

# CalSAWS | Minutes

Meeting: JPA Board of Directors  
Location: 620 Roseville Parkway, Roseville, CA 95747 – Cypress Conference Room  
Date: October 18, 2024  
Time: 9:30 a.m.  
Present: In person: Adam Dondro, State Ex-Officio – Member; Greg Geisler, Region 2 – Member; Michael Sylvester, Region 6 – Chair  
Zoom: Marla Stuart, Region 1 – Vice Chair; Bill Wathen, Region 3 – Member; Chris Woods, Region 4 – Member; Francena Martinez, Region 4 – Member; James Locurto, Region 5 – Member; Veronica Rodriguez, Region 5 – Member; Kristin Stranger, Region 6 – Member; and Cynthia McCoy-Miller, Region 6 – Member  
Absent: Melissa Livingston, Region 5 – Member  
Facilitator: Julia Erdkamp, CalSAWS Executive Director

## Topic

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### 1. Call Meeting to Order

**Summary:** Chair, Michael Sylvester, called the meeting to order at 9:33 a.m.

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### 2. Confirmation of Quorum and Agenda Review

**Summary:** Chair, Michael Sylvester, confirmed quorum of the Board and gave a brief overview of the agenda topics.

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### 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.

**Summary:** Public comment made by Jennifer Tracy.

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## Action Items

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### 4. Approval of FCED Governance Committee Member Appointments:

- a. Christine Huber, Stanislaus County, effective immediately.
- b. Randy Morris, Santa Cruz, effective December 14, 2024.

**Summary:** The Consortium is seeking Board approval of FCED Governance Committee Member Appointments.

Motion to Approve, was made by Member, Greg Geisler.

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## Topic

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Motion was seconded by Vice-Chair, Marla Stuart.  
Member, Kelly Curtis, voted to approve.  
Member, Bill Wathen, voted to approve.  
Member, Chris Woods, voted to approve.  
Member, Francena Martinez, voted to approve.  
Member, James Locurto, voted to approve.  
Member, Veronica Rodriguez, voted to approve.  
Member, Kristin Stranger, voted to approve.  
Chair, Michael Sylvester, voted to approve.  
Member, Cynthia McCoy-Miller, voted to approve.  
Member, Melissa Livingston, was absent from vote.  
Vote was taken via roll call and the Motion passed.

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### 5. Approval of Consent Items:

- a. **Approval of the ClearBest Work Order 7, which includes scopes and cost to perform Quality Assurance (QA) Services for the Infrastructure Transition.**
- b. **Approval of ClearBest Work Order 8, which includes three (3) Premise items; Get CalFresh Parity items, Family Reunification, and Able Bodied Adults Without Dependents (ABAWD).**
- c. **Approval of Deloitte Portal Mobile Change Order 09, which extends the Agreement, increases the change order allowance, and incorporates administrative adjustments to Optional Enhancements.**
- d. **Approval of Deloitte Portal Mobile Work Order 17, which includes a request to add one (1) premise item for ABAWD exemptions and time clocks.**

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

Motion to Approve, was made by Member, James Locurto.  
Motion was seconded by Member, Veronica Rodriguez.  
Vice-Chair, Marla Stuart, voted to approve.  
Member, Kelly Curtis, voted to approve.  
Member, Greg Geisler, voted to approve.  
Member, Bill Wathen, voted to approve.  
Member, Chris Woods, voted to approve.  
Member, Francena Martinez, voted to approve.  
Member, Kristin Stranger, voted to approve.  
Chair, Michael Sylvester, voted to approve.  
Member, Cynthia McCoy-Miller, voted to approve.  
Member, Melissa Livingston, was absent from vote.  
Vote was taken via roll call and the Motion passed.

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## Informational Items

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### 6. Performance Trends

**Summary:** Arnold Malvick, Rachel Frey, and Sara Kiewet provided an overview of Performance Trends.

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## Topic

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### 7. BenefitsCal Update

- ROI Update
- BenefitsCal Adoption
- GCF Application flow through BenefitsCal releases and user-facing changes

**Summary:** Lynn Bridwell, Onur Senman, and Blake Weyland provided an update on BenefitsCal.

\*Public comment made by Jennifer Tracy.

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### 8. Release and Policy Update

- FCED

**Summary:** Lisa Salas and Michele Peterson provided an update on Release and Policy.

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### 9. Fresno GenAI Update

**Summary:** Andi Claman provided an update on the Fresno GenAI pilot.

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### 10. Infrastructure Transition-In

**Summary:** Dawn Wilder provided an overview of Infrastructure Transition-In.

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### 11. County Highlight

**Summary:** Julia Erdkamp introduced the video highlighting the County of San Bernardino WEX program.

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### 12. Procurement Update

**Summary:** Tom Hartman provided an update on Procurement.

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### 13. Hyland Imaging Infrastructure Update

**Summary:** Sara Kiewet, Jason Gormley, and David Luzier provided an update on Hyland Imaging Infrastructure.

\*Action item – Provide more data context on the value we're getting from this service and how much the transactional impact is occurring.

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## Closed Session

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## Topic

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

#### Reconvene Open Session

### 15. Announcement of action taken in Closed Session, if any.

**Summary:** Direction was given to continue contract negotiations with Deloitte.

### 16. Adjourn Meeting

**Summary:** JPA Board Chair Michael Sylvester adjourned the meeting at 12:28 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	November 2024	Ongoing
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	Ashley Arnold	January 2025	Ongoing
3. Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Arnold Malvick	November 2024	Ongoing
4. Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Arnold Malvick	November 2024	Ongoing
5. Present strategies on increasing usage of BenefitsCal and research why people are not using it. Create an outreach effort to non-participants to determine why they are not using BenefitsCal.	Lynn Bridwell	November 2024	Open
6. Provide additional information regarding imaging OCR issue at the next JPA Meeting.	Sara Kiewet	October 2024	Open
7. Provide granular data for what is included in the 18% that is being changed by workers; trend analysis on percentage of changes; and what details counties should be collecting to prepare for when they are able to utilize the functionality.	Regina Zmuidzinas Aguilar	TBD	Open

Action Items	Assigned to	Due Date	Status
8. Hyland will provide additional data context on the value we're getting from this service and how much the transactional impact is.	Sara Kiewet	December 2024	Open

**Next Meeting**

In-Person/Zoom  
 Friday, November 15, 2024  
 12:30 p.m. – 2:30 p.m.  
 Library Galleria  
 828 I Street  
 Sacramento, CA 95814