

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

November 15, 2019

12:00 p.m.

Location: Tsakopoulos Library Galleria/East Room
828 I Street
Sacramento, CA 95814

Members present in-person:

Region 1 – Member, Kathy Gallagher, Contra Costa Employment and Human Services Department
Region 1 – Member, Karen Fies, Sonoma County Human Services Department
Region 2 – Member, Ann Edwards, Sacramento County Department of Human Assistance
Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency
Region 5 – Member, Debra Baetz, Orange County Social Services Agency
Region 5 – Member, CaSonya Thomas, San Bernardino County Human Services Agency
Region 5 – Chair, Barry Zimmerman, Ventura County Human Services Agency
Region 6 – Vice-Chair, Michael Sylvester, Los Angeles County Department of Public Social Services
State – Ex-Officio Member, Dan Kalamaras, Office of Systems Integration

Members Present via teleconference:

Region 4 – Member, Delfino Neira, Fresno County Department of Social Services
Region 6 – Cynthia McCoy-Miller, Los Angeles County Department of Children and Family Services

Members Absent:

Region 4 – Member, Kathy Harwell, Stanislaus County Community Services Agency
Region 6 – Member, Antonia Jimenez, Los Angeles County Department of Public Social Services

Facilitator:

John Boule, CalSAWS Executive Director

- 1. JPA Chair, Barry Zimmerman, convened the meeting at 12:01 p.m.**
- 2. Public opportunity to speak on any Item NOT on the agenda.**
 - None
- 3. Confirmation of Quorum and Agenda Review**
 - John Boule confirmed quorum of the Board.
 - Barry Zimmerman recognized Kris Dudley and her retirement. He also acknowledged her for her significant efforts for CalSAWS.
 - Dan Kalamaras asked that the Board discuss the State EBT Project Announcement.
 - California was awarded project of the year for the EBT Project.

JPA Board Action Items

- 4. Approval of the Minutes and review of the Action Items of the September 13, 2019 CalSAWS JPA Board of Directors meeting.**

Summary: The Consortium is seeking Board approval of the September 13, 2019 CalSAWS JPA Board of Directors meeting.

Motion to Approve, was made by Member, Karen Fies.

Motion was seconded by Member, Ann Edwards.

Member, Kathy Gallagher, voted to approve.

Member, Bekkie Emery, voted to approve.

Member, Delfino Neira, voted to approve.

Member, CaSonya Thomas, voted to approve.

Chair, Barry Zimmerman, voted to approve.
Member, Debra Baetz, voted to approve.
Vice-Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, abstained.
Members Kathy Harwell and Antonia Jimenez were absent.
Vote was taken via roll call and the Motion passed.

- 5. Approval of the Accenture C-IV Amendment 105 package, which includes requests for:**
- a) Approval of C-IV Accenture Change Order CO-113 Online CalWORKs Appraisal Tool ("OCAT")**
 - b) Approval of County Purchases**
 - c) Approval of C-IV Accenture Amendment 105 (References Change Order CO-114 and County Purchases) and updates to Exhibit A**

Summary: The Consortium is seeking Board approval of the Accenture C-IV Amendment 105 package, which includes requests for:

- a) Approval of C-IV Accenture Change Order CO-113 Online CalWORKs Appraisal Tool ("OCAT")
- b) Approval of County Purchases
- c) Approval of C-IV Accenture Amendment 105 (References Change Order CO-114 and County Purchases) and updates to Exhibit A

Motion to Approve, was made by Member Kathy Gallagher.
Motion was seconded by Member Bekkie Emery.
Member, Karen Fies, voted to approve.
Member, Ann Edwards, voted to approve.
Member, Delfino Neira, voted to approve.
Member, CaSonya Thomas, voted to approve.
Chair, Barry Zimmerman, voted to approve.
Member, Debra Baetz, voted to approve.
Vice-Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Members Kathy Harwell and Antonia Jimenez were absent.
Vote was taken via roll call and the Motion passed.

- 6. Approval of Accenture LRS Base Agreement Amendment 17, which includes:**
- a. Updates to the Maximum Contract Sum**
 - b. Updates to Exhibit C for OCAT**

Summary: The Consortium is seeking Board approval of Accenture LRS Base Agreement Amendment 17, which includes:

- Updates to the Maximum Contract Sum
- Updates to Exhibit C for OCAT

Motion to Approve, was made by Member Debra Baetz.
Motion was seconded by Vice-Chair Michael Sylvester.
Member, Kathy Gallagher, voted to approve.
Member, Karen Fies, voted to approve.
Member, Ann Edwards, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Delfino Neira, voted to approve.
Member, CaSonya Thomas, voted to approve.

Chair, Barry Zimmerman, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Members Kathy Harwell and Antonia Jimenez were absent.
Vote was taken via roll call and the Motion passed.

- 7. Approval of C-IV First Data Contract Amendment No. 66 package, contingent upon Federal approval. The amendment No. 66 package includes requests for:**
- a. Approval of C-IV First Data Change Order CO-021 – First Data Government Solutions Agreement Extension, Revision 2**
 - b. Approval of C-IV First Data Change Order CO-016 – California Healthcare Eligibility, Enrollment and Retention System (“CalHEERS”), Revision 12**
 - c. Approval of C-IV First Data Change Order CO-018 – Central Contact Center Platform (“CCP”) Covered California (“CA”) Expansion, Revision 2**
 - d. Approval of C-IV First Data Change Order CO-032 – SB 1341, Revision 4**
 - e. Approval of C-IV First Data Amendment 66 (references Consortium Name Change, Change Order CO-021, Change Order CO-016, Change Order CO-018, and Change Order CO-032) and Updates to Exhibit A**

Summary: The Consortium is seeking Board approval of C-IV First Data Contract Amendment No. 66 package, contingent upon Federal approval. The amendment No. 66 package includes requests for:

- Approval of C-IV First Data Change Order CO-021 – First Data Government Solutions Agreement Extension, Revision 2
- Approval of C-IV First Data Change Order CO-016 – California Healthcare Eligibility, Enrollment and Retention System (“CalHEERS”), Revision 12
- Approval of C-IV First Data Change Order CO-018 – Central Contact Center Platform (“CCP”) Covered California (“CA”) Expansion, Revision 2
- Approval of C-IV First Data Change Order CO-032 – SB 1341, Revision 4
- Approval of C-IV First Data Amendment 66 (references Consortium Name Change, Change Order CO-021, Change Order CO-016, Change Order CO-018, and Change Order CO-032) and Updates to Exhibit A

Motion to Approve, was made by Member Ann Edwards.
Motion was seconded by Member Karen Fies.
Member, Kathy Gallagher, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Delfino Neira, voted to approve.
Member, CaSonya Thomas, voted to approve.
Chair, Barry Zimmerman, voted to approve.
Member, Debra Baetz, voted to approve.
Vice-Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Members Kathy Harwell and Antonia Jimenez were absent.
Vote was taken via roll call and the Motion passed.

- 8. Approval of LRS First Data Contract Amendment No. 2 package, contingent upon Federal approval. The Amendment No. 2 package includes:**
- a. Consortium Name Change**
 - b. Updates to the Agreement – Definitions, Term, and Scope with addition of the “QA Further Extended Term”**

- c. **Updates to Exhibit A – Addition of “QA Further Extended Term” including extension of QA Management Services and addition of Augmentation Staff to provide Senior Business Analyst/Tester services**

- d. **Updates to Exhibit B Schedule of Payments**

Summary: The Consortium is seeking Board approval of LRS First Data Contract Amendment No. 2 package, contingent upon Federal approval. The Amendment No. 2 package includes:

- Consortium Name Change
- Updates to the Agreement – Definitions, Term, and Scope with addition of the “QA Further Extended Term”
- Updates to Exhibit B Schedule of Payments

Holly Murphy noted that these are contingent upon Federal approval.

Motion to Approve, was made by Vice-Chair Michael Sylvester.

Motion was seconded by Member Delfino Neira.

Member, Kathy Gallagher, voted to approve.

Member, Karen Fies, voted to approve.

Member, Ann Edwards, voted to approve.

Member, Bekkie Emery, voted to approve.

Member, CaSonya Thomas, voted to approve.

Chair, Barry Zimmerman, voted to approve.

Member, Debra Baetz, voted to approve.

Member, Cynthia McCoy-Miller, voted to approve.

Members Kathy Harwell and Antonia Jimenez were absent.

Vote was taken via roll call and the Motion passed.

- 9. **Approval of Group Sales Agreement between the CalSAWS Consortium and Interstate Management Company, LLC (“Owner”), dba Westin San Diego, for the CalSAWS Consortium Annual Conference June 24-26, 2020, and delegation of authority to the CalSAWS Executive Director to sign catering and A/V agreements in an amount not to exceed \$55,000.**

Summary: The Consortium is seeking Board approval of Group Sales Agreement between the CalSAWS Consortium and Interstate Management Company, LLC (“Owner”), dba Westin San Diego, for the CalSAWS Consortium Annual Conference June 24-26, 2020, and delegation of authority to the CalSAWS Executive Director to sign catering and A/V agreements in an amount not to exceed \$55,000.

Motion to Approve, was made by Chair Barry Zimmerman.

Motion was seconded by Member Ann Edwards.

Member, Kathy Gallagher, voted to approve.

Member, Karen Fies, voted to approve.

Member, Delfino Neira, voted to approve.

Member, Bekkie Emery, voted to approve.

Member, CaSonya Thomas, voted to approve.

Member, Debra Baetz, voted to approve.

Vice-Chair, Michael Sylvester, voted to approve.

Member, Cynthia McCoy-Miller, voted to approve.

Members Kathy Harwell and Antonia Jimenez were absent.

Vote was taken via roll call and the Motion passed.

- 10. **Approval of RGS Amendment 29, which includes:**
 - **Additional Pay Rate for Existing Position**

- **Updated Administrative and Benefit Costs Effective January 2020**
- **Revised Terms and Conditions for clarity**

Summary: The Consortium is seeking Board approval of RGS Amendment 29, which includes:

- Additional Pay Rate for Existing Position
- Updated Administrative and Benefit Costs Effective January 2020
- Revised Terms and Conditions for clarity

Tom Hartman noted that the last time the administrative costs increased was six years ago.

Motion to Approve, was made by Member Ann Edwards.

Motion was seconded by Chair Barry Zimmerman.

Member, Kathy Gallagher, voted to approve.

Member, Karen Fies, voted to approve.

Member, Bekkie Emery, voted to approve.

Member, Delfino Neira, voted to approve.

Member, CaSonya Thomas, voted to approve.

Member, Debra Baetz, voted to approve.

Vice-Chair, Michael Sylvester, voted to approve.

Member, Cynthia McCoy-Miller, voted to approve.

Members Kathy Harwell and Antonia Jimenez were absent.

Vote was taken via roll call and the Motion passed.

11. Confirmation of CalSAWS Imaging Solution recommendation.

Summary: The Consortium is seeking Board confirmation of CalSAWS Imaging Solution recommendation. Tom Hartman, Danielle Benoit, and Laura Chavez provided an update on the Imaging Functional Design Sessions. All three vendors improved pricing and licensing. The Hyland solution benchmarks and performance and testing standards will be brought to the JPA Board for review prior to the contract being brought to the Board for approval.

Motion to Approve, was made by Member Delfino Neira.

Motion was seconded by Member Debra Baetz.

Member, Kathy Gallagher, voted to approve.

Member, Karen Fies, voted to approve.

Member, Ann Edwards, voted to approve.

Member, Bekkie Emery, voted to approve.

Member, CaSonya Thomas, voted to approve.

Chair, Barry Zimmerman, voted to approve.

Vice-Chair, Michael Sylvester, voted to approve.

Member, Cynthia McCoy-Miller, voted to approve.

Members Kathy Harwell and Antonia Jimenez were absent.

Vote was taken via roll call and the Motion passed.

Informational Items

12. Debrief/Status of LRS Migration to the Cloud

Summary: Seth Richman, Scot Bailey, and Laura Chavez provided a status update of the LRS Migration to the AWS Cloud. Seth noted that this was the largest system of its kind to go to the Cloud. The first two days were

rough, but all processing was caught up by the end of the month. Laura Chavez thanked everyone involved and reviewed the timeline and steps that have been taken. Scot Bailey reported that there were no security issues, but there were performance issues with the security software. Work with Oracle and AWS will continue to improve stability of the system. Performance testing will be updated to more closely simulate true users.

13. CalSAWS Notice of Deficiency and Non-Compliance to Cambria Solutions

Summary: John Boule provided an overview of the CalSAWS Notice of Deficiency and Non-Compliance to Cambria Solutions, which was sent November 4, 2019, with a copy going to the CalSAWS JPA Board of Directors. QA vendor, ClearBest, noticed deficiencies in referencing within documents. Henk Keukenkamp of Cambria Solutions reported that they are putting together Corrective Action Plan (CAP) and they are on track to have it submitted by December 4, 2019. It will outline the remediation steps for the issues identified and preventive measures being put in place prevent similar issues in the future. John Boule will be meeting with CEO and President of Cambria Solutions November 18, 2019.

14. CalSAWS Staffing Update

Summary: Holly Murphy updated the Board on CalSAWS staffing. Holly mentioned that the same process of working with counties will be followed and a survey will be sent to the staff that decide to decline.

15. M&O Application and Operations Update

Summary: Michele Peterson and Lynn Bridwell provided an update on M&O Application and Operations.

16. Functional Design Sessions Outcomes

- **Task Management Update**
- **GA/GR Update**
- **APIs Update**
- **Functional Design Sessions Roadmap**

Summary: Lisa Salas, JoAnne Osborn, and Laura Chavez provided an update on Functional Design Sessions Outcomes including: Task Management, GA/GR, APIs, and Functional Design Sessions Roadmap. JoAnne Osborn hopes to bring recommendations for GA/GR to the December meeting. The Region 6 RMs will coordinate the submission of an M&O CER to look at vetting fraud functionality. Considering the expanded scope of work from the outcomes of the Functional Design Sessions, the Release and Project Schedules are being reviewed for impacts and ability to absorb the expanded scope. Board Members reiterated the need to prioritize M&O, while continuing to work on DD&I.

17. Procurement Update

- **Portal/Mobile RFP timeline**
- **CalWIN OCM & Training RFP timeline**

Summary: Tom Hartman provided an update on Procurements including: Portal/Mobile RFP timeline and CalWIN OCM & Training RFP timeline. The Portal/Mobile RFP was released on 11/4/19 and 13 companies registered for library access. This is a critical path for C-IV conversion. CalWIN OCM & Training RFP is awaiting CMS approval, but FNS has been received.

18. Adjourn Meeting

- JPA Chair Barry Zimmerman adjourned the meeting at 2:04 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide, as needed summary updates on critical policy efforts that are in different states of development at C-IV to ensure that County Executive Management is aware of the upcoming changes and if necessary, allow them to exercise their influence with the Project and/or with oversight partners.	Tom Hartman	As needed	Ongoing
2. Prepare a JPA Fiscal Report to be provided to the JPA on a quarterly basis. <ul style="list-style-type: none"> Update formatting to be easier to read. 	Holly Murphy	12/13/19	Ongoing
3. Provide update on staffing statistics. <ul style="list-style-type: none"> Distinguish between new staff and those that elected to leave county employment to move to RGS. 	Holly Murphy	12/13/19	Ongoing
4. Create a recruitment survey to determine the reasons for declined offers.	Holly Murphy	11/15/19	Closed
5. Use the CRFI process to collect procedural process requirements for Data Retention from each County.	Regional Managers	12/13/19	Open
6. Send Risks and Issues to PSC monthly.	Lulu Fou	12/13/19	Ongoing
7. Prior to approval of the Hyland solution contract approval, present the benchmarks and performance testing standards/phases to the JPA Board.	Tom Hartman Laura Chavez	12/13/19 or 1/24/20	Open
8. Coordinate the submission of an enhancement request for M&O to look at vetting out Fraud Functionality.	Region 6 RMs	12/13/19	Open

Next Meeting

Conference Call/Webcast
Friday, December 13, 2019
12:00 p.m. – 3:00 p.m.
CalSAWS
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670