

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

July 21, 2023

9:00 a.m.

Location: CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670

Members Present In-Person:

Region 1 – Kelley Curtis, Solano County Health and Social Services

Region 2 – Greg Geisler, Placer County Health and Human Services

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

Members Present Via teleconference:

Region 1 – Vice-Chair, Marla Stuart, Contra Costa County Employment & Human Services Department

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

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

Region 4 – Francena Martinez, Tulare County Human Services

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

Region 6 – Member, Kristin Stranger, Los Angeles County Department of Public Social Services

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

Members Absent:

State – Ex-Officio Member, Adam Dondro, Office of Systems Integration

Region 5 – Member, Paula Llanas, Imperial County Department of Social Services

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

Committee Guests Present In-Person:

State – Ex-Officio Alternate Member, James Duckens, Office of Systems Integration

Facilitator:

John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 9:03 a.m.**
2. **Confirmation of Quorum, Welcome new JPA Board Members, and Agenda Review**
3. **Public opportunity to speak on any Item NOT on the agenda.**
 - None

Action Items

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.**

Summary: The Consortium is seeking Board 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.

Motion to Approve, was made by Member, Francena Martinez.

Motion was seconded by Member, Bekkie Emery.
Vice-Chair, Marla Stuart, voted to approve.
Member, Kelley Curtis, voted to approve.
Member, Greg Geisler, voted to approve.
Member, Chris Woods, voted to approve.
Member, Kristin Stranger, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Gilbert Ramos, voted to approve.
Members, Paula Llanas, An Tran, and Cynthia McCoy-Miller, were absent from vote.
Vote was taken via roll call and the Motion passed.

5. Approval of Consent Items

- 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. Approval of Accenture Change Notice No. 26, which includes a request to add nine (9) premise items and twenty-three (23) county purchases.**

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

Motion to Approve, was made by Chair, Michael Sylvester.
Motion was seconded by Member, Kelley Curtis.
Vice-Chair, Marla Stuart, voted to approve.
Member, Greg Geisler, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Chris Woods, voted to approve.
Member, Francena Martinez, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, Kristin Stranger, voted to approve.
Members, Paula Llanas, An Tran, and Cynthia McCoy-Miller, were absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

6. Wave 4 Go-Live Debrief

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

Summary: Arnold Malvick, Lesley Pevny, Duncan Gilliam, Alberto Banuelos, Kelley Curtis, and Julia Sheehan debriefed Wave 4 Go-Live.

*Public comment made by Jennifer Tracy.

7. Future Wave Readiness

- **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 discussed Future Wave Readiness.

8. Action Plan for June Production System Outages

Summary: Arnold Malvick, Jeremy Grecian, and Don Coffey provided an overview of the Action Plan for June Production System Outages.

9. Release and Policy Update/Communications

- **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 provided an update on Release and Policy/Communications.

*Agenda item 9 Release and Policy was moved to agenda item 11.

*Public comment made by Jennifer Tracy.

10. BenefitsCal Update

- **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 provided an update on BenefitsCal.

11. CalSAWS Stakeholder Engagement Supplemental Reporting Language

Summary: John Boule discussed CalSAWS Stakeholder Engagement Supplemental Reporting Language.

12. Contact Center Update

- **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 provided an update on Contact Center.

13. Update on Key QA Activities

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

14. Procurement Updates

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

Thomas Hartman provided updates on Procurement.

15. Update on Key State IV&V Activities

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

16. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 11:30 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	August 2023	Ongoing
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	Chazny Nunes	TBD	Ongoing
3. Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Gaurav Diwan Arnold Malvick	August 2023	Ongoing
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	August 2023	Ongoing
5. Action plan for June 2023 production outages including prevention measures and determining the correct timing of failing over to the back-up.	QA Team	July 2023	Closed
6. Confirm when eHit dashboards update. Resolve issue with SCR for MC355 relating to the process for adding the date to incomplete renewals.	Lisa Salas	July 2023	Closed

Next Meeting

Conference Call/Zoom
Friday, August 25, 2023
9:00 a.m. – 12:00 p.m.
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670