

CalSAWS | Agenda for the California Statewide Automated Welfare System

JPA Board of Directors

Date: May 10, 2024	Location: Zoom/In Person Library Galleria 828 I Street Sacramento, CA 95814
Time: 12:30 p.m. – 3:30 p.m.	Conference Call: 1-888-788-0099 Meeting ID: 992 4271 7636 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 992 4271 7636, 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:

- 860 E Brier Drive, San Bernardino, CA 92408
- 12860 Crossroads Parkway South, City of Industry, CA 91746
- 4060 Watson Plaza, Lakewood, CA 90712

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 2 min
2. Confirmation of Quorum, Welcome new JPA Board Members, and Agenda Review.	Michael Sylvester 3 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 Resolution recognizing John Boule for his contributions to CalSAWS upon his retirement.	Michael Sylvester 10 min
5. Approval of Accenture Amendment 32, which includes technical and security updates; updates to hardware and software, updates to technical infrastructure services; updates to the change and county purchase allowances, and an update to the named Executive Director.	Michael Sylvester Holly Murphy 5 min

Topic	Lead
6. Approval of Consent Items <ul style="list-style-type: none"> a. Approval of the Minutes and review of the Action Items from the April 12, 2024, JPA Board of Directors Meeting. b. Approval of Delegated Authority to the CalSAWS Executive Director for AWS through Rackspace Agreement. c. Approval of Deloitte Change Order 9, which includes a county purchase and an update to the named Consortium Executive Director. 	Michael Sylvester 5 min
Informational Items	
7. Quarterly Fiscal Update	Holly Murphy 10 min
8. BenefitsCal User Account Security Incident Status Update	Rachel Frey Laura Chavez 5 min
9. BenefitsCal Update <ul style="list-style-type: none"> • ROI Update • Release Highlights • OCM Activities Completed in April for Case Link MFA • Metrics Comparison Q1 2023 vs Q1 2024 • Update on OCR for Document Upload 	Lynn Bridwell Onur Senman 15 min
10. CalSAWS Migration - Final Acceptance	Arnold Malvick Dan Dean 10 min
11. CalWIN Implementation Support Services – Update on Final Acceptance	Rachel Frey Dan Dean 10 min
12. Release and Policy Update <ul style="list-style-type: none"> • Continuous Coverage Unwinding • CalSAWS Release Highlights • Workload Assignment Update 	Theresa Hasbrouck Lisa Salas Jason Osterwald 15 min
13. Contact Center Update <ul style="list-style-type: none"> • County Site Visits • RPA Rollout Update • Courtesy Call Back Update • eGain Reporting Issues 	Arnold Malvick Mike Tombakian 15 min
14. Reports Status Update	Sean Swift 10 min

Topic	Lead
15. Fresno GenAI Initiative Update	Sarah Cordano-Parks 15 min
16. M&E Risks	Arnold Malvick Holly Murphy Rachel Frey Lynn Bridwell Sean Swift Jeric Huang Karen Rapponotti Michele Peterson Peggy Macias 15 min
17. Quarterly Statistics Update <ul style="list-style-type: none"> SLAs, Production Stability, Tickets, and Defects Hyland Imaging SLAs BenefitsCal Performance Metrics 	Arnold Malvick Sara Kiewiet Rachel Frey 10 min
18. Procurement Update <ul style="list-style-type: none"> M&E Procurement BenefitsCal Procurement 	Tom Hartman 5 min
19. Return Mail Overview and Status <ul style="list-style-type: none"> Enrolled County Experiences 	Dawn Wilder 10 min
20. M&E Roadshows	Peggy Macias 10 min
21. 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.