

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

October 20, 2023

9:00 a.m.

Location: CalSAWS Roseville
620 Roseville Parkway
Roseville, CA 95747

Members Present In-Person:

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 – Member, Francena Martinez, Tulare County Human Services

Region 5 – Member, Gilbert Ramos, San Bernardino County Human Services Agency

Region 5 – Member, Paula Llanas, Imperial County Department of Social Services

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:

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 5 – Member, An Tran, Orange County Social Services Agency

Alternate Members Present Via teleconference:

State – Alternate Ex-Officio Member, Brandon Hansard,

Region 1 – Alternate Member, Andrea Ford,

Facilitator:

John Boule, CalSAWS Executive Director

- 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.**
 - None

Action Items

4. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the September 22, 2023, JPA Board of Directors Meeting.**
- 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.**
- c. Approval of Accenture Change Notice 29, which includes a request to add two (2) premise items, including Cal-OAR Modifications & Client Satisfaction Survey, Extend Medi-Cal Suspension for Incarcerated Adults, and three (3) county purchases, as well as reconciliation of CalSAWS DD&I Statement of Requirements.**

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

Motion to Approve, was made by Member, Greg Geisler.
Motion was seconded by Member, Bekkie Emery.
Alternate Member, Andrea Ford, 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.
Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Member, Francena Martinez, voted to approve.
Members, Kelley Curtis, and An Tran were absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

5. Wave 5 and CalSAWS Production Update and Status

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

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

*Action item – Continuity of Services (How Counties continue service when AWS is down).
Provide a comprehensive discussion from AWS about how they're working to prevent outages and what the team is doing to stabilize?

6. Future Wave Readiness

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

Summary: Cathryn Van Namen, Arnold Malvick, Rachel Frey, and Lesley Pevny provided an overview of Future Wave Readiness.

7. Release and Policy Update/Communications

- **Continuous Coverage Unwinding Status**
- **Prioritization of SCRs**

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

*Action item – Will down time be needed due to COLAs? Provide the status/burn down chart of the number of SCRs backlogged.

8. BenefitsCal Update

- **BenefitsCal Roadmap and Release Highlights**
- **ROI Update**
- **Collaboration Model (CM) Update**
- **Strategy for the top three reasons users request technical help**

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

9. Dept. of Child Support Services request for additional data access

Summary: Pete Quijada provided an overview of Dept. of Child Support Services request for additional data access.

10. Return Mail

Summary: Dawn Wilder provided an update on Return Mail.

11. Contact Center Update

Summary: Luz Esparza provided an update on Contact Center.

*Action item - Provide a comprehensive Contact Center update including the status of the L.A. County go-live and a BOTs update.

12. Procurement Updates

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

Summary: Thomas Hartman provided updates on Procurement.

13. January 2024 CalSAWS Conference and JPA Member Representatives and Board Meetings

Summary: John Boule provided an overview of the January 2024 CalSAWS Conference and JPA Member Representatives and Board Meetings.

14. Update on Key QA Activities

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

15. Update on Key State IV&V Activities

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

16. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 11:40 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	Closed
6. 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
7. 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 concerns. Ensure customers know what type of information will and will not be shared. 	Lisa Salas Rachel Frey	November 2023	Open
8. 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.	Rachel Frey Onur Senman Lynn Bridwell	January 2024	Open

Action Items	Assigned to	Due Date	Status
<ul style="list-style-type: none"> Consider revamping customer experience and regularly share customer feedback on their experience at future meetings. 			
9. Continuity of Services (How Counties continue service when AWS is down). Provide a comprehensive discussion from AWS about how they're working to prevent outages and what the team is doing to stabilize?	Arnold Malvick	Open	November 2023
10. Will down time be needed due to COLAs? Provide the status/burn down chart of the number of SCRs backlogged.	Karen Rapponotti	Open	December 2023
11. Provide a comprehensive Contact Center update including the status of the L.A. County go-live and a BOTs update.	Contact Center Team	Open	November 2023

Next Meeting

In-Person/Zoom
 Friday, November 17, 2023
 12:30 p.m. – 3:30 p.m.
 Library Galleria
 828 I Street
 Sacramento, CA 95814