

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
October 19, 2023

Location: CalSAWS Roseville
620 Roseville Parkway
Roseville CA 95747

Committee Members Present In-Person:

Region 1 – Clarisa Simon
Region 2 – Eduardo Ameneiro

Committee Members Present via Conference Call/Webcast:

Region 1 – Anna Pineda
Region 3 – Rachel Ebel-Elliot
Region 4 – Cindy Uetz
Region 4 – Cesilia Leon
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 5 – Elaine Martinez

Alternate Members Present via Conference Call/Webcast:

Region 5 – Maria Gardner

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 September 21, 2023, PSC Meeting and review of Action Items.**

Summary: The Consortium is seeking PSC approval of the Minutes from the September 21, 2023, PSC Meeting and review of Action Items.

Action Items from previous meetings:

Action item 1 – Go Live Downtime: Closed – The team reached out to Ruben.
Action item 2 – Trailer Bill Language: Closed – On Today's agenda. Karen Rapponotti followed-up with CDSS.

Action item 3 – Return Mail: Open – On Today's agenda.

Action item 4 – Continuity of operations: Open

Motion to approve was made by Co-Chair Winna Crichlow.

Motion was seconded by member Sandra Bowlan.

Member, Clarisa Simon, voted to approve.

Member, Anna Pineda, voted to approve.

Member, Eduardo Ameneiro, voted to approve.

Member, Rachel Ebel-Elliot, voted to approve.

Member, Cesilia Leon, voted to approve.

Co-Chair, Cindy Uetz, voted to approve.

Alternate Member, Maria Gardner, voted to approve.

Co-Chair, Alberto Banuelos, voted to approve.

Member, La Shonda Diggs, voted to approve.

Member, Olga Vicuna, voted to approve.

Vote was taken by roll call and the Motion passed.

Informational Items

5. Wave 5 and CalSAWS Production Update and Status

- **Key defect resolution Wave 5**
- **Print issue review**
- **System performance**
- **Welcome BOT turned off**

Arnold Malvick, Sean Swift, Dawn Wilder, and Luz Esparza provided an update on Wave 5 and CalSAWS Production.

6. Future Wave Readiness

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

Cathryn van Namen, Arnold Malvick, Lesley Pevny, and Rachel Frey provided an overview of Future Wave Readiness.

7. Release and Policy Update/Communications

- **Continuous Coverage Unwinding Status**
- **Prioritization of SCRs**

Lisa Salas, Theresa Hasbrouck, and Karen Rapponotti provided an update on Release and Policy.

*Public comment made by Jennifer Tracy.

8. BenefitsCal Update

- **BenefitsCal Roadmap and Release Highlights**
- **ROI Update**
- **Collaboration Model (CM) Update**
- **Strategy for the top three reasons users request technical help**

Lynn Bridwell, and Onur Senman will provide an update on BenefitsCal.

*Public comments made by Jennifer Tracy and Marcela Marquez.

9. Department of Child Support Services request for additional data access

Pete Quijada, Laura Chavez, and John Boule provided an overview of the Department of Child Support Services request for additional data access.

10. Return Mail

Dawn Wilder provided an overview of Return Mail.

11. Contact Center Update

Danielle Benoit provided an update on Contact Center.

12. Procurement Updates

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

Thomas Hartman provided updates on Procurement.

*Public comment made by Jennifer Tracy.

13. January 2024 CalSAWS Conference and JPA Member Representatives and Board Meetings

John Boule provided an overview of January 2024 CalSAWS Conference and JPA Board Member Representatives and Board Meetings.

14. Key QA Activities

Dan Dean provided an update on Key QA Activities.

15. Key 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. CDSS is excited to announce the launch of ebtEDGE, the mobile app that will enhance the security of EBT card users. ACIN I-50-23 was issued 9/25/23.
 - DHCS –Katie Mead announced the DHCS report was provided during the Policy and Release topic earlier in the agenda.

17. Regional Updates

- Region 3 – Rachel Ebel-Elliot provided regional updates for Butte, Del Norte, Humboldt, Lake, Lassen, Mendocino, and Tehama County.
- Region 2 – Eduardo Amenyro provided regional updates for El Dorado, Mono, Placer, Sacramento, Sutter, and Yuba County.
- Region 1 – Clarisa Simon and Anna Pineda provided regional updates for Santa Cruz, San Mateo, Monterey, and San Francisco County.
- Region 6 – Olga Vicuna and Winna Crichlow provided regional updates for Los Angeles County.
- Region 4 – Cindy Uetz provided regional updates for Fresno, Kern, Madera, Mariposa, San Joaquin, and San Luis Obispo County.

- Region 5 – Maria Gardner provided regional updates for Riverside, Santa Barbara, and Ventura County.

18. Adjourn Meeting

- Co-Chair, Alberto Banuelos, adjourned the meeting at 10:58 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	Closed
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	Closed
3. Research whether return mail can be sent to the counties via imaging instead of sent forward physically. Provide update to PSC.	Dawn Wilder	February 2024	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

In-Person/Zoom
 Thursday, November 9, 2023
 8:30 a.m. – 12:00 p.m.
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