

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
May 16, 2024

Location: CalSAWS Roseville
620 Roseville Parkway
Roseville CA 95747

Committee Members Present In-Person:

Region 1 – Clarisa Simon
Region 2 – Eduardo Ameneiro
Region 4 – Cindy Uetz

Committee Members Present via Conference Call/Webcast:

Region 1 – Anna Pineda
Region 3 – Rachel Ebel-Elliot
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 6 – Irene Huizar

Committee Guests Present Via Zoom:

Region 6 – Kathryn Coughenour

Facilitator:

Julia Erdkamp, CalSAWS Executive Director

1. Co-Chair, Cindy Uetz, convened the meeting at 8:32 a.m.

2. Agenda Review

Julia Erdkamp reviewed the agenda.

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

- Public comment made by Jennifer Tracy.

PSC Action Items

4. Approval of the Minutes from the April 18, 2024, PSC Meeting and review of Action Items

Summary: The Consortium is seeking PSC approval of the Minutes from the April 18, 2024, PSC Meeting and review of Action Items.

Action Items from previous meetings:

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

Motion to approve was made by member Sandra Bowlan.
Motion was seconded by member Elaine Matinez.

Member, Clarisa Simon, voted to approve.
Member, Anna Pineda, voted to approve.
Member, Eduardo Ameneiro, voted to approve.
Member, Rachel Ebel-Elliott, 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.
Alternate Member, Kathryn Coughenour, voted to approve.
Members, Olga Vicuna and Irene Huizar, were absent from vote.
Vote was taken by roll call and the Motion passed.

Informational Items

5. BenefitsCal User Account Security Incident Status Update

Rachel Frey and Laura Chavez provided an update on BenefitsCal User Account Security Incident Status.

6. CalSAWS Migration – Final Acceptance

Arnold Malvick and Dan Dean provided an overview of CalSAWS Migration – Final Acceptance.

7. CalWIN Implementation Support Services – Update on Final Acceptance

Rachel Frey and Dan Dean provided an overview of CalWIN Implementation Support Services – Final Acceptance.

8. BenefitsCal Update

- **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, and Chris Vasquez provided an update on BenefitsCal.

9. Release and Policy Update/Communications

- **Continuous Coverage Unwinding**
- **CalSAWS Release Highlights**
- **Workload Assignment Update**

Theresa Hasbrouck, Lisa Salas, and Jason Osterwald provided an update on Release and Policy/Communications.

10. Contact Center Update

- **County Site Visits**
- **RPA Rollout Update**
- **Courtesy Call Back Update**
- **eGain Reporting Issues**

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

11. Reports Status Update

Sean Swift provided an update on Reports Status.

12. Fresno Gen AI Initiative Update

Sarah Cordano-Parks provided an update on Fresno Gen AI Initiative.

13. M&E Risks

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

14. Procurement Update

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

Holly Murphy provided an update on Procurement.

15. Return Mail Overview and Status

- **Enrolled County Experience**

Dawn Wilder provided an overview of Return Mail.

16. M&E Roadshows

Peggy Macias provided an overview of M&E Roadshows.

17. 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 – Katie Mead noted that DHCS had no updates to provide.

18. Regional Updates

- Region 3 – Rachel Ebel-Elliott provided regional updates for Butte, Colusa, Glenn, Humboldt, Lake, Lassen, Plumas, Shasta, Siskiyou, Tehama, and Trinity.
- 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.
- Region 6 – Olga Vicuna and LaShonda Diggs provided regional updates for Los Angeles County.
- Region 2 – Eduardo Ameneiro provided regional updates for Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sutter, Yolo, and Yuba County.
- Region 5 – Elaine Martinez provided regional updates for Riverside, San Bernardino, Ventura, and San Diego County.

19. Adjourn Meeting

- Co-Chair, Cindy Uetz, adjourned the meeting at 11:27 a.m.

Action Items	Assigned to	Due Date	Status
1. Bring back data on how successful return mail initiative has been in	Dawn Wilder	May 2024	Closed

the counties that have implemented it.			
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Next Meeting

In-Person/Zoom
Thursday, June 27, 2024
11:30 a.m. – 12:00 p.m.
CalSAWS Roseville
620 Roseville Parkway
Roseville, CA 95747