

CalSAWS | Agenda for the CalSAWS Consortium Project Steering Committee

Date: May 16, 2024	Location: CalSAWS Roseville Cypress Conference Room 620 Roseville Parkway Roseville, CA 95747
Time: 8:30 a.m. – 12:00 p.m.	Conference Call: (888) 788-0099 Meeting ID: 955 3882 6109 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: (888) 788-0099 enter Meeting ID 955 3882 6109 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:

- 170 Otis Street, San Francisco, CA 94103
- 955 Overland Court-Suite 100, San Dimas, CA 91773
- 2115 W. Wardrobe Ave. Merced, CA 95341
- 11060 Magnolia Ave., Riverside, CA 92505
- 855 Partridge Drive, Ventura CA 93003
- 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.

- All lines will be muted when meeting begins.

Topic	Lead	Est Time
<ul style="list-style-type: none"> ○ 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 April 18, 2024, PSC Meeting and review of Action Items.	Cindy Uetz	5 min
Informational Items		
5. BenefitsCal User Account Security Incident Status Update	Rachel Frey Laura Chavez	10 min
6. CalSAWS Migration – Final Acceptance	Arnold Malvick Dan Dean	10 min
7. CalWIN Implementation Support Services – Update on Final Acceptance	Rachel Frey Dan Dean	10 min
8. BenefitsCal Update <ul style="list-style-type: none"> • ROI Update • Release Highlights • OCM Activities Completed and Upcoming for the Case Link MFA • Update on UCD Activities and Top 3 Areas • April 2024 Metrics • Update on OCR for Document Upload 	Lynn Bridwell Onur Senman Chris Vasquez	20 min
9. Release and Policy Update/Communications <ul style="list-style-type: none"> • Continuous Coverage Unwinding • CalSAWS Release Highlights • Workload Assignment Update 	Theresa Hasbrouck Lisa Salas Jason Osterwald	15 min
10. Contact Center Update <ul style="list-style-type: none"> • County Site Visits • RPA Rollout Update • Courtesy Call Back Update • eGain Reporting Issues 	Arnold Malvick Mike Tombakian	20 min
11. Reports Status Update	Sean Swift	10 min

Topic	Lead	Est Time
12. Fresno Gen AI Initiative Update	Sarah Cordano-Parks	15 min
13. M&E Risks	Arnold Malvick Rachel Frey Peggy Macias Karen Rapponotti Jeric Huang	15 min
14. Procurement Update <ul style="list-style-type: none"> CalSAWS M&E BenefitsCal 	Tom Hartman	5 min
15. Return Mail Overview and Status <ul style="list-style-type: none"> Enrolled County Experience 	Dawn Wilder	15 min
16. M&E Roadshows	Peggy Macias	10 min
17. State Partners Updates <ul style="list-style-type: none"> OTSI CDSS DHCS 	Steve Zaretsky Cecilia Rolon Katie Mead	10 min
18. Regional Updates	PSC Members	30 min
19. Adjourn Meeting	Cindy Uetz	

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.