

CalSAWS | Agenda – PSC

Meeting: Project Steering Committee (PSC)
Location: CalSAWS 11971 Foundation Place, Suite 300, Gold River, CA 95670 | Valley Oak Conference Room
Date: Thursday, August 20, 2026
Time: 9:00 AM – 11:30 AM
Zoom: [PSC Zoom Link](#)
Conference: 1-888-788-0099
Meeting ID: 840 1168 4481
Passcode: 802607

CONVENE MEETING OF THE PROJECT STEERING COMMITTEE – All scheduled items will be heard in the Valley Oak conference room of the CalSAWS office located at 11971 Foundation Place, Suite 300, Gold River, CA 95670. The Public Session of this meeting shall also be accessible via Zoom. The call-in number is: **1-888-788-0099**, enter Meeting ID **840 1168 4481** and Passcode **802607**, 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:

- 737 South State Street, Ukiah, CA 95482
- 1626 Sunrise Ave., Madera, CA 95341
- 14714 Carmenita Rd., Norwalk, CA 90650
- 955 Overland Court, Suite 100, San Dimas, CA 91773
- 250 W Pontiac Way, Clovis, CA 93612
- 1255 Imperial Ave. Suite 400, San Diego, CA 92101
- 500 N State College Blvd., Orange, CA 92807
- 201 Redlands Ave., Perris, CA 92571
- 12820 Crossroads Parkway South, City of Industry, CA 91746

PUBLIC SESSION

9:00 a.m. – Convene Meeting of the Project Steering Committee (“PSC”) of the CalSAWS Consortium (“CalSAWS”)

Time	Lead	Topic
9:00 AM (2 min)	Sandra Bowlan	1. Call Meeting to Order
9:02 AM (3 min)	Sandra Bowlan	2. Confirmation of Quorum and Agenda Review.
9:05 AM	Sandra Bowlan	3. Public Comment: Public opportunity to speak on any Item NOT on the Agenda. Public comments are limited to no more than three

Time	Lead	Topic
(TBD)		minutes per speaker, except that a speaker using a translator shall be allowed up to six 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 Chair to speak.
Action Items		
9:05 AM (5 min)	Sandra Bowlan	4. Approval of the Minutes and review of the Action Items from the July 16, 2026 PSC Meeting.
Informational Items		
9:10 AM (5 min)	Lorrie Taylor	5. Quality Assurance Procurement Update
9:15 AM (10 min)	Holly Murphy Wendy Battermann	6. CalSAWS Conference Planning Survey Results
9:25 AM (15 min)	Holly Murphy Sandeep Aji	7. Innovation Process Update
9:40 AM (15 min)	Rajesh Tahaliyani	8. Analytics Update
9:55 AM (10 min)	Fred Gains Lisa Salas	9. BenefitsCal Update ■ HR1 Update ■ Truv
10:05 AM (10 min)	Dawn Wilder Robert Lusk	10. Infrastructure Update ■ Oracle@AWS ■ IAM ■ Network Update
10:15 AM (10 min)	Dawn Wilder Lynnel Silva	11. Contact Center ■ Call Summarization ■ Contact Center Disaster Recovery
10:25 AM (15 min)	Sharon Teramura Julie Conwell Roger Perez	12. Policy and Release Update ■ Medi-Cal ■ CalFresh

Time	Lead	Topic
		■ Upcoming 26.09 Release
10:40 AM (15 min)	Corey Morrison	13. FCED Update
10:55 AM (15 min)	Dawn Wilder Rajesh Tahaliyani	14. Central Print and Mail Discussion ■ Increase in Print and Mail Volumes ■ Increase in number of Return Mail Tasks ■ Postage Increases
11:10 AM (10 min)	Veronica Lara Henry Arcangel	15. CalSAWS Learning Exchange (CLE) Update
11:20 AM (10 min)	Neha Dewhan Cecelia Rolon Katie Mead	16. State Partners Updates ■ OTSI ■ CDSS ■ DHCS
11:30 AM	Sandra Bowlan	17. Adjourn Meeting

The agenda and supporting documents are available for review during regular business hours at 11971 Foundation Place, Suite 300, Gold River, CA 95670. All items on the consent agenda will be considered in a single motion unless separate action is requested by a Committee Member or member of the public.

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 Committee meeting. The Secretary's telephone number is (916) 282-3834. The Secretary's office is located at 11971 Foundation Place, Suite 300, Gold River, CA 95670.