

CalSAWS | Executive Summary for the JPA Board of Directors

Location: Zoom/In-Person
Date: Friday, May 9, 2025

Agenda Item and Summary	Type of Item
<p>1. Call meeting to order.</p> <p>Summary: Board Chair, Michael Sylvester, will call the CalSAWS JPA Board of Directors meeting to order.</p>	Procedural
<p>2. Confirmation of Quorum and Agenda Review.</p> <p>Summary: Board Chair, Michael Sylvester, will confirm quorum of the Board and will provide a high-level overview of the agenda.</p>	Procedural
<p>3. Public opportunity to speak on items 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.</p> <p>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.</p> <p>Summary: Board Chair, Michael Sylvester, will provide the public with an opportunity to speak on items not on the agenda.</p>	Procedural
Action Items	
<p>4. Approval of Resolution recognizing Lynn Bridwell upon her retirement.</p> <p>Summary: The CalSAWS Consortium is seeking Board approval of a Resolution recognizing Lynn Bridwell upon her retirement.</p>	Action
<p>5. Approval of contract extension with the California Welfare Directors Association (CWDA) for a six-month period.</p> <p>Summary: The Consortium is seeking Board approval of a contract extension for six months, amending new contract term date from June 30, 2025, to December 31, 2025. This extension increases the overall value of the contract by \$137,280. The costs are funded through the CalSAWS Implementation Advance Planning Document Update (IAPDU).</p>	Action

6. Approval of Deloitte Amendment 1, which includes alignment of scope between Infrastructure and M&E and alignment of the transition schedule.

Action

Summary: The Consortium is seeking Board approval of Amendment 1 to the Agreement between the CalSAWS Consortium and Deloitte, LLP, which includes scope reductions associated with the Contact Center Services due to clarifications of roles and responsibilities between Infrastructure and Maintenance and Enhancements (M&E), the addition of NIST Rev 5 enhancements to the System Security Plan, the addition of Report Support for CDSS and DHCS, and updates to the transition staff loading plan to accommodate earlier ramp up in alignment with a phased cutover approach.

This Amendment also updates the noticing and Work Location address from Roseville to Gold River.

This Amendment has no impact to the overall total contract value but will shift \$9,157,969 from the M&E Change Allowance to the M&E Base Services within Exhibit C – M&E Price Schedules. Board approval of this Amendment will retain \$60,842,031 for future change orders. The costs are accounted for in the CalSAWS IAPDU. The current year costs are accounted for in the SFY 2024-25 CalSAWS JPA Project Budget.

7. Approval of Gainwell Amendment 1, which includes alignment of scope between Infrastructure and M&E.

Action

Summary: The Consortium is seeking Board approval of Amendment 1 to the Agreement between the CalSAWS Consortium and Gainwell Technologies, LLC, which includes the addition of maintenance and enhancements scope associated with Contact Center Services due to clarifications of roles and responsibilities between Infrastructure and Maintenance and Enhancement (M&E), the addition of maintenance and enhancements associated with the identify access management solution, maintenance of the WDTIP infrastructure, and security related projects. Also included is a modification to consolidate the Northern central depot with the project site facility.

This Amendment also updates the noticing and Work Location address from Roseville to Gold River.

This Amendment has no impact on the overall total contract value but will shift \$16,481,597 from the Infrastructure Change Allowance to the Infrastructure Base Services within Exhibit C – Infrastructure Price Schedules. Board approval of this Amendment will retain \$33,518,403 for future change orders. The costs are accounted for in the CalSAWS IAPDU. The current year costs are accounted for in the SFY 2024-25 CalSAWS JPA Project Budget.

8. Approval of Consent Items

Action

a. Approval of the Minutes and review of the Action Items for the April 11, 2025, JPA Board of Directors Meeting.

Summary: The Consortium is seeking Board approval of the Minutes and review of the Action Items for the April 11, 2025, JPA Board of Directors Meeting.

b. Approval of Accenture Change Notice 40, which includes M&E transition scope of work, county purchases, and administrative updates.

Summary: This Change Notice will utilize \$1,311,554 of the \$10,000,000 CalSAWS Transition allowance to support additional infrastructure and M&E Transition Out Activities. Board approval of this Change Notice will leave \$4,519,567 for future work.

This Change Notice will also utilize \$896,042 of the original \$35,000,000 allocation for County Purchases subject to Board approval. Board approval of this Change Notice will leave \$10,476,845 for future County Purchases. The County Purchases included in Change Notice 40 are as follows:

- LA-01-2024 – Revision 1 – Los Angeles – Custom Courtesy Callback ("CCB") Solution and New Afterhours Interactive Voice Response ("IVR") Flow – Revision 1 – \$99,884.80
- LA-05-2023 – Los Angeles Request for Changes to General Relief Opportunities for Work ("GROW") to Skills and Training to Achieve Readiness for Tomorrow ("START") County-Specific Program – \$557,133.26
- LA-06-2024 – Los Angeles – Request for Changes to the General Relief ("GR") County-Specific Program – \$196,115.13
- SB-02-2022 – Revision 1 – San Bernardino Emergency IVR Call Flow and Customer Services Center Expansion – Revision 1 – (\$46,024.63)
- SC-04-2023 - Revision 1 – Santa Clara – Request for Purpose-Built Curated Data Set ("PBDS") Access in CalSAWS Amazon Simple Storage Solution ("Amazon S3") Location - Revision 1 – \$24,496.20
- SM-01-2025 – San Mateo – Additional Reporting Support – \$64,437.54

This Change Notice also includes an administrative adjustment to realign imaging and operations costs to the pricing schedule with no impact on overall cost.

The costs of this Change Notice are funded through CalSAWS IAPDU and county funding. The current year costs are accounted for in the SFY 2024-25 CalSAWS JPA Project Budget.

Informational Items

9. Quarterly Fiscal Report

Informational

Summary: Holly Murphy will provide an overview of Quarterly Fiscal Report.

10. Quarterly Performance & SLAs Report

Informational

Summary: Dawn Wilder, Rajesh Tahaliyani, Sara Kiewet, and Arnold Malvick will provide an overview of Quarterly Performance & SLAs Report.

11. CalSAWS CER to BCR Update

Informational

Summary: Julia Erdkamp will provide updates on the CalSAWS CER to BCR effort.

Agenda Item and Summary

Type of Item

12. BenefitsCal Update

Informational

- ROI Workgroup Update
- Get CalFresh (GCF) Sunset and Support
- BenefitsCal – New Usage Metrics

Summary: Lynn Bridwell and Michael Green will provide an update on BenefitsCal.

13. Policy & Release Update

Informational

Summary: Karen Rapponotti and Michele Peterson will provide an update on Policy & Release.

14. Transition Update

Informational

Summary: Dawn Wilder and Rajesh Tahaliyani will provide an update on Transition.

15. CalSAWS Procurement Updates

Informational

- Quality Assurance

Summary: Tom Hartman will provide updates on CalSAWS Procurement.

16. County Highlight – Placer County

Informational

Summary: Ashley Arnold will provide an overview of County Highlight – Placer County.

17. Adjourn Meeting

Procedural

Summary: Board Chair, Michael Sylvester, will adjourn the meeting of the CalSAWS JPA Board of Directors.
