CalSAWS Consortium JPA Board of Directors
Meeting Minutes
November 17, 2023
12:30 p.m.

Location: CalSAWS Roseville
620 Roseville Parkway
Roseville, CA 95747

Members Present In-Person:
Region 1 – Vice-Chair, Marla Stuart, Contra Costa County Employment & Human Services
Department
Region 2 – Greg Geisler, Placer County Health and Human Services
Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency
Region 4 – Member, Francena Martinez, Tulare County Human Services
Region 5 – Member, Paula Llanas, Imperial County Department of Social Services
Region 5 – Member, An Tran, Orange County Social Services Agency
Region 6 – Chair, Michael Sylvester, Los Angeles County Department of Public Social Services
Members Present Via teleconference:
Region 1 – Kelley Curtis, Solano County Health and Social 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:
State – Ex-Officio Member, Adam Dondro, Office of Systems Integration
Region 4 – Member, Chris Woods, San Joaquin County Human Services Agency
Alternate Members Present Via teleconference:
State – Alternate Ex-Officio Member, James Duckens, Office of Systems Integration
Facilitator:
John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 12:31 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 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.**

   Summary: The Consortium is seeking Board 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.

   Motion to Approve, was made by Vice-Chair, Marla Stuart.
   Motion was seconded by Member, An Tran.
   Member, Kelley Curtis, voted to approve.

Member, Greg Geisler, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Francena Martinez, 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, Chris Woods was absent from vote.
Vote was taken via roll call and the Motion passed.

5. **Approval of Consent Items**
   a. **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.**
   c. **Approval of ClearBest Change Order No. 7 Work Order No. 7, which includes a request to add five (5) premise items.**
   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: The Consortium is seeking Board approval of Consent Items.

Motion to Approve, was made by Member, Bekkie Emery.
Motion was seconded by Member, Greg Geisler.
Vice-Chair, Marla Stuart, voted to approve.
Member, Kelley Curtis, voted to approve.
Member, Francena Martinez, 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.
Member, Cynthia McCoy-Miller, voted to approve.
Member, Chris Woods was absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

6. **Wave 6 Go-Live Debrief**
   - **Production Update**

Summary: Arnold Malvick, Sean Swift, Dawn Wilder, Luz Esparza, Ethan Dye, Anna Pineda, and Kevin Lucado debriefed Wave 6 Go-Live.

7. **Project Risk**
   - **Migration Risks**
   - **M&O Risks**

- **Reports Risks**

Summary: Arnold Malvick, Dan Dean, Karen Rapponotti, Lynn Bridwell, Holly Murphy, and Sean Swift provided an overview of Project Risk.

8. **Quarterly fiscal Report**

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

9. **Release and Policy Update/Communications**
   - **Continuous Coverage Unwinding Status**
   - **CalSAWS Release Highlights**

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

10. **BenefitsCal Update**
    - **BenefitsCal Roadmap and Release Highlights**
    - **ROI Update**
    - **Collaboration Model (CM) Update**
    - **Feasibility of QR codes on client correspondence**
    - **Options for ensuring customers know what types of information will and will not be shared via text messages and email**

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

*Action items
   - Provide statistics regarding how many applications were captured and submitted by CBOs.
   - Provide information on what we are doing to educate our clients to BenefitsCal.
   - Create a path and scope for threshold languages.
   - Bring back discussion of user lab and disability accommodation.

11. **Overview of the Release when Ready process**

Summary: Karen Rapponotti and Vivek Narayanaswamy provided an overview of the Release when Ready process.

12. **Quarterly Statistics Update**
    - **SLAs, Production Stability, Tickets, and Defects**
      - **Onshore vs. Offshore**
    - **Hyland Imaging SLAs**
    - **BenefitsCal Performance Metrics**

Summary: Arnold Malvick, Sara Rossmiller, Onur Senman, and Rachel Frey provided an updated on Quarterly Statistics.

13. **Contact Center Update**
    - **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 provided an update on Contact Center.

14. PSC and JPA Meeting Schedules

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

15. Procurement Updates
- **M&O Procurement**
- **BenefitsCal RFP**

Summary: Thomas Hartman provided updates on Procurement.

16. Update on Key QA Activities

Summary: Dan Dean 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 3:11 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	March 2024	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	March 2024	Ongoing
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	March 2024	Ongoing
5. 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	Arnold Malvick	November 2023	Closed

Action Items	Assigned to	Due Date	Status
number of larger documents. Provide specific metrics.			
6. BenefitsCal • 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	Closed
7. 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.	Rachel Frey Onur Senman Lynn Bridwell	February 2024	Open
8. 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	November 2023	Closed
9. Will down time be needed due to COLAs? Provide the status/burn down chart of the number of SCRs backlogged.	Karen Rapponotti	December 2023	Open
10. Provide a comprehensive Contact Center update including the status of the L.A. County go-live and a BOTS update.	Contact Center Team	December 2023	Closed
11. BenefitsCal: • Provide statistics regarding how many applications were	Rachel Frey Onur Senman	February 2024	Open

Action Items	Assigned to	Due Date	Status
captured and submitted by CBOs. • Provide information on what we are doing to educate our clients to BenefitsCal . • Create a path and scope for threshold languages. • Bring back discussion of user lab and disability accommodation.			

<u>Next Meeting</u>
In-Person
Friday, January 26, 2024
8:30 a.m. – 9:20 a.m.
Westin San Diego Bayview
400 W. Broadway
San Diego, CA 92101