

## CalSAWS Consortium JPA Board of Directors

### Meeting Minutes

December 16, 2022

9:00 a.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 – Member, Rachel Peña, 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 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 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human 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 9:02 a.m.**
2. **Confirmation of Quorum and Agenda Review**
3. **Public opportunity to speak on any Item NOT on the agenda.**
  - Public comments made by Shelly Dieu, Lily Dorn, and Gabriela Davidson.

#### **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 January 16, 2023, 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 January 16, 2023.

Motion to Approve, was made by Member, Chris Woods.  
Motion was seconded by Chair, Michael Sylvester.  
Vice-Chair, Marla Stuart, voted to approve.

Member, Rachel Peña, voted to approve.  
Member, Bekkie Emery, 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, Tracey Belton and Deborah Martinez were absent from vote.  
Vote was taken via roll call and the Motion passed.

**5. Approval of RGS Amendment 37 which includes annual update to cost of benefits, reconciliation of FTE counts, applicable rate adjustments, and administrative changes such as updated position descriptions.**

**Summary:** The Consortium is seeking Board approval of RGS Amendment 37 which includes annual update to cost of benefits, reconciliation of FTE counts, applicable rate adjustments, and administrative changes such as updated position descriptions.

Motion to Approve, was made by Member, An Tran.  
Motion was seconded by Vice-Chair, Marla Stuart.  
Member, Rachel Peña, voted to approve.  
Member, Bekkie Emery, 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.  
Members, Tracey Belton and Deborah Martinez 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 November 18, 2022, JPA Board of Directors Meeting.**
- b. **Approval of Accenture Change Notice No. 23, which includes requests to add hours for costs related to Premise items Mass Notice – End of CalFresh Emergency Allotments, Cal-OAR Modifications and Cal-OAR Client Satisfaction Survey, Healthy Futures for Foster Youth, CalFresh Discontinuance of Gambling Wins, and CalFresh Simplifications. Also included is a request for additional hours related to CDSS Report Support.**
- c. **Approval of Gainwell Change Request No. 6, which includes a request to add County Directs.**

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

\*Action item – Will the County Directs functionality being added in item 6c be available to the CalWIN Counties?

Motion to Approve, was made by Member, An Tran.  
Motion was seconded by Member, Bekkie Emery.  
Vice-Chair, Marla Stuart, voted to approve.  
Member, Rachel Peña, 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.  
Members, Tracey Belton and Deborah Martinez were absent from vote.  
Vote was taken via roll call and the Motion passed.

## **Informational Items**

### **7. Wave 1 Status Update**

- **Migration Statistics & Update**

**Summary:** Keith Salas and Duncan Gilliam provided an update on Wave 1 Status including Migration Statistics.

### **8. Overview of Waves 2 & 3 Status Update**

**Summary:** Cathryn VanNamen and Yong Vangbliayang provided an overview of Waves 2 and 3 Status.

### **9. Updates on Waves 2 – 6 Key Risks**

**Summary:** Arnold Malvick, Rachel Frey, and Dan Dean provided updates on Waves 2 – 6 Key Risks.

### **10. Release and Policy Update**

- **CalSAWS**
- **COLA Updates**
- **BenefitsCal**
  - **ODI Benefit Recommender Widget**

**Summary:** Lisa Salas, Karen Rapponotti, Onur Senman, and Rachel Frey provided an update on Release and Policy.

\*Public comments were made by Linda Du'Chene and Jennifer Tracy.

### **11. Technical Operations Update**

- **Major Production Incidents Calendar (November)**
- **Hyland Outage**

**Summary:** Arnold Malvick provided an update on Technical Operations.

## 12. Quarterly SLAs Update

- CalSAWS System and Help Desk Metrics
- BenefitsCal
- Hyland Imaging

**Summary:** Arnold Malvick, Rachel Frey, and Sara Rossmiller provided an update on Quarterly SLAs.

## 13. Quarterly Onshore vs. Offshore Defect Statistics

- CalSAWS Application Release Quality Metrics
- Production Defects Backlog

**Summary:** Gaurav Diwan and Arnold Malvick provided an overview of Quarterly Onshore vs. Offshore Defect Statistics.

## 14. BenefitsCal Technical Help Desk Implementation Update

**Summary:** Dawn Wilder provided an update on BenefitsCal Technical Help Desk Implementation.

\*Public comment made by Jennifer Tracy.

## 15. PHE Lift Update

**Summary:** Karen Rapponotti provided an update on the PHE Lift.

## 16. BenefitsCal Demo App/Environment

**Summary:** Rachel Frey provided an overview of the BenefitsCal Demo App/Environment.

\*Public comment made by Jennifer Tracy.

## 17. CalSAWS Member Representatives Meeting – January 26, 2023

**Summary:** John Boule reminded participants of the CalSAWS Member Representatives Meeting – January 26, 2023.

## 18. Update on Key State IV&V Activities

**Summary:** Kelly Town provided an update on Key State IV&V Activities.

## 19. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 11:15 a.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	December 2022	Open

Action Items	Assigned to	Due Date	Status
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	Chazny Nunes	January 2023	Open
3. Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Gaurav Diwan Arnold Malvick	March 2023	Open
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	March 2023	Ongoing
5. Incorporate additional detail in the quarterly Fiscal Report by providing a burndown chart showing where counties are in allocations.	Holly Murphy	December 2022	Closed
6. C-IV Read-Only Environment: <ul style="list-style-type: none"> <li>• Provide updated timeline for online pages.</li> </ul>	Lisa Salas	November 2022	Closed
7. Provide projected down-time schedule and system availability into the future for Production County planning purposes.	Arnold Malvick	February 2023	Open
8. Will the County Directs functionality being added in agenda item 6cv be available to the CalWIN Counties?	Lisa Salas	February 2023	Open

**Next Meeting**

Conference Call/Zoom  
Thursday, January 26, 2023  
1:00 p.m. – 4:30 p.m.