CalSAWS Consortium JPA Board of Directors
Meeting Minutes
December 17, 2021
9:00 a.m.

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

Members Present Via teleconference:
Region 2 – Member, Rachel Roos, Nevada County Department of Social Services
Region 3 – Member, Bekkie Emery, Mendocino County Health & Human Services Agency
Region 4 – Member, Dena Murphy, Kern County Department of Human Services
Region 4 – Member, Deborah Martinez, Madera County Department of Social Services
Region 5 – Member, Debra Baetz, Orange County Social Services Agency
Region 5 – Member, Melissa Livingston, Ventura County Social Services Agency
Region 5 – Member, Gilbert Ramos, San Bernardino County Human Services Agency
Region 6 – Chair, Michael Sylvester, Los Angeles County Department of Public Social Services
Region 6 – Member, Roxana Molina, Los Angeles County Department of Public Social Services
Region 6 –Member, Cynthia McCoy-Miller, Los Angeles County Department of Children & Family Services
State – Ex-Officio Member, Dan Kalamaras, Office of Systems Integration

Members Absent:
Region 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services
Region 1 – Member, Kathy Gallagher, Contra Costa Employment & Human Services Department

Facilitator:
John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 9:03 a.m.**
2. **Confirmation of Quorum and Agenda Review**
3. **Public opportunity to speak on any Item NOT on the agenda.**
   - None

Action Items

4. **Authorization to conduct CalSAWS JPA Board, Project Steering Committee (PSC), and WCDS Subcommittee Meetings in accordance with subdivision (e) of Government Code Section 54953 through January 7, 2022, based on the following findings:**
   a. **The Governor's State of Emergency related to COVID-19 remains in effect; and**
   b. **Sacramento County continues to recommend measures to promote social distancing.**

   Summary: The Consortium is seeking Board authorization to conduct CalSAWS JPA Board, Project Steering Committee (PSC), and WCDS Subcommittee Meetings in accordance with subdivision (e) of Government Code Section 54953 through January 7, 2022.

   Motion to Approve, was made by Chair, Michael Sylvester.
   Motion was seconded by Member, Dena Murphy.
   Member, Rachel Roos, voted to approve.

Member, Bekkie Emery, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, Melissa Livingston, voted to approve.
Member, Debra Baetz, voted to approve.
Member, Roxana Molina, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Member, Kathy Gallagher, was absent from vote.
Member, Tracey Belton, was absent from vote.
Member, Deborah Martinez, was absent from vote.
Vote was taken via roll call and the Motion passed.

5. **Pursuant to the JPA Agreement, Article III, Section 3.01, the Board of Directors shall elect from among its Directors, a Vice-Chair.**
    a. **Seek nominations and creation of a slate for Board of Directors Vice-Chair for the period of December 17, 2021 – June 30, 2022.**
    b. **Proceed to elect the Vice-Chair for the period of December 17, 2021 – June 30, 2022.**

Summary: The Consortium is seeking nominations and creation of a slate for the Board of Directors Vice-Chair and the election of the Vice-Chair for the period of December 17, 2021 – June 30, 2022.

Michael Sylvester nominated Debra Baetz. Debra accepted the nomination, and no further nominations were made.

Motion to Approve Debra Baetz, was made by Member, Dena Murphy.
Motion was seconded by Member, Bekkie Emery.
Member, Rachel Roos, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, Melissa Livingston, voted to approve.
Member, Debra Baetz, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Roxana Molina, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Members, Kathy Gallagher, Tracey Belton, and Deborah Martinez were absent from vote.
Vote was taken via roll call and the Motion passed.

6. **Approval of Consent Items**
    a. **Approval of the Minutes and review of the Action Items from the November 17, 2021, JPA Board of Directors Meeting.**
    b. **Approval of RGS Amendment 34, which includes annual update to cost of benefits, reconciliation of FTE counts, and clarification of sick leave and step increases.**
    c. **Approval of CalSAWS Change Notice No. 13, which includes CDSS Reports Support, enhancements for CalSAWS Correspondence, additional M&E hours, and shifts to Customer Service Center Project and Non-State Forms milestones.**
    d. **Approval for ClearBest Work Order 9, which includes requests for Additional Professional Services and Project Management hours.**
    e. **Approval of Gainwell CalWIN M&O Change Request 4, which includes Elderly Simplified Application Project (ESAP), CalWORKs Outcoming and Accountability Review (Cal-OAR), and County Directs.**

f. **Approval of Gainwell Central Print Option to include Contra Costa to the Central Print Services.**

Summary: The Consortium is seeking Board approval of Consent Items.

Motion to Approve, was made by Member, Gilbert Ramos.
Motion was seconded by Member, Rachel Roos.
Member, Bekkie Emery, voted to approve.
Member, Deborah Martinez, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, Melissa Livingston, voted to approve.
Member, Debra Baetz, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Roxana Molina, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Members Kathy Gallagher and Tracey Belton were absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

7. **CalSAWS Gantt Chart Review**

   Summary: Lisa Salas, Rachel Frey, and Dawn Wilder reviewed the updated Gantt Charts for Application Development and Test, Conversion, and Imaging; BenefitsCal; CalWIN OCM; and Central Print by highlighting key upcoming milestones and activities.

8. **Enhanced Support for former C-IV Counties**
   - **Engagement Strategy**
   - **County Action Plans**

   Summary: Maria Saenz and Esteban Lopez provided and overview of the enhanced support for former C-IV Counties as well as the County Action Plans. Meetings will be established with each county and the change solution will be based on each county's individual needs. There will be four areas of focus inclusive of short-term and long-term priorities.

9. **CalSAWS Correspondence & Postage Update**
   - **Postage Analysis**
   - **Correspondence Update**

   Summary: Lisa Salas and Dawn Wilder provided an update on correspondence and postage. The Counties recently reported noticing an increase in postage and duplicate mailings since the C-IV Counties went live on CalSAWS. The team investigated and found the increase in postage is tied to four factors: USPS Postage Rate Increase, Flat Mail Changes, Duplicate Packets, and Address Placement in the Window affecting the IMB discount. Remediation steps will include Premise Funding for MC RE Packets; issuance of credits to the counties for the duplicate mailings; adjustment of address placement to increase IMB discount; and being mindful of postage impacts when designing future SCRs.

10. CalSAWS Imaging
- **Benchmarks, Goals, & Objectives**
- **Tracking for each County**
- **Imaging Test Environment Discussion**
- **Next Steps**

   o **Summary:** Arnold Malvick, Dan Dean, and Jeff Harrell provided an update on CalSAWS Imaging. The Imaging System has experienced consistent performance since mid-October, with average response times of less than two seconds for each document. Key improvements to the system have been delivered via Defect resolution and enhancements. The team will research and report back on any issues that may have been reported by counties regarding field mobile VPN usage. Process changes were also implemented to improve workflow. CIT 0342-21 was distributed to the counties for additional information regarding imaging best practices. The team will provide a similar projection (slide 27) to Los Angeles County. Correct document mapping from CalWIN Counties is essential. The team will walk Dorothy Avila's team through the image and queue routing.

11. BenefitsCal Update
- **Metrics for each Application Stream**
- **CX Measures Updates**
- **BenefitsCal Collaboration Model**

Summary: Gabby Otis and Rachel Frey provided an update on BenefitsCal activities including usage statistics for the period of September 27th through November 30th and the Draft BenefitsCal Collaboration Model with a reminder that this is a starting point, and the model will continue to evolve. Guiding Principals call for the model to be Mission-Driven, Human-centric, Data-Driven, Responsive, Innovative, Inclusive and Secure. The next steps include confirming the composition of the workgroup, identifying participants, creating a charter, finalizing the process for decision making, and piloting the collaboration model. The team will coordinate with the state to determine compensation for consumers.

Public Comment: Jennifer Tracy

12. Policy and Application Development Update

Summary: Karen Rapponotti provided a status update on upcoming policy and Application Development items. May 1st is the effective date for Medi-Cal for all of those eligible regardless of immigration. There is no information available at this time regarding the sunsetting of the Public Health Emergency (PHE), but the DHCS workgroup is working on it.

Public Comment: Christiana Smith

13. Risks and Issues Update

Summary: Lulu Fou provided a high-level overview of the current Medium and High Risks. There are no Issues at this time. Most Risks are related to Migration, BenefitsCal, and the PHE.

14. CalWIN ISS Update

Summary: Juli Baker presented an update on CalWIN ISS. To-Be Sessions for Wave 3 are in progress and Waves 4-6 are being prepped. The purpose and responsibilities of the Implementation Points of Contact (IPOCs) were reviewed as well as the timelines associated with the Change Network Champions (CNCs) activities. The CalWIN Training approach will include Change Readiness, Web-based Learning, Classroom Experience, Practice Labs, and Open Office Sessions.

15. CalWIN/CalSAWS UAT Preparation Update

Summary: Peggy Macias provided an update on CalWIN/CalSAWS UAT preparation activities and the anticipated timeline for UAT. The UAT approach for the 18 CalWIN Counties will focus on End-to-End Scenarios, Lessons Learned, and will utilize an integrated environment with unmasked county converted data and pre-defined county system configurability for data validation. There will be Regional and individual County touchpoints.

16. Multifactor Authentication (MFA)

Summary: Mike Tombakian presented an overview of the Multifactor Authentication functionality and the processes and support plans. A CIT will be sent out to counties with detailed information and timelines. An instructional guide will be included. A support bridge line will be active for real-time support.

17. CalSAWS Procurement

Summary: Tom Hartman reviewed the updated CalSAWS M&O Procurement tasks and timeline. All information was posted to the Procurement page on www.calsaws.org.

18. Adjourn Meeting
- JPA Board Chair Michael Sylvester adjourned the meeting at 11:57 a.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	02/18/2022	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	John Boule	Ongoing	Open
3. Provide information on EDR data and CalWIN going forward.	Arnold Malvick	TBD	Open
4. Provide update on how duplication of mailings/costs will be resolved, inclusive of renewal packet duplication.	Lisa Salas	12/17/2021	Closed
5. Imaging: Research and report back on any issues noted with the use of	Arnold Malvick	02/18/2022	Open

Action Items	Assigned to	Due Date	Status
Imaging Field Mobile/VPN functionality. • Provide Dorothy Avila's team with an overview of the queue routing functionality and a projection for L.A. County like the Exception Queue Processing on slide 27 of the December 2021 JPA Board Meeting slide deck.			
6. Work with the State to determine compensation for consumers participating in the BenefitsCal Collaboration Model.	Jennifer Hobbs Gabby Otis	02/18/2022	Open

<u>Next Meeting</u>
Conference Call/Zoom
JPA Member Representatives and Board of Directors Meeting
Thursday, January 27, 2022
12:30 p.m. – 4:30 p.m.