

CalSAWS | Agenda for the California Statewide Automated Welfare System

JPA Board of Directors

Date: March 15, 2024	Location: Zoom/In Person Library Galleria 828 I Street Sacramento, CA 95814
Time: 12:30 p.m. – 3:30 p.m.	Conference Call: (669) 900-6833 Meeting ID: 965 9754 4789 Zoom Link: JPA Zoom Link

CONVENE MEETING OF THE BOARD OF DIRECTORS – All scheduled items will be heard in the West conference room of the Library Galleria located at 828 I Street, Sacramento, CA 95814. The Public Session of this meeting shall be accessible via teleconference/webcast. The call-in number is: 1-888-788-0099, enter Meeting ID 965 9754 4789, or join the webcast by clicking [JPA Zoom Link](#).

In addition to the location listed above, the following locations will be available for attendance in-person and/or via Zoom:

- 633 East Cabrillo Boulevard, Olivos Conference Room, Santa Barbara, CA 93101
- 12860 Crossroads Parkway South, City of Industry, CA 91746
- 4060 Watson Plaza Drive, Lakewood, CA 90712 or 955 Overland Court, Suite 100, San Dimas, CA 91773
- 604 E Walker Street, Orland CA 95963
- 365 Tuolumne St., Vallejo, CA 94590
- 2995 S. 4th Street, Suite 105, El Centro, CA 92243

PUBLIC SESSION

12:30 p.m. – Convene Meeting of the Board of Directors (“Board”) of the CalSAWS Consortium (“CalSAWS”)

Topic	Lead
1. Call Meeting to Order.	Michael Sylvester 5 min
2. Confirmation of Quorum, Welcome new JPA Board Members, and Agenda Review.	Michael Sylvester 5 min
3. Public Comment: Public opportunity to speak on any Item 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. 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.	Michael Sylvester
Action Items	
4. Approval of Consent Items	Michael Sylvester

Topic	Lead
<ul style="list-style-type: none"> a. Approval of the Minutes and review of the Action Items from the February 16, 2024, JPA Board of Directors Meeting. b. Approval of Accenture Change Notice 32, which includes adjustments to previously approved change notices, new security enhancements, two premise items (CalFresh Simplifications and Family Reunification AB 135), and county purchases. c. Approval of Gainwell Central Print Change Order 1, which includes one (1) premise item (Medi-Cal Renewal Packet Printing) and four (4) county purchases. d. Approval of Kronick Moskowitz Tiedemann & Girard (KMTG) Amendment 1, which includes a contract extension and rate adjustment. 	5 min
Informational Items	
5. Status on BenefitsCal User Account Security Incident and Action Items	Laura Chavez Arnold Malvick Rachel Frey 25 min
6. Final Acceptance <ul style="list-style-type: none"> • CalSAWS • ISS 	Dan Dean Arnold Malvick Rachel Frey 15 min
7. M&E Risks	Arnold Malvick Rachel Frey Jeric Huang Karen Rapponotti Peggy Macias 15 min
8. Reports Status Update	Sean Swift Laura Chavez 15 min
9. Release and Policy Update/Communications <ul style="list-style-type: none"> • CalSAWS Release Highlights 	Lisa Salas Karen Rapponotti 15 min
10. BenefitsCal Update <ul style="list-style-type: none"> • ROI Update • BenefitsCal Release Highlights • Updates on top three experiences highlighted by customers 	Lynn Bridwell Onur Senman Rachel Frey Chris Vasquez 15 min

Topic	Lead
<ul style="list-style-type: none"> Optical Character Recognition for BenefitsCal Documents Uploaded by Customer 	
11. CalSAWS Data Archiving Initiative <ul style="list-style-type: none"> Communication Steps 	Laura Chavez Vivek Narayanaswamy 15 min
12. Contact Center Update	Arnold Malvick Akira Moriguchi 15 min
13. Central Print Return Mail Update	Dawn Wilder 15 min
14. Quarterly Statistics Update	Arnold Malvick Sara Rossmiller Rachel Frey 10 min
15. Customer Engagement Roadshows	Peggy Macias 10 min
16. Adjourn Meeting	Michael Sylvester

The agenda and supporting documents are available for review during regular business hours at 620 Roseville Parkway, Roseville, CA 95747. All items on the consent agenda will be considered in a single motion unless separate action is requested by a Board Member or member of the public.

In accordance with the Ralph M. Brown Act, this meeting agenda is posted at least 72 hours prior to the regularly scheduled meeting date in the lobby of the locations noted above.

The meeting facility is accessible to persons with disabilities. If an assisted listening device or other service will be needed in order to participate in the public meeting, a request should be made through the Secretary of the Board at least three (3) business days prior to the Board meeting. The Secretary's telephone number is (916) 282-3834. The Secretary's office is located at 620 Roseville Parkway, Roseville, CA 95747.