

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

January 26, 2023

1:00 p.m.

Location: CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670

Members Present Via teleconference:

Region 1 – Andrea Ford, Alameda County
Region 1 – Marla Stuart, Contra Costa County
Region 1 – Jennifer Yasumoto, Napa County
Region 1 – Tracey Belton, San Benito County
Region 1 – Trent Rhorer, San Francisco County
Region 1 – Ken Cole, San Mateo County
Region 1 – Angela Shing, Santa Clara County
Region 1 – Randy Morris, Santa Cruz County
Region 1 – Kelley Curtis, Solano County
Region 2 – Cori Allen, Calaveras County
Region 2 – Kathy Peterson, Mono County
Region 2 – Greg Geisler, Placer County
Region 2 – Ethan Dye, Sacramento County
Region 2 – Lori McGee, Sierra County
Region 2 – David Nagra, Sutter County
Region 2 – Tanya Provencher, Yolo County
Region 3 – Ranell Brown, Del Norte County
Region 3 – Crystal Markytan, Lake County
Region 3 – Barbara Longo, Lassen County
Region 3 – Bekkie Emery, Mendocino County
Region 3 – Tom Sandage, Modoc County
Region 4 – Sanja Bugay, Fresno County
Region 4 – Lito Morillo, Kern County
Region 4 – Wendy Osikafo, Kings County
Region 4 – Deborah Martinez, Madera County
Region 4 – Joseph Lynch, Mariposa County
Region 4 – Chris Woods, San Joaquin County
Region 4 – Christine Huber, Stanislaus County
Region 5 – Paula Llanas, Imperial County
Region 5 – An Tran, Orange County
Region 5 – Sayori Baldwin, Riverside County
Region 5 – Gilbert Ramos, San Bernardino County
Region 5 – Richard Wanne, San Diego County
Region 5 – Daniel Nielson, Santa Barbara County
Region 5 – Melissa Livingston, Ventura County
Region 6 – Michael Sylvester, Los Angeles County
Region 6 – Roxana Molina, Los Angeles County
Region 6 – Rogelio Tapia, Los Angeles County
State – Ex-Officio Member, Adam D'ondro, Office of Systems Integration

Members Absent Via teleconference:

Region 1 – Kari Beuerman, Marin County
Region 1 – Lori Medina, Monterey County

Region 1 – Angela Struckmann, Sonoma County
Region 2 – Nichole Williamson, Alpine County
Region 2 – Anne Watts, Amador County
Region 2 – Evelyn Schaffer, El Dorado County
Region 2 – Rachel Peña, Nevada County
Region 2 – Rebecca Espino, Tuolumne County
Region 2 – Jennifer Vasquez, Yuba County
Region 3 – Shelby Boston, Butte County
Region 3 – Elizabeth Kelly, Colusa County
Region 3 – Bill Wathen, Glenn County
Region 3 – Connie Beck, Humboldt County
Region 3 – Neal Caiazzo, Plumas County
Region 3 – Dwayne Green, Shasta County
Region 3 – Patricia Barbieri, Siskiyou County
Region 3 – Laura Hawkins, Tehama County
Region 3 – Liz Hamilton, Trinity County
Region 4 – Marilyn Mann, Inyo County
Region 4 – Yvonnia Brown, Merced County
Region 4 – Devin Drake, San Luis Obispo County
Region 4 – Anita Ortiz, Tulare County
Region 6 – Cynthia McCoy-Miller, Los Angeles County

Facilitator:

John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the Joint Meeting of the Member Representatives and Board of Directors (“Board”) of the CalSAWS Consortium (“CalSAWS”) at 1:03 p.m.**
2. **Confirmation of Quorum, Agenda Review, and protocols.**
3. **Public opportunity to speak on any Item NOT on the agenda.**
 - None

CalSAWS JPA Board Action Item

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 February 26, 2023, based on the following findings:**
 - a. **The Governor’s State of Emergency related to COVID-19 remains in effect; and**
 - b. **Sacramento County continues to recommend measures to promote social distancing.**

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 February 26, 2023.

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, Ethan Dye, voted to approve.
Member, Deborah Martinez, voted to approve.
Member, Chris Woods, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, An Tran, voted to approve.
Member, Sayori Baldwin, voted to approve.
Member, Roxana Molina, voted to approve.
Member, Rogelio Tapia, was absent from vote.
Vote was taken via roll call and the Motion passed.

5. Consent Calendar

- a. Approval of the Minutes and review of the Action Items from the December 16, 2022, CalSAWS JPA Board of Directors meeting.**
- b. Approval of Accenture Change Notice No. 24, which includes requests to add costs for additional M&E hours, and effort related to Premise item American Rescue Plan Act (ARPA)**
- c. Approval of Deloitte Change Order 5, Work Order No. 9 and No. 10, which include requests to add costs related to Premise Item American Rescue Plan Act (ARPA)**

Summary: The Consortium is seeking Board approval of the Consent Calendar.

Motion to Approve, was made by Member, An Tran.
Motion was seconded by Member, Deborah Martinez.
Vice-Chair, Marla Stuart, voted to approve.
Member, Tracey Belton, voted to approve.
Member, Ethan Dye, 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.
Chair, Michael Sylvester, voted to approve.
Member, Roxana Molina, voted to approve.
Member, Rogelio Tapia, was absent from vote.
Vote was taken via roll call and the Motion passed.

Member Representatives Action Item

- 6. Approval of the Administrative Budget for Unfunded Costs for FY 23/24.**
 - Review Administrative Budget Line Items**

Summary: The Consortium is seeking Board approval of the Consent Calendar.

Motion to Approve, was made by Member, Sayori Baldwin.
Motion was seconded by Chair, Michael Sylvester.

Region 1

Member, Andrea Ford, voted to approve.
Vice-Chair, Marla Stuart, voted to approve.
Member, Jennifer Yasumoto, voted to approve.
Member, Tracey Belton, voted to approve.
Member, Ken Cole, voted to approve.

Member, Angela Shing, voted to approve.
Member, Randy Morris, voted to approve.
Member, Kelley Curtis, voted to approve.
Member, Trent Rhorer, voted to approve.

Region 2

Member, Cori Allen, voted to approve.
Member, Greg Geisler, voted to approve.
Member, Ethan Dye, voted to approve.
Member, Lori McGee, voted to approve.
Member, David Nagra, voted to approve.
Member, Tanya Provencher, voted to approve.
Member, Kathy Peterson, voted to approve.

Region 3

Member, Crystal Markytan, voted to approve.
Member, Barbara Longo, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Tom Sandage, voted to approve.
Member, Ranell Brown, voted to approve.

Region 4

Member, Sanja Bugay, voted to approve.
Member, Lito Morillo, voted to approve.
Member, Wendy Oskikafo, voted to approve.
Member, Deborah Martinez, voted to approve.
Member, Joseph Lynch, voted to approve.
Member, Chris Woods, voted to approve.
Member, Christine Huber, voted to approve.

Region 5

Member, An Tran, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, Daniel Nielson, voted to approve.
Member, Sayori Baldwin, voted to approve.
Member, Paula Llanas, voted to approve.
Member, Richard Wanne, voted to approve.
Member, Melissa Livingston, voted to approve.

Region 6

Member, Roxana Molina, voted to approve.
Member, Rogelio Tapia, voted to approve.
Vote was taken via roll call and the Motion passed.

Member Representatives Informational Items

7. Update on Governor's Budget

Summary: Holly Murphy provided an update on Governor's Budget.

8. CalWIN Wave 1 Retrospectives

Summary: Duncan Gilliam and Abby Darrah provided an overview of the CalWIN Wave 1 Retrospectives.

*Public comment made by Jennifer Tracy.

9. The Impact of Growing Caseloads

Summary: Arnold Malvick and Gaurav Diwan provided an overview of the Impact of Growing Caseloads.

10. CalWIN Waves 2, 3, & 4 Readiness Updates

- **Wave 2B Cutover Window Discussion**

Summary: Cathryn Van Namen, Yong Vangbliayang, and Arnold Malvick provided updates on CalWIN Waves 2, 3, & 4 Readiness.

*Public comment made by Anissa Villarreal and Rose DeFranco.

11. Policy Update

- **CalSAWS Release Update**
- **Continuous Coverage Unwinding**
- **Ending of CalFresh Emergency Allotments**
- **Disaster CalFresh**
- **BenefitsCal**

Summary: Karen Rapponotti, Lynn Bridwell, Lisa Salas, Rachel Frey, Theresa Hasbrouk, and Kat Yang provided an update on Policy.

*Public comment made by Lucy Quacine and David Kane.

*Action Item – Vendors will provide phone call volumes data and whether we could have another rollout of messaging. Provide the specific times for Waves 3-6 mailings from CalWIN and how those will be handled as you come into CalSAWS and how they will be processed.

12. BenefitsCal Update

- **BenefitsCal Video**
- **Metrics/Adoption**
- **Ongoing CBO Engagement**
- **Upcoming Training Sessions**
- **Observations from Production**
- **Training Environment Update**

Summary: Rachel Frey, Onur Senman, and Dawn Wilder provided an update on BenefitsCal.

*Public comment made by Jennifer Tracy and Lucy Quacine.

*Action Item – Inform Advocate partners what communication gap was created during the Training for CBOs and advocates?

13. CalSAWS/BenefitsCal Technical Team Update

- **CalSAWS Batch Performance**
- **BOTS Implementation Timeline**

- **Contact Center Update – eCCP Rollout Timeline**
- **ForgeRock/BenefitsCal Account Recovery**

Summary: Laura Chavez, Arnold Malvick, John Dray, Danielle Benoit, Luz Esparza, and Rachel Frey provided an update on CalSAWS/BenefitsCal Technical Team.

14. IDEA

Summary: Chazny Nunes provided an update on IDEA.

*Public comment made by Elaine Martinez, Theresa Hasbrouck, and Robin Carter.

15. CalSAWS Procurement Update

Summary: Tom Hartman provided an update on CalSAWS Procurement.

16. Adjourn the Joint Meetings of the CalSAWS Member Representatives and JPA Board of Directors.

- JPA Board Chair Michael Sylvester adjourned the meeting at 4:29 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	February 2023	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	February 2023	Open
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	February 2023	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. Provide projected down-time schedule and system availability into the future for Production County planning purposes.	Arnold Malvick	February 2023	Open
7. Vendors will provide phone call volumes data and whether we could have	Arnold Malvick	February 2023	Open

Action Items	Assigned to	Due Date	Status
another rollout of messaging. Provide the specific times for Waves 3-6 mailings from CalWIN and how those will be handled as you come into CalSAWS and how they will be processed.			
8. Inform Advocate partners what communication gap was created during the Training for CBOs and advocates?	Rachel Frey	February 2023	Open

Next Meeting

Conference Call/Zoom
Friday, February 17, 2023
9:00 a.m. – 12:00 p.m.