

CalSAWS | Executive Summary for the JPA Board of Directors

Date: Friday, September 15,
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 FCED Governance Member

Action

Summary: The Consortium is seeking Board approval of an FCED Governance Member. John Boule will present the topic.

5. Approval of Gainwell Central Print Amendment 2, which includes additional print services, facility management services, addition of county purchase and premise allowance, and administrative updates.

Action

Summary: The Consortium is seeking Board approval of Gainwell Central Print Amendment 2 which includes additional print services to accommodate increased impression counts and new forms as accounted for in the CalSAWS January 2023 As-Needed IAPDU, facility management services for the Northern California (Roseville) project site, and Change Notice allowances for premise items and county purchases. In addition, administrative updates are included to memorialize the previously exercised options for both Contra Costa and Tulare County to utilize the CalSAWS Central Print Services and to account for refined and clarified language to enforce the Service Level Agreements (SLAs) more efficiently.

This amendment increases the total contract value by \$76,759,968. The print and facility services costs of this amendment are funded through the CalSAWS IAPDU. The

change notice allowance will be funded through separate premise and county APDs. 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 August 25, 2023, JPA Board of Directors Meeting.**

Summary: The Consortium is seeking Board approval of the Minutes and review of the Action Items from the August 25, 2023, JPA Board of Directors Meeting.

b. **Approval of the Agreement between the CalSAWS Consortium and Eide Bailly, which includes services to perform the annual financial and single audits of CalSAWS.**

Summary: The Consortium is seeking Board approval the Agreement between the CalSAWS Consortium and Eide Bailly, which includes services to perform the annual audit of CalSAWS for the fiscal years ending June 30, 2023, 2024, 2025, 2026, and 2027.

The total contract value is \$257,183. 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 28, which includes a request to add four (4) premise items, including Reimbursement for Food Benefit Theft Automation, Stage One Continuous Eligibility – Automation, Work Registration CalFresh Disqualification Notice Update, CARES Development Environment, and five (5) county purchases. Also included are administrative adjustments related to additional hours for Application Development Facility (ADF) Migration and Roseville Network build out offset by reduced WAN costs, and payment month shifts.**

Summary: This Change Notice will utilize \$1,836,762 of the \$92,000,000 Regulatory and Administrative Change Budget Services for four premise items including: Reimbursement for Food Benefit Theft Automation, Stage One Continuous Eligibility – Automation, Work Registration CalFresh Disqualification Notice Update, and CARES Development Environment. Board approval of this Change Order will leave \$27,111,900 for future work. This Change Notice will also utilize \$581,873 of the original \$20,000,000 allocation for County Purchases subject to Board approval. Board approval of this Change Order will leave \$5,377,474 for future County Purchases. The County purchases included in Change Order 28 are as follows:

HM-03-2023 Humboldt County – Additional Licensing (Quantity 35) for Customer Service Center Expansion (\$100,306)

SM-02-2023 San Mateo County – Request for Changes to the General Assistance ("GA") County-Specific Program (\$142,909)

SM-03-2023 San Mateo County – Additional Licensing (Quantity 20) for Customer Service Center Expansion (\$23,060)

SN-01-2023 Santa Barbara County – Additional Licensing (Quantity 67) for Customer Service Center Expansion (\$192,015)

SO-02-2023 Sonoma County – Additional Licensing (Quantity 44) for Customer Service Center Expansion (\$123,583)

The combined total for Change Notice 27 is \$2,418,635. 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 4, which includes quality assurance services related to Maintenance and Operations (M&O) for the period November 1, 2023, to January 31, 2024, to align to the base contract term.

Summary: This work order includes quality assurance services for M&O for November 2023 through January 2024 to align to the base contract term. A change order to exercise the optional three-years for quality assurance services for the period February 2024 through January 2027 is in process and planned for a future Board meeting. This work order will utilize \$920,987 of the \$7,600,000 Change Budget Services. Board approval of this Work Order will leave \$975,854 for future work. The costs are accounted for in the CalSAWS IAPDU and the SFY 2023-24 CalSAWS JPA Project Budget.

e. Approval of ClearBest Change Order 7, Work Order 5, which includes which includes a request to add three (3) premise items - Reimbursement for Food Benefit Theft Automation, Stage One Continuous Eligibility – Automation, Work Registration CalFresh Disqualification Notice Update.

Summary: This work order will utilize \$270,333 of the \$7,600,000 Change Budget Services for three (3) premise items. Board approval of this Work Order will leave \$705,521 for future work. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

f. Approval of Deloitte CalWIN ISS Change Order 4, which includes additional post implementation support hours offset by a reduction in training facilities, administrative adjustments related to payment month, and two (2) County Purchases.

Summary: This Change Order will add \$1,636,117 for additional post implementation support hours. This increase will be offset by a reduction in the CalWIN training facilities with no overall change to contract value. This Change Order will also utilize \$439,353 of the original \$8,000,000 allocation for County Purchases subject to Board approval. Board approval of this Change Order will leave \$6,945,397 for future County Purchases. The County purchases included in Change Order 4 are as follows:

Santa Clara County – Additional Training Support (\$183,236)

San Diego County – Additional Business Support (\$256,117)

The costs of this Change Order are funded through the CalSAWS IAPDU and county funding. The current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

Informational Items

7. Wave 5 Go Live Debrief

Informational

Summary: Arnold Malvick, Sean Swift, Rachel Frey, Dan Dean, and Wave 5 County representatives will provide a debrief on the Wave 5 Go-Live.

Agenda Item and Summary	Type of Item
8. Wave 4 Retrospective	Informational
Summary: Gretchen Williams, Cathryn van Namen, Don Coffee, Rachel Hernandez, and Rachel Frey will provide retrospective on Wave 4.	
9. Future Wave Readiness	Informational
<ul style="list-style-type: none"> • Wave 6 Readiness • Wave 6 Risk Summary 	
Summary: Cathryn Van Namen, Arnold Malvick, and Rachel Frey provided an overview of Future Wave Readiness.	
10. Release and Policy Update/Communications	Informational
<ul style="list-style-type: none"> • Continuous Coverage Unwinding Status • Early CalFresh Issuance • BenefitsCal Roadmap and Release Highlights 	
Summary: Lisa Salas, Theresa Hasbrouck, and Onur Senman will provide an update on Release and Policy/Communications.	
11. BenefitsCal Update	Informational
<ul style="list-style-type: none"> • ROI Update • Collaboration Model (CM) Update • Foundational Testing Processes, Problem Resolution Procedures, & QA (Action Item) 	
Summary: Lynn Bridwell, Onur Senman, and Emmeil Davis will provide an update on BenefitsCal.	
12. LEAP into CalSAWS Usability	Informational
Summary: Peggy Macias will introduce the LEAP into CalSAWS Usability initiative.	
13. Decommissioning of Environments	Informational
Summary: Jeremy Grecian will provide an update on the decommissioning of environments.	
14. Contact Center Update	Informational
<ul style="list-style-type: none"> • Welcome Bot • Authentication Bot and Push Notifications 	
Summary: James Reed will provide a Contact Center Update regarding Bots.	

Agenda Item and Summary	Type of Item
15. Update on Key QA Activities	Informational
Summary: Dan Dean will provide an update on Key QA Activities.	
16. Procurement Updates	Informational
<ul style="list-style-type: none"> • M&O Procurement • BenefitsCal RFP 	
Summary: Thomas Hartman will provide updates on Procurement.	
17. Update on Key QA Activities	Informational
Summary: Wendy Battermann will provide an update on Key QA Activities.	
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.	