

CalSAWS | Agenda for the California Statewide Automated Welfare System

JPA Board of Directors

Date: August 25, 2023	Location: Zoom/Conference Call CalSAWS Bodie Conference Room 11290 Pyrites Way, Suite 150 Rancho Cordova, CA 95670
Time: 9:00 a.m. – 12:00 p.m.	Conference Call: 1-888-788-0099 Meeting ID: 993 2184 4109 Passcode: 531172 Zoom Link: JPA Zoom Link

CONVENE MEETING OF THE BOARD OF DIRECTORS – All scheduled items will be heard in the Bodie conference room of CalSAWS located at 11290 Pyrites Way, Suite 150, Rancho Cordova, CA 95670. The Public Session of this meeting shall be accessible via teleconference/webcast. The call-in number is: 1-888-788-0099, enter Meeting ID 993 2184 4109 followed by Passcode 531172, or join the webcast by clicking [JPA Zoom Link](#).

In addition to the location listed above, the following locations will be available for attendance in-person and/or via Zoom:

- 860 E. Brier Dr., San Bernardino, CA 92415
- 102 S. San Joaquin Street, Stockton, CA 95202
- 12860 Crossroads Parkway So., City of Industry, CA 91746
- 955 Overland Court, Suite 100, San Dimas, CA 91773
- 27984 Highway 189, Lake Arrowhead, CA 92352
- 747 S. State Street, Ukiah, CA 95842

PUBLIC SESSION

9:00 a.m. – Convene Meeting of the Board of Directors (“Board”) of the CalSAWS Consortium (“CalSAWS”)

Topic	Lead
1. Call Meeting to Order.	Michael Sylvester 2 min
2. Confirmation of Quorum, Welcome new JPA Board Members, and Agenda Review.	Michael Sylvester 3 min
3. Public Comment: Public opportunity to speak on any Item 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. 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.	Michael Sylvester

Action Items

Topic	Lead
4. Approval of Accenture Amendment 31 to extend the term of the agreement by an additional three (3) months to align to the Infrastructure and Maintenance & Enhancements (M&E) transition period, as well as expand scope and costs as accounted for in the CalSAWS January 2023 As-Needed IAPDU.	Michael Sylvester Holly Murphy 10 min
5. Approval of the Contract between CalSAWS Consortium and Rackspace US Inc. for the delivery of AWS Cloud Services and delegated authority to the Executive Director for AWS service orders.	Michael Sylvester Holly Murphy Thomas Hartman 10 min
6. Approval of Consent Items <ul style="list-style-type: none"> a. Approval of the Minutes and review of the Action Items from the July 21, 2023, JPA Board of Directors Meeting. b. Approval of the Agreement between the CalSAWS Consortium and Davis Farr, which includes services to perform the annual Service Organization Control 1 Type 2 Report. c. Approval of Accenture Change Notice 27, which includes a request to add six (6) premise items, including CalFresh Disaster Application Revision, CalFresh Notices of Actions (NOAs) Updates, CalWORKs Work Requirements (AB2300), NOA Back Nine Revisions, SB726 CalWORKs Overpayments (CalWORKs Overpayments - Revised CA812 Report), and Undocumented 26-49 Full Scope Expansion, and two (2) county purchases. d. Approval of ClearBest Change Order 7, Work Order 3, which includes a request to add six (6) premise items, including CalFresh Disaster Application Revision, CalFresh Notices of Actions (NOAs) Updates, CalWORKs Work Requirements (AB2300), NOA Back Nine Revisions, SB726 CalWORKs Overpayments (CalWORKs Overpayments - Revised CA812 Report), and Undocumented 26-49 Full Scope Expansion. e. Approval of Deloitte Portal Change Order 3, Work Order 13, which includes ARPA - CalFresh Application "Joint Processing" by Social Security Administration in BenefitsCal. f. Approval of Gainwell – CalWIN Change Order 9, which includes three (3) county purchases and the extension of BenefitsCal Technical Help Desk Support. 	Michael Sylvester 5 min
Informational Items	
7. Recent Production Issues	Arnold Malvick Lisa Salas 10 min
8. Quarterly Fiscal Report	Holly Murphy 10 min

Topic	Lead
9. Future Wave Readiness <ul style="list-style-type: none"> Waves 5 and 6 Readiness Waves 5 and 6 Risk Summary Risk 293 COLA Timing and Wave 5 	Duncan Gilliam Arnold Malvick Lesley Pevny Rachel Frey Lisa Salas 20 min
10. Release and Policy Update/Communications <ul style="list-style-type: none"> Continuous Coverage Unwinding Status Introduction to CFAP/FCED and WDTIP Implementation efforts SCR Committee Prioritization Process BenefitsCal Roadmap and Release Highlights 	Lisa Salas Theresa Hasbrouck Michele Peterson Karen Rapponotti Onur Senman Lynn Bridwell 15 min
11. BenefitsCal Update <ul style="list-style-type: none"> ROI Update Collaboration Model (CM) Update Marketing Campaigns 	Lynn Bridwell Onur Senman Rachel Frey 15 min
12. Return Mail	Dawn Wilder 10 min
13. Quarterly Statistics <ul style="list-style-type: none"> SLAs, Production Stability, Tickets, and Defects <ul style="list-style-type: none"> Onshore vs. Offshore Hyland Imaging SLAs 	Arnold Malvick Sara Rossmiller 20 min
14. Wave 4 Retrospective	Gretchen Williams 20 min
15. Contact Center Update <ul style="list-style-type: none"> Status of eCCP Rollout to former C-IV Counties Voice Bots Update 	Danielle Benoit John Dray 15 min
16. Update on Key QA Activities	Dan Dean 5 min
17. Procurement Updates <ul style="list-style-type: none"> M&O Procurement BenefitsCal RFP 	Thomas Hartman 5 min
18. Update on Key State IV&V Activities	Apoorva Kandya 5 min

Topic**Lead**

19. Adjourn Meeting

Michael Sylvester

The agenda and supporting documents are available for review during regular business hours at 11290 Pyrites Way, Suite 150, Rancho Cordova, CA 95670. All items on the consent agenda will be considered in a single motion unless separate action is requested by a Board Member or member of the public.

In accordance with the Ralph M. Brown Act, this meeting agenda is posted at least 72 hours prior to the regularly scheduled meeting date in the lobby of the locations noted above.

The meeting facility is accessible to persons with disabilities. If an assisted listening device or other service will be needed in order to participate in the public meeting, a request should be made through the Secretary of the Board at least three (3) business days prior to the Board meeting. The Secretary's telephone number is (916) 282-3834. The Secretary's office is located at 11290 Pyrites Way, Suite 150, Rancho Cordova, CA 95670.