

CalSAWS | Agenda for the CalSAWS Consortium Project Steering Committee

Date: March 21, 2024	Location: CalSAWS Roseville Cypress Conference Room 620 Roseville Parkway Roseville, CA 95747
Time: 8:30 a.m. – 12:00 p.m.	Conference Call: 1-669-900-6833 Meeting ID: 996 8793 6275 Zoom Link: PSC Zoom Link

CONVENE MEETING OF THE PROJECT STEERING COMMITTEE – All scheduled items will be heard in the Cypress Room located at 620 Roseville Parkway, Roseville, CA 95747. The Public Session of this meeting shall be accessible via Zoom/Teleconference: 1-669-900-6833 enter Meeting ID 996 8793 6275 or join the webcast by clicking [PSC Zoom Link](#).

In addition to the location listed above, the following locations will be available for attendance in-person and/or via Zoom:

- 955 Overland Court-Suite 100, San Dimas, CA 91773
- 100 East California Bakersfield CA 93307
- 2115 W. Wardrobe Ave. Merced, Ca. 95341
- 855 Partridge Drive, Ventura CA 93003
- 201 Redlands Ave, Perris, Ca 92571
- 737 South State Street, Ukiah, CA 95482
- 1255 Imperial Ave, Suite 400 San Diego CA 92101
- 12820 Crossroads Pkwy South, Industry, CA 91746
- 12860 Crossroads Parkway South, City of Industry, CA 91746

PUBLIC SESSION

8:30 a.m. – Convene Meeting of the Project Steering Committee (PSC)

Topic	Lead	Est Time
1. Call Meeting to Order and confirmation of quorum.	Cindy Uetz	5 min
2. Agenda Review	Cindy Uetz	5 min
3. Public opportunity to speak on any Item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.	Cindy Uetz	

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Co-Chair to speak.

Topic	Lead	Est Time
<ul style="list-style-type: none"> ○ All lines will be muted when meeting begins. ○ To unmute: <ul style="list-style-type: none"> ▪ When connected via computer – click the microphone icon. ▪ When connected via telephone – press *6. 		
Action Items		
4. Approval of the Minutes from the February 15, 2024, PSC Meeting and review of Action Items.	Cindy Uetz	5 min
Informational Items		
5. BenefitsCal User Account Security Incident	Laura Chavez Arnold Malvick Rachel Frey	20 min
6. Final Acceptance <ul style="list-style-type: none"> • CalSAWS • ISS 	Wendy Batterman Arnold Malvick Rachel Frey Jeric Huang	15 min
7. M&E Risks	Arnold Malvick Rachel Frey Jeric Huang Karen Rapponotti Peggy Macias	15 min
8. Reports Status Update	Sean Swift Jeric Huang Laura Chavez	15 min
9. Release and Policy Update/Communications <ul style="list-style-type: none"> • CalSAWS Release Highlights 	Lisa Salas Karen Rapponotti	25 min
10. BenefitsCal Update <ul style="list-style-type: none"> • ROI Update • BenefitsCal Release Highlights • Updates on top three experiences highlighted by customers • Optical Character Recognition for BenefitsCal Documents Uploaded by Customer 	Lynn Bridwell Onur Senman Rachel Frey Chris Vasquez	20 min



Topic	Lead	Est Time
11. Contact Center Update	Arnold Malvick Akira Moriguchi	10 min
12. Central Print Return Mail Update	Dawn Wilder	15 min
13. M&E Roadshows	Peggy Macias	10 min
14. State Partners Updates <ul style="list-style-type: none"> • OTSI • CDSS • DHCS 	Steve Zaretsky Cecilia Rolon Katie Mead	10 min
15. Regional Updates	PSC Members	40 min
16. Adjourn Meeting	Albert Banuelos	

The agenda and supporting documents are available for review during regular business hours at 620 Roseville Parkway, Roseville, CA 95747.

In accordance with the Ralph M. Brown Act, this meeting agenda is posted at least 72 hours prior to the regularly scheduled meeting date in the lobby of the locations noted above.

The meeting facility is accessible to persons with disabilities. If an assisted listening device or other service will be needed in order to participate in the public meeting, a request should be made through the Secretary of the Board at least three (3) business days prior to the Board meeting. The Secretary's telephone number is (916) 282-3834. The Secretary's office is located at 620 Roseville Parkway, Roseville, CA 95747.