

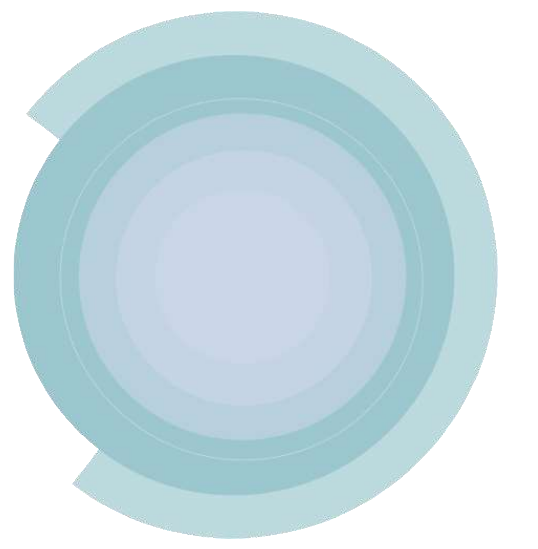
JPA Board of Directors Meeting

November 15, 2024



CalSAWS

Agenda



1. Call Meeting to Order.
2. Confirmation of Quorum and Agenda Review.
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.

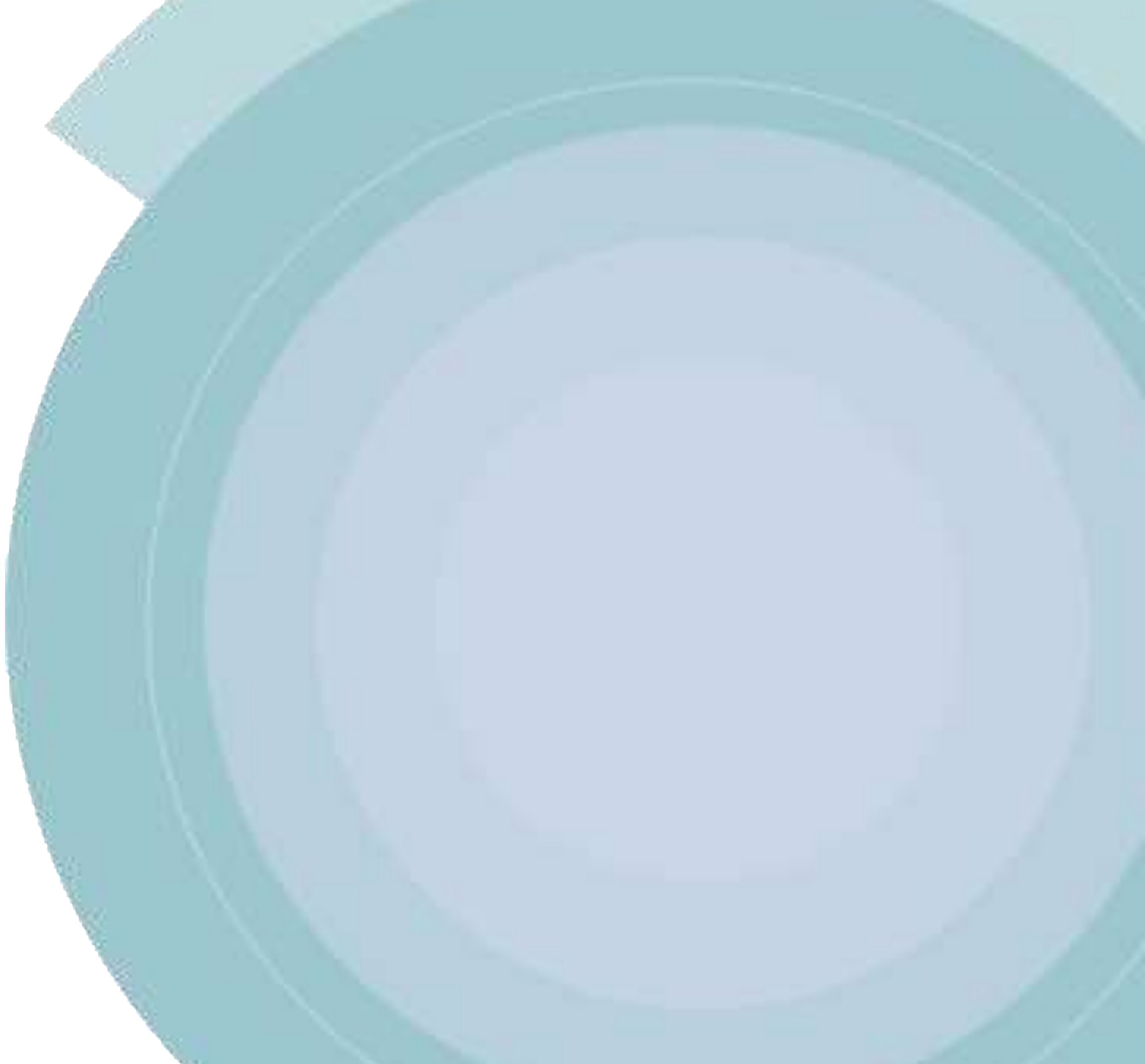
Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Chair to speak.

Action Items



4. Approval of Group Sales Agreement between CalSAWS Consortium and The Westin San Diego Gaslamp Quarter for the CalSAWS Annual Conference June 25-27, 2025, and delegation of authority to CalSAWS Executive Director to sign Catering and A/V agreements in an amount not to exceed \$150,000.
5. Approval of Consent Items:
 - a. Approval of the Minutes and review of the Action Items for the September 27, 2024, and October 18, 2024, JPA Board of Directors Meetings.
 - b. Approval of Accenture Change Notice 36, which includes two premise Items, transition scope of work, and thirteen (13) county purchases.
 - c. Approval of ClearBest Work Order 9, which includes one (1) Premise item, CalFresh/CalWORKs Recertification Packets.

Informational Items



Introduction of new CalSAWS staff

Sandeep Aji

Chief Technology Officer (CTO)

Primary Focus

- Strategic Leadership
- Innovation
- Stakeholder Engagement
- Technology Oversight
- Team Development

Key Responsibilities

- Develop & Implement the tech roadmap
- Oversee data & analytics initiatives to leverage insights for decision-making
- Foster innovation through the adoption of emerging technologies
- Manage procurement processes for tech solutions & partnerships



Robert Lusk

Technology & Operations Director

Primary Focus

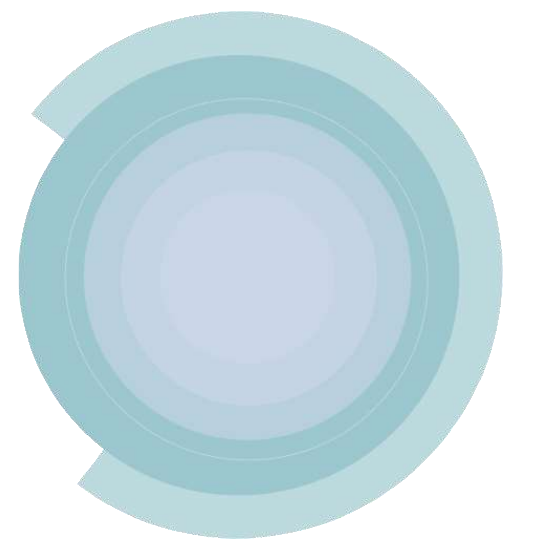
- Operational Management
- Project Oversight
- Process Improvement
- Team Coordination

Key Responsibilities

- Oversee CalSAWS production & tech ops, including lobby management, contact centers, imaging, & help desk functions
- Ensure the reliability & availability of systems & services
- Collaborate with the CTO on strategic technology initiatives
- Monitor performance metrics to report on operational effectiveness



BenefitsCal Update



ROI Workgroup Update



ALL COUNTY LETTERS (ACL)

CDSS and DHCS are working on the final letters based on the input received

CBO INFORMATION & UX

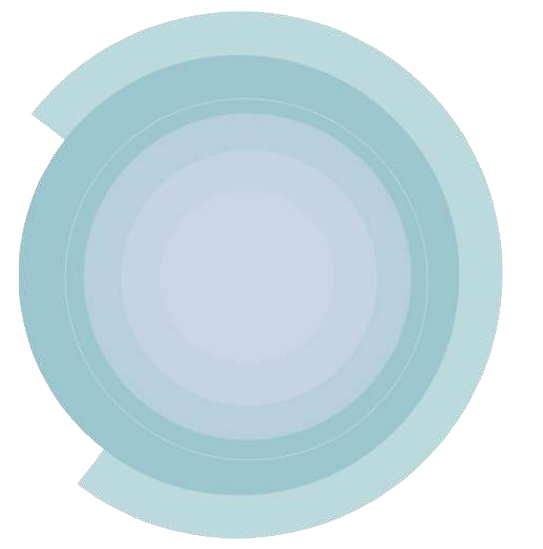
Started discussions about the CBO information in the functionality and exploring the user experience

WORK GROUP MEETINGS

Most recent working session was on 10/7, and next session is scheduled on 11/18

BenefitsCal Adoption

Email Campaigns online renewals



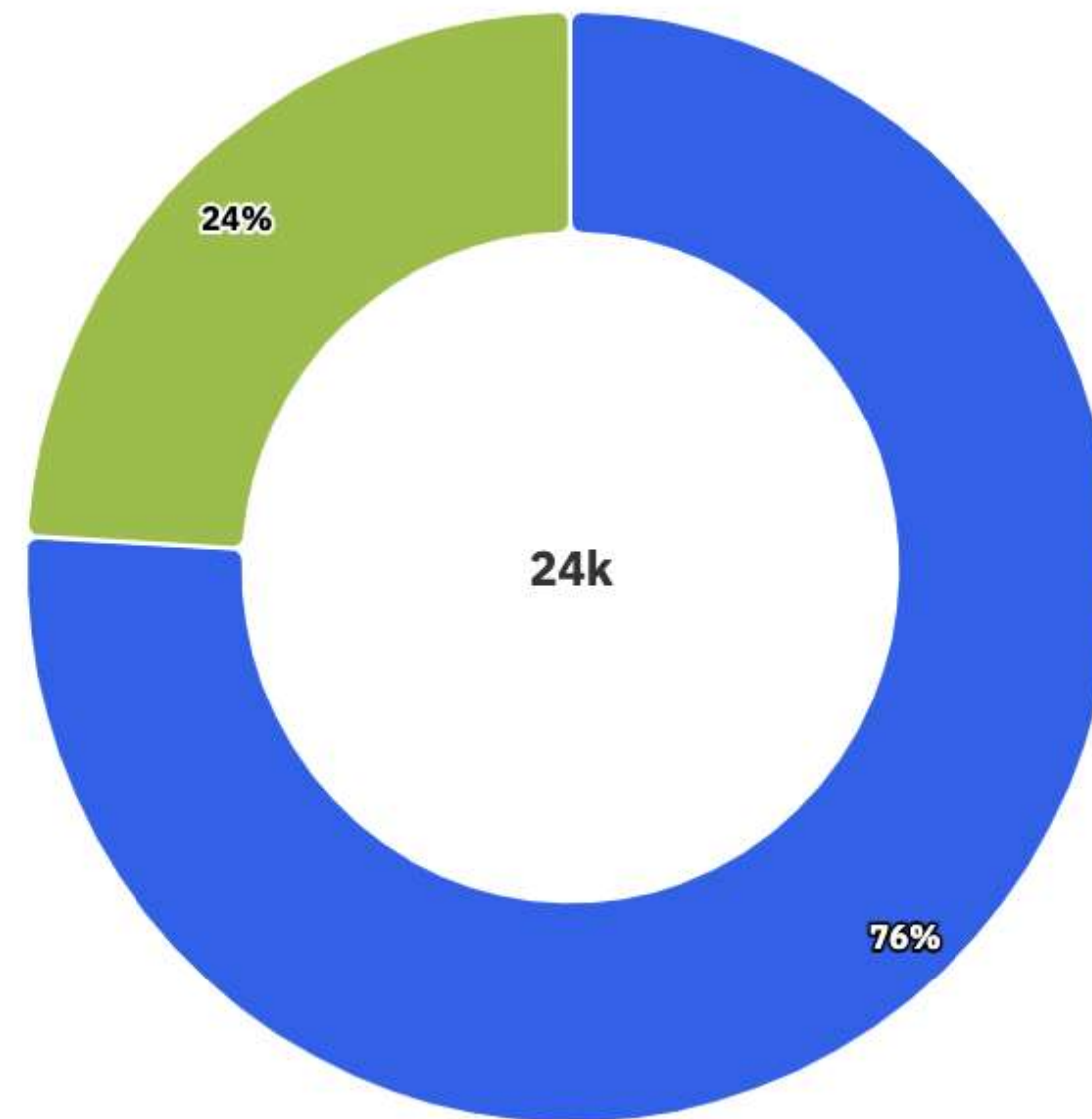
Renew & Manage Benefits With BenefitsCal.



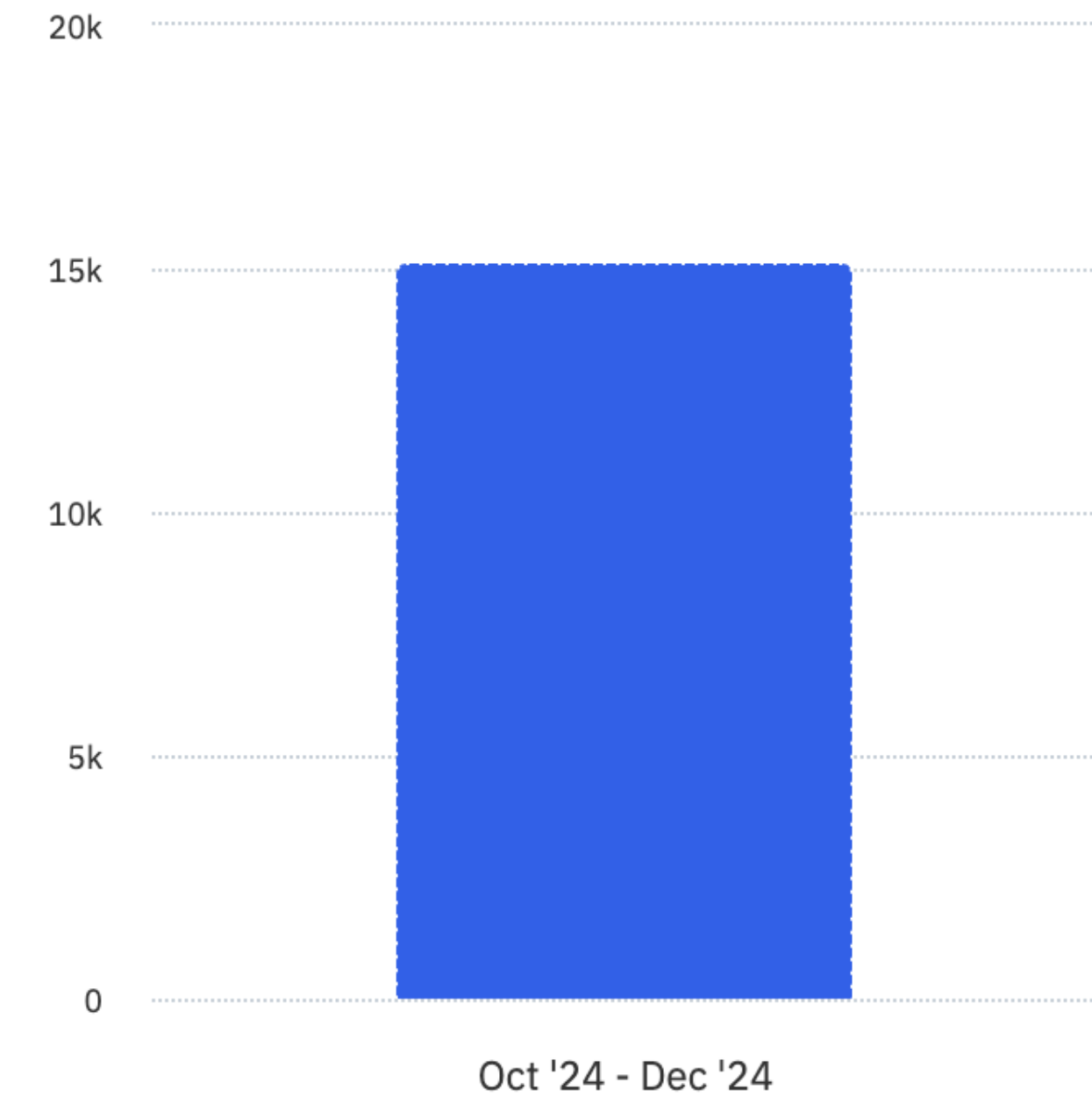
With a BenefitsCal account, you can:

- View benefits information
- Get updates and reminders
- View appointments and notices online
- Upload documents and reports

EMAILS: SENT 490K -> DELIVERED 455K -> OPENED 425K



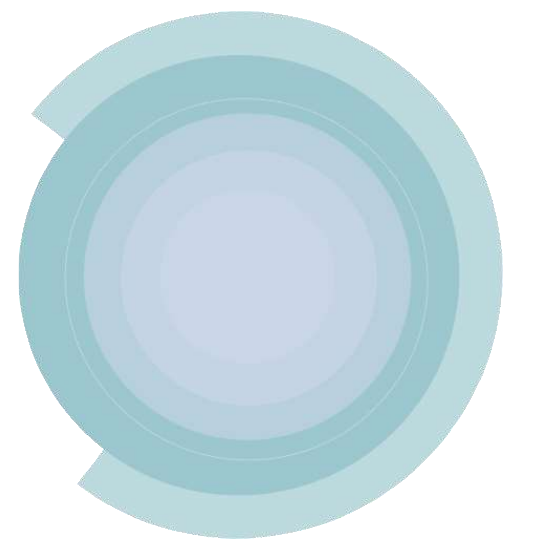
CLICK 24K (4.9%)



LOGIN/CREATE ACCOUNT 15.1K

BenefitsCal Adoption

Engaging with: Counties, Customers and CBOs



COUNTY VISITS

Conducted through the end of 2024 proposed with: Sacramento, Los Angeles, San Francisco, and Alameda

CBO VISITS

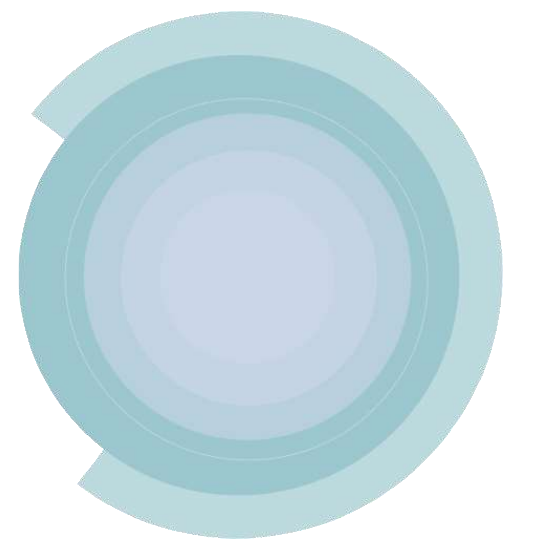
Ethnographic research with CBOs from recommendations driven through county visits

SYNTHESIS

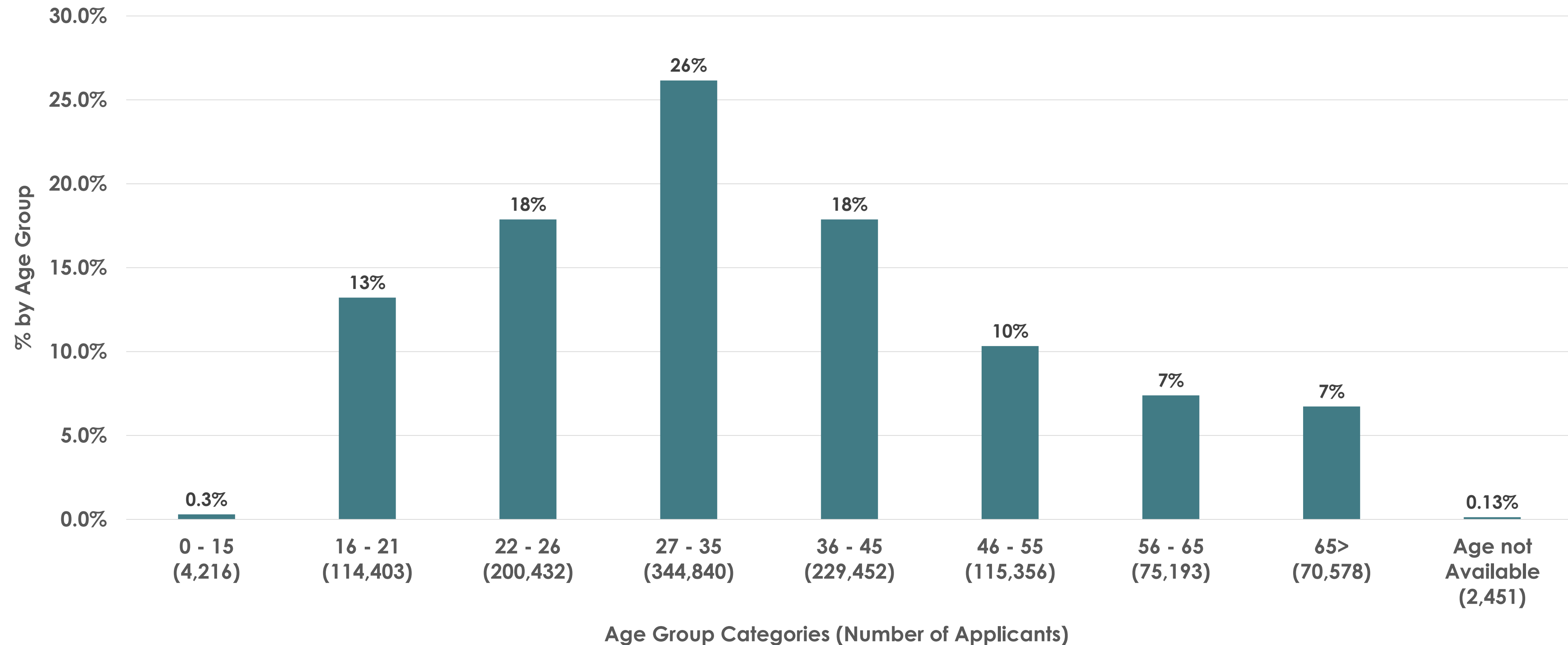
Findings from sessions will be used to map customer and worker journeys.

Demographic Data: Age Range

Customer Applications



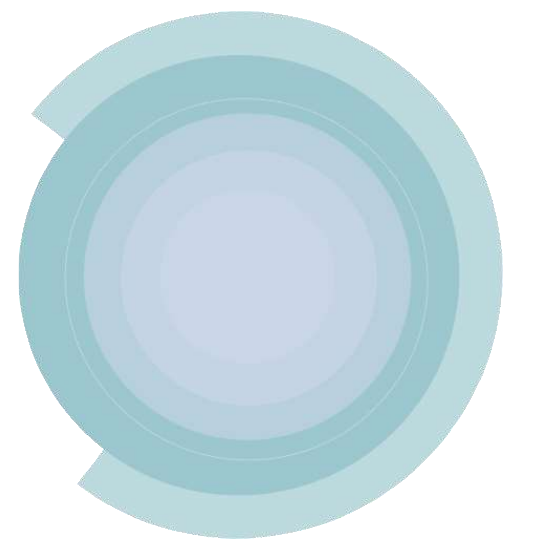
Breakdown for BenefitsCal Applications submitted by Customers



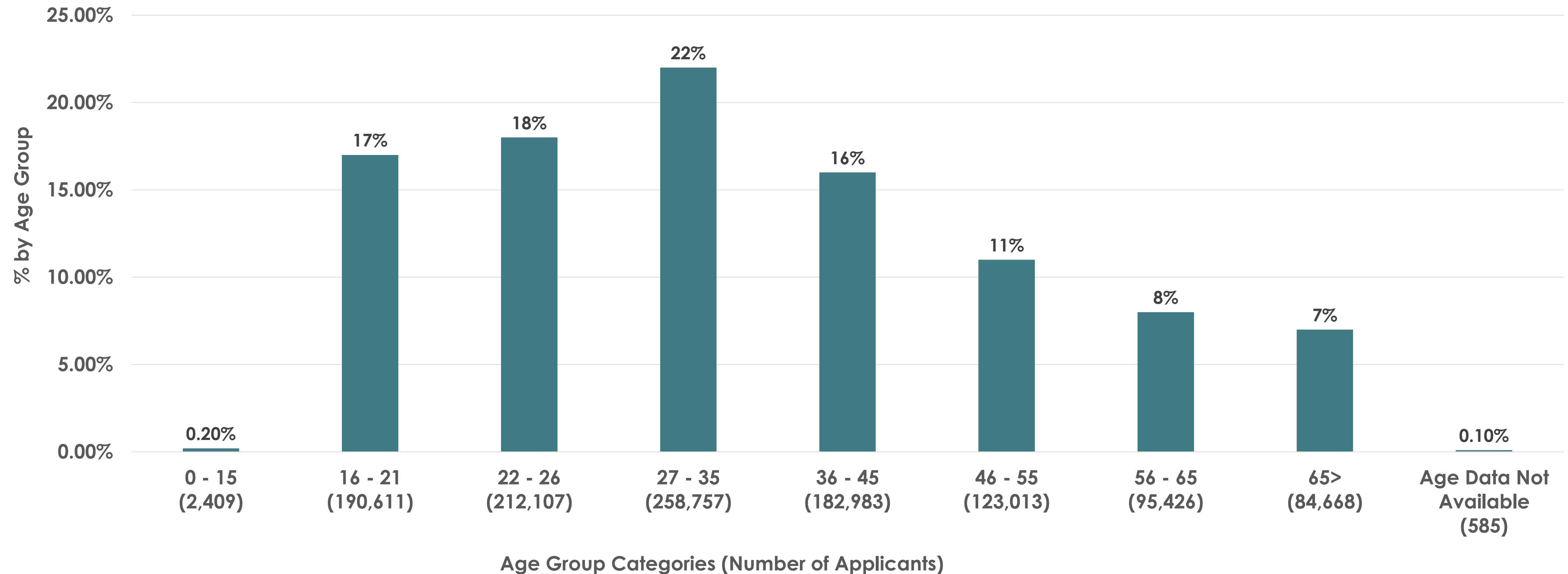
Between January 2024 and October 2024, the age group with the highest percentage of applications submitted on BenefitsCal is the 27-35 age group at **26%** (344,840 applications), followed by the 36-45 (229,452 applications) and 22-26 (200,432 applications) age groups, each at **18%**.

Demographic Data: Age Range

CBO Applications

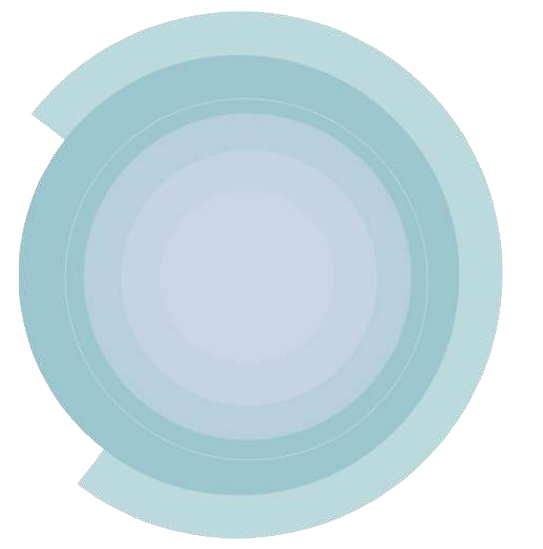


Breakdown for BenefitsCal Applications submitted by CBOs

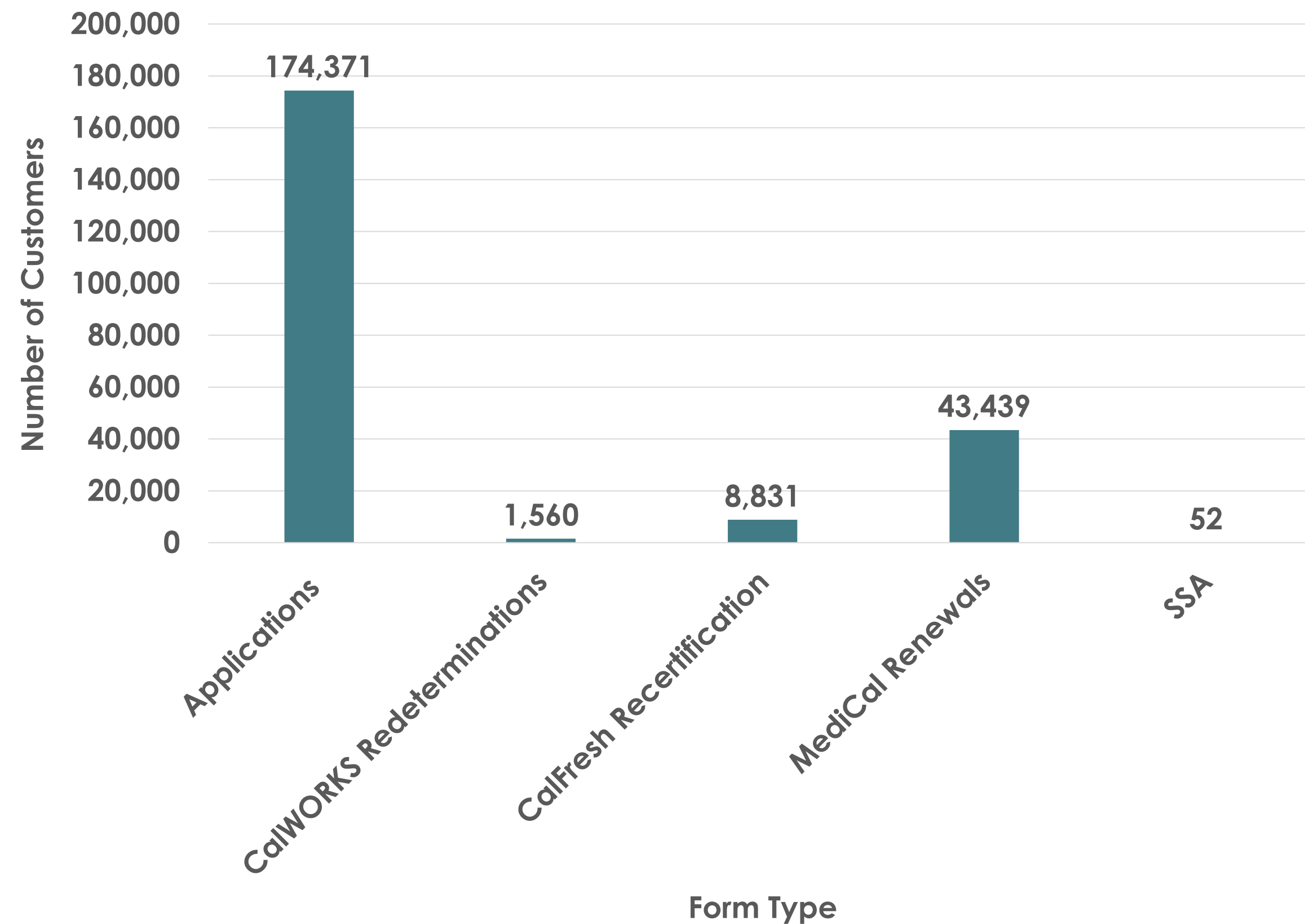


Between January 2024 and October 2024, the age group with the highest percentage of applications submitted on BenefitsCal is the 27-35 age group at **22%** (258,757 applications), followed by the 22-26 (212,107 applications) at **18%**.

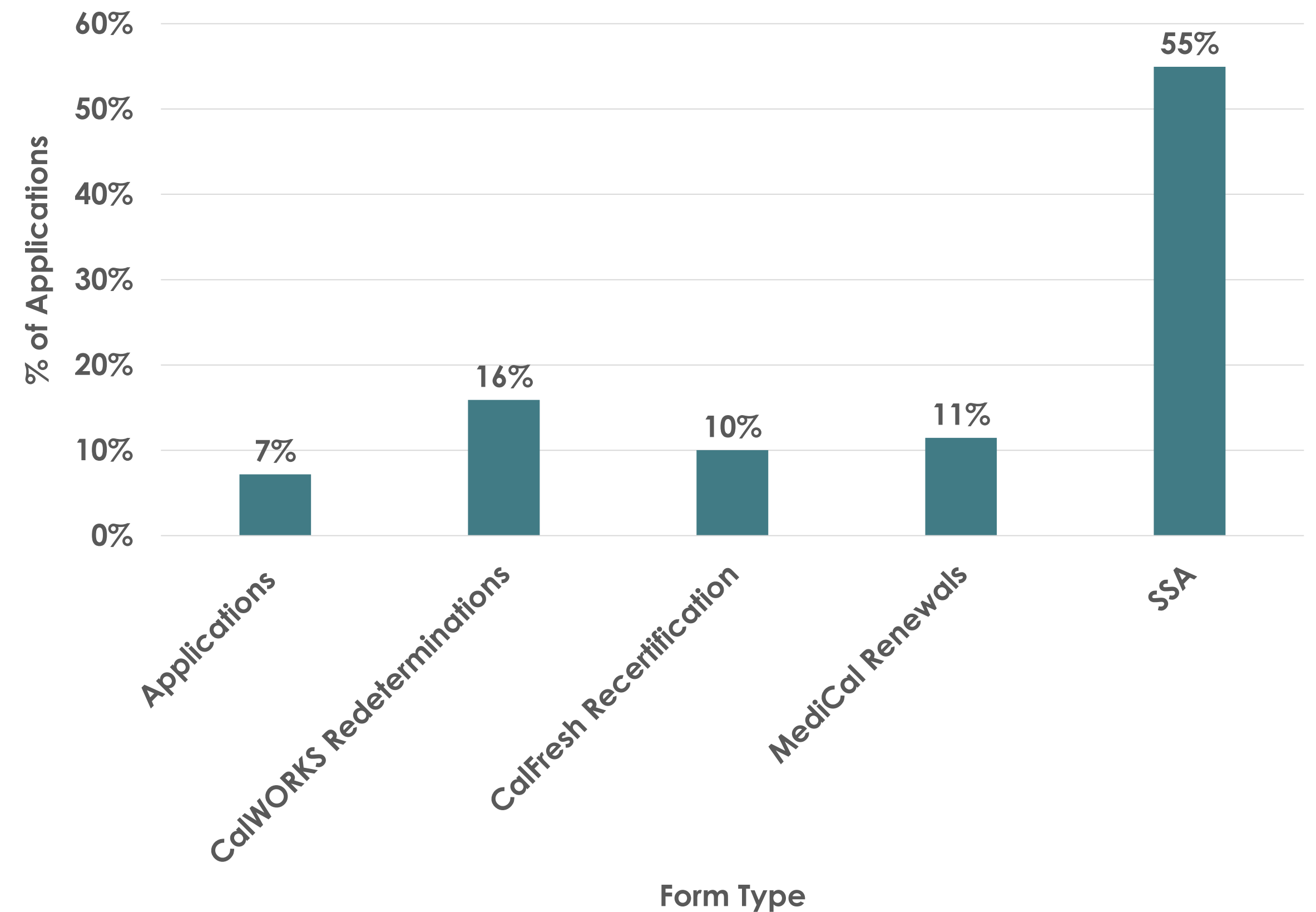
Demographic Data: Disability Information



Number of Customers who Identify with a Disability that Submitted an Application

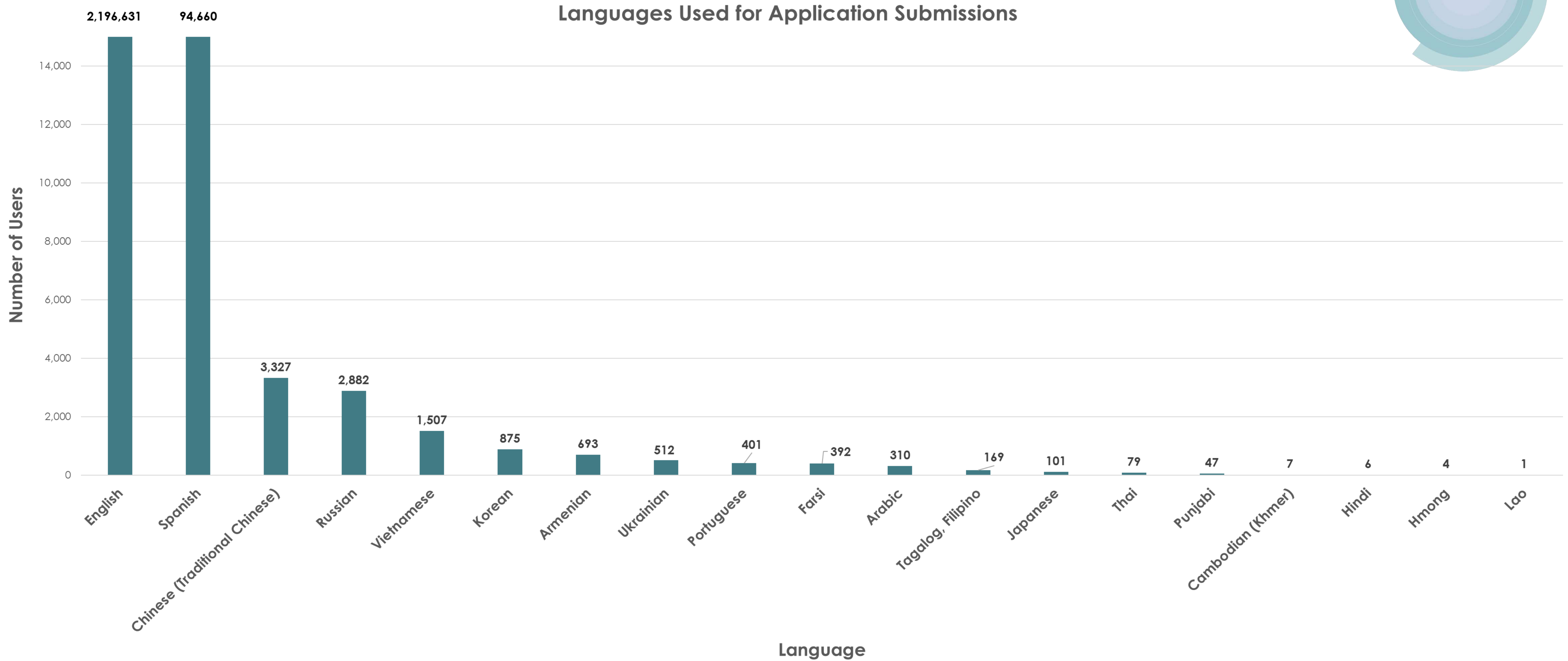
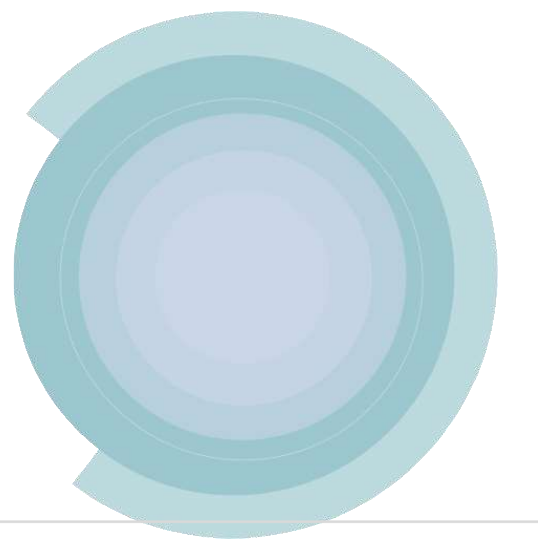


% of Total Applicants who Identify with a Disability that Submitted an Application



The charts above display data on applicants who self-reported a disability from January 1, 2024, to November 6, 2024. Please note that this field is optional on the application on BenefitsCal.

Demographic Data: Application Language



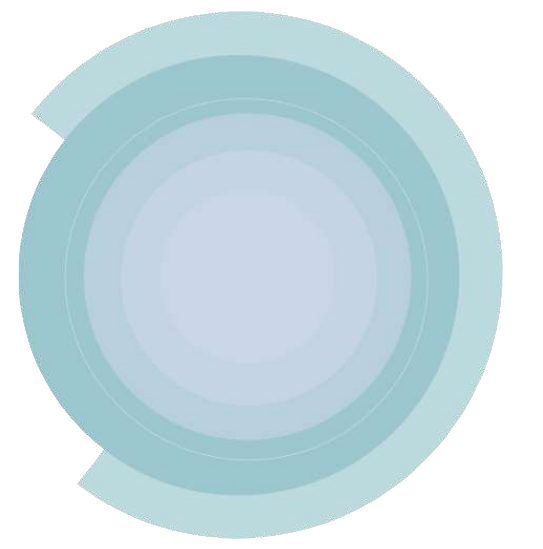
The graph depicts the number of applications submitted in each language from January 1, 2024, to November 6, 2024

Infrastructure Transition-In

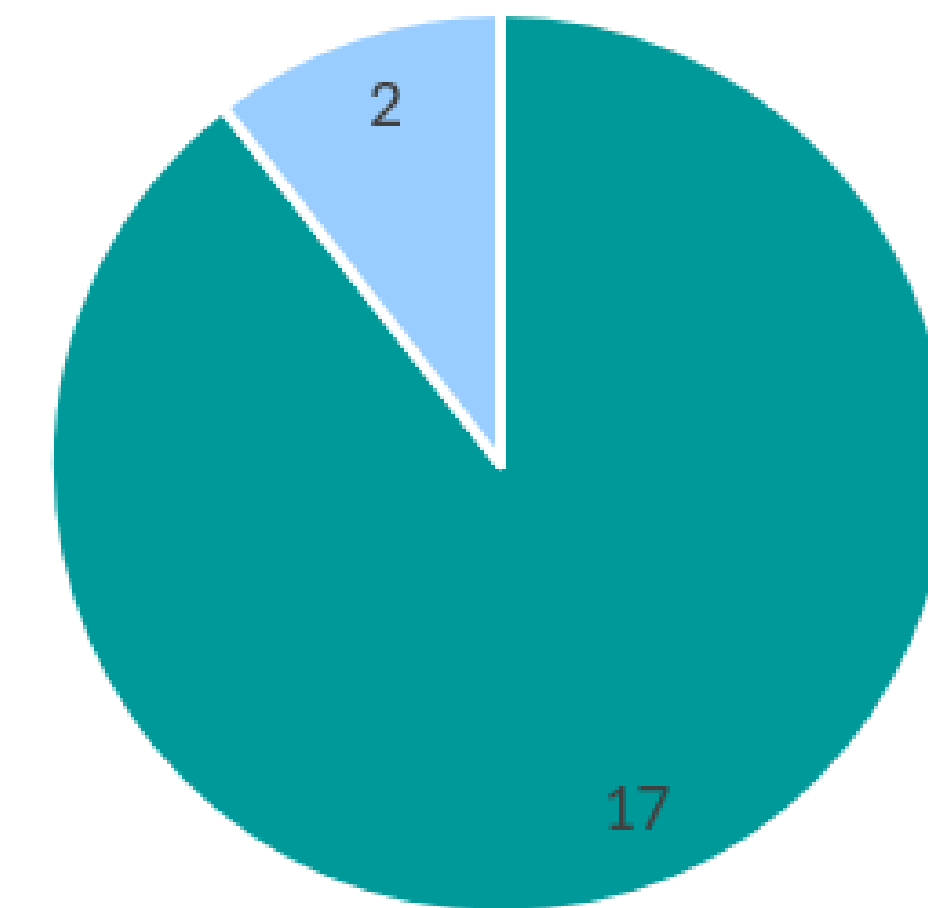
Infrastructure Transition

Completed Workstreams

- GA/GR Correspondence (Noticing Solution)
- OCAT
 - Operations underway
 - ❖ Service Desk
 - ❖ Change process
 - Moving to CalSAWS processes



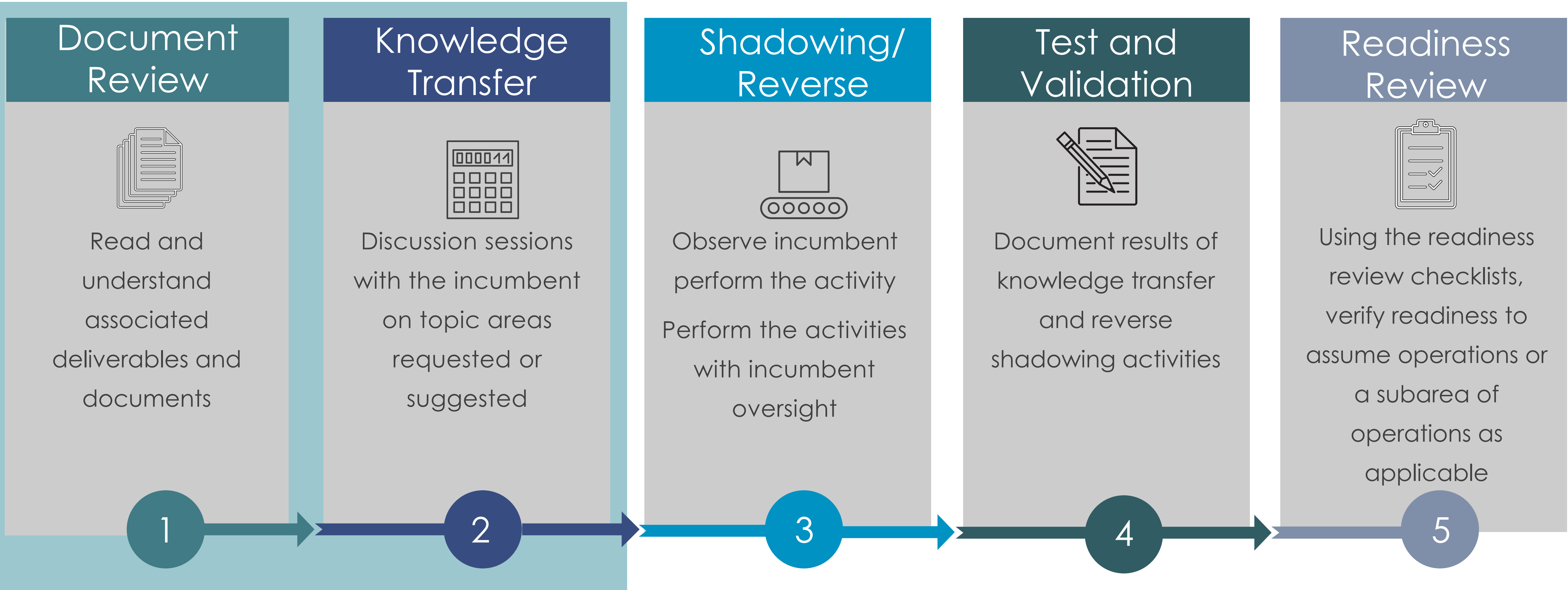
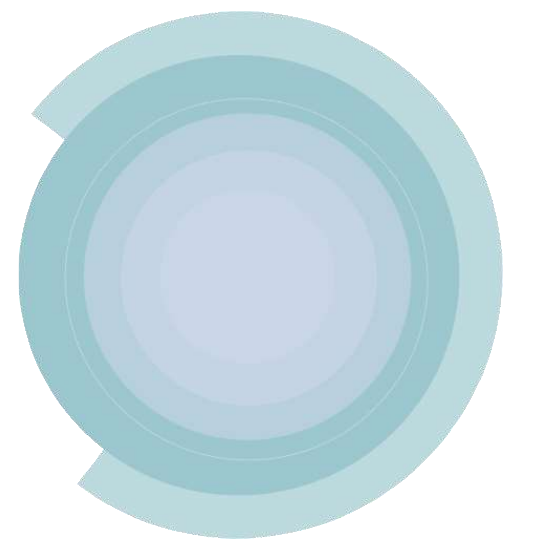
Workstream Status



■ Workstreams ■ Completed

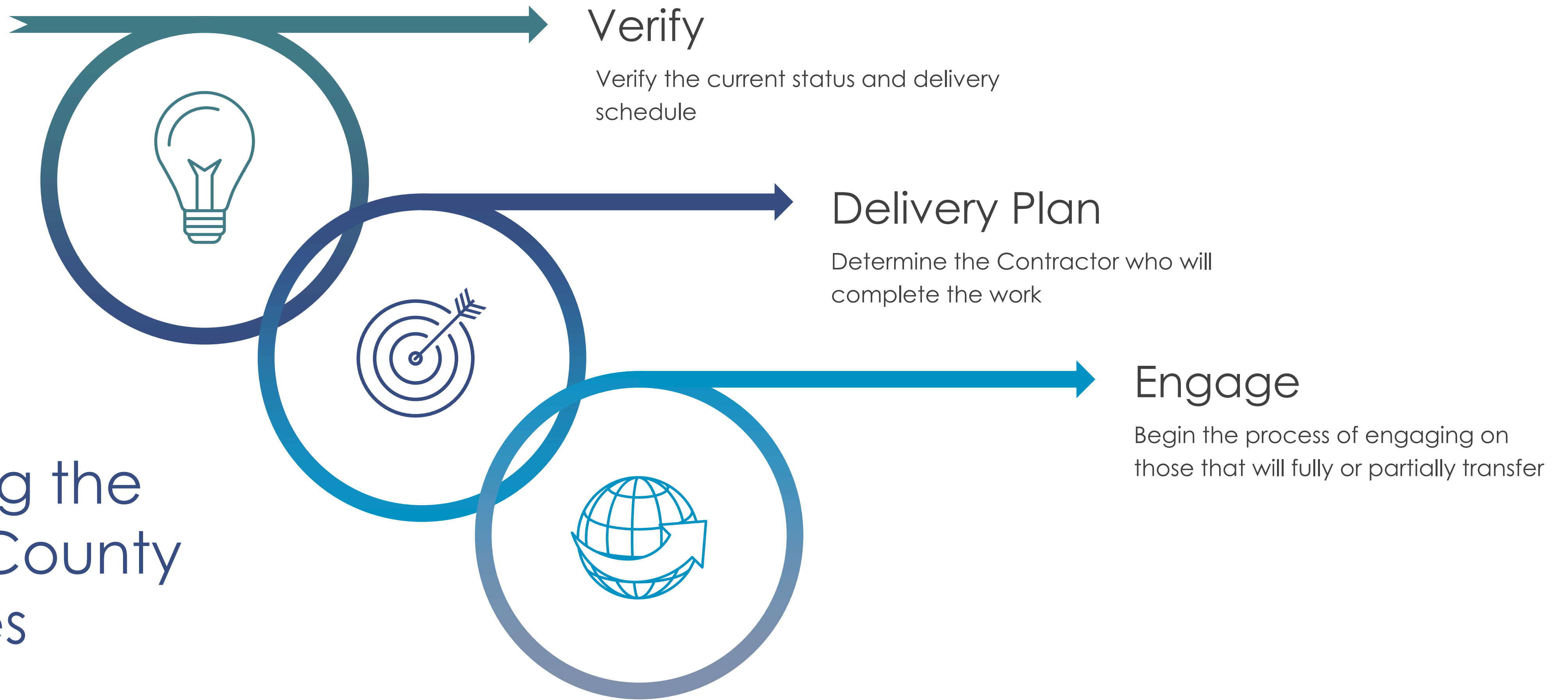
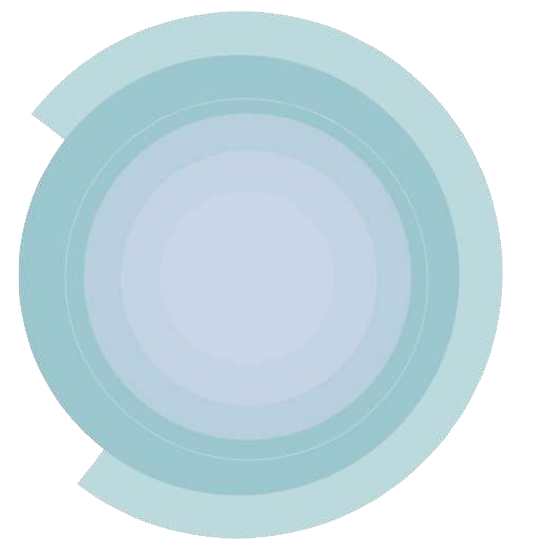
Infrastructure Transition

Remaining Workstream Status



Infrastructure Transition

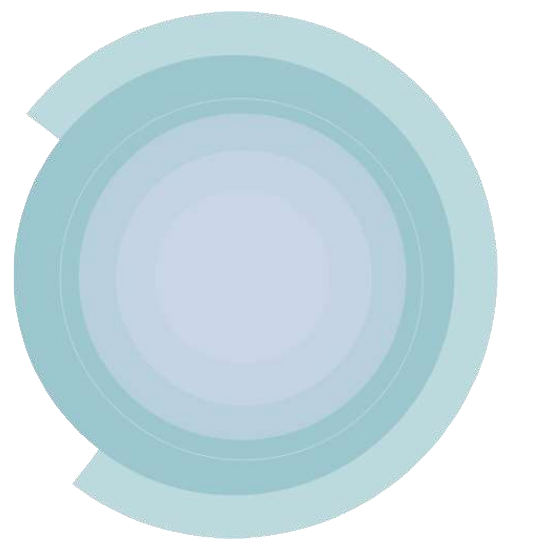
County Impacts



County Highlight

County Highlight

November 2024



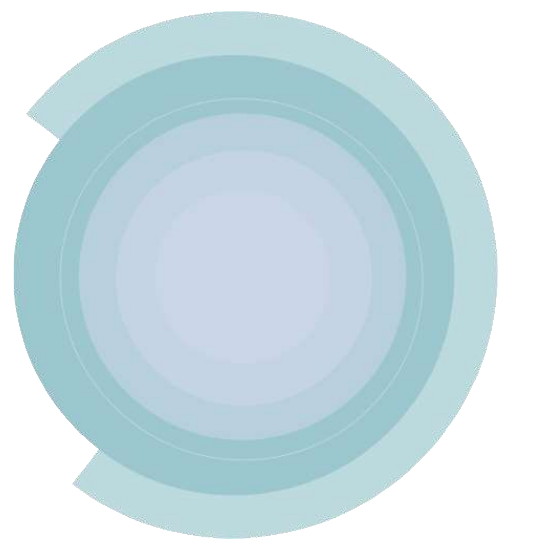
- Trinity County's **Follow the Wheels** outreach program



***Are you doing something impactful in your county that you'd like to HIGHLIGHT? Reach out to your RMs!**

Closed Session

Closed Session Item

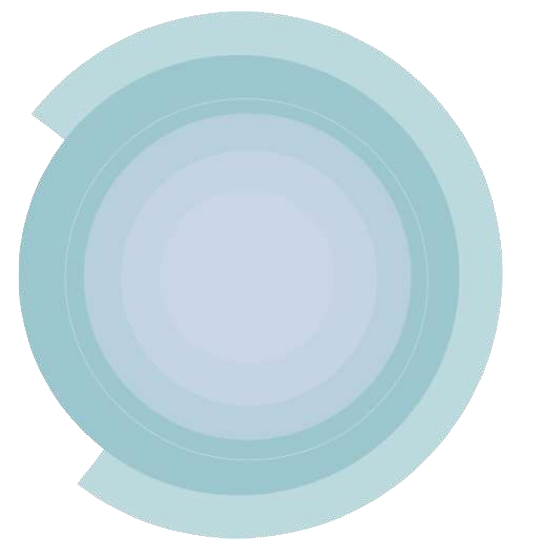


12. Conference with Legal Counsel – Contract Negotiations
(One Item).

The JPA Board of Directors is currently in Closed Session.

Reconvene Open Session

Informational Item



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

Adjourn Meeting