

CalSAWS | Executive Summary for the JPA Board of Directors

Date: Friday, November 17, 2023

Location: Conference Call/Zoom
Library Galleria
828 I Street
Sacramento, CA 95814

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 ClearBest Change Order No. 8, which exercises an extension of one (1) optional year, and includes additional scope and costs for client correspondence, transition to new contracts for Maintenance and Enhancements (M&E) and Infrastructure, and an allowance for future work orders.

Action

Summary: The Consortium is seeking Board approval of ClearBest Change Order No. 8 which exercises the extension of one (1) of three (3) optional years beginning February 1, 2024, to January 31, 2025, additional QA scope and funding associated with client correspondence system change requests, additional QA hours to support transition to new contracts for Maintenance and Enhancements (M&E) and Infrastructure, and an allowance for future work orders.

This change order increases the total contract value by \$10,077,461 for a revised total contract value of \$42,202,694. The costs of this change order are funded through the CalSAWS IAPDU and separate premise APDs. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

5. Approval of Consent Items

Action

a. Approval of the Minutes and review of the Action Items from the October 20, 2023, JPA Board of Directors Meeting.

Summary: The Consortium is seeking Board approval of the Minutes and review of the Action Items from the October 20, 2023, JPA Board of Directors Meeting.

b. Approval of Accenture Change Notice No. 30, which includes a request to add seven (7) premise items, administrative adjustments to address State Fiscal Year (SFY) shifts and update WAN and technical infrastructure hours, and one (1) county purchase.

Summary: This change notice will utilize \$20,546,025 of the \$92,000,000 Regulatory and Administrative Change Budget Services for seven (7) premise items including: CARES, WDTIP, CFAP Expansion, CalWORKs Work Requirements (AB 2300), BenefitsCal GetCalFresh Parity Work, CalWORKs Reminder Notice at Redetermination, and CalFresh Reinstatement Approval and Denial Notice Revisions. Board approval of this Change Order will leave \$5,024,029 for future work.

This Change Notice will also utilize \$80,147 of the original \$20,000,000 allocation for a County Purchase. Board approval of this Change Order will leave \$5,052,095 for future County Purchases. The County Purchase included in Change Notice 30 is as follows:

SR-01-2023 Santa Cruz County – Kiosks (Quantity 2) and Production Operations for FACT's (Quantity 2) (\$80,147)

Administrative updates include the addition of technical infrastructure hours to accommodate a second cut of the production database, and hours for a new direct connection to CalSAWS through the CDT Data Center for DHCS and CDSS, offset by reduced and re-baselined Wide Area Network (WAN) costs. The updates also include SFY shifts to align technical enhancement hours with no overall cost impact.

The combined total for Change Notice 30 is \$20,626,172. 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.

c. Approval of ClearBest Change Order No. 7 Work Order No. 7, which includes a request to add five (5) premise items.

Summary: This work order will utilize \$527,781 of the \$7,600,000 Change Budget Services for five (5) premise items - WDTIP, CalWORKs Work Requirements (AB 2300), BenefitsCal CalFresh Parity Work, CalWORKs Reminder Notice at Redetermination, and CalFresh Reinstatement Approval and Denial Notice Revisions. Board approval of this Work Order will leave \$14,217 for future work through January 31, 2024. A new work order allowance of \$3,525,000 will be available as of February 1, 2024, subject to approval of Change Order 8. The costs of this Work Order are funded through premise funding. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

d. Approval of Deloitte Portal Mobile contract Change Order No. 5 Work Order No. 14, which includes a request to add one (1) premise item.

Summary: This work order will utilize \$1,949,536 of the \$13,000,000 Change Budget Services for one (1) premise items – BenefitsCal GetCalFresh Parity Work. Board approval of this Work Order will leave \$3,204,208 for future work. The costs of this Work Order are funded through premise funding. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

Informational Items

Agenda Item and Summary	Type of Item
<p>6. Wave 6 Go-Live Debrief</p> <ul style="list-style-type: none"> Production Update <p>Summary: Arnold Malvick, Sean Swift, Dawn Wilder, and Luz Esparza will debrief Wave 6 Go-Live. Ethan Dye, Bernadette Casino, and Kevin Lucado will provide a debrief from the perspective of the Wave 6 Counties.</p>	Informational
<p>7. Project Risks</p> <ul style="list-style-type: none"> Migration Risks M&O Risks Reports Risks <p>Summary: Arnold Malvick and Sean Swift will provide an update on the Project Risks including Migration, M&O, and Reports Risks.</p>	Informational
<p>8. Quarterly Fiscal Report</p> <p>Summary: Holly Murphy will review the CalSAWS Quarterly Fiscal Report.</p>	Informational
<p>9. Release and Policy Update/Communications</p> <ul style="list-style-type: none"> Continuous Coverage Unwinding Status CalSAWS Release Highlights <p>Summary: Lisa Salas, Theresa Hasbrouck, and Karen Rapponotti will provide an update on Release and Policy/Communications.</p>	Informational
<p>10. BenefitsCal Update</p> <ul style="list-style-type: none"> BenefitsCal Roadmap and Release Highlights ROI Update Collaboration Model (CM) Update Feasibility of QR codes on client correspondence (Action Item) Options for ensuring customers know what types of information will and will not be shared via text messages and email (Action Item) <p>Summary: Lynn Bridwell, Onur Senman, Lisa Salas, and Rachel Frey will provide an update on BenefitsCal.</p>	Informational
<p>11. Overview of the Release when Ready process</p> <p>Summary: Karen Rapponotti and Vivek Narayanaswamy will provide an overview of the Release when Ready process.</p>	Informational
<p>12. Quarterly Statistics Update</p> <ul style="list-style-type: none"> SLAs, Production Stability, Tickets, and Defects 	Informational



Agenda Item and Summary

Type of Item

- Onshore vs. Offshore
- Hyland Imaging SLAs
 - Metrics for 70kb documents vs. larger documents
- BenefitsCal Performance Metrics

Summary: Arnold Malvick, Sara Rossmiller, Onur Senman, and Rachel Frey will provide an update on Quarterly Statistics.

13. Contact Center Update

Informational

- Continuity of Services (How Counties continue service when AWS is down)
- L.A. Go-Live
- BOTS Update

Summary: Arnold Malvick, Gaurav Diwan, Laura Chavez, and Luz Esparza will provide an update on Contact Center.

14. PSC and JPA Meeting Schedules

Informational

Summary: John Boule will provide an overview of the PSC and JPA Meeting Schedules.

15. Procurement Update

Informational

- M&O Procurement
- BenefitsCal RFP

Summary: Thomas Hartman will provide an update on Procurement.

16. Update on Key QA Activities

Informational

Summary: Dan Dean will provide an update on Key QA Activities.

17. Update on Key State IV&V Activities

Informational

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

18. Adjourn Meeting

Procedural

Summary: Board Chair, Michael Sylvester, will adjourn the meeting of the CalSAWS JPA Board of Directors.
