

Date: November 15, 2023	Notes Location: Microsoft Teams		
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander		
Attendees:	R1 <input checked="" type="checkbox"/> Karen Elizondo R1 <input checked="" type="checkbox"/> Celeste DuBay R1 <input type="checkbox"/> Nancy Rodriguez R1 <input type="checkbox"/> Monica Castillo R1 <input type="checkbox"/> Norma Fellers R2 <input type="checkbox"/> Cathy Collins R2 <input checked="" type="checkbox"/> Shawna Reed R2 <input checked="" type="checkbox"/> Chris Craig R2 <input checked="" type="checkbox"/> Ilda Torrez R2 <input checked="" type="checkbox"/> Stacy Bruemmer R3 <input checked="" type="checkbox"/> John Edwards R3 <input type="checkbox"/> Nick Hendrix R3 <input checked="" type="checkbox"/> Yvonne Braga R4 <input checked="" type="checkbox"/> David Mata	R4 <input checked="" type="checkbox"/> Jesus Tello R4 <input type="checkbox"/> Brian Bumpus R4 <input type="checkbox"/> Puninder (Roni) Dhillon R4 <input checked="" type="checkbox"/> Mark McAlister R5 <input checked="" type="checkbox"/> Cori Robertson R5 <input checked="" type="checkbox"/> Briyit Carbajal R5 <input checked="" type="checkbox"/> Joanne Arnott R5 <input checked="" type="checkbox"/> Jason Garrett R5 <input checked="" type="checkbox"/> Peggy Mazaras R6 <input type="checkbox"/> Tracy Kinshasa R6 <input checked="" type="checkbox"/> Jacqueline Larios-Becerra R6 <input type="checkbox"/> Karina Estrada R6 <input type="checkbox"/> Narine Teravartanyan R6 <input checked="" type="checkbox"/> Jason Reyes	CS <input checked="" type="checkbox"/> Jared Kuester CS <input checked="" type="checkbox"/> Stacey Xiong CS <input checked="" type="checkbox"/> Logan Pratt CS <input checked="" type="checkbox"/> Danielle Benoit CS <input checked="" type="checkbox"/> Gerald Limbrick CS <input type="checkbox"/> Matt Lower CS <input type="checkbox"/> John Dray CS <input type="checkbox"/> Rhiannon Chin CS <input type="checkbox"/> Erick Arreola CS <input type="checkbox"/> Kimberly Sinclair CS <input checked="" type="checkbox"/> Don Coffey CS <input type="checkbox"/> Jacob Olson CS <input type="checkbox"/> Carlos Cuenca CS <input type="checkbox"/> Julie Conwell – RM Sponsor CS <input type="checkbox"/> CDSS

Notes Taken By: Region # 1 Responsible for Meeting Notes –

Agenda Topic:

Important Points

Welcome/New Members:

Peggy Mazaras – Ventura – Region 5

- Introduction done for new members.
- Menti used for attendance and reminders given throughout meeting.

Meeting Notes:

- **Region #1 Identified as the one responsible for taking notes.**

- Region #1 –
- Notes are due to the Contact Center Facilitator on November 22, 2023.

Committee SCR Prioritization Discussion

- **CIT 0326-023 - Discussion on how this will be done each year.**

- Fredrick Gains/Contact Center Team
- This is a yearly process
- Each Regions counties will choose their top 5 SCRs and which ones should be given top priority
- Once list is sent out to the Committee, they will have four weeks to respond with their votes.

Bots Update

- **Welcome Bot**
- **EBT RPA**

- Contact Center Team
- Welcome Bot - End-to-end analysis is in the process of being done.
- Deployment was stopped for counties who have not received the Welcome Bot
- EBT RPA – Robotic generation of EBT cards through the IVR for either pick-up in office or home mailing.

Agenda Topic:

Important Points

New timeline for roll-out of this functionality is being established, this is currently on hold as focus is on overall customer experience improvements/

CER CA-268504 – Add Dial Pad on ECCP

- Contact Center Team
- This SCR is to create a static ever present dial pad in the eCCP.
- All Regions voted to approve moving this CER to an SCR.

CER CA-269634 – Add New Security Profile between Supervisor and Message Sender

- Contact Center Team
- This CER is recommending a level between Supervisor and Message Sender
- All Regions voted to approve moving this CER to an SCR.

CER CA-269397 – Spell out the word BenefitsCal

- Contact Center Team
- IVR read back is not always clear and it is believed if the word BenefitsCal and the word Cal were spelled out it would sound better to the customers.
- All Regions voted to approve moving this CER to an SCR

SCR CA-269397 – Telephonic Signature

- **Messaging in the eCCP for Telephonic Signature**

- Danielle Benoit presented this SCR
- Committee votes will be requested by email and not taken at this meeting to afford the Committee more time for review.

SCR CA-245360 - Telephonic Signature Update

- **MC Rights and Responsibilities**

- Contact Center Team
- Committee votes will be requested by email and not taken at this meeting to afford the Committee more time for review.

SCR CA-269867 – Telephonic Signature

- **Updated Journal entries for Telephonic Signature**

- Danielle Benoit presented this SCR
- Regional votes were taken during the Committee Meeting and all Regions approved this SCR.

• Walk-on Topics/Questions:

- **Reminder to Committee that 2024 Committee Meeting Invites will go out this month for 2024.**
- **Jesus from Region 4 asked about IVR Authentication**

- Contact Center Team
- Reminder given that Committee invites for 2024 would be sent before the end of November.
- Danielle addressed this question with Jesus and the Committee letting them know that authentication progress is coming with changes to the technology as well as verbiage.

Action Items:

Action Items

Action Items	Due Date	Responsible Party
1		
2		
3		

Next Scheduled Meeting – Teams – January 24, 2024, 9:00 AM – 12:00 PM:

Region 2 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
November 15, 2023	9:00 AM – 12:00 PM	Scheduled
January 24, 2024	9:00 AM – 12:00 PM	Scheduled
March 27, 2024	9:00 AM – 12:00 PM	To Be Scheduled
May 22, 2024	9:00 AM – 12:00 PM	To Be Scheduled
July 24, 2024	9:00 AM – 12:00 PM	To Be Scheduled
September 25, 2024	9:00 AM – 12:00 PM	To Be Scheduled
November 20, 2024	9:00 AM – 12:00 PM	To Be Scheduled
January 22, 2025	9:00 AM – 12:00 PM	To Be Scheduled

