

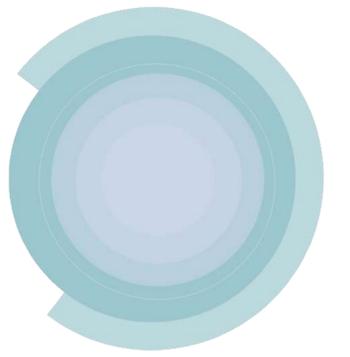
# JPA Board of Directors Meeting

December 13, 2024



CalSAWS

# Agenda

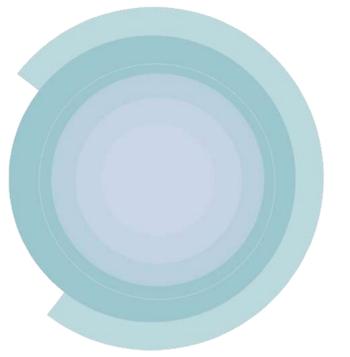


1. Call Meeting to Order.
2. Confirmation of Quorum and Agenda Review.
3. Public Comment: Public opportunity to speak on any item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

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.

# Closed Session

# Closed Session Item

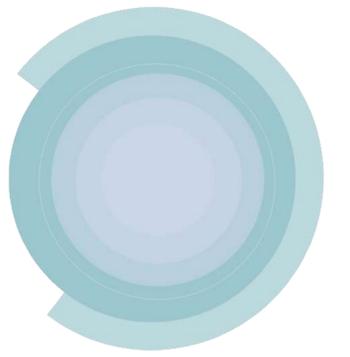


4. Conference with Legal Counsel – Contract Negotiations (One Item).

**The JPA Board of Directors is currently in Closed Session.**

# Reconvene Open Session

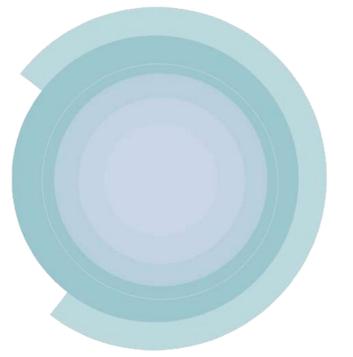
# Informational Item



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

# Action Items

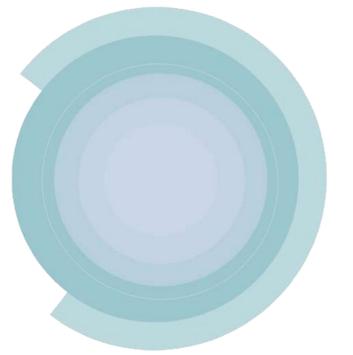
# Action Items



6. Approval of Deloitte, LLP CalSAWS M&E Services Agreement, which includes goods and services required for maintenance and enhancement of application services in the CalSAWS environment.

# Deloitte – M&E Agreement

## Contract Overview



- Transition and One-Time Deliverables
- Project Management Office
- Application Maintenance/SCRs
- Defect Resolution
- Performance Management
- Service Desk Level 3 Support
- Batch
- Application Security
- Innovation M&E
- Automation Support (Bots)
- Workload Assignment
- WDTIP M&O
- Change Order and County Purchase Allowance

**Transition Period: February 1, 2025 – January 31, 2026**

**Base Term: February 1, 2025 – January 31, 2032**

Extension Year 1: February 1, 2032 – January 31, 2033

Extension Year 2: February 1, 2033 – January 31, 2034

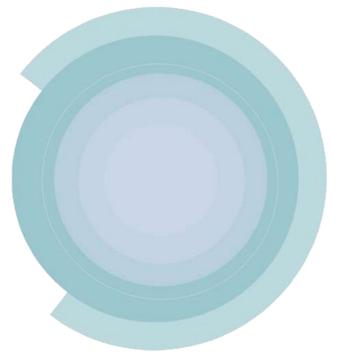
Extension Year 3: February 1, 2034 – January 31, 2035

Extension Year 4: February 1, 2035 – January 31, 2036

<b>CalSAWS M&amp;E Base Price Total</b>	<b>M&amp;E Maximum Price</b>
Transition-In Deliverables	\$1,758,111
M&E Base Deliverables	\$14,259,541
M&E Database Migration Price	\$9,328,090
M&E Software Price	\$2,141,412
M&E Services	\$313,945,852
M&E Other Price	\$600,000
<b>M&amp;E Transition &amp; Base</b>	<b>\$342,033,007</b>
<b>Change Order Allowance</b>	<b>\$70,000,000</b>
<b>County Purchase Allowance</b>	<b>\$20,000,000</b>
<b>Total Base Term</b>	<b>\$432,033,007</b>

# Deloitte, LLP

Deloitte Leadership Team



**Jason Salzetti**  
Government and Public Services Industry  
Leader and Consulting-elect CEO

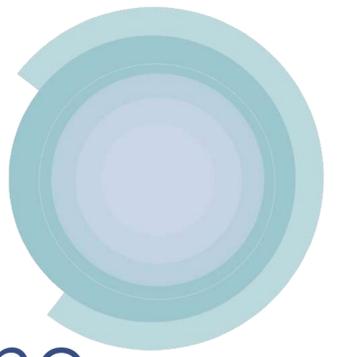


**Wil Carroll**  
State, Local, Higher Education West Leader



**Rakesh Dutttagupta**  
Principle

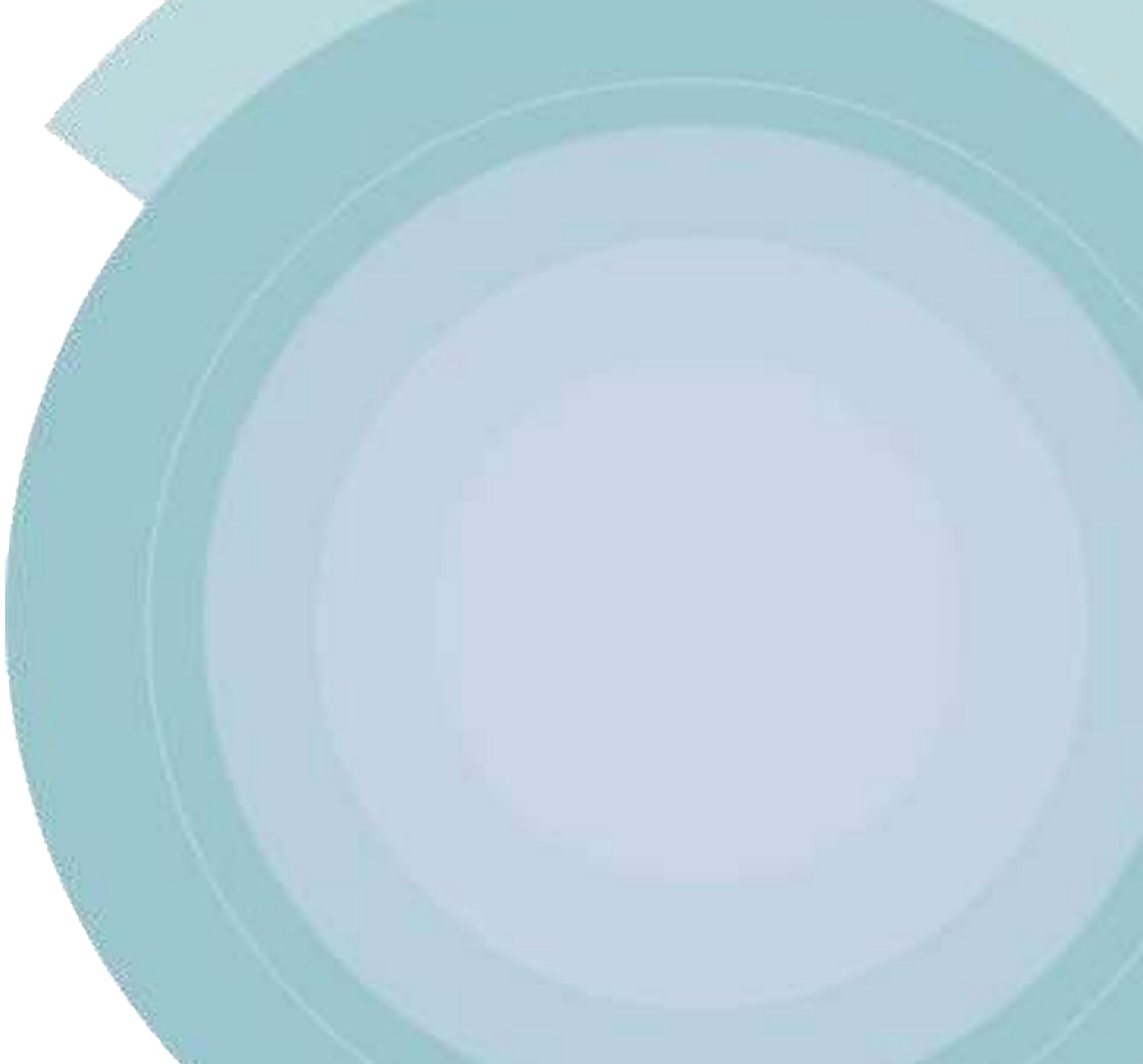
# Action Items



## 7. Approval of Consent Items:

- a. Approval of the Minutes and review of the Action Items for the November 15, 2024, JPA Board of Directors Meeting.
- b. Approval of Accenture Change Notice 37, which includes transition scope of work, four (4) county purchases, and administrative adjustments.
- c. Approval of ClearBest Change Order No. 9, which exercises an extension of the remaining two (2) optional years.
- d. Approval of RGS Amendment No. 42, which includes the addition of two (2) new positions, updates to cost of benefits, and a reconciliation of FTE counts.

# Informational Items



# Performance Trends

# Performance Trends

## SLAs and Onshore/Offshore Hours

### CalSAWS SLAs

September – November\* 2024

Accenture

	Performance
✗ System Availability 10/11/24 - (eCCP Event took 60 minutes to resolve)	99.7%
✓ Helpdesk Diagnosis	98.4%
✓ System Response	100%
✓ Batch Completion	100%
✓ Training Environment Availability	100%
✓ Standard Report Response	100%
✓ Security Incident Response	100%
✓ Disaster Recovery Response	100%
✓ ForgeRock	100%

\* November Performance Report is pending review

### BenefitsCal SLAs

September - November 2024

Deloitte

	Performance
✓ All Daily Transactions	100%

### Imaging SLAs

September - November 2024

Hyland Solutions

	Performance
✓ Monthly Uptime	100%
✓ Monthly Page Views	99.32%
✓ Monthly Database Transactions	99.89%

### Onshore/Offshore Metrics

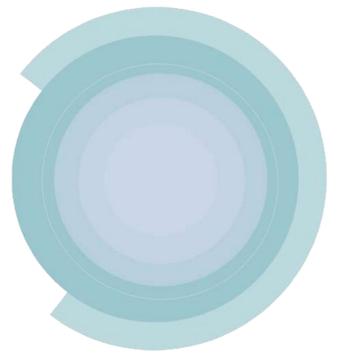
September – November 2024

	Onshore %	Offshore %
BenefitsCal Hours	45%	55%
CalSAWS Hours	63%	37%

### CalSAWS Cost of Rework

	Onshore %	Offshore %
R24.09	0.42%	0.45%
R24.03 - R24.07	2.05%	2.41%
<b>Target</b>	<b>≤ 10% (combined)</b>	

# 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 11/18, and next session is scheduled on 12/16

# Original North Stars

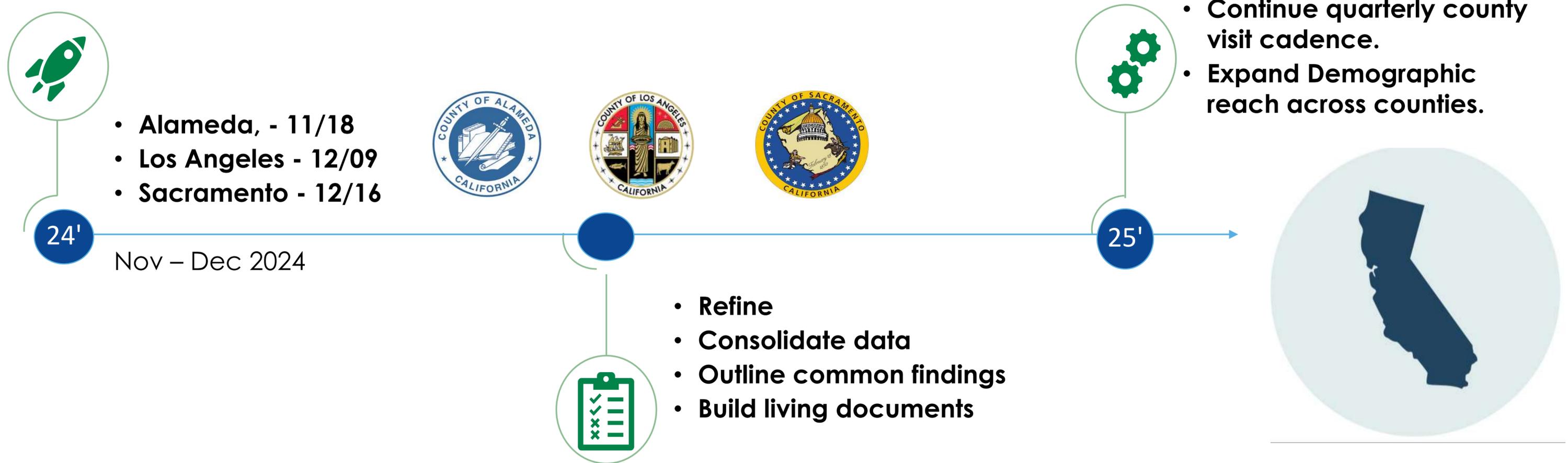
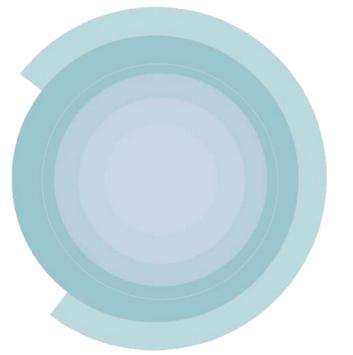
- Reduce foot traffic to county offices & increase efficiency.
- Stakeholder collaboration engaging with users.
- User self Sufficiency
- Iterative OKRs aligned to value driven metrics
- Reduce call volumes to counties
- Increase user engagement & perception

# Key themes from feedback.

- Update language around some of the current North Stars
- Suggestions of potential KPIs
- New North Star suggestions

# County Office Visits

Understanding the end-to-end customer journey through county interaction



County office visits for: ethnographic research with county workers, understanding of physical office environment, and customer interviews.

# Policy Update

# Release and Policy Update

## Upcoming Releases

December Priority Release	January Baseline (1/27/2025) and Priority Releases	February Baseline (2/9/2025) and Priority Releases	March Baseline (3/25/2025) and Priority Releases
<p><b>12/5/2024:</b></p> <ul style="list-style-type: none"><li>• ACIN I-41-24 - 2025 State Minimum Wage Values</li><li>• MEDIL I 24-17 - SSI/SSP QMB/SLMB Discontinuances</li></ul> <p><b>12/8/2024:</b></p> <ul style="list-style-type: none"><li>• 2025 SSA COLA Values</li></ul> <p><b>12/14/2024:</b></p> <ul style="list-style-type: none"><li>• ACIN I-41-24 - 2025 State Minimum Wage Batch EDBC</li><li>• 2025 SSA COLA Batch EDBC</li></ul>	<p><b>1/09/2025:</b></p> <p>ACIN I-61-24 2025 CAPI COLA Values</p> <p><b>1/11/2025:</b></p> <ul style="list-style-type: none"><li>• 2025 CF SSI Batch EDBC</li></ul> <p><b>1/27/2025:</b></p> <ul style="list-style-type: none"><li>• MEPM 19D - Multipurpose Senior Services Program (MSSP) Waiver</li><li>• MEDIL I 21-33 - FFY Medi-Cal Updates Phase II</li><li>• BenefitsCal ABAWD Time Limits API</li></ul>	<p><b>2/9/2025:</b></p> <ul style="list-style-type: none"><li>• MEDIL I 21-31 - CalHEERS eHIT: Alternate Format Options Phase II</li><li>• Allow additional County of Responsibility Changes and Case Linkage Updates</li></ul> <p><b>2/XX/2025:</b></p> <ul style="list-style-type: none"><li>• 2025 FPL COLA Values</li></ul>	<p><b>3/02/2025:</b> (tentative)</p> <ul style="list-style-type: none"><li>• 2025 FPL COLA Batch</li></ul> <p><b>3/25/2025:</b></p> <ul style="list-style-type: none"><li>• Text Messaging Functionality To Allow Opt-In By Program - Phase 3</li><li>• MEDIL I 21-31 - Alternate Formats Request Process for Visually Impaired Applicants and Beneficiaries</li><li>• ACL 24-01 - CF Restaurant Meals Program Eligibility Program Updates and CF 889</li></ul>

# Release and Policy Update

Upcoming Releases – 25.01



## TESTING

System Test, QA, and county validation are in progress

## RELEASE COMMUNICATION

Major Upcoming Changes:  
Draft 12/03/2024  
Final 12/10/2024  
Webcast: 1/07/2025  
Newsletter and Release Notes: Week of 1/20/2025

## DEPLOYMENT

Greenlight: 11/22/2025  
Deployment: 1/26/2025

## POST RELEASE

Post-Release Daily calls are scheduled for: 1/27/2025-1/29/2025

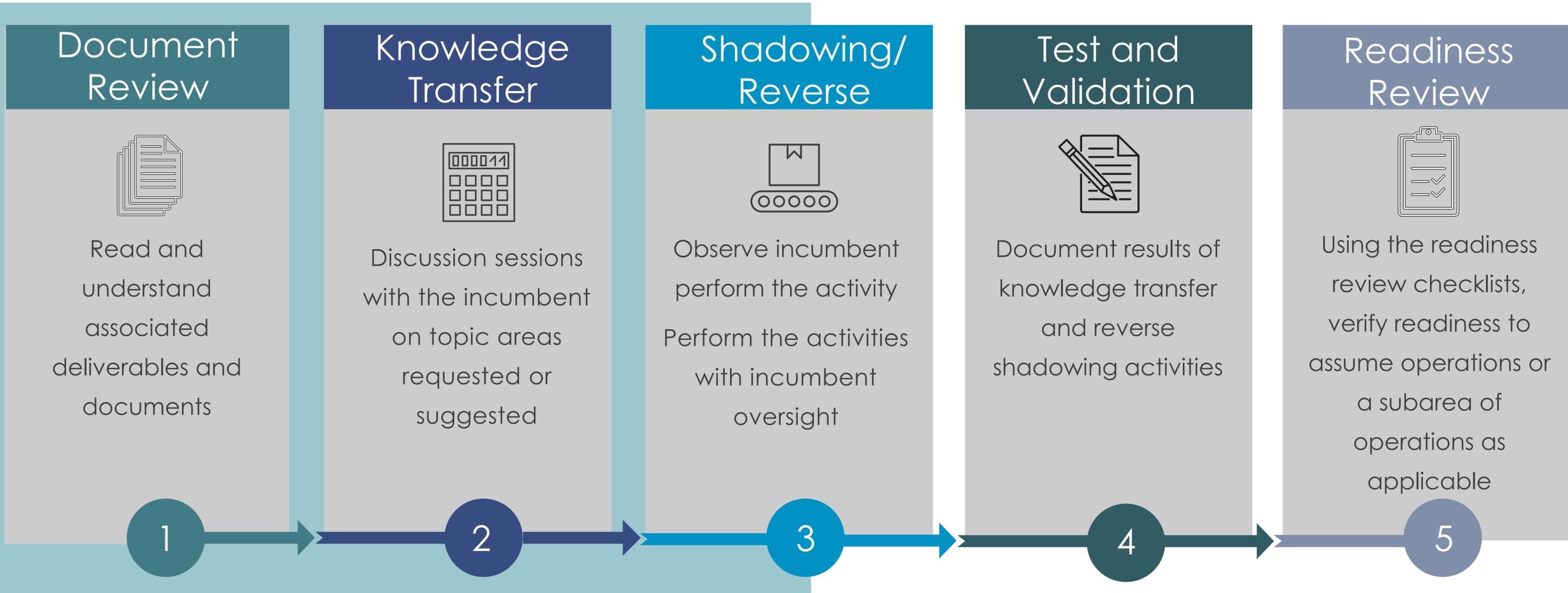
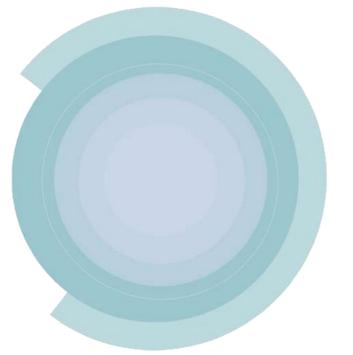
# Infrastructure Transition-In

# Infrastructure Transition

## Remaining Workstream Status

Two workstreams completed:

- GA/GR
- OCAT



# Transition of County Purchases

No changes are being made to the county purchase process or guidelines, but Counties are asked to utilize Service Now rather than sending the request via email.

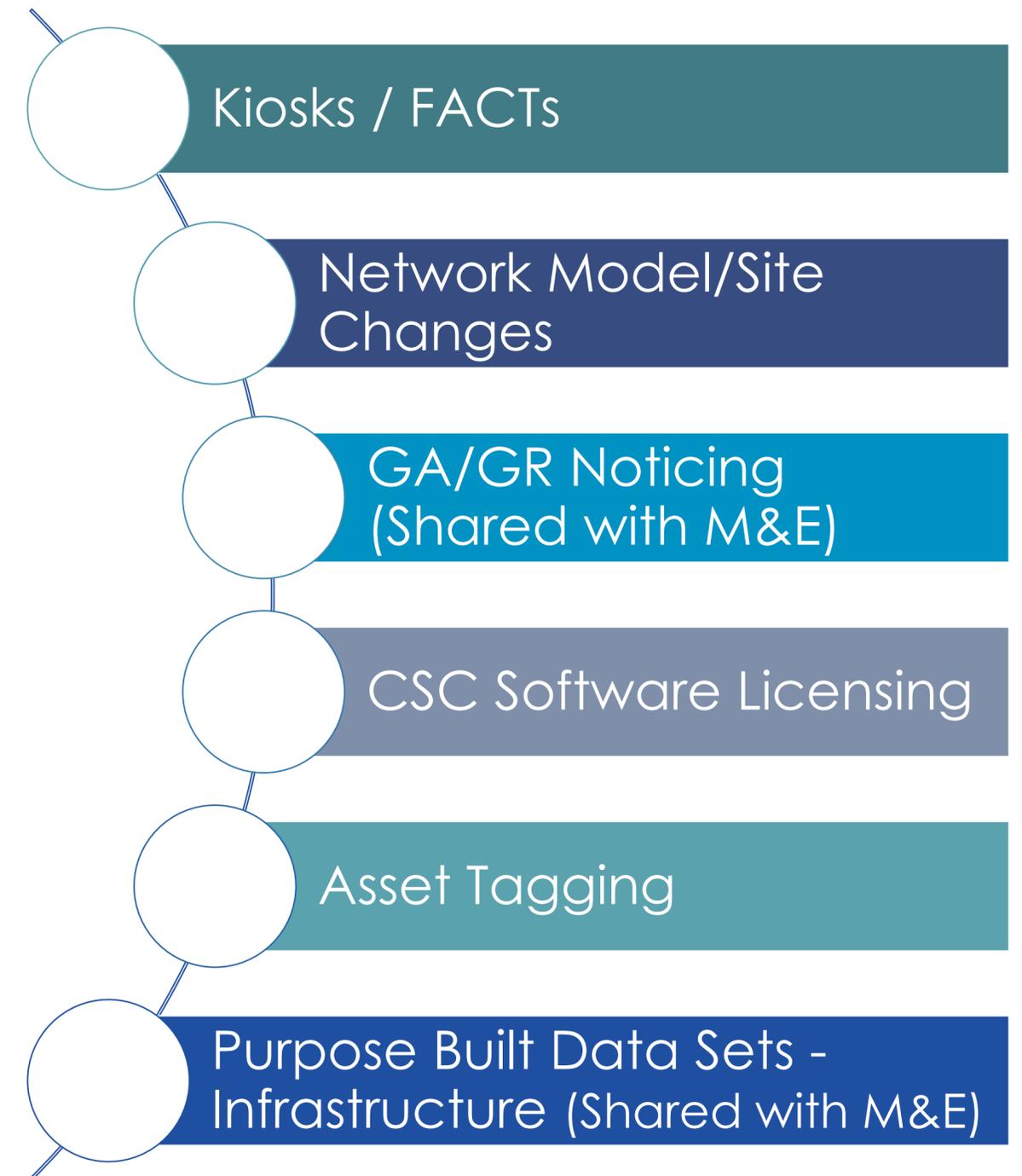
## County Purchases Criteria

- The required product or service is **only available from one source** (e.g., maintenance and/or upgrades of existing proprietary software in circumstances where a competitive bid is not feasible, Original Equipment Manufacturer, etc.).
- Sole source procurement is needed to **avoid financial loss to the Consortium or member counties** (e.g., interruption of essential operations, damage to existing resources, etc.).
- **Exercise of an option to extend the term of a contract** for a reasonable period (considering the nature of the procurement) when the terms of the original contract provided for extension and the option was evaluated during the bid process.

# Transition of County Purchases

## Infrastructure Scope

- Current infrastructure-related County Purchase Orders (CPOs) with Accenture will conclude no later than January 31, 2025
- Assessment of existing CPOs (~20) with recurring services that must continue beyond January 2025 has been completed
- Consortium and Contractor PMO teams are coordinating with counties to execute new CPOs where needed
- All new or pending infrastructure county purchase requests are now being assigned to Gainwell

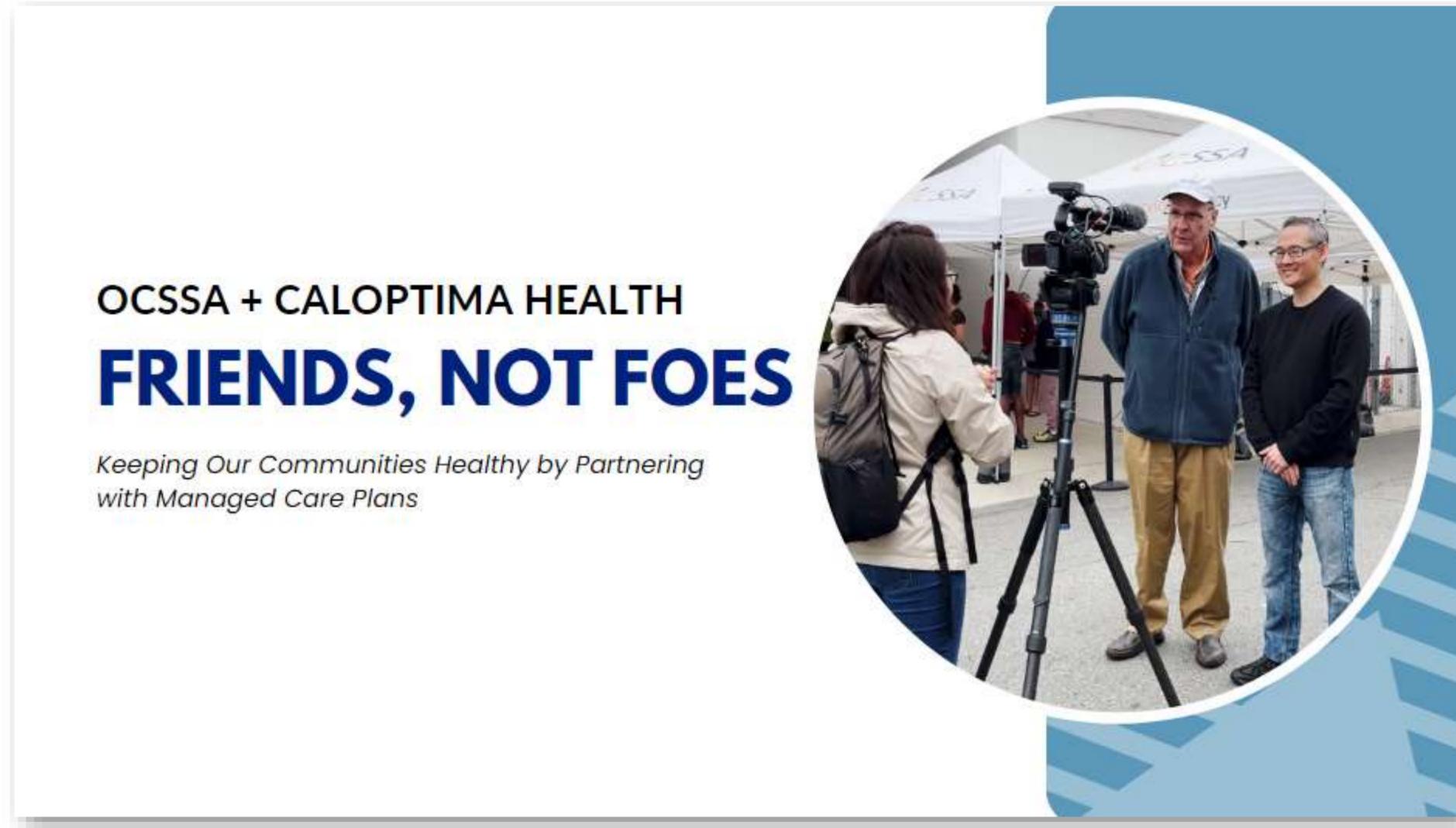
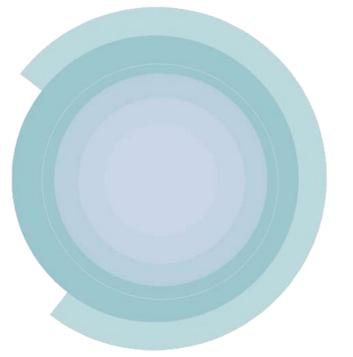


# County Highlight

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December 2024

- Orange County makes a measurable impact



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

# Year in Review



**2024: The Power of 58 UNLOCKED**  
Over 16 Million Active Beneficiaries  
**CalSAWS**



# Adjourn Meeting