CalSAWS Consortium JPA Board of Directors
Meeting Minutes
September 9, 2022
12:30 p.m.

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

Members Present In Person:
    Region 1 – Vice-Chair, Marla Stuart, Contra Costa County Employment & Human Services Department
    Region 2 – Alternate Member, Greg Geisler, Placer County Human Services
    Region 5 – Member, Sayori Baldwin, Riverside County Dept. of Public Social Services
    Region 5 – Member, An Tran, Orange County Social Services Agency

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, Greg Geisler, Placer County Human Services
    Region 4 – Member, Deborah Martinez, Madera County Department of Social Services
    Region 4 – Member, Chris Woods, San Joaquin County Human Services Agency
    Region 5 – Member, Gilbert Ramos, San Bernardino County Human 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:
    Region 2 – Member, Rachel Peña, Nevada County Dept. of Social Services
    Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency

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**
   - Moment of Silence was held for the passing of PSC Member, Vicki Moore.
3. **Public opportunity to speak on any Item NOT on the agenda.**
   - Public comment made by Jennifer Tracy.

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 October 9, 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 October 9, 2022.

Motion to Approve, was made by Chair, Michael Sylvester.
Motion was seconded by Vice-Chair, Marla Stuart.
Member, Tracey Belton, voted to approve.
Alternate Member, Greg Geisler, voted to approve.
Member, Chris Woods, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, Sayori Baldwin, voted to approve.
Member, An Tran, voted to approve.
Member, Roxana Molina, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Members, Deborah Martinez, Rachel Peña, Bekkie Emery were absent from vote.
Vote was taken via roll call and the Motion passed.

5. **Approval of Deloitte Change Order No. 5, which includes the option to extend the contract term for two (2) years, an increase to the allowance for Additional Services, and the addition of a County Work Order allowance.**
Summary: The Consortium is seeking Board approval of Deloitte Change Order No. 5, which includes the option to extend the contract term for two (2) years, an increase to the allowance for Additional Services, and the addition of a County Work Order allowance.

Motion to Approve, was made by Member, An Tran.
Motion was seconded by Alternate Member, Greg Geisler.
Vice-Chair, Marla Stuart, voted to approve.
Member, Tracey Belton, voted to approve.
Member, Chris Woods, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, Sayori Baldwin, voted to approve.
Member, Roxana Molina, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Member, Deborah Martinez, voted to approve.
Members, Rachel Peña and Bekkie Emery were absent from vote.
Vote was taken via roll call and the Motion passed.

6. **Approval of Consent Items**
    a. **Approval of the Minutes and review of the Action Items from the August 12, 2022, JPA Board of Directors Meeting.**
    b. **Approval of Accenture Change Notice No. 21, which includes requests to add hours for costs related to BenefitsCal Support and Premise item CalFresh Notice of Denial or Pending Status, as well as administrative adjustments for the CDSS and DHCS Report Support and the Virtual Assistant.**
    c. **Approval of Deloitte Change Order No.6, which includes technical adjustments for updated requirements and fiscal year shifts.**
    d. **Approval of Deloitte Change Order No. 3, Work Order 7, which includes the effort related to American Rescue Plan Act (ARPA) Prepopulated SAR 7 and 7A.**
    e. **Approval of Deloitte Change Order No. 1 for the CalWIN Implementation Support Services Agreement, which exercises the option for Training facilities.**
    f. **Approval of Davis-Farr Amendment 1, which includes a two-month extension of the term of the contract to November 30, 2022, to align to the audit schedule.**

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

Motion to Approve, was made by Member, Chris Woods.
Motion was seconded by Member, Deborah Martinez.
Vice-Chair, Marla Stuart, voted to approve.
Member, Tracey Belton, voted to approve.
Alternate Member, Greg Geisler, voted to approve.
Member, Gilbert Ramos, 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.
Member, Cynthia McCoy-Miller, voted to approve.
Members, Rachel Peña and Bekkie Emery were absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

7. **Recognition of CalSAWS JPA Board Chair Receiving the CIO 100 Hall of Fame Award**

   Summary: John Boule and Vice-Chair, Marla Stuart, provided recognition of CalSAWS JPA Board Chair Receiving the CIO 100 Hall of Fame Award. Foundry's CIO awarded Board Chair Michael Sylvester the 2022 Hall of Fame Award, recognizing executives nationwide for driving IT innovation.

*Public comments in the chat congratulating Michael Sylvester.

8. **Technical Operations Update**
   - **Technical system scaling and batch performance**
   - **ForgeRock Redundancy**
   - **Contact Center Update**

   Summary: Arnold Malvick provided an update on Technical Operations. Overall, from a system health perspective for CalSAWS the system has been stable.

9. **BenefitsCal Retrospective and Update**
   - **Metrics with CBOs separated from GetCalFresh**

   Summary: Rachel Frey and Onur Senman provided retrospective and an update on BenefitsCal. Retrospective and lessons learned from C-IV and Los Angeles County were discussed. Overarching themes for CalWIN rollout were presented. A table was shown with the submitted applications from CBO vs GCF.

   *Public comment made by Jennifer Tracy.

10. **CalSAWS Release and Policy Update**

Summary: Lisa Salas and Karen Rapponotti provided an update on CalSAWS Release and Policy. COLAs and special processing were highlighted.

11. Wave 1 Readiness
- **BenefitsCal Training Content**

Summary: Cathryn VanNamen, Rachel Frey, Arnold Malvick, and Dan Dean discussed Wave 1 Readiness. The training activities planned for CalWIN Rollouts were provided. Wave-1 critical path summary timeline of milestones was shown.

*Action item – Get AdHoc group started again.

12. Wave 2 Readiness

Summary: A high level overview was provided by Cathryn VanNamen discussing Wave 2 Readiness.

13. Conversion Update
- **Characteristics and Trends of Yellow Banner Cases**

Summary: Keith Salas provided an update on Conversion including characteristics and trends of Yellow Banner Cases.

***Public comment made by Theresa Hasbrouk (chat) and Christiana Smith.
*Action item – If yellow banners aren't corrected before next batch, then they will skip out of batch. Is there a way that to add a timer or countdown to the dashboard as an enhancement so they know when the next batch is coming to accurately gage workload.

14. UAT Status Update

Summary: Peggy Macias provided an update on UAT Status. The next steps for CalSAWS UAT execution were presented.

15. Update on Waves 2-6 Key Risks

Summary: Arnold Malvick, Rachel Rey, Wendy Battermann, and Dan Dean provided an update on Waves 2-6 Key Risks.

16. County Sharing Update

Summary: June Hutchison provided an update on County Sharing. This agenda item will be discussed more at the next meeting.

17. Update on Key State IV&V Activities

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

18. Adjourn Meeting
- JPA Board Chair Michael Sylvester adjourned the meeting at 3:30 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
3. Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Gaurav Diwan Arnold Malvick	November 2022	Open
4. 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	Closed
5. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	September 2022	Ongoing
6. Incorporate additional detail in the quarterly Fiscal Report by providing a burndown chart showing where counties are in allocations.	Holly Murphy	December 2022	Open
7. Include Batch and system scaling status as well as ForgeRock redundancy plans in future reports.	Arnold Malvick	September 2022	Closed
8. What trends and characteristics make a yellow banner case.	Keith Salas	September 2022	Closed
9. Provide summary of BenefitsCal Training content.	Rachel Frey	September 2022	Closed
10. Provide lessons learned and ability to select SMS option at the time of login.	Luz Esparza	September 2022	Closed
11. Get AdHoc group started again.	Laura Chavez	November 2022	Open

Action Items	Assigned to	Due Date	Status
12. If yellow banners aren't corrected before next batch, then they will skip out of batch. Is there a way that to add a timer or countdown to the dashboard as an enhancement so they know when the next batch is coming to accurately gage workload.	Keith Salas	November 2022	Open

Next Meeting
Conference Call/Zoom
Friday, October 21, 2022
9:00 a.m. – 12:00 p.m.