

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

April 12, 2024

12:30 p.m.

Location: Library Galleria
828 I Street
Sacramento, CA 95814

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

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

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

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

Region 6 – Chair, Michael Sylvester, Los Angeles County Department of Public Social Services

Members Present Via Teleconference:

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

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

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

Region 5 – Member, Diana Alexander, San Bernardino County Human Services Agency

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

Members Absent:

Region 5 – Member, Paula Llanas, Imperial County Department of Social Services

Region 6 – Member, Kristin Stranger, Los Angeles County Department of Public Social 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

12:40 p.m. Closed Session

Action Items

4. **Consider the Appointment of Consortium Executive Director (Government Code section 54957, subdivision (b)(1)).**

Summary: The Consortium is requesting the Board consider the Appointment of Consortium Executive Director.

Motion to Approve, was made by Chair, Michael Sylvester.

Motion was seconded by Member, Greg Geisler.

Member, Bill Wathen, voted to approve.

Member, Chris Woods, voted to approve.

Member, Francena Martinez, voted to approve.

Member, An Tran, voted to approve.

Member, Diana Alexander, voted to approve.

Member, Kristin Stranger, voted to approve.
Member, Cynthia McCoy Miller, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Paula Llanas and Vice-Chair, Marla Stuart, were absent from vote.
Vote was taken via roll call and the Motion passed.

1:00 p.m. Reconvene Open Session

Informational Item

5. Announcement of action taken in Closed Session, if any.

Summary: CalSAWS JPA Board Chair, Michael Sylvester, announced the decision to hire new CalSAWS Executive Director, Julia Erdkamp.

*Public comment made by Jenn Tracy.

Action Items

6. Approval of Regional Government Services Amendment 40, which includes the addition of the Executive Director position.

Summary: The Consortium is seeking Board approval of Regional Government Services Amendment 40, which includes the addition of the Executive Director position.

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

7. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the March 15, 2024, JPA Board of Directors Meeting.**
- b. Approval of Deloitte Implementation Support Services Change Order 8, which includes a one-month extension.**
- c. Approval of Deloitte Portal Mobile Change Order 8, which includes administrative adjustments for fiscal year shifts.**

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

*Public comment made by Jenn Tracy.

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

Informational Items

8. BenefitsCal User Account Security Incident Status Update

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

*Public comments made by Jenn Tracy.

9. Release and Policy Update

- **Continuous Coverage Unwinding**
- **CalSAWS Release Highlights**

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

10. Reports Status Update

Summary: Sean Swift and Laura Chavez provided an update on Reports Status.

*Public comment made by Angela Shing.

11. M&E Risks

Summary: Arnold Malvick, Holly Murphy, Michele Peterson, Lisa Salas, Lynn Bridwell, Sean Swift, Rachel Frey, Jeric Huang, Karen Rapponotti, and Peggy Macias provided an overview of M&E Risks.

*Public comment made by Jenn Tracy.

12. Procurement Update

- **M&E Procurement**
- **BenefitsCal Procurement**

Summary: Betty Uzupis provided an update on Procurement.

13. BenefitsCal Update

- ROI Update
- BenefitsCal Release Highlights

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

*Public comment made by Jenn Tracy.

14. Contact Center Update

- Courtesy Call Back

Summary: Arnold Malvick, Akira Moriguchi, and Laura Chavez provided an update on Contact Center.

15. M&E Roadshows

Summary: Peggy Macias provided an overview of M&E Roadshows.

16. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 3:04 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	May 2024	Ongoing
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">• 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.	Laura Chavez Arnold Malvick Rachel Frey	April 2024	Closed

Action Items	Assigned to	Due Date	Status
<ul style="list-style-type: none"> What are the metrics of security hacking before and after MFA was mandatory? 			
<p>6. 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.</p>	<p>Laura Chavez Sean Swift</p>	<p>April 2024</p>	<p>Closed</p>

Next Meeting

In-Person/Zoom
 Friday, May 10, 2024
 12:30 p.m. – 3:30 p.m.
 Library Galleria
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