CalSAWS Consortium JPA Board of Directors
Meeting Minutes
August 12, 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 – Alternate Member, Ethan Dye, Sacramento County Department of Human Assistance

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 – Member, Gilbert Ramos, 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 – Member, Cynthia McCoy-Miller, Los Angeles County Department of Children & Family Services

State – Ex-Officio Member, Adam Dondro, Office of Systems Integration

Members Absent Via teleconference:

Region 2 – Member, Rachel Pena, Nevada County Dept. of Social Services

Facilitator:

John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 12:33 p.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 September 12, 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 September 12, 2022.

Motion to Approve, was made by Vice-Chair, Marla Stuart.
Motion was seconded by Member, Bekkie Emery.
Member, Tracey Belton, voted to approve.
Alternate Member, Ethan Dye, voted to approve.
Member, Chris Woods, voted to approve.
Member, Deborah Martinez, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, An Tran, voted to approve.
Member, Roxana Molina, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Vote was taken via roll call and the Motion passed.

Informational Item

5. **CalSAWS Infrastructure and M&E Procurement update/overview of the procurement and potential transition schedule.**

   Summary: Tom Hartman and Betty Uzupis provided an update on CalSAWS Infrastructure and M&E Procurement. Key procurement tasks, transition periods, and contract extension timeframes were reviewed.

Action Items

6. **Approval of Accenture Amendment 30, which includes the extension of contracted services to align with procurement and potential transition dates.**

   Summary: The Consortium is seeking Board approval of Accenture Amendment 30, which includes the extension of contracted services to align with procurement and potential transition dates. Federal approval from our FNS and CMS partners has been received.

   Motion to Approve, was made by Member, Deborah Martinez.
   Motion was seconded by Alternate Member, Ethan Dye.
   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.
   Member, Gilbert Ramos, voted to approve.
   Member, An Tran, voted to approve.
   Member, Roxana Molina, voted to approve.
   Chair, Michael Sylvester, voted to approve.
   Member, Cynthia McCoy-Miller, voted to approve.
   Vote was taken via roll call and the Motion passed.

7. **Approval of Consent Items**
   a. **Approval of the Minutes and review of the Action Items from the July 22, 2022, JPA Board of Directors Meeting.**
   b. **Accenture Change Notice No. 20, which includes requests to add services for Premise items such as CalFresh Over-issuances (Brown-Tapia), Transitional Housing Supplement, Removal of Homeless Assistance $100 Asset Limit, Elderly Simplified**

Application Project, CalFresh Simplifications, Stage One Continuous Eligibility Program (Childcare Provider Portal), Medi-Cal Redetermination Forms, CalFresh Public Assistance Definition Alignment, Resume Pre-Pandemic Medi-Cal Operations, CW Time Clock, and Pandemic Emergency Assistance Fund. Also included is a request for an administrative update to the Accenture address in Section 41 of Exhibit X (CalSAWS Maintenance and Operations Extension) and to add County Purchases.

c. **ClearBest Change Order No. 6, Work Orders 14-19, which includes requests to add Quality Assurance services for Cal-OAR Modifications and Survey, Transitional Housing Supplement, CalFresh Over-issuances (Brown-Tapia), Removal of Homeless Assistance $100 Asset Limit, ABAWD, and an extension of QA services related to Portal Mobile.**

d. **RGS Amendment No. 36, which includes requests for administrative changes such as updates to position names, number of position allocations, and range of bill rates. Also includes addition of position description, and a sub-section of the Compensation section related to temporary assignment pay.**

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

Motion to Approve, was made by Chair, Michael Sylvester.
Motion was seconded by Member, Chris Woods.
Vice-Chair, Marla Stuart, voted to approve.
Member, Tracey Belton, voted to approve.
Alternate Member, Ethan Dye, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Deborah Martinez, voted to approve.
Member, Gilbert Ramos, voted to approve but abstained from part A.
Member, An Tran, voted to approve.
Member, Roxana Molina, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Vote was taken via roll call and the Motion passed.

Informational Items

8. **CalSAWS Fiscal Update**

   Summary: Holly Murphy provided an update on CalSAWS Fiscal items. A status update was provided for previously assigned action items and

   *Action item – Incorporate additional detail in the quarterly Fiscal Report by providing a burndown chart showing where counties are in allocations.

9. **Retrospective and Corrective Actions for Production Incidents**

   Summary: Arnold Malvick provided a Retrospective and Corrective Actions overview for Production Incidents. A summary was provided for RCA.

   *Action item – Include Batch and system scaling status as well as ForgeRock redundancy plans in future reports.

10. CalSAWS Release and Policy Update

Summary: Lisa Salas and Karen Rapponotti provided an update on CalSAWS Release and Policy. Highlights were provided for upcoming COLAs, special processing, and upcoming Releases.

11. Update on Key Risks

Summary: Arnold Malvick and Rachel Frey provided an update on Key Risks.

*Public comment made by Linda Du'Chene.

12. Conversion Update
- **Processing Yellow Banner Cases and Aggregated Numbers and Percentages by County**

Summary: Keith Salas provided an update on Conversion. 23% of Active Programs Converted are (Medi-Cal) protected under the Public Health Emergency. 9% of Active programs Converted will need Case Worker Review.

***Public Comment made by Jennifer Tracy.

*Action item – Provide information on what trends and characteristics make a yellow banner case.

13. CalWIN Wave 1 Implementation Readiness Dashboard and Packet

Summary: Cathryn VanNamen provided an overview on CalWIN Wave 1 Implementation Readiness Dashboard and Packet. Training is well underway, and the team is wrapping up technical readiness. Overall, CalWIN Wave 1 Implementation Readiness Dashboard and Packet are on track and progressing well.

***Public comment made by Jennifer Tracy.

*Action item – Provide summary of BenefitsCal Training content.

14. UAT Status Update

Summary: Peggy Macias and Surranjan Kumar provided an update on UAT Status. The Group 2 schedule was provided. The Group 1 Script Execution has been completed.

15. BenefitsCal Update
- **Final Acceptance Update**
- **Disaggregated Application Data by platform and county**
- **BenefitsCal vs. YBN Accounts**
- **Make links to BenefitsCal Help more prominent**

Summary: Rachel Frey provided an update on BenefitsCal. All requirements for Final Acceptance have been completed. Approval of the BenefitsCal Migration Final

Acceptance leads to the Consortium's payment of the holdback release for the BenefitsCal DD&I Project. There is a marketing campaign coming up in September and the impact of the campaign will be monitored.

*Public comment made by Jennifer Tracy.
*Action item – Provide numbers with CBOs separated from GetCalFresh.

16. Overview of Accenture Change Notice 19 Scope of Services related to Warm Handoff

Summary: Dawn Wilder provided an overview of Accenture Change Notice 19 Scope of Services related to Warm Handoff.

*Public comment made by Jennifer Tracy.

17. Multi-Factor Authentication (MFA) Update
- **Status of marketing campaign to encourage counties to register for SMS**
- **Update on ability to automate switching users to SMS access when email is down**

Summary: Luz Esparza provided an update on Multi-Factor Authentication (MFA). The team will encourage everyone to register for SMS, allowing the County Delegated Admin to easily switch in case of email disruption.

*Action item – Provide lessons learned and ability to select SMS option at the time of login.

18. CalSAWS System Stability, Tickets, and Defect Stats
- **Onshore vs. Offshore**
- **SLAs**

Summary: Arnold Malvick and Sara Rossmiller provided an overview of CalSAWS System Stability, Tickets, and Defect Stats including Onshore vs. Offshore and Hyland SLAs. The open production defect rate has remained level, demonstrating system stability with no major spikes outside of normal ranges.

*Public comment made by Jennifer Tracy.

19. Update on Key State IV&V Activities

Summary: Apoorva Kandya provided an update on Key State IV&V Activities.

20. Adjourn Meeting
- JPA Board Chair Michael Sylvester adjourned the meeting at 3:31 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	December 2022	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	Chazny Nunes	Ongoing	Open

Action Items	Assigned to	Due Date	Status
3. Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Gaurav Diwan Arnold Malvick	October 2022	Open
4. Provide information and support/corrective action plan to address County production claiming issues.	Keith Salas	July 2022	Closed
5. Provide updates on Hyland SLAs and performance report.	Arnold Malvick	August 2022	Closed
6. 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	September 2022	Open
7. Fiscal Items: • 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	Closed

Action Items	Assigned to	Due Date	Status
8. Provide overview of scope of services included in Accenture Change Notice 19 warm handoff service.	PMO	August 2022	Closed
9. Provide thorough review of Yellow Banner Cases • County processing best practices • Percentages by County and overall numbers	Keith Salas	August 2022	Closed
10. Contact Lori Medina in Monterey County to assist with elongated processing times.	RMs	August 2022	Closed
11. BenefitsCal • 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	Closed
12. 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.	Mike Tombakian	August 2022	Closed
13. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	September 2022	Ongoing
14. Incorporate additional detail in the quarterly Fiscal Report by providing a burndown chart showing where counties are in allocations.	Holly Murphy	December 2022	Open

Action Items	Assigned to	Due Date	Status
15. Include Batch and system scaling status as well as ForgeRock redundancy plans in future reports.	Arnold Malvick	September 2022	Open
16. Provide trends and characteristics of yellow banner cases.	Keith Salas	September 2022	Open
17. Provide summary of BenefitsCal Training content.	Rachel Frey	September 2022	Open
18. Provide lessons learned and ability to select SMS option at the time of login.	Luz Esparza	September 2022	Open

<u>Next Meeting</u>
Conference Call/Zoom
828 I Street
Sacramento, CA 95814
Friday, September 9, 2022
12:30 p.m. – 3:30 p.m.