

JPA Member Representatives and Board of Directors Meeting

January 30, 2025

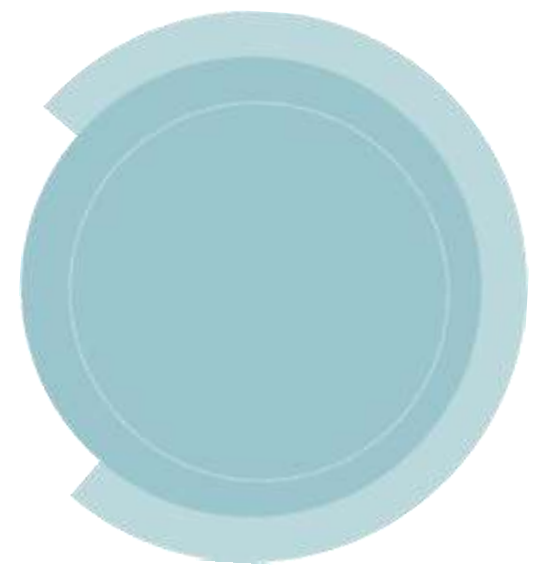


CalSAWS



Agenda

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





 **Alameda**
Andrea Ford

 **Contra Costa**
Marla Stuart

 **Marin**
Kari Beuerman

 **Monterey**
Roderick Franks

 **Napa**
Jennifer Yasumoto

 **San Benito**
Tracey Belton

 **San Francisco**
Trent Rhorer

 **San Mateo**
Claire Cunningham

 **Santa Clara**
Eilona Betkolia

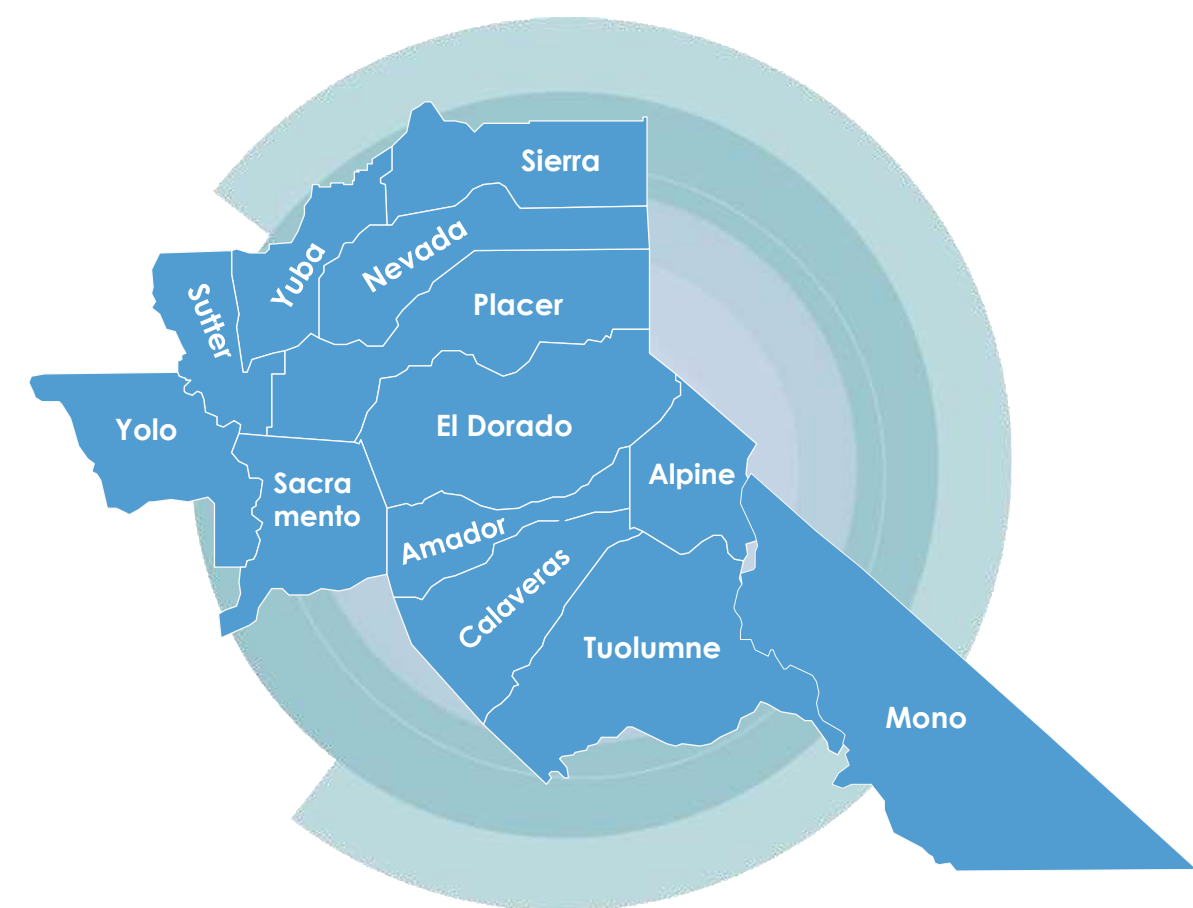
 **Santa Cruz**
Randy Morris

 **Solano**
Kelley Curtis

 **Sonoma**
Angela Struckman

Region 1

Attendance



 **Alpine**
Nichole Williamson

 **Amador**
Anne Watts

 **Calaveras**
Cori Allen

 **El Dorado**
Timalynn Jaynes

 **Mono**
Kathy Peterson

 **Nevada**
Rachel Peña

 **Placer**
Greg Geisler

 **Sacramento**
Ethan Dye

 **Sierra**
Lori McGee

 **Sutter**
David Nagra

 **Tuolumne**
Annie Hockett

 **Yolo**
Tico Zendejas

 **Yuba**
Jennifer Vasquez

Region 2

Attendance



 **Butte**
Tiffany Rowe

 **Colusa**
Elizabeth Kelly

 **Del Norte**
Ranell Brown

 **Glenn**
Bill Wathen

 **Humboldt**
Connie Beck

 **Lake**
Rachel Dillman-Parsons

 **Lassen**
Jayson Vial

 **Mendocino**
DeDe Parker

 **Modoc**
Tom Sandage

 **Plumas**
Laura Atkins

 **Shasta**
Dwayne Green

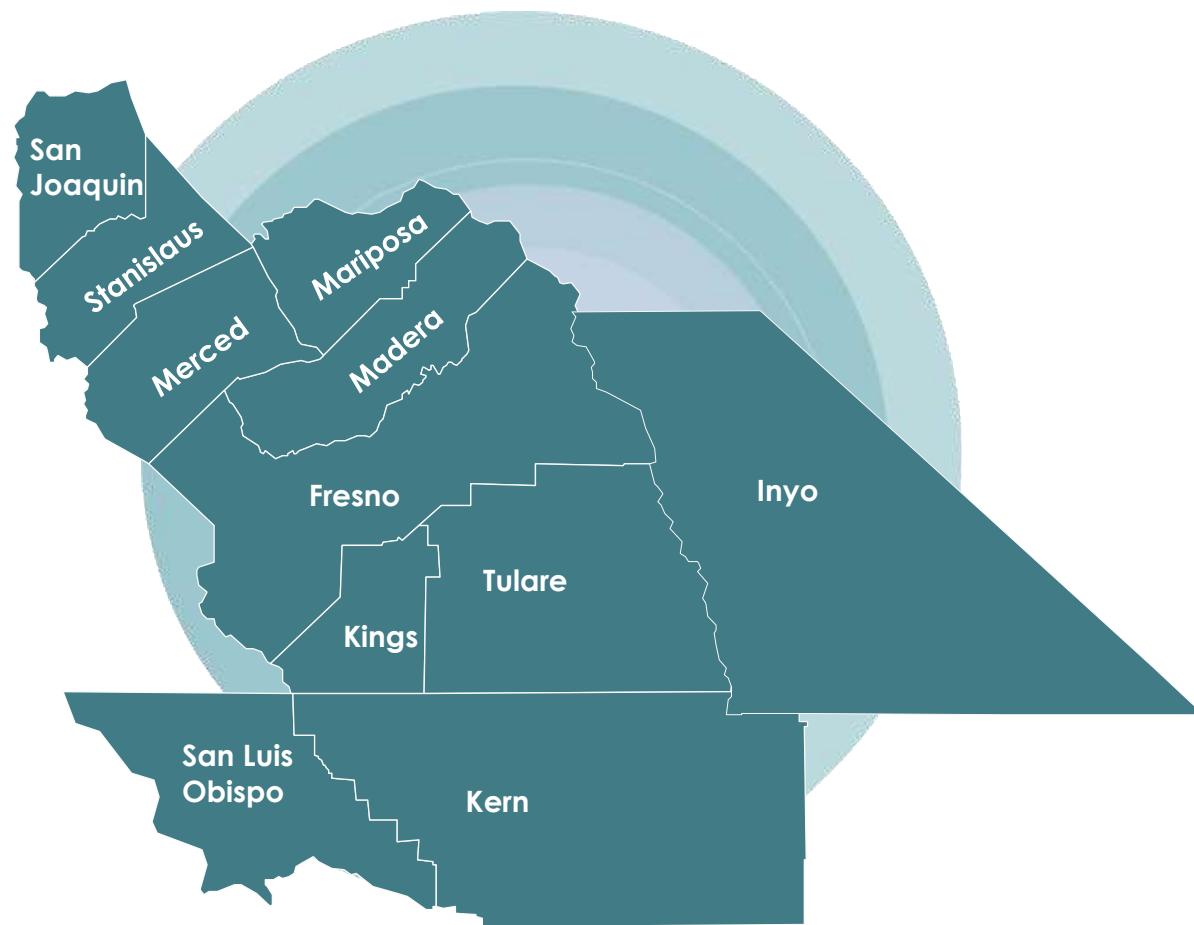
 **Siskiyou**
Patricia Barbieri

 **Tehama**
Bekkie Emery

 **Trinity**
Liz Hamilton

Region 3

Attendance



 **Fresno**
Sanja Bugay

 **Inyo**
Anna Scott

 **Kern**
Lito Morillo

 **Kings**
Wendy Osikafo

 **Madera**
Deborah Martinez

 **Mariposa**
Dr. Kristina Keheley

 **Merced**
Yvonne Brown

 **San Joaquin**
Chris Woods

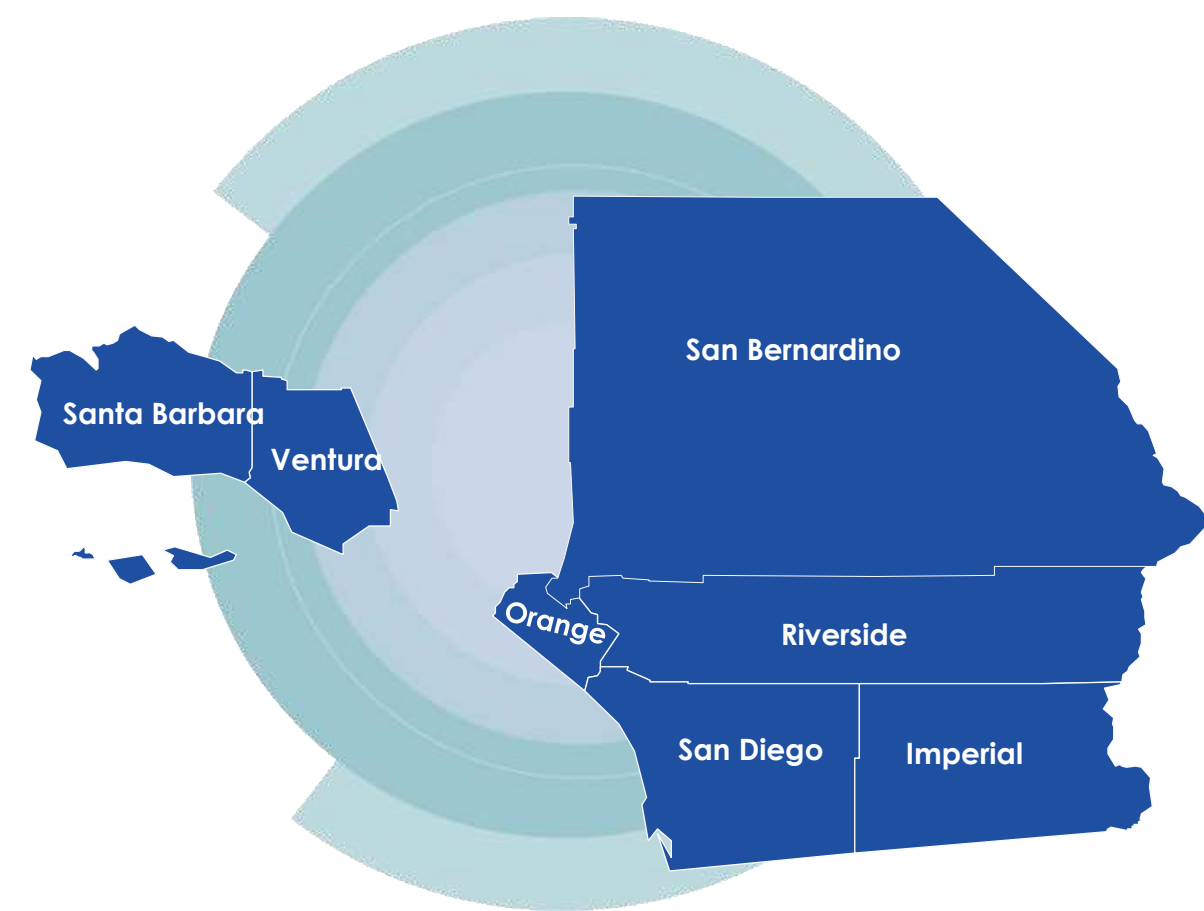
 **San Luis Obispo**
Devin Drake





 **Stanislaus**
Christine Huber



 **Tulare**
Francena Martinez

Region 4

Attendance



-  **Imperial**
Paula Llanas
-  **Orange**
Veronica Rodriguez
-  **Riverside**
Charity Douglas
-  **San Bernardino**
James Locurto

-  **San Diego**
Richard Wanne
-  **Santa Barbara**
Daniel Nielson
-  **Ventura**
Melissa Livingston

Region 5

Attendance



 **Los Angeles**
Michael Sylvester

 **Los Angeles**
Kristin Stranger

 **Los Angeles**
Cynthia McCoy-Miller

Region 6

Attendance

Agenda



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.

JPA Member Representatives Action Item

Approval of the Administrative Budget

SFY 2025/26 – CalSAWS JPA Administrative Budget

CalSAWS JPA Member Administrative Cost	SFY2025/2026
Insurance Services	\$142,472
External Financial Audit	\$50,972
SOC 1 Internal Audit Services	\$72,100
San Bernardino ATC Accounting Services	\$345,923
Conference Fees	\$175,000
TOTAL	\$786,467

The line-item details for the Admin Budget:

1. Insurance Services based on previous year actuals plus 15% contingency
2. Financial Statements and Single Audit Services, include actual contract amount
3. SOC 1 Services actual contract amount, SOC 2 Audit Services are included in CalSAWS Project Budget
4. SB STC projection based on standard hourly rate and estimated hours.
5. Estimated Conference Fees.

Approval of the Administrative Budget

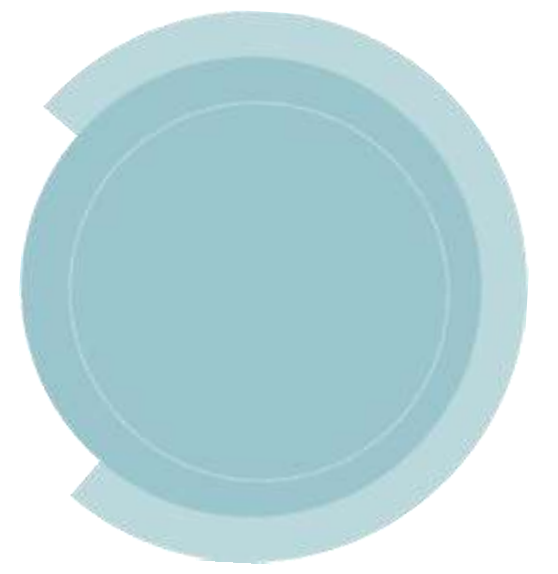
SFY 2025/26 – CalSAWS JPA Administrative Budget

REGION		% Share of Persons Count 22/23	CalSAWS Admin Costs 7/1/25 - 6/30/26
1	Alameda	3.13%	\$24,616
2	Alpine	0.00%	\$0
2	Amador	0.07%	\$551
3	Butte	0.60%	\$4,719
2	Calaveras	0.10%	\$786
3	Colusa	0.07%	\$551
1	Contra Costa	2.04%	\$16,044
3	Del Norte	0.10%	\$786
2	El Dorado	0.28%	\$2,202
4	Fresno	3.84%	\$30,200
3	Glenn	0.09%	\$708
3	Humboldt	0.44%	\$3,460
5	Imperial	0.76%	\$5,977
4	Inyo	0.04%	\$315
4	Kern	3.40%	\$26,740
4	Kings	0.49%	\$3,854
3	Lake	0.26%	\$2,045
3	Lassen	0.07%	\$551
6	Los Angeles	29.64%	\$233,109
4	Madera	0.58%	\$4,562
1	Marin	0.35%	\$2,753
4	Mariposa	0.04%	\$315
3	Mendocino	0.29%	\$2,281
4	Merced	1.07%	\$8,415
3	Modoc	0.03%	\$236
2	Mono	0.02%	\$157
1	Monterey	1.31%	\$10,303
1	Napa	0.23%	\$1,809
2	Nevada	0.19%	\$1,494

REGION		% Share of Persons Count 22/23	CalSAWS Admin Costs 7/1/25 - 6/30/26
5	Orange	6.41%	\$50,413
2	Placer	0.48%	\$3,775
3	Plumas	0.04%	\$315
5	Riverside	6.42%	\$50,491
2	Sacramento	4.42%	\$34,762
1	San Benito	0.13%	\$1,022
5	San Bernardino	6.61%	\$51,984
5	San Diego	6.91%	\$54,345
1	San Francisco	1.68%	\$13,213
4	San Joaquin	2.20%	\$17,302
4	San Luis Obispo	0.45%	\$3,539
1	San Mateo	0.96%	\$7,550
5	Santa Barbara	1.10%	\$8,651
1	Santa Clara	2.90%	\$22,808
1	Santa Cruz	0.56%	\$4,404
3	Shasta	0.50%	\$3,932
2	Sierra	0.01%	\$79
3	Siskiyou	0.14%	\$1,101
1	Solano	0.95%	\$7,471
1	Sonoma	0.85%	\$6,685
4	Stanislaus	1.71%	\$13,449
2	Sutter	0.30%	\$2,359
3	Tehama	0.21%	\$1,652
3	Trinity	0.04%	\$315
4	Tulare	2.05%	\$16,123
2	Tuolumne	0.11%	\$865
5	Ventura	1.63%	\$12,819
2	Yolo	0.42%	\$3,303
2	Yuba	0.28%	\$2,202
TOTAL		100%	\$786,467

Amounts per county are subject to change, based on 23/24 Persons Count

Action Items



4. Approval of the Administrative Budget for Unfunded Costs for FY 25/26.



 **Alameda**
Andrea Ford

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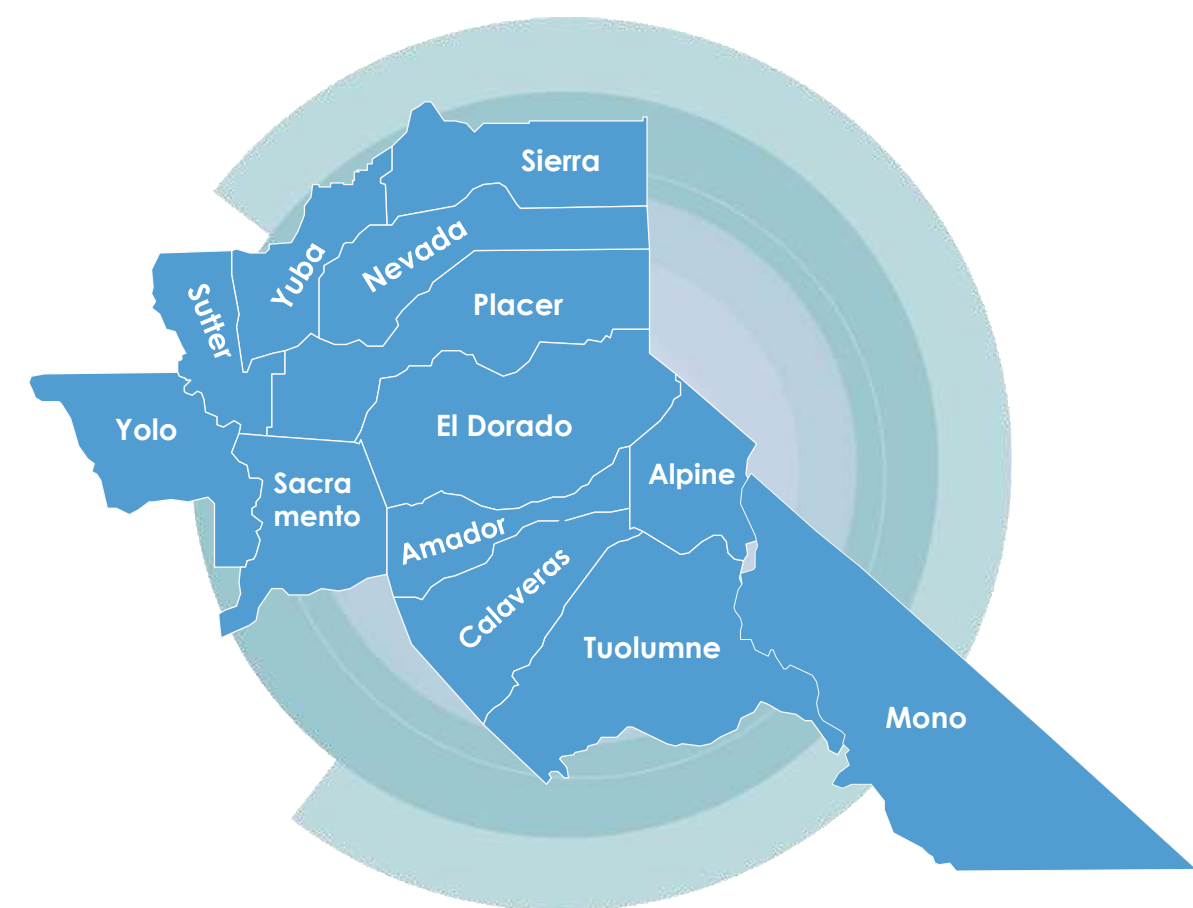
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Administrative Budget Vote



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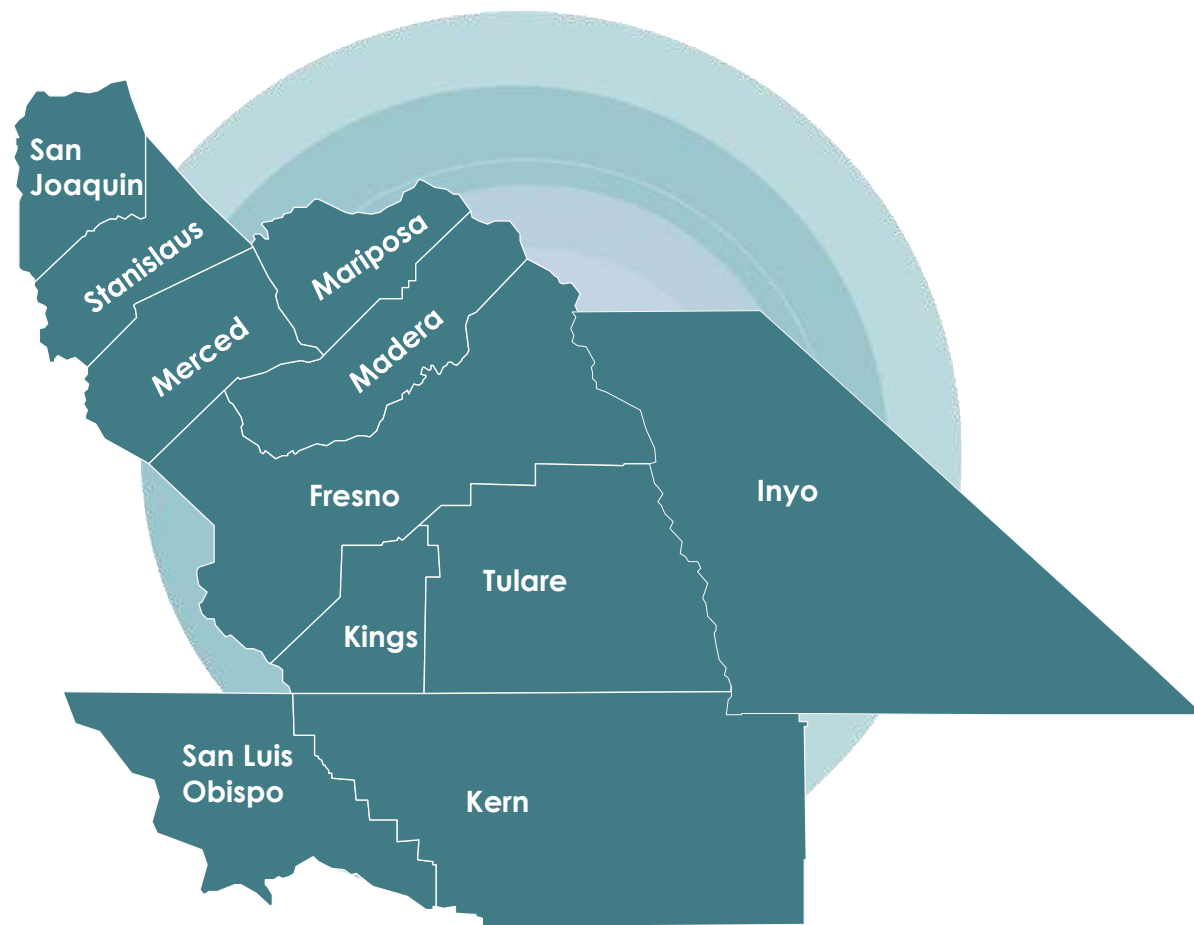
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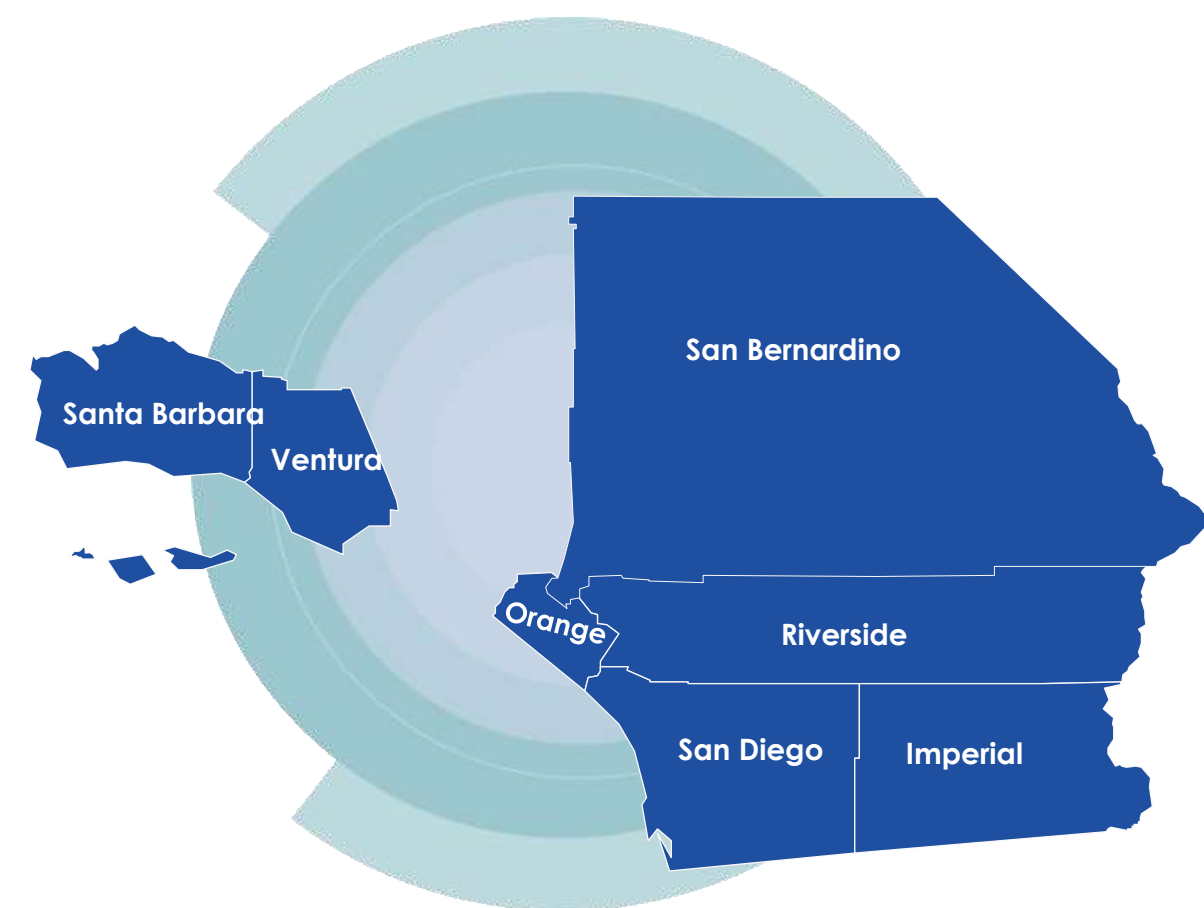
 **San Luis Obispo**
Devin Drake





 **Stanislaus**
Christine Huber

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Francena Martinez

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Administrative Budget Vote



-  **Imperial**
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Veronica Rodriguez
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Charity Douglas
-  **San Bernardino**
James Locurto

-  **San Diego**
Richard Wanne
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Daniel Nielson
-  **Ventura**
Melissa Livingston

Region 5

Administrative Budget Vote



 **Los Angeles**
Michael Sylvester

 **Los Angeles**
Kristin Stranger

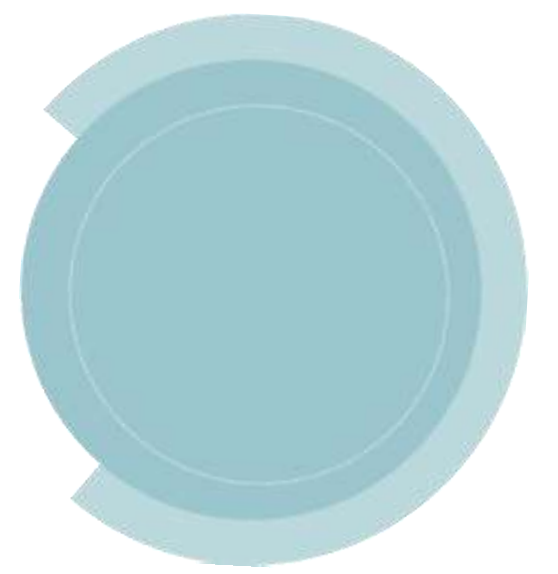
 **Los Angeles**
Cynthia McCoy-Miller

Region 6

Administrative Budget Vote

JPA Board of Directors Action Items

Action Items

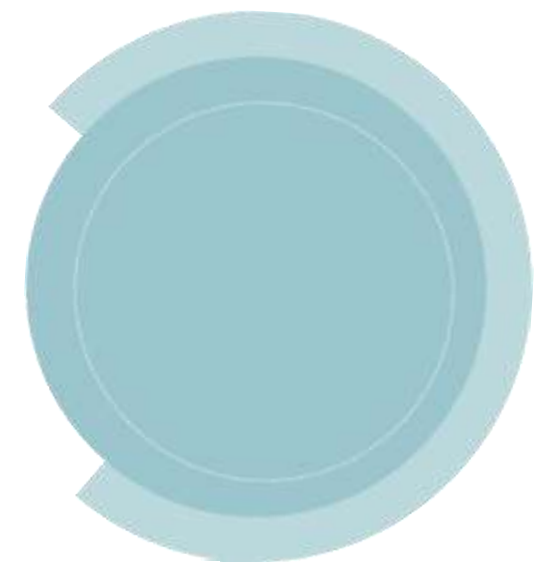


5. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items for the December 13, 2024, JPA Board of Directors Meeting.
- b. Approval of Accenture Change Notice 38 which includes updates to scope and costs to reconcile infrastructure and Maintenance & Enhancements (M&E) responsibilities, and additional CDSS report support.
- c. Approval of ClearBest Work Order 1, which includes scope and costs to perform Quality Assurance (QA) Services for the transition activities.
- d. Approval of Memorandum of Understanding between CalSAWS and the State of New York Office of Information Technology Services to provide CalSAWS and BenefitsCal application code and system documentation.

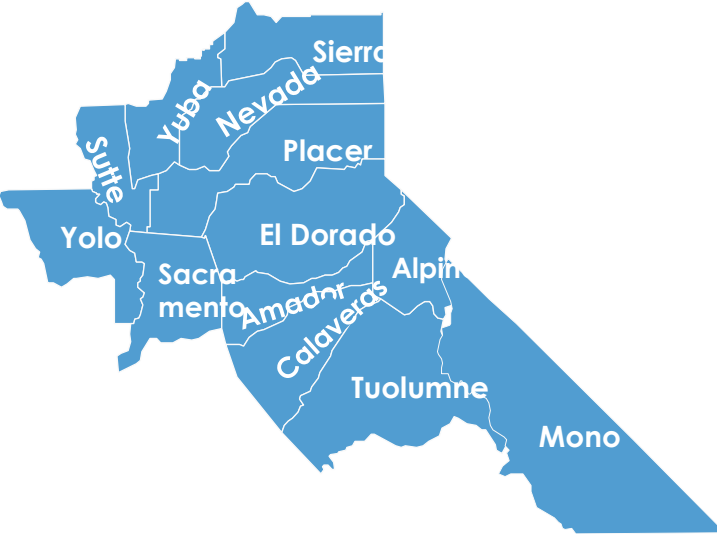
JPA Board of Directors Vote

Consent Items

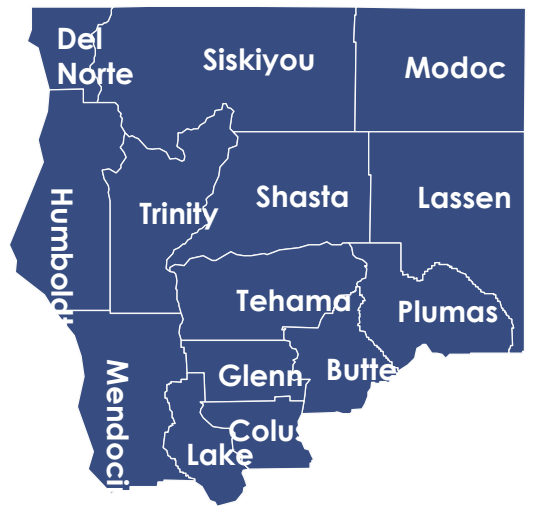


☒ **Marla Stuart**
☐ Yay ☐ Nay ☐ Abstain

☒ **Kelley Curtis**
☐ Yay ☐ Nay ☐ Abstain



☒ **Greg Geisler**
☐ Yay ☐ Nay ☐ Abstain

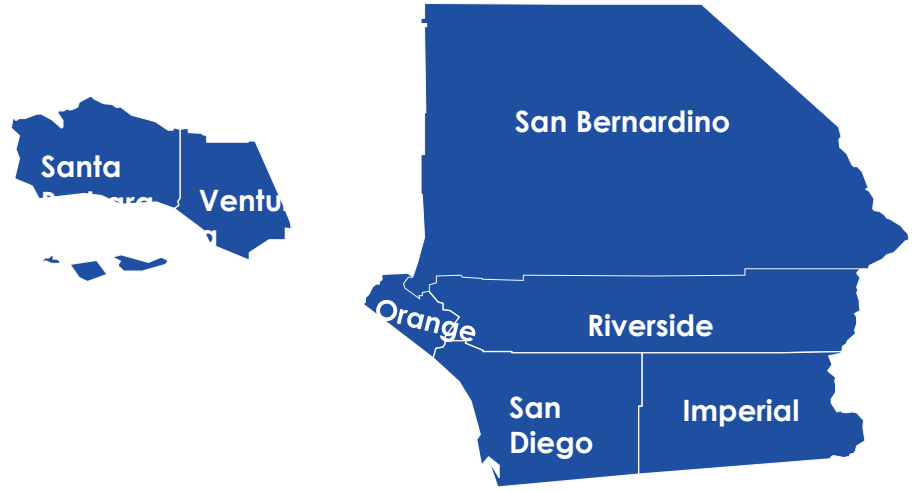


☒ **Bill Wathen**
☐ Yay ☐ Nay ☐ Abstain



☒ **Chris Woods**
☐ Yay ☐ Nay ☐ Abstain

☒ **Francena Martinez**
☐ Yay ☐ Nay ☐ Abstain



☒ **Veronica Rodriguez**
☐ Yay ☐ Nay ☐ Abstain

☒ **James Locurto**
☐ Yay ☐ Nay ☐ Abstain

☒ **Melissa Livingston**
☐ Yay ☐ Nay ☐ Abstain



☒ **Michael Sylvester**
☐ Yay ☐ Nay ☐ Abstain

☒ **Kristin Stranger**
☐ Yay ☐ Nay ☐ Abstain

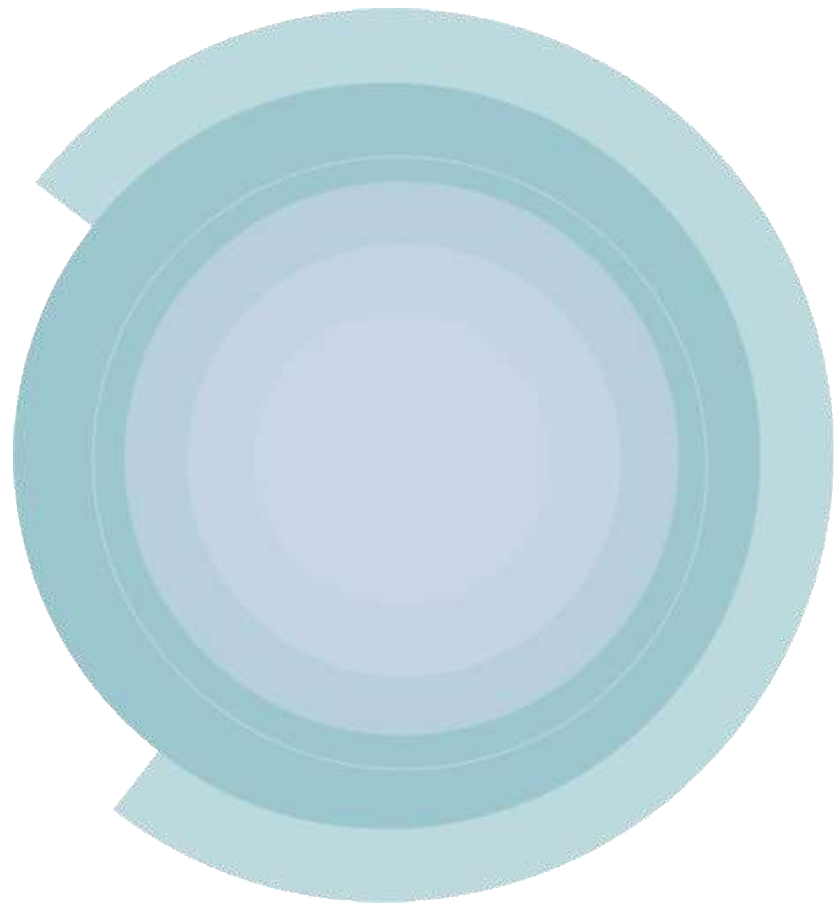
☒ **Cynthia McCoy-Miller**
☐ Yay ☐ Nay ☐ Abstain

Informational Items

Strategic Priorities Discussion

CalSAWS 2025 and Beyond

- Post-Migration, CalSAWS is in a new phase
- Important for us to stay aligned with the County-perspective
 - Identify key themes and desired outcomes
 - Balance immediate needs vs transformational efforts
 - Maximize impact



- 1) Enhance Self-Service Access
- 2) Streamline Administrative Processes
- 3) Improve Security and Privacy
- 4) Enhance User Experience and Support
- 5) Foster More Strategic and Transparent Coordination Between CalSAWS and Counties
- 6) Enhance Reporting, Analytics and Client Correspondence Capabilities for Greater Flexibility and Insights
- 7) Optimize Contact Center Operations to Deliver Faster, More Effective Customer Support

Objectives Areas

County Feedback on Recommended Objective Areas

High Level Roadmap



Sandeep Aji

CalSAWS Chief Technology Officer

The CalSAWS Chief Technology Officer (CTO) plays a pivotal role in driving technological advancements to meet the needs of California's 58 counties. The role emphasizes strategic leadership, innovation, stakeholder engagement, technology oversight, and team development.

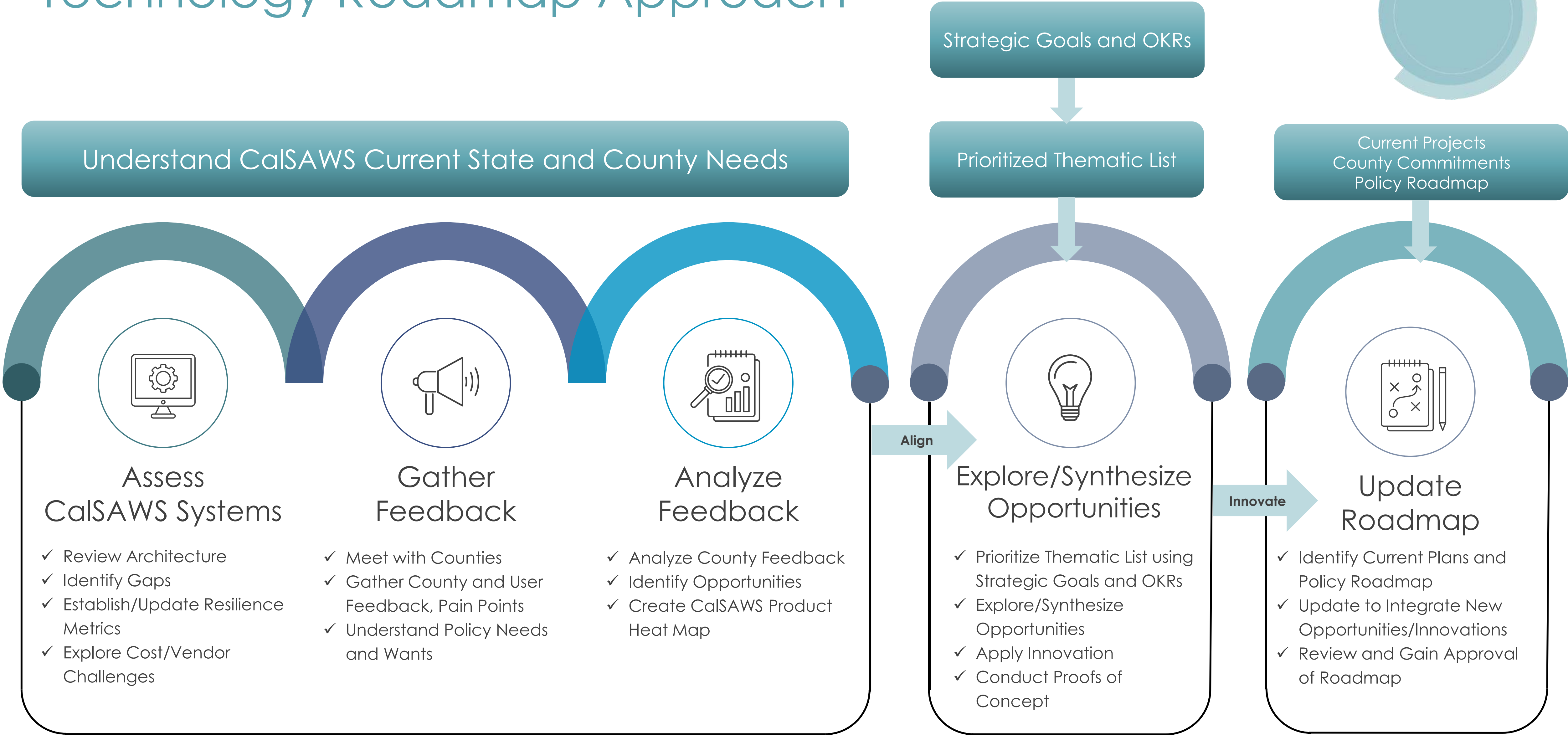
Primary Focus

- ✓ Strategic Leadership
- ✓ Innovation
- ✓ Stakeholder Engagement
- ✓ Technology Oversight

Key Responsibilities

- ✓ Technology Roadmap
- ✓ Data & Analytics
- ✓ Innovation Leadership
- ✓ Team Development

Technology Roadmap Approach



CalSAWS Roadmap (Approach)

Theme	Now	Next	Later
CalSAWS Core (Application/Infrastructure)			
BenefitsCal			
Imaging			
Lobby Management (tablet, kiosk, lobby monitor)			
Contact Center			
Security/ Identity Management			
Analytics/Reporting			
Ocat			

Initiative Details

➤ Problem to be solved.
➤ Why solve it now?

➤ What does Success look like?

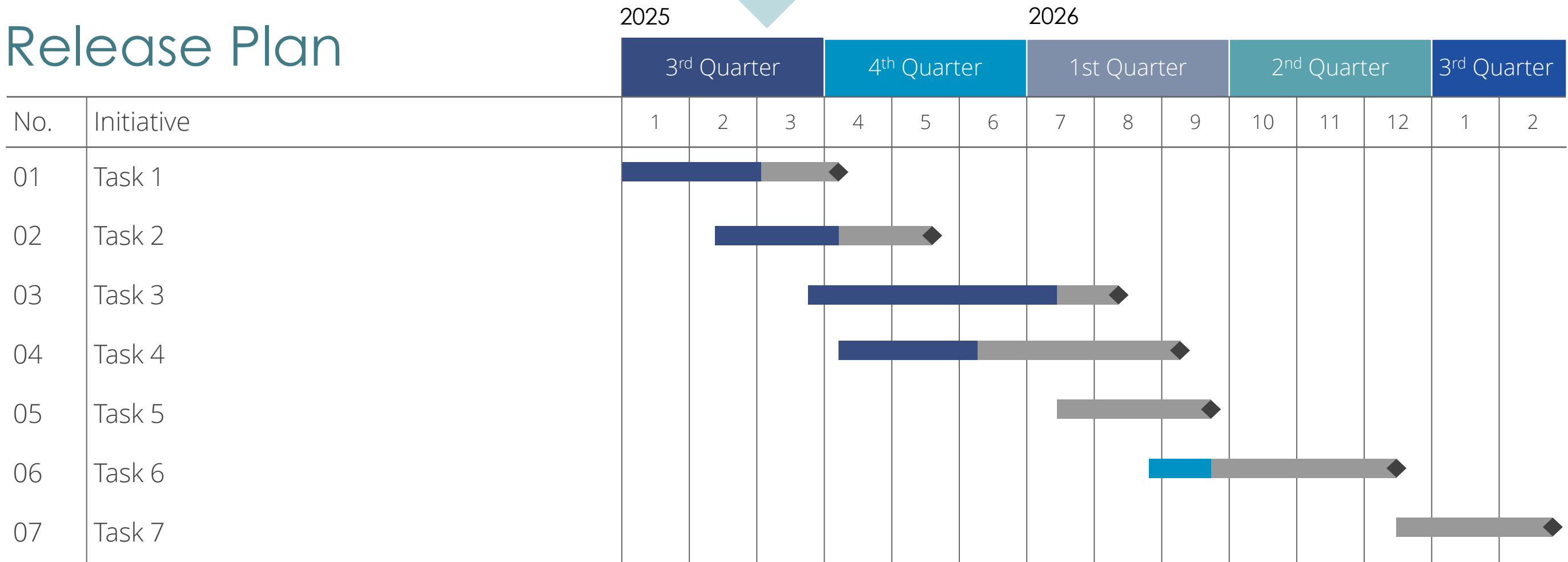
➤ How do we measure success?



Budgets/PMO Process

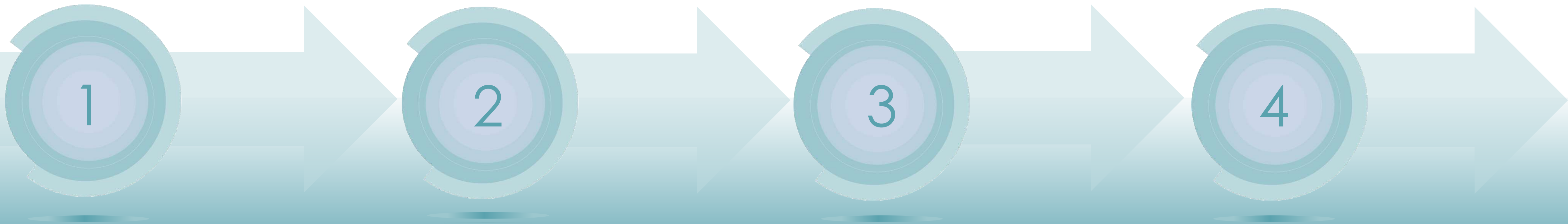


Release Plan

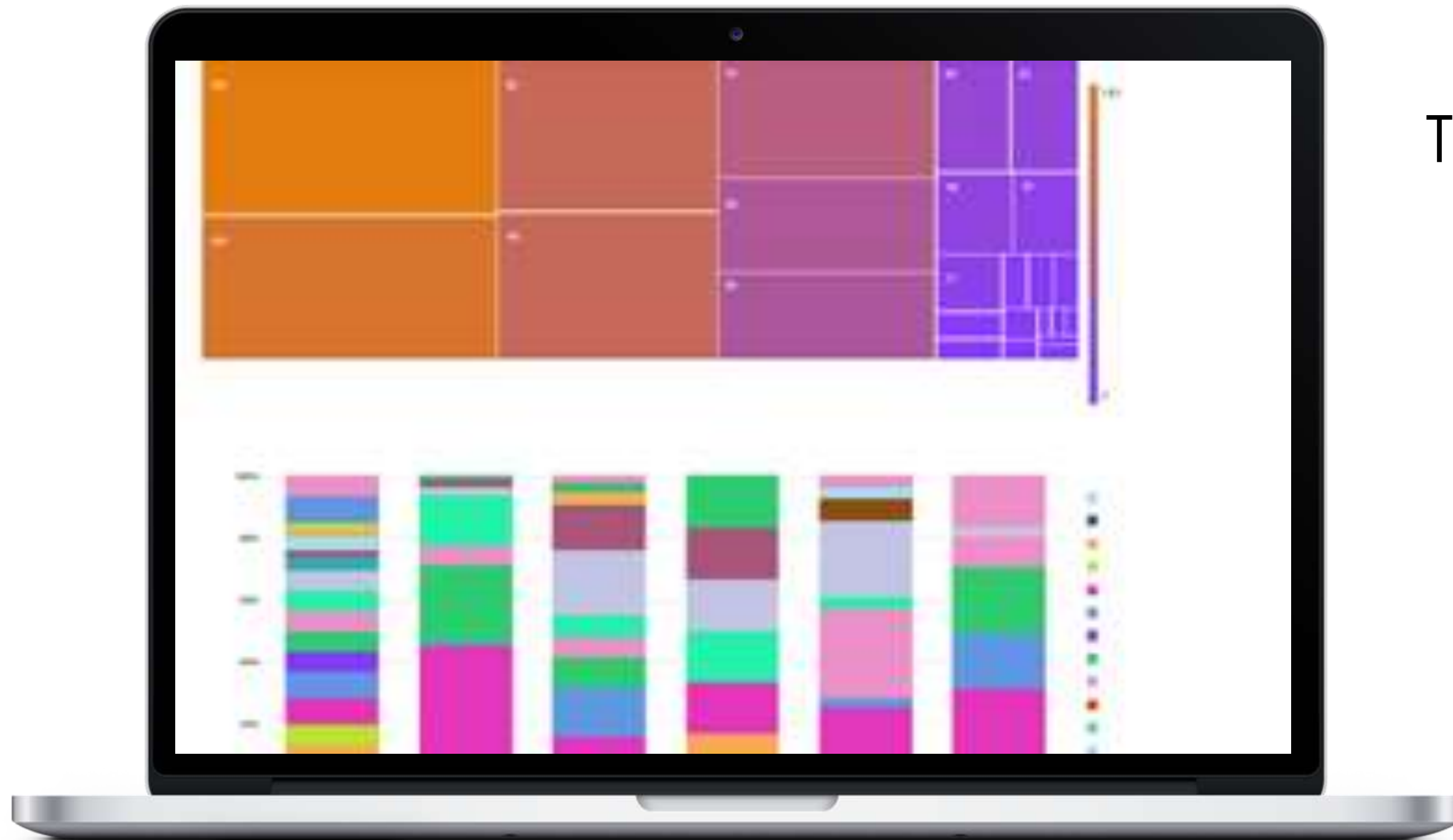
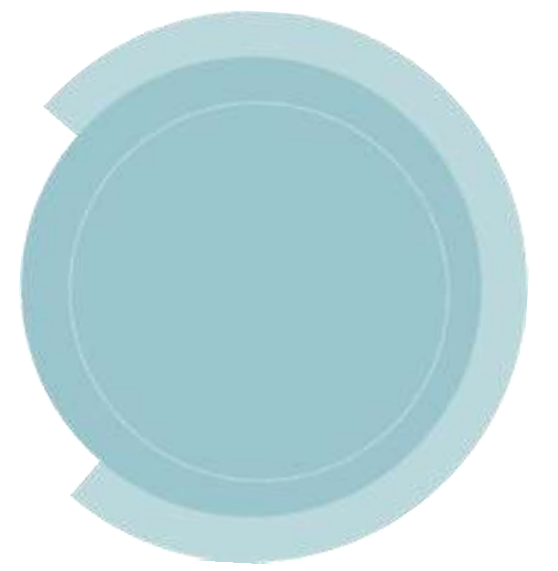


Next Steps

- Assess CalSAWS Systems and identify gaps
- Gather and analyze feedback
- Align Initiatives and Roadmap to Strategic Goals and OKRs
- Provide Roadmap Update June 2025



SCR Proof of Concept



The purpose of the SCR POC

- Evaluate the backlog of SCRs
- Identify trends and themes
- Group future releases more strategically
- Clean up any backlog items no longer relevant

Committee Process Redesign Introduction and Discussion

Background

The CalSAWS Committees were established roughly 20 years ago to serve as the structure for counties to provide priorities, technical and design reviews for changes that would be implemented into the SAWS systems.

Currently there are:

- 32 independent committees
- Meeting on a monthly, quarterly or as needed basis

Business Problem

Committees initially consisted of **4** counties, then **39**, and now with the statewide migration to CalSAWS all **58** counties are represented, from a regional perspective, on all committees.

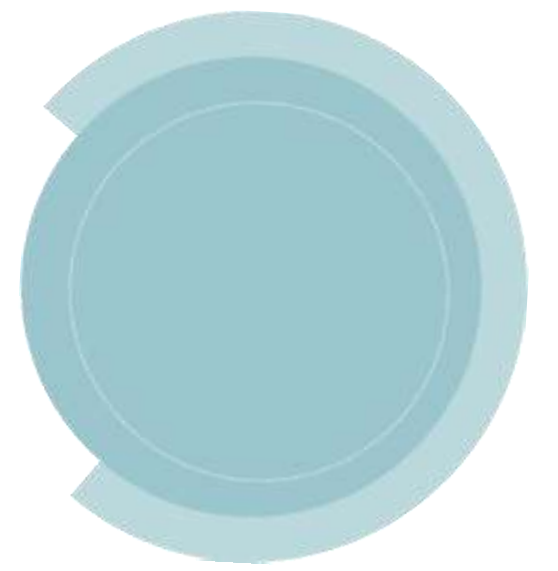
Historically, committee meetings were conducted in person and with the shift to the virtual environment non-RCM/SME attendance has expanded considerably.

Resulting in:

- Up to 150+ meeting participants
- Lasting, on average, three hours in duration
- Increased participation commitment



Committee Redesign Goals



The original purpose and business need for the current committee structure has evolved, which warrants restructuring. Evolving the framework will support improved efficiencies and enable CalSAWS to better meet the highest priority business needs of the Counties.

Global: Work with new vendors to ensure complementary processes are in place prior to implementing change.

Initiative Request (CER)

- Provide counties more control of which initiatives CalSAWS will plan to implement
- Eliminate backlog of SCRs that are not road mapped

Committees

- Reduce the time/effort required of RCMs/SMEs as part of the committee process
- Maintain use of small workgroup for designated design efforts

CER Process Evolution - Goals

Primary Goal: Evolve to a regional process to identify business needs which are organized by the collective regions to represent system enhancements that yield the highest value from a Statewide perspective.

1. County Need is communicated from a business perspective
2. Business Needs discussed internally at Regional level, grouping when possible
3. Regional elevation results reflect cross Regional themes
4. Volume of requests are balanced to focus on highest value and anticipated capacity

Current Activities

Internal Focus Group

- Initiative Request process flow “strawman”
- Draft Initiative request form
- Process and communication actions required

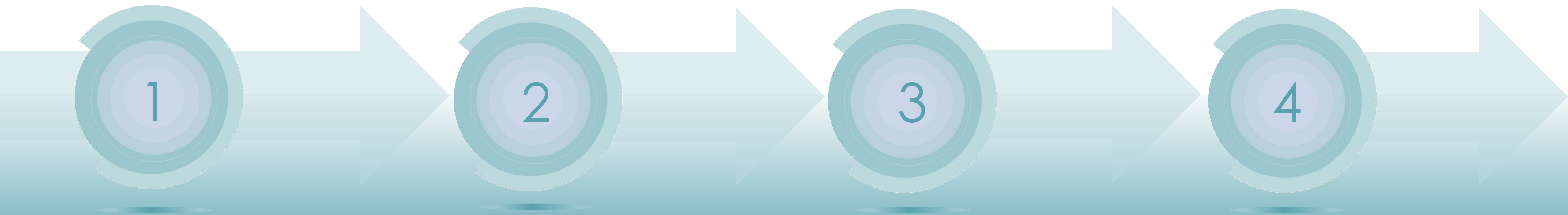
Future Activities

Committee Evolution Strike Team

- Leverage focus group draft products to develop proposed evolved model
- Develop additional content required (e.g., process guide, communication framework)
- Present redesigned request process for approval

Next Steps

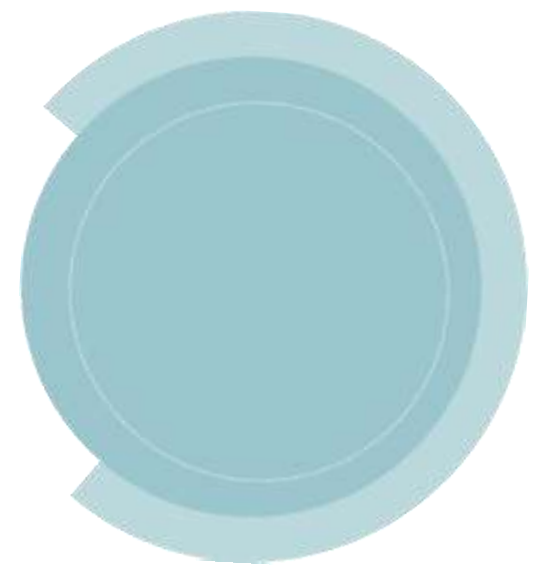
- Request for Regional Representatives
- Strike Team Kick Off
- JPA/PSC Progress Updates



Management Site Visits – Privacy and Security

Privacy and Security Joining Site Visits

Objectives



Share Concerns

Collaborate On
Future Goals



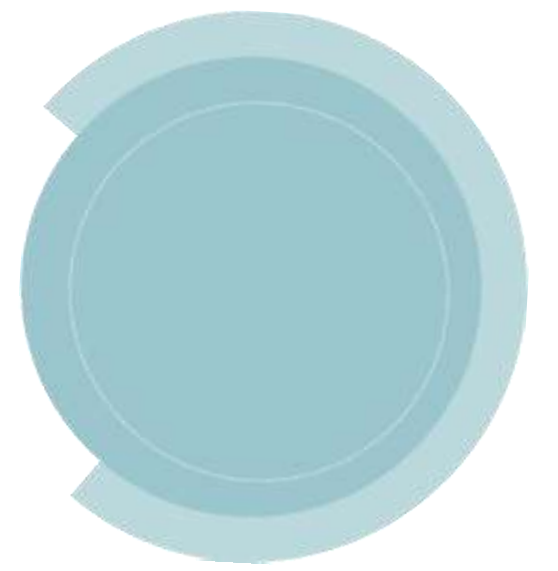
Improve
Communication

Feedback For
CalSAWS

WDTIP Replacement

WDTIP Replacement

Overview



The Welfare Data Tracking Implementation Project (WDTIP) system is set to be retired. Its data will be transferred to CalSAWS, which will then take over the maintenance and support of the CalWORKs 60-month and TANF 60-month time-on-aid (TOA) data previously managed by WDTIP.

CalSAWS is creating a new application, Statewide Cash Aid Time Limits (SCATL), which will store time limit information and replace CalSAWS Time Limits and WDTIP.

This effort includes working with Employment Development Department (EDD) to develop an API to send EDD time on aid data for their Work Opportunity Tax Credit program (WOTC).

WDTIP changes will be available in CalSAWS on 5/26/25.

WDTIP Replacement

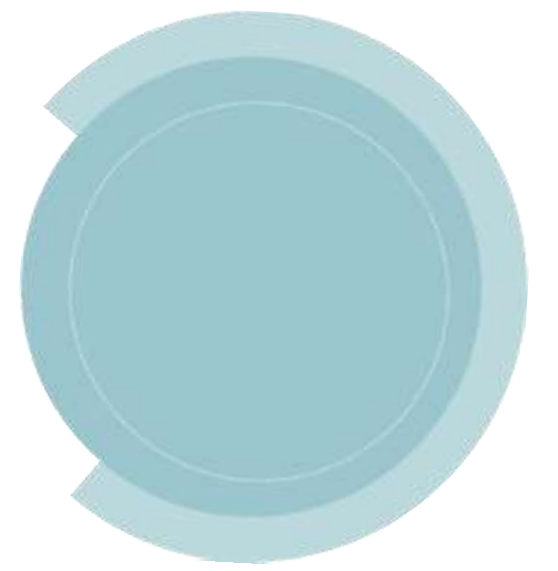
County Validation

County Validation (CV) is a voluntary effort that provides the counties an opportunity to participate in the validation of System Change Requests (SCRs) assigned to the CalSAWS baseline release.

The current CV process will be followed; however, we are extending the two-week validation period to three weeks for the 25.03 and 25.05 county validation cycles. This means counties will have a total of six weeks to validate to review and confirm CalSAWS page updates and converted data.

WDTIP Replacement

Organizational Change Management



■ Pre-recorded demos

- Bite-size, topic-specific, to demonstrate navigation and functionality
 - ❖ Topics: General navigation, adding, editing, removing time limit records, de-duplication process, etc.

■ Meetings/demos

- Virtual meeting to view SCATL functionality and demo videos – March 2025
 - ❖ Identify target audience (PPOCs, Time Limit Committee, etc.)

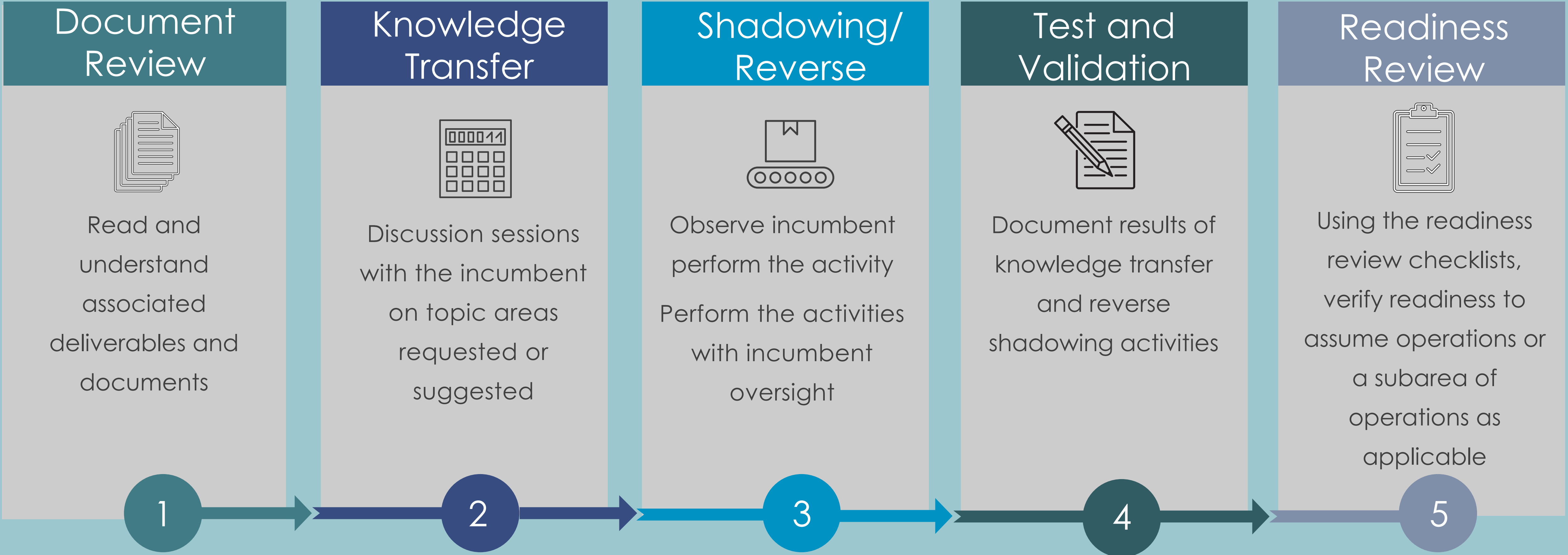
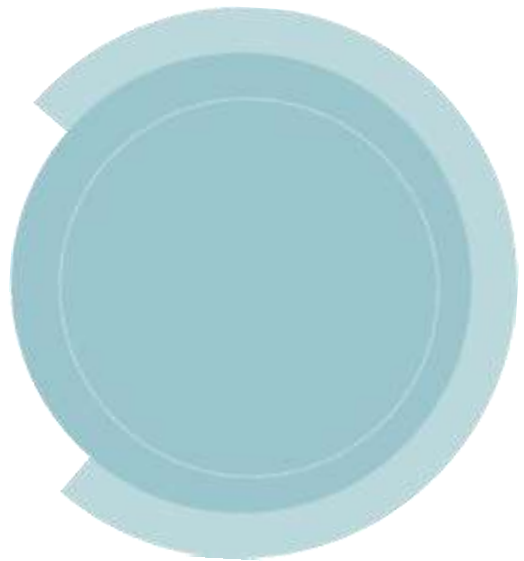
■ Reference materials

- Page to Page mapping reference
- Glossary of Related Terms
- County Readiness Checklist (will include new security updates needed) - 5-6 weeks prior to go live
- Cutover Communication Plan (i.e., last day to use TRAC and CalSAWS Cash Aid Time Limit Month List/Detail pages)
- Q&A Document following virtual demos
- Other Training materials (e.g., Quick Guide)

Transition Update

Infrastructure Transition

Readiness Preparation



Infrastructure Transition

Transitioned on November 1, 2024

GA/GR Correspondence

- Application (M&E) and Infrastructure remains with Gainwell

OCA

- Infrastructure remains with Gainwell
- Application will transition to the new M&E Contractor in the future

BenefitsCal Technical Service Desk

- Contract Transition Only
- BenefitsCal Technical Service Desk has always been provided by Gainwell
- Transitioned to the Gainwell Infrastructure Agreement on November 1

Infrastructure Transition

Transitioning on February 1, 2025

CIT for Urgent After-Hours Support Contacts due to change in contact information

Core Infrastructure Services

- Includes:
 - Cloud operations
 - Network including CalSAWS to County connectivity
 - Infrastructure security
 - Analytics infrastructure

County Support Services

- Includes:
 - CalSAWS Service Desk
 - Remote Maintenance Technicians
 - ServiceNow tool
 - Production operations

Project Support

- Includes:
 - CalSAWS Project Staff Technical Support
 - Project Management
 - Hardware/Software Procurement
 - County Purchases

Infrastructure Transition

Future Transitions



Imaging

- Currently planned for June 1, 2025



Contact Center

- Currently planned for July 1, 2025



Access Mgmt

- Ping Identity formerly known as ForgeRock - Assessment underway
- Transition date to be determined

M&E Transition Guiding Principles

Guiding principles allow for efficient knowledge transfer and streamlined operations during transition-in.



SEAMLESS CONTINUITY OF OPERATIONS

- Goal is to transition “In Place” and take over “As Is”
- Minimize disruption to stakeholders
- Emphasize independent review and job shadowing over “classroom style” Knowledge Transfer
- Coordinate seamlessly with the new Infrastructure Vendor



COLLABORATION AND COMMUNICATION

- Minimize demand on the incumbent Vendor(s) with thorough process, documentation, and code review prior to sessions
- Coordinated communication and escalation across consortium and vendors via Delivery Integration

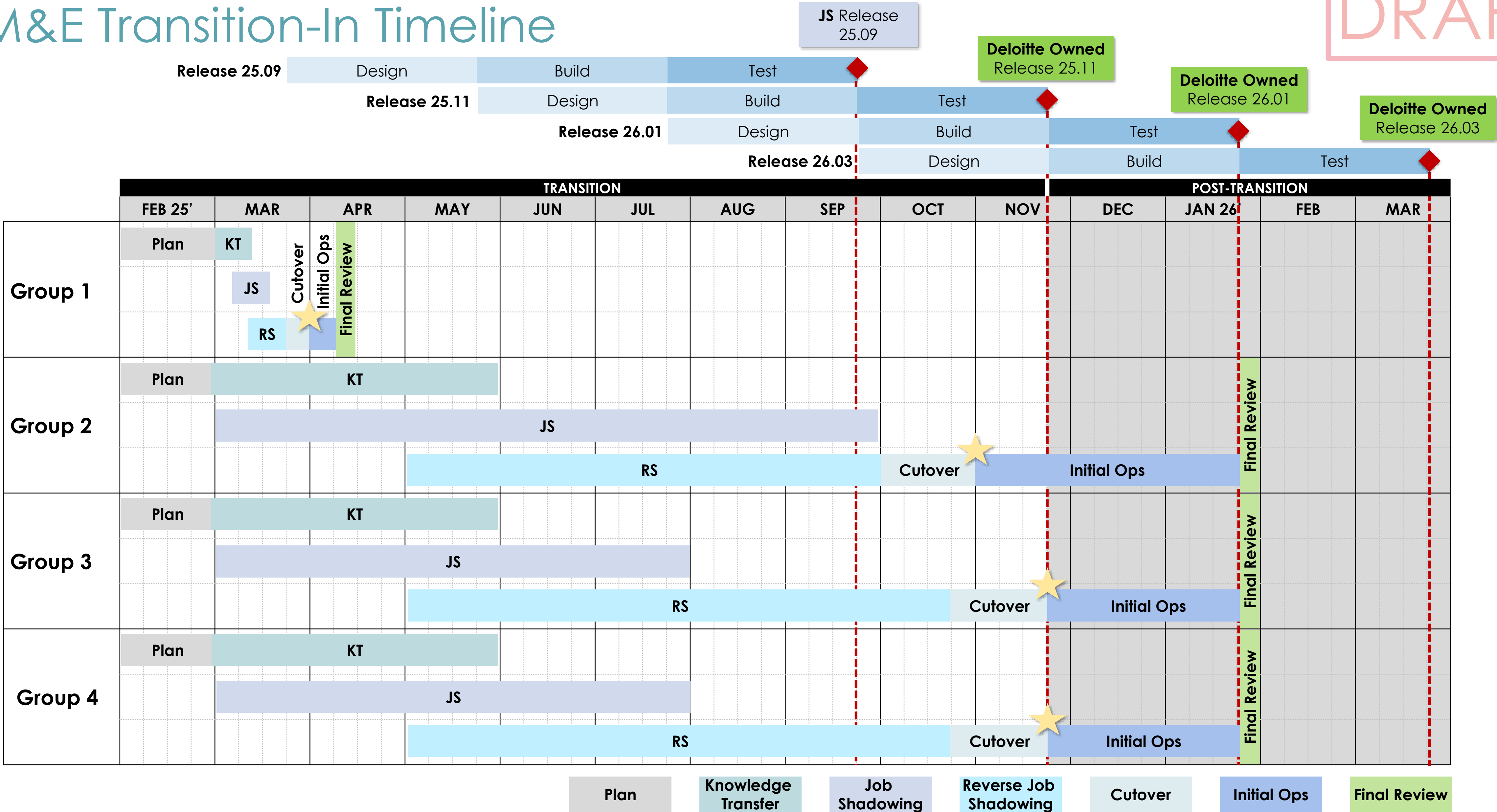


MITIGATE RISK

- Implement lessons learned from previous Gainwell KT Sessions
- Organize activities by priority and cutover timing
- Stagger workstream cutover to reduce risk and transition certain activities earlier

M&E Transition-In Timeline

DRAFT

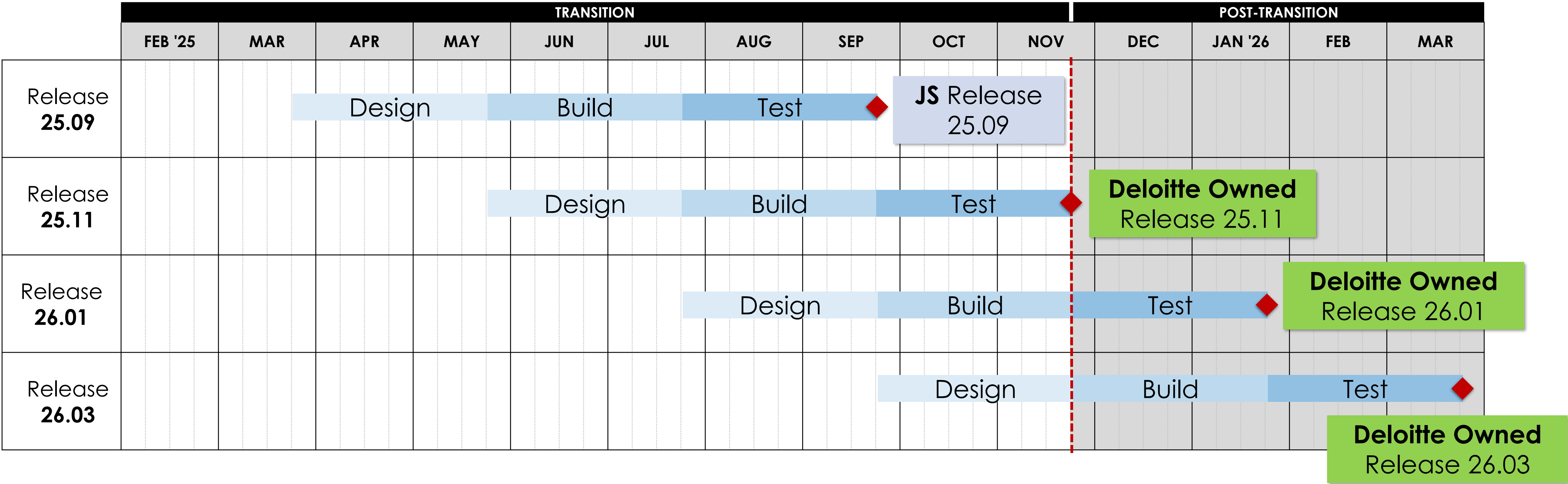


For more information on release cutovers: [Transition Plan Timelines - DRAFT - 20250123.xlsx](#)

M&E Transition-In Timeline

Software Development Lifecycle Timeline

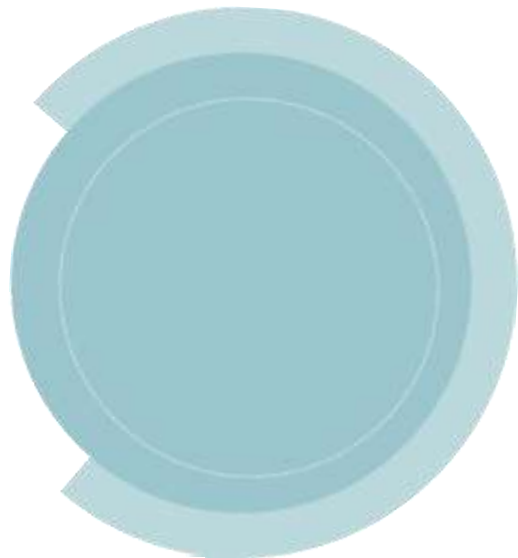
DRAFT



For more information on release cutovers: [Transition Plan Timelines - DRAFT - 20250123.xlsx](#)

Fresno GenAI Call Summary Assist Update

Fresno GenAI Call Summary Assist



Below captures production metrics and feedback for the Fresno GenAI Call Summary Assist solution from **June 28, 2024 through January 18, 2025**:

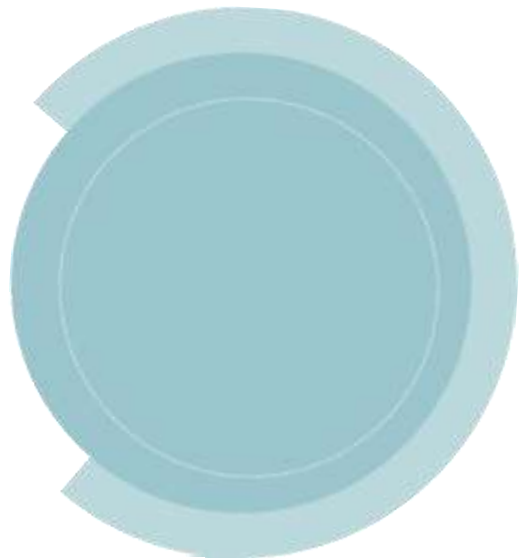
Key Performance Metrics (Since Launch)		
<div>160K+</div> <div>Summaries Generated</div>	<div>100%</div> <div>Summaries Generated Within 60 seconds</div>	<div>8 seconds</div> <div>Average Call End to Summary End</div>




Select Recent Feedback
<ul style="list-style-type: none">• Eligibility Workers reported that the GenAI technology handles heavy accents very well• One Eligibility Worker expressed that GenAI call summary assist allows them to focus more on handling the customer concern and documenting actions taken after the call• Supervisors noted the value of having a draft summary to return to if they get interrupted to support other workers• One supervisor described significant improvement in their review/QA process with Eligibility Workers who (prior to GenAI technology) required frequent follow-ups regarding summary quality

What's next for Fresno: Targeting end of February to expand GenAI to Spanish Calls!

Fresno GenAI Call Summary Assist

Takeaways from initial comparison of GenAI vs edited summaries:



Qualitative Takeaways – Reviewed subset of ~600 summaries with the most eligibility worker edits (>50% content edited)	Quantitative Analysis – Reviewed random sampling of 100 summaries
<div> Fresno Eligibility Workers are required to add details of case actions completed after call<ul style="list-style-type: none">Ex) Personal details updated, benefits calculation, review of prior casework (not spoken on call)</div> <div><div></div>Based on the reviewed summaries, the GenAI technology is accurately summarizing the calls<ul style="list-style-type: none">Observed edits do not alter the summary meaning. Ex) A call about a delay in receiving benefits maintains this meaning after eligibility worker edits are made</div> <div><div></div>Some Eligibility Workers are adjusting content to match their preferred format, length, and level of detail<ul style="list-style-type: none">Ex) removing paragraph breaks, changing capitalizations / phrases to acronyms (i.e. “date of birth” to “DOB”)</div>	<div>1. Case Actions Added – 21%<ul style="list-style-type: none">Case actions completed after the call are not spoken aloud; it is a Fresno requirement to add manually</div> <div>2. Format Changes – 18%<ul style="list-style-type: none">Deleting paragraph breaks, removing brackets around verification information, changing formatting of dates, abbreviating content that was originally spelled out</div> <div>3. Changed Customer to Client – 14%<ul style="list-style-type: none">Fresno best practices indicate that the customer should always be referred to as such and never as client</div> <div>4. Added Non-Required Summary Information – 31%<ul style="list-style-type: none">Included additional authentication details and / or district numbers</div> <div>5. Reorganized / Removed Specified Summary Elements – 29%<ul style="list-style-type: none">Edited pre-approved summary components</div>

Fresno GenAI Call Summary Assist

Next steps from initial comparison of GenAI vs edited summaries:



Continue building out **management tools for supervisor insights**

- *CalSAWS GenAI report shows summaries before and after they were edited by eligibility worker*



Further analyze and discuss findings to **uncover additional insights**

- *Discussions have helped identify training opportunities*



Continue to **share training opportunities for Eligibility Workers** making edits inconsistent with Fresno guidelines

- *2% of Eligibility Workers have, on average, edited ~ 70% of GenAI summary content, indicating that a small group consistently makes significant and often unnecessary edits*

CalSAWS Procurements Update

Procurement Update

BenefitsCal Key Procurement Tasks

	BenefitsCal Procurement Event	Dates
1	Release RFP	May 29, 2024
2	Conduct Bidder's Conference	June 11, 2024
3	Bidder Question Period	May 30 – June 25, 2024
4	Consortium Issues RFP Addendum 1	June 14, 2024
5	Consortium Issues RFP Addendum 2	June 25, 2024
6	Consortium Publishes Final Q&A and RFP Addendum 3	July 3, 2024
7	Bidders Submit Request to OTSI for Proposal Folder	July 15, 2024
8	Proposals Due	July 30, 2024
9	Consortium Issues RFP Addendum 4	September 17, 2024
10	Consortium Issues RFP Addendum 5	October 4, 2024
11	Evaluate Compliance, Firm Qualifications, Business and Price Proposals, and Best And Final Offers (BAFOs)	July 31, 2024 – February 11, 2025
12	Prepare and Approve Vendor Selection Report (VSR)	February 12 – March 18, 2025
13	Publish Notice of Intent to Award and VSR	March 19, 2025
14	Contract Negotiations	March 24 – April 1, 2025
15	State Contract Approval	April 7 – May 6, 2025
16	Federal Contract Approval	May 7 – July 9, 2025
17	Contingency Period	July 10 – August 7, 2025
18	JPA BOD Approval	August 15, 2025
19	Contract Start	August 25, 2025
20	Transition-In Period (6 Months)	August 26, 2025 – February 27, 2026

Procurement Update

Quality Assurance (QA) Key Procurement Tasks

	QA Procurement Event	Dates
1	RFP Development	December 11, 2024 – April 14, 2025
2	Consortium Review and Approvals	April 15 – 23, 2025
3	State Review and Approvals	April 28 – May 30, 2025
4	Federal Review and Approvals	June 4 – August 5, 2025
5	Release RFP	August 11, 2025
6	Conduct Bidder's Conference	August 19, 2025
7	Bidder Question and Answer Period	August 11 – September 2, 2025
8	Consortium Publishes Final Q&A and RFP Addendum	September 16, 2025
9	Proposals Due	October 20, 2025
10	Evaluate Compliance, Firm Qualifications, Business and Price Proposals, and BAFOs	October 21, 2025 – May 27, 2026
11	Prepare and Approve Vendor Selection Report	May 28 – July 1, 2026
12	Publish Notice of Intent to Award and VSR	July 2, 2026
13	Contract Negotiations	July 7 – 15, 2026
15	State Contract Approval	July 20 – August 19, 2026
16	Federal Contract Approval	August 20 – October 20, 2026
17	Contingency Period	October 21 – November 13, 2026
18	JPA BOD Approval	November 20, 2026
19	Contract Start	November 23, 2026
20	Transition-In Period (2 Months)	November 24, 2026 – January 29, 2027

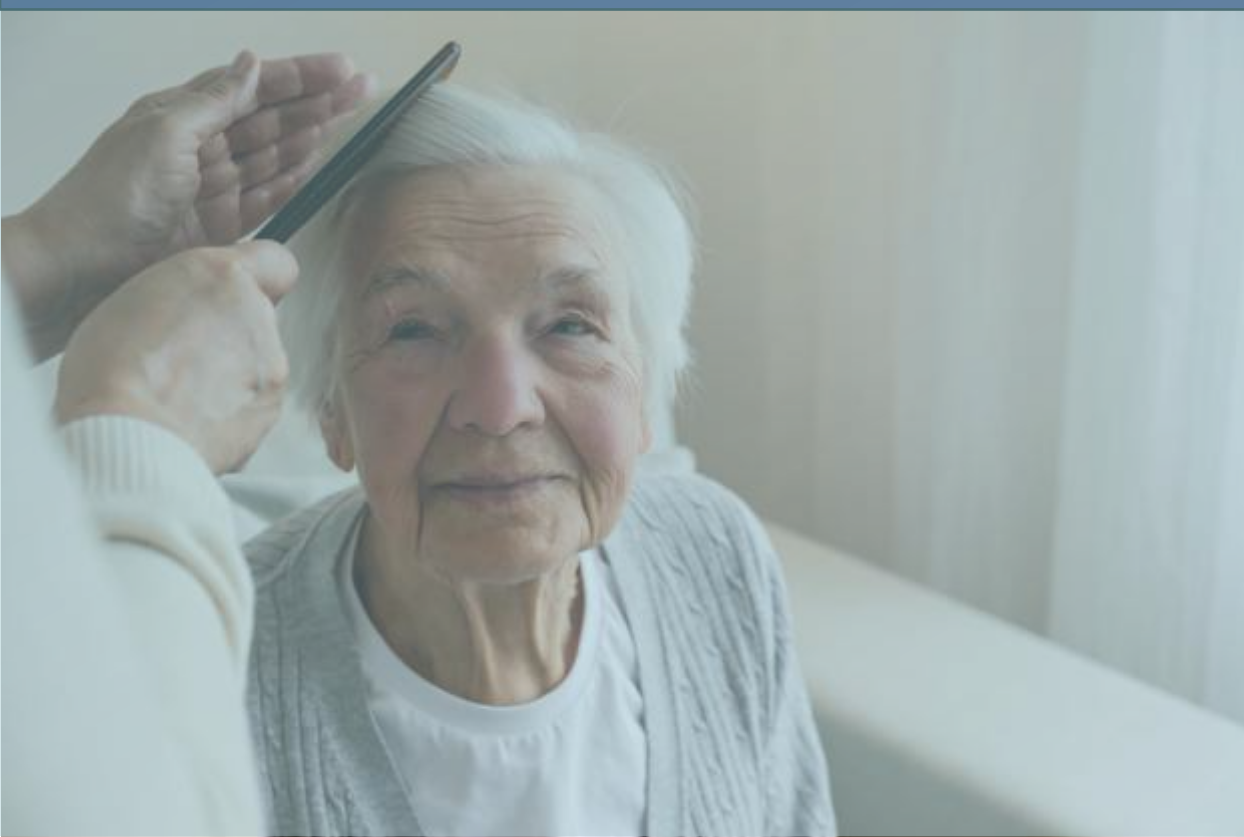
Year in Review



2024: The Power of 58 UNLOCKED

Over 16 Million Active Beneficiaries

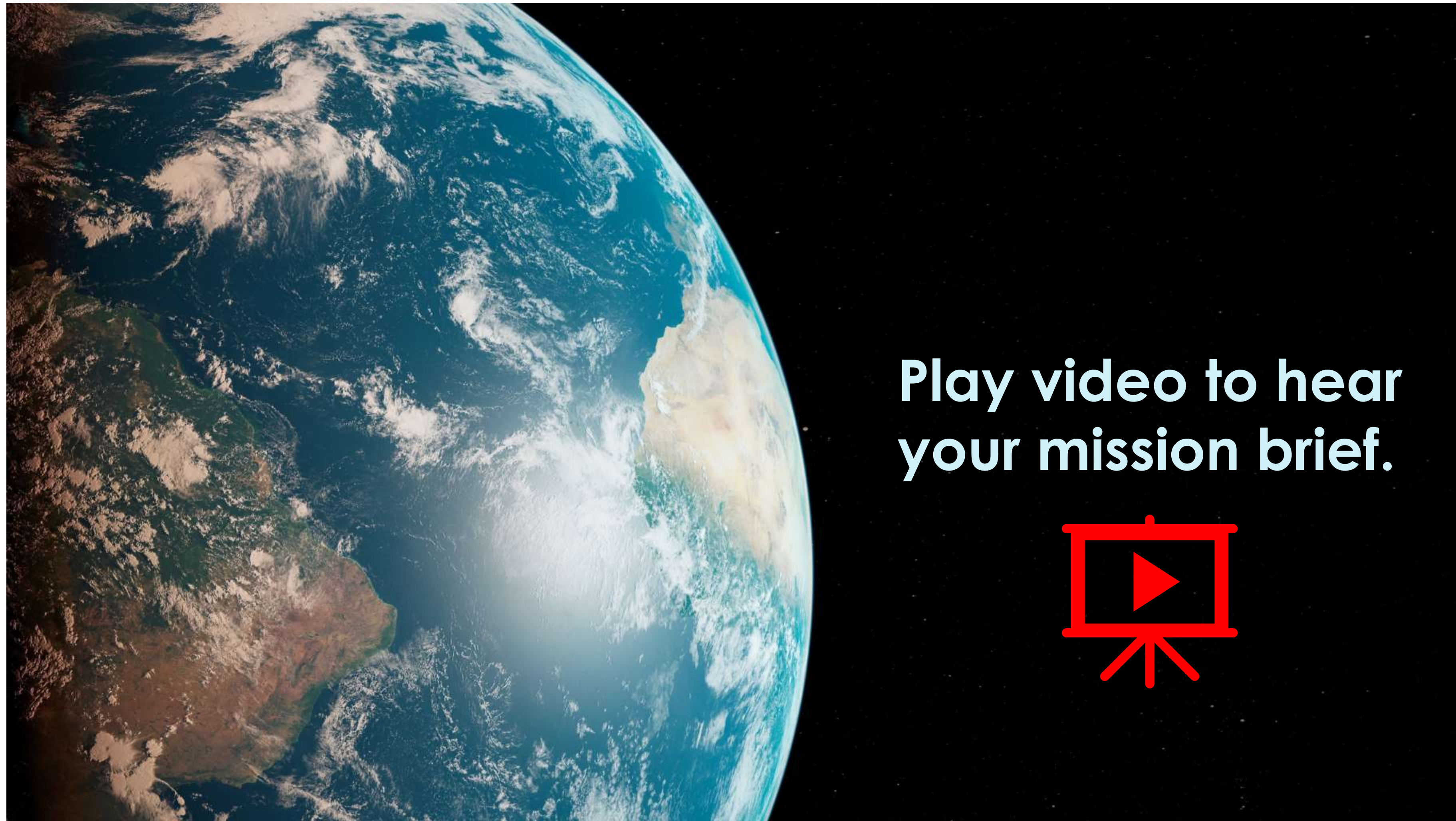
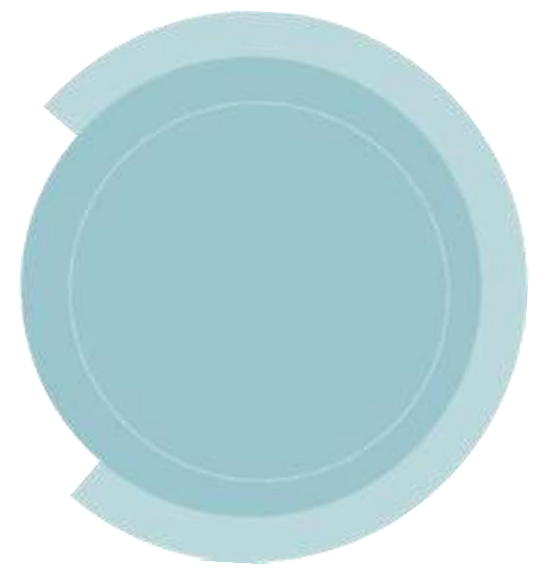
CalSAWS



2025 CalSAWS Conference & JPA Member Representatives Meeting

2025 CalSAWS Conference

And Joint Meetings of the JPA Member Representatives and Board of Directors



Adjourn Meeting