

# CalSAWS | Executive Summary for the JPA Board of Directors

Date: Friday, March 15, 2023

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 February 16, 2024, JPA Board of Directors Meeting.

**Summary:** The Consortium is seeking Board 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.

**Summary:** This Change Notice includes an adjustment to previously approved Change Notice 8 for the Los Angeles County DCFS IVR Call Flow to extend agent support to align to the M&E transition period offset by reduction of hardware/software for an overall net reduction of \$13,052. Additional hours are required for Security Technical Architecture/NIST (originally Change Notice 28) to align to final scope for a net increase of \$70,905.

This Change Notice will also utilize \$3,047,558 for multiple security-related enhancements to align to NIST Revision 5 and Zero-Trust Architecture.

This Change Notice includes two (2) premise items: CalFresh Simplifications which will utilize \$189,966 and Family Reunification AB 135 which will utilize \$1,684,877.

The combined total for Change Notice 32 is \$4,980,254, which will leave an available balance of \$6,637,803 for future work out of the \$92,000,000 Regulatory and Administrative Change Budget Services.

This Change Notice will also utilize \$137,124 of the original \$20,000,000 allocation for a County Purchase. Board approval of this Change Order will leave \$4,256,348 for future County Purchases. The County Purchase included in Change Notice 32 is as follows:

LS-01-2023 Revision 1 Lassen – Kiosks – \$14,360

SB-02-2023 San Bernardino – Kiosks \$126,316

SR-01-2023 Revision 1 – Santa Cruz – Kiosk and Production Operations for Managed FACTs (\$3,552)

The costs of this Change Notice are funded through the CalSAWS IAPDU, premise funding, and county funding. The current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

**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.**

**Summary:** This Change Notice will utilize \$356,300 of the \$32,100,000 Change Budget Services for one (1) premise items – Medi-cal Renewal Packet Printing. This leaves an available balance of \$31,743,700 for future work.

This Change Notice will also utilize \$118,537 of the \$9,000,000 allocation for County Purchases subject to Board approval. Board approval of this Change Order will leave \$8,881,463 for future County Purchases. The County Purchases included in Change Order No. 1 are as follows:

- PLA - 2024-01 Electronic Return Mail Notification \$34,850
- SOL – 2023-01 Electronic Return Mail Notification \$26,981
- SLO – 2023-01 Electronic Return Mail Notification \$28,120
- LAK – 2023-01 Electronic Return Mail Notification \$28,586

The costs of this Change Order are funded through premise and county funding. The current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

**d. Approval of Kronick Moskovitz Tiedemann & Girard (KMTG) Amendment 1, which includes a contract extension and rate adjustment.**

**Summary:** The Consortium is seeking Board approval to exercise the option to extend the KMTG contract through August 23, 2026, and to update the rates for the extension period.

The costs of this Amendment 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. BenefitsCal User Account Security Incident**

Informational

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

Agenda Item and Summary	Type of Item
<b>6. Final Acceptance</b> <ul style="list-style-type: none"> <li>• CalSAWS</li> <li>• ISS</li> </ul> <p><b>Summary:</b> Dan Dean, Arnold Malvick, and Rachel Frey will provide an overview of Final Acceptance.</p>	Informational
<b>7. M&amp;E Risks</b> <p><b>Summary:</b> Arnold Malvick, Rachel Frey, Jeric Huang, Karen Rapponotti, and Peggy Macias will provide an overview of M&amp;E Risks.</p>	Informational
<b>8. Report Status Update</b> <p><b>Summary:</b> Sean Swift, Jeric Huang, and Laura Chavez will provide an update on Report Status.</p>	Informational
<b>9. Release and Policy Update/Communications</b> <ul style="list-style-type: none"> <li>• CalSAWS Release Highlights</li> </ul> <p><b>Summary</b> Lisa Salas and Karen Rapponotti will provide updates on Release and Policy.</p>	Informational
<b>10. BenefitsCal Update</b> <ul style="list-style-type: none"> <li>• ROI Update</li> <li>• BenefitsCal Release Highlights</li> <li>• Updates on top three experiences highlighted by customers</li> <li>• Optical Character Recognition for BenefitsCal documents uploaded by Customers</li> </ul> <p><b>Summary:</b> Lynn Bridwell, Onur Senman, Rachel Frey, and Chris Vasquez will provide an update on BenefitsCal.</p>	Informational
<b>11. CalSAWS Data Archiving Initiative</b> <ul style="list-style-type: none"> <li>• Communication Steps</li> </ul> <p><b>Summary:</b> Laura Chavez and Vivek Narayanaswamy will provide an overview of CalSAWS Data Archiving Initiative.</p>	Informational
<b>12. Contact Center Update</b> <p><b>Summary:</b> Arnold Malvick and Akira Moriguchi will provide an update on Contact Center.</p>	Informational
<b>13. Central Print Return Mail Update</b> <p><b>Summary:</b> Dawn Wilder will provide an update on Return Mail processes.</p>	Informational

**Agenda Item and Summary****Type of Item****14. Quarterly Statistics Update**

Informational

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

**15. Customer Engagement Roadshows**

Informational

**Summary:** Peggy Macias will provide an update on the Customer Engagement Roadshows.

**16. Adjourn Meeting**

Procedural

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