

**CalSAWS Consortium JPA Board of Directors**

**Meeting Minutes**

**June 24, 2021**

**8:30 a.m.**

**Location:** CalSAWS Rancho Cordova  
11290 Pyrites Way, Suite 150  
Rancho Cordova, CA 95670

**Members Present Via teleconference:**

Region 1 – Kathy Gallagher, Contra Costa County  
Region 1 – Kari Beuerman, Marin County  
Region 1 – Ken Cole, San Mateo County  
Region 1 – Angela Shing, Santa Clara County  
Region 1 – Angela Struckmann, Sonoma County  
Region 2 – Anne Watts, Amador County  
Region 2 – Cori Allen, Calaveras County  
Region 2 – Kathy Peterson, Mono County  
Region 2 – Rachel Roos, Nevada County  
Region 2 – Amanda Sharp, Placer County  
Region 2 – Ethan Dye, Sacramento County  
Region 2 – Vickie Clark, Sierra County  
Region 2 – David Nagra, Sutter County  
Region 2 – Nolan Sullivan, Yolo County  
Region 2 – Jennifer Vasquez, Yuba County  
Region 3 – Shelby Boston, Butte County  
Region 3 – Elizabeth Kelly, Colusa County  
Region 3 – Heather Snow, Del Norte County  
Region 3 – Bill Wathen, Glenn County  
Region 3 – Connie Beck, Humboldt County  
Region 3 – Crystal Markytan, Lake County  
Region 3 – Bekkie Emery, Mendocino County  
Region 3 – Tom Sandage, Modoc County  
Region 3 – Melissa Janulewicz, Shasta County  
Region 3 – Patricia Barbieri, Siskiyou County  
Region 3 – Laura Hawkins, Tehama County  
Region 3 – Liz Hamilton, Trinity County  
Region 4 – Delfino Neira, Fresno County  
Region 4 – Marilyn Mann, Inyo County  
Region 4 – Dena Murphy, Kern County  
Region 4 – Chris Woods, San Joaquin County  
Region 4 – Anita Ortiz, Tulare County  
Region 5 – Veronica Rodriguez, Imperial County  
Region 5 – Debra Baetz, Orange County  
Region 5 – Sayori Baldwin, Riverside County  
Region 5 – Richard Wanne, San Diego County  
Region 5 – Daniel Nielson, Santa Barbara County  
Region 5 – Melissa Livingston, Ventura County  
Region 6 – Michael Sylvester, Los Angeles County Dept. of Public Social Services  
Region 6 – Roxana Molina, Los Angeles County  
State – Ex-Officio Member, Dan Kalamaras, Office of Systems Integration

**Members Absent:**

- Region 1 – Lori Cox, Alameda County
- Region 1 – Lori Medina, Monterey County
- Region 1 – Jennifer Yasumoto, Napa County
- Region 1 – Tracey Belton, San Benito County
- Region 1 – Trent Rhorer, San Francisco County
- Region 1 – Randy Morris, Santa Cruz County
- Region 1 – Marla Stuart, Solano County
- Region 2 – Nichole Williamson, Alpine County
- Region 2 – Don Semon, El Dorado County
- Region 2 – Rebecca Espino, Tuolumne County
- Region 3 – Jenna Aguilera, Lassen County
- Region 3 – Neil Caiazza, Plumas County
- Region 4 – Sanja Bugay, Kings County
- Region 4 – Deborah Martinez, Madera County
- Region 4 – Shannon Gadd, Mariposa County
- Region 4 – Yvonna Brown, Merced County
- Region 4 – Devin Drake, San Luis Obispo County
- Region 4 – Kathy Harwell, Stanislaus County
- Region 6 – Cynthia McCoy Miller, Los Angeles County

**Facilitator:**

John Boule, CalSAWS Executive Director

1. JPA Board Chair, Michael Sylvester, convened the Joint meetings of the Member Representatives and Board of Directors ("Board") of the CalSAWS Consortium ("CalSAWS") at 8:39 a.m.
2. Confirmation of quorum, agenda review, and protocols
  - Quorum of Member Representatives
  - Quorum of Board Directors
  - Agenda Review
  - Protocols
3. Public opportunity to speak on any Item NOT on the agenda.
  - None
4. Guest Speakers
  - CA Health & Human Services Agency Secretary, Mark Ghaly MD, MPH
  - CWDA Executive Director, Cathy Senderling-McDonald
  - Accenture Chief Executive Officer – Julie Sweet
  - Deloitte Consulting, LLP Executive Chair of the Board – Janet Foutty
  - Gainwell Technologies President & CEO – Paul Saleh

Summary: The Guest Speakers were introduced and short biographies were reviewed. Each speaker provided a summary of what their role is, and expressed their excitement and commitment to the success of the CalSAWS migration and the Project moving forward.

**CalSAWS Member Representatives Action Items**

5. Nominations, Elections, and Appointments of the JPA Board and Project Steering Committee Members for Fiscal Year 2021/2022.
  - 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, 2021, through June 30, 2022.
    - ii. Introduce the Directors appointed by Region 6 for the period of July 1, 2021, through June 30, 2022.
  - 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, 2021 through June 30, 2022.
    - ii. Introduce the Project Steering Committee Members appointed by Region 6 for the period of July 1, 2021 through June 30, 2022.

Summary: The Consortium is seeking Board approval of Nominations, Elections, and Appointments of the JPA Board and Project Steering Committee Members for Fiscal Year 2021/2022.

JPA Slate:

- Region 1 - Kathy Gallagher, Contra Costa County
- Region 1 - Tracey Belton, San Benito County
- Region 2 - Amanda Sharp, Placer County
- Region 3 – Bekkie Emery, Mendocino County
- Region 4 - Delfino Neira, Fresno County
- Region 4 – Dena Murphy, Kern County
- Region 5 - Debra Baetz, Orange County
- Region 5 – Gilbert Ramos, San Bernardino County
- Region 5 - Melissa Livingston, Ventura County
- Region 6 – Michael Sylvester, Los Angeles County
- Region 6 - Roxana Molina, Los Angeles County
- Region 6 - Cynthia McCoy-Miller, Los Angeles County

Project Steering Committee Slate:

- Region 1 – Clarisa Simon, San Mateo County
- Region 1 - Jessica Paran, Marin County
- Region 2 – Ethan Dye, Sacramento County
- Region 3 – Rachel Ebel-Elliott, Mendocino County
- Region 4 – Cindy Uetz, Kern County

Region 4 – Vienna Barnes, Tulare County  
Region 5 – James Locurto, San Bernardino County  
Region 5 - Alberto Banuelos, San Diego County  
Region 5 – Rocio Aguiniga, Riverside County  
Region 6 - Winna Crichlow, Los Angeles County  
Region 6 - Luther Evans, Los Angeles County  
Region 6 – Vicki Moor, Los Angeles County

Motion to Approve the JPA slate and the PSC slate, was made by Member, Bekkie Emery.  
Motion was seconded by Member, Veronica Rodriguez.

#### Region 1

Member, Kathy Gallagher, voted to approve.  
Member, Kari Beuerman, voted to approve.  
Member, Ken Cole, voted to approve.  
Member, Angela Shing, voted to approve.  
Member, Angela Struckmann, voted to approve.

#### Region 2

Member, Anne Watts, voted to approve.  
Member, Cori Allen, voted to approve.  
Member, Kathy Peterson, voted to approve.  
Member, Rachel Roos, voted to approve.  
Member, Amanda Sharp, voted to approve.  
Member, Ethan Dye, voted to approve.  
Member, Vickie Clark, voted to approve.  
Member, David Nagra, voted to approve.  
Member, Nolan Sullivan, voted to approve.

#### Region 3

Member, Shelby Boston, voted to approve.  
Member, Elizabeth Kelly, voted to approve.  
Member, Heather Snow, voted to approve.  
Member, Bill Wathen, voted to approve.  
Member, Connie Beck, voted to approve.  
Member, Crystal Markytan, voted to approve.  
Member, Tom Sandage, voted to approve.  
Member, Melissa Janulewicz, voted to approve.  
Member, Patricia Barbieri, voted to approve.  
Member, Laura Hawkins, voted to approve.  
Member, Liz Hamilton, voted to approve.

#### Region 4

Vice-Chair, Delfino Neira, voted to approve.  
Member, Marilyn Mann, voted to approve.  
Member, Dena Murphy, voted to approve.  
Member, Chris Woods, voted to approve.  
Member, Anita Ortiz, voted to approve.

#### Region 5

Member, Debra Baetz, voted to approve.  
Member, Richard Wanne, voted to approve.  
Member, Daniel Nielson, voted to approve.  
Member, Melissa Livingston, voted to approve.

## Region 6

Chair, Michael Sylvester, voted to approve.  
Member, Roxana Molina, voted to approve.  
Vote was taken via roll call and the Motion passed.

### **CalSAWS Member Representatives Informational Items**

6. 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 OSI, Dan Kalamaras, as the Ex-Officio representative of the State.

Summary: John Boule introduced Director of OSI, Dan Kalamaras, as the Ex-Officio representative of the State.

### **CalSAWS JPA Board Action Items**

7. 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, 2021 through June 30, 2022.
  - b. Proceed to elect the Chair and Vice-Chair for the period of July 1, 2021 through June 30, 2022.

Summary: The Consortium is seeking Board approval of the Board of Directors electing from among its Directors, a Chair and Vice-Chair. Michael Sylvester nominated himself as well as Delfino Neira to continue being the Chair and Vice-Chair respectively.

Motion to Approve, was made by Member, Kathy Gallagher.

Motion was seconded by member, Debra Baetz.

Member, Amanda Sharp, voted to approve.

Member, Bekkie Emery, voted to approve.

Vice-Chair, Delfino Neira, voted to approve.

Alternate Member, Gilbert Ramos, voted to approve.

Member, Melissa Livingston, voted to approve.

Chair, Michael Sylvester, voted to approve.

Member, Roxana Molina, voted to approve.

Members, Tracey Belton, Kathy Harwell, and Cynthia McCoy-Miller were absent from vote.

Vote was taken via roll call and the Motion passed. Vicki Moore noted Los Angeles County DCFS support of the vote for Chair and Vice-Chair.

8. Approval of SFY 2021/22 CalSAWS Project Budget including CalSAWS Implementation Advance Planning Document (IAPD) Update, CalACES M&O Operational APD Update, CalWIN M&O Operational Update, County Purchases/Separate Services, Premise Item Funding, and the Administrative Budget for Unfunded costs.

Summary: The Consortium is seeking Board approval of SFY 2021/22 CalSAWS Project Budget including CalSAWS Implementation Advance Planning Document (IAPD) Update, CalACES M&O Operational APD Update, CalWIN M&O Operational Update, County

Purchases/Separate Services, Premise Item Funding, and the Administrative Budget for Unfunded costs.

Motion to Approve, was made by Vice-Chair, Delfino Neira.

Motion was seconded by Member, Bekkie Emery.

Member, Kathy Gallagher, voted to approve.

Member, Amanda Sharp, voted to approve.

Alternate Member, Gilbert Ramos, voted to approve.

Member, Debra Beatz, voted to approve.

Member, Melissa Livingston, voted to approve.

Chair, Michael Sylvester, voted to approve.

Member, Roxana Molina, voted to approve.

Members, Tracey Belton, Kathy Harwell, and Cynthia McCoy-Miller were absent from vote.

Vote was taken via roll call and the Motion passed. Vicki Moore noted the support of the vote from Los Angeles County DCFS.

9. Approval of the SOC 2 and NIST 800-53 Auditing Services Agreement between the CalSAWS Consortium and Nayer Hoffman McCann P.C which includes requests for:
  - a. SOC 2 Type 1 report services for the C-IV, CalWIN, and LRS/CalSAWS systems for a point in time following the fiscal year ending June 30, 2021, in accordance with Statement on Standards for Attestation Engagements (SSAE) No. 18
  - b. SOC 2 Type 2 report services for the CalWIN and CalSAWS systems for fiscal years ending June 30, 2022, June 30, 2023, and June 30, 2024.
  - c. SOC 2 Type 2 report services for the CalSAWS system for fiscal year ending June 30, 2025.
  - d. Technical audit services for the CalWIN and LRS/CalSAWS systems to be conducted annually for fiscal years 2021, 2022, 2023, and 2024 based on the NIST Special Publication (SP) 800-53, revision 4
  - e. Technical audit services for the CalSAWS system to be conducted for fiscal year ending June 30, 2025 based on the NIST Special Publication (SP) 800-53, revision 4
  - f. Option: SOC 2 readiness assessments for the C-IV, CalWIN, and LRS/CalSAWS systems

Summary: The Consortium is seeking Board approval of the SOC 2 and NIST 800-53 Auditing Services Agreement between the CalSAWS Consortium and Nayer Hoffman McCann P.C.

Public comment made by Frankie.

Motion to Approve, was made by member, Amanda Sharp.

Motion was seconded by Roxana Molina.

Member, Kathy Gallagher, voted to approve.

Member, Bekkie Emery, voted to approve.

Vice-Chair, Delfino Neira, voted to approve.

Alternate Member, Gilbert Ramos, voted to approve.

Member, Debra Baetz, voted to approve.

Member, Melissa Livingston, voted to approve.

Chair, Michael Sylvester, voted to approve.

Members, Tracey Belton, Kathy Harwell, and Cynthia McCoy-Miller were absent from vote.

Vote was taken via roll call and the Motion passed. Vicki Moore noted support for the vote from Los Angeles County DCFS.

## 10. Consent Calendar

- a. Approval of the May 14, 2021 JPA Board Meeting Minutes
- b. Seeking Board authorization for the completion of Signature/Fund Custodian Authorization Forms required by San Bernardino County Auditor-Controller/Treasurer/Tax Collector for State Fiscal Year 2021/22:
  - 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 CalWIN/WCDS Executive Director, Diane Alexander, authorizing Diane Alexander to approve invoices to be paid by the Controller for CalSAWS, in the absence of the CalSAWS JPA Secretary.
  - viii. Approve completion of the form in the name of Director CaSonya Thomas, authorizing CaSonya Thomas to approve invoices to be paid by the Controller for CalSAWS.

Summary: The Consortium is seeking Board approval of the Consent Calendar.

Motion to Approve, was made by member, Melissa Livingston.

Motion was seconded by Vice-Chair, Delfino Neira.

Member, Kathy Gallagher, voted to approve.

Member, Amanda Sharp, voted to approve.

Member, Bekkie Emery, voted to approve.

Alternate Member, Gilbert Ramos, voted to approve.

Member, Debra Baetz, voted to approve.

Chair, Michael Sylvester, voted to approve.

Member, Roxana Molina, voted to approve.

Chair, Michael Sylvester, voted to approve.

Members, Tracey Belton, Kathy Harwell, and Cynthia McCoy-Miller were absent from vote.

Vote was taken via roll call and the Motion passed. Vicki Moore noted support for the vote from Los Angeles County DCFS.

### **Member Representatives Informational Items**

## 11. Prepping for the CalSAWS Journey

Summary: June Hutchison, Wendy Batterman, Seth Richman, Rachel Frey, and Dawn Wilder provided an overview of the Prepping for the CalSAWS Journey. The overview included a summary of the items that will be discussed during the meeting topics and a summary of how Accenture, Deloitte, Gainwell, and ClearBest are helping the Consortium transition to CalSAWS. Each team introduced themselves and expressed their excitement for this transition.

## 12. CalSAWS Annual Audit Findings

Summary: Holly Murphy provided an overview of CalSAWS Annual Audit Findings. The Annual Audit is required by the JPA Agreement. EideBailly serves as our auditor and there were no audit findings found through July 1, 2019 – June 1, 2020.

## 13. Central Print Implementation Timeframe and Update

Summary: Dawn Wilder provided an update on Central Print Implementation. Phase 1 is Los Angeles County cutting over to the Central Print Services August 28, 2021. Remaining phases coordinate with CalSAWS Implementation. There are three Print Centers in California. Pre-sorting will be completed electronically prior to printing, which will help to reduce costs. Requirements sessions are near completion and equipment installation and supply ordering is in progress. Testing of CalSAWS print files is taking place and load testing of Los Angeles County files will be completed. Everything is on track as of today, but contingency plans are in place.

## 14. Scaling Security to Meet the Challenges of CalSAWS

Summary: Belinda Ramirez and Arnold Malvick provided an overview of the Scaling Security to Meet the Challenges of CalSAWS. Modernization efforts are under way. The Security Scaling accomplishments to date include the development of CalSAWS Architectural Standards and the CalSAWS Baseline System Security Plan. As a standardized practice the Consortium has documented a baseline System Security Plan with the applicable security controls required for CalSAWS use cases. Security in the works are Security Vulnerability Assessment and Penetration Testing, CalSAWS CMS Certification, and CalSAWS Technical Audit. The audit for CalWIN and LRS/CalSAWS Systems is planned to begin in October 2021 and will be conducted annually 2022-2025. CMS Certification planned outcomes and artifacts to date include the Artifact Tracking Workbook mapped to Outcome Based Certification (OBC) required artifacts and conditions of enhanced funding is in progress. The next steps include working with DHCS to identify specific metrics to be used, CalSAWS to complete procurement of 3<sup>rd</sup> party technical audit firm and determine schedule for completion, and CalSAWS to refine list of artifacts.

Public comment made by Frankie.

## 15. CalSAWS Cultural Transformation

Summary: Phelix Fincher provided an overview of the CalSAWS Cultural Transformation initiatives. A video was provided to illustrate the work that the team has accomplished. Cultural Transformation is defining, inspiring, and sustaining long-term behavioral and cultural



change to work as One CalSAWS. After surveying staff, the team found three specific things they needed to work on, which were more transparency about how individual roles and teams contribute to the CalSAWS mission; increased feedback and recognition across the project; and more opportunities to increase comradery and work with other teams. The team then created Everyone's Role in CalSAWS (ERIC), which focuses on technology solutions to increase transparency and connect all project staff back to the CalSAWS mission. Feedback Friday highlights the value of constructive feedback and positive recognition on the project.

## 16. UAT Overview and Update

Summary: Peggy Macias provided an overview and update on UAT activities. A video was provided to show the work the team has accomplished. UAT is the opportunity for Counties to confirm the functionality of CalSAWS Application, Imaging, State Reports Review, and BenefitsCal. A diverse group of County UAT participants have volunteered to prepare and execute UAT scenarios. The UAT participants have one of two roles during UAT execution, which are User Acceptance Tester and UAT Triage Subject Matter Expert (SME). As of June 7, 2021, UAT preparation was considered complete. Functionality is being tested along three UAT Timeframes to accommodate the different testing being completed by C-IV Counties, Los Angeles County, and CalWIN Counties UAT participants. Defects will be re-tested by either the original tester or by another tester if they are unable to participate in the re-test. Advocates and Assisters will be invited to participate in Usability Testing to confirm Ease of Use, Clarity of Content, Behavior Patterns/Preferences, Task Completion, and Identify Usability Errors. The next steps include getting ready for Usability Confirmation with Advocates and Assisters from July 12-31, 2021.

Public comment made by Frankie.

## 17. CalSAWS IDEA

Summary: Casey Morris provided an update on CalSAWS IDEA. A video was provided to show the work the team has accomplished in the area of Inclusion, Diversity & Equity Advancement. The purpose of IDEA is to promote a visible commitment to Inclusion, Diversity & Equity Advancement that guides our behaviors and business strategies in a manner that maximizes the ability to respect the differences of employees and the communities we serve. There are seven different initiatives which are We Are One, CalSAWS Table Talks, Buddy Program, Me, You, Us Training, Co-Creating on Inclusion & Belonging, and Lead with Intention. There were positive results from the Pulse survey. Employee Resource Groups (ERGs) are groups that were created after IDEA and are employee lead groups.

## 18. BenefitsCal Readiness

- Demo
- Communications Strategy
- Training Plan

Summary: Gabby Otis provided an update on BenefitsCal Readiness. A video was provided to show the User Centered Design Journey. The BenefitsCal Team conducted a third round of usability testing with customers and CBO/FBO Staff. BenefitsCal allows people to apply, check application status, upload documents, and renew benefits. The new BenefitsCal website is where customers can find out how to apply before and after BenefitsCal is live

and partners can download the social media and awareness toolkits. A number of quick guides are being developed to assist with screenshots and instructions. The path forward to GetCalFresh Integration is Release 1.0, Release 1.2, and Long-Term Plan direct integration between CalSAWS and GetCalFresh. To accommodate the GetCalFresh integration, two new releases are introduced to deploy functionality in alignment with when it is needed in BenefitsCal.

Public comments were made by David Hopkins, Jesse Paran, Cindy Uetz, Aaron Kunst, and Jennifer Tracy.

#### 19. C-IV Migration Planning, Change Management, Training, and Implementation Support

- Change Management
- C-IV Training Update and Timeframes
- Greenlight
- T-3 Implementation Packet and Dashboard
- Cut-over weekend
- Advocate/Stakeholder Communication Plan
- Post-Deployment Support

Summary: Helen Cruz, Shivani Smith, Ashley Arnold, Ted Anderson, Yong Vangbliyang, Keith Salas, Paul Trisler, and June Hutchison provided an update on C-IV Migration Planning, Change Management, Training, and Implementation Support. There were 779 impacts that were identified, and 87% are addressed by communications and training. News Blasts help keep everyone informed of the latest information. There are 388 C-IV Change Network Champions assisting with migration. The Project will be hosting Training Environment Roadshows in July 2021. Future training activities include Early Training, ITTSME (Imaging Training the SME), Additional LMS Access Option, and General Training. There will be a total of 320 participants in the Early Training Sessions. The Additional LMS participants will have a separate avenue of support from the Training Team as they complete their training. The CalSAWS Project will support access to additional participants using an equitable percentage of 5% of each county's active users. Communications will continue to update during public meetings, quarterly stakeholder meetings, new Monthly BenefitsCal meetings, and new Daily Post Go-Live Calls.

Public comment made by Jennifer Tracy.

#### 20. CalWIN Implementation Support Services Update

Summary: Duncan Gilliam, Jeric Huang, and Renee Carter provided an update on CalWIN Implementation Support Services. Overall, the project is on track with Business Process Reengineering efforts. The team has completed 140 Global Processes, 620 County-Specific processes documented across 15 Counties, and 3 of 18 Counties in-progress (Wave 6). CalSAWS ISS Feedback from San Diego was extremely positive. The Training approach is building on a solid foundation of functional WBTs, tailored for each County based on BPR/OCM business changes, and layered with innovative learning tools and modern concepts.

#### 21. CalSAWS Procurement Update

- Year in Review
- Procurement Advisory Group

Summary: Tom Hartman provided an update on CalSAWS Procurements. There were three successful procurements conducted, which were Portal/Mobile (now BenefitsCal), CalWIN Implementation Support, and Central Print Services. All contracts were within their respective IAPDU budgets. BenefitsCal awarded to Deloitte on April 22, 2020. The contract began in August 2020 and work is underway. CalWIN Implementation Support contract awarded to Deloitte on August 6, 2020. The contract began in December 2020 and work is underway. Central Print Services awarded to Gainwell Technologies (formerly DXC) on December 24, 2020. A formal appeal was filed in December 2020 and resolved in March 2021. State and Federal approvals were received in March 2021. The contract began in mid-April 2021 with work underway. The CalSAWS M&O Procurement and SOC 2 Procurement are in process and underway. The Procurement Advisory Group Charter is to provide strategic input to assist the Procurement Team and Legal Team in determining direction for Consortium procurements.

## 22. Conversion Status/Metrics and Demo

Summary: Paul Trisler and Keith Salas provided an overview on Conversion Status/Metrics. A video was provided to illustrate the work the team has done. The C-IV database was upgraded to the LRS Data Model. The CalWIN Data Model is a complete system replacement, and the system is progressively replaced over 6 Go-live waves. All CDT defects were resolved prior to UAT. CalSAWS can use C-IV Converted Data just like any other data in the system. The C-IV Cutover will begin September 23, 2021.

## 23. Legislative Actions Update

Summary: Christiana Smith, Yingjia Huang, Rocky Givon, and Karen Rapponotti provided an update on Legislative Actions. Key policy changes include Medi-Cal having changes to CalHEERS and SAWS for eligibility review. Another key policy happening in July 2021 is Foster Care additional Housing Supplements for NMDs. The administration has put forward several proposals one of them is for older Californians which is a May revision proposal to expand full scope Medi-Cal for individuals 50 years and older. The expansion of post-partum period to an additional 10 months is also proposed in the May Revise. CDSS has continued negotiations with the administration. Upcoming events in July 2021 will be CalWIN Housing Support for NMDs, Pandemic Assistance Benefit, and CalFresh Emergency Allotments.

## 24. Imaging Demo and Update

Summary: Danielle Benoit and John Dray provided an update on Imaging. The C-IV Images for Go-Live effort has two major workstreams, which are building the Imaging System and Migrating images from legacy systems into Hyland's AWS Environment. The team is currently in the process of migrating documents to AWS for the Los Angeles County Images Go-Live. The Consortium is engaging the counties and will continue active engagement through 2022 as the team prepares for the multiple CalWIN waves. The team uses insights gained from the C-IV and Los Angeles County experiences as they continue this process. Testing is being performed for Hyland's AWS Cloud and test runs are executed multiple times with total load time being approximately 16 hours. Imaging performance tests were performed to validate that both the Hyland managed AWS Environment and the County network infrastructure will operate efficiently at Go-live and beyond.

## 25. CalSAWS CSC Overview

Summary: Danielle Benoit and John Dray provided an overview on CalSAWS CSC. Detail Design Documents for Contact Center requirements are being reviewed by IVR/Contact Center Committee.

## 26. San Bernardino County Bots Pilot Update

Summary: Danielle Benoit, John Dray, and Gilbert Ramos provided an update on the San Bernardino County Bots Pilot. As the Pilot continues, additional languages can be added in the future as they become available by AWS. The Authentication Bot utilizes two of the following six available data points to authenticate a caller: C-IV Case Number, PIN, SSN, DOB, Driver's License Number, and EBT. An authentication bot demo was provided. The authentication bot is live in San Bernardino County as of June 18, 2021.

Public comment made by Jesse Paran and Antonia Jimenez.

## 27. Analytics Demo and Update

Summary: Marc Petta and Keith Salas provided an update on Analytics via video. Web Based Training (WBT) material for Qlik platform capabilities is being developed and will be made available on the CalSAWS Learning Management System (LMS). The Qlik Sense overview includes a CalSAWS Functional presentation (CFP), which provides a high-level walkthrough of Qlik Sense for users to get a general knowledge of its functionalities. It will be made available on LMS. CalSAWS Connect and Query Training Sessions for Enhanced Data Reporting (EDR), Oracle Application Express (Apex) were completed. Several more training sessions are being planned. An overview of the Analytics Release Validation process was provided. The Ad Hoc User Community Workgroup monthly meetings are a platform for the community to communicate directly with CalSAWS.

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

- JPA Board Chair Michael Sylvester adjourned the meeting at 4:27 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	07/30/21	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	John Boule	Ongoing	Open
3. Provide details on how Risk Mitigation is being tracked.	Rachel Frey	07/30/21	Open

### **Next Meeting**

Conference Call/Webcast  
Friday, July 30, 2021  
9:00 a.m. – 12:00 p.m.