

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
March 21, 2024

Location: CalSAWS Roseville
620 Roseville Parkway
Roseville CA 95747

Committee Members Present In-Person:

Region 1 – Clarisa Simon
Region 2 – Eduardo Ameneiro

Committee Members Present via Conference Call/Webcast:

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 – Anna Pineda
Region 6 – Irene Huizar

Committee Alternates Present Via Zoom:

Region 6 – Silvia Banuelos

Facilitator:

John Boule, CalSAWS Executive Director

1. Co-Chair, Cindy Uetz, convened the meeting at 8:31 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 Anae Evangelista.

PSC Action Items

4. Approval of the Minutes from the February 15, 2024, PSC Meeting and review of Action Items

Summary: The Consortium is seeking PSC approval of the Minutes from the February 15, 2024, PSC Meeting and review of Action Items.

Action Items from previous meetings:

Action item 1 – Return Mail: Open – On Today's agenda.

Action item 2 – Functionality on the Bots: Open – On Today's agenda. In the process of scheduling a meeting to go over contact center/IVR features and flows.

Action item 3 – Contact Center: Open – On Today's agenda. In the process of finding a time to schedule their meeting.

Motion to approve was made by member Sandra Bowlan.
Motion was seconded by member Elaine Matinez.
Co-Chair, Clarisa Simon, 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.
Member, La Shonda Diggs, voted to approve.
Member, Olga vicuna, voted to approve.
Alternate Member, Silvia Banuelos, voted to approve.
Member, Anna Pineda was absent from vote.
Vote was taken by roll call and the Motion passed.

Informational Items

5. BenefitsCal User Account Security Incident

Laura Chavez, Arnold Malvick, and Rachel Frey provided an overview of the BenefitsCal User Account Security Incident.

*Public comment made by Jennifer Tracy.

6. Final Acceptance

- **CalSAWS**
- **ISS**

Wendy Batterman, Arnold Malvick, Rachel Frey, and Jeric Huang provided an overview of Final Acceptance.

7. M&E Risks

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

*Public comment made by Jennifer Tracy.

8. Reports Status Update

Sean Swift, Jeric Huang, and Laura Chavez provided an update on Reports Status.

9. Release and Policy Update/Communications

- **CalSAWS Release Highlights**

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

10. BenefitsCal Update

- **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, and Arnold Malvick provided an update on BenefitsCal.

*Public comment made by Jennifer Tracy.

11. Contact Center Update

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

12. Central Print Return Mail Update

Dawn Wilder provided an update on Central Print Return Mail.

*Public comment made by Jill Powers.

*Action item – Bring back data on how successful return mail initiative has been in the counties that have implemented it.

13. M&E Roadshows

Peggy Macias provided an overview of M&E Roadshows.

14. State Partners Updates

- **OTSI**
- **CDSS**
- **DHCS**
 - OTSI – Neha Dhawan provided an update for OTSI.
 - CDSS – CDSS had no updates to provide.
 - DHCS – Katie Mead noted that DHCS had no updates to provide.

15. Regional Updates

- Region 1 – Clarisa Simon provided regional updates for Sonoma, Solano, and San Mateo County.
- Region 2 – Eduardo Amenyro provided regional updates for Nevada, Sacramento, and Sutter County.
- Region 3 – Rachel Ebel-Elliot provided regional updates for Butte, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Plumas, Shasta, Siskiyou, and Trinity County.
- Region 4 – Cindy Uetz provided regional updates for Fresno, Kern, Mariposa, and San Luis Obispo County.
- Region 5 – Elaine Martinez provided regional updates for San Bernardino, San Diego, and Ventura County.
- Region 6 – La Shonda Diggs, Olga Vicuna, and Silvia Banuelos provided regional updates for Los Angeles County.

16. Adjourn Meeting

- Co-Chair, Cindy Uetz, adjourned the meeting at 11:26 a.m.

Action Items	Assigned to	Due Date	Status
1. Research whether return mail can be sent to the counties via	Dawn Wilder	March 2024	Closed

imaging instead of sent forward physically. Provide update to PSC.			
2. Reach out to Jennifer Tracy to provide an overview of the improvements of the functionality on the Bots.	Laura Chavez	May 2024	Open
3. 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	May 2024	Open
4. Bring back data on how successful return mail initiative has been in the counties that have implemented it.	Dawn Wilder	May 2024	Open

Next Meeting

In-Person/Zoom

Thursday, April 18, 2024

8:30 a.m. – 12:00 p.m.

CalSAWS Roseville

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Roseville, CA 95747