

# CalSAWS | Minutes

Meeting: JPA Board of Directors  
Location: Library Galleria 828 I Street, Sacramento, CA 95814 – West Conference Room  
Date: Friday, November 15, 2024  
Time: 12:30 p.m.  
Present: In person: Adam Dondro, State Ex-Officio – Member; Marla Stuart, Region 1 – Vice Chair; Greg Geisler, Region 2 – Member; Bill Wathen, Region 3 – Member; and Michael Sylvester, Region 6 – Chair  
Zoom: Kelley Curtis, Region 1 – Member; Chris Woods, 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: Francena Martinez, Region 4 – Member; and 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 12:32 p.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 Amy Dierlam.

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## Action Items

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### 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.

**Summary:** The Consortium is seeking Board 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.

Motion to Approve, was made by Vice-Chair, Marla Stuart.

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## Topic

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Motion was seconded by Member, Greg Geisler.  
Member, Kelly Curtis, voted to approve.  
Member, Bill Wathen, voted to approve.  
Member, Chris Woods, 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.  
Members, Francena Martinez and Melissa Livingston, were 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 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 items, CalFresh/CalWORKS Recertification Packets.**

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

Motion to Approve, was made by Member, Kelly Curtis.  
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.  
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.  
Members, Francena Martinez and Melissa Livingston, were absent from vote.  
Vote was taken via roll call and the Motion passed.

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## Informational Items

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### 6. Introduction of new CalSAWS staff:

- **Sandeep Aji – Chief Technology Officer**
- **Robert Lusk – Technical & Operations Director**

**Summary:** Julia Erdkamp introduced new CalSAWS staff.

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### 7. BenefitsCal Update

- **ROI Update**
  - **BenefitsCal Adoption**
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## Topic

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### ■ Overview of BenefitsCal Customer Profiles

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

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### 8. Infrastructure Transition-In

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

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### 9. County Highlight

**Summary:** Ashley Arnold provided an overview of County Highlight.

\*Public comments made by Jennifer Tracy, Theresa Hasbrouck, and Daisy Villasenor.

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### Entered Closed Session: 1:15 p.m.

Closed Session Attendance included Francena Martinez.

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

Adjourned Closed Session: 2:35 p.m.

Reconvened Open Session: 2:36 p.m.

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

**Summary:** Direction was given to staff.

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### 12. Adjourn Meeting

**Summary:** JPA Board Chair Michael Sylvester adjourned the meeting at 2:38 p.m.

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## Follow Up

#	Action Item	Who	Due	Status
1	Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	November 2024	Ongoing

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#	Action Item	Who	Due	Status
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	Closed
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
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	January 2025	Open

### **Next Meeting**

In-Person/Zoom  
 Friday, December 13, 2024  
 9:30 a.m. – 11:30 a.m.  
 CalSAWS Roseville  
 620 Roseville Parkway  
 Roseville, CA 95747