

CalSAWS | Minutes

Meeting: Project Steering Committee Meeting
Location: CalSAWS 11971 Foundation Place, 3rd Floor, Gold River, CA 95670
Date: Thursday, August 20, 2026
Time: 9:00 a.m. – 11:30 a.m.
Present: In Person: Clarisa Simon, Region 1 – Member; Lynn Perez, Region 1 – Member; Eduardo Ameneiro, Region 2 – Co-Chair
Zoom: Rachel Ebel-Elliott, Region 3 – Member; Veronica Mota, Region 4 – Member; Vivian Garcia, Region 4 – Member; Adriana Ramirez, Region 5 – Alternate Member; Mike Edmundson, Region 5 – Member; Sandra Bowlan, Region 5 – Co-Chair; Del Benavides, Region 6 – Member; Shawn Amiel, Region 6 – Member; Olga Vicuna, Region 6 – Member
Absent:
Facilitator: Holly Murphy, CalSAWS Acting Executive Director and Chief Administrative Officer

Topic

1. Call Meeting to Order

Summary: Co-Chair, Sandra Bowlan, called the meeting to order at 9:00 a.m.

2. Confirmation of Quorum and Agenda Review

Summary: Co-Chair, Sandra Bowlan, confirmed quorum of the PSC and gave a brief overview of the agenda topics.

3. Public Comment: 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.

Summary: None

Action Items

4. Approval of the Minutes and review of the Action Items from the July 16, 2026 PSC Meeting.

Action Items from previous meetings:

Action item 1 – Periodic Monthly Report: Open – Later in the agenda.

Summary: The Consortium is seeking approval of the Minutes and review of the Action Items from the July 16, 2026 PSC Meeting.

Motion to approve was made by Member Vivian Garcia.

Topic

Motion was seconded by member Veronica Mota.
Member, Clarisa Simon, voted to approve.
Member, Lynn Perez, voted to approve.
Co-Chair, Eduardo Amenyro, voted to approve.
Member, Rachel Ebel-Elliot, voted to approve.
Alternate Member, Adriana Ramirez, abstained.
Member, Mike Edmundson, voted to approve.
Co-Chair, Sandra Bowlan, voted to approve.
Member, Del Benavides, voted to approve.
Member, Shawn Amiel, voted to approve.
Member, Olga Vicuna, voted to approve.
Vote was taken by roll call and the Motion passed.

Informational Items

5. Quality Assurance Procurement Update

Summary: Lorrie Taylor provided an update on Quality Assurance Procurement.

6. CalSAWS Conference Planning Survey Results

Summary: Holly Murphy shared results from the CalSAWS Conference Planning Survey.

7. Innovation Process Update

Summary: Holly Murphy provided an update on Innovation Process.

*Action item - Provide an update on how many SCRs and CERs that are open.

*Public comments made by Kevin Aslanian and Jennifer Tracy.

8. Analytics Update

Summary: Rajesh Tahaliyani provided an update on Analytics.

*Action item – Report out on the process for counties to report back on county validation for Analytics.

*Public comment made by Kevin Aslanian.

9. BenefitsCal Update

- HR1 Update
 - Truv
-

Summary: Fred Gains, Lisa Salas, and Jason Horton provided an update on BenefitsCal.

*Action items – Research exception handling that can be added, as well as more robust error handling as part of the process. Research adding a ribbon/banner so that Workers know that they need to be more thorough. Provide a breakdown by county of how many cases are impacted by the incorrect conversion of bi-weekly pay to monthly pay. Research feasibility of messaging the customer to inform them that there are some issues happening and the county may need to contact them to clarify some of the information.

*Public comments made by Jennifer Tracy and Ami Fleischman (CCWRO).

10. Infrastructure Update

- Oracle@AWS
- IAM
- Network Update

Summary: Dawn Wilder provided an update on Infrastructure.

11. Contact Center

- Call Summarization
- Contact Center Disaster Recovery

Summary: Dawn Wilder provided an update on Contact Center.

12. Policy and Release Update

- Medi-Cal
- CalFresh
- Upcoming 26.09 Release

Summary: Sharon Teramura, Julie Conwell, and Roger Perez provided an update on Policy and Release.

*Action item – Research and report back on whether or not SCR CA 303439 can be moved up.

13. FCED Update

Summary: Corey Morris provided an update on FCED.

14. Central Print and Mail Discussion

- Increase in Print and Mail Volumes
- Increase in number of Return Mail Tasks
- Postage Increases

Topic

Summary: Dawn Wilder and Rajesh Tahaliyani discussed Central Print and Mail.

*Action item – Provide an overview of the change that was implemented as it relates to automatically updating the addresses and the increased number of tasks that are associated with that.

15. CalSAWS Learning Exchange (CLE) Update

Summary: Veronica Lara provided an update on CalSAWS Learning Exchange (CLE).

16. State Partners Updates

- OTSI
- CDSS
- DHCS

Summary: Caralee Mann provided an update for OTSI. Martha Esparza and Emily Caruso provided an update for CDSS. Katie Mead provided an update for DHCS.

17. Adjourn Meeting

Summary: Co-Chair, Sandra Bowlan, adjourned the meeting at 11:17 a.m.

Follow Up

#	Action Item	Who	Due	Status
1	Report back to the PSC whether or not Managers will be able to see multiple locations on the Periodic Monthly Report.	Rajesh Tahaliyani	August 2026	Closed
2	Provide an update on how many SCRs and CERs that are open.	Holly Murphy Roger Perez Gloria Williams	September 2026	Open
3	Report out on the process for counties to report back on county validation for Analytics.	Rajesh Tahaliyani	September 2026	Open
4	Regarding Truv and BenefitsCal issues - Research exception handling that can be added, as well as more robust error handling as part of the process. Research adding a ribbon/banner so that Workers	Lisa Salas Jason Horton	September 2026	Open

#	Action Item	Who	Due	Status
	know that they need to be more thorough. Provide a breakdown by county of how many cases are impacted by the incorrect conversion of bi-weekly pay to monthly pay. Research feasibility of messaging the customer to inform them that there are some issues happening and the county may need to contact them to clarify some of the information.			
5	Research and report back on whether or not SCR CA 303439 can be moved up.	Roger Perez	September Open	Open
6	Provide an overview of the change that was implemented as it relates to automatically updating the addresses and the increased number of tasks that are associated with that.	Jerry Nielson Rajesh Tahaliyani	September 2026	Open

Next Meeting

In-Person/Zoom

Thursday, September 17, 2026

9:00 a.m. – 11:30 a.m.

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