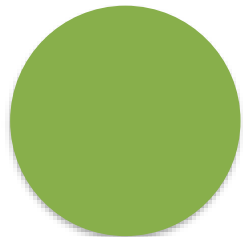




CalSAWS | JPA Member Representatives and Board of Directors Meetings



June 27, 2024

Agenda

- ① Call Meeting to Order and confirmation of quorum
- ② Agenda Review
- ③ Public Opportunity to speak on items 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 (6) minutes.

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.

- A. All lines will be muted when meeting begins.
- B. To unmute:
 - I. When connected via computer – click the microphone icon.
 - II. When connected via telephone – press *6.



Member Representatives Action Items

Action Items

4. Nominations, Elections, and Appointments of the JPA Board and Project Steering Committee for Fiscal Year 2024/2025.
 - a. Pursuant to the JPA Agreement Article II, section 2.04, subsections (c) and (d), the Directors from Regions 1 through 5 shall be selected from the Member Representatives from their respective Regions. Regions 1 and 4 shall each select two (2) Directors, Regions 2 and 3 shall each select one (1) Director, and Region 5 shall select three (3) Directors. Region 6, represented by Los Angeles County, shall have three (3) Directors, who shall be the three (3) Member Representatives from Region 6.
 - i. Present the nomination slate from the Regional Nomination conference calls, gather any further nominations from the floor, and proceed to elect the JPA Board of Directors for those Regions for the period of July 1, 2024, through June 30, 2025.
 - ii. Introduce the Directors appointed by Region 6 for the period of July 1, 2024, through June 30, 2025.

Region 1 JPA Board Nominees

Marla Stuart

Contra Costa Employment &
Human Services Department



Director

Kelley Curtis

Solano County Health &
Social Services



Director

Region 2 JPA Board Nominee

Greg Geisler

Placer County Human
Services



Director

Region 3 JPA Board Nominee

Bill Wathen

Glen County Health &
Human Services Agency



Director

Region 4 JPA Board Nominees

Chris Woods

San Joaquin County Human
Services Agency



Director

Francena Martinez

Tulare County Health &
Human Services Agency



Director

Region 5 JPA Board Nominees

Veronica Rodriguez

Orange County
Social Services Agency



Assistant Director

James Locurto

San Bernardino County
Human Services Agency



Director

Melissa Livingston

Ventura County
Human Services Agency



Director

Region 6 JPA Board Nominees

Michael Sylvester

Los Angeles County
Department of Public Social
Services



Chief Deputy of
Administration

Kristin Stranger

Los Angeles County
Department of Public Social
Services



Chief Deputy of
Operations Administration

Cynthia McCoy- Miller

Los Angeles County
Department of Children and
Family Services



Senior Deputy
Director

Action Items

- b. Pursuant to the JPA Bylaws Article VIII, Paragraph A., each Region will nominate one or more candidates from among its Deputy Directors, or small county equivalents, to serve on the Project Steering Committee. Regions 1 and 4 will each appoint two (2) Project Steering Committee members, Regions 2 and 3 will each appoint one (1) Project Steering Committee member, and Regions 5 and 6 will each appoint three (3) Project Steering Committee members.
 - i. Present the nomination slate from the Regional Nomination conference calls, gather any further nominations from the floor, and proceed to elect the Project Steering Committee for the period of July 1, 2024, through June 30, 2025.
 - ii. Introduce the Project Steering Committee Members appointed by Region 6 for the period of July 1, 2024, through June 30, 2025.

Region 1 PSC Nominees

Clarisa Simon

San Mateo County Human
Services Agency



Deputy Director

Lynn Perez

Napa County Health &
Human Services



Deputy Director

Region 2 PSC Nominee

Eduardo Ameneyro

Sacramento County
Department of Human
Assistance



Deputy Director

Region 3 PSC Nominee

Ryan Bishop

Humboldt County Health &
Human Services



Deputy Branch
Director

Region 4 PSC Nominees

Cindy Uetz

Kern County
Department of Human
Services



Chief Deputy
Director

Cesilia Leon

Merced County
Human Services Agency



Deputy Director

Region 5 PSC Nominees

Elaine Martinez

Ventura County
Human Services Agency



Deputy Director

Alberto Banuelos

San Diego County Health
and Human Services



Assistant Director

Sandra Bowlan

Riverside County
Department of Public Social
Services



Deputy Director

Region 6 PSC Nominees

La Shonda Diggs

Los Angeles County
Department of Public Social
Services



Division Chief

Correction:

Irene Huizar

~~Winna Crichlow~~

Los Angeles County
Department of Public Social
Services



Division Chief

Olga Vicuna

Los Angeles County
Department of Children and
Family Services



Division Chief

Nominations

Region 1	Marla Stuart, Director Kelley Curtis, Director	Contra Costa Solano
Region 2	Greg Geisler, Director	Placer
Region 3	Bill Wathen, Director	Glenn
Region 4	Francena Martinez, Director Chris Woods, Director	Tulare San Joaquin
Region 5	Veronica Rodriguez, Assistant Director James Locurto, Director Melissa Livingston, Director	Orange San Bernardino Ventura

Appointments

Region 6	Michael Sylvester, Chief Deputy Kristin Stranger, Chief Deputy Cynthia McCoy-Miller, Senior Deputy Director	Los Angeles
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Project Steering Committee (PSC)

Nomination Slate

Region 1	Clarisa Simon, Director – Staff Development, Training and Information Services Lynn Perez, Deputy Director	San Mateo Napa
Region 2	Eduardo Amenityro, Deputy Director	Sacramento
Region 3	Ryan Bishop, Deputy Branch Director	Humboldt
Region 4	Cindy Uetz, Chief Deputy Director Cesilia Leon, Deputy Director	Kern Merced
Region 5	Elaine Martinez, Deputy Director Alberto Banuelos, Assistant Director Sandra Bowlan, Deputy Director	Ventura San Diego Riverside

Appointments

Region 6	La Shonda Diggs, Division Chief Correction: Irene Huizar Winna Crichtlow , Division Chief Olga Vicuna, Division Chief	Los Angeles
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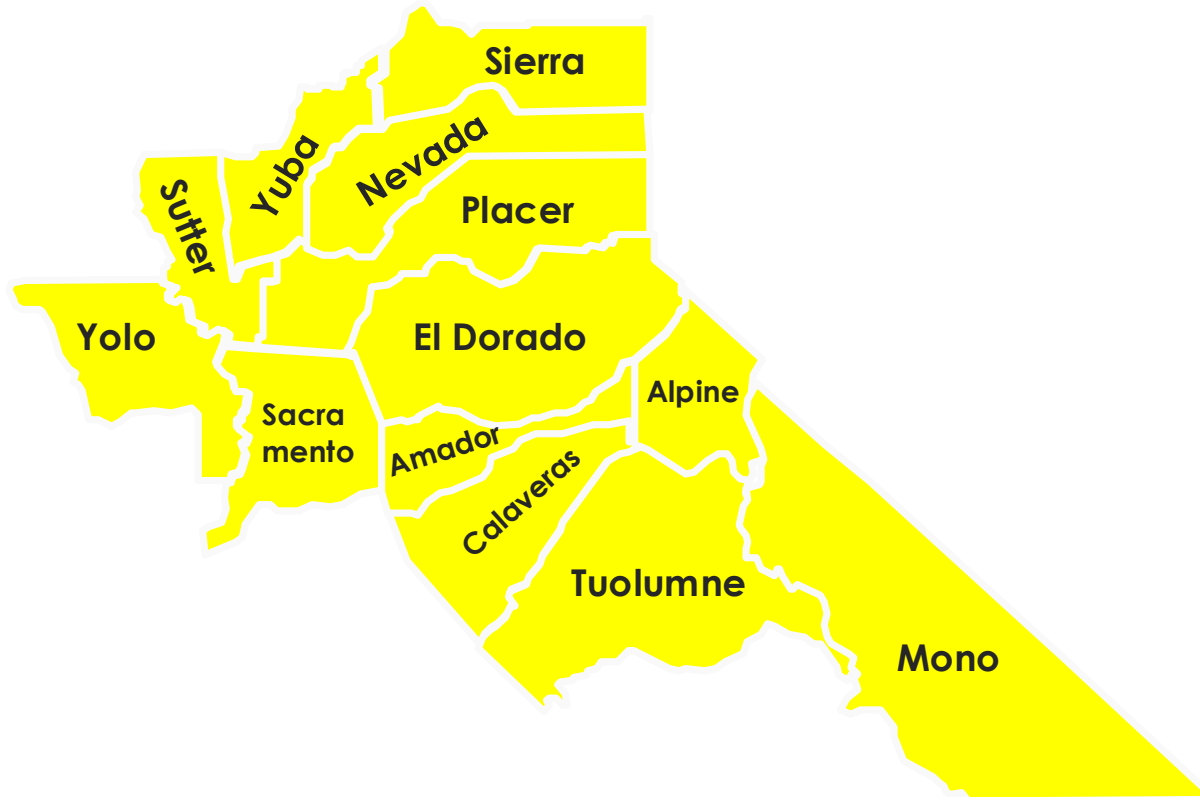


CalSAWS Region 1

Election of JPA & PSC

County/Director	Yay	Nay
Alameda Andrea Ford		
Contra Costa Marla Stuart		
Marin Kari Beuerman		
Monterey Lori Medina		
Napa Jennifer Yasumoto		
San Benito Tracey Belton		
San Francisco Trent Rhorer		
San Mateo Ken Cole		
Santa Clara Angela Shing		
Santa Cruz Randy Morris		
Solano Kelley Curtis		
Sonoma Angela Struckmann		

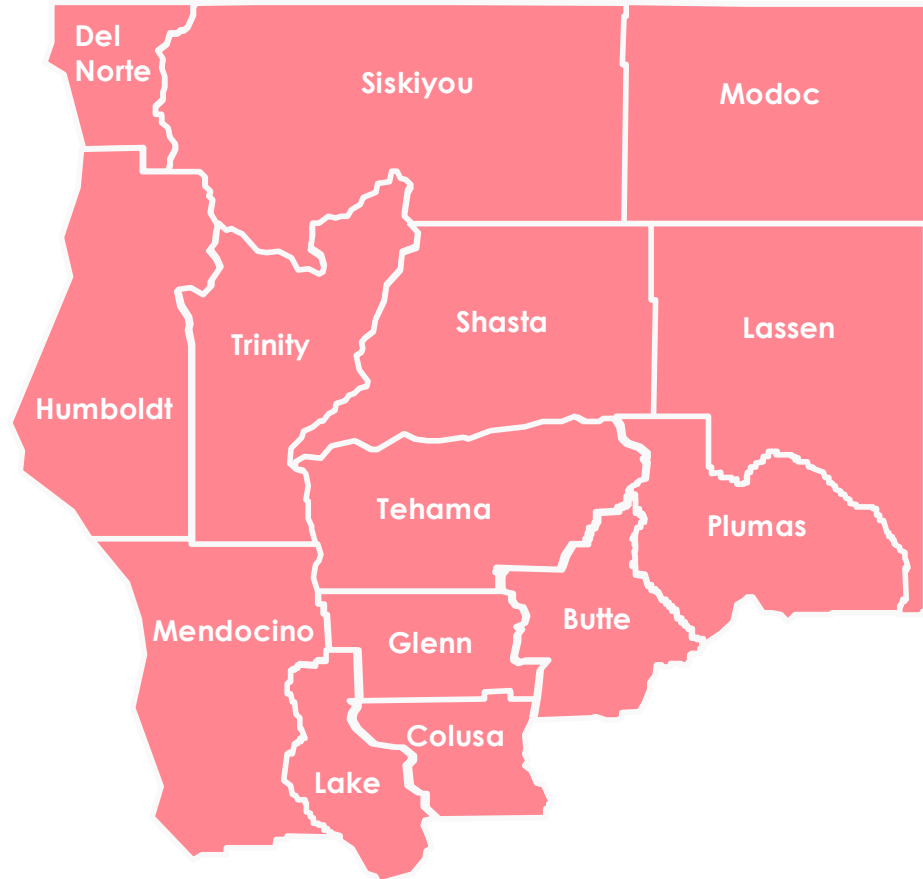
Election of JPA & PSC



CalSAWS Region 2

County/Director	Yay	Nay
Alpine Nichole Williamson		
Amador Anne Watts		
Calaveras Cori Allen		
El Dorado Olivia Byron-Cooper		
Mono Kathy Peterson		
Nevada Rachel Peña		
Placer Greg Geisler		
Sacramento Ethan Dye		
Sierra Lori McGee		
Sutter David Nagra		
Tuolumne Annie Hockett		
Yolo Soua Moua		
Yuba Jennifer Vasquez		

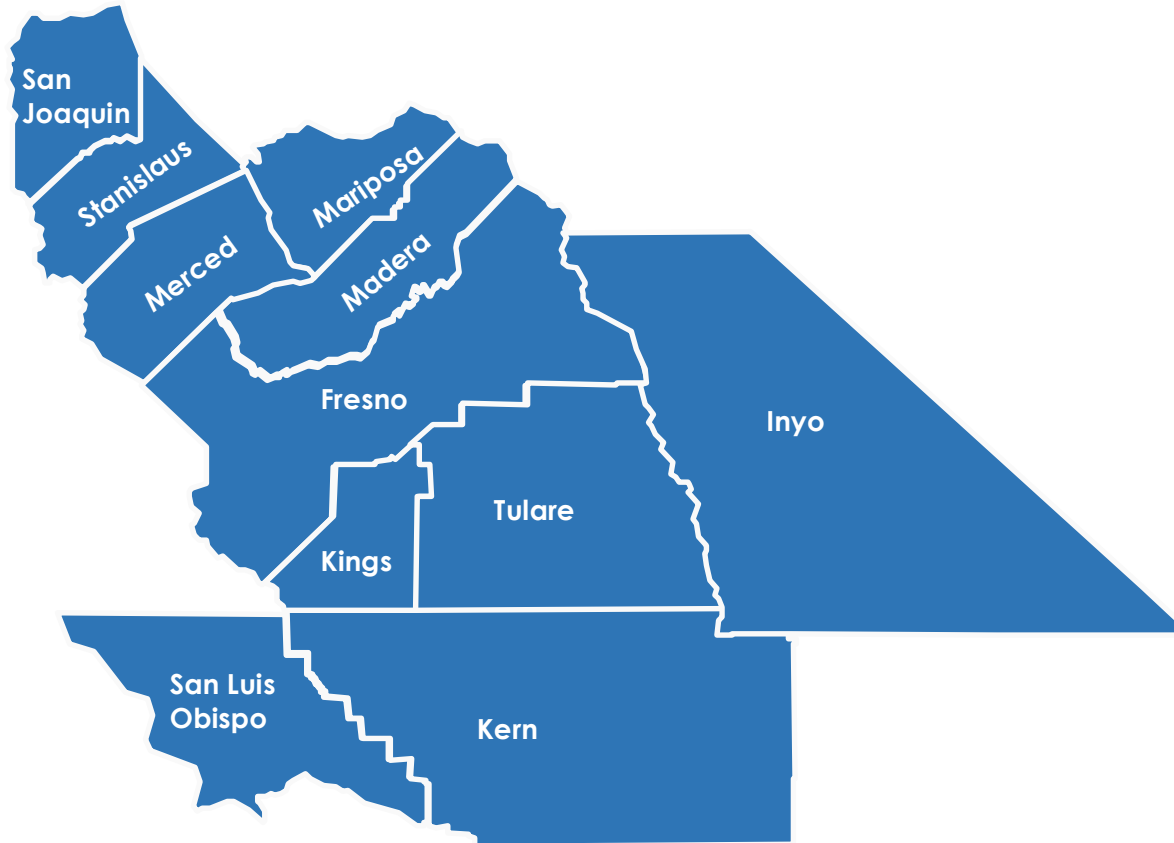
Election of JPA & PSC



CalSAWS Region 3

County/Director	Yay	Nay
Butte Shelby Boston		
Colusa Elizabeth Kelly		
Del Norte Ranell Brown		
Glenn Bill Wathen		
Humboldt Connie Beck		
Lake Crystal Markytan		
Lassen Laura Atkins		
Mendocino Bekkie Emery		
Modoc Tom Sandage		
Plumas Neal Caiazzo		
Shasta Dwayne Green		
Siskiyou Patricia Barbieri		
Tehama Laura Hawkins		
Trinity Liz Hamilton		

Election of JPA & PSC

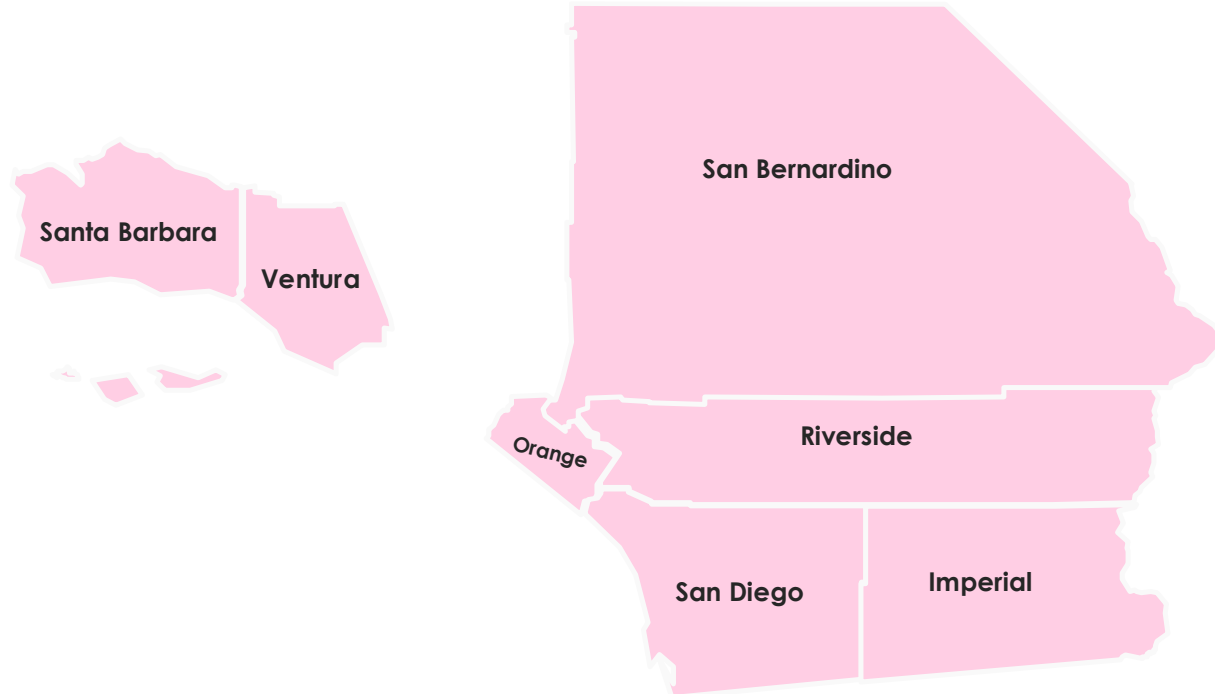


CalSAWS Region 4

County/Director	Yay	Nay
Fresno Sanja Bugay		
Inyo Anna Scott		
Kern Lito Morillo		
Kings Wendy Osikafo		
Madera Deborah Martinez		
Mariposa Rebecca Maietto		
Merced Yvonnia Brown		
San Joaquin Chris Woods		
San Luis Obispo Devin Drake		
Stanislaus Christine Huber		
Tulare Francena Martinez		

Election of JPA & PSC

County/Director	Yay	Nay
Imperial Paula Llanas		
Orange An Tran		
Riverside Charity Douglas		
San Bernardino Gilbert Ramos		
San Diego Richard Wanne		
Santa Barbara Daniel Nielson		
Ventura Melissa Livingston		



CalSAWS Region 5



CalSAWS Region 6

Election of JPA & PSC

County/Director	Yay	Nay
Los Angeles Michael Sylvester		
Los Angeles Kristin Stranger		
Los Angeles Cynthia McCoy-Miller		



JPA Member Representatives
Informational Item



Action Items

5. Pursuant to the JPA Agreement Article II, Section 2.04 (b) the State shall have the right to select a representative to serve on the Board as the Ex-Officio representative of the State.
 - a. Introduce Director of OTSI, Adam Dondro, as the Ex-Officio representative of the State.

State Ex Officio JPA Board Representative

Adam Dondro

Office of Technology &
Solutions Integration



Director

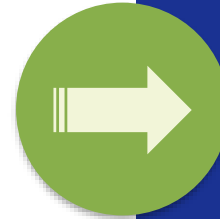


JPA Board of Directors Action Items

Action Items

6. Pursuant to the JPA Agreement Article III, Section 3.01 the Board of Directors shall elect from among its Directors, a Chair and Vice-Chair.
 - a. Seek nominations and creation of slate for Board of Directors Chair and Vice-Chair for the period of July 1, 2024, through June 30, 2025.
 - b. Proceed to elect the Chair and Vice-Chair for the period of July 1, 2024, through June 30, 2025.

CalSAWS JPA Regions



Election of Chair & Vice-Chair

Region	Board Member	Yay	Nay
State	Adam Dondro		
1	Marla Stuart		
1	Kelley Curtis		
2	Greg Geisler		
3	Bill Wathen		
4	Chris Woods		
4	Francena Woods		
5	Diana Alexander		
5	Paula Llanas		
5	An Tran		
6	Michael Sylvester		
6	Kristin Stranger		
6	Cynthia McCoy-Miller		

Action Items

7. Approval of SFY 2024/25 CalSAWS Project Budget including the CalSAWS Implementation Advance Planning Document (IAPD) Update, County Purchases/Separate Services, Premise Item Funding, and the Administrative Budget for Unfunded costs.

Action Items

CalSAWS Project Budget

In accordance with the JPA Agreement, Bylaws, and MOU,
_____ the Board must Adopt an Annual Budget _____

CalSAWS JPA Agreement - Section 2.09. Annual Budget

The Board shall adopt an annual budget for each Fiscal Year. The Bylaws shall further provide for the presentation and content of the budget.

CalSAWS Bylaws, Section IX BUDGET AND FISCAL REPORT, A. Annual Budget

The Board shall adopt an annual budget for each Fiscal Year, which shall first be provided to each Member Representative. The Consortium Executive Director shall oversee the preparation of the Budget.

CalSAWS MOU, Section IV MUTUAL RESPONSIBILITIES 4.1 Fiscal Responsibilities and Claiming

4.1.4. Administrative Costs (also known as unfunded costs) are costs properly incurred by the Consortium but designated by the State of California as ineligible for reimbursement... On or before April 1 of each year, the Consortium, with the concurrence of the Consortium's Member representatives as defined in Section 2.07 (Quorum; Required Votes; Approvals) of the JPA Agreement, will approve a schedule of Administrative Costs for the upcoming fiscal year (July 1 through June 30).

Action Items

CalSAWS Project Budget

The CalSAWS Annual Project Budget
includes all Funding Categories



Baseline Project Funding
CalSAWS IAPDU



**County Purchases
and Separate
Services**



**Policy
Enhancements**
Premise



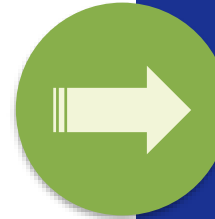
Administrative (Unfunded)
Insurance, Audits, Fiscal Agent
Services, and Accounting System
Access (Approved by the General
Membership January 26, 2023)

Action Items

CalSAWS Project Budget

CalSAWS Project Budget - FY 2024-25	TOTAL	CalSAWS Project Budget - FY 2024-25	TOTAL
CalSAWS M&O	\$366,804,011	Compliance with State Law on Identity Protection	\$1,156,210
CalSAWS - County Purchases	\$15,000,000	Continuum of Care Reform (CCR)	\$1,000,000
CalSAWS - Administrative	\$715,984	Disparities Reduction Act (AB 1163)	\$1,156,210
90-Day Cure Period - New CMS Guidance	\$277,939	Elimination of Comparable Disqualification Automation	\$141,450
ABAWDs Fiscal Responsibility Act of 2023 Automation Cost Estimates	\$3,175,730	Family Reunification (AB 135)	\$2,089,434
Automated Non-MAGI Renewal for Stable Income Sources	\$1,028,914	Homeless Assistance Program (HAP) Eviction (SB 1083)	\$95,936
BenefitsCal Parity with Get CalFresh	\$3,730,000	Medi-Cal Recipient Text Messaging	\$5,160,628
CalFresh Disaster Application Revision	\$68,847	Medi-Cal Renewal Packet Printing	\$1,118,880
CalFresh Discontinuance of Gambling Wins	\$124,502	PHE Additional Contact Attempt	\$1,449,514
CalFresh Eligibility Disqualifications for Certain Convicted Felons	\$1,009,700	Post-Eligibility Treatment of Income	\$513,258
CalFresh Minimum Nutrition Benefit Pilot Program	\$914,250	Prepopulated Medi-Cal Redetermination Forms	\$3,761,548
CalFresh Notice of Provider Determination	\$331,966	Remaining Unanticipated CalSAWS Funds	\$135,000
CalFresh Overissuance and Repayment Final Notice	\$524,009	Resume Pre-Pandemic Medi-Cal Operations	\$575,000
CalFresh Periodic Report (SAR 7) New Federal Requirements	\$2,340,370	SAWS Shared Application Forms Revisions	\$3,213,761
CalFresh Recertification Application Revision	\$515,858	SB 1341 Medi-Cal Automation	\$4,980,700
CalFresh Reinstatement of Approval and Denial Notice Revisions	\$608,304	Telephone Consumer Protection Act - Text Messaging Consent	\$4,071,000
CalFresh Repayment Agreement Revisions	\$463,232	Transitional Housing Supplement	\$89,700
CalFresh Restaurant Meals Program Notice-Eligibility Clarification	\$1,472,000	Welfare Data Tracking Implementation Project Upgrade	\$13,249,468
CalFresh/CalWORKs Recertification Packets	\$632,516	Work Registration CalFresh Disqualification Notice Update	\$176,000
Cal-Learn Pregnancy or Parenting (SB 521)	\$293,250		
CalSAWS Interface	\$21,535,718		
CalWORKs Overpayments (SB 726)	\$165,620		
CalWORKs Work Requirements (AB 2300)	\$873,304		
CF and CW Impl. of New Forms and CDSS Rights Contact Info Update	\$238,193		
CalFresh Notice of Denial or Pending Status	\$428,815		
CalFresh Simplifications	\$691,839		
		Total	\$468,098,568
		Revenues	
		Intergovernmental	\$468,098,568
		Expenditures	\$468,098,568
		Service and supplies	\$363,248,741
		Capital outlay	\$104,849,827

CalSAWS JPA Regions



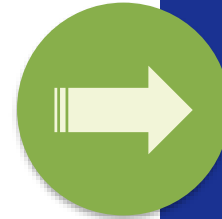
Approval of SFY 24/25 Project Budget

Region	Board Member	Yay	Nay
State	Adam Dondro		
1	Marla Stuart		
1	Kelley Curtis		
2	Greg Geisler		
3	Bill Wathen		
4	Chris Woods		
4	Francena Woods		
5	Diana Alexander		
5	Paula Llanas		
5	An Tran		
6	Michael Sylvester		
6	Kristin Stranger		
6	Cynthia McCoy-Miller		

Action Items

8. Consent Calendar
 - a. Approval of the May 10, 2024, JPA Board Meeting Minutes and review of action items.
 - b. Seeking authorization for the completion of Signature/Fund Custodian Authorization Forms required by San Bernardino County Auditor-Controller/Treasurer/Tax Collector for State Fiscal Year 2024/25:
 - i. Approve the completion of the form in the name of the CalSAWS Chair, authorizing the Chair to approve payments to be made by the Controller for CalSAWS.
 - ii. Approve the completion of the form in the name of the CalSAWS Vice-Chair, authorizing the Vice-Chair to approve payments to be made by the Controller for CalSAWS.
 - iii. Approve completion of the form in the name of the CalSAWS JPA Secretary, authorizing the JPA Secretary to approve invoices to be paid by the Controller for CalSAWS.
 - iv. Approve completion of the form in the name of CalSAWS Section Director, Holly Murphy, authorizing Holly Murphy to approve invoices to be paid by the Controller for CalSAWS, in the absence of the CalSAWS JPA Secretary.
 - v. Approve completion of the form in the name of CalSAWS Section Director, Laura Chavez, authorizing Laura Chavez to approve invoices to be paid by the Controller for CalSAWS, in the absence of the CalSAWS JPA Secretary.
 - vi. Approve completion of the form in the name of CalSAWS Section Director, Thomas Hartman, authorizing Thomas Hartman to approve invoices to be paid by the Controller for CalSAWS, in the absence of the CalSAWS JPA Secretary.
 - vii. Approve completion of the form in the name of Director Diana Alexander, authorizing Diana Alexander to approve invoices to be paid by the Controller for CalSAWS.

CalSAWS JPA Regions



Approval of Consent Items

Region	Board Member	Yay	Nay
State	Adam Dondro		
1	Marla Stuart		
1	Kelley Curtis		
2	Greg Geisler		
3	Bill Wathen		
4	Chris Woods		
4	Francena Woods		
5	Diana Alexander		
5	Paula Llanas		
5	An Tran		
6	Michael Sylvester		
6	Kristin Stranger		
6	Cynthia McCoy-Miller		



JPA Member Representatives Informational Items



CalSAWS Annual Audit Summary

Annual Audit

CalSAWS Annual Audit Findings

The annual financial audit is conducted in accordance with the JPA Agreement



Section 2.10. Annual Operational and Fiscal Reports. The Board shall cause an annual operational report and annual fiscal report to be prepared and provided to each Member Representative.

Independent auditors are selected through a procurement process.
The Independent Financial Auditor:



Reviews financial statements prepared by the Fiscal Agent



Conducts field work/site visits



Reviews sample assets and financial artifacts



Interviews Project Management and Project Staff



Submits two deliverables:
(1) Audit Report
(2) Single Audit Report

Annual Audit

CalSAWS Annual Audit Findings



Audited CalSAWS Year Ending
June 2023 Single Audit Report
and Financial Statements

Results

There were **no audit findings**, and the auditors found **no instances of non-compliance** which could have had a direct and material effect on our financial statement amounts.

The auditors further found that the financial statements “**present fairly**, in all material respects, the respective financial position of the governmental activities and the general fund,” of the Consortium. **The auditors made no recommendations.**

These documents were distributed via CIT 0050-24 and are available on the CalSAWS website (www.calsaws.org / public information)

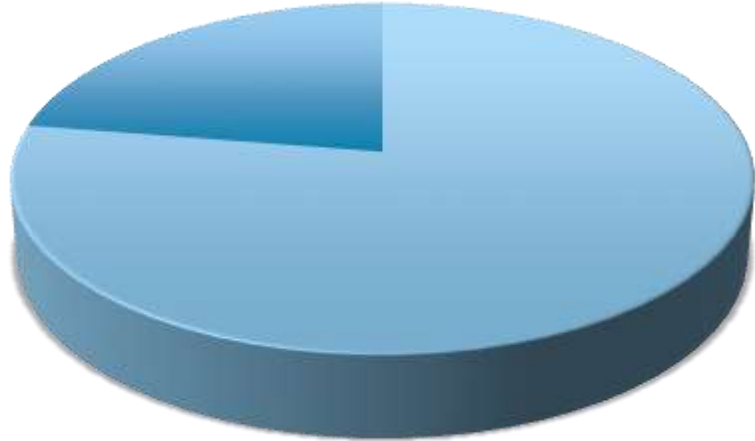


Reports Status Update

Reports Update

Updates made since last JPA

Enhancements, 9, 23%



Defects, 31, 77%

■ Defects ■ Enhancements

Top 5

SCR #	SCR Summary
CA-275881	Activate RS 50 for All Counties
CA-246946	ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
CA-253606	Task Mgmt: Update Dashboard for Task Mgmt - Configurable Task Categories
CA-251869	ACL 22-85 & 21-25 Update CalFresh Reports
CA-272929	ACL 23-92 - Update Reports for CalFresh Replacements with New Benefit Type of 'RPSNAP'

State Reports

- CA 237 CW
- CA 237 FC
- CF 296
- STAT 47
- GR 237
- FNS 209
- CA 1037
- DSS 266
- TEMP 2035 EBT Theft
- DFA 256 Detailed Report

Management Reports

- Task Management Dashboard
- Detailed Caseload Movement – Homeless Assistance
- Pending Applications Report
- WTW/REP Activity Report
- RE Date Report

Fiscal Reports

- Issued Valuable Inventory Report
- FTB Weekly Intercept Transaction Report
- WINS Benefit Production Reconciliation Report
- Benefit Recovery Management Report
- Claim Grand Totals Detail Report
- Integrated Payroll Benefit Issuance Detail Claiming Report
- Integrated CalFresh Issuance Detail Claiming Report
- Collections Receipt Monthly
- Supplemental Benefit Issuance EBT Register
- Integrated Serviced Payment/Valuable Detail Claiming Report (Monthly)
- Auxiliary Issuance Monthly Report
- Auxiliary Issuance Daily Report
- Monthly Collection Disposition Report
- Daily Collection Disposition Report
- Daily EVOC EVSVS Report

Other

- Updates to run reports per individual county:
 - Phase 1, 2, 3

SCRs

- CF 256
- DFA 256
- TEMP 2313
- TEMP 2035
- RS 50

- Task Management Dashboard
- CalFresh CBO Application Report
- Back to School Clothing Allowance Report

- CalFresh Supplemental Issuance Register
- Integrated CalFresh Issuance Detail Claiming Report

- Infrastructure Updates:
 - Architecture performance – RDS Sharding
 - Red HAT OS Update
 - Update Second Cut Database

Reports Update

Ongoing Efforts

County Engagement:



- State/Fiscal Reports Committee Meetings
- Bi-weekly State & Fiscal Reports Support Meetings
- Bi-weekly State & Fiscal Targeted Report Sessions
- Monthly Ad Hoc Meetings with functional experts
- Management Reports Committee Meetings
- Monthly Management Reports Support Meetings



Provide **OCM** and **communications** support to former CalWIN Counties



Reinforce the **CalSAWS Service Desk** process and provide more **helpful responses** through the **Tier 3** team



Distribute the **CalSAWS Reports Bi-Weekly Enhanced Communication** and provide other helpful training/documentation for all counties



Provide **Ad Hoc County Support** with Qlik Developer as the “low tech” approach



Identify **Los Angeles County reports** for **statewide expansion**

UPDATE

- Conducted Committee meeting on 6/26
- Conducted on 5/23 & 6/6
- Conducted CA 812 Part 1 on 5/28 & Part 2 on 5/30
- Conducted on 5/16
- Conducted quarterly meeting on 5/28
- Conducted Active Cases, Persons, and Expenditures report on 5/14

CIT 0088-24 Skipped Issuance Webinar distributed to all counties. Webinar sessions scheduled for 6/25 & 6/26.

Ongoing

Distributed on 6/3

Ongoing

Internally assessed list of reports to eliminate obvious examples of what cannot be expanded statewide, present to Bi-weekly workgroup on 6/20

Reports Update

Recommendation Updates



RECOMMENDATION

UPDATE

<p>Establish County Report Champions & Buddy System</p>	<p>Consortium, ISS Support and Accenture began developing design and strategy in May.</p> <p>STARTED</p>
<p>Introduce 1:1 Ticket Resolution Support</p>	<p>Santa Clara County first to receive extra support offered.</p> <p>STARTED</p>
<p>Launch Forumbree for Reports</p>	<p>Targeted start from early June to mid-July</p> <p>NOT STARTED</p>

UPDATE

Reports Update

Recommendation Updates



RECOMMENDATION

UPDATE

Consolidate Reports	Consolidation of Payroll Summary Reports in design for 24.07. Larger consolidation tentatively scheduled for 25.01.	STARTED
Enhance Usability of Report Pages	Target to start planning by mid-July	NOT STARTED
Expand Page Export Coverage	Accessing page usage data and identifying appropriate reports. Fall 2024 likely to start	STARTED
Increase Page Mapping Coverage	Targeting 24.07, July 2024, for first SCR.	STARTED
Introduce Report Subscriptions & Notifications	Awaiting funding	NOT STARTED

Reports Update

Commonly Request SCRs

Initial Group

SCR #	Description	Status Update
CA-274366	Update CA 237 CW logic to account for Multiple Applications -Dispositioned	Tentative release: 25.03 <input type="button" value="NOT STARTED"/>
CA-264884	Update-CA 237 CW Line 8 Backup	In design for 24.09 release <input type="button" value="STARTED"/>
CA-253826	CalSAWS CalWIN UAT_ CA 237 CW report enhancements	Tentative release: 25.03 <input type="button" value="NOT STARTED"/>
CA-271149	Update WTW 25/25A logic for Enrollees	Tentative release: 25.05 <input type="button" value="NOT STARTED"/>
CA-273875	Update SAR 7 Discontinuance Logic -CA 237 CW CA 253 CF 296	Tentative release: 25.03 <input type="button" value="NOT STARTED"/>

**UPDATE
UPDATE**

Secondary Group

SCR #	Description	Status Update
CA-272021	Update TEMP 2220 to Exclude Replacement Benefits	<input type="button" value="NOT STARTED"/>
CA-270000	Reactivated Expungements for WTW Display on Supplemental Benefit Issuance Registers	<input type="button" value="NOT STARTED"/>
CA-272415	Update the Direct Deposit Production Reconciliation Report to include the Benefit Month	<input type="button" value="NOT STARTED"/>
CA-274204	Update Integrated Service Payment/Valuable Detail Claiming Report to include Reactivated Expungements	<input type="button" value="NOT STARTED"/>

Reports Update

Recommendation Updates

RECOMMENDATION	UPDATE	3 EXPAND KNOWLEDGE REACH
Create Reports Documentation	First sets of documents distributed on 6/6.	STARTED
Promote Communication	Counties are evaluating their committee members. Customer Engagement roadshows continue.	STARTED
Communicate Ad Hoc Roadmap	Documentation of solutions are underway & planning activities for Roadmap development will occur in later 2024 in a separate forum.	4 REFINE AD HOC STARTED
Create Ad Hoc Training	Approach in development. Assessing available materials.	STARTED
Review Common Ad Hoc Reports	Targeted for winter 2024	NOT STARTED

UPDATE

Reports Update

Recommendation Updates



RECOMMENDATION

UPDATE

Set Process Expectations

Started project level conversations before engaging RMs and Counties.

STARTED

UPDATE

Establish Automation Expectations

Started project level conversations before engaging RMs and Counties.

STARTED

UPDATE

Next survey in development.

Modifications:

- Questions reduced by more than 50%
- Removed questions that didn't identify issues
- Added questions on more recent concerns

UPDATE





Fresno GenAI Overview

Overview

Fresno GenAI Call Summary Assist



What is the Solution?

The Generative AI (GenAI) Call Summary Assist **automatically generates a call summary** on the Call Log Detail page.

Contact Center agents will be able to review and modify (if necessary) the AI generated summaries before saving them to the system.

Call Log Detail

Indicates required fields

Save and Create Task Save and Add Another Save Cancel

Case Number: 1881024 Select

Date/Time: 03/27/2024 08:00 AM

Call Source: Call Center

Tracker ID:

Primary Call Reason: None of the Above

Person: SAITH, JOHN DSM

Language: English

Contact Type:

Action Required: No

Other Reason: Benefits Question

Confidential: No

Worker ID: 90AS002G00

Message Worker ID: Select

Caller's County of Residence: Fresno

Call Back Number:

Last Contact:

E-mail:

Call Type/Call Action

<input type="checkbox"/> Add Person	<input type="checkbox"/> Add Program	<input type="checkbox"/> Address Change	<input type="checkbox"/> Appointment/Activity
<input type="checkbox"/> BIC/EBT	<input type="checkbox"/> Benefits Question	<input type="checkbox"/> Discort/Insurance	<input type="checkbox"/> Dropped Call/Disconnect
<input type="checkbox"/> Escalation	<input type="checkbox"/> General Question	<input type="checkbox"/> Household Status	<input type="checkbox"/> ICT/Other County
<input type="checkbox"/> Income	<input type="checkbox"/> Missing Periodic Report	<input type="checkbox"/> New Application	<input type="checkbox"/> Non-CalSAWS County
<input type="checkbox"/> Notice of Action	<input type="checkbox"/> Other Agency/Resources	<input type="checkbox"/> Phone Number Update	<input type="checkbox"/> Property
<input type="checkbox"/> RE	<input type="checkbox"/> Report	<input type="checkbox"/> Restoration	<input type="checkbox"/> Verifications

Programs

Short Description:

Long Description:

Call Summary Assist will add call details after the call ends.
Please do not close the window.

Call Notes:
Call notes added by the system

Save and Create Task Save and Add Another Save Cancel

This page took 1.43 seconds to load.

Value

Fresno GenAI Call Summary Assist

CalSAWS



What are the anticipated Benefits?



Reduced Post-Call Wrap Time

- ✓ Similar organizations have experienced a 15-45% decrease in wrap time
- ✓ Allows for increased focus in other areas throughout the day



Increased Call Summary Consistency

- ✓ Summary narratives formatted in similar ways can create a more consistent approach for case documentation
- ✓ In addition to consistency, can ensure the capture of pertinent call details



Better Experience for County Workers

- ✓ More time spent on higher value tasks
- ✓ Improved learning curve for new employees



Improved Service to Residents

- ✓ Enables more active listening
- ✓ Increased engagement with residents

Feedback

Fresno GenAI Call Summary Assist



How does Fresno feel about this new feature?

We are hoping that this new AI solution will allow for us to add consistency and reduce the time needed for journaling our calls. We also anticipate this will shorten the learning curve for our new employees. Overall, the quicker we're able to answer the next call, the more community members we're able to assist.

The Gen AI is consistently growing and creating better summarizations with each use. Overall, this results in reduced workload. Our aim is to assist our community one call at a time and Gen AI post-call summary assist has helped streamlined part of our business process and boost productivity.

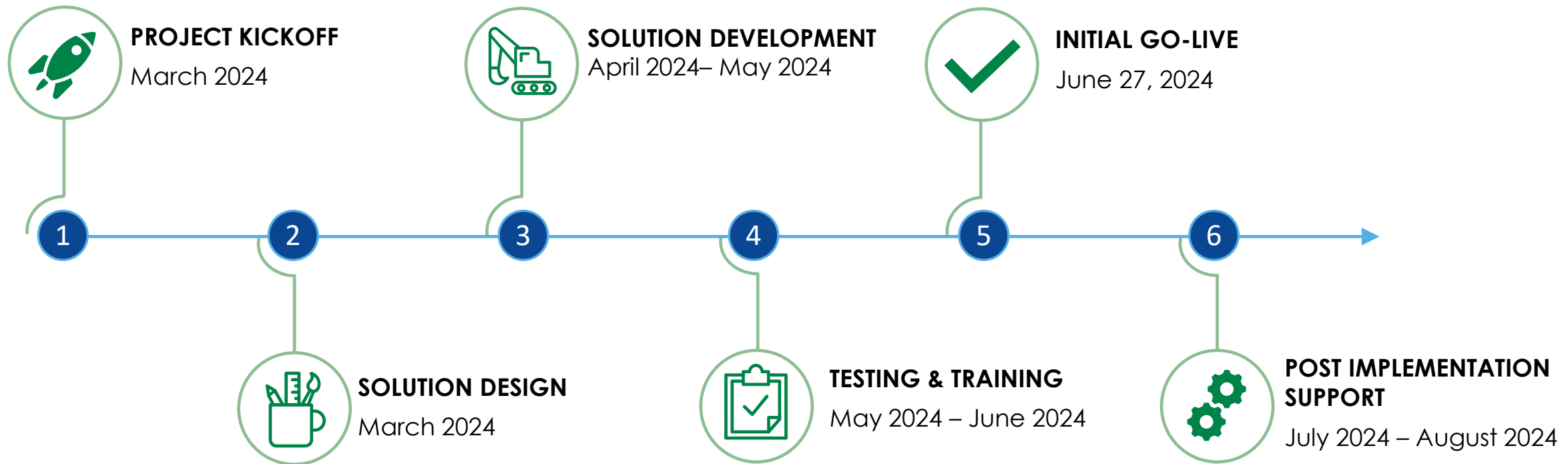
Excited to implement this new feature across the contact center as this will allow more time to focus on processing. Client experience should increase across all facets of Fresno county DSS due to more client being serviced over the phones.

Project Timeline

Fresno GenAI Call Summary Assist



The below timeline gives a high-level look at the different activities and target dates for the Fresno GenAI Call Summary Assist implementation.



Demonstration

Fresno GenAI Call Summary Assist

CalSAWS



Let's watch a pre-recorded demo of the Call Summary Assist solution in action!



Release and Policy Updates

- Upcoming Releases



CalSAWS Release and Policy Update

CalSAWS Release Overview

	June 2024	July	August	September
	<p>6/13/24</p> <p>6/17/24</p> <p>6/27/24</p>	<p>7/3/24</p> <p>7/11/24</p> <p>7/22/24</p>	<p>8/1/24</p> <p>8/3/24</p>	<p>9/12/24</p> <p>9/14/24</p> <p>9/23/24</p>
Major Releases	<p>★ R24.06 - 6/17/24 CalHEERS Integrated Release</p> <p><u>Key Highlights</u></p> <ul style="list-style-type: none"> EHIT interface Updates MAGI determination and MAGI referral page updates Default verification consent to 'Yes' for primary applicant in EDR Update CalSAWS system to display new agency action response codes received in VLP transactions 	<p>★ R24.07 - 7/22/24</p> <p><u>Key Highlights</u></p> <ul style="list-style-type: none"> ACL 18-43 - Revise CalWORKs M40-107D ACL 22-46 - Update Student Exemptions ACWDL 22-24 - Update EDBC Rules to prevent granting Accelerated Enrollment (8E) to MC applicants Conditional CAPI updates 		<p>★ R24.09 - 9/23/24</p> <p><u>Key Highlights</u></p> <ul style="list-style-type: none"> ACL 19-102 Update Fraud determination when suspending CalWORKs Recovery Accounts ACL 22-74 Add and Automate ABAWD Form CF 886 (11/23) CMS Certification Recommendations (OCB/ORR) - e-Verifications Phase I ACL 23-35 - Revisions of ORR-6 Refugee Program Reporting
Minor Releases	<p>◆ R.24.06.13 - 6/13/24</p> <p><u>Key Highlights</u></p> <ul style="list-style-type: none"> 2024 MBSAC & IIK COLA Values ACL 22-85 & 21-25 - Update CalFresh Reports <p>◆ R.24.06.27 - 6/27/24</p> <p><u>Key Highlights</u></p> <ul style="list-style-type: none"> ACL 21-24 - Send the SAR 7 the Month Prior to the Submit Month 	<p>◆ R.24.07.03 - 7/3/24</p> <p><u>Key Highlights</u></p> <ul style="list-style-type: none"> 2024 MBSAC & IIK COLA Batch <p>◆ R.24.07.11 - 7/11/24</p> <p><u>Key Highlights</u></p> <ul style="list-style-type: none"> ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form 	<p>◆ R.24.08.01 - 8/1/24</p> <p><u>Key Highlights</u></p> <ul style="list-style-type: none"> 2024 AAP, FC, & KG CNI Rate Increase <p>◆ R.24.08.03 - 8/3/24</p> <p><u>Key Highlights</u></p> <ul style="list-style-type: none"> 2024 AAP, FC, & KG CNI Rate Increase COLA Batch 	<p>◆ R.24.09.12 - 9/12/24</p> <p><u>Key Highlights</u></p> <ul style="list-style-type: none"> 2024 CF COLA, CW MAP & CW IRT Values <p>◆ R.24.09.14 - 9/14/24</p> <p><u>Key Highlights</u></p> <ul style="list-style-type: none"> 2024 CF COLA, CW MAP & CW IRT Batch

CalSAWS Release and Policy Update

CalSAWS Release Overview

24.07 Status and Key Dates

- In-Progress activities
 - System Test: 76% executed and passed as of June 17, 2024
 - County validation
 - Release note updates





BenefitsCal Updates

- Key Release Highlights
- ABAWD Updates



BenefitsCal

Key Release Highlights and Upcoming Enhancements

24.05

May

24.06

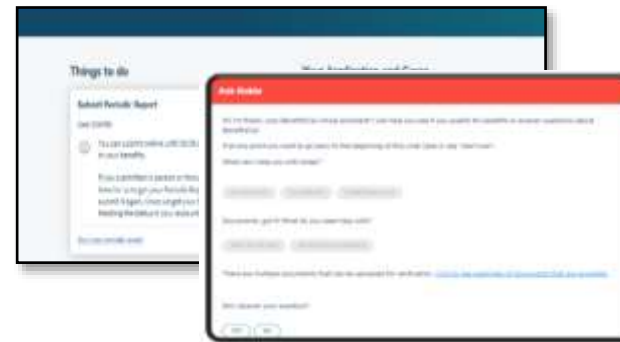
June

24.07

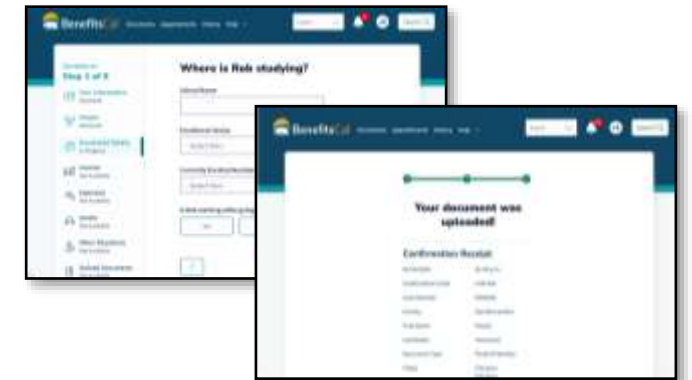
July



- Additional improvements for **Case Linking functionality**
- **Social Security Admin (SSA) Assisted Apps** in BenefitsCal (implemented with a flag)



- Reenable **See If I qualify intent in Chatbot**
- Update BenefitsCal API to **display the SAR7 link on BenefitsCal** as soon as it's generated



- Update **Document Upload** feature to include **Unique Confirmation Code**
- Update **Student Info Mapping** in App Transfer to align with SAWS2Plus

Items on the Horizon



RELEASE & RESEARCH

- ABAWD Research for the upcoming implementation
- UCD Research for Case Link, Account Management and Document Upload improvements
- Ongoing UCD Research to:
 - Add more features for Customer Dashboard
 - Avoid Duplicate Applications
 - Update Application and RE/SAR7 Tracker to provide additional information to customer
 - Add Card Replacement Tracker for Customers
 - Improve usability for Household Tax section on the Medi-Cal renewal
 - Email and Text Notifications
 - improve the reporting for Disability Accommodations needs
 - Easy access for 'Keep for Your Records'
 - Improve CBO Support Assistance



UPCOMING ITEMS & AWARENESS

POLICY ITEMS

- ABAWD
- Apply for Benefits - CAPI
- CFAP Expansion

PLANNING IN PROGRESS

- Implement new pre-populated SAR7
- Homeless Assistance
- CalWORKs 2.0
- Collaboration Model Prioritized Enhancements

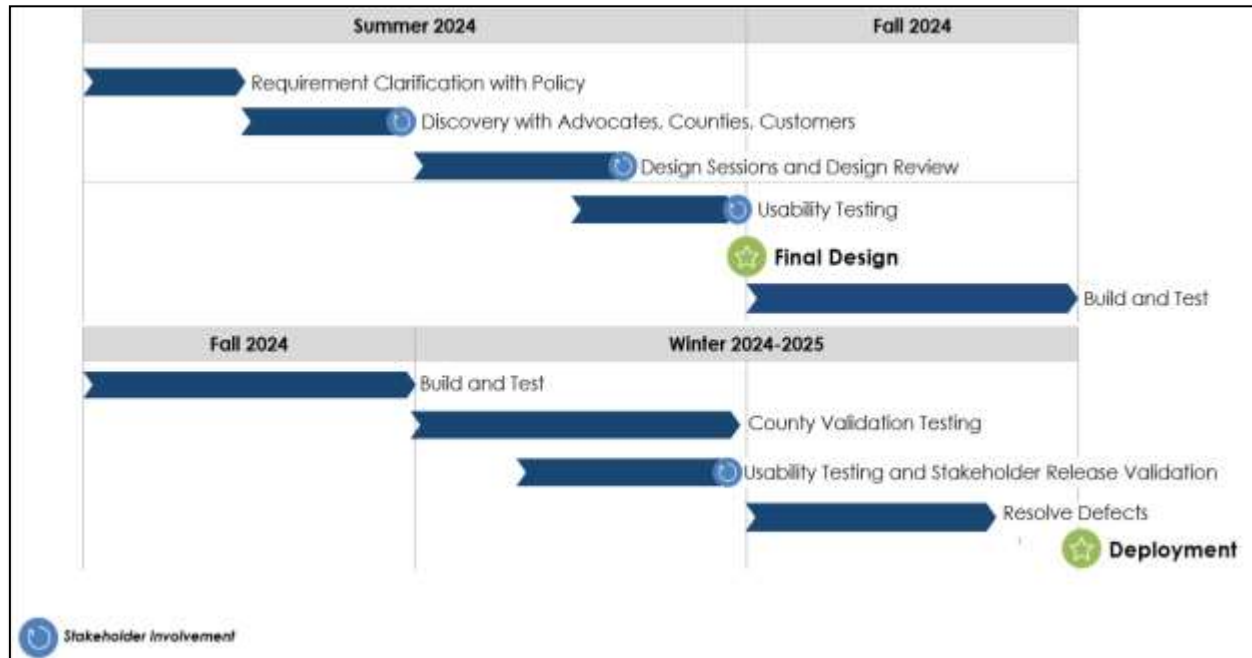
GCF PARITY

- Other Enhancements

AWARENESS (not specific to BenefitsCal changes)

- Cost of Living changes in 2024
 - CalFresh benefits, effective 10/1/2024
 - CalWORKs MAP, effective 10/1/2024
- Legislation passed during California state budget with impacts to BenefitsCal

ABAWD Automation Timeline Updates



Activities Completed



UCD research interviews with 6 County Members



Policy clarification discussion with CWDA



Sessions with CalSAWS on **current ABAWD functionality**



Stakeholder session with Advocates, CWDA and SEIU

Next Steps Going Forward

- ABAWD **policy discussion** with CDSS, CWDA and CalSAWS (June 2024)
- **Stakeholder interviews** with Case Workers and Customers (June 2024)
- ABAWD **UCD research review** session with CDSS, CWDA and CalSAWS (July 2024)
- **Research findings review session** with Advocates on design (August 2024)
- Conduct **Usability Testing sessions** with customers on the proposed design (July/August 2024)



DEI Update

IDEA Program Update

June 2024 Update

ERG Council Quarterly Meeting

- Priority: Mental Health Awareness Month
- Event: Mental Health Awareness Month Event with Noe Avila, LMFT

Table Talks

- Topic: Unveiling Secrets of Flourishing: Character Strengths by Aymon Sukkar, M.A.

Buddy Program

- Launch: Completed new round in June
 - New Joiners: 24, Mentors: 20, Mentees: 34
- Top Goals:
 - Networking, Career Growth & Advancement, Personal Growth

Pulse Survey

- Redesigned to be evidence-based and reliable

Connect Newsletter

- Frequency: Now bi-monthly

IDEA Program Update

Strategic Recommendations & Conclusion



Buddy Program

Mid-round check-in
(Sept. 2024)

End-round celebration
(Dec. 2024)

Foster goal
achievement



Table Talks

Create a reserve of
table talk topics and
speakers

Bi-monthly sessions



ERG Council

Incentivize
participation

Quarterly strategic
meetings



Pulse Survey

Review with leadership

Align with DEI goals

Bi-annual/annual
deployment

Conclusion

- Continue with current initiatives and strategic goals
- Focus on valuing uniqueness and creating sense of belonging
- Maintain the momentum of IDEA program activities



Procurement Update

CalSAWS BenefitsCal M&O Bidder's Conference

Procurement Overview – Key Tasks

	BenefitsCal Procurement Event	Dates
1	Release RFP	May 29, 2024
2	Conduct Bidder's Conference	June 11, 2024
3	Bidder Question Period	May 30 – June 18, 2024
4	Consortium Responds on a Flow Basis	June 6 – 26, 2024
5	Consortium Issues RFP Addendum 1	June 14, 2024
6	Consortium Publishes Final Q&A and RFP Addendum	July 3, 2024
7	Bidders Submit Request to OTSI for Proposal Folder	July 15, 2024
8	Proposals Due	July 30, 2024
9	Evaluate Compliance, Firm Qualifications, Business and Price Proposals, and BAFOs	July 31, 2024 – February 5, 2025
10	Prepare and Approve Vendor Selection Report	February 6 – March 18, 2025
11	Publish Notice of Intent to Award and VSR	March 19, 2025
12	Contract Negotiations	March 24 – April 3, 2025
13	State Contract Approval	April 4 – May 8, 2025
14	Federal Contract Approval	May 9 – July 14, 2025
15	Contingency Period	July 15 – August 18, 2025
16	JPA BOD Approval	August 22, 2025
17	Contract Start	September 2, 2025
18	Transition-In Period	September 2, 2025 – February 27, 2026

Adjourn joint meetings of the CalSAWS
Member Representatives and JPA Board
of Directors

