

## CalSAWS Consortium JPA Board of Directors

### Meeting Minutes

May 12, 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 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services

Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency

Region 4 – Member, Chris Woods, San Joaquin County Human Services Agency

#### **Members Present Via teleconference:**

Region 5 – Member, Gilbert Ramos, San Bernardino County Human Services Agency

Region 5 – Member, Sayori Baldwin, Riverside County Dept. of Public Social Services

Region 6 – Member, Roxana Molina, Los Angeles County Department of Public Social Services

Region 6 – Chair, Michael Sylvester, Los Angeles County Department of Public Social Services

#### **Members Absent:**

Region 2 – Member, Rachel Pena, Nevada County Dept. of Social Services

Region 4 – Member, Deborah Martinez, Madera County Department of Social Services

Region 5 – Member, An Tran, Orange County Social Services Agency

Region 6 – Member, Cynthia McCoy-Miller, Los Angeles County Department of Children & Family Services

#### **Board Alternates Present In-Person:**

Region 2 – Alternate Member, Greg Geisler, Placer County Human Services

Region 5 – Alternate Member, Veronica Rodriguez, Orange County Social Services Agency

#### **Board Alternates 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 12:31 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 the CDSS and CalSAWS Data Use Agreement.**

**Summary:** The Consortium is seeking Board approval of the CDSS and CalSAWS Data Use Agreement.

Motion to Approve, was made by Member, Sayori Baldwin.

Motion was seconded by Member, Bekkie Emery.

Vice-Chair, Marla Stuart, voted to approve.

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.  
Alternate Member, Veronica Rodriguez, voted to approve.  
Member, Roxana Molina, voted to approve.  
Alternate Member, Rogelio Tapia, voted to approve.  
Chair, Michael Sylvester, voted to approve.  
Members, Rachel Pena, Deborah Martinez, An Tran, and Cynthia McCoy-Miller, were absent from vote.  
Vote was taken via roll call and the Motion passed.

**5. Approval of CSAC Contract for the period July 1, 2023 to June 30, 2028.**

**Summary:** The Consortium is seeking Board approval of CSAC Contract for the period July 1, 2023 to June 30, 2028.

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, Bekkie Emery, voted to approve.  
Member, Chris Woods, voted to approve.  
Member, Gilbert Ramos, voted to approve.  
Member, Sayori Baldwin, voted to approve.  
Alternate Member, Veronica Rodriguez, voted to approve.  
Member, Roxana Molina, voted to approve.  
Alternate Member, Rogelio Tapia, voted to approve.  
Members, Rachel Pena, Deborah Martinez, An Tran, and Cynthia McCoy-Miller, 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 April 14, 2023, JPA Board of Directors Meeting.**
- b. Approval of Delegated Authority to the CalSAWS Executive Director for AWS through CDT Contract.**
- c. Approval of Gainwell Change Request No. 8, which includes a request to add County Directs.**

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

Motion to Approve, was made by Chair, Michael Sylvester.  
Motion was seconded by Member, Tracey Belton.  
Member, Sayori Baldwin, voted to approve.  
Vice-Chair, Marla Stuart, voted to approve.  
Alternate Member, Greg Geisler, voted to approve.  
Member, Bekkie Emery, voted to approve.  
Member, Chris Woods, voted to approve.  
Member, Gilbert Ramos, voted to approve.

Alternate Member, Veronica Rodriguez, voted to approve.  
Member, Roxana Molina, voted to approve.  
Alternate Member, Rogelio Tapia, voted to approve.  
Chair, Michael Sylvester, voted to approve.  
Members, Rachel Pena, Deborah Martinez, An Tran, and Cynthia McCoy-Miller, were absent from vote.  
Vote was taken via roll call and the Motion passed.

## **Informational Items**

### **7. Release and Policy Update/Communications**

- **Continuous Coverage Unwinding**
- **Texting Reports (Action Item)**
- **BenefitsCal - ROI**

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

What's the strategy for the pilot program/incremental rollout. Clear indication of approved access for CBO. Form workgroup to resolve this issue before rollout. What does the county workload look like? There's no clarity in policy/design?

\*Public comment made by Jennifer Tracy and Francena Martinez.

\*Action item – Provide a schedule related to text message calendar and information on how it works through an automated perspective.

### **8. Quarterly Fiscal Update**

**Summary:** Holly Murphy provided an update on Quarterly Fiscal report.

### **9. Quarterly Quality Metrics and SLAs Update**

**Summary:** Arnold Malvick, Sara Rossmiller, and Rachel Frey review the latest Quarterly Quality Metrics and SLAs.

### **10. Wave 3 Go-Live Debrief**

**Summary:** John Boule, Lesley Pevny, Arnold Malvick, Rachel Frey, Duncan Gilliam, Christina Gropetti, Elaine Martinez, and Veronica Rodriguez debriefed Wave 3 Go-Live.

\*Public comment made by Jennifer Tracy.

### **11. Wave 2 Retrospectives**

**Summary:** Gretchen Williams, Cathryn VanNamen, John Dray, Mike Tombakian, and Rachel Frey discussed Wave 2 Retrospectives.

### **12. Future Wave Readiness**

- **Wave 4 – 6 Readiness**
- **Waves 5 and 6 Risk Summary**

**Summary:** Cathryn VanNamen, Arnold Malvick, Lesley Pevny, and Rachel Frey

**13. BenefitsCal Update**

- **Results of previous Communication/Marketing Campaigns (Action Item)**
- **Access to Training Environment for CBOs and Counties**

**Summary:** Onur Senman and Rachel Frey provided an update on BenefitsCal.

\*Public comment made by Jennifer Tracy.

**14. Technical Operations Update**

- **Production Outage Calendar**

**Summary:** Arnold Malvick provided an update on Technical Operations and reviewed the Production Outage Calendar.

**15. Update on Key QA Activities**

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

**16. Procurement Updates**

- **AWS Services Update**
- **BenefitsCal RFP**

Thomas Hartman provided updates on Procurement.

**17. Overview of the June 2023 JPA Membership Meeting**

John Boule provided an overview of the June 2023 JPA Membership Meeting.

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

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

**19. Adjourn Meeting**

- JPA Board Chair Michael Sylvester adjourned the meeting at 3:19 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	August 2023	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	Chazny Nunes	June 2023	Open
3. Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Gaurav Diwan Arnold Malvick	August 2023	Open

<b>Action Items</b>	<b>Assigned to</b>	<b>Due Date</b>	<b>Status</b>
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	August2023	Ongoing
5. 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	Closed
6. Confirm whether CBOs that aren't doing direct assistance through BenefitsCal can they still have access to that training environment.	Onur Senman	May 2023	Closed
7. 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	Closed
8. Provide usage statistics and feedback from Workers regarding Virtual Assistants.	Chazny Nunes	June 2023	Open
9. Provide a schedule related to text message calendar and information on how it works through an automated perspective.	Karen Rapponotti	June 2023	Open

**Next Meeting**

In-Person/Conference Call/Zoom  
 Thursday, June 29, 2023  
 8:30 a.m. – 12:00 p.m.  
 11290 Pyrites Way, Suite 150  
 Rancho Cordova, CA 95670