

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

August 25, 2023

9:00 a.m.

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

Members Present In-Person:

State – Ex-Officio Member, Adam Dondro, Office of Systems Integration
Region 1 – Vice-Chair, Marla Stuart, Contra Costa County Employment & Human Services Department
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 3 – Member, Bekkie Emery, Mendocino County Health and 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:

Region 5 – Member, An Tran, Orange County Social Services Agency
Region 5 – Member, Paula Llanas, Imperial County Department of Social Services

Facilitator:

John Boule, CalSAWS Executive Director

*Marla Stuart and Francena Martinez attended the meeting but were not counted towards quorum, because their location address was not listed on the agenda as required by the Brown Act.

- 1. JPA Board Chair, Michael Sylvester, convened the meeting at 9:01 a.m.**
- 2. Confirmation of Quorum and Agenda Review.**
- 3. Public opportunity to speak on any item NOT on the agenda.**
 - Public comments were made by David Kane and Gabby Davidson.

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.**

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.

Motion to Approve, was made by Member, Kelley Curtis.
Motion was seconded by Chair, Michael Sylvester.
Vice-Chair, Marla Stuart, voted to approve. *Vote does not count toward quorum due to Brown Act posting requirements.
Member, Greg Geisler, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Chris Woods, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, Kristin Stranger, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Member, Francena Martinez, voted to approve. *Vote does not count toward quorum due to Brown Act posting requirements.
Members, Paula Llanas and An Tran, were absent from vote.
Vote was taken via roll call and the Motion passed.

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.

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

Motion to Approve, was made by Member, Greg Geisler.
Motion was seconded by Member, Kelley Curtis.
Vice-Chair, Marla Stuart, voted to approve. *Vote does not count toward quorum due to Brown Act posting requirements.
Member, Bekkie Emery, voted to approve.
Member, Chris Woods, voted to approve.
Member, Francena Martinez, voted to approve. *Vote does not count toward quorum due to Brown Act posting requirements.
Member, Gilbert Ramos, voted to approve.
Member, Kristin Stranger, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Members, Paula Llanas and An Tran, were absent from vote.
Vote was taken via roll call and the Motion passed.

6. Approval of Consent Items

- 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.**

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

Motion to Approve, was made by Member, Bekkie Emery.

Motion was seconded by Member, Kristin Stranger.

Vice-Chair, Marla Stuart, voted to approve. *Vote does not count toward quorum due to Brown Act posting requirements.

Member, Kelley Curtis, voted to approve.

Member, Greg Geisler, voted to approve.

Member, Chris Woods, voted to approve.

Member, Francena Martinez, voted to approve. *Vote does not count toward quorum due to Brown Act posting requirements.

Member, Gilbert Ramos, voted to approve.

Chair, Michael Sylvester, voted to approve.

Member, Cynthia McCoy-Miller, voted to approve.

Members, Paula Llanas and An Tran, were absent from vote.

Vote was taken via roll call and the Motion passed.

Informational Items

7. Recent Production Issues

Summary: Arnold Malvick and Lisa Salas provided an overview of Recent Production Issues.

8. Quarterly Fiscal Report

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

9. Future Wave Readiness

- **Waves 5 and 6 Readiness**
- **Waves 5 and 6 Risk Summary**
- **Risk 293 COLA Timing and Wave 5**

Summary: Duncan Gilliam, Arnold Malvick, Lesley Pevny, and Lisa Salas provided an overview of Future Wave Readiness.

*Public comment made by Anissa Basoco-Villareal.

10. Release and Policy Update/Communications

- **Continuous Coverage Unwinding Status**
- **Introduction to CFAP/FCED and WDTIP Implementation efforts**

- **SCR Committee Prioritization Process**
- **BenefitsCal Roadmap and Release Highlights**

Summary: Lisa Salas, Theresa Hasbrouck, Michele Peterson, Karen Rapponotti, and Onur Senman provided updates on Release and Policy/Communications.

*Action item – Provide an overview of the overall SCR prioritization process, including working in the “low hanging fruit” SCRs.

11. BenefitsCal Update

- **ROI Update**
- **Collaboration Model (CM) Update**
- **Marketing Campaigns**

Summary: Lynn Bridwell and Onur Senman provided an update on BenefitsCal.

*Action item – Provide an overview of the foundational testing processes for BenefitsCal, including Quality Assurance (QA) processes and where to take concerns/problem resolution procedures.

12. Return Mail

Summary: Dawn Wilder provided an overview of Return Mail.

*Public comment made by Albert Garcia.

13. Quarterly Statistics

- **SLAs, Production Stability, Tickets, and Defects**
 - **Onshore vs. Offshore**
- **Hyland Imaging SLAs**

Summary: Arnold Malvick and Sara Rossmiller provided an overview of Quarterly Statistics.

*Action item –Provide information on the Release When Ready process including quality control for Release When Ready items

*Action item – Present statistics on how the number of 70kb documents compare to the number of larger documents. Provide specific metrics.

14. Wave 4 Retrospective

Summary: Agenda item 14 Wave 4 Retrospective was deferred to September.

15. Contact Center Update

- **Status of eCCP Rollout to former C-IV Counties**
- **Voice Bots Update**

Summary: John Dray provided an update on Contact Center.

16. Update on Key QA Activities

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

17. Procurement Updates

- **M&O Procurement**
- **BenefitsCal RFP**

Thomas Hartman provided updates on Procurement.

18. Update on Key State IV&V Activities

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

19. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 11:52 a.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	November 2023	Ongoing
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	Chazny Nunes	January 2024	Ongoing
3. Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Arnold Malvick	November 2023	Ongoing
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	November 2023	Ongoing
5. Provide an overview of the overall SCR prioritization process, including working in the "low hanging fruit" SCRs.	Karen Rapponotti	October 2023	Open
6. Provide an overview of the foundational testing processes for BenefitsCal, including Quality Assurance (QA) processes and where to take concerns/problem resolution procedures.	Lynn Bridwell	September 2023	Open
7. Provide information on the Release When Ready process including quality control for Release When Ready items. Also, present statistics on how the number of 70kb documents compare to the number of	Arnold Malvick	November 2023	Open

Action Items	Assigned to	Due Date	Status
larger documents. Provide specific metrics.			

Next Meeting

Friday, September 15, 2023

12:30 p.m. – 3:30 p.m.

Conference Call/Zoom

Library Galleria

828 I Street

Sacramento, CA 95814