

CalSAWS | Executive Summary for the JPA Board of Directors

Date: Friday, July 12, 2023

Location: Zoom/In Person

Agenda Item and Summary

Type of Item

1. Call meeting to order.

Procedural

Summary: Board Chair, Michael Sylvester, will call the CalSAWS JPA Board of Directors meeting to order.

2. Confirmation of Quorum, Welcome new JPA Board Members, and Agenda Review.

Procedural

Summary: Board Chair, Michael Sylvester, will confirm quorum of the Board and John Boule will provide a high-level overview of the agenda.

3. Public opportunity to speak on items 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.

Procedural

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.

Summary: Board Chair, Michael Sylvester, will provide the public with an opportunity to speak on items not on the agenda.

Action Items

4. Approval of Consent Items

Action

- a. Approval of the Minutes and review of the Action Items from the June 27, 2024, joint meetings of the JPA Member Representatives and JPA Board of Directors.
- b. Approval of Accenture Change Notice 33, which includes eight premise items, reconciliation and fiscal year shifts of previously approved change notices, transition readiness support, and county purchases.

Summary: This Change Notice will utilize \$30,177,374 of the \$167,000,000 Regulatory and Administrative Change Budget Services for the following Premise Items: CARES (\$12,547,739), WDTIP Upgrades (\$8,111,759), ABAWDs Fiscal Responsibility Act of 2023 (\$1,970,147), CalFresh Notice of Provider Determination (\$288,625), Family Reunification AB 135 (\$146,633), Transitional Housing Supplement (THS) (\$77,957), CalWORKs Work Requirements (AB 2300) (\$84,969), Telephone Consumer Protection Act - Text Messaging Consent (\$3,449,955), and administrative adjustments due to reconciliation and shifts (\$3,499,590). Board approval of this Change Notice will leave \$51,460,429 for future work.

This Change Notice will also utilize \$306,983 of the \$10,000,000 CalSAWS Transition allowance to support as-needed transition readiness activities in cooperation with the anticipated incoming M&E and Infrastructure vendors. Board approval of this Change Notice will leave \$9,693,017 for future work.

This Change Notice will also utilize \$5,144,110.31 of the original \$35,000,000 allocation for County Purchases subject to Board approval. Board approval of this

Change Order will leave \$14,112,239 for future County Purchases. The County purchases included in Change Order 33 are as follows:

AM-01-2023 Amador – Administrative Charges for Equipment Refresh \$4,458.79

FR-01-2024 Fresno – Request for Generative Artificial Intelligence ("AI") for Post-Call Summarization \$1,963,102.98

FR-02-2024 Fresno – Request for Purpose-Built, Curated Data Set ("PBDS") Access in CalSAWS Amazon Simple Storage Solution ("Amazon S3") Location \$446,539.60

FR-03-2024 Fresno – Additional Licensing for Customer Service Center Expansion (Quantity 222) \$586,704.26

HM-02-2023 Humboldt – Site Move from Site 12002 Located at 929 Koster Street in Eureka, California to Site 12003 Located at 839 4th Street in Eureka, California and Network Model Change from Managed Model to Point of Presence ("PoP") Model \$89,629.69

HM-04-2023 Humboldt – Additional Licensing for Customer Service Center Expansion (Quantity 60) \$166,639.52

KR-01-2022 - Revision 2 Kern – Refresh of Damaged Kiosks (Quantity 2) - Revision 2 \$ 0.00

KR-01-2023 Kern – New Site Located at 10215 Stobaugh Street in Lamont, California \$102,446.59

KR-03-2023 Kern – Additional Licensing for Customer Service Center ("CSC") Expansion (Quantity 100) \$103,864.00

LA-01-2023 Los Angeles – Enhancements for Mass Reindex, Deduplication, and Telephonic Signatures Reindex Effort \$100,757.90

LA-01-2024 Los Angeles – Custom Courtesy Callback ("CCB") Solution and New Afterhours Interactive Voice Response ("IVR") Flow \$494,410.21

MP-01-2022 - Revision 1 Mariposa – Kiosks (Quantity 2) - Revision 1 \$ (7,104.00)

MT-01-2023 Monterey – Network Model Change to County Point of Presence ("PoP") \$23,732.85

MT-04-2023 Monterey – Production Operations for Managed FACTs (Quantity 16) \$151,454.02

OR-01-2022 - Revision 1 Orange – Kiosks (Quantity 10) and Production Operations for Managed FACTs (Quantity 24) - Revision 1 \$ (40,256.01)

OR-02-2023 Orange – Additional Licensing for Customer Service Center ("CSC") Expansion (Quantity 35) \$100,306.22

RV-02-2023 Riverside – Refresh of Damaged Kiosks (Quantity 2) \$49,608.92

RV-03-2023 Riverside – Kiosk Printer and Scanner Refresh (Quantity 1) \$443.00

SB-04-2023 San Bernardino – Kiosk Printer Refresh (Quantity 26) \$12,686.58

SC-01-2024 Santa Clara – Worker Assignment ("WA") Robotic Process Automation ("RPA") Bot \$303,907.56

SC-02-2024 Santa Clara – Additional Licensing for Customer Service Center ("CSC") Expansion (Quantity 128) \$247,333.44

SD-02-2024 San Diego – Task Configurations \$67,867.20

SJ-01-2023 San Joaquin – Kiosk Hardware Refresh (Quantity 1) \$2,246.15

SM-01-2023 - Revision 1 San Mateo – Kiosks (Quantity 5) and Production Operations for Managed FACTs (Quantity 5) - Revision 1 \$77,197.99



SM-03-2023 - Revision 1 San Mateo – Additional Licensing for Customer Service Center Expansion (Quantity 20) - Revision 1 \$51,988.15

SM-04-2023 San Mateo – Additional Reporting Support \$44,144.70

This Change Notice also includes administrative updates to the Wide Area Network (WAN) specifications and other line-item adjustments with no impact to overall cost.

The costs of this Change Notice are funded through the CalSAWS Implementation Advance Planning Document Update (IAPDU), premise funding, and county funding. The current year costs are accounted for in the SFY 2024-25 CalSAWS JPA Project Budget.

c. Approval of ClearBest Work Orders 4 and 5, which include Quality Assurance services for eleven premise items and technical and security enhancements.

Summary: Work Order 4 will utilize \$1,486,401 of the \$8,829,000 Professional Services allowance for eleven (11) premise items including: ABAWDs Fiscal Responsibility Act of 2023 (\$48,820), CalWORKs Overpayments (SB 726) (\$11,286), CARES (\$821,701), CalFresh Simplification (\$109,843), CalWORKs Work Requirements (AB 2300) (\$30,170), Family Reunification AB 135 (\$109,106), Housing Assistance Program (HAP) Eviction (SB 1083) (\$12,426), Work Registration CalFresh Disqualification Notice Update (\$12,426), CalFresh Notice of Provider Determination (\$25,049), Transitional Housing Supplement (THS) (\$7,296), and Telephone Consumer Protection Act – Text Messaging Consent (\$298,278). Board approval of this Work Order will leave a balance of \$6,749,465 for future work.

Work Order 5 will utilize \$1,267,680 of the \$8,829,000 Professional Services allowance for QA services associated with NIST/Zero-Trust/technical and security upgrades. Board approval of this Work Order will leave a balance of \$5,481,785 for future work.

The costs of these Work Orders are funded through the CalSAWS IAPDU, and premise funding and accounted for in the SFY 2024-26 CalSAWS JPA Project Budget.

Informational Items

5. Performance Trends

Informational

Summary: Arnold Malvick and Rachel Frey will provide an overview of Performance Trends.

6. BenefitsCal Update

Informational

- ROI Update
- Metrics Comparison Q2 2023 vs Q2 2024

Summary: Lynn Bridwell and Onur Senman will provide an update on BenefitsCal.

7. Release and Policy Update

Informational

- CalSAWS Release Highlights
- CNI Rate Increases

Summary: Lisa Salas will provide an update on Release and Policy.



Agenda Item and Summary

Type of Item

8. Reports Status Update

Informational

- **Fiscal Reports defects backlog**

Summary: Sean Swift will provide an update on Reports Status.

9. Fresno GenAI Update

Informational

Summary: Regina Zmuidzinas Aguilar will provide an update on Fresno GenAI.

10. M&E Risks

Informational

Summary: Arnold Malvick and Rachel Frey will provide an overview on M&E Risks.

11. Procurement Update

Informational

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

Summary: Tom Hartman will provide an update on Procurement.

12. Adjourn Meeting

Procedural

Summary: Board Chair, Michael Sylvester, will adjourn the meeting of the CalSAWS JPA Board of Directors.

