

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
November 9, 2023

Location: CalSAWS Roseville
620 Roseville Parkway
Roseville CA 95747

Committee Members Present In-Person:

Region 1 – Clarisa Simon
Region 2 – Eduardo Ameneiro
Region 5 – Alberto Banuelos

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 – Elaine Martinez
Region 5 – Sandra Bowlan
Region 6 – Irene Huizar
Region 6 – La Shonda Diggs
Region 6 – Olga Vicuna

Facilitator:

John Boule, CalSAWS Executive Director

1. Co-Chair, Cindy Uetz, convened the meeting at 8:32 a.m.

2. Agenda Review

John Boule reviewed the agenda.

3. Public opportunity to speak on items not on the agenda.

- Public comment made by Jennifer Tracy.

PSC Action Items

4. Approval of the Minutes from the October 19, 2023, PSC Meeting and review of Action Items.

Summary: The Consortium is seeking PSC approval of the Minutes from the October 19, 2023, PSC Meeting and review of Action Items.

Action Items from previous meetings:

Action item 1 – Return Mail: Open – Update will be given at the February 2024 PSC meeting.

Action item 2 – Continuity of operations: Open – On Today's agenda.

Motion to approve was made by member Rachel Ebel-Elliot.
Motion was seconded by Co-Chair Alberto Banuelos.

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, voted to approve.
Member, Elaine Martinez, voted to approve.
Member, Sandra Bowlan, voted to approve.
Member, Irene Huizar, 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 6 Go-Live Debrief

- **Production Update**

Arnold Malvick, Sean Swift, Rachel Frey, Eduardo Ameneiro, Bernadette Casino, Anna Pineda, Kevin Lucado, and Dawn Wilder debriefed Wave 6 Go-Live.

6. Project Risks

- **Migration Risks**
- **M&O Risks**
- **Reports Risks**

Arnold Malvick, Karen Rapponotti, Lynn Bridwell, Sean Swift, Dan Dean, and Peggy Macias provided an overview of Project Risks.

*Public comment made by Jennifer Tracy.

*Action item – Reach out to Jennifer Tracy to provide an overview of the improvements of the functionality on the Bots.

7. Release and Policy Update/Communications

- **Continuous Coverage Unwinding Status**
- **CalSAWS Release Highlights**

Lisa Salas, Kathryn Floto, and Karen Rapponotti provided an update on Release and Policy/Communications.

8. BenefitsCal Update

- **BenefitsCal Roadmap and Release Highlights**
- **ROI Update**
- **Collaboration Model (CM) Update**
- **Feasibility of QR codes on client correspondence**
- **Options for ensuring customers know what types of information will and will not be shared via text messages and email**

Lynn Bridwell, Onur Senman, Lisa Salas, and Rachel Frey provided an update on BenefitsCal.

*Public comment made by Jennifer Tracy.

*Action item – Reach out to Advocate partners about text wording requirements/options due to customers not recognizing the name CalSAWS.

9. Overview of the Release when Ready process

Michelle Peterson and Vivek Narayanaswamy provided an overview of the Release when Ready process.

10. Quarterly Statistics Update

- **SLAs, Production Stability, Tickets, and Defects**
 - **Onshore vs. Offshore**
- **Hyland Imaging SLAs**
 - **Metrics for 70kb documents vs. larger documents**

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

11. Contact Center Update

- **Continuity of Services**
- **L.A. Go-Live**
- **BOTS Update**

Arnold Malvick and Laura Chavez provided an update on Contact Center.

12. LEAP Update

Peggy Macias provided an update on LEAP.

*Public comment made by Heather Mitchell.

13. PSC and JPA Meeting Schedules

John Boule provided an update on PSC and JPA Meeting Schedules.

*Public comment made by Jennifer Tracy.

14. Procurement Updates

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

Thomas Hartman provided updates on Procurement.

15. Key QA Activities

Dan Dean provided an update on Key QA Activities.

16. Key IV&V Activities

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

17. 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 provided an update for DHCS.

18. Regional Updates

- **Region 6** - Irene Huizar and Olga Vicuna provided regional updates for Los Angeles County.

- Region 1 – Clarisa Simon provided regional updates for Santa Cruz, Sonoma, Marin, Napa, Monterey, San Mateo, and Solano County.
- Region 2 – Eduardo Amenyro provided regional updates for El Dorado, Placer, Sacramento, and Tuolumne County.
- Region 3 – Rachel Ebel-Elliott provided regional updates for Butte, Colusa, Humboldt, Lake, Lassen, Mendocino, Modoc, Siskiyou, Tehama, and Trinity County.
- Region 4 – Cesilia Leon provided regional updates for Fresno, Kern, Kings, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, and Tulare County.
- Region 5 – Elaine Martinez provided regional updates for San Bernardino, Santa Barbara, and Ventura County.

19. Adjourn Meeting

- Co-Chair, Cindy Uetz, adjourned the meeting at 11:41 a.m.

Action Items	Assigned to	Due Date	Status
1. 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
2. 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	Closed
3. Reach out to Jennifer Tracy to provide an overview of the improvements of the functionality on the Bots.	Laura Chavez Danielle Benoit	December 2023	Open
4. Reach out to Advocate partners about text wording requirements/options due to customers not recognizing the name CalSAWS.	Laura Chavez Lisa Salas	December 2023	Open

Next Meeting

In-Person/Zoom

Thursday, December 14, 2023

8:30 a.m. – 12:00 p.m.

CalSAWS Roseville

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