

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
February 15, 2024

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 – Clarisa Simon

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

Committee Members Absent:

Region 6 – Irene Huizar

Region 6 – Olga Vicuna

Committee Alternates Present Via Zoom:

Region 6 – Silvia Banuelos

Region 6 – Sandra Luscombe

Facilitator:

John Boule, CalSAWS Executive Director

1. Co-Chair, Albert Banuelos, convened the meeting at 8:31 a.m.

2. Agenda Review

John Boule reviewed the agenda.

The PSC voted to add a new agenda item 6 – BenefitsCal Security Incident as an informational item.

Motion to approve was made by member Elaine Martinez.

Motion was seconded by member Sandra Bowlan.

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.

Co-Chair, Alberto Banuelos, voted to approve.

Alternate Member, Silvia Banuelos, abstained.

Member, La Shonda Diggs, voted to approve.

Alternate Member, Sandra Luscombe, voted to approve.

Co-Chair/Members, Clarisa Simon, Olga Vicuna, and Irene Huizar were absent from vote.

Vote was taken by roll call and the Motion passed.

*Public comment made by Gabby Davidson.

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

- Public comments made by Jennifer Tracy, Ruben Canedo, and Gabby Davidson.

PSC Action Items

4. Approval of the Minutes from the December 14, 2023, PSC Meeting and review of Action Items

Summary: The Consortium is seeking PSC approval of the Minutes from the December 14, 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 March 2024 PSC meeting.

Action item 2 – Functionality on the Bots: Open – Update will be given at the March 2024 PSC meeting.

Action item 3 – Text wording requirements/options: Open – On Today's agenda.

Action item 4 – Contact Center: Open – Update will be given at the March 2024 PSC meeting.

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.

Co-Chair, Alberto Banuelos, voted to approve.

Member, Sandra Bowlan, voted to approve.

Alternate Member, Silvia Banuelos, voted to approve.

Member, La Shonda Diggs, voted to approve.

Alternate Member, Sandra Luscombe, voted to approve.

Co-Chair/Members, Clarisa Simon, Olga Vicuna, and Irene Huizar were absent from vote.

Vote was taken by roll call and the Motion passed.

Informational Items

5. BenefitsCal Security Incident

Laura Chavez and Arnold Malvick provided an overview of the BenefitsCal Security Incident.

Member, Clarisa Simon, joined the meeting.

*Public comment made by Jennifer Tracy.

6. Procurement Updates

- **Infrastructure and M&E**
 - **Review Vendor Selection Report**
 - **Next Steps**
- **BenefitsCal RFP**

Thomas Hartman and Betty Uzupis provided updates on Procurement.

7. Release and Policy Update/Communications

- **Continuous Coverage Unwinding Update**
- **Upcoming Releases**
- **Workload Assignment**
- **Case Removal update**
- **CERs and Timing**

Lisa Salas, Yingjia Huang, Danielle Benoit, Jason Osterwald, Vivek Narayanaswamy, Laura Chavez, and Karen Rapponotti provided an update on Release and Policy/Communications.

8. CalSAWS Conference Debrief

Jennifer Smith and Wendy Batterman debriefed the CalSAWS Conference.

*Public comment made by Jennifer Tracy.

9. CalSAWS Budget Update

Holly Murphy provided an update on CalSAWS Budget.

10. CalSAWS Executive Director Recruitment Update

Holly Murphy provided an update on CalSAWS Executive Director Recruitment.

11. Final Acceptance

- **Central Print**
- **ISS**
- **CalSAWS**

Dawn Wilder, Rachel Frey, Arnold Malvick, Dan Dean, and Michael Johnson provided an overview of Final Acceptance.

12. M&E Risks

Arnold Malvick, Holly Murphy, Peggy Macias, Lynn Bridwell, Sean Swift, Rachel Frey, and Karen Rapponotti provided an overview of M&E Risks.

*Public comment made by Bruna Chavez.

13. Reports Status

- **Conference Feedback – Expanding LA County Reports**

Sean Swift and Laura Chavez provided an overview of Reports Status.

14. CalSAWS Data Archiving Initiative

Laura Chavez and Vivek Narayanaswamy provided an overview of CalSAWS Data Archiving Initiative.

15. BenefitsCal Update

- **ROI Update**
- **BenefitsCal Release Highlights**
- **BenefitsCal Client Education Initiative for Text messages**
- **Path and Scope for threshold languages in CalSAWS**
- **Optical Character Recognition for BenefitsCal Documents Uploaded by Customers.**

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

16. Advocate Community – Structure and Goals

Jennifer Tracy provided an overview of Advocate Community - Structure and Goals.

17. Contact Center Update

Arnold Malvick and Akira Moriguchi provided an update on Contact Center.

*Public comment made by Jennifer Tracy.

18. Quarterly Statistics Update

- **SLAs, Production Stability, Tickets, and Defects**
- **Hyland Imaging SLAs**
- **BenefitsCal Performance Metrics**

Arnold Malvick, Chris Vasquez, and Sara Kiewiet provided an update on Quarterly Statistics.

19. 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 – Yingjia Huang provided an update for DHCS.

20. Regional Updates

- Region 1 – Clarisa Simon provided regional updates for Monterey, Santa Clara, Solano, San Mateo, and San Francisco County.
- Region 2 – Eduardo Amenityro provided regional updates for Amador, Calaveras, El Dorado, Nevada, Sacramento, Sutter, and Yuba County.
- Region 3 – Rachel Ebel-Elliot provided regional updates for Glenn, Lassen, Plumas, Tehama, Colusa, Humboldt, Mendocino, Shasta, Trinity, Del Norte, Lake, and Siskiyou County.
- Region 4 – Cindy Uetz provided regional updates for Fresno, Kern, Merced, San Joaquin, Stanislaus, and Tulare County.
- Region 5 – Elaine Martinez provided regional updates for Riverside, San Bernardino, Santa Barbara, and Ventura County.
- Region 6 – La Shonda Diggs provided regional updates for Los Angeles County.

21. Adjourn Meeting

- Co-Chair, Albert Banuelos, adjourned the meeting at 11:57 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	March 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	Closed
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	March 2024	Open

Next Meeting

In-Person/Zoom
Thursday, March 21, 2024
8:30 a.m. – 12:00 p.m.
CalSAWS Roseville
620 Roseville Parkway
Roseville, CA 95747