

# CalSAWS | Executive Summary for the JPA Board of Directors

Date: Friday, October 20, 2023

Location: Conference Call/Zoom

Agenda Item and Summary	Type of Item
<p data-bbox="99 415 427 449"><b>1. Call meeting to order.</b></p> <p data-bbox="142 506 1261 569"><b>Summary:</b> Board Chair, Michael Sylvester, will call the CalSAWS JPA Board of Directors meeting to order.</p>	Procedural
<p data-bbox="99 600 732 634"><b>2. Confirmation of Quorum and Agenda Review.</b></p> <p data-bbox="142 688 1261 751"><b>Summary:</b> Board Chair, Michael Sylvester, will confirm quorum of the Board and John Boule will provide a high-level overview of the agenda.</p>	Procedural
<p data-bbox="99 787 1261 884"><b>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.</b></p> <p data-bbox="142 894 1261 957"><b>NOTE:</b> 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.</p> <p data-bbox="142 1014 1261 1077"><b>Summary:</b> Board Chair, Michael Sylvester, will provide the public with an opportunity to speak on items not on the agenda.</p>	Procedural
<b>Action Items</b>	
<p data-bbox="99 1176 487 1209"><b>4. Approval of Consent Items</b></p> <p data-bbox="151 1220 1211 1283"><b>a. Approval of the Minutes and review of the Action Items from the September 22, 2023, JPA Board of Directors Meeting.</b></p> <p data-bbox="199 1299 1248 1362"><b>Summary:</b> The Consortium is seeking Board approval of the Minutes and review of the Action Items from the September 22, 2023, JPA Board of Directors Meeting.</p> <p data-bbox="151 1375 1260 1478"><b>b. Approval of RGS Amendment 38, which includes annual update to cost of benefits, clarification of contract terms, reconciliation of FTE counts, and administrative changes such as updated positions, and revised position descriptions.</b></p> <p data-bbox="199 1493 1243 1684"><b>Summary:</b> This Amendment 38 includes the annual update to the cost of benefits (1% increase), a reconciliation of FTE counts, clarification of contract termination notification, adding the Training/DEI Manager position description, eliminating unused position descriptions, consolidating two separate Regional Manager descriptions into one, and further delineating the Consultant position descriptions and rates.</p> <p data-bbox="151 1698 1260 1824"><b>c. Approval of Accenture Change Notice 29, which includes a request to add two (2) premise items, including Cal-OAR Modifications &amp; Client Satisfaction Survey, Extend Medi-Cal Suspension for Incarcerated Adults, and three (3) county purchases, as well as reconciliation of CalSAWS DD&amp;I Statement of Requirements.</b></p> <p data-bbox="199 1839 1243 1934"><b>Summary:</b> This Change Notice will utilize \$1,541,846 of the \$92,000,000 Regulatory and Administrative Change Budget Services for two premise items including: Cal-OAR Modifications &amp; Client Satisfaction Survey and Extend Medi-Cal Suspension</p>	Action

for Incarcerated Adults. Board approval of this Change Order will leave \$25,570,054 for future work. This Change Notice will also utilize \$245,232 of the original \$20,000,000 allocation for County Purchases subject to Board approval. Board approval of this Change Order will leave \$5,132,242 for future County Purchases. The County purchases included in Change Order 29 are as follows:  
 LA-02-2022 Los Angeles County – Addition of renewal (“RE) Line Interactive Voice Response System (“IVR”) (\$119,459)  
 SI-01-2023 Sierra County – Administrative Charges for Equipment Refresh (\$621)  
 TL-01-2023 Tulare County – Production Operations for Managed FACTs (\$125,152)  
 This Change Notice also replaces the CalSAWS Statement of Requirements (Attachment 3 to Schedule 2) to reconcile to the final approved requirements documented in Jira.

**d. Approval of ClearBest Change Order 7, Work Order 6, which includes a request to add two (2) premise items, including Cal-OAR Modifications & Client Satisfaction Survey, Extend Medi-Cal Suspension for Incarcerated Adults.**

**Summary:** This work order will utilize \$163,523 of the \$7,600,000 Change Budget Services for two (2) premise items. Board approval of this Work Order will leave \$541,998 for future work. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

Informational Items

**5. Wave 5 and CalSAWS Production Update and Status**

Informational

- **Key defect resolution Wave 5**
- **Print issue review**
- **System performance**
- **Welcome BOT turned off**

**Summary:** Arnold Malvick, Sean Swift, Dawn Wilder, and Luz Esparza will provide an update on Wave 5/CalSAWS Production.

**6. Future Wave Readiness**

Informational

- **Wave 6 Readiness**
- **Wave 6 Risk Summary**

**Summary:** Cathryn Van Namen, Arnold Malvick, and Rachel Frey will provide an overview of Future Wave Readiness.

**7. Release and Policy Update/Communications**

Informational

- **Continuous Coverage Unwinding Status**
- **CalSAWS CalFresh Reporting for College Students**
- **Overview of SCR Prioritization Process**

**Summary:** Lisa Salas, Theresa Hasbrouck, and Karen Rapponotti will provide an update on Release and Policy/Communications.



Agenda Item and Summary	Type of Item
<p><b>8. BenefitsCal Update</b></p> <ul style="list-style-type: none"> <li>• <b>BenefitsCal Roadmap and Release Highlights</b></li> <li>• <b>ROI Update</b></li> <li>• <b>Collaboration Model (CM) Update</b></li> <li>• <b>Strategy for the top three reasons users request technical help</b></li> </ul> <p><b>Summary:</b> Lynn Bridwell and Onur Senman will provide an update on BenefitsCal.</p>	Informational
<p><b>9. Dept. of Child Support Services request for additional data access.</b></p> <p><b>Summary:</b> Pete Quijada will provide an overview of the Dept. of Child Support Services request for additional data access.</p>	Informational
<p><b>10. Return Mail</b></p> <p><b>Summary:</b> Dawn Wilder will provide an update on Return Mail.</p>	Informational
<p><b>11. Contact Center Update</b></p> <p><b>Summary:</b> John Dray and Jimmy Reed will provide an update on Contact Center.</p>	Informational
<p><b>12. Procurement Update</b></p> <ul style="list-style-type: none"> <li>• <b>M&amp;O Procurement</b></li> <li>• <b>BenefitsCal RFP</b></li> </ul> <p><b>Summary:</b> Thomas Hartman will provide an update on Procurement.</p>	Informational
<p><b>13. January 2024 CalSAWS Conference and JPA Member Representatives and Board Meetings</b></p> <p><b>Summary:</b> John Boule will provide an update on the January 2024 CalSAWS Conference and JPA Member Representatives and Board Meetings.</p>	Informational
<p><b>14. Update on Key QA Activities</b></p> <p><b>Summary:</b> Dan Dean will provide an update on Key QA Activities.</p>	Informational
<p><b>15. Update on Key State IV&amp;V Activities</b></p> <p><b>Summary:</b> Apoorva Kandya will provide an update on Key State IV&amp;V Activities.</p>	Informational
<p><b>16. Adjourn Meeting</b></p> <p><b>Summary:</b> Board Chair, Michael Sylvester, will adjourn the meeting of the CalSAWS JPA Board of Directors.</p>	Procedural

