dawn Wilder provided an update on Return Mail.

*Public comments made by Jennifer Tracy and Linora Ballesteros.

*Action item – Research whether return mail be sent to the counties via imaging instead of being sent forward physically.

10. Quarterly Statistics

- **SLAs, Production Stability, Tickets, and Defects**
 - **Onshore vs. Offshore**
- **Hyland Imaging SLAs**

Arnold Malvick, Sara Rossmiller, and Onur Senman provided an update on Quarterly Statistics.

*Public comment made by Jennifer Tracy.

11. Contact Center Update

- **Status of eCCP Rollout to former C-IV Counties**

Danielle Benoit and John Dray provided an update on Contact Center.

*Public comment made by Jennifer Tracy.

12. Procurement Updates

- **M&O Procurement**
- **AWS Services Update**
- **BenefitsCal RFP**

Thomas Hartman provided updates on Procurement.

*Public comment made by Jennifer Tracy.

13. Update on Key QA Activities

Dan Dean provided an update on Key QA Activities.

14. Update on Key State IV&V Activities

Apoorva Kandya provided an update on Key State IV&V Activities.

15. State Partners Updates

- **OTSI**
- **CDSS**
- **DHCS**
 - OTSI – Steve Zaretsky provided an update for OTSI.
 - CDSS – Sherice Sterling provided an update for CDSS.
 - DHCS – Theresa Hasbrouck provided an update for DHCS.

16. Regional Updates

- **Region 1** – Clarisa Simon and Anna Pineda provided regional updates for Solano, Santa Cruz, San Mateo, Monterey, Sonoma, and San Francisco County.

- Region 2 – Eduardo Ameneiro provided regional updates for Amador, El Dorado, Mono, Nevada, Placer, Sacramento, Sutter, Tuolumne, Yolo, and Yuba County.
- Region 3 – Rachel Ebel-Elliot provided regional updates.
 - Butte County completed IEVS audit, AAP review and CalFresh Management Evaluation. Single Audit also completed. Struggling with vacancy rates. 27% in Eligibility. Orville office remodel significantly delayed. Still using conference room as a lobby. Going live with eCCP in mid-August.
 - Colusa County had a class of 5 eligibility staff but are down to 3 as 2 left already. 60% retention. They just had their IEVS, CalFresh and CalWORKS Audits. Having an AAP Audit next month. Their lobby is closed 1 day a month, so they can focus on Medi-Cal Renewals. They are also looking at OT Saturdays to work those Medi-Cal Renewals.
 - Del Norte County Deputy Director is open for 3 branches. Staff working Saturdays on back log and Medi-Cal Renewals. They just completed their CalFresh Management Evaluation.
 - Humboldt County class of 6 started June 12th. Graduating in August. Lots of reactivations of CalHEERS accounts, so they know people are working Medi-Cal Renewals.
 - Lake County is moving forward with a plan to consolidate offices to save some money.
 - Lassen County is at a 50% staffing. Ordered a kiosk to streamline some processes. IEVS Audit is coming up in October.
 - Mendocino County current ETW induction class, anticipate ES induction to begin late September. Labor negotiations, labor organization has voted to strike.
 - Modoc County CalWORKS Eligibility review and IEVS Audit coming up in August.
 - Plumas County is still trying to recruit and retain.
 - Shasta County acquired another division in their branch. Housing and Community Action Agency is now part of Health & Human Services Agency. Moving into their buildings this week. Health & Human Services Agency personnel admin functions have been moved to County Support Services. They have less than 25% that have been there over 2 years.
 - Siskiyou County is struggling with staffing. They are about 50% with CalFresh/Medi-Cal and 50% on supervisors. 3 state audits right now. Salary Survey results came through and their Board of Supervisors decided they were going to give raises to bring them to a median of other counties. Some classifications were about 35% under other counties. This should happen in October. They have a new deputy director over Social Services.
 - Tehama County new Program Manager for eligibility has started – Elaine Silva. They have a class going right now.
 - Trinity County is getting raises. Eligibility got between a 12-17% bump that was originated through the Board of Supervisors. Trying to hire, retain and train.
- Region 4 – Cindy Uetz provided regional updates for Kern, Mariposa, and San Luis Obispo County.

- Region 5 – Elaine Martinez provided regional updates for Riverside and Ventura County.
- Region 6 – Olga Vicuna and Winna Crichlow provided regional updates for Los Angeles County.

17. Adjourn Meeting

- Co-Chair, Winna Crichlow, adjourned the meeting at 11:02 a.m.

Action Items	Assigned to	Due Date	Status
1. Report back to the PSC with data from production counties regarding the Bots roll-out and how this is helping County processes; what the rollout schedule is; and how counties can prepare.	Danielle Benoit John Dray	August 2023	Closed
2. Reach out to Ruben to discuss the specific concerns about go-live down-time during the peak college enrollment season; questions about counties and training; the differences between GetCalFresh and BenefitsCal; and how eligibility workers at the colleges can get direct support	Rachel Frey	October 2023	Open
3. Follow-up with CDSS regarding new trailer bill language and provide updates on the representation of college students in the CalFresh, and other social services, reports that are going to be shared.	Karen Rapponotti	October 2023	Open
4. Research whether return mail can be sent to the counties via imaging instead of sent forward physically. Provide update to PSC.	Dawn Wilder	October 2023	Open

Next Meeting:

Conference Call/Zoom
 Thursday, September 21, 2023
 8:30 a.m. – 12:00 p.m.
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