

# CalSAWS | Executive Summary for the JPA Board of Directors

Date: Friday, July 21, 2023

Location: Conference Call/Zoom

| Agenda Item and Summary  | Type of Item |
|--|--------------|
| <p><b>1. Call meeting to order.</b></p> <p><b>Summary:</b> Board Chair, Michael Sylvester, will call the CalSAWS JPA Board of Directors meeting to order.</p>  | Procedural   |
| <p><b>2. Confirmation of Quorum and Agenda Review.</b></p> <p><b>Summary:</b> Board Chair, Michael Sylvester, will confirm quorum of the Board and John Boule will provide a high-level overview of the agenda.</p>  | Procedural   |
| <p><b>3. Public opportunity to speak on items not on the agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.</b></p> <p><b>NOTE: The public may also speak on any Item ON the Agenda by waiting until that Item is read then requesting recognition from the Chair to speak.</b></p> <p><b>Summary:</b> Board Chair, Michael Sylvester, will provide the public with an opportunity to speak on items not on the agenda.</p>   | Procedural   |
| <b>Action Item</b>   |              |
| <p><b>4. Approval of Group Sales Agreement between the CalSAWS Consortium and Westin San Diego Bayview Contract for the CalSAWS Consortium Annual Conference January 24 – 26, 2024, and delegation of authority to the CalSAWS Executive director to sign catering and A/V agreements in an amount not to exceed \$127,000.</b></p> <p><b>Summary:</b> The Consortium is seeking approval of Group Sales Agreement between the CalSAWS Consortium and Westin San Diego Bayview Contract for the CalSAWS Consortium Annual Conference January 24 – 26, 2024, and delegation of authority to the CalSAWS Executive director to sign catering and A/V agreements in an amount not to exceed \$127,000.</p>  |              |
| <p><b>5. Approval of Consent Items</b></p> <p><b>a. Approval of the Minutes and review of the Action Items from the June 29, 2023, joint meeting of the JPA Member Representatives and JPA Board of Directors.</b></p> <p><b>Summary:</b> The Consortium is seeking Board approval of the Minutes and review of the Action Items from the June 29, 2023, joint meeting of the JPA Member Representatives and JPA Board of Directors.</p> <p><b>b. Approval of Accenture Change Notice No. 26, which includes nine (9) premise items and twenty-three (23) county purchases.</b></p> <p><b>Summary:</b> This Change Notice will utilize \$1,356,290 of the \$92,000,000 Regulatory and Administrative Change Budget Services for nine premise items</p> | Action       |

including: CalFresh Discontinuance of Gambling Wins, Cal-OAR Modifications and Client Satisfaction Survey; Healthy Futures for Foster Youth; New Required Notices and STAT 47 Report Modification; Prepopulated Medi-Cal Redetermination Forms; Resume Pre-Pandemic Medi-Cal Operations (PHE); Transitional Housing Supplement; and, Transitional Nutrition Benefits Recertification Hold. Board approval of this Change Order will leave \$30,565,876 for future work. This Change Notice will also utilize \$5,236,040.63 of the original \$20,000,000 allocation for County Purchases subject to Board approval. Board approval of this Change Order will leave \$6,509,585.37 for future County Purchases. The County purchases included in Change Order 26 are as follows:

- CC-01-2021 Rev1 Contra Costa Hyland Document Export Support (\$116,153)
- CC-02-2021 Rev1 Contra Costa Kiosks (11) and Production Operations for Managed FACTS (-\$85,248)
- ED-01-2023 El Dorado Kiosks (2) (\$69,191.82)
- FR-01-2023 Fresno Kiosks (26) (\$756,955)
- HM-01-2023 Humboldt County Network Traffic Move (\$56,969)
- KR-02-2023 Kern Kiosks (7) (\$216,277.65)
- LA-03-2022 Los Angeles Enhancements to General Relief ("GR") Annual Agreement (\$900,204)
- LS-01-2023 Lassen Kiosk (1) (\$24,806.32)
- MN-01-2023 Marin (2) (\$65,097)
- MP-01-2022 Mariposa Kiosks (2) (\$63,549)
- NV-01-2023 Nevada Kiosks (3) (\$99,216.96)
- SC-01-2023 Santa Clara Additional Licensing for Customer Service Center Expansion (50) (\$60,509)
- SC-02-2023 Santa Clara Kiosks (3) and Production Operations for Managed FACTS (3) (\$128,416.96)
- SD-01-2023 San Diego Site Move for County's Point of Presence("PoP") Connection Point (\$105,531)
- SD-02-2023 San Diego Request for County Data Pipeline in CalSAWS Amazon Web Services ("AWS") Account (\$1,167,336.92)
- SF-01-2023 San Francisco Kiosks (16) and Production Operations for Managed FACTS (13) (\$414,698)
- SF-02-2023 San Francisco Ancillary System Enhanced Support (\$190,676)
- SL-01-2022 Solan Kiosk (3) (\$97,297)
- SM-01-2023 San Mateo Kiosks (5) and Production Operations for Managed FACTS (5) (\$169,531)
- SP-01-2023 San Luis Obispo Kiosks (6) (\$171,720)
- SS-01-2023 Siskiyou Kiosk (1) (\$37,078.68)



## Agenda Item and Summary

## Type of Item

- TH-01-2023 Tehama Kiosk (1) and Production Operations for Managed FACTS (1) (\$45,512.32)
- YB-02-2022 Yuba Additional Licensing for Customer Service Center Expansion (62) (\$364,562)

The combined total for Change Notice 26 is \$6,592,330.63. The costs of this Change Notice are funded through the premise funding and county funding. The current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

## Informational Items

### 6. Wave 4 Go-Live Debrief

Informational

- Cutover Weekend
- Production Statistics
- Post Implementation Support/Help Desk
- County Operations/Call Centers

**Summary:** Arnold Malvick, Lesley Pevny, Duncan Gilliam, Alberto Banuelos, Kelley Curtis, Clarisa Simon, and Julia Sheehan will debrief Wave 4 Go-Live.

### 7. Future Wave Readiness

Informational

- Waves 5 and 6 Readiness
- Waves 5 and 6 Risk Summary
- Risk 293

**Summary:** Duncan Gilliam, Arnold Malvick, Lesley Pevny, Rachel Frey, and Lisa Salas will provide an overview of Future Wave Readiness.

### 8. Action Plan for June Production System Outages

**Summary:** Jeremy Grecian and Don Coffey will provide an overview of the Action Plan for June Production System Outages.

### 9. Release and Policy Update/Communications

Informational

- 2023 CalWORKs MAP/IRT and CalFresh COLA Update
- Continuous Coverage Unwinding Status
- CalSAWS Release 23.07
- BenefitsCal Roadmap and Release Highlights

**Summary:** Lisa Salas, Yingjia Huang, Onur Senman, Lynn Bridwell, and Gretchen Williams will provide an update on Release and Policy/Communications.

## Agenda Item and Summary

## Type of Item

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### 10. BenefitsCal Update

Informational

- ROI Update
- Collaboration Model (CM) Update
  - CM – Redesign the BenefitsCal announcements
  - CM – Redesign the BenefitsCal homepage to create additional points of access for existing and new users.

**Summary:** Lynn Bridwell, Onur Senman, and Rachel Frey will provide an update on BenefitsCal.

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### 11. CalSAWS Stakeholder Engagement Supplemental Reporting Language

Informational

**Summary:** John Boule will discuss CalSAWS Stakeholder Engagement Supplemental Reporting Language.

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### 12. Contact Center update

Informational

- Los Angeles County November Implementation Status
- Status of eCCP Rollout to former C-IV Counties
- Authentication Bot Pilot Status

**Summary:** Danielle Benoit and John Dray will provide an update on Contact Center.

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### 13. Update on Key QA Activities

Informational

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

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### 14. Procurement Updates

Informational

- M&O Procurement
- AWS Services Update
- BenefitsCal RFP

**Summary:** Thomas Hartman will provide updates on Procurement.

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

Informational

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

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### 16. Adjourn Meeting

Procedural

**Summary:** Board Chair, Michael Sylvester, will adjourn the meeting of the CalSAWS JPA Board of Directors.

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