

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

November 18, 2022

12:30 p.m.

Location: Big Sur Conference Room
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670

Members Present Via teleconference:

Region 1 – Vice-Chair, Marla Stuart, Contra Costa County Employment & Human Services Department
Region 2 – Alternate Member, Ethan Dye, Sacramento County Dept. 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 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 – Alternate Ex-Officio Member, Steve Zaretsky, Office of Systems Integration

Members Absent Via teleconference:

State – Ex-Officio Member, Adam Dondro, Office of Systems Integration
Region 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services
Region 2 – Member, Rachel Peña, Nevada County Dept. of Social Services
Region 4 – Member, Deborah Martinez, Madera County Department 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.**
 - Public comments made by Kevin Aslanian and Jennifer Tracy.
 - Response from Karen Rapponotti sent to Kevin Aslanian 11/22/2022
 - **CalSAWS update regarding implementation of ACL 21-133: Ortega v Johnson(2020) – Statewide Policy Regarding CalFresh Benefit Replacement due to Electronic Theft**
 - Prior to the implementation of these SCRs, workers were still able to replace scammed benefits as needed.
 - SCR 239161 - Added Form EBT 2259(11/21) to CalSAWS in June 2022.
 - SCR 225079 – Added Electronic Theft Replacement Scam EBT benefit type in November 2022.
 - SCR 236332 - Additional automation to track scam replacement issuances is targeted for the January 2023 release.

- **CalSAWS comment on Aid Paid Pending (APP):**
 - Workers can set up APP for a number of months within a case, running an EDBC for each month, to coincide state fair hearing direction. (The worker doesn't need to go into the case each month to run EDBC.) APP is not fully automated in CalSAWS due to the individual nature of hearing requests.

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 18, 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 December 18, 2022.

Motion to Approve, was made by Chair, Michael Sylvester.

Motion was seconded by Vice-Chair, Marla Stuart.

Member, Ethan Dye, voted to approve.

Member, Bekkie Emery, 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.

Member, Cynthia McCoy-Miller, voted to approve.

Members, Tracey Belton, Rachel Pena, Deborah Martinez, and Sayori Baldwin were absent from vote.

Vote was taken via roll call and the Motion passed.

5. **Approval of Memorandum of Understanding (MOU) for BenefitsCal software between CalSAWS and Florida ACCESS Integrated Eligibility.**

Summary: The Consortium is seeking Board approval of Memorandum of Understanding (MOU) for BenefitsCal software between CalSAWS and Florida ACCESS Integrated Eligibility.

*Public comment made by Ryan Gillette.

Motion to Approve, was made by Member, An Tran.

Motion was seconded by Member, Bekkie Emery.

Vice-Chair, Marla Stuart, voted to approve.

Member, Ethan Dye, voted to approve.

Member, Chris Woods, voted to approve.

Member, Gilbert Ramos, voted to approve.

Member, Roxana Molina, voted to approve.

Chair, Michael Sylvester, voted to approve.

Member, Cynthia McCoy-Miller, voted to approve.

Members, Tracey Belton, Rachel Peña, Deborah Martinez, and Sayori Baldwin 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 October 21, 2022, JPA Board of Directors Meeting.**
- b. Approval of Gainwell Contract Amendment No. 2, which includes the option to extend the contract term, an update to the allowance for Additional Services, and the addition of the GA/GR Noticing Solution and CalWIN ReadOnly/Retroactive Solution.**
- c. Approval of Infosys Amendment No. 2, which includes executing the option to extend the contract term for eleven (11) months, and an option to further extend the agreement for two (2) months.**
- d. Approval of Accenture Change Notice No. 22, which includes requests to add hours for costs related to Premise items Prepopulated Medi-Cal Redetermination Forms - 6 additional languages, Earned Income Disregard (SB 80), Transitional Nutrition Benefits Recertification Hold (Auto), Resume Pre-Pandemic Medi-Cal Operations, and PHE Additional Contact Attempt. Also included are technical adjustments to Production Operations charges to reflect Trinity County's transition to a PoP network model, Software updates, and addition of approved County Purchases.**
- e. Approval of ClearBest Change Order No. 6, Work Order 22, which includes the request to add Quality Assurance Services for Transitional Nutrition Benefits Recertification Hold.**

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

*Member, Sayori Baldwin, joined the meeting.

Motion to Approve, was made by Member, An Tran.

Motion was seconded by Member, Gilbert Ramos.

Member, Sayori Baldwin, voted to approve.

Vice-Chair, Marla Stuart, voted to approve.

Member, Ethan Dye, voted to approve.

Member, Bekkie Emery, voted to approve.

Member, Chris Woods, voted to approve.

Member, Roxana Molina, voted to approve.

Chair, Michael Sylvester, voted to approve.

Member, Cynthia McCoy-Miller, voted to approve.

Members, Tracey Belton, Rachel Peña, and Deborah Martinez were absent from vote.

Vote was taken via roll call and the Motion passed.

Informational Items

7. Wave 1 Status Update

- Welcome to CalSAWS**
- Placer & Yolo Experience**

- **Migration Statistics & Update**

Summary: John Boule, Greg Geisler, Tanya Provencher, Keith Salas, Duncan Gilliam, and Rachel Frey provided an update on Wave 1 Status including Welcome to CalSAWS, Placer & Yolo Experience, and Migration Statistics.

*Public comment made by Jennifer Tracy and Theresa Hasbrouck.

8. CalSAWS Quarterly Fiscal Update

Summary: Holly Murphy provided an update on CalSAWS Quarterly Fiscal Report.

9. Overview of Wave 2 Status

Summary: Cathryn VanNamen and Yong Vangbliayang provided a high-level overview of Wave 2 Status.

10. Technical Operations Update

- **AWS Production Incident**
- **Imaging Processing Delays**

Summary: Arnold Malvick and Mark Spitzer provided an update on Technical Operations including AWS Production Incident and Imaging Processing Delays.

11. Update on Waves 2 – 6 Key Risks

Summary: Arnold Malvick, Rachel Frey, and Wendy Battermann provided an update on Waves 2 – 6 Key Risks.

*Action item – Provide projected down-time schedule and system availability into the future for Production County planning purposes.

12. Release and Policy Update

- **CalSAWS**
- **BenefitsCal**

Summary: Lisa Salas and Onur Senman provided an update on Release and Policy including CalSAWS and BenefitsCal.

*Public comment made by Jennifer Tracy.

13. PHE Lift Discussion

Summary: Theresa Hasbrouk, Lynn Bridwell, and Lisa Salas led discussion of the PHE Lift.

14. CalSAWS Innovation ISM Award

Summary: Agenda item was deferred to the December JPA Meeting.

15. CalSAWS Innovation Initiatives Update

- **Virtual Assistants**
- **Bots**
- **RPA**

Summary: Agenda item was deferred to the December JPA Meeting.

16. CalSAWS Member Representatives Meeting – January 26, 2023

Summary: John Boule discussed the upcoming CalSAWS Member Representatives Meeting on January 26, 2023.

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	December 2022	Open
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	December 2022	Ongoing
5. Incorporate additional detail in the quarterly Fiscal Report by providing a burndown chart showing where counties are in allocations.	Holly Murphy	February 2023	Open
6. Get AdHoc group started again.	Laura Chavez	November 2022	Closed
7. Provide information to the board regarding AWS resiliency expansion and the associated budget impacts.	Arnold Malvick	December 2022	Closed
8. C-IV Read-Only Environment: <ul style="list-style-type: none"> • Provide updated timeline for online pages. 	Lisa Salas	December 2022	Open

Action Items	Assigned to	Due Date	Status
9. Provide projected down-time schedule and system availability into the future for Production County planning purposes.	Arnold Malvick	December 2022	Open

Next Meeting

Conference Call/Zoom
 Friday, December 16, 2022
 9:00 a.m. – 12:00 p.m.