

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
December 14, 2023

Location: CalSAWS Roseville
620 Roseville Parkway
Roseville CA 95747

Committee Members Present In-Person:

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 – Elaine Martinez

Region 5 – Alberto Banuelos

Region 5 – Sandra Bowlan

Region 6 – La Shonda Diggs

Region 6 – Olga Vicuna

Committee Members Absent:

Region 1 – Clarisa Simon

Region 6 – Irene Huizar

Facilitator:

John Boule, CalSAWS Executive Director

1. Co-Chair, Cindy Uetz, convened the meeting at 8:33 a.m.

2. Agenda Review

John Boule reviewed the agenda.

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

- Public comments were made by Ruben Canedo, Jennifer Tracy, Jodie Berger, Marcela Maquez, and Amy Dearlun.

PSC Action Items

4. Approval of the Minutes from the November 9, 2023, PSC Meeting and review of Action Items

Summary: The Consortium is seeking PSC approval of the Minutes from the November 9, 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 – Functionality on the Bots: Open – On Today's agenda.

Action item 3 – Text wording requirements/options: Open – This is currently being explored and processed. In January the team will be talking to the counties,

and will follow-up with the advocates after. The next update will be in February 2024.

Motion to approve was made by member Elaine Martinez.

Motion was seconded by member Rachel Ebel-Elliot.

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, La Shonda Diggs, voted to approve.

Member, Olga Vicuna, voted to approve.

Co-Chair, Alberto Banuelos, and Members, Clarisa Simon and Irene Huizar were absent from vote.

Vote was taken by roll call and the Motion passed.

*Public comment made by Jennifer Tracy.

Informational Items

5. Production ForgeRock Incident

Arnold Malvick and Jeremy Grecian provided an overview of Production ForgeRock Incident.

6. Final Acceptance Introduction

Arnold Malvick, Duncan Gilliam, Dawn Wilder, and Dan Dean provided an overview of Final Acceptance Introduction.

*Public comment made by Jennifer Tracy.

*Action Item – Contact Center team schedule time with Jennifer Tracy to do a general call center update including a discussion of any outstanding defects that are being worked through with various carriers.

7. Customer Service Center Update

- **L.A. Go-Live Debrief**
- **BOT Status**
- **ECCP Rollout**

Arnold Malvick, John Dray, and Laura Chavez provided an update on Customer Service Center.

*Public comment made by Jennifer Tracy.

8. Project Risks

Arnold Malvick provided an overview of Project Risks.

*Public comment made by Jennifer Tracy.

*Co-Chair Alberto Banuelos joined the meeting.

9. Release and Policy Update/Communications

- **Continuous Coverage Unwinding update**
- **Upcoming Releases**

Lisa Salas and Theresa Hasbrouck provided an update on Release and Policy/Communications.

10. BenefitsCal Update

- **Key Highlights from Production**
- **BenefitsCal Roadmap**
- **ROI Update**
- **Timeclocks Update**
- **Strategy for the top three reasons users request technical help**

Lynn Bridwell and Onur Senman provided an update on BenefitsCal.

*Public comments made by Marcela Marquez and Jennifer Tracy.

11. Workload Management/Intake Scheduling Effort Update

Jason Osterwald and Karen Rapponotti provided an update on Workload Management/Intake Scheduling Effort.

*Public comment made by Jennifer Tracy.

12. Reports Strategy Update

Sean Swift provided an update on Reports Strategy.

13. Procurement Updates

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

Thomas Hartman provided updates on Procurement.

14. Key IV&V Activities

Bhuvana Elangovan 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 – Cecilia Rolon noted that CDSS had no updates to provide.
 - DHCS – Theresa Hasbrouck provided an update for DHCS.

16. Regional Updates

- **Region 1** – Anna Pineda provided regional updates for San Mateo, Monterey, Solano, and San Francisco County.
- **Region 2** – Eduardo Amenyro provided regional updates for Calaveras, El Dorado, Nevada, Sacramento, Sutter, Tuolumne, and Yolo County.
- **Region 3** – Rachel Ebel-Elliot provided regional updates for Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Shasta, Tehama, and Trinity County.
- **Region 4** – Cesilia Leon provided regional updates for Fresno, Kern, Mariposa, Merced, San Luis Obispo, and Stanislaus County.

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

17. Adjourn Meeting

- Co-Chair, Cindy Uetz, adjourned the meeting at 11:42 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	March 2024	Open
2. Reach out to Jennifer Tracy to provide an overview of the improvements of the functionality on the Bots.	Laura Chavez Danielle Benoit	February 2024	Open
3. Reach out to the advocates partners about text wording requirements/options due to customers not recognizing the name CalSAWS.	Laura Chavez Lisa Salas	February 2024	Open
4. Contact Center team schedule time with Jennifer Tracy to do a general call center update including a discussion of any outstanding defects that are being worked through with various carriers.	Laura Chavez	February 2024	Open

Next Meeting

In-Person/Zoom
 Thursday, February 15, 2024
 8:30 a.m. – 12:00 p.m.
 CalSAWS Roseville
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 Roseville, CA 95747