

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

July 22, 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 1 – Vice-Chair, Marla Stuart, Contra Costa County Employment & Human Services Department
Region 2 – Member, Rachel Pena, Nevada County Dept. of Social Services
Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency
Region 4 – Member, Chris Woods, San Joaquin County Human Services Agency
Region 4 – Member, Deborah Martinez, Madera County Department of Social Services
Region 5 – Member, Sayori Baldwin, Riverside County Dept. of Public Social Services
Region 5 – Alternate Member, Diana Alexander, San Bernardino County Human Services Agency
Region 5 – Member, An Tran, Orange County Social 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 – Alternate Member, Rogelio Tapia, Los Angeles County Department of Children & Family Services
State – Ex-Officio Member, Adam Dondro, Office of Systems Integration

Members Absent Via teleconference:

Region 5 – Member, Gilbert Ramos, San Bernardino County Human Services Agency
Region 6 – Member, Cynthia McCoy-Miller, Los Angeles County Department of Children & Family Services

Facilitator:

John Boule, CalSAWS Executive Director

- 1. JPA Board Chair, Michael Sylvester, convened the meeting at 12:34 p.m.**
- 2. Confirmation of Quorum and Agenda Review**
- 3. Public opportunity to speak on any Item NOT on the agenda.**
 - None

John Boule provided a quick overview on live transcription closed caption enablement.
Lulu Fou provided description in chat.

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 August 22, 2022, based on the following findings:**
 - a. The Governor's State of Emergency related to COVID-19 remains in effect; and**
 - b. The State of Emergency continues to directly impact the ability of the members to meet safely in person.**

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 August 22, 2022.

Motion to Approve, was made by Chair, Michael Sylvester.
Motion was seconded by Member, Tracey Belton.
Vice-Chair, Marla Stuart, voted to approve.
Member, Rachel Roos, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Chris Woods, voted to approve.
Member, Deborah Martinez, voted to approve.
Member, Sayori Baldwin, voted to approve.
Member, An Tran, voted to approve.
Alternate Member, Diana Alexander, voted to approve.
Member, Roxana Molina, voted to approve.
Alternate Member, Rogelio Tapia, voted to approve.
Vote was taken via roll call and the Motion passed.

5. Approval of Accenture Change Notice No. 19, which includes requests to add hours for Functional Support and costs related to BenefitsCal Technical Help Desk.

Summary: The Consortium is seeking Board approval of Accenture Change Notice No. 19, which includes requests to add hours for Functional Support and costs related to BenefitsCal Technical Help Desk. Arnold Malvick, Dawn Wilder, and Holly Murphy provided an overview and presentation on Accenture Change Notice No. 19.

*Public comment made by Jennifer Tracy.

* Action item - Provide overview of scope of services included in Accenture Change Notice 19 warm handoff service.

Motion to Approve, was made by Chair, Michael Sylvester.
Motion was seconded by Member, Bekkie Emery.
Vice-Chair, Marla Stuart, voted to approve.
Member, Tracey Belton, voted to approve.
Member, Rachel Roos, voted to approve.
Member, Chris Woods, voted to approve.
Member, Deborah Martinez, voted to approve.
Alternate Member, Diana Alexander, voted to approve.
Member, Sayori Baldwin, voted to approve.
Member, An Tran, voted to approve.
Member, Roxana Molina, voted to approve.
Alternate Member, Rogelio Tapia, voted to approve.
Vote was taken via roll call and the Motion passed.

6. Approval of the Minutes and review of the Action Items from the June 30, 2022, joint meetings of the JPA Member Representatives and JPA Board of Directors.

Summary: The Consortium is seeking Board approval of the Minutes and review of the Action Items from the June 30, 2022, joint meetings of the JPA Member Representatives and JPA Board of Directors.

Motion to Approve, was made by Member, Rachel Roos.
Motion was seconded by Member, Deborah Martinez.
Vice-Chair, Marla Stuart, voted to approve.
Member, Tracey Belton, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Chris Woods, voted to approve.
Alternate Member, Diana Alexander, voted to approve.
Member, Sayori Baldwin, voted to approve.
Member, An Tran, voted to approve.
Member, Roxana Molina, voted to approve.
Chair, Michael Sylvester, voted to approve.
Alternate Member, Rogelio Tapia, voted to approve.
Vote was taken via roll call and the Motion passed.

Informational Items

7. CalSAWS Release Update

- **Release 22.07**

Summary: Lisa Salas and Karen Rapponotti provided an update on CalSAWS Release including Release 22.07. Highlights for upcoming releases and COLAs were given.

8. Update on Key Risks

Summary: Arnold Malvick, Rachel Frey, and Wendy Battermann provided an update on Key Risks. An orientation was given on the calculation method. Impact is assessed according to cost, technical, schedule, and quality. The Medium Risks will be reviewed at the next meeting.

9. Conversion Update

Summary: Keith Salas provided a high-level update on Conversion.

* Action item - Provide thorough review of Yellow Banner Cases

- County processing best practices
- Percentages by County and overall numbers

10. CalWIN Wave 1 Implementation Readiness Dashboard and Packet

- **Helping Counties plan for future technology and equipment purchases for ISS (including budgeting and timing)**
- **Counties Best Practices**

Summary: Cathryn VanNamen and Yong Vangbliayang provided an overview on CalWIN Wave 1 Implementation Readiness Dashboard and Packet. There are seven readiness areas and categories that are being tracked.

11. UAT Status Update

Summary: Peggy Macias and Surranjan Kumar provided an update on UAT Status. Overall UAT is on track. Overview was provided on script execution.

*Action item - Contact Lori Medina in Monterey County to assist with elongated processing times.

12. BenefitsCal Update

- **Final Acceptance**
- **Percentage of L.A. County BenefitsCal accounts vs. YBN accounts**

Summary: Rachel Frey provided an update on BenefitsCal. A walkthrough was provided for where the team is with BenefitsCal Final Acceptance. BenefitsCal performance metrics were presented. QA provided their recommendations for final acceptance.

*Public comment made by Jennifer Tracy.

*Action item - BenefitsCal

- Provide disaggregated application data (by platform, county, and time period) on a routine cadence.
- Determine more visible way for users to get help within the site.

13. Multi-Factor Authentication (MFA) Update

Summary: Luz Esparza provided an update on Multi-Factor Authentication (MFA).

*Action item - MFA

- Look into doing a concerted marketing campaign to encourage counties to have staff enroll in SMS option.
- Research possibility of automating switching users to SMS when email notifications are unavailable, rather than requiring a County Administrator to make the change.
- Research following the Office 365 method.

14. CalSAWS Help Desk Tickets Update

- **How to get quicker responses/escalation paths for tickets.**
- **Ticket backlog by County and expected closure timeline.**
- **Number of Tickets closed without response or confirmation of resolution.**

Summary: Arnold Malvick and Mike Tombakian provided an update on CalSAWS Help Desk Tickets and action items.

15. SLAs Retrospective

- **Usability Stats**

Summary: Arnold Malvick provided an overview on SLAs Retrospective including usability stats.

*Action item - Provide CalSAWS System stability, tickets, and defect stats routinely.

16. Update on Key State IV&V Activities

Summary: Brian Nagy provided an update on Key State IV&V Activities. The team has been tracking migration activities.

17. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 3:33 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	August 2022	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	Chazny Nunes	Ongoing	Open
3. Prepare a CIT to inform counties of the existing CalSAWS training materials that is available to be leveraged for induction training. In addition, send a CRFI to the counties to see if counties can make their induction training materials available to other counties.	June Hutchison	July 2022	Closed
4. Provide Counties information on alternative options for MFA when access to MS Outlook and/or Webmail is not available and provide update on outcomes of the MFA implementation.	Luz Esparza	July 2022	Closed
5. Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Gaurav Diwan Arnold Malvick	August 2022	Open
6. Provide information and support/corrective action plan to address County production claiming issues.	Keith Salas	July 2022	Open
7. Provide status updates on usability. Provide redundancy chain with original submitter prior to trouble tickets being closed.	Arnold Malvick	July 2022	Closed
8. Provide updates on Hyland SLAs and performance report.	Arnold Malvick	August 2022	Open

Action Items	Assigned to	Due Date	Status
9. Gather information from Counties sharing best practices and how they're preparing, planning, utilizing staff, and the staff drain associated with CalSAWS. ISS Team will help plan with the counties to take care of Yellow Banner Cases. ISS Team will work with RMs to pull best practices.	ISS Team RMs	August 2022	Open
10. Fiscal Items: <ul style="list-style-type: none"> • Create a cheat sheet on things that are funded within each contract for the allocations counties have so there is clarity on where there is spent and underspent funds. • Determine the movement of funds and share the information with Fiscal Managers. • Query former C-IV counties to determine what uncovered expenses there were that required county specific investment. Is there a way to capture that and to show the gaps in funding? • Work with OSI on the flexibility or the supplement of additional funding. 	Holly Murphy PMO Team	August 2022	Open
11. Provide overview of scope of services included in Accenture Change Notice 19 warm handoff service.	Dawn Wilder	August 2022	Open
12. Provide thorough review of Yellow Banner Cases <ul style="list-style-type: none"> • County processing best practices • Percentages by County and overall numbers 	Keith Salas	August 2022	Open
13. Contact Lori Medina in Monterey County to assist with elongated processing times.	RMs	August 2022	Open

Action Items	Assigned to	Due Date	Status
14. BenefitsCal <ul style="list-style-type: none"> • Provide disaggregated application data (by platform, county, and time period) on routine cadence. • Determine more visible way for users to get help within the site. 	Rachel Frey	August 2022	Open
15. MFA <ul style="list-style-type: none"> • Look into doing a concerted marketing campaign to encourage counties to have staff enroll in SMS option. • Research possibility of automating switching users to SMS when email notifications are unavailable, rather than requiring a County Administrator to make the change. • Research following the Office 365 method. 	Mike Tombakian	August 2022	Open
16. Provide CalSAWS System stability, tickets, and defect stats routinely.	Arnold Malvick	August 2022	Open

Next Meeting

Conference Call/Zoom
 Thursday, August 18, 2022
 8:30 a.m. – 12:00 p.m.