

CalSAWS | Executive Summary for the JPA Board of Directors

Date: Friday, August 25, 2023

Location: Conference Call/Zoom

Agenda Item and Summary

Type of Item

1. Call meeting to order.

Procedural

Summary: Board Chair, Michael Sylvester, will call the CalSAWS JPA Board of Directors meeting to order.

2. Confirmation of Quorum and Agenda Review.

Procedural

Summary: Board Chair, Michael Sylvester, will confirm quorum of the Board and John Boule will provide a high-level overview of the agenda.

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.

Procedural

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.

Summary: Board Chair, Michael Sylvester, will provide the public with an opportunity to speak on items not on the agenda.

Action Items

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.

Action

Summary: The Consortium is seeking Board 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 including mitigation of data growth impacts, technical and security enhancements, expanded State Report Support, BenefitsCal environment support, re-baselined Customer Service Center agent counts, and re-baselined lobby management support. Additional scope and costs were also added to address gaps related to client correspondence. A reduction to account for early termination of Suite 130 in Rancho Cordova is also accounted for.

This amendment increases the total contract value by \$73,378,846. The costs of this amendment are funded through the CalSAWS IAPDU. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

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.

Action

Summary: The Consortium is seeking Board 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.

This contract includes a minimum spend commitment of \$36,122,000 for each year for five years (September 1, 2023, through August 31, 2028). The minimum spend commitment allows the Consortium to receive a discount of 19%, as well as additional credits not currently available to the Consortium. The maximum spend for the contract will not exceed approved funding.

The Consortium is seeking Board approval for the delegation of authority to the CalSAWS Executive Director to approve AWS service orders for the remainder of the SFY not to exceed \$38,000,000. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

6. Approval of Consent Items

Action

a. Approval of the Minutes and review of the Action Items from the July 21, 2023, JPA Board of Directors Meeting.

Summary: The Consortium is seeking Board 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.

Summary: The Consortium is seeking Board approval the Agreement between the CalSAWS Consortium and Davis Farr, which includes services to perform the annual Service Organization Control 1 Type 2 Report ("SOC 1 Type 2 Report" of CalSAWS for the fiscal years ending June 30, 2023, 2024, 2025, 2026, and 2027.

The total contract value is \$357,340. The costs of this agreement are funded through the CalSAWS JPA Administrative Budget. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

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.

Summary: This Change Notice will utilize \$1,617,214 of the \$92,000,000 Regulatory and Administrative Change Budget Services for six 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 (previously Age 26-49 Full Scope Medi-Cal Expansion). Board approval of this Change Order will leave \$28,948,662 for future work. This Change Notice will also utilize \$550,238 of the original \$20,000,000 allocation for County Purchases subject to Board approval. Board approval of this Change Order will leave \$5,959,348 for future County Purchases. The County purchases included in Change Order 27 are as follows:

- SC-03-2023 Santa Clara County – Additional Licensing (Quantity 50) for Customer Service Center Expansion (\$149,013)
- TL-03-2023 Tulare County - Additional Licensing (Quantity 140) for Customer Service Center Expansion (\$401,225)

The combined total for Change Notice 27 is \$2,167,452. 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.

- 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.**

Summary: This Work Order will utilize \$215,139 of the \$7,600,000 Change Budget Services. Board approval of this Work Order will leave \$1,896,841 for future work. The costs of this Work Order are funded through premise funding. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

- e. Approval of Deloitte Portal Change Order 3, Work Order 13, which includes ARPA - CalFresh Application “Joint Processing” by Social Security Administration in BenefitsCal.**

Summary: This Work Order will utilize \$530,664 of the \$13,000,000 Change Budget Services. Board approval of this Work Order will leave \$5,153,744 for future work. The costs of this Work Order are funded through premise funding. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

- f. Approval of Gainwell – CalWIN Change Order 9, which includes three (3) county purchases and the extension of BenefitsCal Technical Help Desk Support.**

Summary: This Change Order will utilize \$1,367,616 of the \$6,010,749 of Change Services for BenefitsCal Technical Help Desk Support. Board approval of this Change Order will leave \$3,143,133 for future work. This Change Order will also utilize \$202,073 of \$3,900,000 allocation for County Purchases subject to Board approval. Board approval of this Change Order will leave \$905,439 for future County Purchases. The County purchases included in Change Order 9 are as follows:

- 64340 San Diego Update Pending Issuances SQL (\$12,665)
- 63833 San Diego Request to Establish CalWIN PoP (\$164,065)
- 64394 San Diego Caseload Transfer to Family Resource Centers (FRC) based on Zip Code – SQL (\$25,343)

The combined total for Change Order 9 is \$1,569,689. The costs of this Change Order are funded through the CalSAWS and county funding. The current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

Informational Items

7. Recent Production Issues

Informational

Summary: Arnold Malvick and Lisa Salas will provide information on the recent Production Issues.

8. Quarterly Fiscal Report

Informational

Summary: Holly Murphy will provide an overview of the Quarterly Fiscal Report.

| Agenda Item and Summary | Type of Item |
|---|---------------|
| <p>9. Future Wave Readiness</p> <ul style="list-style-type: none"> • Waves 5 and 6 Readiness • Waves 5 and 6 Risk Summary • Risk 293 COLA Timing and Wave 5 <p>Summary: Duncan Gilliam, Arnold Malvick, Lesley Pevny, Rachel Frey, and Lisa Salas will provide an overview of Future Wave Readiness.</p> | Informational |
| <p>10. Release and Policy Update/Communications</p> <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 <p>Summary: Lisa Salas, Theresa Hasbrouck, Onur Senman, Karen Rapponotti, Michele Peterson, and Lynn Bridwell will provide an update on Release and Policy/Communications.</p> | Informational |
| <p>11. BenefitsCal Update</p> <ul style="list-style-type: none"> • ROI Update • Collaboration Model (CM) Update • Marketing Campaigns <p>Summary: Lynn Bridwell, Onur Senman, and Rachel Frey will provide an update on BenefitsCal.</p> | Informational |
| <p>12. Return Mail</p> <p>Summary: Dawn Wilder will provide an overview of Return Mail.</p> | Informational |
| <p>13. Quarterly Statistics</p> <ul style="list-style-type: none"> • SLAs, Production Stability, Tickets, and Defects <ul style="list-style-type: none"> ◦ Onshore vs. Offshore • Hyland Imaging SLAs <p>Summary: Arnold Malvick, Rachel Frey, and Sara Rossmiller will provide an overview on Quarterly Statistics.</p> | Informational |
| <p>14. Wave 4 Retrospective</p> <p>Summary: PUSH TO SEPTEMBER</p> | Informational |

| Agenda Item and Summary | Type of Item |
|---|---------------|
| 15. Contact Center Update <ul style="list-style-type: none"> • Status of eCCP Rollout to former C-IV Counties | Informational |
| Summary: Danielle Benoit and John Dray will provide an update on Contact Center. | |
| 16. Update on Key QA Activities | Informational |
| Summary: Dan Dean will provide an update on Key QA Activities. | |
| 17. Procurement Updates <ul style="list-style-type: none"> • M&O Procurement • BenefitsCal RFP | Informational |
| Summary: Thomas Hartman will provide updates on Procurement. | |
| 18. Update on Key State IV&V Activities | Informational |
| Summary: Apoorva Kandya will provide an update on Key State IV&V Activities. | |
| 19. Adjourn Meeting | Procedural |
| Summary: Board Chair, Michael Sylvester, will adjourn the meeting of the CalSAWS JPA Board of Directors. | |