

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

September 15, 2023

12:30 p.m.

Location: Tsakopoulos Library Galleria
828 I Street
Sacramento, CA 95814

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 2 – Greg Geisler, Placer County Health and Human Services
Region 4 – Member, Chris Woods, San Joaquin County Human Services Agency
Region 5 – Member, Gilbert Ramos, San Bernardino County Human Services Agency
Region 5 – Member, Paula Llanas, Imperial County Department of Social Services
Region 5 – Member, An Tran, Orange County Social Services Agency

Members Present Via teleconference:

Region 1 – Kelley Curtis, Solano County Health and Social Services
Region 6 – Member, Kristin Stranger, Los Angeles County Department of Public Social Services
Region 6 – Chair, Michael Sylvester, Los Angeles County Department of Public Social Services

Members Absent:

Region 3 – Member, Bekkie Emery, Mendocino County Human Services Agency
Region 4 – Member, Francena Martinez, Tulare County Human Services
Region 6 – Member, Cynthia McCoy-Miller, Los Angeles County Department of Children & Family Services

Board Alternates Present Via teleconference:

Region 6 – Alternate Member, Rogelio Tapia, Los Angeles County Department of Children & Family Services

Facilitator:

John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 12:40 p.m.**
2. **Confirmation of Quorum and Agenda Review.**
3. **Public opportunity to speak on any Item NOT on the agenda.**
 - None

Action Items

4. Approval of FCED Governance Member

Summary: The Consortium is seeking Board approval of FCED Governance Member.

Motion to Approve, was made by Chair, Michael Sylvester.
Motion was seconded by Member, An Tran.
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, Gilbert Ramos, voted to approve.
Member, Paula Llanas, voted to approve.

Member, Kristin Stranger, voted to approve.

Alternate Member, Rogelio Tapia, voted to approve. *Vote does not count toward quorum due to Brown Act posting requirements.

Members, Bekkie Emery, Francena Martinez, and Cynthia McCoy-Miller were absent from vote.

Vote was taken via roll call and the Motion passed.

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.

Summary: The Consortium is seeking Board 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.

Motion to Approve, was made by Vice-Chair, Marla Stuart.

Motion was seconded by Member, Chris Woods.

Member, Kelley Curtis, voted to approve.

Member, Greg Geisler, voted to approve.

Member, Gilbert Ramos, voted to approve.

Member, Paula Llanas, voted to approve.

Member, An Tran, voted to approve.

Member, Kristin Stranger, voted to approve.

Chair, Michael Sylvester, voted to approve.

Alternate Member, Rogelio Tapia, voted to approve. *Vote does not count toward quorum due to Brown Act posting requirements.

Members, Bekkie Emery, Francena Martinez, and Cynthia McCoy-Miller 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 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.**
- c. **Approval of Accenture Change Notice 28, which includes a request to add four (4) premise items, including Reimbursement for Food Benefit Theft 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 ADF Migration and Roseville Network build out offset by reduced WAN costs, and payment month shifts.**
- d. **Approval of ClearBest Change Order 7, Work Order 4, which includes quality assurance services related to M&O for the period November 1, 2023, to January 31, 2024 to align to the base contract term.**
- e. **Approval of ClearBest Change Order 7, Work Order 5, 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.**

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

Motion to Approve, was made by Member, Greg Geisler.

Motion was seconded by Member, Gilbert Ramos.

Vice-Chair, Marla Stuart, voted to approve.

Member, Kelley Curtis, voted to approve.

Member, Chris Woods, voted to approve.

Member, Paula Llanas, voted to approve.

Member, An Tran, voted to approve.

Member, Kristin Stranger, voted to approve.

Chair, Michael Sylvester, voted to approve.

Alternate Member, Rogelio Tapia, voted to approve. *Vote does not count toward quorum due to Brown Act posting requirements.

Members, Bekkie Emery, Francena Martinez, and Cynthia McCoy-Miller were absent from vote.

Vote was taken via roll call and the Motion passed.

Informational Items

7. Wave 5 Go Live Debrief

Summary: Arnold Malvick, Rachel Hernandez, Rachel Frey, Sanja Bugay, Paula Glodowski, and Anissa Basoco-Villareal debriefed Wave 5 Go Live.

8. Wave 4 Retrospective

Summary: Gretchen Williams, Cathryn Van Namen, Don Coffey, Rachel Hernandez, Mike Tombakian, and Rachel Frey discussed Wave 4 Retrospective.

*Public comment made by Jennifer Tracy.

9. Future Wave Readiness

- **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

- **Continuous Coverage Unwinding Status**
- **Early CalFresh Issuance**
- **BenefitsCal Roadmap and Release Highlights**

Summary: Lisa Salas, Theresa Hasbrouck, Onur Senman, and Lynn Bridwell provided updates on Release and Policy/Communications.

*Public comment made by Andrea Brayboy (CDSS) and Jennifer Tracy.

11. BenefitsCal Update

- **ROI Update**
- **Collaboration Model (CM) Update**
- **Foundational Testing Processes, Problem Resolution Procedures, & QA**

Summary: Lynn Bridwell, Onur Senman, Rachel Frey, and Emmeil Davis provided an update on BenefitsCal.

*Action items –

- Research feasibility of QR codes on client correspondence.
- Be mindful of communication in the sense of using it to maximize customer touch due to fraud concerns. Ensure customers know what type of information will and will not be shared.
- Discuss new concept of Customer Dashboard in BenefitsCal to encourage customer use of the app and ease of ability to access their data and due dates.
- Consider revamping customer experience and regularly share customer feedback on their experience at future meetings.

12. LEAP into CalSAWS Usability

Summary: Agenda item was deferred to the October 2023 JPA meeting. John Boule provided quick overview of LEAP into CalSAWS Usability.

13. Decommissioning of Environments

Summary: Arnold Malvick provided an overview of Decommissioning of Environments.

14. Contact Center Update

- **Welcome Bot**
- **Authentication Bot and Push Notifications**

Summary: James Reed provided an update on Contact Center.

15. Procurement Updates

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

Summary: Thomas Hartman provided updates on Procurement.

16. Update on Key QA Activities

Summary: Wendy Battermann provided an update on Key QA Activities.

17. Update on Key State IV&V Activities

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

18. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 3:15 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	December 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	December 2023	Ongoing
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	December 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	Closed
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 larger documents. Provide specific metrics.	Arnold Malvick	November 2023	Open
8. BenefitsCal <ul style="list-style-type: none"> Research feasibility of QR codes on client correspondence. Be mindful of communication in the sense of using it to maximize customer touch due to fraud 	Lisa Salas Rachel Frey	November 2023	Open

Action Items	Assigned to	Due Date	Status
<ul style="list-style-type: none"> • concerns. Ensure customers know what type of information will and will not be shared. 			
<p>9. Discuss new concept of Customer Dashboard in BenefitsCal to encourage customer use of the app and ease of ability to access their data and due dates.</p> <ul style="list-style-type: none"> • Consider revamping customer experience and regularly share customer feedback on their experience at future meetings. 	Rachel Frey Onur Senman Lynn Bridwell	January 2024	Open

Next Meeting

In-Person/Conference Call/Zoom
 Friday, October 20, 2023
 9:00 a.m. – 12:00 p.m.
 620 Roseville Parkway
 Roseville, CA 95747