

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
April 18, 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 6 – Irene Huizar
Region 6 – Olga Vicuna

Committee Members Absent:

Region 1 – Anna Pineda
Region 5 – Sandra Bowlan
Region 6 – La Shonda Diggs

Committee Alternates Present Via teleconference:

Region 5 – Chad Burkitt
Region 6 – Silvia Banuelos

Facilitator:

John Boule, CalSAWS Executive Director

1. **Co-Chair, Alberto Banuelos, convened the meeting at 8:32 a.m.**
2. **Agenda Review**
John Boule reviewed the agenda.
3. **Public opportunity to speak on items not on the agenda.**
 - None

PSC Action Items

4. **Approval of the Minutes from the March 21, 2024, PSC Meeting and review of Action Items**

Summary: The Consortium is seeking PSC approval of the Minutes from the March 21, 2024, PSC Meeting and review of Action Items.

Action Items from previous meetings:

Action item 1 – Functionality on the Bots: Open – On Today's agenda.
Scheduled a meeting to go over contact center/IVR features and flows.

Action item 2 – Contact Center: Open – On Today's agenda. Scheduled a meeting to go over general call center update.

Action item 3 – Return Mail Initiative: Open

Motion to approve was made by member Rachel Ebel-Elliot.

Motion was seconded by member Elaine Matinez.

Co-Chair, Clarisa Simon, 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.

Alternate Member, Chad Burkitt, voted to approve.

Alternate Member, Silvia Banuelos, voted to approve.

Member, Olga vicuna, voted to approve.

Members, Anna Pineda, Irene Huizar, and La Shonda Diggs were absent from vote.

Vote was taken by roll call and the Motion passed.

Informational Items

5. CalSAWS Executive Director Recruitment Update

John Boule and Holly Murphy provided an update on CalSAWS Executive Director Recruitment.

*Public comment made by Jennifer Tracy.

6. BenefitsCal User Account Security Incident Status Update

Arnold Malvick and Jerry Nielson provided an update on BenefitsCal User Account Security Incident Status.

*Public comment made by Jennifer Tracy.

7. Release and Policy Update/Communications

- **Continuous Coverage Unwinding**
- **CalSAWS Release Highlights**

Derek Soiu and Lisa Salas provided an update on Release and Policy/Communications.

8. Reports Status Update

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

9. M&E Risks

Arnold Malvick, Holly Murphy, Peggy Macias, Lynn Bridwell, Sean Swift, and Michele Peterson provided an overview of M&E Risks.

10. Procurement Update

- **CalSAWS M&E**
- **BenefitsCal**

John Boule provided an update on Procurement.

11. BenefitsCal Update

- **ROI Update**
- **BenefitsCal Release Highlights**

Lynn Bridwell and Onur Senman provided an update on BenefitsCal.

*Public comment made by Jennifer Tracy.

12. Contact Center Update

- **Courtesy Call Back**

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

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 – Martha Esparza noted that CDSS had no updates to provide.
 - DHCS – Katie Mead noted that DHCS had no updates to provide.

15. Regional Updates

- Region 3 – Rachel Ebel-Elliot provided regional updates for Butte, Colusa, Glenn, Humboldt, Lake, Lassen, Plumas, Shasta, Siskiyou, Tehama, and Trinity County.
- Region 1 – Clarisa Simon provided regional updates for Monterey, San Mateo, Santa Cruz, and Solano County.
- Region 4 – Cesilia Leon provided regional updates for Kern, Mariposa, Merced, and San Luis Obispo County.
- Region 6 – Olga Vicuna, Silvia Banuelos, and Irene Huizar provided regional updates for Los Angeles County.
- Region 2 – Eduardo Amenyro provided regional updates for Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sutter, Yolo, and Yuba County.
- Region 5 – Chad Burkitt and Alberto Banuelos provided regional updates for Riverside and San Diego County.

16. Adjourn Meeting

- Co-Chair, Alberto Banuelos, adjourned the meeting at 11:31 a.m.

Action Items	Assigned to	Due Date	Status
1. Reach out to Jennifer Tracy to provide an overview of the improvements of the functionality on the Bots.	Laura Chavez Danielle Benoit	April 2024	Closed
2. 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	April 2024	Closed

3. Bring back data on how successful return mail initiative has been in the counties that have implemented it.	Dawn Wilder	May 2024	Open
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Next Meeting

In-Person/Zoom

Thursday, May 16, 2024

8:30 a.m. – 12:00 p.m.

CalSAWS Roseville

620 Roseville Parkway

Roseville, CA 95747