CalSAWS Consortium JPA Member Representatives and Board of Directors
Meeting Minutes
January 27, 2022
12:30 p.m.

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

Members Present Via teleconference:
Region 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services
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, Deborah Martinez, Madera County Department of Social Services
Region 4 – Member, Dena Murphy, Kern County Department of Human Services
Region 5 – Member, Gilbert Ramos, San Bernardino County Human Services Agency
Region 5 – Vice-Chair, Debra Baetz, Orange County Social Services Agency
Region 5 – Member, Melissa Livingston, Ventura County Social Services Agency
Region 6 – Roxana Molina, Los Angeles County Department of Public Social Services
Region 6 –Chair, Michael Sylvester, 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

Member Representatives Present via teleconference:
Region 1
Marin – Kari Beuerman
San Benito – Tracey Belton
San Mateo – Ken Cole
Santa Clara – Angela Shing
Solano – Marla Stuart
Sonoma – Angela Struckmann
Region 2
Amador – Ann Watts
Calaveras – Cori Allen
Mono – Kathy Peterson
Nevada – Rachel Roos
Placer – Greg Geisler
Sacramento – Ethan Dye
Sierra – Vicki Clark
Sutter – David Nagra
Yolo – Nolan Sullivan
Yuba – Jennifer Vasquez
Region 3
Glenn – Bill Wathen
Lassen – Jenna Aguilera
Modoc – Tom Sandage
Shasta – Roxanne Burke
Siskiyou – Trish Barbieri
Trinity – Elizabeth Hamilton
Region 4
Fresno – Maria Aguirre

Kern – Dena Murphy
Madera – Deborah Martinez
Merced – Yvonnia Brown
San Joaquin – Chris Woods
San Luis Obispo – Devin Drake
Stanislaus – Amanda Sharp
Region 5
Imperial – Veronica Rodriguez
Riverside – Sayori Baldwin
San Diego – Richard Wanne
Santa Barbara – Daniel Nielson

Facilitator:
John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 12:36 p.m.**
2. **Public opportunity to speak on any Item NOT on the agenda.**
   - Jennifer Tracy on behalf of Erica F. regarding CalSAWS imaging issues impacting the counties' ability to process documents and the adverse effects it has on consumers.
3. **Confirmation of Quorum, Protocols, and Agenda Review**
   - **Quorum of Member Representatives**
   - **Quorum of Board of Directors**
   - **Protocols**
   - **Agenda Review**

JPA Board 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 54953 through February 27, 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 Member, Bekkie Emery.
Motion was seconded by Member, Deborah Martinez.
Member, Tracey Belton, voted to approve.
Member, Dena Murphy, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, Debra Baetz, voted to approve.
Member, Melissa Livingston, 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 Rachel Roos, were absent from the vote.
Vote was taken via roll call and the Motion passed.

5. **Approval of Consent Items**
   a. **Approval of the Minutes and review of the Action Items from the December 17, 2021, CalSAWS JPA Board of Directors meeting.**
   b. **Approval of Accenture Change Notice 14, which includes requests for Accessibility Testing.**
   c. **Approval of Gainwell Central Print Option to include Tulare 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, Dena Murphy.
Member, Tracey Belton, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Deborah Martinez, voted to approve.
Vice-Chair, Debra Baetz, voted to approve.
Member, Melissa Livingston, 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 Rachel Roos, were absent from the vote.
Vote was taken via roll call and the Motion passed.

Member Representatives Action Items

6. **Approval of the Administrative Budget for Unfunded Costs for FY 22/23.**
   - **Review Administrative Budget Line Items**

Summary: The Consortium is seeking Board approval of the Administrative Budget for Unfunded Costs for FY 22/23. The SFY 2022/23 – CalSAWS JPA Administrative Budget total is $654,148.

Motion to Approve, was made by Chair, Michael Sylvester.
Motion was seconded by Member, Dena Murphy.
   <u>Region 1</u>
   Marin – Kari Beuerman voted to approve.
   San Benito – Tracey Belton voted to approve.
   San Mateo – Ken Cole voted to approve.
   Santa Clara – Angela Shing was absent from the vote.
   Solano – Marla Stuart voted to approve.
   Sonoma – Angela Struckmann voted to approve.
   <u>Region 2</u>
   Amador – Ann Watts voted to approve.
   Calaveras – Cori Allen voted to approve.
   Mono – Kathy Peterson voted to approve.
   Nevada – Rachel Roos joined the meeting at 12:50 p.m. and voted to approve.
   Placer – Greg Geisler voted to approve.
   Sacramento – Ethan Dye voted to approve.
   Sierra – Vicki Clark voted to approve.
   Sutter – David Nagra voted to approve.
   Yolo – Nolan Sullivan voted to approve.

Yuba – Jennifer Vasquez voted to approve.
Region 3
Glenn – Bill Wathen voted to approve.
Lassen – Jenna Aguilera was absent from the vote.
Mendocino – Bekkie Emery voted to approve.
Modoc – Tom Sandage voted to approve.
Shasta – Roxanne Burke voted to approve.
Siskiyou – Trish Barbieri voted to approve.
Trinity – Elizabeth Hamilton voted to approve.
Region 4
Fresno – Maria Aguirre voted to approve.
Madera – Deborah Martinez voted to approve.
Merced – Yvonnia Brown voted to approve.
San Joaquin – Chris Woods voted to approve.
San Luis Obispo – Devin Drake voted to approve.
Stanislaus – Amanda Sharp voted to approve.
Region 5
Imperial – Veronica Rodriguez voted to approve.
Orange – Debra Baetz voted to approve.
Riverside – Sayori Baldwin voted to approve.
San Diego – Richard Wanne voted to approve.
Santa Barbara – Daniel Nielson voted to approve.
Ventura – Melissa Livingston voted to approve.
Region 6
Los Angeles – Roxana Molina voted to approve.
Los Angeles – Cynthia McCoy-Miller voted to approve.

Member Representatives Informational Items

7. **Overview of Trip**

   Summary: Wendy Battermann and June Hutchison provided an overview of the meeting topics and the meeting slide deck elements.

8. **Travel Rest Stop – Looking Back/Looking Forward**
   - **Budget Review (Governor's Budget)**
   - **Important Security Travel Messages (Security/Fraud Video)**
   - **Packing/Refreshing Supplies (Data Management/Retention)**
   - **Looking Back via Snapshots of Trip since September 2021**
   - **Looking at Where We Are Now (Checking Vehicle)**
   - **Looking Ahead (Mapping Points of Interest/System Features/Policy)**
   - **Cautions/Hazards (Risks and Issues)**
   - **Planned Checkpoints and Gathering Points**

   Summary:
   - **Budget Review (Governor's Budget)** – Holly Murphy provided a high-level review of the status of the CalSAWS Budget within the Governor's Budget. No issues were identified with Project budgets. Issues with Premise Funding for SB1341 and for the Elderly Simplified Application Project (ESAP) will be addressed in the May Revise.

- **Important Security Travel Messages (Security/Fraud Video)** – Belinda Ramirez and the Security Team presented a video discussing Ransomware Attacks, Fraud Attempts, Common Root Cause of Breaches, Phishing Schemes, and Potential Pitfalls. A Link to the video is available at www.calsaws.org on the JPA Meeting page. Mike Tombakian reviewed Multi-Factor Authentication (MFA) and the rollout schedule. The team will provide further updates at the next PSC and JPA Meetings on efforts to minimize the time requirements for county staff to utilize MFA.
- **Packing/Refreshing Supplies (Data Management/Retention)** – Chris Paige gave a quick reminder of the Data Retention Policy and functionality previously approved by the PSC and JPA and discussed tentative execution schedules.
- **Looking Back via Snapshots of Trip since September 2021** – Greg Elston, Rachel Frey, and Gabby Otis reviewed stats and activities that have taken place at CalSAWS over the last year. Customer feedback was also presented.
- **Looking at Where We Are Now (Checking Vehicle)** – Karen Rapponotti provided an overview of recent and upcoming Policy and Enhancements included in CalSAWS Releases.
- **Looking Ahead (Mapping Points of Interest/System Features/Policy)** – Rachel Frey provided an overview of upcoming releases of functionality for Winter, Spring, and Summer of 2022.
- **Cautions/Hazards (Risks and Issues)** – Greg Elston and Rachel Frey reviewed the High and Medium CalSAWS Project Risks.
- **Planned Checkpoints and Gathering Points**
  o Jo Anne Osborn and Gretchen Williams introduced a video describing the CalSAWS Consortium County Validation Strike Team. A link to the video is available at www.calsaws.org on the JPA Meeting page.
  o Rachel Frey reviewed the Draft BenefitsCal Collaboration Model and the expected next steps.

9. **Point of Interest: Innovation – Shark Tank 1 Video**

   Summary: Gaurav Diwan provided a high-level overview of the CalSAWS Innovation Shark Tank Challenge initiative and presented a video with further information. A link to the video is available at www.calsaws.org on the JPA Meeting page.

10. **Destination: Los Angeles**
    - **Overview of Los Angeles Strategy**
    - **Imaging**
    - **BenefitsCal**

    Summary: Arnold Malvick and Gabby Otis provided an overview of the strategy to move Los Angeles County onto the Hyland Imaging solution and BenefitsCal. Stabilization of the Imaging Solution and Training were discussed as well as how the framework is flexible, repeatable and available for future CalWIN Counties.

    Public Comment was made by Jennifer Tracy.

11. **Point of Interest: Innovation – What's Coming Soon for BenefitsCal Video**

Summary: Gabby Otis provided a high-level overview of continuous innovation and what's coming soon for BenefitsCal. A link to the video she presented is available at www.calsaws.org on the JPA Meeting page.

12. Destination: Central Project
- **IDEA Update (Video)**
- **Cultural Transformation Update (Video)**

Summary: Casey Morris and Moreen Tonny presented videos to provide an update on the CalSAWS IDEA initiative and an update on CalSAWS Cultural Transformation. Links to the videos they presented are available at www.calsaws.org on the JPA Meeting page.

Public Comment was made by Jennifer Tracy.

13. Point of Interest: Innovation – Shark Tank 2 Video

Summary: Gaurav Diwan provided a high-level overview of the CalSAWS Innovation Shark Tank 2 Challenge initiative and presented a video with further information. A link to the video is available at www.calsaws.org on the JPA Meeting page.

Public Comment was made by Jennifer Tracy.

14. Destination: 58 Counties
- **Overview of CalWIN Strategy**
- **Buddy County**
- **CalWIN Conversion**
- **UAT (Video)**
- **Business Process/OCM**
- **Training (Video)**
- **Implementation Readiness**
- **Central Print**

Summary:

- **Overview of CalWIN Strategy** – Greg Elston and Rachel Frey provided an overview of strategy to successfully migrate the CalWIN Counties onto CalSAWS. Validation areas, testing initiatives, areas for county-specific system configuration, and anticipated activity schedules were discussed in relation to the path to readiness for implementation.
- **Buddy County** – June Hutchison presented the concept of Buddy Counties and noted how similar efforts have been helpful to counties. This is an optional support mechanism for counties.
- **CalWIN Conversion** – Paul Trisler and Keith Salas provided an overview of the Converted Data Testing Risk and presented information regarding current and future Conversion efforts in relation to the CalWIN migration to CalSAWS.
- **UAT (Video)** – Peggy Macias provided a high-level overview of the UAT activities and presented a video with further information. A link to the video is available at www.calsaws.org on the JPA Meeting page.
- **Business Process/OCM** – Nicole Williams discussed the Business Process and OCM efforts, including Change Network Champions, Training, and the Learning Journey Map.

- **Training (Video)** – Renee Carter provided a high-level overview of the upcoming Training activities and presented a video with further information. A link to the video is available at www.calsaws.org on the JPA Meeting page.
- **Implementation Readiness** – Cathryn van Namen provided an overview of the Implementation Readiness timeline and expected Pre-Implementation activities scheduled through a Wave approach.
- **Central Print** – Dawn Wilder reviewed upcoming activities and announced that Contra Costa and Tulare Counties have joined the Central Print contract, so the CalSAWS Central Print solution will be statewide.

15. Point of Interest: San Bernardino BOTS Update

Summary: John Dray reviewed the outcome of the San Bernardino BOTS Pilot and highlighted the next steps.

16. Point of Interest: CalSAWS Procurements Update

Summary: Thomas Hartman provided an update on recent CalSAWS Procurement team activities and reviewed the Procurement Schedule.

17. CalSAWS Conference
- **Thursday, June 23, 2022**

Summary: John Boule discussed the virtual CalSAWS Conference taking place on Thursday, June 23, 2022.

18. Adjourn Meeting
- JPA Board Chair Michael Sylvester adjourned the meeting at 4:31 p.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. Imaging: • Research and report back on any issues noted with the use of Imaging Field Mobile/VPN functionality. • Provide Dorothy Avila's team with an overview	Arnold Malvick	02/18/2022	Open

Action Items	Assigned to	Due Date	Status
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.			
5. Work with the State to determine compensation for consumers participating in the BenefitsCal Collaboration Model.	Jennifer Hobbs Gabby Otis	02/18/2022	Open
6. Provide information/statistics on MFA rollout and any enhancements that are planned.	Mike Tombakian	02/18/2022	Open

Next Meeting
Conference Call/Webcast
Friday, February 18, 2022
12:30 p.m. – 3:30 p.m.