

# CalSAWS | Executive Summary for the JPA Board of Directors

Date: Friday, February 16, 2024

Location: Zoom/In Person

## 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 Consent Items

Action

#### a. Approval of the Minutes and review of the Action Items from the January 26, 2024, joint meetings of the JPA Member Representatives and Board of Directors.

**Summary:** The Consortium is seeking Board approval of the Minutes and review of the Action Items from the January 26, 2024, joint meetings of the JPA Member Representatives and Board of Directors.

#### b. Approval of Accenture Change Notice 31, which includes Premise items (CalWORKs Child Support Pass-through to Families and Housing Assistance Payments (HAP) Eviction (SB 1083), County Purchases, WAN Updates, and administrative no-cost changes.

**Summary:** This Change Notice will utilize \$948,661 of the \$92,000,000 Regulatory and Administrative Change Budget Services for two (2) premise items including: CalWORKs Child Support Pass-through to Families and Housing Assistance Payments (HAP) Eviction (SB 1083).

This Change Notice also includes reconciliation to align to actual costs which were less than planned for previously approved Change Notices resulting in restoration of \$7,542,583.87 to the Regulatory & Administrative (R&A) allowance. The combined total reduction of \$6,593,923 increases the available R&A balance to \$11,618,057 for future work.

This Change Notice also includes administrative updates to the Wide Area Network (WAN) specifications and other line-item adjustments with no impact to overall cost.

This Change Notice will also utilize \$658,623 of the original \$20,000,000 allocation for a County Purchase. Board approval of this Change Order will leave \$4,393,472 for future County Purchases. The County Purchase included in Change Notice 31 is as follows:

LA-04-2023 Los Angeles - Calabrio Cloud Storage Retention \$397,460

RV-01-2023 Riverside – Administrative Charges, R&A Budget Services, Production Operations for Managed FACTs \$70,830

SC-05-2023 Santa Clara – Additional Licensing for Customer Service Center Expansion \$140,436

SE-2-2023 Sacramento – Additional Reporting Support \$49,897

YB-01-2022 Yuba – Administrative Charges for Managed Facts – Rev 1 \$0

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 Work Orders 1-3:**

**i. Work Order 1, which includes Correspondence Scope.**

**Summary:** This Work Order includes the quality assurance scope of work associated with client correspondence system change requests. The costs were previously accounted for in Change Order 8 in the amount of \$1,294,128 and are funded through the CalSAWS Implementation Advance Planning Document Update (IAPDU) and accounted for in the SFY 2023-24 CalSAWS JPA Project Budget. Board approval of this Work Order will authorize use of the client correspondence allowance.

**ii. Approval of ClearBest Work Order 2, which includes six premise items – CARES (FCED), CFAP Expansion, CalWORKs Child Support Pass-through to Families, Housing Assistance Payments (HAP) Eviction (SB 1083), Family Reunification AB 135, and CalFresh Notice of Denial or Pending Status.**

**Summary:** This Work Order will utilize \$196,534 of the \$8,829,000 Professional Services allowance for six (6) premise items. Board approval of this Work Order will leave a balance of \$8,632,466 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.

**iii. Approval of ClearBest Work Order 3, which includes additional Project Management Services.**

**Summary:** This Work Order will utilize \$396,600 of the \$8,829,000 Professional Services allowance for project management services. Board approval of this Work Order will leave a balance of \$8,235,866 for future work. The costs of this Work Order are funded through CalSAWS funding. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.



**d. Approval of Deloitte ISS Contract Change Order No. 7, which includes county purchases.**

**Summary:** The Consortium is seeking Board approval of Deloitte ISS Contract Change Order No. 7, which includes County Purchases.

San Francisco County Purchase

- o Work Order 1 - Additional Implementation Support, \$615,250
- o Work Order 5 - Additional Implementation Support, \$148,537
- o Work Order 6 – Additional Implementation Support, \$177,839

Santa Clara County Purchase

- o Work Order 2 – Additional Training Support, \$183,236

San Diego County Purchase

- o Work Order 3 – Additional Business Support, \$256,116

San Mateo County Purchase

- o Work Order 4 – Additional Implementation Support, \$199,483
- o Work Order 4.1 -- Additional Implementation Support, \$297,166

Board approval of this Change Order will utilize \$1,877,627 of the \$8,000,000 allowance and leave a balance of \$6,122,373 for future County Purchases. The costs are funded through county funding. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

**e. Approval of RGS Contract Amendment No. 39, which includes an updated salary schedule and other administrative updates.**

**Summary:** This Amendment 39 include an update to the salary schedule resulting in an average increase of 6.2% inclusive of step increases effective March 1, 2024. This Amendment also eliminates unused position descriptions, updates existing position titles for clarity, and adds an Information Systems Security Officer.

The costs are funded through the CalSAWS IAPDU. The current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

**Informational Items**

**5. Procurement Updates**

Informational

- **Infrastructure and M&E**
  - o **Review Vendor Selection Report**
  - o **Next Steps**
- **BenefitsCal RFP**

**Summary:** Thomas Hartman and Betty Uzupis will provide Updates on Procurement activities.

**6. BenefitsCal User Account Security Incident**

Informational

**Summary:** Laura Chavez, Arnold Malvick, and Rachel Frey will provide an overview and next steps regarding the BenefitsCal User Account Security Incident.



Agenda Item and Summary	Type of Item
<b>7. CalSAWS Conference Debrief</b>	Informational
<p><b>Summary:</b> Jennifer Smith and Wendy Battermann will debrief the CalSAWS Conference.</p>	
<b>8. Quarterly Fiscal Update</b>	Informational
<ul style="list-style-type: none"> <li>• <b>Governor’s Proposed Budget</b></li> </ul>	
<p><b>Summary:</b> Holly Murphy will provide a Quarterly Fiscal update.</p>	
<b>9. CalSAWS Executive Director Recruitment Update</b>	Informational
<p><b>Summary:</b> Michael Sylvester and Holly Murphy will provide an update on CalSAWS Executive Director Recruitment.</p>	
<b>10. Final Acceptance</b>	Informational
<ul style="list-style-type: none"> <li>• <b>Central Print</b></li> <li>• <b>ISS</b></li> <li>• <b>CalSAWS</b></li> </ul>	
<p><b>Summary:</b> Dawn Wilder, Rachel Frey, Arnold Malvick, and Dan Dean will provide an overview of Final Acceptance.</p>	
<b>11. M&amp;E Risks</b>	Informational
<p><b>Summary:</b> Arnold Malvick, Rachel Frey, and Karen Rapponotti will provide an overview of M&amp;E Risks.</p>	
<b>12. Reports Status</b>	Informational
<ul style="list-style-type: none"> <li>• <b>Conference Feedback – Expanding LA County Reports</b></li> </ul>	
<p><b>Summary:</b> Sean Swift and Laura Chavez will provide an overview of Report Status.</p>	
<b>13. Release and Policy Update/Communications</b>	Informational
<ul style="list-style-type: none"> <li>• <b>Continuous Coverage Unwinding Status</b></li> <li>• <b>CalSAWS Release Highlights</b></li> <li>• <b>Workload Assignment</b></li> <li>• <b>Case Removal Update</b></li> <li>• <b>CERs and Timing</b></li> </ul>	
<p><b>Summary:</b> Theresa Hasbrouck, Lisa Salas, Jason Osterwald, Vivek Narayanaswamy, and Karen Rapponotti will provide an update on Release and Policy/Communications.</p>	



Agenda Item and Summary	Type of Item
<b>14. CalSAWS Data Archiving Initiative</b>	Informational
<p><b>Summary:</b> Laura Chavez and Vivek Narayanaswamy will provide an overview of CalSAWS Data Archiving Initiative.</p>	
<b>15. BenefitsCal Update</b>	Informational
<ul style="list-style-type: none"> <li>• <b>ROI Update</b></li> <li>• <b>BenefitsCal Release Highlights</b></li> <li>• <b>BenefitsCal Client Education initiative for Text messages</b></li> <li>• <b>Path and Scope for threshold languages in CalSAWS</b></li> <li>• <b>Optical Character Recognition for BenefitsCal Documents Uploaded by Customers</b></li> </ul>	
<p><b>Summary:</b> Lynn Bridwell, Onur Senman, Rachel Frey, Lisa Salas, and Chris Vasquez will provide an update on BenefitsCal.</p>	
<b>16. Advocate Community – Structure and Goals</b>	Informational
<p><b>Summary:</b> Jennifer Tracy will provide an overview of the Advocate Community – Structure and Goals.</p>	
<b>17. Contact Center Update</b>	Informational
<p><b>Summary:</b> Arnold Malvick and Akira Moriguchi will provide an update on Contact Center.</p>	
<b>18. Quarterly Statistics Update</b>	Informational
<ul style="list-style-type: none"> <li>• <b>SLAs, Production Stability, Tickets, and Defects</b></li> <li>• <b>Hyland Imaging SLAs</b></li> <li>• <b>BenefitsCal Performance Metrics</b></li> </ul>	
<p><b>Summary:</b> Arnold Malvick, Sara Rossmiller, and Rachel Frey will provide an update on Quarterly Statistics.</p>	
<b>19. Adjourn Meeting</b>	Procedural
<p><b>Summary:</b> Board Chair, Michael Sylvester, will adjourn the meeting of the CalSAWS JPA Board of Directors.</p>	

