

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

May 10, 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 – Member, Greg Geisler, Placer County Health and Human Services
Region 3 – Member, Bill Wathen, Glenn County Health and Human Services
Region 4 – Member, Chris Woods, San Joaquin County Human Services Agency
Region 5 – Member, An Tran, Orange County Social Services Agency
Region 5 – Member, Paula Llanas, Imperial County Department of Social Services
Region 6 – Chair, Michael Sylvester, Los Angeles County Department of Public Social Services

Members Present Via Teleconference:

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

Members Absent:

Region 1 – Member, Kelley Curtis, Solano County Health and Social Services
Region 4 – Member, Francena Martinez, Tulare County Human Services
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

Alternate Members Present Via Teleconference:

Region 5 – Alternate Member, James Locurto, San Bernardino County Human Services Agency

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

Facilitator:

Julia Erdkamp, CalSAWS Executive Director

- 1. JPA Board Chair, Michael Sylvester, convened the meeting at 12:32 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 Resolution recognizing John Boule for his contributions to CalSAWS upon his retirement.**

Summary: The Consortium is seeking Board approval of Resolution recognizing John Boule for his contributions to CalSAWS upon his retirement.

*Notes of congratulations to John in the chat.

Motion to Approve, was made by Vice-Chair, Marla Stuart.
Motion was seconded by Member, An Tran.

Member, Greg Geisler, voted to approve.
Member, Bill Wathen, voted to approve.
Member, Chris Woods, voted to approve.

Member, Paula Llanas, voted to approve.
Member, Kristin Stranger, voted to approve.
Chair, Michael Sylvester, voted to approve.
Alternate Member, James Locurto, voted to approve.
Alternate Member, Rogelio Tapia, voted to approve.
Members, Kelly Curtis and Francena Martinez were absent from vote.
Vote was taken via roll call and the Motion passed.

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.

Summary: The Consortium is seeking Board 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.

Motion to Approve, was made by Member, An Tran.
Motion was seconded by Vice-Chair, Marla Stuart.
Member, Greg Geisler, voted to approve.
Member, Bill Wathen, voted to approve.
Member, Chris Woods, voted to approve.
Alternate Member, James Locurto, 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.
Members, Kelly Curti and, Francena Martinez were absent from vote.
Vote was taken via roll call and the Motion passed.

6. Approval of Consent Items

- 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.**

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

Motion to Approve, was made by Chair, Michael Sylvester.
Motion was seconded by Member, Greg Geisler.
Vice-Chair, Marla Stuart, voted to approve.
Member, Bill Wathen, voted to approve.
Member, Chris Woods, voted to approve.

Alternate Member, James Locurto, voted to approve.
Member, Paula Llanas, voted to approve.
Member, An Tran, voted to approve.
Member, Kristin Stranger, voted to approve.
Alternate Member, Rogelio Tapia, voted to approve.
Members, Kelly Curti and Francena Martinez were absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

7. Quarterly Fiscal Update

Summary: Holly Murphy provided an update on Quarterly Fiscal.

8. BenefitsCal User Account Security Incident Status Update

Summary: Rachel Frey and Laura Chavez provided an update on BenefitsCal User Account Security Incident Status.

9. BenefitsCal Update

- **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**

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

10. CalSAWS Migration – Final Acceptance

Summary: Arnold Malvick and Dan Dean provided an overview of CalSAWS Migration – Final Acceptance.

11. CalWIN Implementation Support Services – Update on Final Acceptance

Summary: Rachel Frey and Dan Dean provided an overview of CalWIN Implementation Support Services.

12. Release and Policy Update

- **Continuous Coverage Unwinding**
- **CalSAWS Release Highlights**
- **Workload Assignment Update**

Summary: Theresa Hasbrouck, Lisa Salas, and Jason Osterwald provided an update on Release and Policy.

13. Contact Center Update

- **County Site Visits**
- **RPA Rollout Update**

- **Courtesy Call Back Update**
- **eGain Reporting Issues**

Summary: Arnold Malvick, Mike Tombakian, Akira Moriguchi, and Mark Spitzer provided an update on Contact Center.

14. Reports Status Update

Summary: Sean Swift provided an update on Reports Status.

15. Fresno GenAI Initiative Update

Summary: Sarah Cordano-Parks provided an update on Fresno GenAI Initiative.

16. M&E Risks

Summary: Arnold Malvick, Holly Murphy, Nichole Nava, Lynn Bridwell, Sean Swift, and Michele Peterson provided an update on M&E Risks.

17. Quarterly Statistics Update

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

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

18. Procurement Update

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

Summary: Tom Hartman provided an update on Procurement.

19. Return Mail Overview and Status

- **Enrolled County Experiences**

Summary: Dawn Wilder provided an overview of Return Mail.

20. M&E Roadshows

Summary: Nichole Nava provided an overview of M&E Roadshows.

21. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 2:54 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	August 2024	Ongoing

Action Items	Assigned to	Due Date	Status
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	August 2024	Ongoing
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	August 2024	Ongoing

Next Meeting

In-Person/Zoom
Thursday, June 27, 2024
9:00 a.m. – 11:00 a.m.
CalSAWS Roseville
620 Roseville Parkway
Roseville, CA 95747