

**CalSAWS Consortium**  
**Project Steering Committee**  
**Meeting Minutes**  
**September 21, 2023**

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

**Committee Members Present In-Person:**

Region 2 – Eduardo Ameneiro

**Committee Members Present via Conference Call/Zoom:**

Region 1 – Clarisa Simon

Region 1 – Anna Pineda

Region 3 – Rachel Ebel-Elliott

Region 4 – Cindy Uetz

Region 4 – Cesilia Leon

Region 5 – Elaine Martinez

Region 5 – Alberto Banuelos

Region 5 – Sandra Bowlan

Region 6 – Winna Crichlow

Region 6 – Olga Vicuna

**Committee Members Absent:**

Region 6 – La Shonda Diggs

**Committee Alternates Present via Conference Call/Zoom:**

Region 6 – Luther Evans, Jr.

**Facilitator:**

John Boule, CalSAWS Executive Director

**1. Co-Chair, Alberto Banuelos, convened the meeting at 8:31 a.m.**

**2. Agenda Review**

John Boule 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 August 17, 2023, PSC Meeting and review of Action Items.**

**Summary:** The Consortium is seeking PSC approval of the Minutes from the August 17, 2023, PSC Meeting and review of Action Items.

Action Items from previous meetings:

**Action item 1 – Go Live Downtime:** Open

**Action item 2 – Trailer Bill Language:** Open

**Action item 3 – Return Mail:** Open

Motion to approve was made by Co-Chair Winna Crichlow.  
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.  
Member, Cesilia Leon, voted to approve.  
Co-Chair, Cindy Uetz, abstained.  
Member, Elaine Martinez, voted to approve.  
Co-Chair, Alberto Banuelos, voted to approve.  
Member, Sandra Bowlan, voted to approve.  
Alternate Member, Luther Evans Jr., voted to approve.  
Member, Olga Vicuna, voted to approve.  
Vote was taken by roll call and the Motion passed.

## **Informational Items**

### **5. Wave 5 Go Live Debrief**

Arnold Malvick, Rachel Frey, Dan Dean, Angie Flores, Paula Glodowski, and Anissa Basoco-Villareal debriefed Wave 5 Go Live.

### **6. Wave 4 Retrospective**

Gretchen Williams, Cathryn Van Namen, Don Coffrey, Rachel Hernandez, and Rachel Frey provided an overview of Wave 4 Retrospective.

\*Public comment made by Ruben Canedo.

### **7. Future Wave Readiness**

- **Wave 6 Readiness**
- **Wave 6 Risk Summary**

Cathryn Van Namen, Arnold Malvick, Lesley Pevny, and Rachel Frey discussed Future Wave Readiness.

### **8. Release and Policy Update/Communications**

- **Continuous Coverage Unwinding Status**
- **Early CalFresh Issuance**
- **BenefitsCal Roadmap and Release Highlights**

Yingjia Huang, Karen Rapponotti, Vivek Narayanaswamy, Onur Senman, and Lynn Bridwell provided an update on Release and Policy/Communications.

\*Public comments made by Ruben Canedo on behalf of Jennifer Tracy.

### **9. BenefitsCal Update**

- **ROI Update**
- **Collaboration Model (CM) Update**
- **Foundational Testing Processes, Problem Resolution Procedures, & QA (Action Item)**
- **Marketing Campaigns Update**

Lynn Bridwell, Onur Senman, Rachel Frey, and Emmeil Davis provided an update on BenefitsCal.

\*Public comment made by Ruben Canedo.

## **10. LEAP into CalSAWS Usability**

Peggy Macias provided an overview of LEAP into CalSAWS Usability.

\*Public comment made by Linora Ballesteros.

## **11. Decommissioning of Environments**

Arnold Malvick provided an overview of Decommissioning of Environments.

## **12. Contact Center Update**

- **Welcome Bot**
- **Authentication Bot and Push Notification**

Arnold Malvick, Chris Omeara (AWS), and John Dray provided an update on Contact Center.

\*Action item – As we move forward share ideas of continuity of operations. How do counties recover when the system is down? How to continue operations without the phones?

## **13. Procurement Updates**

- **M&O Procurement**
- **BenefitsCal RFP**

Thomas Hartman and John Boule provided updates on Procurement.

## **14. Key QA Activities**

Dan Dean provided an update on Key QA Activities.

## **15. Key State IV&V Activities**

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

## **16. State Partners Updates**

- **OTSI**
- **CDSS**
- **DHCS**
  - OTSI – Steve Zaretsky provided an update for OTSI.
  - CDSS – Cecilia Rolon provided an update for CDSS.
  - DHCS – Katie Mead reported no updates for DHCS.

## **17. Regional Updates**

- Region 1 – Anna Pineda and Clarisa Simon provided regional updates for Santa Cruz, Monterey, San Francisco, Solano, and San Mateo County.
- Region 2 – Eduardo Ameneiro provided regional updates for Sacramento County.
- Region 3 – Rachel Ebel-Elliott provided regional updates for Butte, Glenn, Humboldt, Lake, Lassen, Mendocino, Shasta, Siskiyou, Tehama, and Trinity County.
- Region 4 – Cesilia Leon? provided regional updates for Kern, Merced, San Luis Obispo, and Stanislaus County.

- Region 5 – Sandra Bowlan provided regional updates for Orange, Riverside, San Diego, and Ventura County.
- Region 6 – Winna Crichlow and Olga Vicuna provided regional updates for Los Angeles County.

### 18. Adjourn Meeting

- Co-Chair, Alberto Banuelos, adjourned the meeting at 11:33 a.m.

Action Items	Assigned to	Due Date	Status
1. 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 direct support.	Rachel Frey	October 2023	Open
2. 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
3. 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
4. Share ideas of continuity of operations for counties when the call centers are unavailable. How do counties recover when the system is down? How to continue operations without the phones?	Contact Center Team  Customer Engagement Team	November 2023	Open

### **Next Meeting:**

Conference Call/Zoom  
 Thursday, October 19, 2023  
 8:30 a.m. – 12:00 p.m.  
 CalSAWS Roseville  
 620 Roseville Parkway  
 Roseville, CA 95747