

CalSAWS | Executive Summary for the JPA Board of Directors

Date: Friday, November 19, 2021

Location: Conference Call/Zoom

Agenda Item and Summary

Type of Item

1. Call meeting to order.

Procedural

Summary: Board Chair, Michael Sylvester, will call the CalSAWS JPA Board of Directors meeting to order.

2. Confirmation of Quorum and Agenda Review.

Procedural

Summary: Board Chair, Michael Sylvester, will confirm quorum of the Board and John Boule will provide a high-level overview of the agenda.

3. Public opportunity to speak on items 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.

Procedural

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.

Summary: Board Chair, Michael Sylvester, will provide the public with an opportunity to speak on items not on the agenda.

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 December 17, 2021, based on the following findings:

Action

- 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 the CalSAWS JPA Board, Project Steering Committee (PSC), and WCDS Subcommittee Meetings in accordance with subdivision (e) of Government Code Section 54953 through December 17, 2021, based on the findings listed above.

5. Approval of Consent Items

Action

- a. Approval of the Minutes and review of the Action Items from the October 8, 2021, JPA Board of Directors Meeting.

Summary: The Consortium is seeking Board approval of the October 8, 2021, JPA Board of Directors Meeting.

- b. Approval of Accenture Change Notice 12, which includes requests for an extension of CalSAWS post-implementation support for the former C-IV counties, additional LRS CalHEERS M&E hours, and adjustment of the LRS and CalSAWS M&E.**

Summary: The Consortium is seeking Board approval of Accenture Change Notice 12, which includes an extension of CalSAWS post-implementation support for the former C-IV counties in the amount of \$300,000 (contingent upon approval of reallocation), \$448,009 of the Regulatory and Administrative ("R&A") Change Budget Services hours for LRS CalHEERS Maintenance & Enhancements which would increase the CalHEERS Maintenance amount from \$3,883,724 approved on August 13, 2021 via Change Notice 10 to \$4,331,733, and shifts \$1,939,884 of M&E services worked prior to the C-IV cutover from Exhibit X to Exhibit C – Schedule C. This change notice does not increase the total contract value of the LRS/CalSAWS Agreement. The costs of this change notice are funded through the CalACES and CalSAWS IAPDUs and accounted for in the SFY 2021/22 CalSAWS JPA Project Budget.

- c. Approval of ClearBest Work Order 8, which includes requests for QA Services for CalFresh Public Assistance Definition Alignment.**

Summary: The Consortium is seeking Board approval of ClearBest Work Order 8 which allocates funds for QA Services for CalFresh Public Assistance Definition Alignment in an amount not to exceed \$86,184.

This Work Order will utilize up to \$86,184 of the original \$4,000,000 unallocated funds from Change Order No 6. Board approval of this work order will leave a balance of \$3,138,398 for future work orders.

This work order does not increase the total contract value of the CalSAWS QA Agreement. The costs of this work order are funded through premise APD and accounted for in the SFY 2021/22 CalSAWS JPA Project Budget.

Informational Items

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| 6. Accenture Leadership Change | Informational |
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Summary: Gaurav Diwan will lead the discussion on Accenture's Leadership Change.

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| 7. CalSAWS Status, Plan of Action post-C-IV Migration | Informational |
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- **Production Statistics and Metrics**
- **Enhanced Support for former C-IV Counties**
- **Help Desk Ticket triage approach**
- **Notices (defects, changes, and change support)**

Summary: Greg Elston and Lisa Salas will provide an update on the CalSAWS Plan of Action post C-IV Migration.



8. CalSAWS Imaging

Informational

- **Update from Accenture, Hyland, and ClearBest Executives**
- **Solution Status, Performance, and Stabilization**
- **LA County Go-Live options**

Summary: Bill Priemer, John Phelan, and Rob Niehaus with Hyland Imaging Solutions along with, Arnold Malvick, and Dan Dean will provide an update on CalSAWS Imaging.

9. Update on Post Go-Live Action Items from PSC

Informational

- **Metrics Scrutinization for Duplicates**
- **Prioritization Process and Determining Gaps**
 - **Findings, resolutions, and path forward**
- **Routine Notification to Counties of Training Updates**
- **Update on County access to BenefitsCal JIRA items**

Summary: Ted Anderson, June Hutchison, and Rachel Frey will provide an update on Post Go-Live Action Items from PSC.

10. Retrospective and Lessons Learned from C-IV Migration

Informational

Summary: Wendy Battermann will present the findings of the QA Retrospective and Lessons Learned from the C-IV Migration.

11. BenefitsCal Update

Informational

- **Release 2.0 Update**
- **CX Measures Update**

Summary: Rachel Frey and Gabby Otis will provide an update on BenefitsCal activities including Release 2.0 and CX Measures.

12. Policy and Application Development Update

Informational

Summary: Karen Rapponotti and Lisa Salas will provide an update on Policy and Application Development.

13. CalWIN ISS Update

Informational

Summary: Juli Baker and Duncan Gilliam will provide an update on CalWIN ISS.

14. Completion of LDS Migration Effort

Informational

Summary: Mike Tombakian will provide an overview on the completion of LDS Migration Effort.



15. Adjourn meeting

Procedural

Summary: Board Chair, Michael Sylvester, will adjourn the meeting of the CalSAWS JPA Board of Directors.

