

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

February 16, 2024

9:00 a.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

Members Present Via Teleconference:

Region 1 – Member, Kelley Curtis, Solano County Health and Social Services

Region 4 – Member, Chris Woods, San Joaquin County Human Services Agency

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 – Chair, Michael Sylvester, Los Angeles County Department of Public Social Services

Members Absent:

State – Ex-Officio Member, Adam Dondro, Office of Systems Integration

Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency

Region 4 – Member, Francena Martinez, Tulare County Human Services

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

Region 6 – Member, Cynthia McCoy-Miller, Los Angeles County Department of Children & Family Services

Alternate Members Present In-Person:

State – Alternate Ex-Officio Member, Brandon Hansard, Office of Systems Integration

Alternate Members Present Via Teleconference:

Region 3 – Alternate Member, Bill Wathen, Glenn County Health and Human Services

Region 6 – Alternate Member, Rogelio Tapia, Los Angeles County Department of Children & Family Services

Facilitator:

John Boule, CalSAWS Executive Director

1. JPA Board Chair, Michael Sylvester, convened the meeting at 9:03 a.m.

2. Confirmation of Quorum and Agenda Review.

3. Public opportunity to speak on any Item NOT on the agenda.

- Public comments made by Gabby Davidson and Ruben Canedo.

Action Items

4. Approval of Consent Items

- 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.**
- Approval of Accenture Change Notice 31, which includes Premise items (CalWORKs Child Support Pass-through to Families, Housing Assistance Payments (HAP) Eviction (SB 1083) and CalFresh Notice of Denial or Pending Status), County Purchases, WAN Updates, and administrative no-cost changes.**
- Approval of ClearBest Work Orders 1-3:**
 - Work Order 1, which includes Correspondence Scope.**

- ii. **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.**
 - iii. **Work Order 3, which includes additional Project Management Services.**
- d. **Approval of Deloitte ISS Contract Change Order No. 7, which includes County Purchases.**
- e. **Approval of RGS Contract Amendment No. 39, which includes updated salary schedule and other administrative updates.**

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

Motion to Approve, was made by Vice-Chair, Marla Stuart.

Motion was seconded by Member, Greg Geisler.

Member, Kelley Curtis, voted to approve.

Alternate Member, Bill Wathen, 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, Rogelio Tapia, voted to approve.

Members, Francena Martinez, An Tran, and Cynthia McCoy-Miller were absent from vote.

Vote was taken via roll call and the Motion passed.

Informational Items

5. Procurement Updates

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

Summary: Thomas Hartman and Betty Uzupis provided updates on Procurement.

6. BenefitsCal User Account Security Incident

Summary: Laura Chavez, Arnold Malvick, and Rachel Frey provided an overview of BenefitsCal User Account Security Incident.

*Action Items – Create instructional videos/help tips to ease the public through this time.

was required, What are the metrics of security hacking before and after MFA was required.

*Public comment made by Jennifer Tracy.

7. CalSAWS Conference Debrief

Summary: Agenda item was skipped in the interest of time. The Board Members and the public were referred to the slide deck to review the information.

8. Quarterly Fiscal Update

- **Governor's Proposed Budget**

Summary: Holly Murphy provided an update on Quarterly Fiscal activities.

*Public comment made by Kevin Aslanian.

9. CalSAWS Executive Director Recruitment Update

Summary: Michael Sylvester and Holly Murphy provided an update on the CalSAWS Executive Director Recruitment.

10. Final Acceptance

- **Central Print**
- **ISS**
- **CalSAWS**

Summary: Dawn Wilder, Rachel Frey, Arnold Malvick, and Dan Dean provided an overview of Final Acceptance.

11. M&E Risks

Summary: Arnold Malvick, Rachel Frey, and Karen Rapponotti provided an overview of M&E Risks.

12. Reports Status

- **Conference Feedback – Expanding LA County Reports**

Summary: Sean Swift and Laura Chavez provided an overview of Reports Status.

*Public comment made by Kevin Aslanian.

13. Release and Policy Update/Communications

- **Continuous Coverage Unwinding Status**
- **CalSAWS Release Highlights**
- **Workload Assignment**
- **Case Removal Update**
- **CERs and Timing**

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

*Public comments made by Ethan Dye and Kevin Aslanian.

*Action item – Are individuals who receive text messages for upcoming appointments more likely to show up for the appointment?

14. CalSAWS Data Archiving Initiative

Summary: Laura Chavez and Vivek Narayanaswamy provided an overview of CalSAWS Data Archiving Initiative.

*Action item – Bring back a documented and robust support plan for clients to acclimate to this change. How much do we depend on older data? Are we ready to make this change?

15. BenefitsCal Update

- **ROI Update**
- **BenefitsCal Release Highlights**
- **BenefitsCal Client Education Initiative for Text messages**
- **Path and Scope for threshold languages in CalSAWS**
- **Optical Character Recognition for BenefitsCal Documents Uploaded by Customers**

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

*Agenda item 15 switched places with item 16.

16. Advocate Community – Structure and Goals

Summary: Jennifer Tracy provided an overview of the Advocate Community - Structure and Goals.

17. Contact Center Update

Summary: Agenda item was deferred to March.

18. Quarterly Statistics Update

- **SLAs, Production Stability, Tickets, and Defects**
- **Hyland Imaging SLAs**
- **BenefitsCal Performance Metrics**

Summary: Agenda item was deferred to March.

19. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 12:02 p.m.

| Action Items | Assigned to | Due Date | Status |
|--|----------------|------------|---------|
| 1. Provide a quarterly update on recruitment with the Fiscal Report. | Holly Murphy | May 2024 | Ongoing |
| 2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI). | Chazny Nunes | June 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 |

| Action Items | Assigned to | Due Date | Status |
|---|---|---------------|--------|
| 5. 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. <ul style="list-style-type: none"> Consider revamping customer experience and regularly share customer feedback on their experience at future meetings. | Rachel Frey Onur Senman Lynn Bridwell | February 2024 | Closed |
| 6. BenefitsCal: <ul style="list-style-type: none"> 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. | Rachel Frey Onur Senman | February 2024 | Closed |
| 7. BenefitsCal User Account Security: <ul style="list-style-type: none"> Create videos on best practices around security specifically in this area for our users. Change email password. Instructional videos/help tips to ease the public through this time. was mandatory What are the metrics of security hacking before and after MFA was required? | Laura Chavez Arnold Malvick Rachel Frey | March 2024 | Open |
| 8. Are individuals who receive text messages for upcoming appointments more likely to show up for the appointment? | Lisa Salas | March 2024 | Open |

| Action Items | Assigned to | Due Date | Status |
|--|--------------|------------|--------|
| 9. Bring back a documented and robust support plan for clients to acclimate to this change. How much do we depend on older data? Are we ready to make this change? | Laura Chavez | March 2024 | Open |

Next Meeting

In-Person/Zoom

Friday, March 15, 2024

12:30 p.m. – 3:30 p.m.

Library Galleria

828 I Street, Sacramento, CA 95814

Sacramento, CA 95814