CalSAWS Consortium JPA Board of Directors
Meeting Minutes
April 14, 2023
12:30 p.m.

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

Members Present In-Person:
State – Ex-Officio Member, Adam Dondro, Office of Systems Integration
Region 1 – Member, Marla Stuart, Contra Costa County Employment & Human Services Department
Region 2 – Member, Rachel Pena, Nevada County Dept. of Social Services
Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency
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, An Tran, Orange County Social Services Agency
Region 6 – Chair, Michael Sylvester, Los Angeles County Department of Public Social Services

Members Present Via teleconference:
Region 5 – Member, Gilbert Ramos, San Bernardino County Human Services Agency
Region 6 – Member, Roxana Molina, Los Angeles County Department of Public Social Services

Members Absent Via teleconference:
Region 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services
Region 5 – Member, Sayori Baldwin, Riverside County Dept. of Public Social Services
Region 6 – Member, Cynthia McCoy-Miller, Los Angeles County Department of Children & Family Services

Alternate Members Present Via teleconference:
Region 6 – Alternate Member, Rogelio Tapia, Los Angeles County Department of Children & Family Services

Facilitator:
John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 12:30 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. **Approval of Resolution Recognizing June Hutchison for her Contributions to CalSAWS upon her Retirement.**

   Summary: The Consortium is seeking Board approval of Resolution Recognizing June Hutchison for her Contributions to CalSAWS upon her Retirement.

   *Public comments made by Board members and CalSAWS Team congratulating June Hutchison.

   Motion to Approve, was made by Chair, Michael Sylvester.
   Motion was seconded by Member, Marla Stuart.

Member, Rachel Pena, 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, Rogelio Tapia, voted to approve.
Members, Tracey Belton and Sayori Baldwin, were absent from vote.
Vote was taken via roll call and the Motion passed.

5. **Approval of ClearBest Change Order No. 7, which includes request for additional allocation for future work orders.**

   Summary: The Consortium is seeking Board approval of ClearBest Change Order No. 7, which includes request for additional allocation for future work orders.

   Motion to Approve, was made by Member, An Tran.
   Motion was seconded by Member, Rachel Pena.
   Member, Marla Stuart, 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, Roxana Molina, voted to approve.
   Chair, Michael Sylvester, voted to approve.
   Member, Rogelio Tapia, voted to approve.
   Members, Tracey Belton 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 March 10, 2023, JPA Board of Directors Meeting.**
   b. **Approval of ClearBest Change Order 6, work order 23, which includes the request for Update of premise item ABAWD**
   c. **Approval of ClearBest Change Order 7, work order 1, which includes request to add quality assurance services for additional Premise items**
   d. **Approval of ClearBest Change Order 7, work order 2, which includes request to add implementation support staff augmentation services**
   e. **Approval of Deloitte Portal/Mobile Change Order 3, work order 12, which includes request to add allocation for ARPA – Communication and Marketing Campaign (Phase 2)**

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

   *Public comment made by Jennifer Tracy.

   *Action item – Report back on how successes are being measured/tracked for the Communication and Marketing Campaign. Results of previous campaigns and how they're measured will be presented at the next JPA Meeting.

Motion to Approve, was made by Member, Marla Stuart.
Motion was seconded by Member, Gilbert Ramos.
Member, Rachel Pena, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Chris Woods, voted to approve.
Member, Deborah Martinez, voted to approve.
Member, An Tran, voted to approve.
Member, Roxana Molina, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Rogelio Tapia, voted to approve.
Members, Tracey Belton and Sayori Baldwin, were absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

7. Legislative Staff Briefing

Summary: John Boule, Christiana Smith, and Brandon Hansard provided a briefing on Legislative Staff.

*Public comment made by Jennifer Tracy.

8. Return Mail

Summary: Dawn Wilder provided overview of Return Mail.

*Public comment made by Theresa Hasbrouck and Jennifer Tracy.

9. Future Wave Readiness
- **Wave 3 and 4 Readiness**
- **Wave 5 and 6 Risk Summary**
- **Conversion Downtime Estimates**

Summary: Cathryn VanNamen, Dan Dean, Arnold Malvick, and Rachel Frey provided overview of Future Wave Readiness.

10. BenefitsCal Update
- **23.05 End to End County Validation**
- **User Centered Design (UCD) Topics and Public Comments**
- **Training Site Status Update**
- **Update on BenefitsCal Adoption**

Summary: Michele Peterson, Onur Senman, and Rachel Frey provided an update on BenefitsCal.

*Public comment made by Jennifer Tracy.
*Action Item – Confirm whether CBOs that aren't doing direct assistance through BenefitsCal can they still have access to that training environment.

11. Release and Policy Update/Communications

- **Continuous Coverage Unwinding**
- **Medi-Cal Texting**
- **BenefitsCal**

Summary: Yingjia Huang, Lisa Salas, and Onur Senman provided an update on Release and Policy/Communications.

*Public comment made by Jennifer Tracy.
*Action item – Provide information about reports related to texting. For example, are there reports showing the counties if a customer opted-out of texting?

12. Technical Operations Update
- **Production Outage Calendar**

Summary: Arnold Malvick provided an update on Technical Operations.

13. Virtual Assistant Update

Summary: Chazny Nunes provided an update on Virtual Assistant.

*Public comment made by Jennifer Tracy.
*Action item – Provide usage statistics and feedback from Workers regarding Virtual Assistants.

14. Update on Key QA Activities

Summary: Dan Dean provided an update on Key State QA Activities.

*Public comment made by Jennifer Tracy.

15. Procurement Updates
- **AWS Services Update**

Summary: Thomas Hartman provided updates on Procurement.

16. Update on Key State IV&V Activities

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

17. Adjourn Meeting
- JPA Board Chair Michael Sylvester adjourned the meeting at 3:26 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	May 2023	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	Chazny Nunes	June 2023	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	May 2023	Open
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	May 2023	Ongoing
5. Report back to the Board about how CalSAWS is communicating lists of appointments to be rescheduled and how we are preventing customers from scheduling their own appointments.	Lisa Salas	April 2023	Closed
6. Create a future agenda item to discuss CalSAWS programming for automated deduction of childcare union payments and possibly creating a committee/workgroup.	Karen Rapponotti	May 2023	Closed
7. Report back on how successes are being measured/tracked for the BenefitsCal Communication and Marketing Campaign. Results of previous campaigns and how they're measured will be presented at the next JPA Meeting.	Rachel Frey	May 2023	Open
8. Confirm whether CBOs that aren't doing direct assistance through BenefitsCal can they still have access to that training environment.	Onur Senman	May 2023	Open
9. Provide information about reports related to texting. For example, are there reports showing the counties if a customer opted-out of texting?	Lisa Salas	May 2023	Open
10. Provide usage statistics and feedback from Workers regarding Virtual Assistants.	Chazny Nunes	May 2023	Open

Next Meeting
Conference Call/Zoom

Friday, May 12, 2023
12:30 p.m. – 3:30 p.m.