

# **CalSAWS Consortium JPA Board of Directors**

## **Meeting Minutes**

**March 15, 2024**

**12:30 p.m.**

**Location:** Library Galleria  
828 I Street  
Sacramento, CA 95814

### **Members Present In-Person:**

State – Ex-Officio Member, Adam Dondro, Office of Systems Integration  
Region 1 – Vice-Chair, Marla Stuart, Contra Costa County Employment & Human Services Department  
Region 2 – Greg Geisler, Placer County Health and Human Services  
Region 4 – Member, Francena Martinez, Tulare County Human Services  
Region 5 – Member, Diana Alexander, San Bernardino County Human Services Agency  
Region 5 – Member, An Tran, Orange County Social Services Agency

### **Members Present Via Teleconference:**

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

Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency  
Region 4 – Member, Chris Woods, San Joaquin County Human Services Agency  
Region 6 – Member, Cynthia McCoy-Miller, Los Angeles County Department of Children & Family Services

### **Alternate 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 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 Consent Items**
  - 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 Moskovitz Tiedemann & Girard (KMTG) Amendment 1, which includes a contract extension and rate adjustment.**

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

Motion to Approve, was made by Member, An Tran.  
Motion was seconded by Member, Diana Alexander.  
Vice-Chair, Marla Stuart, voted to approve.  
Member, Kelley Curtis, voted to approve.  
Member, Greg Geisler, voted to approve.  
Alternate Member, Bill Wathen, voted to approve.  
Member, Francena Martinez, voted to approve.  
Member, Paula Llanas, voted to approve.  
Member, Kristin Stranger, voted to approve.  
Chair, Michael Sylvester, voted to approve.  
Alternate Member, Rogelio Tapia, voted to approve.  
Member Chris Woods was absent from vote.  
Vote was taken via roll call and the Motion passed.

## **Informational Items**

### **5. Status on BenefitsCal User Account Security Incident and Action Items**

**Summary:** Laura Chavez, Arnold Malvick, and Rachel Frey provided the Status on BenefitsCal User Account Security Incident and Action Items.

\*Public comments made by Ryan Gillette and Jennifer Tracy.

### **6. Final Acceptance**

- CalSAWS
- ISS

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

### **7. M&E Risks**

**Summary:** Arnold Malvick, Rachel Frey, Jeric Huang, Karen Rapponotti, and Peggy Macias provided an overview of M&E Risks.

### **8. Reports Status Update**

**Summary:** Sean Swift, Laura Chavez, and Jeric Huang provided an update on Reports Status.

\*Public comment made by Ethan Dye.

\*Action item – Create robust document for Directors which explains what is included and what CalSAWS core is providing from a reporting standpoint. Include what is open to counties that they could use purchase dollars to add to IHSS data if that's what they choose to do.

### **9. Release and Policy Update/Communications**

- **CalSAWS Release Highlights**

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

**10. BenefitsCal Update**

- **ROI Update**
- **BenefitsCal Release Highlights**
- **Updates on top three experiences highlighted by customers**
- **Optical Character Recognition for BenefitsCal Documents Uploaded by Customer**

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

**11. CalSAWS Data Archiving Initiative**

- **Communication Steps**

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

**12. Contact Center Update**

**Summary:** Arnold Malvick and Akira Moriguchi provided an update on Contact Center.

**13. Central Print Return Mail Update**

**Summary:** Dawn Wilder provided an update on Central Print Return Mail.

**14. Quarterly Statistics Update**

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

**15. Customer Engagement Roadshows**

**Summary:** Peggy Macias provided an overview of Customer Engagement Roadshows.

**16. Adjourn Meeting**

- JPA Board Chair Michael Sylvester adjourned the meeting at 3:16 p.m.

<b>Action Items</b>	<b>Assigned to</b>	<b>Due Date</b>	<b>Status</b>
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	May 2024	Ongoing

Action Items	Assigned to	Due Date	Status
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	May 2024	Ongoing
5. BenefitsCal User Account Security: <ul style="list-style-type: none"> <li>• 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.</li> <li>• What are the metrics of security hacking before and after MFA was mandatory?</li> </ul>	Laura Chavez Arnold Malvick Rachel Frey	April 2024	Open
6. Are individuals who receive text messages for upcoming appointments more likely to show up for the appointment?	Lisa Salas	March 2024	Closed
7. Bring back a documented and robust support plan for clients to acclimate to the Data Archiving initiative. How much do we depend on older data? Are we ready to make this change?	Laura Chavez	March 2024	Closed
8. Reports: Create robust document for Directors explaining CalSAWS core is providing from a reporting standpoint. Include what is open to counties to use purchase dollars to add to IHSS data if that's what they choose to do.	Laura Chavez Sean Swift	April 2024	Open

**Next Meeting**

In-Person/Zoom  
Friday, April 12, 2024  
12:30 p.m. – 3:30 p.m.  
Library Galleria  
828 I Street, Sacramento, CA 95814  
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